



Resident and Family Handbook



Continuing Care

Welcome!

On behalf of all the staff, Bethany Care Society would like to welcome you and your family to your new home. We want to assure you that we will do our best to provide you with quality care and compassion.

We do not pretend to fully know your personal situation, but we do understand that moving to a new home may be a difficult and stressful experience. Our sincere hope is that you will come to have peace of mind knowing we are dedicated to ensuring dignity, choice, individuality and privacy for those who live within the Bethany community, as well as provide the best care possible with the resources available. Our mission is “Creating Caring Communities” for residents, families, staff and volunteers.

Our care is based on a model where teams of professionals work together to meet the needs of the whole person – mind, body and spirit. We also seek your involvement in helping us meet your physical, social and spiritual needs. By working together and supporting each other, we hope to make the time you spend with us as comfortable and homelike as possible.

You are bound to have questions as you become orientated to your new home. We hope this handbook will help you and your family become familiar with us and with the programs, services and amenities Bethany offers. If you have any questions or concerns, please contact the Supervisor/Manager or Administrator directly.

We look forward to getting to know you. Welcome!

Sincerely,

Jennifer McCue
President and CEO
Bethany Care Society



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Vision, Mission and Values



Your New Home

Your Arrival

We want you to enjoy your new home and meet your new neighbours as soon as possible. Staff in the business office will discuss making arrangements for accommodation fee payments and establishing a trust account upon/before your arrival. As part of this process, you will be expected to sign an admission agreement and pre-authorized debit form. The document will outline the arrangements between you and Bethany and helps clarify our mutual responsibilities.

Arranging Transportation to the Site

Please note if moving from home or another care facility you will need to set up transportation to the site. Bethany does not provide transportation to the site on move in day.

General Medical Services

Alberta Health and Wellness establishes the extent and variety of provincially funded medical benefits for residents of continuing care. Individuals covered by Alberta Health and Wellness receive automatic coverage for additional health care benefits from Alberta Blue Cross at age 65. While living at Bethany, residents have access to emergency services, including on-call medical services, hospital care and ambulance services as necessary.

Resident and Family Centred-Care

Bethany strives to provide care in a way that involves both the resident and family members to meet their needs and determine what information is required or desired. Resident and family centred-care is an approach that fosters respect, compassion, culturally appropriate care and competent care. By practicing resident and family centred-care at Bethany we respond to residents and their family's beliefs, needs, preferences and values.

Individual Care Planning

Bethany understands that each resident is unique. We support Bethany residents in assuming as much responsibility as possible for their own health, as well as identifying factors that influence residents' health and reinforcing each person's strengths and abilities. This is done through encouraging each resident and their families' involvement in the assessment and individual care planning. It is Bethany's goal to ensure individual care planning begins on admission, and is supported as health needs change.

Orientation

During the first few weeks of moving into Bethany, care staff will orientate you to your new home, daily schedules and activities.

Resident and Family Care Conference

Within the first six weeks of moving into Bethany, family members and residents (if applicable) will be invited to a care conference with key members of the care team.

Checklist

Item	✓
<p>Furniture</p> <p>Please check with staff regarding the amount of furniture you wish to bring and the size of each piece, to ensure everything will fit safely in your room. Bethany will provide you with a bed, bed linen (sheets, pillows, blankets, etc.) and bathroom linen (towels and face cloths).</p>	<p>Suggested Items for Your Bedroom</p> <p>Comforter, quilt or afghan <input type="checkbox"/></p> <p>Recliner/easy chair <input type="checkbox"/></p> <p>Small dresser/book shelf <input type="checkbox"/></p> <p>Personal pictures for walls <input type="checkbox"/></p> <p>Photo albums, books <input type="checkbox"/></p> <p>Clock, calendar <input type="checkbox"/></p> <p>Plants (live or silk) <input type="checkbox"/></p>
<p>Electrical Appliances</p> <p>All personal electrical appliances such as television sets, clock radios and razors must be checked for Canadian Safety Association (CSA) safety approval by Bethany's maintenance staff to make sure it functions appropriately and is in good repair. Your care services manager must arrange this inspection.</p> <p>If you come in with an electric wheelchair/scooter, you cannot use it until deemed safe by our occupational therapists.</p>	<p>Suggested Items</p> <p>Television, radio, music player iPod/iPad <input type="checkbox"/></p> <p>Please note you or your family will have to provide Internet for your devices that require it. We encourage you to bring your own television and that you keep the volume at a reasonable level. Cordless headphones can be purchased at electronics stores if you would like a louder volume.</p> <p>Cable service <input type="checkbox"/></p> <p>Cable service can be arranged through the business office and is provided at an additional cost. Television sets must be a flat screen model. If wall mounting is requested, there is a separate charge for this service. Please contact your site administrator who will provide you with a contractor who will provide this service for a nominal fee.</p> <p>Telephone <input type="checkbox"/></p> <p>All rooms are wired for phone service, but you must arrange for installation and payment of any fees. Please make these arrangements directly with a telephone provider.</p>

