

LAMONT HEALTH CARE CENTRE



RESIDENT INFORMATION BOOKLET

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LAMONT HEALTH CARE CENTRE – CONTINUING CARE UNIT
RESIDENT INFORMATION

WELCOME

We extend a warm welcome to you and trust that your stay at the Lamont Health Care Centre Long Term Care Unit will be joyful.

The heart of our organization is you and the people who work here. We have a caring, compassionate Staff, who are dedicated and educated to meet your needs.

Our service is built on the premise of trust and a respect for the rights and dignity of each person.

Your input into ensuring a continued high quality care is appreciated; we invite your comments for improvement.

OUR MISSION STATEMENT

**WE BELIEVE THAT WHOLENESS OF THE BODY, MIND
AND SPIRIT IS GOD’S WILL FOR EVERY PERSON.
WE ARE COMMITTED TO HEALING PROCESS,
THE PROMOTION OF HEALTH AND,
PROVISION OF
COMPASSIONATE CARE TO ALL PERSONS.**

**YOUR RIGHTS AS A
PATIENT, PATIENT GUARDIAN OR RESIDENT OF
LAMONT HEALTH CARE CENTRE**

You have the right to:

- **Receive an explanation of services available to you.**
- **Receive care, support and services that will contribute to your physical, psychological, social, cultural, spiritual, and emotional well-being.**
- **Voluntarily participate in and consent to treatment.**
- **Participate in developing your individual plan of treatment.**
- **Be treated with respect and in a manner which is ethical, free from abuse, discrimination, mistreatment and/or exploitation.**
- **Be afforded personal privacy.**
- **Be free to report concerns, problems or grievances regarding services or staff related to any aspect of care without fear of retribution.**
- **Be informed of expected results of all care and therapies prescribed, including their possible adverse effects (e.g. Medications).**
- **Request that another physician or clinician review your individual treatment plan in order to provide a second opinion.**
- **Request a change in physician.**
- **Have access to your records.**
- **Have your health records protected by confidentiality and that your care and treatment not be revealed to anyone without written authorization (except as provided by legislation).**

The Governing Board of the Lamont Health Care Centre is made up of appointed persons from the community at large. Representation from the board includes appointees of various courts of the United Church of Canada.

Appointments to the Board are made in accordance with the Lamont Health Care Centre General Bylaws.

LAMONT HEALTH CARE CENTRE – CONTINUING CARE UNIT RESIDENT INFORMATION

Our authority is given under the Alberta Hospitals Act and Regulations under the Act, the Lamont Health Care Centre Act, together with other appropriate Acts and Regulations as defined by the Government of Alberta and Federal Government.

We operate under the auspices of The United Church of Canada, as a **Voluntary Christian Facility**, within the Health Authority. Our model of care is Resident focused and promotes choice and independence within an environment which ensures that medical needs are provided as required/necessary.



LAMONT HEALTH CARE CENTRE – CONTINUING CARE UNIT RESIDENT INFORMATION

HISTORY

The Lamont Health Care Centre is a multi-level facility comprising of 14 Acute Care beds and 105 Continuing Care beds. These units were built in 1964, 1970, and 1997 respectively.



The beds in Continuing Care are located and named as follows.

There are 31 beds in the wing now known as Kalyna Way, 50 beds in the Shooting Star and Northern Lights Wings. The remaining 24 beds are in the Lilac Lane Wing (10 beds) and Alberta Heights Wing (14 beds). Four (4) of the Continuing Care beds are designated as Community beds – i.e. two (2) Respite and two (2) Palliative Care beds. Although ten (10) Continuing Care beds are officially designated as a special unit for the Cognitively Impaired, residents are integrated into the general population in order to encourage as much normalcy as possible.

We are a member of the Alberta Health Services/Central Zone and require that applications for admission to Continuing Care be directed to the Continuing Care Placement Office/Central Zone.

More information regarding forms, requirements, etc., can be obtained from the Social Worker, Lamont Health Care Centre (780-895-2211) or the Continuing Care Placement Office (403-314-6113).

