



Resident and Family Handbook

Welcome to your new home at Bethany.

On behalf of everyone at Bethany Care Society, I would like to warmly welcome you and your family. Moving into a new home is an important step, and every person's situation is unique.

Our Philosophy of Caring shapes how we support you each day. We take the time to get to know you, your preferences, and what matters most to you so that your experience here reflects who you are.

You will be supported by a care team who work together to meet your needs and help you feel comfortable in your home at Bethany.

This handbook is here to help you and your family become familiar with your home at Bethany, including the services, supports, and day-to-day life you can expect. If you have questions at any time, please reach out to your care team or Site Administrator.

We look forward to getting to know you.

Sincerely,

A handwritten signature in cursive script that reads "Jennifer McCue".

Jennifer McCue
President and CEO, Bethany Care Society



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ABOUT BETHANY

OUR MISSION

Creating Caring Communities®

OUR VISION

Leading the Transformation
of Albertans Aging Well



Visit our website to
meet our [Executive
Leadership Team](#) and
[Board of Trustees](#).

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.

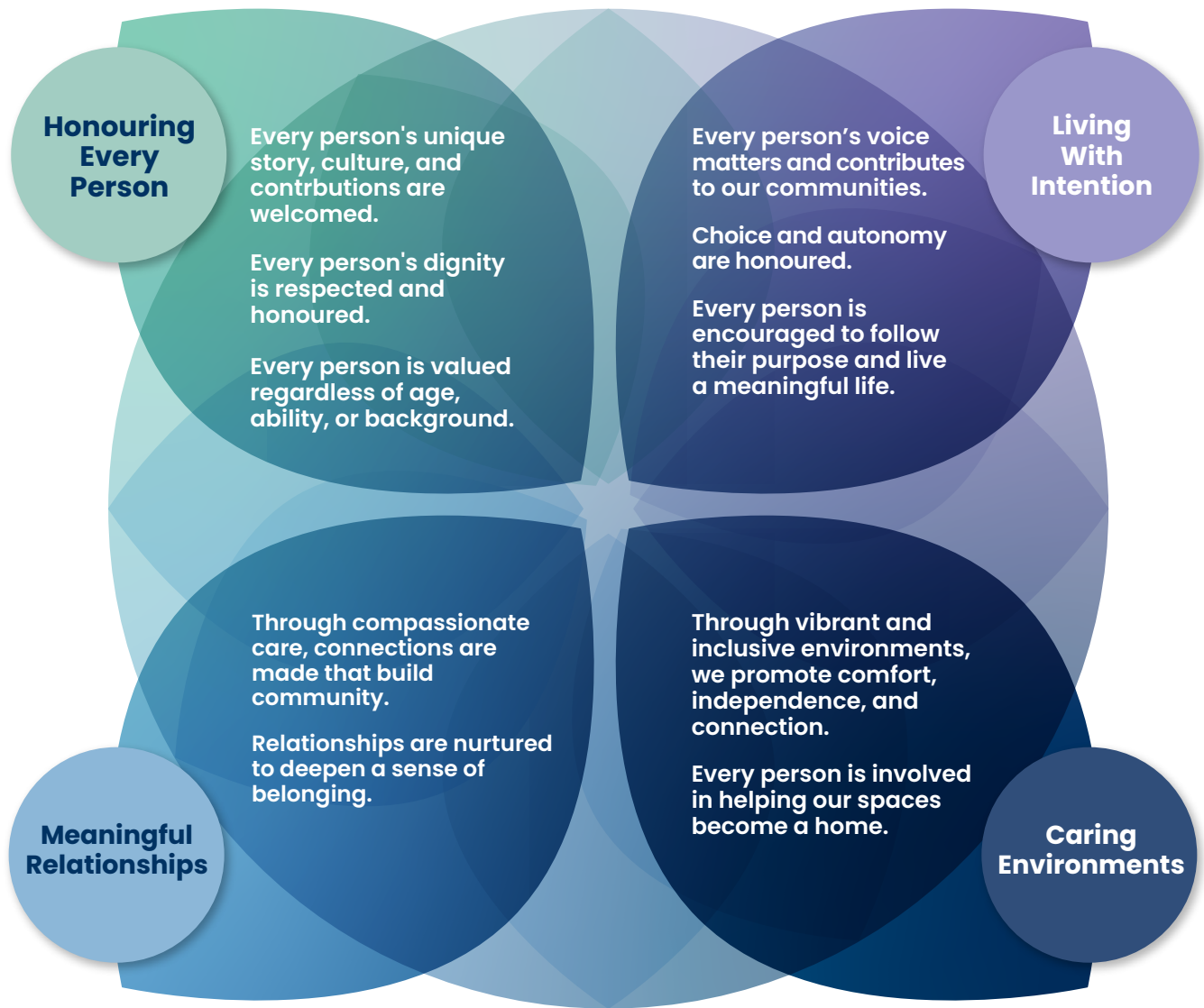
Bethany Care Foundation

[Bethany Care Foundation](#) supports Bethany communities through fundraising that helps enhance resident care, programs, spaces, equipment, and quality of life initiatives beyond what government funding provides. Donations help create welcoming, caring environments where residents can continue to live with comfort, dignity, and connection.

The Next Chapter Campaign

The Next Chapter is Bethany Care Foundation's capital campaign supporting the redevelopment of Bethany Calgary — a new, modern continuing care home designed to meet the evolving needs of seniors and future generations. The new home will include private rooms, household-style living spaces, welcoming gathering areas, and thoughtfully designed environments that support comfort, dignity, and person-centred care.

To learn more or support the campaign, visit [The Next Chapter Campaign](#).



Bethany's Philosophy Of Caring

At Bethany, caring is not just something we do—it is how we live, work, and connect in community. Relationships are at the heart of our caring communities. Rooted in Bethany's values of care, respect, responsibility, and diversity, our Philosophy of Caring helps us live into our mission of Creating Caring Communities.

We celebrate the individuality of each person, honour their inherent dignity, and

create environments where people can live with meaning, purpose, and belonging.

Our Philosophy of Caring guides every interaction we have with residents, tenants, family members, employees, volunteers, and community partners. It is woven into our operations, providing a lens for our decision-making and shaping the programs and services we provide at Bethany.



CARE AT BETHANY

Your Care Team

Your care at Bethany is supported by a team of professionals who work together with you and your family. Some team members will be part of your daily routine, while others provide specialized support based on your needs.