Item	✓
<p>Clothing</p> <p>We encourage you to wear clothes that are comfortable and easy to change and launder.</p> <p>Footwear should be supportive. For example, in areas with smooth vinyl floors rubber soles are best whereas, smooth soles are best on carpeted surfaces.</p>	<p>Suggested Clothing List</p> <p>1 housecoat <input type="checkbox"/></p> <p>1 pair of slippers (closed back) <input type="checkbox"/></p> <p>1 pair of shoes (easy to get on, such as running shoes or flat walking shoes) <input type="checkbox"/></p> <p>8-10 pairs of socks - no tight elastic at the top <input type="checkbox"/></p> <p>5-6 pairs of stockings/pantyhose (if applicable) <input type="checkbox"/></p> <p>10-12 changes of underwear <input type="checkbox"/></p> <p>5 night gowns or pajamas <input type="checkbox"/></p> <p>7 sets of washable clothing (shirts/blouses/slacks/dresses/jogging suits) <input type="checkbox"/></p> <p>2-3 washable sweaters <input type="checkbox"/></p> <p>Sun hat, toque, mittens, boots (seasonal) <input type="checkbox"/></p> <p>1 jacket/coat (seasonal) <input type="checkbox"/></p>
<p>Toiletries</p> <p>Please bring the following toiletry list.</p>	<p>Suggested Toiletry List</p> <p>1 comb <input type="checkbox"/></p> <p>1 brush <input type="checkbox"/></p> <p>Deodorant <input type="checkbox"/></p> <p>Body lotion <input type="checkbox"/></p> <p>Electric razor <input type="checkbox"/></p> <p>Denture cup and denture adhesive product (if applicable) <input type="checkbox"/></p> <p>Toothbrush and toothpaste <input type="checkbox"/></p> <p>Nail clippers, emery board <input type="checkbox"/></p> <p>Cosmetics/costume jewellery (if applicable) <input type="checkbox"/></p> <p>Tissues <input type="checkbox"/></p>

Item	✓
<h3>Assistive Devices</h3> <p>Please bring assistive devices and batteries.</p> <p>If you come in with power mobility, you cannot use it until deemed safe by our occupational therapists.</p>	<p>Hearing aids <input type="checkbox"/></p> <p>Glasses <input type="checkbox"/></p> <p>Dentures <input type="checkbox"/></p> <p>Walker <input type="checkbox"/></p> <p>Other <input type="checkbox"/></p>
<h3>Legal and Financial Documents</h3> <p>Bring copies of all the completed legal and financial documents.</p>	<p>Enduring Power of Attorney <input type="checkbox"/></p> <p>Personal Directive (Living Will) <input type="checkbox"/></p> <p>Will <input type="checkbox"/></p> <p>Trusteeship Order <input type="checkbox"/></p> <p>Guardianship Order <input type="checkbox"/></p>
<h3>Calendar of Events</h3> <p>Make a calendar of upcoming events and medical appointments and update it regularly.</p>	<p>Calendar <input type="checkbox"/></p>
<h3>Key Contacts</h3> <p>Print a list of contacts in case of an emergency.</p>	<p>Key contact list <input type="checkbox"/></p>
<h3>Medical File/ Medications</h3> <p>Over the counter medication and natural health products may cause side effects or interfere with prescribed medications.</p> <p>Please bring all your current medications, including over the counter medication such as vitamins, minerals and herbal remedies, and give them to the nurse when you move in.</p>	<p>Current Medications <input type="checkbox"/></p> <p>The pharmacy dispenses medications that are listed on Alberta Health Services Formulary and are prescribed by your physician. The formulary is a list of medications approved by Alberta Health Services to be dispensed to residents of continuing care at no charge. If medications are not listed on the formulary, Bethany is unable to provide them.</p>
<h3>Valuables</h3> <p>Do not bring any valuables.</p>	<p>Please do not bring any valuables (credit cards, cash, jewellery, etc.); these should be kept with family or in a safe.</p>

Move In Information

You and Your Family Must Provide:

- Toiletries/Clothing
- Taxi service/transportation for personal outings or medical appointments
- Special equipment such as walkers, scooters and electric wheelchairs
- Maintenance of medical equipment purchased before moving into the site
- Maintenance and cleaning of personal items and equipment

Tenant Insurance

You and your family can purchase tenant insurance from an outside provider that will protect your property and the contents of your room. Tenant insurance will also provide you with liability coverage if you cause damages to our facility or another person. Tenant insurance is optional for you to have.