We believe that each Resident has the right to respect and individuality, freedom of choice, privacy, language, ethnic, cultural and religious preferences will be respected. We strive to promote independence and self-esteem in each individual.

LAMONT HEALTH CARE CENTRE – CONTINUING CARE UNIT
RESIDENT INFORMATION

History Continued...

Nursing Services, Rehabilitation Medicine, Recreational Therapy, Dietary Consulting, Social Work Services and General Support Services are all essential components of the care we provide. Diagnostic Services i.e. Laboratory and X-ray are accessed from the Acute Care Unit – Archer Wing. Residents requiring active medical care are transferred to the Archer Wing upon the order of the attending physician.



We welcome all Residents to the Lamont Health Care Centre. Our aim and desire is to make you (the Resident) as comfortable and as happy as possible.

If you have a problem or concern of any type please feel free to discuss this with the Nursing Care Coordinator, Social Worker, Responsible RN or the Executive Director.

Please note that our foundation is built on respect for the rights and dignity of all persons. With this in mind, we expect that Residents, families, visitors and others will treat our Staff with respect and dignity. We have a zero tolerance for abuse of any type and would appreciate your support and understanding in honoring this principle.



LAMONT HEALTH CARE CENTRE – CONTINUING CARE UNIT RESIDENT INFORMATION

ADMISSION

Admission to the Continuing Care (Long Term Care) Unit requires the completion of RAI MDS 2.0 HC (Resident assessment Instrument Minimum Data Set 2.0 Home Care), which must then be submitted to the Continuing Care Placement Office for Central Zone. Upon review, assessment and placement decisions are approved and the prospective Resident's name is placed on a waiting list. Admission is accepted in order of priority; very short notice is provided to the incoming Resident. All Residents/families are notified by letter regarding placement decisions. Residents and families are encouraged to visit our facility prior to admission in order to become familiar with the environment.

Admission to our facilities is normally accepted Monday to Friday between the hours of 10:00 a.m. and 2:00 p.m.; however, special arrangements can be made with the Nursing Care Coordinator or Responsible RN for evening and weekend admissions. Every attempt will be made to facilitate your admission to Lamont Health Care Centre.

Personnel in the Nursing Department and Business Office require the attendance of a family member or responsible party at the time of admission. The Nursing Personnel will need information pertaining to the Resident's medical history, social history, likes and dislikes, special problems, daily routines, etc. The Business Office requires your assistance in completing admission forms and making financial arrangements. You will be provided with an Admission Agreement for review and signature.

Residents and their family will be informed on how to use the bedside call bell system as well as the emergency call bell in the bathroom and tub room. Information regarding the facility's emergency plan (e.g. code RED – Fire, etc.) will also be given during the admission process.



It is recommended that all Residents complete a “**Personal Directive**” prior to admission; a copy must be provided to the facility for placement on the medical file for reference. As well, Advance Goal Planning – Goals of Care Designation will be discussed during the admission interview.

We have a “Welcoming Committee” in place in order to greet, meet, and welcome new Residents/families to the facility. Members of the “Welcoming Committee” will include at least the following members of the Care Team: Nursing Care Coordinator, Social Worker and others. A Staff member will show you around, introduce you to the Residents and Staff in an attempt to make the transition into your new home as comfortable/relaxing as possible. We want to make your admission experience to the Continuing Care Unit a positive one.

Fire drills

Will be held routinely to test our response so that in the event of an unforeseen fire, our joint responses and individual effort will function automatically and thus minimize the opportunity of tragedy at our facility. Participation at fire drills helps create the awareness, which will save lives in an emergency.

Residents will be advised that loud ringing bells will be heard, hallway doors will close and the overhead announcement of “Dr. Red” will be heard. Residents are to remain in their rooms.

The Nursing Care Coordinator and Maintenance Supervisor will review Fire Safety with the residents at Resident Council Meetings at least quarterly.

