



Greater North Foundation



Continuing Care Assisted Living



Greater North Foundation

WILDROSE VILLA ASSISTED LIVING

RESIDENT HANDBOOK

TABLE OF CONTENTS

WELCOME	2
OUR MISSION STATEMENT/CORE VALUES	2
OUR GOALS AND OBJECTIVES.....	2
HISTORY	3
BOARD OF DIRECTORS	4
CONTACT INFORMATION.....	4
ADMISSION	5
RENTAL RATES	5
PARKING.....	6
AIR CONDITIONING.....	6
TELEPHONE	6
SATELLITE TV	6
WIFI.....	6
EMERGENCY CALL PENDANT SYSTEM.....	6
SECURITY	6
MEALS	7
MEDICATIONS	8
PRIVATE FURNITURE	8
HOUSEKEEPING	8
LAUNDRY	8
VISITORS.....	8
APPLIANCES, MONEY & VALUABLES.....	8
SMOKING POLICY	9
PET POLICY.....	9
TRANSPORTATION POLICY	9
MEDICAL EQUIPMENT	9
SERVICES PROVIDED FOR THE RESIDENT.....	9
GENERAL POLICIES	10
RESIDENT/TENANT GRIEVANCE PROCEDURE	11

WELCOME

The management and staff of the Greater North Foundation extend a warm welcome to you and trust that your transition to Wildrose Villa Assisted living will be a joyful and rewarding experience.

Our dedicated, caring and compassionate staff is always available to address any concern you may have, and to ensure you receive a high level of accommodation services.

The heart of our organization is you, and our mandate is to ensure your well-being, comfort and health & safety while living in a Greater North Foundation Assisted Living facility.

OUR MISSION STATEMENT

To provide seniors, families and individuals of low to moderate income with secure affordable housing.

CORE VALUES

Professionalism: Conduct ourselves in a professional manner, maintaining confidentiality and trust.

Respect: Treat all with dignity, fairness and respect while considering and supporting their individual circumstances.

Accountability: Show social and fiscal responsibility to our clients and our contributing partners.

OUR GOALS AND OBJECTIVES

- To provide friendly, compassionate employees to address the accommodation needs of those residing in our facility.
- To plan and provide preventative maintenance procedures which shall ensure a high level of safety throughout the Management Body housing, lodge and assisted living units.
- To keep communication lines open between the public, the Board of Directors, the employees, and the tenant/residents, by encouraging involvement in the community and continuing to have activities that involve all parties.

- To provide nutritious enjoyable meals and housekeeping services to those individuals residing in the Assisted Living accommodations.
- To work in collaboration with Assisted Living Alberta to ensure compliance with the current “Use of Designated Access Spaces Agreement”.
- To recruit and retain employees to ensure the goals and objectives of the Foundation are met.
- To operate as efficiently as possible, while being accountable to our Provincial and Municipal partners.

HISTORY

The Greater North Foundation (originally known as the Athabasca County Foundation) was formally established as a Foundation on April 3, 1984 through Ministerial Order #36/84. At this time, the Foundation was responsible for three lodges: Lacalta Lodge in Lac La Biche (Original Opening – 1971), Wildrose Villa in Boyle (Original Opening – 1978), and Pleasant Valley Lodge in Athabasca (Original Opening – 1960). Effective April 1, 1996, the Greater North Foundation was established as a “Management Body” and expanded their responsibilities and currently include:

	<u>Official Opening</u>
Lacalta Lodge – Lac La Biche	2010
Pleasant Valley Lodge – Athabasca	2010
Wildrose Villa- Boyle	2016
Wildrose Villa Assisted Living (Type B Continuing Care)	2018
Lions Pioneer Place – Athabasca	1982
Lions Heritage Place – Athabasca	1987
Little Manor – Athabasca	1975
Lions Birch Manor – Boyle	1985
Lions Aspen Manor – Boyle	1988
Evergreen Manor – Boyle	1993
Pioneer Villa – Plamondon	1980
North Star Villa – Plamondon	1983
Island View – Lac La Biche	1978
Place Bouvier – Lac La Biche	1986
52 Community Housing (family) units within our operating region	

We are authorized to operate under the Alberta Housing Act and Regulation there under; together with other appropriate Acts and Regulations as defined by the Government of Alberta and Federal Government.

