

# Resident and Family Handbook

## Continuing Care





# Welcome



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. We will provide the best care possible in line with our mission of “Creating Caring Communities” for residents, families, employees 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. 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 Site Administrator directly.

We look forward to getting to know you. Welcome!

Sincerely,

A handwritten signature in blue ink that reads "Jennifer".

**Jennifer McCue**  
*President and CEO*  
*Bethany Care Society*

# Table of Contents

<b>Vision, Mission and Values</b>	<b>4</b>	<b>Special Information for You and Your Family</b>	<b>14</b>
		Our Commitment to You	
<b>Our Approach to Care</b>	<b>5</b>	Our Commitment to Quality	
		Provincial and National Standards	
<b>Service Excellence</b>	<b>6</b>		
<b>Your New Home</b>	<b>8</b>	<b>Care Team Conferences and Care Planning</b>	<b>16</b>
Preparing for Your Arrival		Advance Care Planning and Goals of Care	
General Medical Services			
Person Centred-Care			
<b>Move-In Information</b>	<b>8</b>	<b>Your Care Team</b>	<b>17</b>
<b>Personal Laundry Services</b>	<b>9</b>	Site Administrator	
Personal Laundry Service		Care Services Manager	
Personal Clothes Labelling		Nurses	
Clothing on Admission		Registered Dietician	
Laundry Items		Pharmacist	
Mending		Therapies	
Lost & Found Clothes		Physicians	
Clothing Rotations		Social Workers	
Contact			
<b>Care Centre Language</b>	<b>10</b>	<b>Spiritual Care</b>	<b>19</b>
		Spiritual Care Practitioners	
<b>Bethany Pet Policy</b>	<b>10</b>	<b>Palliative and End-of-Life Care</b>	<b>19</b>
<b>Tips for Visiting</b>	<b>11</b>	<b>Ethics Consultation</b>	<b>20</b>
Communication Tips			
Safe Visiting Approach			
<b>Resident Family Council (RFC)</b>	<b>13</b>	<b>Bethany Hospitality Services Team</b>	<b>20</b>
		<b>Uninsured Services</b>	<b>21</b>
		Dental Care	
		Foot Care	
		Eyeglasses and Hearing Aids	
		Special Equipment	
		<b>Legal Documents</b>	<b>22</b>
		Independent Care Provider or Private Companions	

**General Information**

- Tobacco and Smoke Free Environment
- Alcohol
- Guest Services
- Postal Services
- Communications
- Acceptance of Gifts

**Creating a Safe Environment**

- Partners in Safety
- Building Security and Maintenance
- Safety
- Location and Operation of Call Bells
- Momentum Resident Safety System
- Fire Regulations and Drills
- Safe Bath Temperatures
- Wandering Residents
- Missing Persons
- Name Tags and IDs

**You Can Help Us By**

- Voicing Concerns Surveys

**22 Zero Tolerance for Abuse and Harassment 26**

- Resident Abuse
- Respectful Workplace
- Here are a few things you can do to be a Respectful Partner in Care

**Information and Privacy 28**

**23 Solicitations, Legal and Financial Matters 28**

- Solicitations
- Legal and Financial Matters

**Bethany Care Foundation 29**

- Supporting Bethany’s Mission to Create Caring Communities
- Enriching Lives and Helping Residents Feel at Home
- Tribute Gifts

25



---

# Vision, Mission and Values

## Our Mission

Creating Caring Communities

## Our Vision

Leading the Transformation of Albertans Aging Well

## Our Values

These core values guide our actions in all aspects of our work:

### We Care

We are a person-centred organization. Our care is rooted in compassion and kindness. We demonstrate the highest ethical standards in everything we do.

### We Show Respect

We build strong, genuine relationships with our residents, our tenants and each other. We treat everyone with consideration, empathy and dignity.

### We Are Responsible

We recognize the privilege and responsibility of providing care to others. We steward our resources carefully to ensure that we are accountable to those we serve and those that support our work as a not-for-profit society.

### We Embrace Diversity

As a faith-based organization, we honour the spiritual beliefs of every person we serve, those with faith traditions and those without. We are open and welcoming to all, knowing that we are made stronger by the diversity of our communities.