Lamont Health Care Centre has an Emergency Preparedness Plan. The plan indicates how to execute plans for Fire, Evacuation of the Facility, Disasters, Bomb Threats, Missing residents, Violent Incidents, as well as Disruption of Utilities (loss of water, power, heat) and Labour Disruption. Staff receives orientation of the plan and ongoing education is provided on how to execute each plan.

LAMONT HEALTH CARE CENTRE – CONTINUING CARE UNIT
RESIDENT INFORMATION
Admission Continued...

In the event of an emergent situation that requires implementation of a plan, Residents and families will be advised of their role and responsibility by telephone.

MEDICAL SERVICES

Medical Services are provided by physicians with Active Privileges at the Lamont Health Care Centre. All admissions to the Lamont Health Care Centre – Continuing Care Unit, are made under the authority of an active Physician. The Physician directs the medical care and management of the Resident utilizing the skills of professionals in the process.

The attending Physician makes weekly visits to the Resident care unit and reviews, in consultation with the Nursing Staff, the status of the Residents. A visit to the Resident is made as necessary or on a special request by the Resident. Other visits, including specialist appointments, are made as required and necessary.

A physician is also on **“ON-CALL” 24-hours a day** in order to respond to emergencies and the immediate needs of patients and Residents of the facility. A ‘24-hour on-call roster’ is provided at ALL NURSING STATIONS for easy reference.

The Continuing Care wings are designated to provide care continuously, 24 hours per day. Therefore, when a Resident becomes acutely ill there is no reason to move him/her from Continuing Care. Residents will be treated in their home environment and will be transferred to Acute Care as a last resort. (I.V. antibiotics, administration of blood and blood products, I.V therapy [hydration], etc. can be safely done in the Continuing Care Unit).

INTERDISCIPLINARY CARE CONFERENCES (CONTINUING CARE)

At least once a year each Resident and/or family will be invited to attend a team conference. The interdisciplinary team is a group of Staff (Medical, Social Worker, Nursing, Physiotherapy, Dietary, Pharmacy, and Recreation) who complete and implement a care plan for our Residents. The purpose of this meeting is to discuss the Resident’s status, the care he or she is receiving, and review and revise as necessary the resident’s care plan. We value the family’s participation and hope you will attend.

Families are encouraged to actively participate in the care of the Resident as they are a valuable member of the Continuing Care Team.

CONSULTATIONS

The Lamont Health Care Centre will arrange for Consultative Medical, Dental, Ophthalmology, Optometry, and other Specialist referrals for Residents when requested by the physician and/or the Resident and/or Family. In situations where Medical Insurance Benefits or Health Care Agencies do not cover such costs, the Resident and/or family is responsible to pay such additional expenses.

When the Resident requires medical attention beyond the capabilities of the Health Care Centre, the Resident will be transferred to an approved acute care hospital, on the order of the attending physician. Families are encouraged to transport their family member to medical appointments; if the Resident is

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RESIDENT INFORMATION

Consultations Continued...

unable to travel in a private vehicle, arrangements will be made for travel using the facility owned Handi-Bus, and if appropriate an Ambulance will be called.

A family member will be required to accompany the Resident if the handi-bus is used to transfer the resident. It is very comforting and re-assuring to our Residents to have the presence of family members in new and stressful experiences. Your co-operation will be most appreciated.

CO-INSURANCE CHARGES (A Resident's Responsibility)

Residents admitted to the Continuing Care Unit will be charged a co-insurance fee effective the first (1st) day of admission. As per government regulations these charges must be paid in advance by the Resident or family.

These fees are established by Alberta Seniors/Alberta Health. The rates vary depending on the type of accommodation available/preferred (private, semi-private, and public ward). These are subject to change from time to time. The Business Office Staff will provide a schedule of rates at the time of admission. Every attempt will be made to provide Residents and/or Families with at least ninety days notice of accommodation rate increases. Information on current co-insurance charges can be obtained by phoning the business office at 895-2211.

LAUNDRY CHARGES

Personal laundry can be done on behalf of a Resident at a nominal charge. The Business Office Staff will inform the family/Resident of these charges at the time of admission. Laundry charges do not include dry cleaning. The **facility does not accept responsibility for loss or damage** since this service is provided as a courtesy to Residents. All Resident clothing must be labeled. Labeling will be done by Laundry Staff.