BOARD OF DIRECTORS

The Board of Directors of the Greater North Foundation is made up of eight (9) appointed directors, one representative for each as follows

- Village of Boyle (1)
- Lac La Biche County (2)
- Athabasca County (1)
- Town of Athabasca (1)
- MD of Opportunity No. 17 (1)
- M.D of Bonnyville No.87 (1)
- Member at Large (1)
- One Director representing the following Summer Villages (1)
 - Summer Village of Mewatha Beach
 - Summer village of Bondiss
 - Summer Village of Island Lake
 - Summer Village of Island Lake South
 - Summer Village of West Baptiste
 - Summer Village of South Baptiste
 - Summer Village of Sunset Beach
 - Summer Village of Whispering Hills

CONTACT INFORMATION

Administration Head Office:

Greater North Foundation
Unit #1, 3603 – 53rd St.
Athabasca, AB
T9S 1A9

Ph: 780-675-9660
E:mail:admin@gnfoundation.ca

Wildrose Villa/Assisted Living

Attention: Manager
Box 420
Boyle, AB, T0A 0M0
780-689-3882
boyle@gnfoundation.ca

If you have any questions or concerns, please contact the appropriate contact listed above Monday through Friday from 8:30am – 4:30 pm. In case of emergency after hours, contact the staff member on duty for assistance.

ADMISSION

Admission to the Wildrose Villa Assisted Living includes, but is not limited to, the completion of the following:

- Applications, assessments and referrals are completed by the Alberta Health Services Continuing Care department.
- Once your application for a Continuing Care unit at our facility has been approved, you will be required to enter into a Terms of Occupancy Contract with Greater North Foundation.
- Completion of all documentation will be required prior to admission.

RENTAL RATES

The residents residing at the Wildrose Villa Assisted Living facility are charged the Continuing Care Home accommodation charges as set by the Assisted Living and Social Services Ministry and in accordance with the Continuing Care Act..

The rental rates include: nursing care (provided by Alberta Health Services), all meal services, housekeeping and laundry/linen services, and activity programs.

The preferred method of rent collection is by Electronics Fund Transfer (EFT). Rental payments by cheque, money order or cash must be paid at the manager's office by the first (1st) of each month.

Medications, physical aides (walkers/wheelchairs), and incontinence products are the responsibility of the residents. However, Alberta Aides to Daily Living and Alberta Health and Wellness may provide assistance through their programs.

Supplementary Accommodations Benefit:

Families of residents and/or Alberta Health Services supports may assist residents in applying for the Supplementary Accommodations Benefits. If the resident qualifies, the supplement will be paid with their Alberta Seniors Benefits. The supplement is available to residents of low to moderate income. The criteria and the amount supplemented are fully determined by the Provincial Government.

PARKING

A limited number of parking stalls are available for residents. There is a \$20.00 fee charged each month to have an assigned parking stall. The fee for parking is subject to change.

AIR CONDITIONER

Residents are allowed to install portable air conditioners in their resident rooms and will be charged \$10.00 per month for the months of June, July and August. Installation of the air-conditioner remains the responsibility of the resident or their family. The fee of \$10.00 is subject to change.

TELEPHONE

If you wish to obtain telephone services, it is the responsibility of the resident to contact Telus at 1-888-811-2323 to arrange for hook-up. Residents will be responsible for any charges involved with hook-up as well as monthly charges.

SATELLITE TV

Satellite services are available for a monthly fee. If residents wish to add additional channels beyond what is currently offered, an extra charge will be directly billed to the resident from the satellite provider.

WIFI

Please consult the manager for Wifi options available within your select facility.

