

LAMONT COUNTY HOUSING FOUNDATION

RESIDENT INFORMATION HANDBOOK



Beaverhill Pioneer Lodge



Father Filas Manor

Contents

- INTRODUCTION 3
- LAMONT COUNTY HOUSING FOUNDATION..... 4
 - OUR MISSION STATEMENT 4
 - OUR VALUES 4
 - THE BOARD OF DIRECTORS 5
 - THE FOUNDATION LODGES AND SELF CONTAINED UNITS..... 5
 - DONATIONS 6
 - ADMISSION 6
 - RENTAL RATES 7
 - MEALS 7
 - AMENITIES AND OTHER INFORMATION 7
- RESIDENT COUNCIL 12
 - RESIDENT OBLIGATIONS 13
- PROTECTION FOR PERSONS IN CARE ACT 14
- PUBLIC INTEREST DISCLOSURE (Whistleblower Protection) ACT 15
- RESIDENT PRIVACY AND PROTECTION OF PERSONAL INFORMATION 15
- SENIORS’ SELF-CONTAINED UNITS..... 16
 - APPLICATION PROCESS AND RENTAL RATES 16
 - RESPONSIBILITIES 16
 - AMENITIES 17
- SOCIAL HOUSING 17
- APPENDIX 1 18

INTRODUCTION

This is your home; we extend a warm welcome to you.

Our primary concern is for the welfare of all Residents, and we do trust that your stay here will be happy, comfortable and enjoyable.

We want to create an atmosphere which is pleasing at all times

This booklet will give you an idea of what you can expect here and the services we provide.

LAMONT COUNTY HOUSING FOUNDATION

The Lamont County Housing Foundation provides accommodation and housing to seniors fifty-five years and over, persons with disability and other citizens in need of housing in special circumstances; these people must have the desire and ability to live independently and in a manner which will not compromise their respect, dignity and quality of life.

OUR MISSION STATEMENT

“We believe that every individual is unique and special and has a right to maintain his/her own independence with dignity and pride.

We commit ourselves to provide safe, quality and affordable group housing to those in need, and offer an environment which promotes equality, and enhanced and healthy lifestyle, in a cost-effective and efficient manner.”

OUR VALUES

- **Dignity**
- **Excellence**
- **Openness**
- **Teamwork**
- **Stewardship**
- **Hope**

THE BOARD OF DIRECTORS

The Lamont County Housing Foundation is managed by a seven-member Board of Directors with representatives from the following jurisdictions:

Lamont County	- 2 representatives
Town of Lamont	- 1 representative
Town of Bruderheim	- 1 representative
Town of Mundare	- 1 representative
Village of Andrew	- 1 representative
Village of Chipman	- 1 representative

THE FOUNDATION LODGES AND SELF CONTAINED UNITS

The following Lodges and Self-Contained Units are managed under the jurisdiction of the Lamont County Housing Foundation.

HERITAGE MANOR - ANDREW

5122 – 5126 - 51 St. Andrew AB T0B 0C0

Manager Phone: 780-764-3013

SPRING CREEK MANOR - BRUDERHEIM

4830 – 51 Ave. Bruderheim, AB T0B 0S0

Manager Phone: 780-895-2573

ELK PARK APARTMENTS - CHIPMAN

4923/ 4925 / 4927 / 4929 / - 48 Ave.

Chipman AB T0B 0W0

Manager Phone: 780-895-2573

BEAVERHILL PIONEER LODGE - LAMONT

5203 – 52 St. Lamont, AB T0B 2R0

Manager Phone: 780-895-2573

HERITAGE COURT - LAMONT

5139 50A St. Lamont, AB T0B 2R0

Manager Phone: 780-895-2573

VILLA 75 - LAMONT

5137 – 50A St. Lamont, AB T0B 2R0

Manager Phone: 780-895-2573

FATHER FILAS MANOR - MUNDARE

5024 – 53 Ave. Mundare, AB T0B 3H0

Manager Phone: 780-764-3013

DR, STRILCHUK VILLA - MUNDARE

5309 – 51 St. Mundare, AB T0B 3H0

Manager Phone: 780-764-3013

FATHER KRYZANOWSKY VILLA - MUNDARE

5028 – 53 Ave. Mundare, AB T0B 3H0

Manager Phone: 780-764-3013

DONATIONS

The Board will gratefully accept gifts to our Facilities; we invite donations in kind, cash/memorials for the use in enhancing the quality of care/service, purchase of equipment/ furnishings and special programs offered at the Lodges. If so desired more information can be provided by contacting the Manager of the Lodge or the Foundation's CAO. Donations made to the Foundation are tax deductible; receipts will be issued accordingly.