## Executive Leadership Team

Jennifer McCue

President & Chief  
Executive Officer

Nancy Hughes

Vice President &  
Chief Operating  
Officer

Connie Young

Vice President,  
Corporate Services  
& Chief Financial  
Officer

Stuart Jaggard

Vice President,  
Special Projects

Dana Penner

Executive Director,  
Clinical Operations

Steven Friesen

Executive Director,  
Research &  
Innovation

Cameron Barnes

Executive Director,  
Human Resources

Amtul Siddiqui

Executive Director,  
Bethany Care  
Foundation

Gail Urquhart

External Relations  
Advisor

## Our Approach to Care

From the moment you walk through our doors, you know this is a place about connection, caring and community, bringing together our residents, their families, friends, employees and neighbours. Our care is delivered differently and firmly grounded in evidence-based best practices and innovation in dementia care. All staff participate in highly specialized training courses, including Gentle Persuasive Approaches to Dementia Care (GPA).

Moving away from a traditional care model, we provide our residents with opportunities for moments of joy and purpose, creating a calm peaceful state of being.

Through our interdisciplinary approach to care, we develop and implement individualized care plans that ensure each resident gets the best holistic care possible to live a full and active life.

Our programs and activities are designed with purpose and meaning and are unique to each resident. We value having positive experiences and our approach to care is focused on making a difference to our residents' overall well-being.

We serve residents who are at many different places along their life's journey, and we are totally committed to providing compassionate care through Bethany's Philosophy of Care, "Creating Caring Communities"; inspiring leadership, responsive services, innovative programs, exceptional people and life affirming relationships.

Our culture supports employees to take ownership and hold themselves and each other accountable in living out our values: We Care, We Show Respect, We Are Responsible, We Embrace Diversity each and every day.



# Service Excellence

We are committed to embedding Service Excellence in all that we do. The driving force behind our Service Excellence culture is our commitment and desire to continually improve service delivery. The key Service Excellence pillars are: Performance Management, Leadership Development, Recognition, and Service Excellence Standards. Our Service Excellence Standards apply to all employees. They guide our interactions with residents and families, visitors, partners, contractors and each other.

## Attitude

- We are a person-centred organization.
- We are courteous, respectful, and kind to everyone we encounter.
- We are mindful of how what we say and do impacts others.
- We strive to meet expectations and deliver service with excellence.
- We find ways to help others and spread joy and happiness.

## Sense of Ownership and Pride

- We take pride in everything we do at Bethany.
- We treat our residents and tenants with dignity.
- We respond to needs and requests to the best of our ability or find someone who can.
- We provide an environment which everyone can enjoy, take pride in and flourish.

## Relationships and Respect

- We build strong relationships through genuine, compassionate caring.
- We respect and protect the privacy of those in our care.
- We treat others the way they want to be treated.

## Greetings and First Impressions

When we see someone, we **SNAP** to service:

**S**mile and make eye contact, provide our **N**ame, **A**sk if they need anything, and **P**lan our next steps accordingly.

## OUR SERVICE EXCELLENCE STANDARDS

### Gratitude and Recognition

We say thank you and continuously look for ways to recognize each other.

### Faith and Spirit

- We respect and nurture spirit and spirituality as part of our holistic approach to care.
- We value diversity and honour all faith traditions.

### Continuous Improvement

- We try new approaches to innovate, grow and improve our service.
- We own and apologize for our mistakes immediately.
- We provide a supportive environment to report mistakes, learn from them and improve.

### Personal Appearance

We dress to reflect the professionalism of our work, and our commitment to work safely.

### Safety

We are committed to ensure a safe environment for all.

### Communications

We communicate in ways that ensure everyone has the information they need to offer the best in service.

### Teamwork

- We ensure that all team members have the opportunity to contribute.
- We work collaboratively to achieve our goals.





---

## Your New Home

### Preparing for Your Arrival

Once you have made the decision to move into a Bethany Care Centre you will be contacted and a date and time will be arranged for you to complete the forms required for your move in. As part of this process, we will answer any questions that you may have and clarify our mutual responsibilities. You will need to arrange your transportation to Bethany on move in day. If you are coming from acute care, they will make arrangements for you. During the first several weeks of moving into Bethany, care employees will orientate you to your new home, daily schedules and activities. This is a time for you to become acquainted with the employees that will be caring for you, the other residents and our safety and emergency information.