CABLE

Cable is available at no charge.

PRIVATE ROOMS

Residents who wish a private room should inform the Nursing Care Coordinator, Social Worker or Responsible RN. Requests are considered in the order in which they are received. Since there are only a few private rooms available, a considerable time period may elapse before one becomes available.

BUSINESS OR LEGAL AFFAIRS

Residents wishing to conduct affairs of business or legal nature are requested to do so through their lawyer. In **exceptional** cases only, Administration Personnel may witness a will or other legal documents. Current Board Policies prohibit STAFF and VOLUNTEERS from conducting the business affairs or having possession of personal property of residents or their families. This policy extends to the involvement in Power of Attorney, wills or Estate Planning, the development of Personal Directives,

LAMONT HEALTH CARE CENTRE – CONTINUING CARE UNIT

RESIDENT INFORMATION

Business or Legal Affairs Continued...

Guardianship, or other decision making. STAFF and VOLUNTEERS are not able to accept monetary gifts, luxurious gifts of exceptional value.

Notwithstanding the aforementioned, the Social Worker may assist in the planning and coordination of Power of Attorney, Wills or Estate Planning, the development of Personal Directives, Guardianship or any other decision making.

PAYMENT OF ACCOUNTS

Accounts can be paid at the Business Office seven days per week from 8:00 a.m. – 8:30 p.m. Residents/families are required to settle their monthly accounts in a timely manner. If you prefer to settle an account after receiving a statement, kindly inform the Business Office Staff of your preference. Statements will be mailed on request.

Residents/families are required to pre-pay their accounts by the first of each month.

Special arrangements will be made for Residents covered through the office of the Public Trustee. Non-Residents of Alberta will be charged the full rate for in-patient services. These rates vary from year to year and are established by Alberta Health. Special rates are in effect for Non-Residents of Canada. Staff in the Business Office will be able to assist you with your concerns regarding payments and billing information. Post-dated cheques or pre-arranged bank withdrawals can also simplify the process for settling Patient/Resident accounts. Monthly statements will be mailed out to Residents and/or families if this is the preferred option. Failure to pay accounts in a timely manner may result in court action in order to recover outstanding debt.

We require that at least \$40.00 be kept in trust in the Business Office at all times for each Resident. This money is for use by the Resident for his/her haircuts, canteen, shopping trips, etc. Residents are discouraged from keeping more than \$5.00 on their person. We ask that any monies in excess of this amount be turned into the Business Office. **The facility will not be responsible for any lost items or money.** We would appreciate your kind attention to this matter.

It is not uncommon for some Residents to experience periods of confusion or forgetfulness, during which time they may feel that their money or possessions have been stolen from them. They may also have given an item or money to a relative to take home; therefore, the family is asked to notify the nurse-in-charge if any valuables are being taken home. Every effort is made to safeguard all forms of personal property. Labeling all personal items and providing instruction for use will aid us in preventing loss and breakage.

* **Notwithstanding the above, we would like to be informed of any loss of money and valuables. (date, time, etc. will be important in order to conduct an investigation).**

APPLIANCES

The Lamont Health Care Centre will not be responsible for the acquisition, replacement, or repair of any personal appliance (i.e. TV's, razors, etc). The Centre may, upon request or when necessary, do so at the expense of the Resident. For safety reasons, Residents are not permitted to have or use their own electric blankets, heating pads, or hot water bottles. Family is to notify nursing when electrical appliances are brought into the facility. **All electrical appliances, radios, TV must be checked by the Maintenance Department prior to installation to ensure compliance with CSA standards.**

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ALBERTA AIDS TO DAILY LIVING PROGRAM

The Alberta Aids to Daily Living (AADL) program subsidizes the cost of medical equipment for individuals who have a chronic disability or illness. Although a wide range of benefits are available, Continuing Care Residents are eligible for only those items considered for their exclusive use. In order to determine eligibility, the Occupational Therapist requires the Social Insurance Number and/or the Old Age Security Number of each Resident. Eligible residents share in the cost of program benefits, i.e. 25% of the cost to an annual maximum of \$500/family (July 1- June 30).