ADMISSION

Admissions to our facilities require the completion of an application and submission of a medical document to the respective Managers for review and approval.

The application is point scored according to the core needs as outlined by the Alberta Seniors and Community Supports. An interview with the applicant is also required before final acceptance of the applicant.

RENTAL RATES

The rates charged for the lodging provided is determined by the Board of Directors. The rates are in compliance with Provincial Government Regulations/Guidelines.

Rental rates are reviewed annually. Residents will be given at least three months' notice of a change in accommodation rates.

Rent is due and payable at the Office by the first day of each month. We recommend accommodations be paid via bank withdrawals. Cheque or money order is also accepted.

MEALS

Three meals a day are prepared from a rotating menu which is approved by a Registered Dietitian in accordance with the Canada Food Guide. An alternate choice is provided to residents when required. A la Carte menu selection is not available to residents.

Traditional foods are served and personal likes and dislikes are considered. Two snacks a day are also provided. Please inform Administration/Staff of any special dietary requirements. It is the Resident's responsibility to follow any special diets as instructed by his/her doctor or dietitian.

There is a charge for visitor meals; **kitchen staff requires advance notice for guest meals.**

AMENITIES AND OTHER INFORMATION

PARKING

Limited parking stalls are available to residents with plug-ins at no charge.

TELEVISION

Cable / Satellite T.V., and Internet is available at a nominal charge. Satellite T.V. signals other than that which is provided by the Foundation are not allowed in the facility.

HAIRDRESSER

Hairdressing Services are available by appointment. The resident is responsible for such charges.

TELEPHONE /INTERNET

All rooms are pre-wired with telephone jacks. If a Resident wishes telephone or internet services, it is the responsibility of the Resident to contact the telephone/internet supplier in order to arrange for hook-up. A Resident is responsible for hook-up and monthly charges.

ELECTRICITY CHARGES

There is a nominal fee charged for a personal refrigerator (Lodges only). All electrical equipment must be reviewed/examined by the facility Maintenance Staff prior to receiving approval for use.

PERSONAL LAUNDRY

Laundry facilities are also available to the Residents. Laundry services are provided for a nominal charge upon request. Laundry charges do not include dry cleaning. The facility will **not** accept any risk for damages, lost or theft of clothing articles. Resident families are required to label clothing for ease of identification. Residents must provide their own laundry products if doing their own laundry.

MEDICATIONS

If prior arrangements have been made and the appropriate documents have been signed, Homecare shall supervise dispensing of medications to residents.

This will only be done with the consultation of the physician, registered nurse and pharmacist; the medication must be individual dose lots with clear instructions regarding the timing of each dose. The Staff is not trained to provide information regarding the effectiveness and delivery of medication provided to residents

HOUSEKEEPING

Rooms are cleaned weekly; all bedding is changed at least weekly. Clean towels and washcloths are provided at that time. Additional room cleaning services and clean towels and/or washcloths are provided to residents as required or necessary. Each room receives a thorough cleaning once per year. The Resident is expected to make his/her own bed, dust any personal ornaments, dressers and do other daily light housekeeping as necessary.

HOME CARE

The Foundation does not provide health or personal care services such as bathing, dressing or 'toileting' assistance. People requiring such care **must have** access to Home Care or be transferred to another facility where their health needs can be more adequately addressed. These services are provided via the Regional Home Care Program. An assessment by a Home Care Nurse is required in order to determine the level of Home Care Services which will be provided to a Resident. Walkers and other aides may also be accessed via the Home Care Personnel.

PASTORAL SERVICES

Church Services are available on a pre-arranged schedule. The local Ministers are also available to residents for counseling as may be required. The monthly schedules are posted for reference.