Labels

All personal items and furniture items coming in (including dentures, glasses, hearing aids, TV remote, etc.) must be labelled with your name. We also ask that you give all new clothing and personal items to the nursing staff or laundry services (business office does this service at Bethany Harvest Hills and Airdrie) so they can be labelled to prevent loss. A small fee one-time fee is charged upon admission for the labelling of items if you choose to do so.

Bethany Pet Policy

Pets can play an important role as part of your family. All visiting, therapy or resident animals must be approved by site management or designate and they can provide you with a copy of the policy. An assessment form must be completed for all visiting animals and kept on site. Once approved, the pet will be given a tag which must be on the pet at all times. All animals must be on a leash, well-groomed and in good health. Owners and handlers of all animals visiting the facility are responsible for making available up to date veterinarian and vaccination reports. Animals are to be excluded from:

- Food preparation areas.
- Medication preparation areas.
- Resident bathrooms.
- Only domesticated animals are permitted in health care facilities. The following are excluded: Reptiles and amphibians, all rodents, including hamsters, gerbils, mice, rats and hedgehogs.
- Animals that have not been litter trained or when measures cannot be taken to prevent exposure to animals' excrement.
- Zoo animals, exotic mammals and petting zoo animals.
- Animals fed a raw meat diet are to be excluded from visiting.
- Animals are to be immediately removed from the facility if they appear ill or sick during a visit.



Language Barriers

At Bethany, we do our best to accommodate those with a language barrier. Interpretation services are available when required by residents or families, wherever possible.

Tips for Visiting

Families play a vital role in the well-being, health and care of their family member in care. Families experience a period of transition when their family member moves into Bethany. When you are visiting Bethany, please keep the following in mind:

- Our visiting hours are flexible, however in some circumstances visiting hours may be restricted due to the condition of residents.
- Resident confidentiality is respected; please do not enter areas where resident information is kept.
- Mutual respect is requested between visitors, staff and residents.
- Visitors of all ages are welcome. Please supervise any children you bring for their safety.
- Please be mindful of other residents' personal space.

Here are some tips to make the most of your visit

- Plan visits ahead of time so that your loved one can get excited for the visit.
- Make a plan with other family members or friends so that the resident can have regular visits from many people.
- Do fun activities your loved one enjoys.
- Participate in our recreation programs or get involved by volunteering.
- Take your loved one on an outing, to appointments, or to shop.

Communication Tips

As people age, physical changes may affect their ability to communicate, so:

- Maintain at eye level with your loved one.
- Show respect with your words and actions.
- Be aware of the changes in mood and behaviour from your loved one.
- Use gestures and expressions to emphasize your feelings. A smile is worth a thousand words.
- If someone has hearing problems, speak louder without shouting.
- Have patience with your loved one while they are speaking.
- If your loved one struggles to remember, offer them an idea rather than answering for them.
- Some residents are confused with details, ask a care staff to confirm information your loved one told you.



Special Information for You and Your Family

Our Commitment to You

Bethany is committed to providing and maintaining high standards of quality care, services and safety for residents, family and staff. Open and honest communication between you, your family and Bethany is vital in providing optimal care. We are committed to sharing information in various ways including the admission conferences, care team conferences, newsletters, family meetings, family support groups, resident and family councils, community education nights, communication boards and on the Bethany website at www.bethanyseniors.com.

Our Commitment to Quality

Bethany is a learning organization supported by a culture of continuous improvement. We are continuing to improve our understanding of the role you and your family can have in the planning, delivering and evaluating our care services and environments. An important focus is to understand both your role and your needs when providing education, undertaking quality improvement activities and participating in research. The opportunities to better meet your needs and the needs of those in our community can only be understood with you and your family. As a valued member of this community we encourage and welcome the role you choose to play with sincere gratitude. Whether it is general curiosity or direct participation and involvement in our education, quality improvement or research efforts please do not hesitate to ask what Bethany is doing in these areas and what we are doing to improve your experiences while living at Bethany.

For more information on education, quality and research please visit:

- Alberta Health (www.health.alberta.ca), Alberta Health Services (www.albertahealthservices.ca) and the Health Quality Council of Alberta (www.hqca.ca) provide leadership and guidelines that support continuous quality improvement across our health care system.
- The Canadian Patient Safety Institute provides information that Bethany uses to determine most of the care services policy and guidelines (www.patientsafetyinstitute.ca).
- The Canadian Institute of Health Information provides information comparing quality performance indicators to all Canadians. If you have any questions about this information please talk to the site administrator or care services manager (www.yourhealthsystem.cihi.ca).



Provincial and National Standards

The Accommodation Standards and Continuing Care Health Services Standards are administered by Alberta Health. The Accommodation Standards are designed to ensure home care, supportive living and long-term care operators provide quality health and accommodation related services to their residents. All continuing care operators, including long-term care facilities and supportive living accommodations, are to comply with the provincial Accommodation Standards. The long-term care and supportive living Accommodation Standards address accommodation and accommodation services. These services include building cleanliness and maintenance, safety and security, food preparation and laundry.