Your care team works together to help support your health, comfort, safety, and quality of life.

Members of Your Inter-Disciplinary Care Team May Include:



Care Planning & Care Conferences

Your care at Bethany is guided by a personalized care plan developed with input from you, your family, and your care team. The care plan reflects your health needs, preferences, routines, and goals, and helps guide the support you receive each day.

A care conference is typically held within the first six weeks after moving in and at least annually after that, or more often if care needs change. Care conferences provide an opportunity for residents and families to ask questions, discuss care needs, and participate in care planning decisions.

Advance care planning is also an important part of these conversations. This includes discussing and documenting your wishes for future health care and goals of care, so your preferences can guide decision-making if you are unable to speak for yourself.

If you have questions about care planning or advance care planning, please speak with your Care Services Manager.

Volunteers

Volunteers are an important part of the Bethany community and provide valuable support to residents, families, and care teams. They help enhance quality of life by supporting recreation programs, social activities, special events, outings, and opportunities for connection throughout the community.

Volunteers do not provide personal care or medical support. Like employees, all volunteers complete a screening process, including a criminal record check, and follow Bethany's Code of Conduct.

If you or someone you know is interested in volunteering with Bethany, please speak with your Site Administrator or Volunteer Coordinator.

Palliative & End-of-Life Care

Palliative care focuses on improving quality of life, comfort, and well-being for residents living with an incurable or chronic health condition. This approach to care may begin at any stage and time of illness and can be provided alongside ongoing medical treatment.

End-of-life care supports residents who are nearing the final stage of life. Care is guided by each resident's wishes, values, beliefs, and goals of care, while also supporting family members and loved ones during this important time.

At Bethany, palliative and end-of-life care is provided with compassion, dignity, and respect. Our interdisciplinary care teams work together to support comfort and quality of life through:

- Pain and symptom management
- Emotional and psychosocial support
- Grief and bereavement support
- Spiritual care and connection

We recognize that every person's journey is unique. Our goal is to provide a calm, supportive environment where residents and families feel cared for, informed, and supported.

For more information about palliative and end-of-life care, please speak with your Care Services Manager.

Independent Care Providers & Private Companions

Some residents and families may choose to hire an independent care provider or private companion for additional social visits or support. Bethany supports these arrangements while also ensuring the safety, well-being, and quality of care for all residents.

