



Greater North Foundation



Seniors Lodge Accommodations





Greater North Foundation

LODGE RESIDENT HANDBOOK

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WELCOME

The management and staff of the Greater North Foundation extend a warm welcome to you and trust that your transition to lodge 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 Lodge 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 accommodations that is affordable by adhering to the established regulations under the Alberta Housing Act.
- To provide friendly, accommodating employees to address the needs of those residing in the units, and provide corrective action with minimal disruption to other individuals.
- To plan and provide preventative maintenance procedures which shall ensure a high level of safety throughout the Management Body housing and lodge 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 the public.

- To provide nutritious enjoyable meals and housekeeping services to those individuals residing in the senior’s Lodge accommodations.
- To assist in coordinating the provisions of community and health care services to the clients to maintain their health and independence.
- 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

Lacalta Lodge

Attention: Manager
Box 900
Lac La Biche, AB, T0A 2C0
780-623-4364
lacalta@gnfoundation.ca

Pleasant Valley Lodge

Attention: Manager
4102 – 50th St
Athabasca, AB, T9S 0A6
780-675-1178
athabasca@gnfoundation.ca

Wildrose Villa

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 any of the lodges includes, but is not limited to, the completion of the following:

- Application for Occupancy
- Medical Assessment Form
- Priority Rating interview (prior to accepting application on waitlist)
- Terms of Occupancy Contract with applicable schedules
- Personal Information Release
- Resident Orientation

A copy of the applicant's Income Tax Notice of Assessment (NOA) for the most recent taxation year must accompany the application.

If no rooms are available for occupancy, your completed application will be assessed according to the priority rating criteria as outlined by the Alberta Housing Act and Regulations. If determined that you are eligible for lodge accommodations, you will be added to the waitlist based on your priority rating score.

RENTAL RATES

The accommodation rental rate includes, private room, use of all common areas, security systems, all meals and snacks, housekeeping, laundry, and activity programs.

Rental rates are set and approved annually by the Greater North Foundation Board of Directors on or before January 1st of a given year. Rental rate changes will be in effect July 1st of that same year.

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.

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. 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 confirmed 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.

The Greater North Foundation cannot and will not guarantee that residents will be individually monitored or supervised. Residents are free to come and go as they wish. The lodge is the residents’ home and the freedoms and privileges of their home must be respected.

HEALTH AND SAFETY

Should the resident’s general health (as determined by the manager) limit their ability to use the stairs in an emergency, they will be transferred to a main floor unit, when a unit becomes available.

HOUSEKEEPING

All bedding is changed weekly. Individual rooms are cleaned weekly. Fresh towels are provided weekly. Bathrooms are cleaned regularly. Each room receives a thorough cleaning once per year.

LAUNDRY

Personal laundry may be done by lodge staff. It is the responsibility of the resident &/or their family to ensure that all clothing be labeled for easy identification. Laundry facilities are available to residents that prefer to do their own personal laundry. All laundry services are currently offered at no extra charge.

MEALS

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

Meals are served at the following times in the following lodges:

MEAL	Lacalta Lodge	Pleasant Valley Lodge	Wildrose Villa
Breakfast	7:45 am	7:45 am	7:30 am
Snack Time	Ongoing	10:00 am	10:00 am
Dinner	11:45 am	12:15 pm	11:30 am
Snack Time	Ongoing	3:00 pm	2:00 pm
Supper	4:45 pm	5:00 pm	4:30 pm
Evening Snack	7:30 pm	7:00 pm	8:00 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

Residents are required to administer their own medication. Medication assistance is available through home care services under the authority of Assisted Living Alberta. The manager may help you contact the appropriate person and local health department; however, it is the responsibility of the resident/family to apply for these services.

PRIVATE FURNITURE

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

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.

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.

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 Lodges:

- 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 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 may be available through the Continuing Care program (homecare) for qualified applicants.
- Social/Recreation – The Greater North Foundation provides optional social and recreational activities for all residents including crafts, bingo, and exercises. Recreational and social activities are the responsibility of the facility's activity

coordinator. Most activities are free of charge; however, some may require a nominal fee for participation.

- 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 only 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.

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 (14) 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 lodge 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.
- ❖ Residents are expected to make their own beds and keep their rooms tidy.
- ❖ Every resident shall be required to take part in the necessary fire drill practices.
- ❖ 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.
- ❖ Couples are a priority for the one bedroom suites. If a single person is in a one bedroom suite and the suite is required by a couple, the last person who moved into a one bedroom suite shall be requested to move into a single room.
- ❖ 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.
- ❖ Residents are not routinely checked in their units. Lodge residents & family will be informed of the “Resident Night Check Request Form”. Night checks will only be completed if the resident requests and approves it.

RESIDENT GRIEVANCE PROCEDURE

- Should the resident 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.