Continuing Care Health Services Standards address the publicly-funded basic health care and personal care services provided to continuing care clients. This includes assessed health and personal care services provided by nurses, therapists, health care aides and other health care professionals.

In addition to internal quality reviews and initiatives, Bethany sites are subject to inspections, audits and reviews from various agencies including Accreditation Canada to ensure compliance to provincial and national standards. During these reviews you may be approached by an auditor and asked questions. Please be advised that all auditors will display official identification. If you would like additional information or should you have any questions or concerns please contact the site administrator.

Care Team Conferences and Care Planning

At Bethany, the care you receive is reviewed at care team conferences. A care team conference is normally held within six weeks following admission and then once a year, unless there are concerns that need to be discussed. It is important that each resident and their family participate in the care team conference as it provides a collaborative approach to care in regards to advance care planning and goals of care.

An individual plan for your care will be developed with input from you, your family and your care team. The care plan will be discussed with the resident and/or family during the resident and family conferences. The care plan includes the resident's assessed unmet health care needs, related health care goals and interventions. Your care plan will include your preference for assistance with oral care and bathing. A copy of the care plan is available to you or your legal representative.

Your care plan will be reviewed every three months (or more frequently if your care needs change). Individual care plans serve as written guides to all members of the care team on how to care for you. Care plans address your physical, mental, emotional, social, intellectual, and spiritual health care needs and corresponding goals.



Advanced Care Planning and Goals of Care

Advance care planning is a way for residents to think about, discuss and document their wishes for health care in the event that the resident becomes incapable of consenting to or refusing treatment or care. Although it may not be something you ever need, if you plan now you will make sure that your voice is heard when you are unable to speak for yourself. In the absence of goals of care, and in the event that you experienced or witnessed cardiac arrest or life threatening illness, a 911 call and cardiopulmonary resuscitation (CPR) will be initiated by Bethany. Goals of care describe and communicate the general focus of your care including your preferred location of care. More information about goals of care is available at: (www.conversationsmatter.ca).

Your Care Team

Members of the care team work together with you and your family. All Bethany employees and volunteers undergo a criminal record check, as required by law, and abide by Bethany's standards of conduct. Bethany provides care staffing designed to meet or exceed the accountabilities established by the Government of Alberta and Alberta Health Services. We strive to provide consistent staffing in compliance with legislation and union agreements.

Bethany ensures that regulated health care providers work within their scope of practice as defined by the Health Professions Act or other relevant legislation and governing professional organization. Bethany health care staff receives on-going in-service training, as well as work under the supervision of a regulated health care provider to provide safe care at all times for residents. This ensures the changing needs of residents are addressed and current best practices are followed.

Care Services Manager

The care services manager coordinates the care and services you will receive as a resident. This individual is also responsible for hiring and supervising the nursing and personal care staff.

Nursing Staff

Registered Nurses (RNs)

RNs provide leadership on care units, coordinate the development of individual care plans, conduct ongoing assessments, administer medications, coordinate activities and act as a contact for family members.

Licensed Practical Nurses (LPNs)

LPNs provide personal and health services to residents including, for example: changing, dressing, taking blood pressures, performing treatments, administering medications and other duties.

Health Care Aides (HCAs)

HCAs provide assistance with personal care including bathing, dressing, personal grooming and assistance with mobility and meals. In some of our care centres they also assist with medication administration.

Registered Dietitian

Within a few days of moving in, the registered dietitian will assess your nutritional needs. The registered dietitian also participates in menu planning. Menus can be adjusted for therapeutic and clinical reasons. The diets for residents with certain modifications will be approved by the registered dietitian to ensure the diet is of high quality and is nutrient dense. It is important that you discuss your food preferences with the registered dietitian to help us meet your nutritional needs.

Pharmacist

Upon your arrival, the pharmacist, a RN and/or LPN will review all of your medications. This will help ensure you are receiving all the medications as they are prescribed. The staff will ask you about medications you are taking and review them; this includes vitamins, minerals, over the counter medications and herbal remedies. Medication is also regularly reviewed to optimize effectiveness, review side effects and improve comfort level.

Therapies

Bethany offers occupational therapy and recreational therapy services as part of the interdisciplinary care team at all sites. Physiotherapy services are available on some units at Bethany Calgary; please inquire for details.

Occupational Therapists

Occupational therapy (OT) encourages rehabilitation through the performance of activities required in daily life. The goal of OT is to promote residents' ability to function to their fullest potential and enhance quality of life by enabling participation in meaningful, everyday activities. The occupational therapist will assess the resident on admission to determine if the resident will benefit from any OT services. Other members of the care team will send referrals to OT requesting assessment as needs arise. OT services are also available at family request.