SOCIAL/RECREATIONAL

The Foundation encourages Residents to participate in all local recreational activities provided at the lodges. There is a limited social events calendar operating within the Lodge. An Activity Convener or Attendant is available to plan various activities for the benefit of Residents. Residents are encouraged to provide feedback to the Activity Convener regarding their particular likes, dislikes and preferences for recreational activities. The Lodge will endeavor to provide activities within the bounds of available resources.

MEDICAL EQUIPMENT

Residents are permitted to use ambulatory aides as necessary. Respiratory aides (oxygen bottles) can be used in rooms and common area except where prohibited for reason of fire safety or other safety issues.

Staff is **not** responsible and **will not** be available to maintain equipment or change oxygen bottles.

SMOKING

There is a designated smoking area within the Father Filas Manor Mundare Lodge for Residents. Smoking in a Resident's room is **strictly prohibited**. Residents failing to comply with this rule will be **evicted**. This is considered a violation of the Safety rules since resident safety and the Board's liability cannot be compromised. There is no designated smoking room at Beaverhill Pioneer Lodge.

SECURITY

The Lodges are staffed 24-hours a day.

Residents will be monitored in their rooms only if there is reason to suspect a problem or upon request by the Resident or Family.

An Emergency Response System Pendant is available for Resident use.

Residents will be given an orientation regarding the use of such device.

Family, Administration or appropriate health professionals will be contacted if a serious health issue occurs.

Emergency Exit Doors are locked and alarmed 24 hours a day.

Entrance doors are locked and alarms are activated each evening. A doorbell/ or buzzer is located on the exterior of the building for those who require entry after hours. For the safety of the residents, attendance is taken at lock-up. Residents are encouraged to report to Staff regarding their absences away from the building.

VISITORS

Visitations by family and friends are encouraged; Residents are also encouraged to visit family and friends outside of the Lodge.

Visiting within the Lodge after 9:00 p.m. requires approval from Administration. Visitors are expected to follow all rules and consider other Residents and Staff within the facilities. Out of Town visitors may stay at the Lodge for a nominal fee if a suite is available.

The Facility will on occasion, issue stop visitation rights to family and friends in the event of an emergency (Health or Public Health Order). Every effort will be made to notify family members; notices will be placed at the entrance doors for guests.

PERSONAL BELONGINGS

Residents are encouraged to bring personal articles to help make their room homey and cozy. For the protection of the Residents and Housekeeping Staff the room should not be overly cluttered. The Foundation is not responsible for any losses or damage to personal property; therefore, it is suggested that any items be labeled for easy identification.

The Resident must carry appropriate Insurance coverage for articles owned by himself/herself.

The Foundation does not carry Insurance for personal loss.

PASSES

If a Resident will be absent from a meal, or will be absent for an extended period, he/she is required to notify Administration or Staff immediately. In the event of an absence, a Resident should arrange to take appropriate medication with himself/herself.

TRANSPORTATION

The Resident and/or any family are responsible for arranging all appointments and for making and securing the necessary transportation to these appointments.

In emergencies, an Ambulance is called. It is the responsibility of the Resident or family to provide transportation back to the Lodge from the Emergency Department or Hospital.

PETS

Pet visitations are allowed in accordance with Board Policy; these visits must be confined to certain areas only. Pets should not be left to wonder throughout the Facility. If this happens, the owner will be required to leave the premises. Pets must carry the appropriate immunization. Kindly, check with the Manager about the current Board Policy on Pet visitations and Resident requirements. The maximum stay for pet visits is 3 hours.

ABUSE

The Foundation supports an abuse-free environment. Abuse of any kind will not be tolerated and will result in immediate eviction.

In situations of aggression between Staff, Residents or families the police will be called. We appreciate your support in this matter.

Residents are encouraged to contact the Lodge Manager and/or the CAO in order to address problems as they arise.

GIFTS

Employees are not permitted to accept gifts of money or clothing or anything of material value from residents or family. A gift of chocolate or confectionary on special occasions is allowed.

BUSINESS OR LEGAL AFFAIRS

Residents wishing to conduct affairs of a business or legal nature are requested to do so through their lawyer. In **exceptional** cases only, Administration Personnel may witness wills or other legal documents. Current Board Policy prohibit STAFF or VOLUNTEERS from conducting

the business affairs or having possession of personal property of Residents or their families. This policy extends to the involvement of Power of Attorney, wills or Estate Planning, the development of Personal Directives, Guardianship, or other decision making.