Cost sharing exemptions exist on the basis of low income in which case an Alberta Health Benefit Assistance card will be issued.

If you would like additional information regarding the AADL program, please contact either the Physical Therapist or the Occupational Therapist.

CLOTHING

Residents are encouraged to dress in comfortable, easy to wear street clothes. Clothing that is machine washable and dryable can be done in our facility. Dry cleaning services is not available at the Lamont Health Care Centre. Family members are responsible for dry cleaning services. All clothes must be labeled with the Resident's name prior to admission. Families are requested to please advise nursing staff of new clothing that requires labelling. All clothing brought in after admission may be labeled by our laundry department (these labels do not wash off). Family members are responsible to ensure that the resident has adequate clothing and that clothing is in good repair.

The facility does not accept responsibility for loss or damage of a Resident's property, clothing, etc.

Clothing and Miscellaneous Requirements (Minimal):

- Night attire – 4 changes
- Slippers (with grip soles) – 2 pair
- Walking shoes – 1 pair
- Sweaters/socks – 10 pairs (cotton or cotton blend only)
- Personal underwear – 7 changes (10 changes if incontinent)
- Dresses, blouses, slacks, pants, shirts – 7 changes – 10 changes if Resident is incontinent
- Housecoat/bathrobe – 1
- Outer wear (jackets, coats, gloves, boots, etc.) – 1 outfit for each summer and winter wear
- Toothpaste, toothbrush, hair brush/comb, deodorant, make-up, etc.
- **Nail Clippers** and nail care items

Many of our Residents wear jogging suits which are neat, comfortable, and warm.

It is strongly recommended that residents/families carry adequate insurance to cover personal effects, e.g. clothing, hearing aids, dentures, etc.

Sometimes special adaptive clothing will be requested (Velcro closures, etc.) which will assist in maintaining resident independence, comfort and ease of dressing. Information on special adaptive clothing can be obtained through the nursing care coordinator or care team. Fabrics made out of cotton wool or rayon do not launder well in the industrial washers and dryers. Nylon, polyester and a polyester/cotton blend seem to launder best.

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VISITING

There are no visiting restrictions in place. Children are encouraged to visit when accompanied by an adult. Families are encouraged to visit on a regular basis. We request that the visiting be carried out in the rotunda or day rooms unless the Resident is unable to be out of his/her bed.

There are areas within the facility that are conducive to privacy for visiting. Please consult the Nursing Staff to ensure such an area is made available to you as necessary.

Visiting Pets

Pets are welcome to visit.

Visiting pets that are brought into Long Term Care by visitors or families shall require proof of current immunizations. A copy of the immunization shall be kept on file in the recreation department.

Pet visitors indoors will be limited to small domestic animals such as cats, dogs or caged birds.

SMOKING

A No Smoking Policy is in effect.

This policy is for the safety of all Residents and must be adhered to at all times

TELEPHONE

Cellular phones are not prohibited, but are discouraged. If a Resident is planning to have one, please be discreet in its usage. Thank you for your cooperation.

The Auxiliary, Nursing Home, and Continuing Care Wings in the new facility are pre-wired for telephone jacks. Those Residents wishing a private line will be responsible for any charges involved for hook-up as well as the monthly charges. (All arrangements are to be made through TELUS).

Residents who wish to place long distance calls may do so at their expense or by reversing the charges to family or friends being called.

MEALS

All Residents are provided with three well-balanced meals and two snacks per day. Special diets are provided on the order of the Physician in charge. These meals are planned, prepared, and served under the supervision of a qualified Dietary Technologist or Dietitian. If Nursing Staff feel the Resident is at risk for choking, an assessment process will be put in place with the Occupational Therapist and/or Consulting Dietitian.