If you are considering hiring an independent care provider or private companion, please speak with the Care Services Manager before services begin. Registration and orientation requirements must be completed prior to providing services within the community.

Spiritual Care Practitioners

Spiritual care is an important part of Bethany's person-centred approach to care and support. As a multi-faith organization, we welcome and respect the diverse backgrounds, cultures, beliefs, and life experiences of residents, families, employees, volunteers, and visitors, including those who do not identify with any spiritual or religious beliefs.

We recognize that each person defines comfort, meaning, and quality of life differently. Spiritual Care Practitioners are available to provide support in ways that reflect each resident's individual beliefs, values, and preferences.

This may include:

- Spiritual or faith-based support
- Prayer or religious practices
- Support during grief, illness, or life transitions
- Meaningful conversation and emotional support
- Connection to community faith leaders or resources



LIVING AT BETHANY

Personal Laundry Services

Bethany offers optional personal laundry services to support residents and families with day-to-day clothing care. Personal clothing can be laundered onsite for a monthly fee. To help ensure clothing is returned to the correct resident, all personal items must be permanently labelled upon admission, including any new clothing brought in later. While we take every reasonable precaution to respect and safeguard these items, Bethany cannot assume responsibility for loss or damage.

We recommend residents bring comfortable, washable clothing suitable for commercial laundering and drying. Due to the nature of commercial laundry processes, delicate items or clothing requiring special care, hand washing, or dry cleaning should not be brought to the care home.

Bed linens, towels, and washcloths are provided and laundered regularly by Bethany. Families are encouraged to rotate seasonal clothing as needed to help maintain organized storage within resident rooms.

Food Services

Food is an important part of daily life at Bethany, supporting both well-being and connection. Meals are prepared onsite and designed to provide variety, nutrition, comfort, and choice. Breakfast, lunch, supper, and daily snacks are included as part of accommodation services.

Menus are updated regularly and developed with guidance from Registered Dietitians to support individual nutritional needs, dietary restrictions, allergies, and texture modifications. Residents are encouraged to share food preferences with the care team so meals can reflect personal tastes and routines whenever possible.

Bethany also recognizes the social importance of dining. Special meals, celebrations, and themed events are offered throughout the year, and families are welcome to join residents for meals or bring favourite foods from home to make the dining experience more personal and meaningful.

Resident Rooms

While we encourage residents to bring personal belongings that help them feel at home, residents remain responsible for their personal items. Although we take every reasonable precaution to help protect personal belongings, Bethany cannot assume responsibility for loss or damage.

Housekeeping Services

Bethany's housekeeping teams help maintain clean, safe, and comfortable living environments for residents, families, and visitors. Resident rooms are tidied daily and receive more detailed cleaning on a weekly basis. Shared spaces throughout the care home are also cleaned and maintained regularly to support a welcoming and safe environment for everyone.

Pet Policy

Pets can play an important role in supporting comfort, connection, and overall well-being. Family pets are welcome to visit Bethany communities with prior approval from the care team.

To help ensure the safety and comfort of all residents, visitors, and pets, visiting animals must meet Bethany's pet visitation requirements before visiting. Once approved, pets will be provided with an identification tag that must be worn while onsite.

For health and safety reasons, pets are not permitted in:

- Food preparation areas
- Medication preparation areas
- Resident bathrooms

Children visiting with pets must be supervised at all times.

Families must speak with the care team or Site Administrator before bringing a pet to Bethany to review the visitation process and requirements.

Communication & Language Support

English is the primary language used within Bethany communities, including written communications related to resident care, safety, and day-to-day information.

Bethany is proud to have employees from many diverse backgrounds, and many team members speak additional languages. We do our best to support residents and families with interpretation and communication assistance whenever possible.

Make the Most of Your Visit

Family and friends play an important role in supporting the health, well-being, and quality of life of residents living at Bethany. Visits help maintain meaningful relationships, create connection, and bring comfort and joy to daily life.

To help make visits positive and enjoyable for everyone, we ask visitors to keep the following in mind:

- Bethany does not have set visiting hours. Families and friends are welcome to visit at times that work best for the resident.
- To help residents fully enjoy their visit, consider visiting outside of peak care times such as early mornings, and evenings when personal care routines are often taking place.
- Please be mindful of the privacy and personal space of other residents and avoid entering areas where resident information is kept.
- Visitors of all ages are welcome. Children must be supervised at all times for the safety and comfort of residents and visitors.
- Bethany is committed to maintaining a respectful environment that is free from discrimination, abuse, bullying, harassment, and mistreatment.
- Visits can include more than spending time in a resident room. Families and friends are encouraged to participate in recreation programs, community events, outings, or simply enjoy time together in shared spaces.
- Residents and families are also welcome to explore opportunities to volunteer and become involved in the Bethany community.