Within the first six weeks of your move to Bethany, the interdisciplinary team will be completing assessments and will work with you to develop your own personal plan of care and to set up your first care conference. The care conference is an opportunity for you, your family and the interdisciplinary team to meet to discuss your care

needs and your goals. Please refer to the Bethany Admission checklist in preparation for your move.

### 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.

### Person Centred-Care

Bethany is a person-centred organization. Person-centred care means that care is built around you – who you are, your values, beliefs, preferences and your social and emotional needs in addition to your physical and health needs. We are committed to building a strong relationship with you and your loved ones so that we can get to know you and what is important to you. Bethany strives to meet your expectations and to deliver service with excellence.

## Move In Information

The Bethany Admission checklist will assist you in your move to a Bethany Care Centre by outlining the important things for you to do before, during and after your move.

### You and Your Family Must Provide:

- Taxi service/transportation for personal outings or medical appointments.
- Special equipment such as walkers, scooters and electric wheelchairs. If you own a scooter or an electric wheelchair, you should carry liability insurance in case of an accident.
- Maintenance of approved medical equipment purchased before moving into the site.
- Maintenance and cleaning of personal items and equipment.

# Personal Laundry Services

## Personal Laundry Service

Personal Laundry Service for residents' clothing is an optional service that is available for a **monthly fee**.

## Personal Clothes Labelling

Bethany labelling ensures our ability to return clothing to the rightful owner. The label is permanent and is required for all residents regardless of whether they participate in the Personal Laundry Service or not.

A **one-time labelling fee** is charged during admission. Laundry Services will generate labels that will be heat sealed to the personal clothing items.

Any new clothing the resident receives over time must be labelled following the same labeling process.

Marked clothes are returned to the residents unit each day, from Monday to Friday.

An article going to the laundry on Friday may not be back until Tuesday.

## Clothing on Admission

We recommend that you review and use the checklist provided in the Admissions package.

Upon admission bring at least seven or eight clean outfits that have been clearly marked on the tag with the resident's full name in permanent marker.

The remaining clothing will be placed in a clear plastic bag clearly marked with the resident's full name. Upon moving in, please provide the Registered Nurse (RN) or Licensed Practical Nurse



(LPN) with all clothing and personal linen that the resident owns. The RN or LPN will fill out the Labelling Requisition forms and send residents' clothes to the laundry.

It is very important that items are labelled before being placed in the resident's dresser or closet. This will help us to locate any lost or misplaced items.

## Laundry Items

For better laundering results, we advise that you have "wash and wear" clothing (articles that are washable in hot/sanitizing water temperatures and dryer temperatures).

Polyester/cotton fabric is recommended for all clothing articles. The laundry does not dry clean, iron, or wash non-compatible items. Please ensure that these items are not left at the Care Centre, as Bethany will not be held responsible for any damage to these items.

## Mending

Mending, alterations, and tailoring is not part of the Personal Laundry Service.

## Lost & Found Clothes

Occasionally unlabelled items get into the laundry. These will be kept in the lost and found area for 90 days. We invite you to check the laundry lost and found rooms to identify items.

## Clothing Rotations

Due to limited space, we request that out-of-season or unworn clothing be removed or rotated.

## Contact

For more information, contact your local Site Administrator or Site Manager.

## Non-Compatible Items That Will Not Be Washed

- Sheepskin
- Slippers
- Wool items
- Suede
- Velvet
- Rayon
- Cashmere
- Silk
- Embellishment/decorative items
- Pillows
- Stuffed animals
- Items requiring hand wash or hang to dry wash instructions

## Care Centre Language

Most of Bethany's residents speak English and all of Bethany's written communication is in English, including information related to safety and resident care.

We do our best to provide interpretation services when required by residents or families.

## Bethany Pet Policy

Family pets are welcome to visit but require prior approval before visiting in Bethany care centres. Family and friends are asked to contact the care team for a copy of the policy regarding requirements for pet visitation. Once approved, the pet will be given a tag which must be on the pet at all times during their visit.