Occupational therapists can also assist residents by providing and/or recommending: individualized rehabilitation programs, adaptive equipment, splinting, mobility assessments, mobility equipment and seating (e.g., wheelchairs, walkers), wound prevention equipment and strategies, fall prevention equipment and strategies, lower leg assessments and compression garments, cognitive assessments and many other therapeutic interventions.

Recreation Therapists

The goal of our recreation staff is to help you maintain independence and stay as active as possible. Most of our programs provide an opportunity for social activities while allowing choice and opportunities for self-expression and enjoyment. Monthly calendars provide information about recreation programs and are located on bulletin boards throughout the site. The recreation program is a mix of therapeutic activities and entertainment functions, each designed to maintain intellectual functions as well as develop a sense of joy and well-being.

Physiotherapists

Physiotherapy services are available on some units at Bethany Calgary, please inquire for details.

Physicians

Residents of Bethany must be under the care of a physician. You should consult with your current family physician about his or her ability to continue as your physician once you move in. If your physician is unable to continue to provide medical care, then we will assist you in finding a physician who practices at Bethany. At Bethany Calgary, a physician will be assigned to you prior to admission. The physicians at Bethany are part of the care team and are committed to enhancing the quality of your life.

Social Workers

As you adjust to your new home, you may benefit from the social work services provided at the site. Social workers assist with providing information for financial resources/benefits that residents may be eligible for. Information is also available about community resources, financial and legal decision making like personal directives, trusteeship, guardianship, power of attorney, etc. Social workers and chaplains at Bethany can provide counselling for grief and loss.

Pastoral Care

Chaplains

In keeping with the mission, vision and values of Bethany Care Society, our pastoral care department is an integral part of Bethany's philosophy of caring for the whole person – mind, body and spirit. Chaplains work in collaboration with interdisciplinary care teams to provide ministry, care and support to you and loved ones.

With open hearts and minds, our chaplains are sensitive to the diverse expressions of faith and spirituality which are represented within all Bethany communities. Whether you have a formal faith tradition or are more spiritual than religious, chaplains provide support for residents, families and staff that nurture your unique spiritual wellbeing. Chaplains are available for one-on-one conversation and also host a variety of pastoral care programs. When possible, pastoral care staff will help maintain links with spiritual leaders from your own faith community.



Palliative and End of Life Care

A **palliative approach** is resident centred-care that aims to relieve suffering and improve quality of life for a resident and his or her family when faced with a life-limiting illness. Generally, palliative care begins when a resident has an incurable or chronic illness. Palliative care may be appropriate even as a resident is still being treated for their illness.

End of life care is provided to those who are nearing the end of their illness and may be expected to die within the near future (months, weeks, days).

Bethany commits to a standard of excellence that provides palliative and end of life care with respect, dignity and compassion to residents and families. Palliative care is a resource within Bethany that works to help residents be as comfortable as possible for as long as needed. It helps family members deal with end of life considerations of a loved one and cope with bereavement.

For more information on palliative and end of life care and related policies, please contact your care services manager.

Independent Care Provider

Family members may hire an independent care provider. If you are planning to hire an independent care provider you must bring this to the attention of the care services manager, who will provide you with specific information. The care services manager can also provide you with a copy of Bethany policy.

Ethics Consultation

Care and decision making at all levels of the organization are guided by an ethics framework. This framework brings together our mission, vision and values, structure and processes to support ethical actions and practice.

We are committed to assisting residents, families, staff and volunteers who have ethical concerns through our Ethics Committee. This committee includes representation from each of our sites and a variety of health care disciplines such as the pastoral care, recreation therapy, social work, and nursing. The committee provides education and support throughout the organization.

A request for an ethics consultation is submitted using an Ethics Consultation Request form (available from your care services manager). Members of the Ethics Committee will engage in an ethics consultation to help clarify the issues and principles that should be considered in each case, as well as look at the ethics issue, dilemma or concern from all sides, understand others' points of view, and explore alternative solutions to the problem. Resident care decision making ultimately remains the responsibility of the resident and the physician (or when applicable, the legal representative). Issues referred to the Ethics Committee are treated with utmost confidentiality.

If you have any questions regarding the Ethics Committee or an ethical concern, please talk to a representative at your site. These contacts are posted on the ethics corner bulletin boards or can be obtained from your care services manager.

Your Support Team

Food Services

All regular and special event meals are prepared for you as part of the accommodation services at the site. In addition, each house or care unit has an area supplied with snacks, tea and coffee, etc.

Housekeeping

The site's housekeeping staff will complete a light daily cleaning and thorough weekly cleaning of your room, dust your room once a week or as required, including vacuuming or mopping your floors. Your bathroom will be cleaned and the garbage removed daily. However, due to the risk of breakage, you and your family are responsible for dusting knick-knacks, fine ornaments and other valuable items in your room. Please contact staff with any specific questions about the cleaning schedule.