Employees are not allowed to get involved in the personal affairs (financial or non financial) of residents; this is for the protection of Residents or families in order to safeguard their property.

Employees are not permitted to accept gifts of money, luxurious gifts of exceptional value, be an agent on behalf of a resident and be a trustee or witness wills and other confidential documents which may influence the disposal of assets, property and decision making.

CONCERNS AND COMPLAINT RESOLUTION

Residents are encouraged to make their concerns known to the Facility Management either by phone or if in writing using the Concerns and Complaints Resolution form as attached.

Managers will review the details of the Board's Policy with Resident's and or Families at the time of admission in order to ensure that a process exists to voice concerns or complaints regarding care or services provided to residents.

Complaints or concerns received in writing will be responded to in accordance with Board Policy. An action plan for resolution of concern/complaints with timelines of completion of same will also be provide for reference.

SAFETY AND INFECTION CONTROL STANDARDS

It is our intent to create a safe and homey atmosphere for the comfort and well being of the Residents. In the event of an influenza or infectious disease outbreak, Residents will be kept isolated from family and friends until it is safe to allow visits from family and friends.

RESIDENT COUNCIL

The Board and Management encourage Residents to participate in Resident Council meetings. The Resident Council is our Residents' voice for making recommendation to Management and Board in order to enhance their quality of life, quality of environment and to improve the overall quality

of services which are offered at Lodges. As per required legislations we have to hold at least one annual meeting with Residents in order to have a full and open dialogue regarding services offered and what steps can be taken to improve the living environment.

RESIDENT OBLIGATIONS

A respectful social behavior is expected of all Residents.
There will be NO:

- Profanity
- Intoxication
- Spitting
- Rowdiness or Excessive Noise
- Abuse of any kind

Residents are expected to:

- To dress in a clean, neat and appropriate fashion.
- To bathe at least twice per week or more often if necessary
- Making of their own beds
- Keep rooms tidy and dust personal ornaments
- Be respectful to others at all times
- Uphold facility policies as applicable
- Use of Alcohol: Liquor may be consumed in moderation; the privilege is limited to the Resident's room only. If this privilege is abused by a Resident or guest, the Resident may be asked to find more suitable accommodation at another facility
- Smoking: Smoking is allowed in designated areas only. Smoking is not allowed in Resident rooms by either Resident or guest
Non-compliance of this rule will result in eviction
Use of cannabis on the facility property is prohibited.

- A Resident will be responsible for all willful damage to Lodge property.
- No key shall be duplicated by the Resident or family. Tampering with locks is not permitted and is considered an offence under the laws of Alberta.

- Main doors are locked at 9:00 p.m. Residents staying out past 9:00 p.m. are requested to let Staff know of their planned absence and may gain entry by ringing the bell located on the exterior of the building.
- No visitors are allowed after 9:00 p.m.
- All Residents are expected to respect other Residents, Staff and guests.
- Residents, family or guests are expected to comply with all the rules and regulations of the Lodge.

PROTECTION FOR PERSONS IN CARE ACT

The Protection for Persons in Care Act is legislation to protect adults in care facilities from abuse. The act was passed in 1997 after consultations with service providers, senior's groups and people in care facilities and their families.

The Protection for Persons in Car Act will help Alberta adults, especially those who are vulnerable, live with dignity and respect.

The Protection for Persons in Care Act:

- Defines abuse;
- Makes it mandatory for people who suspect abuse to report it;
- Establishes a toll-free-phone line where people can report abuse;
- Protects people who report abuse in good faith from retaliatory action;
- Specifies penalties for failing to report suspected abuse and for knowingly making false reports;
- Sets out a process for investigating and resolving reports of abuse; and
- Requires a criminal record check for new employees and volunteers of care facilities.

If you have reason to believe that an adult in a care facility is being intentionally abused, or had been abused, you must report it to the appropriate Government Department.