EMERGENCY CALL PENDANT SYSTEM

Each resident, upon admission to the lodge are provided with an “Emergency Call Pendant” with instructions on usage. If the emergency call pendant becomes lost or damaged while in the resident’s possession, the resident will be responsible for the repairs and replacement cost.

A pendant deposit of \$300 is required upon move in and returned to the resident when the pendant is returned at move out.

SECURITY

The Greater North Foundation takes all reasonable measures to safeguard the safety and security of the residents. This includes 24-hour staffing and courtesy checks if a resident has not attended meals. In addition, staff takes an active interest in the activities of all

residents and will contact family, administration, or appropriate health professionals if a serious health issue occurs.

The lodge maintains a 24 hour security system that monitors doorways, hallways and common areas for added security.

Exterior entrance doors are locked in the evening and unlocked in the morning. These doors can be opened from the inside at any time for easy exit. A doorbell is located at the main entrance for admission during the locked hours. The exact door locked times can be acquired by your manager.

All fire exit doors and entrance doors between 9:00 pm and 7:00 am are monitored by an automatic alarm system. The exact times may vary depending on site.

In the event of a resident's absence from the lodge (e.g. hospital or vacation), access to the room by friends or family will only be permitted when accompanied by one staff member.

MEALS

All residents are provided with three well-balanced meals and three snacks per day.

Meals are served at the following times at the Wildrose Villa Assisted Living facility:

MEAL	Wildrose Villa Assisted Living
Breakfast	7:30 am
Snack Time	10:00 am
Dinner	11:30 am
Snack Time	2:00 pm
Supper	4:30 pm
Evening Snack	7:30 pm

▪ *Meals times are subject to change*

The Greater North Foundation makes a conscious effort to use healthy food preparation techniques and to accommodate special needs diets whenever practical. The Foundation cannot, however, accept responsibility for individual diet planning or monitoring.

Meal service to rooms is not available except on a limited emergency basis.

Snacks: Coffee, tea, juice, milk, and snacks are available.

You may keep snacks and treats in your room; however, we ask that perishable food be kept to a minimum as it can spoil rapidly and become a health hazard.

If you will be away at meal time, please notify the staff.

MEDICATION

Medication assistance is available through home care services under the authority of Assisted Living Alberta. Resident assistance with medication will be determined and approved by the Alberta Health Services personnel.

PRIVATE FURNITURE

Personal articles are allowed and encouraged. This provides a feeling of “home” and security for the resident. Approval from the facility manager is required before any personal furnishings other than clothing are brought into the lodge. Pictures may be hung. The foundation provides the necessary furniture (twin bed, dressers, night stand, mini fridge, and microwave) as well as towels, and bedding for twin size beds.

If Alberta Health Services recommends that the resident acquire specialized equipment, the resident is responsible for the cost of purchasing or renting the required equipment. Supports may be available through alternate programs.

HOUSEKEEPING

All bedding is changed as required, however, will be changed at a minimum of once per week. Individual rooms are cleaned at a minimum of once per week, unless otherwise required. Fresh towels are provided weekly or as required. Bathrooms are cleaned weekly or as required. Each room receives a thorough deep cleaning once per year.

LAUNDRY

Personal clothing is laundered by Greater North Foundation staff as required. It is the responsibility of the resident &/or their family to ensure that all clothing is labeled for easy identification. Laundry services are available at no additional charge, providing Greater North Foundation procedures and products are utilized. Request for specialized laundry products and procedures may be considered under special circumstances; additional requirement and charges may apply.

VISITORS

Families are encouraged to visit on a regular basis and to take their family members out, whether it is for a few hours or a few days. However, if you will be going out over a meal time, please notify the staff so that the kitchen is made aware as well as medications provided if necessary.

APPLIANCES, MONEY, AND VALUABLES

Every effort is made to safeguard all forms of personal property. The family is asked to notify the administration office if any valuables are being taken home. Labeling all personal items will prevent possible loss.

The Greater North Foundation will NOT hold or store valuables on behalf of any resident.