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Meals are served at the following times:

Breakfast	9:00 a.m. on Auxiliary Wing and all other areas 8:30 a.m.
Lunch	12:00 noon
Snack Time	2:00 p.m.
Supper	5:00 p.m.
Snack Time	8:00 p.m.

Your families are free to bring snacks and treats; however, we ask that food not be kept at the bedside as some perishable items can spoil rapidly and become a health hazard.

We do not have the facilities to keep perishable food at the Nursing Units; however, small amounts of perishable foods can be stored in a refrigerator located in the Nutrition Centres on the various Wings for convenience. Items should be dated and labeled. Please refer to the “Alberta Health Services – A Guide for Family and Visitors on Safe Food Practices on Food Brought into a Healthcare Facility.” This information is provided on admission.

Any family member wishing to bring food to Residents is requested to please bring it to the attention of the Food Services Supervisor in order to ensure that the Resident receives these items, and that there are no diet consistency restrictions for the Resident.

All food brought in for Residents on special diets (i.e. diabetes, low fat, etc.) are to be taken to the Food Services Supervisor who will incorporate these items into the Resident’s diet.

Staff must be notified if a Resident has allergies or has intolerance to any food item or have any strong likes or dislikes.

Residents will be monitored on a daily basis to ensure that he/she is satisfied with the food service. Alternate food choices will be available at meal times.

Families wishing to bring in cakes, etc. for special occasions such as birthdays are requested to make arrangements with the Food Service Supervisor.

Daily menu is posted on white boards in all care areas.

Cafeteria services are available to families between 6:30 a.m – 6:30 p.m daily. Charges will apply to the request for Cafeteria services.

Prior arrangements should be made with Dietary Department for special functions. Payment **must be made** to the Dietary Department no later than the day of the function.



Please note the kitchen (food preparation area) is restricted to Dietary Staff only.

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RESIDENT INFORMATION

Meals Continued...

Your cooperation on these matters would be greatly appreciated.

Carbonated drinks (e.g. Coke, 7-Up, etc.) are not supplied by the facility unless they are required for therapeutic purposes only. Ginger Ale and 7-Up will be provided on an as needed basis and assessed by Nursing and Dietary. When the Resident is back to his/her regular diet, carbonated drinks will be discontinued.

MEDICATIONS

Registered Nurses or Licensed Practical Nurses administer medications as ordered by the attending physician. Please do not bring “over the counter medications” in for the resident (this includes muscle rubs, Tylenol, cold preparation, eye drops, etc.).

Prescribed medications are provided at no cost to the Residents providing these are on the facility drug formulary. Residents requesting medications and/or special supplements outside of the facility’s drug formulary will be required to purchase these items with the provision that these are approved by the attending physician.

If a Resident is being admitted from his/her home, it is helpful to bring all current medication. This will aid our physicians and pharmacist in assessing the Resident’s present medical status and to plan the medical treatment.

Please advise the Nursing Staff if the Resident has any known Food, Drug or Environmental allergies.

SAFE WATER

Nursing staff are educated on safe bathing practices and follow a procedure that includes checking and recording the water temperature prior to the bathing process. A safe water temperature policy is in place. The water temperature to the resident’s personal use areas is monitored and records are maintained. Safe Bathing Policy is discussed with the Resident and family during the admission interview.

PASSES

We encourage family and friends to take Residents on outings as often as possible. Residents may take passes as outlined under Alberta Health “Leave of Absence Policy – Continuing Care Facilities.”

The following points outline the Leave of Absence Policy

- 1) Residents are entitled to the following types of leave:
 - i. **50 days hospital leave** per fiscal year (April 1 to March 31). Hospital leave includes leave taken at an acute care hospital or a geriatric assessment unit.
 - ii. **Unlimited social leave** provided the Resident is charged the normal accommodation charge. This leave may not be used for a hospital stay. Social leave is not counted under hospital leave.
- 2) **Residents on leave will continue to pay** accommodation charges to the continuing care facility.
- 3) Residents may not take additional hospital leave. Residents **exceeding 50 days hospital leave** will be **discharged from the continuing care facility and placed on the wait list** for future placement in accordance with Alberta Health Services-Central Zone placement policies.