Laundry Services

Personal laundry service for residents' clothing is an optional service that is available for a monthly fee. We recommend that all residents have a minimum of 5 complete sets changes of clothing. Upon admission bring at least four clean outfits that have been clearly marked on the tag with the resident's full name in permanent marker. At Bethany Calgary, marking is done on-site after admission and is sewn into garments. At all other sites, the remaining clothing will be placed in a clear plastic bag clearly marked with the resident's full name. Please provide the RN/Unit clerk with all clothing and personal linen that the resident owns. The RN/Unit clerk will fill out the Labelling Requisition forms and send residents' clothes to the laundry. All items must be labelled before being placed in the resident's dresser or closet.

Volunteers

Bethany is proud to have a dedicated and knowledgeable team of volunteers who provide services that support residents, families and staff. Volunteers are valued partners in providing quality care and quality of life for residents. They provide support in many ways, such as hosting recreational programs, and assisting with special events and outings. Volunteers do not assist with personal care. Like staff, they go through a screening process, including a criminal record check, and must act within Bethany's Standards of Conduct. If you are interested in becoming a volunteer with Bethany, please contact the volunteer coordinator at your site.



Uninsured Services

Residents are assisted through referrals by your health care team, to help you access other health services not considered part of long-term care, Alberta Health Services or Home Care programs. Residents and/or legal representatives have the primary responsibility for accessing these services and are entirely responsible for any fees and associated risks. You are responsible for the cost of your own eye glasses, hearing aids, wheelchairs etc. Wheelchairs and Broda chairs can be rented from Bethany; the occupational therapist can provide details.

Dental Care

If you have a dentist in the area, you are encouraged to continue seeing him/her. Bethany staff will help you find a local dentist if needed. Local denturists also visit the site. If you wear dentures they should be engraved with your name. This can be done by a denturist before you move into Bethany. You are responsible for the cost of your own dental care.

Foot Care

Foot care service is brought into the care centre as required and the costs associated are the responsibility of the resident and/or representative. Bethany nursing staff does assist residents with basic nail trimming. For more information, please contact the registered nurse or care services manager.

Eye Glasses and Hearing Aids

Please have your name engraved on eyeglasses and hearing aids so they can be identified easily (most optometrists and audiologists provide an engraving service).

A qualified audiologist may visit to test hearing and repair hearing aids, the services are paid by you. If you have an optician, ophthalmologist or hearing aid specialist in the area, you are encouraged to continue seeing your specialist.

Special Equipment

Residents may access the Alberta Aids to Daily Living Program for financial support in acquiring wheelchairs, walkers, etc. Please discuss this with the occupational therapist or social worker if you have any questions.



Resident and Family Council

Resident and Family Council provide residents an opportunity to meet and share ideas. If you would like more information about the Resident or Family Council please talk to the social worker or site administrator.

Resident and Family Council provide families and friends the opportunity to support each other, promote positive attitudes toward aging, and discuss the role of the care centre in those issues. It also serves as a mechanism for you, your family and friends to be partners in discussing operational concerns as well as share information about topics affecting the health and wellbeing of those who live within the Bethany community. Resident and Family Council is a place to discuss issues affecting residents in continuing care and learn more about government and Alberta Health Services policies that affect how continuing care centres operate.

Legal Documents

Bethany encourages that each resident has legal documents in place before moving to Bethany. Having these documents completed will ensure that the interests of both you and your family will be respected regarding specific personal financial and health decisions. You should sign these documents while you are able. Our social workers can explain any information related to these documents:

- Enduring Power of Attorney
- Personal Directive (“Living Will”)
- Will
- Trustee
- Guardianship

General Information

Smoking

Smoking or use of an electronic smoking product is prohibited within all Bethany buildings/sites and surrounding property. Any person that wishes to smoke must remove themselves from Bethany property and smoke no closer than 10 metres to any building/site entrance.

Alcohol

Alcohol may be served at social activities. If alcohol is served, a non-alcoholic alternative will also be available for individuals who have a no-alcohol order from their physician, who are taking prescription medicine, or who prefer not to drink alcohol. Bethany reserves the right to restrict the consumption of alcoholic beverages.

Electric Scooters/Electric Wheelchairs

Residents with electric scooters should carry liability insurance in case of an accident. Bethany reserves the right to restrict the use of electric scooters and wheelchairs for the safety of all residents. Residents and families are responsible for purchasing their own electric scooters and wheelchairs, and can be coordinated through the occupational therapist.

Guest Services

Residents and families can reserve dining areas and lounges for special occasions such as birthday and anniversary celebrations. Recreation or business office staff can provide information on how to reserve these areas. In some cases, a fee may apply.