Make the Most of Your Visit (continued)

Communication Tips

Changes related to aging, hearing, memory, or health can sometimes affect how a person communicates. The following tips may help support more comfortable and meaningful conversations:

- **Maintain eye contact and speak at eye level whenever possible.**
- **Speak clearly and calmly, especially if someone has difficulty hearing. Try not to shout.**
- **Be patient and allow time for the person to respond or express themselves.**
- **Use facial expressions, gestures, and a warm tone to help communicate reassurance and understanding.**
- **Pay attention to changes in mood, behaviour, or body language, as these can also be forms of communication.**
- **Offer gentle prompts or ideas rather than answering for the person.**
- **If you have questions or are unsure about information related to care, please speak with a member of the care team.**

Safe Visiting

Helping prevent the spread of illness is a shared responsibility. Family (including children) and friends who are feeling unwell, or who have been exposed to illnesses such as influenza or COVID-19, should not visit Bethany communities.

Resident & Family Councils

Bethany supports Resident and Family Councils as an important way for residents and families to share feedback, ask questions, and help strengthen community life within Bethany.

Under Alberta's Continuing Care Act, residents and families have the right to establish and participate in self-governing councils within continuing care homes and supportive living communities. These councils provide an opportunity to work collaboratively with site leadership to discuss ideas, concerns, and opportunities to improve the resident and family experience.

Resident and Family Councils may:

- Welcome new residents and families
- Share feedback on programs, services, and policies
- Support social activities and community initiatives
- Help strengthen communication between residents, families, and site leadership

Residents and anyone they identify as family or support persons may participate in council activities. The frequency of meetings will vary by care home.

The Continuing Care Act, regulations, and provincial standards help ensure continuing care providers deliver quality accommodation and health services to residents across Alberta. Alberta Health is responsible for monitoring compliance with these standards.

For more information about Resident and Family Councils, visit: [Resident & Family Councils – Government of Alberta](#)

For information on Alberta's Continuing Care Act, regulations and standards, visit: [Continuing care accommodation and health service standards | Alberta.ca](#)

Staying Connected & Informed

At Bethany, open communication and strong relationships help us provide the best possible experience for residents and families. We are committed to providing quality care and services in a safe, respectful, and supportive environment, while keeping residents and families informed and involved.

We share information and gather feedback in a variety of ways, including:

- Admission and care conferences
- Resident and Family Councils
- Family meetings and support groups
- Newsletters and communication boards
- Community education opportunities
- Bethany's website at [BethanySeniors.com](https://bethany.com)

Bethany also participates in [Care Opinion Canada](#), an independent public platform where residents and families can share feedback and experiences about care. The platform supports open communication, helps identify opportunities for improvement, and strengthens person-centred care across our communities.

Helpful information about continuing care and health services in Alberta is available through:

- [Alberta Health](#)
- [Alberta Health Services](#)
- [Health Quality Alberta](#)
- [Alberta Continuing Care](#)
- [Healthcare Excellence Canada](#)

Provincial Standards

Continuing care homes in Alberta must comply with provincial legislation, regulations, and standards established by Alberta Health. These standards help ensure residents receive safe, quality accommodation and health services across continuing care communities.

Bethany communities regularly participate in inspections, audits, and reviews to help ensure provincial standards for quality care and safety are being met. These reviews may be conducted by Alberta Health and approved accreditation bodies.

During a review, residents or family members may be invited to share feedback or answer questions. All reviewers and auditors will carry official identification. If you have questions or would like more information, please speak with your Site Administrator.

For more information, visit: [Continuing Care Accommodation and Health Service Standards](#)

Questions, Concerns & Feedback

At Bethany, feedback helps us improve care, services, and daily life within our communities. Residents and families are encouraged to share questions, concerns, compliments, and suggestions at any time.

Residents and families may also be invited to participate in surveys throughout the year. Feedback may be gathered directly by

Bethany or through organizations such as Alberta Health Services, the Health Quality Council of Alberta, or approved research partners. Survey results help guide ongoing improvements across our communities.

Residents and families can also share their experiences through [Care Opinion Canada](#), an independent public platform where people can safely share stories and feedback about their care experience.