LAMONT HEALTH CARE CENTRE – CONTINUING CARE UNIT
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Passes Continued...

Release of Responsibility for Leave of Absence

The responsible RN/designate must be notified at the time the Resident is leaving. The Resident or agent must sign the form and also notify the nurse on his/her return. The Lamont Health Care Centre and/or Physician **will not be held responsible** for any accident, occurrence, etc. acquired by the Resident while on leave from the facility and while in the care of relatives and/or friends.

Medication(s), wheelchairs, etc. will be sent with the Resident. Please advise the responsible RN/designated in advance of a social leave to ensure medications are ready.

Any equipment which is sent out on loan with a Resident must be returned to the facility. The Resident/Family will be responsible for damages and/or loss of the equipment. The Resident/Family will be educated on safe use of this equipment prior to leaving the facility. Relatives and/or Friends are responsible for returning a resident back to the facility at the end of the leave period or earlier if necessary.

PRIVATE FURNITURE

Residents are encouraged to personalize their space. A T.V. and stand on wheels, and personal articles are allowed and encouraged. This provides a feeling of “home,” ownership and a sense of personal satisfaction for the Residents. All furniture must be on wheels or slides as housekeeping needs to be able to move them.



Scatter rugs are discouraged because of their potential to cause accidents/falls.

Resident furnishings must meet the facility’s safety standards. These must be inspected prior to use, otherwise these will be removed from the facility. Items brought into the centre are the responsibility of the residents and their family. We cannot guarantee the safety of heirlooms and irreplaceable items left in resident’s rooms.

SECURITY

The entrance doors at the Auxiliary and Nursing Home Wings are locked at all times and can only be accessed using a coded entry. The code is available to **Staff only**. Access into the facility by families and visitors can be made by ringing the bell on the inside double doors. Staff at the respective Nursing Station will release an electronic device, thereby allowing the door to be opened. This system assures the security of Residents and allows them to travel freely throughout the facility.

In the event of a fire, the security doors are automatically released in order to allow rapid movement for evacuation and/or access by Fire Department, Staff, Police, and others.

INFECTION PREVENTION AND CONTROL

Infection Prevention and Control (IPC) activities take place during health care activities and contribute to good health and safe health care practices.

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Infection Prevention Control Continued...

Hand washing is the simplest, most effective measure for preventing transmission of infection.

Waterless hand hygiene products in wall mounted dispensers are located throughout our facility for use by staff and visitors.

Standard Precautions/Routine Practices for infection control are practiced throughout our facility. If you are visiting and see a precaution sign on the Resident's door, please stop and see the Nursing Staff before you enter the room so that information and instructions may be given regarding the use of personal protective equipment (masks, gloves, gowns).

An internal committee is in place and meets at least quarterly to address issues of Infection Prevention and Control. In conjunction with Alberta Health Services, Lamont Health Care Centre maintains a healthy and safe infection control practices. An Infection Prevention and Control Bulletin Board is available for information purposes on each unit. This bulletin board includes audit reports, minutes from meetings held and statistical information outbreaks.

In the event of an outbreak of either respiratory or gastrointestinal illness, visitors may be restricted. Nursing staff (or designate) will notify families and/or Next of Kin by telephone that an outbreak has been declared and visitors may be restricted. Signs will be placed on facility doors indicating that non-essential visits be rescheduled.

HOUSEKEEPING SERVICES

Housekeeping service are on site daily. Floors are washed, garbage's emptied, and routine dusting is done. In the event of an outbreak of either respiratory or gastrointestinal illness the housekeeping staff is trained in and aware of the necessity to partake in additional measures for cleaning. This is done in conjunction with the Alberta Health Services Infection Prevention and Control Committee's recommendations. In addition to routine cleaning of rooms, housekeeping staff are also trained to complete at least annually, a complete cleaning of resident's rooms to include washing of walls, stripping & waxing flooring, curtains, windows, etc.