Animals are not allowed in:

- Food preparation area
- Medication preparation area
- Resident bathroom

---

## Tips for Visiting

We encourage your family and friends to visit.

Families play a vital role in the in the health and well-being of family members in care. We recognize that families may experience a period of transition when their family member moves into Bethany.

We have the following tips for your family member when they are visiting you at Bethany:

- Bethany does not have specific visiting hours and encourages family to visit at a time that works best for you.
- We are committed to respecting your privacy and confidentiality and ask that your visitors do not enter areas where resident information is kept and are mindful of the personal space of other residents.
- Bethany values all members of the Bethany community and supports a positive environment that is free from discrimination, abuse, bullying, harassment and mistreatment.
- Visitors of all ages are welcome. For the safety of residents and children, we ask that children are always supervised.
- When visits are planned ahead of time they create anticipatory excitement for the visit.
- Planning with other family members and friends creates the opportunity for regular visits from many people.
- It is a great idea to plan fun activities such as a lunch outing, a walk in the park, or a shopping trip. There are always opportunities to participate in our recreation programs and even get involved by volunteering.

### Communication Tips

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

- Maintain good eye contact at eye level.
- Show respect with your words and actions.
- Be aware of the changes in mood and behaviour.
- Use gestures and expressions to emphasize your feelings. A smile is worth a thousand words.
- If someone has hearing problems, speak louder without shouting.
- Offer ideas rather than answering for those that struggle to speak.
- Talk to care employees to confirm information that you have been told.
- A responsive behaviour is a means of communication for those that experience difficulty expressing thoughts, feelings and needs. When you're visiting, if you ever find yourself in a situation where you feel that your personal safety or well-being is at risk, remove yourself from the situation and please contact staff for assistance.

### Safe Visiting Approach

Taking steps to prevent the spread of infections and protect the health of everyone at Bethany is a shared responsibility. Please ask your family and friends to avoid visiting if they feel unwell. Anyone who is sick or has been exposed to influenza or COVID-19 should not visit, including children. Encourage them to inform a nurse if they have any symptoms like cough, fever, sore throat, runny nose, difficulty breathing, aches, or pains.



# Resident Family Council (RFC)

## Continuing Care Act

The legislation gives residents and their families the right to establish self-governing councils at any continuing care home and supportive living accommodation.

## What is the Purpose of a Council?

Councils are a mechanism for residents and families to present any requests, concerns, and proposed solutions to a facility representative or the administrator/site manager.

## Who can Attend?

- Resident
- Anyone the resident identifies as a family member (e.g., friend, guardian, relative, caregiver, etc.)

## How Can You Make a Difference?

Below are some examples of activities that a council can do to improve residents' quality of life:

- Creating ways to welcome new residents and their families.
- Raising funds for activities or resources.
- Providing feedback on resident and family education brochures or policies and services.

For more information, please visit:

[BethanySeniors.com](http://BethanySeniors.com)

Government of Alberta website:

[alberta.ca/resident-family-councils.aspx](http://alberta.ca/resident-family-councils.aspx)



# 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 employees. 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 conference, care team conferences, newsletters, family meetings, family support groups, resident and family councils, community education nights, communication boards and at: [bethanyseniors.com](http://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 play in 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 our 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 we are doing to improve your experiences while living at Bethany.

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

- Alberta Health [health.alberta.ca](http://health.alberta.ca).
- Alberta Health Services [albertahealthservices.ca](http://albertahealthservices.ca).
- Health Quality Council of Alberta [hqca.ca](http://hqca.ca) provides leadership and guidelines that support continuous quality improvement across our health care system.
- Alberta Continuing Care [alberta.ca/continuing-care.aspx](http://alberta.ca/continuing-care.aspx).
- The Canadian Patient Safety Institute provides information that Bethany uses to determine safety guidelines [patientsafetyinstitute.ca](http://patientsafetyinstitute.ca).
- The Canadian Patient Safety Institute provides information comparing quality performance indicators to all Canadians. If you have any questions about this information, please talk to the Site Administrator [healthcareexcellence.ca](http://healthcareexcellence.ca).