Addressing Concerns

If you have a concern about care or services, we encourage you to speak with us directly so we can work together toward a resolution.

1. Speak with a member of your care team.
2. If the concern is not resolved, speak with the Care Services Manager.
3. Additional concerns can be brought to the Site Administrator.
4. If needed, concerns may also be submitted in writing to Bethany's Executive Director, Clinical Operations.

If you are unable to resolve your concern through Bethany, you may contact:

Assisted Living Alberta Complaints

Phone: 1-888-357-9339 option 3

Email: cclo@gov.ab.ca

Additional information and contacts are available at: [Assisted Living Alberta Complaints & Concerns Information](#)

Ethics Support

Bethany's Ethics Committee provides support for residents, families, employees, and volunteers who are facing ethical questions or difficult decisions related to care.

Ethics consultations help explore concerns, consider different perspectives, and support thoughtful decision-making. Requests for an ethics consultation can be made through your Care Services Manager using an Ethics Consultation Request form.

If you have questions about the Ethics Committee or an ethical concern, please speak with your Care Services Manager or Site Administrator.

Service Excellence at Bethany

Bethany's Service Excellence program helps guide how we provide high-quality, person-centred care and support across our communities. Rooted in Bethany's values of care, respect, responsibility, and diversity, the program reflects our mission of Creating Caring Communities® where residents, families, employees, volunteers, and visitors feel welcomed, valued, and supported.

Service Excellence also recognizes employees who go above and beyond through everyday actions, meaningful relationships, and compassionate care that reflects the unique needs of each resident.



Creating a Safe Community

Bethany is committed to creating caring communities where residents, families, employees, volunteers, and visitors are treated with dignity, respect, and compassion. **Abuse, harassment, discrimination, bullying, mistreatment, or violence of any kind will not be tolerated.**

Any concern related to resident safety, abuse, or mistreatment should be reported immediately to the Care Services Manager or a member of the care team so it can be reviewed and addressed promptly.

Under Alberta's Protection for Persons in Care Act, anyone who witnesses or suspects abuse involving a person in care is required to report it.

Protection for Persons in Care

Phone: 1-888-357-9339

We ask everyone within the Bethany community to help support a respectful and safe environment by:

- Treating others with courtesy and respect
- Raising concerns calmly and respectfully
- Respecting privacy and confidentiality
- Using equipment safely and asking questions when support is needed



SAFETY & SECURITY

Creating a safe and comfortable environment is a shared responsibility between residents, families, employees, volunteers, and visitors.

Building Safety & Security

For the safety of residents and employees, outside doors are secured in the evening. After-hours access is available through designated entrances using an intercom or buzzer system. Please check with your Bethany community for site-specific access times and procedures.

In-Room Safety

Residents are encouraged to wear supportive footwear to help reduce the risk of falls. Throw rugs are not permitted, as they can create tripping hazards.

Transfer equipment and safety supports may also be used to help residents move safely and comfortably. Beds may need to be positioned away from walls to allow space for care equipment and safe assistance from employees.

Each resident room includes a call system to request assistance when needed.

Emergency Preparedness

Bethany communities regularly conduct fire drills and maintain emergency response plans to help support resident safety and continuity of care during emergencies. If an alarm sounds, residents and visitors should remain where they are and follow employee instructions.

Supporting Resident Safety

Some residents living with dementia or memory-related conditions may become disoriented, experience responsive behaviours, or attempt to leave secure areas without support. Certain areas within Bethany communities may include secured entrances or controlled access systems to help maintain resident safety while supporting dignity, independence, and quality of life.

At times, residents may express distress, confusion, or behaviours that reflect an unmet need. If you witness a situation that concerns you, please ask a member of the care team for assistance and do not attempt to intervene on your own. Employees are trained to respond in ways that support safety, comfort, and dignity for everyone involved.

Visitors are also asked not to assist residents they do not know with leaving the building and to remain mindful when entering or exiting secure areas.

Identification

Residents are provided with an identification bracelet upon admission and are encouraged to wear it at all times to support safe care and identification. Bethany employees and volunteers wear name tags for identification, and visitors may be asked to sign in depending on the community or time of day.

Privacy & Confidentiality

Bethany is committed to protecting the privacy, confidentiality, and security of resident personal and health information. Employees, volunteers, and contracted service providers are required to follow privacy and confidentiality policies and comply with Alberta privacy legislation.