The Greater North Foundation will not be responsible for the acquisition, replacement, or repair of any personal items or for any lost items or monies. Residents are encouraged to obtain tenant insurance

SMOKING

Smoking is not allowed anywhere within the facility. Smoking is permitted only in designated smoking areas outside the facility.

PETS

Pets are not permitted in any Greater North Foundation lodge facility on a permanent basis. Pets may be permitted to visit ONLY if they are continuously contained by leash or enclosure. Management reserve the right to request that visiting pets be removed from the facility if necessary.

TRANSPORTATION POLICY

The residents and/or their families are responsible for arranging or providing the necessary transportation to all appointments. Consult your Manager regarding local transportation options.

MEDICAL EQUIPMENT

Residents are permitted to use ambulatory aids such as wheelchairs and walkers. Respiratory aids (i.e. – oxygen bottles) can be used in resident rooms and common areas except where prohibited for reasons of fire safety or other emergency access. Greater North Foundation staff is not permitted to maintain equipment or change oxygen bottles.

Any modification to a room, including those made for reasons of disability, such as additional handrails, may be installed at the expense of the resident and on approval from the Manager.

SERVICES PROVIDED FOR THE RESIDENT

All facilities:

- If you are moving in from another service area, it is your responsibility to choose a local physician and inform the Manager of the change.
- Pastoral services are conducted at each lodge/assisted living facility on a regular basis.

- Home Care – The Greater North Foundation does not provide personal care services such as dressing, bathing, or eating assistance. These services are provided through the Continuing Care program (Alberta Health Services). Alberta Health Services provide 24 hour personal care to residents residing at the Wildrose Villa Assisted Living facility. This includes supervision by a registered nurse, licensed practical nurses and personal healthcare aides.
- Social/Recreation – Social and recreational activities are provided by the Continuing Care program/Alberta Health Services.
- Hairdressing service is available for all types of hair care at the residents’ cost. Please contact your manager for further information.
- Front desk services are available at the Wildrose Villa Lodge facility and are provided during business hours; five days a week – Monday-Friday. If the front desk is unattended, please refer to signage available at the desk, or proceed to the kitchen or dining area for assistance from onsite staff.
- If a resident exhibits behavior that may put the resident or another individual at risk of injury, illness and/or social isolation, a managed risk agreement may be employed between the resident, family or guardian, Greater North Foundation management and Alberta Health Service to outline the concerns and discuss solutions.

GENERAL POLICIES

- ❖ The management or staff should be informed if the resident intends to be late in returning to the lodge at night, or when they will be away.
- ❖ Any resident facing a Notice to Vacate “eviction” shall be given fourteen (30) days written notice before their residency is terminated. In emergency or health & safety cases, this notice period may be amended.
- ❖ **Guest Meals** - visitors wishing to have a meal at the lodge are requested to advise the kitchen staff at least 2 hours prior to meal time. A charge is applicable for a guest meal. Contact the facility for the current meal charge.
- ❖ Electrical appliances are not permitted in the resident rooms, with the exception of fans or kettles with automatic shut-offs.
- ❖ Every resident shall be required to take part in the necessary fire drill practices, with or without the assistance of personal care aides.

- ❖ Damages (willful or careless) shall be paid by the resident responsible.
- ❖ If an applicant wants to hold a room, full rent payment must be made until such time that the applicant moves in.
- ❖ If a resident is away or hospitalized, the rent must be paid in full.
- ❖ Visitors are always welcome. Remember, this is your home. Limited visitor parking is available.
- ❖ In case of a medical emergency or death, the family will be refunded the rental fee calculated on a pro-rated basis after the room is vacated.
- ❖ If a resident decides not to move in after they have accepted and paid for the accommodations, the rental fee will be refunded on a pro-rated basis, as soon as notice is provided.

RESIDENT GRIEVANCE PROCEDURE

- Should the resident/family have concerns, these should be discussed with the manager of the facility. If the concern is of a serious nature, the manager will provide you with the Formal Concern/Complaint Procedures. If the complaint is healthcare related, the site manager will ensure that the appropriate healthcare manager is notified.