PHONE: 1-800-357-9339

PUBLIC INTEREST DISCLOSURE (Whistleblower Protection) ACT

The Public Interest Disclosure (Whistleblower Protection) ACT is now proclaimed. This act applies to Provincial Government departments, office of the legislature and public entities prescribed in the regulations

Public Interest entities include:

- Provincial Agencies, Boards, Commissions and Crown Corporations;
- Health Sector organizations
- Post-Secondary Institutions
- School Boards
- Charter Schools
- Private Schools

This act offers protection to persons and Staff who may disclose matters of significant and serious matters in or relating to departments, public entities or office of the legislature, which are unlawful, dangerous to the public or injurious to the public interest.

Further information on this matter you may call the office of the Public Interest Commissioner Monday to Friday at:

Toll-free Province wide: 1-855-641-8659

RESIDENT PRIVACY AND PROTECTION OF PERSONAL INFORMATION

Every effort will be made to ensure a Resident's privacy. All Staff and volunteers have signed a privacy agreement with Lamont County Housing Foundation prohibiting them from sharing information about a Resident medically or personally with unauthorized persons.

SENIORS' SELF-CONTAINED UNITS

Self-Contained Units is a one bedroom unfurnished apartment that is rented to a senior over the age of 65 or to the disabled and seniors in need and are designed to promote Choice and Independent living.

A Self- Contained Unit is designed to have a kitchen, dining-room and full bathroom in order to live an independent and private life. Although the Self-Contained Units are exempt from sections of the Residential Tenancy Act, the Act applies to most aspects of a Self-Contained Unit.

APPLICATION PROCESS AND RENTAL RATES

Applicants are subject to a point scoring system in order to ensure fairness and equity in placing residents.

The rent is based on the resident's income. Presently, the rent is based on 30% of a resident's monthly income **plus** utilities, TV (cable) and telephone. Parking is offered at no charge to the tenant. Once a year, tenant's income is verified and the rent is adjusted accordingly. This may also be done throughout the year if income fluctuates.

RESPONSIBILITIES

Each tenant is required to sign a lease agreement; rules and regulations are reviewed prior to move-in; a move-in/move out inspection report is completed by the manager.

Once a year each apartment is inspected for maintenance repairs, safety concerns and improvements. Residents are required to complete a maintenance requisition when routine repairs or maintenance are required; they must be provided to the Manager.

Residents must comply with all Public Health Fire Safety and other like regulations in order to minimize any risk and liability to self and to the organization.

Residents are required to keep the rental unit tidy and in good repair at all times. Residents are expected to maintain a respectable social behavior at all times. Abuse and deviations from expected norms will result in eviction.

AMENITIES

PARKING

Limited parking stalls are available to residents with plug-ins at no charge.

TELEVISION

Cable and Internet is available at a nominal charge. Satellite T.V. other than that which is provided by the Foundation are not allowed.

TELEPHONE /INTERNET

All units are pre-wired with telephone jacks. If a Resident wishes telephone or internet services, it is the responsibility of the Resident to contact the service provider and arrange for hook-up. A Resident is responsible for hook-up and monthly charges.

SOCIAL HOUSING

The Foundation also operates two houses; one is located in Bruderheim and the other is located in Lamont. Each house is a three-bedroom bungalow and is approximately 1200 square feet with partially finished basements.

These are available to families with low incomes; applicants are subject to a point scoring system. These homes are for residential purposes only and will not be used for business purposes.

At present the rent is 30% of the monthly income; this includes heating and water. Electricity is the client's responsibility.

Families are expected to keep the home in good repair and must maintain a respectful social behavior. Deviations from expected norms or abuse of property, lack of discretion for safety rules, will result in eviction.

It's your home, make it a "Great and Safe Place" in which to live.

Thank you.

APPENDIX 1
LAMONT COUNTY HOUSING FOUNDATION
CONCERNS/COMPLAINTS RESOLUTION FORM

Date: _____ To: CAO

From: _____

Action Requested: _____ For Information: _____ For Follow-up: _____

Complainant (Contact Person) Phone Number and Address: _____

Steps taken by Complainant to resolve issue – please outline:

Concern/Complaint Issue:

Investigation/Findings:

Recommended Correction:

CAO's Response:

Date: _____ Signature: _____

- Copy as appropriate:
- Board Chair
 - Board Member(s)
 - Other