## Provincial and National Standards

The Continuing Care Accommodation and Health Service Standards are administered by Alberta Health. These standards are designed to ensure home care, supportive living and continuing care operators provide quality health and accommodation services to their residents. All continuing care operators are to comply with the provincial Standards. For more information, please visit [alberta.ca/continuing-care-accommodation-and-health-service-standards](http://alberta.ca/continuing-care-accommodation-and-health-service-standards).

The Accommodation Standards address accommodation and accommodation services. These services include building cleanliness and maintenance, safety and security, food preparation, and laundry.



The Continuing Care Health Services Standards address the publicly-funded basic health care and personal care services provided to continuing care residents. 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 care centres 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 you and your family participate in the care team conference as it provides an opportunity for you to ask questions and provide direction regarding 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 you and/or your family during the care conference. The care plan includes your 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.

### **Advance Care Planning and Goals of Care**

Advance care planning is a way for you to think about, discuss and document your wishes for health care in the event that you become incapable of either 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 if you are unable to speak for yourself. Advance care planning includes goals of care conversations. The goals of care communicate to the care team the general focus of your care and your preferred location of care. In the absence of documented direction for your care in your health record (Goals of Care Designation Order or written instructions in a personal directive), and in the event that you have a health emergency, 911 will be called and Cardiopulmonary Resuscitation (CPR) will be initiated by Bethany employees as per Bethany's CPR policy.

If you have any questions, please speak to your Care Services Manager.



## 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 Code of Conduct. Bethany care employee models are designed to meet or exceed the accountabilities established by the Government of Alberta and Alberta Health Services.

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 employees receive ongoing in-service training, as well as work under the supervision of a regulated health care provider to provide safe care. This ensures that your changing needs are addressed and current best practices are followed.

### Site Administrator

The Site Administrator is responsible for ensuring the provision of outstanding care and support to residents, families, volunteers and employees by ensuring a safe living environment focused on resident-centred care, and actively seeking new ways to improve the quality of programs and services.

### Care Services Manager

The Care Services Manager coordinates the care and services you will receive. This individual is also responsible for hiring and supervising the nursing and personal care employees.

### Nurses

#### Registered Nurses (RNs)

RNs provide leadership at the care centre, 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 including: changing dressings, taking blood pressure, 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. They also participate in menu planning. Menus can be adjusted for therapeutic and clinical reasons. It is important that you discuss your food preferences with the registered dietitian. The texture of your diet and additional modifications will be approved by the registered dietitian according to your preferences and nutritional needs.

### Pharmacist

Upon your arrival, the pharmacist, an RN and/or LPN will review all your medications. This will help ensure you are receiving all the medications as they are prescribed. The employees will ask about

---

medications you are taking, including 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 care centres. Additionally, a variety of therapies are available, including music, art, and animal therapy. Therapy services are provided based on your assessed needs and the available resources. You may not require the services of all therapy staff. Therapy services are available upon referral and the therapist sees people on a priority basis.

### **Occupational Therapists**

Occupational therapy encourages rehabilitation through the performance of activities required in daily life. The goal is to promote your ability to function to your fullest potential and enhance quality of life by supporting you to participate in meaningful, everyday activities. The Occupational Therapist will assess you on admission to determine if you will benefit from any services. Other members of the care team will send referrals requesting assessment as needs arise. You or your family can also request services.

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 employees 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.

### **Physical Therapists**

Physical Therapists (PTs) help you maintain or regain strength, balance, coordination and mobility. Following assessment, there may be a recommendation for assessment by a PT and/or an individualized program. The therapist regularly evaluates progress to make sure interventions are appropriate. Physiotherapy services are available at some locations; 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. 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 and benefits that you 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 spiritual care practitioners at Bethany can provide counselling for grief and loss.

## **Spiritual Care**

### **Spiritual Care Practitioners**

As a multi-faith organization, we recognize and respect the diverse backgrounds, culture and faith traditions of residents, tenants, families, employees and volunteers. Each resident is unique and is treated as such. Our person-centred approach guides us as we understand that every resident defines quality of life differently and we must work

together to meet their specific needs. Relationships are at the centre of all that we do. We believe in caring for the whole person and spiritual care is a purposeful part of our core services.

We honour our legacy of caring, compassion and inclusion, and welcome and respect the spiritual beliefs of everyone.