Parking is available for family members and friends in designated areas. Some sites provide a complimentary parking pass for dashboard display.

Postal Services

Postal services are available at the business office.

Communications

Bulletin boards and display cases are available for ongoing communication notices. Staff can assist you to locate the boards. Our website is www.bethanyseniors.com.

Creating a Safe Environment

Partners in Safety

Bethany is committed to maintaining a culture which reflects high standards of care and safety for residents, staff, families, visitors and volunteers. As a family member or visitor, we believe you are an important member of the care team and we welcome your involvement in areas that will inform care decisions, enhance quality of life and improve safety. We hope you will work with us to create the safest environment for residents, staff and volunteers to live and work.

Building Security

Outside doors are locked in the evening. For after-hours entrance, please use the phone or buzzer in the designated area. The call will go to a member of the nursing staff and someone will let you in. Please check with your Bethany site to find out when the doors are locked.

Safety

We strongly encourage a homelike environment, within the bounds of safety for staff and residents. Your cooperation in these areas will help ensure that our mutual goals are met.

- Residents are encouraged to wear supportive shoes.
- Throw rugs are a tripping hazard and are not allowed.
- Transfer aids such as overhead lifts, superpoles and trapezes are available to promote safety with independent and assisted transfers.
- Beds need to be far enough away from walls to accommodate healthcare equipment and allow staff to easily assist residents.

Location and Operation of Call Bells (except at Bethany Harvest Hills)

Each resident's room is equipped with a call bell located at the side of the bed and in the bathroom. When the cord is pulled a staff member will respond as soon as possible.

Fire Regulations and Drills

Each Bethany site has a plan to deal with emergencies and for continuance of care. Fire drills and education sessions are conducted monthly. When the fire alarm rings, stay where you are and wait for directions from staff. We have a number of other emergency protocols and contingency plans in place for various emergency situations.

If there is an emergency, the administrator or fire department will determine if there needs to be an evacuation. Bethany staff will coordinate residents to a predetermined safe location. Should an emergency occur (e.g. site evacuation) we will notify the family member/individual who is the designated decision maker. Bethany has continuation of services plans to ensure accommodation services are uninterrupted during an emergency.

Safe Bath Temperatures

Bethany Care Society is committed to safe bath/shower water temperatures in accordance with applicable legislation, codes, standards, and best practices.

Wandering Residents

Residents with Alzheimer's and other forms of dementia may wander. Some other residents wander as a reaction to the behaviour of other residents, medications, anxiety, sleep disorders or changes in routine or caregiver. Sometimes wandering can lead to residents injuring themselves, placing others or themselves in endangerment or infringing on others rights.

Some areas of Bethany are secure to protect residents who often wander. The secured areas have controlled doors with a pass code or buzzer to enter. Some of the residents can only leave the secure units if they are with a staff or family member.

We believe in maintaining our residents rights to freedom, while being in a safe environment and being mindful of protecting others privacy. Bethany staff work hard to determine the cause of this behaviour and minimize risks. We thank you for your understanding and patience with these residents who do not have the ability to control their behaviour and may be unintentionally disruptive. Please do not help any resident you do not know go outside. We rely on visitors of Bethany to be mindful of residents when they enter or exit the building and make sure a resident doesn't leave when the doors are opened.

Missing Persons

If a Bethany resident is missing, we will follow our missing person protocol. The resident's family as well as the police may be contacted to help with the search efforts. Bethany keeps current photos of all residents.

Name Tags and IDs

Upon admission, you will be provided an identification bracelet (ID). You must wear this ID at all times so that staff can administer medication correctly, ensure you have the appropriate food, or in the event a resident goes missing. Bethany staff and volunteers wear name tags so you can recognize them. Visitors may be required to sign in.

You Can Help Us By

Voicing Concerns Surveys

Bethany knows the importance of input and feedback, so we give surveys to residents and families every year. You and your family will have the opportunity to respond to a satisfaction survey, anonymously. The results of the surveys are used to develop action plans to improve programs and services. The results are shared with you and your family so that you know how we are doing. Other authorized organizations may send you a survey subject to a particular topic. These organizations may include the government, Alberta Health Services, Health Quality Council of Alberta, Aramark as well as various authorized research projects. If you have a concern about the care provided to you or a family member, please take the following steps to have it resolved:

- You can give feedback on our website, (www.bethanyseniors.com). Under the heading “Living at Bethany” click on “Get in Touch”
- Resident and Family Feedback forms are available at the business office.
- Speak with the registered nurse or licensed practical nurse on your care team. If the nurse is not able to resolve the situation, speak with the care services manager.
- If you still have a concern, bring it to the attention of the administrator or the site manager.
- If you are still not satisfied with the care centre’s response, contact the Vice President & Chief Operating Officer at Bethany. Please put the specifics of your concern in writing so we can investigate and respond appropriately.
- If your concern is still not resolved, you can contact Alberta Health Services:
 - You can contact the Patient Relations Department: 1-855-550-2555
- You may contact the Alberta Ombudsman by telephone: : 780-427-2756 (Edmonton) or 403-297-6185 (Calgary).