Residents and families also play an important role in respecting the privacy of others within the community. This includes not sharing personal information or taking photos of other residents without consent.

Solicitation, Legal & Financial Matters

To help protect residents and employees, Bethany does not allow unauthorized solicitation, sales, or fundraising within its communities without approval from the Site Administrator.

Employees and volunteers are also prohibited from participating in residents' personal financial or legal matters, including wills, estate planning, or powers of attorney, unless they are a family member or legal representative. Bethany employees are required to follow conflict of interest and code of conduct policies at all times.





OPTIONAL ADDITIONAL SERVICES

Some health and personal services are not included within publicly funded continuing care services and may involve additional costs. Residents and families are responsible for arranging and paying for these services, although Bethany employees can help connect you with available providers and resources.

Additional Services

The following services are not covered by the Alberta accommodation fees and are offered at an additional cost.

☐ **Dental Care**

Residents are encouraged to continue seeing their regular dentist if possible. Bethany can also assist with connecting residents to local dental providers or denturists. Dentures should be labelled with the resident's name.

☐ **Foot Care**

Basic nail care may be provided by nursing employees. Specialized foot care services can also be arranged at an additional cost.

☐ **Eye Glasses & Hearing Aids**

Residents are responsible for the cost, maintenance, and replacement of eyeglasses and hearing aids. We recommend engraving these items with the resident's name to help prevent loss. While we take every reasonable precaution to respect and safeguard these items, Bethany cannot assume responsibility for loss or damage.

☐ **Mobility & Specialized Equipment**

Residents are responsible for personal equipment such as wheelchairs, walkers, and hearing devices. Some equipment may be eligible for financial assistance through the [Alberta Aids to Daily Living \(AADL\)](#) Program. Please speak with the Occupational Therapist or Social Worker for more information.

☐ **Wheelchair & Broda Chair Rentals**

Some mobility equipment may be available to rent through Bethany. Please speak with the Occupational Therapist for details.

If you have questions about optional services or supports available in the community, please speak with a member of your care team.

Smoke-Free Environment

All Bethany communities and surrounding property are smoke-free and vape-free environments. Individuals who wish to smoke must do so off Bethany property and at least 10 metres away from entrances either in designated smoking areas or off Bethany property.

Alcohol

Alcohol may occasionally be served at social activities and events. Non-alcoholic options are always available, and alcohol consumption may be restricted based on health needs or physician direction.

Gathering Spaces & Guest Services

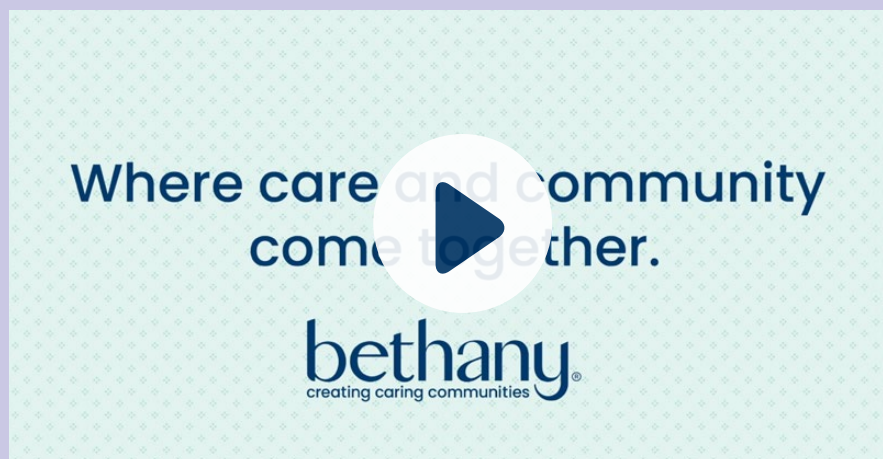
Residents and families may be able to reserve dining rooms or lounges for special occasions such as birthdays or family gatherings. Some fees may apply. Please speak with recreation or business office employees for more information.

Parking & Postal Services

Visitor parking is available at designated areas within each community. Some sites may require a parking pass. Postal services are also available through the business office.

Showing Appreciation

Many residents and families wish to thank employees and volunteers for the care and support they provide. Bethany employees and volunteers are not permitted to accept personal gifts, cash, or tips. Families are encouraged to share appreciation through thank you cards, recognition boards, or treats that can be shared with an entire team or department.



[Watch this video](#) about living at Bethany.



Bethany Care Society

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bethany seniors.com