## **Palliative & End-of-Life Care**

**A palliative approach** is resident-centred care that aims to relieve suffering and improve quality of life for you and your family when faced with a life-limiting illness. Generally, palliative care begins when there is an incurable or chronic illness. Palliative care may be appropriate even as you are still being treated for your 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. Palliative and end-of-life care services are provided by Bethany health care teams. The care teams deliver support to help you be as comfortable as possible for as long as needed. This includes pain and symptom management, psychosocial care, grief, loss and bereavement supports, and spiritual care. For more information on palliative and end-of-life care and related policies, please contact your Care Services Manager.

---

## 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, tenants, families, employees and volunteers who have ethical concerns through our Ethics Committee. 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 upmost confidentiality.

If you have any questions regarding the Ethics Committee or an ethical concern, please talk to a representative at your site. The contact information can be obtained from your Care Services Manager.

## Bethany Hospitality Services Team

We provide food services, nutrition, housekeeping and laundry. We appreciate the opportunity we are given, to take care of you and your family. We strive to provide you with ease of access and an unwavering commitment to high standards of services. We will ensure that your room cleanliness is a priority, laundry is folded and returned in a timely manner and for every meal of the day you will receive the highest quality of food, service and choice. Your health and wellbeing is our number one concern, your health goals are our goals!

We understand that no two people are the same and that is why your care plan will be designed especially for you. You can expect a Registered Dietitian to reach out to you to review your dietary needs within the first two weeks. You are at the

center of everything we do! If you have any questions about any of the forms or processes in place, please let any of our support employees know, they will be glad to assist you.

### **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 area has an area supplied with snacks, tea and coffee, etc.

### **Housekeeping**

Housekeeping employees 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 fragile items, fine ornaments and other valuable items in your room. Please contact employees with any specific questions about the housekeeping schedule.

### **Laundry Services**

Bed linens and towels are changed as required. Please refer to [page 9](#) for information regarding personal laundry service.

## **Uninsured Services**

Your health care team can assist with referrals to help you access other health services not considered part of long-term care, Alberta Health Services or Home Care programs. You 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 them. Bethany employees will assist you to find a dentist if needed. Local denturists also visit the care centres. If you wear dentures they should be engraved with your name. This can be done by a denturist before you move. You are responsible for the cost of your own dental care.

### **Volunteers**

Volunteers are valued partners in providing quality care and quality of life. 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 employees, they go through a screening process, including a criminal record check, and must act within Bethany's Code of Conduct. If you know someone that is interested in becoming a volunteer with Bethany, please contact the Volunteer Coordinator.

### **Foot Care**

Foot care is brought into the care centre as required and the costs associated are your responsibility. Bethany nursing employees will assist you 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, and 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**

There may be opportunity to 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.

## Legal Documents

Bethany encourages each resident to have 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

### **Tobacco and Smoke Free Environment**

Tobacco and tobacco-like product consumption is prohibited within all Bethany buildings/sites and surrounding property. Any person that wishes to smoke must be able to remove themselves from Bethany property and smoke no closer than ten 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.

### **Independent Care Provider or Private Companions**

Family members may want to hire independent care providers or private companions to provide social visiting or to offer extra assistance. Bethany fully supports these relationships. However, we are responsible for pro-actively supporting quality of care, and health and safety for all residents. 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 our Bethany policy and information regarding the registration and orientation process for independent care providers.

### **Guest Services**

Residents and families can reserve dining areas and lounges for special occasions such as birthday and anniversary celebrations. Recreation or business office employees can provide information on how to reserve these areas. In some cases, a fee may apply. Parking is available in designated areas. Some sites require a parking pass for dashboard display. Please inquire at the care centre.

### **Postal Services**

Postal services are available at the business office.

### **Communications**

Bulletin boards and display cases are available for ongoing communication notices. Employees can assist you to locate the boards. Our website is [BethanySeniors.com](http://BethanySeniors.com).



## Acceptance of Gifts

While we understand that you and your family may wish to express gratitude and appreciation to employees through gift giving, Bethany's policies do not allow employees to accept gifts. If you wish to show appreciation, gifts such as flowers, chocolates, etc. may be given to an entire group of employees and/or department. We encourage you to express

your appreciation by completing thank you cards and placing them on the WAVE recognition boards for individual employees/volunteers. Bethany's policy also 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.