Zero Tolerance for Abuse and Harassment

Bethany has strict policies to prevent harassment or abuse of residents, staff and volunteers. Any action that could be considered abuse will not be tolerated. Any incident should be reported to the administrator immediately, as well as the Protection of Persons in Care Act (PPCA) toll free number (please see below). Immediate reporting assists in a timely investigation and decreases the chance of a repeat incident. No person will be penalized for reporting an incident, unless the charge proves to be malicious. The administrator will investigate any complaint raised by an employee, resident, family member, volunteer, physician or other person.

Under the PPCA, any incident of suspected resident abuse or harassment must be reported, whether it is physical, verbal or other; and whether it involves staff, residents, family members, volunteers, care providers or any other person. Under this legislation, any person witnessing or suspecting abuse is obligated to report the incident by calling PPCA at (toll-free) **1-888-357-9339**.

Here are a few things you can do to be a Partner in Care

- Be involved but be informed about proper care procedures on use of equipment like wheelchairs and walkers. If you don't know how to use it safely, please ask us.
- If something doesn't look right, tell someone.
- You have the right and responsibility to communicate your safety concerns in confidence to a manager.
- Protection for Persons in Care Act (PPCA) is in place to safeguard vulnerable adults. Under provincial legislation, anyone who has reason to believe that a person in care has been abused, must report the abuse by calling: 1-888-357-9339 (toll-free).

Information and Privacy

Bethany is committed to protecting the privacy, confidentiality, and security of personal and health information that is collected, used, retained and disclosed throughout the organization. Bethany is equally committed to ensuring all employees, volunteers, and others persons acting on behalf of Bethany also uphold these obligations.

All Bethany staff, volunteers, and contracted personnel that collect, use, disclose or have access to confidential personal or health information are required to sign a confidentiality agreement. Personal and health information will only be collected, used, and disclosed for approved purposes and in compliance with Alberta's access and privacy legislation: the Freedom of Information and Protection of Privacy Act (FOIP), the Health Information Act (HIA) and the Personal Information Protection Act (PIPA).

Gifts, Solicitations etc.

Acceptance of Gifts

Bethany's policies do not allow employees to accept gifts from residents or families. If a resident/family wishes to show thanks, all gifts such as flowers, chocolates, etc. these may only be received by an entire unit and/or department and not individual employees/volunteers. Bethany's policy prohibits employees from accepting loans, cash, gifts, commissions, honorariums, services or tips from any resident, company, organization, visitor or person who does business with Bethany.

Charitable Gifts

In 2004, Bethany Care Foundation was established as a registered charity to support the vision and mission of Bethany. Its purpose is to help donors contribute in meaningful ways to preserve and enhance the quality of life for residents and clients of Bethany. The Foundation's focus is on fundraising for capital projects, innovative programs, equipment and furnishings that benefit residents and clients at all Bethany locations as part of Bethany's mission of Creating Caring Communities.

Memorial gifts are a legacy. A memorial gift supports the care of residents and continues to improve our welcoming environment for those who make Bethany their home. Through the generous support of memorial gifts, the legacy of caring communities is maintained and further strengthened. A memorial gift can be given to celebrate the life of someone who experienced a positive and lasting bond while a resident at Bethany Care Society. A gift may also be given in memory of a person who touched your life or the lives of others.

Solicitations

As a voluntary, non-profit organization charged with the care of seniors and persons with disabilities, Bethany takes the responsibility of protecting residents and employees from unwanted solicitation very seriously. Bethany restricts any solicitations for funds, contributions or the sale of goods and services to residents and/or staff of the site. Any company/person wanting to solicit the resident(s) and/or staff member(s) of Bethany Care Society, must make their request known to the administrator or site manager of the site and receive formal approval.

Legal and Financial Matters

With the exception of a staff person who is a relative of a resident at Bethany, staff and volunteers are prohibited from having financial and non-financial dealings with residents including involvement in wills, estate planning and powers of attorney. If employees are making purchases on behalf of the residents they must follow the care centers procedures. Bethany has a conflict of interest policy and all staff must follow the code of conduct to ensure they are compliant.

Witnessing Documents

Staff are unable to witness (place their signature on) wills or other legal documents for residents or families. If a resident/family has a document in need of witnessing, this may occur under the direction of the administrator or Commissioner for Oaths and will be administered and documented according to Bethany procedures. Residents and family members should arrange for an appropriate (non-Bethany) witness for any documents.