## Creating a Safe Environment

### Partners in Safety

Bethany is committed to maintaining a culture which reflects high standards of care and safety for you, employees, families, visitors and volunteers. You, your family and visitors are important members 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 all.

### Building Security and Maintenance

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 team and someone will let you in. Please check with your Bethany location to find out when the doors are locked. For any building maintenance, including repairs and room temperature, please let a member of our team know.

### Safety

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

- You 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 employees to easily assist you.

### Location and Operation of Call Bells

Except at Bethany Calgary, Bethany Harvest Hills, and Bethany Riverview

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

### Momentum Resident Safety System

Bethany Calgary and Bethany Riverview

Momentum Healthware's Real Time Location System technology is there to help support safe care, and allow you to access nursing care where you want it when you want it.

---

## **Fire Regulations and Drills**

Each Bethany site has a plan to deal with emergencies for continuance of care. Fire drills and education sessions are conducted regularly. When the fire alarm rings, stay where you are and wait for directions from employees. 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 emergency services will determine if there needs to be an evacuation. Bethany employees will coordinate with you, your family and visitors 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 is committed to safe bath/shower water temperatures in accordance with applicable legislation, codes, standards, and best practices.

## **Wandering Residents**

Residents with Alzheimer's Disease and other forms of dementia may wander. Some 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 unintentionally injuring themselves, placing others or themselves in endangerment or infringing on others rights.

Some areas of Bethany are secure to protect residents who 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 an employee or family member.

We believe in maintaining resident's rights to freedom, while being in a safe environment and being mindful of protecting privacy.

Bethany employees work hard to determine the cause of wandering behaviour and minimize risks. We appreciate your understanding and patience with residents who may unintentionally disrupt due to their inability to control their behaviour. 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. 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). We ask that you wear this ID at all times so that employees can administer medication correctly, ensure you have the appropriate food, or can refer to it in the event that someone goes missing. Bethany employees 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 values input and feedback, and conducts regular surveys to ensure continuous improvement. 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:

- 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 Site Administrator.
- If you are still not satisfied with the care centre's response, contact the Executive Director, Clinical Operations at Bethany. Please put the specifics of your concern in writing so we can investigate and respond appropriately.
- You can give feedback on our website, [BethanySeniors.com](http://BethanySeniors.com). Under the heading "Living at Bethany" click on "Get in Touch".

- Resident and Family Feedback forms are available at the business office.
- If your concern is still not resolved, or if you are unable to speak to someone in person, you can contact:

[Alberta Health Information and Reporting Line](#)

T-888-357-9339

[CCLO@gov.ab.ca](mailto:CCLO@gov.ab.ca).



---

# Zero Tolerance for Abuse and Harassment

Bethany has strict policies to prevent harassment or abuse of residents and their families, employees and volunteers. Any action that could be considered abuse will not be tolerated.

## Resident Abuse

Any suspected incident of resident abuse should be reported to the Site Administrator immediately. 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 Site Administrator will investigate any complaint raised by an employee, resident, family member, volunteer, physician or other person.

Under the Protection of Persons in Care Act, any incident of suspected resident abuse or harassment must be reported, whether it is physical, verbal or other; and whether it involves employees, residents, family members, volunteers, care providers or any other person.

Under this provincial legislation, any person witnessing or suspecting that a person in care has been abused, is to report it by calling Protection for Persons in Care at (toll-free): 1-888-357-9339.

## Respectful Workplace

Bethany strives for a safe and healthy workplace where everyone is treated with fairness and dignity, and where all people are respectful of one another. We value all members of the Bethany community and support a positive environment that is free of discrimination, abuse, bullying, harassment, mistreatment and violence. Disrespectful behaviour is a challenging issue in healthcare workplaces. This type of behaviour includes objectional language, uncontrolled anger and verbal and physical threats. Employees do not have to endure disrespectful families, visitors or members of the public. Any known act of employees abuse, disrespect or mistreatment will be taken seriously, investigated promptly and appropriate action will be taken.

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

- Interact with employees, residents, families, volunteers and others with courtesy, respect and dignity.
- Always use a calm non-threatening tone of voice and body language.
- Refrain from conduct that might be offensive to others.
- Raise concerns in a respectful solution-focused manner.
- Respect the confidentiality of others.
- Be involved and 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.

- In the event that you have a concern about care, we encourage you to take the following steps to have them addressed:
  - Speak with the Registered Nurse or Licensed Practical Nurse on your care team. If the nurse is not able to resolve your concern, speak with the Care Service Manager.
  - If your concern remains unresolved, bring it to the attention of the Administrator or Site Manager.
  - If your concern still remains unresolved, please contact the Executive Director, Clinical Operations at Bethany Care Society 403.210.4600 (Calgary) or 1.888.410.4679 (toll-free).

You have the right and responsibility to communicate your concerns in confidence to a manager. Bethany will ensure confidentiality, integrity and objectivity for prompt investigation and resolution of all reported concerns.



---

## 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 other persons acting on behalf of Bethany also uphold these obligations.

All Bethany employees, 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 \(PIPA\)](#).

You and your family members also have a responsibility not to collect or share information regarding other residents. This includes not taking photos of residents without that resident or their legal decision maker's consent.

## Solicitations, Legal and Financial Matters

### 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 employees. Any company/ person wanting to solicit the resident(s) and/or employees member(s) of Bethany Care Society, must make their request known to the Site Administrator of and receive formal approval.

### Legal and Financial Matters

With the exception of an employee, a person who is a relative of a resident at Bethany, employees 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 centres procedures. Bethany has a conflict of interest policy and all employees must follow the code of conduct to ensure they are compliant.



### **Supporting Bethany’s Mission to Creating Caring Communities**

Established in 2003, Bethany Care Foundation is a registered charity dedicated to supporting Bethany’s mission and vision. For over 20 years, the Foundation has helped generous donors make a meaningful difference in the lives of Bethany residents. Their contributions help fund essential programs, site needs, and capital improvements, enriching the quality of life for residents across all Bethany locations in central and southern Alberta. Together, we are Creating Caring Communities.

### **Enriching Lives and Helping Residents Feel at Home**

Through gifts to Bethany Care Foundation, donors help create meaningful and joyful moments in Bethany communities every day with:

**Innovative Programming:** Such as “It’s Never 2 Late” technology, music therapy, art activities, and sensory therapies. These programs continue to expand and improve to nurture the interests and abilities of all who call Bethany home.

**Spiritual Care:** To uplift residents’ mental, emotional, and spiritual needs. Spiritual Care Practitioners provide holistic activities that honour and affirm each person’s beliefs, values, experiences, and strengths.

**Comforts of Home:** Including specialized equipment, furnishings, and landscaping, to enhance residents’ needs and create a home-like atmosphere.

### **Tribute Gifts**

Tribute gifts provide another meaningful way to support Bethany communities through the Foundation. These donations help uphold and strengthen our tradition of compassionate communities by enriching care and enhancing our welcoming environment for Bethany residents. Whether given in honour of a loved one to celebrate a meaningful connection forged during their time at Bethany or in memory of someone who profoundly impacted lives, each gift embodies a tribute to cherished relationships. These contributions also reflect the enduring spirit of compassion.

For more information or to donate, please visit: [bethanycarefoundation.com](http://bethanycarefoundation.com), write to [bcf@bethanyseniors.com](mailto:bcf@bethanyseniors.com), or call Bethany Care Foundation at 403.210.4600.



Learn more about Bethany's mission  
of creating caring communities.

**Bethany Care Society**

100, 2915–26th Avenue SE Calgary, AB T2B 2W6

403.210.4600 or 1.888.410.4679

[bethanyseniors.com](http://bethanyseniors.com)



Bethany Care Society acknowledges Treaty 7, the traditional lands of the Blackfoot Confederacy, Tsuut'ina First Nation, Stoney Nakoda, and the Métis people of Southern Alberta. We also recognize and pay tribute to Treaty 6, the traditional lands of the Cree, Dene, Blackfoot, Saulteaux, Nakota Sioux, and the Métis people, where our work continues. This acknowledgement is made in the spirit of reconciliation and gratitude.