MAINTENANCE SERVICES

Maintenance staff is on site daily and facility maintenance is on going. Routine inspections and a preventative maintenance program is adhered to. Lamont Health Care Centre is compliant to comply with all required inspections and the recommendations that come from those inspections. Information is shared with residents and/or families on all applicable reports and recommendations.

SERVICES PROVIDED FOR THE RESIDENT

Pastoral Services:

Weekly church services are held at the Auxiliary and Nursing Home Wings on Tuesday mornings at 10:30 a.m.

The following Faiths serve our facility on a rotating basis:

LAMONT HEALTH CARE CENTRE – CONTINUING CARE UNIT

RESIDENT INFORMATION

Pastoral Services Continued...

	<u>Current Ministers</u>	<u>Contact Phone #'s</u>
United Church	Rev. Debbie Brill	780-895-2145
Roman Catholic	Father Francis & Father Ashok	780-998-3288
Ukrainian Catholic	Father Daniel Wach	780-451-5879
Russian Greek Orthodox	Father Alex Suraiev	780-895-2149
Lutheran	Pastor Richard Williams	780-796-3543
Alliance	Pastor Ron Wurtz	780-895-2879

A Pastoral Care Committee, has clergy members of various religion denomination, meets as required.. This Committee is available to help meet the spiritual needs, and may provide counseling, compassion, and friendship to Residents/Families and Staff Members.

Our Chaplain oversees this Committee and maybe contacted at 895-2211 Extension 3134.

Social Work Services:

The role of the facility Social Worker is to be an advocate for Residents on various matters related to the care and services provided. These include, among others, assistance with admission process, development of personal directives, trusteeship/guardianship matters, pension and old age security, conflict resolution and others.

Palliative/Respite Care Services:

Our Staff Members are sensitive to the special needs of Residents and their families in times of critical/terminal illness, and will try to offer the care and support that is needed. You may call on a Chaplain at any time. A Quiet Room is available to you and your family to spend time together.

Community Residents may also access this Service; however, special charges will apply to those requiring Respite Care.

Please do not hesitate to ask the Nurse Manager/designate for details.

Physiotherapy:

Physiotherapy Services are provided to the Residents of the Continuing Care Unit. The Department is open Monday to Friday from 8:00 a.m. to 4:15 p.m. and is staffed by one registered Physiotherapist and two Physiotherapy Aides/Assistants.



LAMONT HEALTH CARE CENTRE – CONTINUING CARE UNIT

RESIDENT INFORMATION

Physiotherapy Continued...

The prime function of this department is to provide personalized programs to suit the needs of the individual Resident in order to restore or maintain physical function, so that each Resident may enjoy optimal quality of life.

Each Resident is assessed on admission and a physiotherapy program is established if required. Family members are also encouraged to stimulate the Residents to be as independent as possible, and to remain active and mobile.

Occupational Therapy:

Occupational Therapy Services is present on a part-time basis for Resident assessment, consultation and program planning, implementation and follow-up.

The primary goal of Occupational Therapy is to assist Residents to achieve and maintain independence in all areas of life tasks. Treatment programs are aimed at teaching new skills, practicing old ones or using assistive devices such as wheelchairs or dressing aids to achieve independent functioning.

Recreation:

The role of the Recreation Department is to assist Residents in achieving and maintaining leisure lifestyles that will enhance their health and well-being. The primary function of the Department is to provide purposeful interventions and leisure activities that will stimulate and help meet the mental, social, emotional, and physical needs of the Residents.



The facility has a very active Recreation Department; Recreation Services are available Monday to Friday from 8:00 a.m. to 7:30 p.m., and on Saturday from 8:00 a.m. and 4:00 p.m.

Programs range from bingo, exercise classes, reality orientation programs, dances, and crafts to bus outings for shopping, picnics, visits to nearby Nursing Homes, the A.C.T. Centre at



Rundle Park and various other short trips.

Events of Interest:

Resident Christmas Party – Planned by the Board/Management & Staff of the Health Centre

LAMONT HEALTH CARE CENTRE – CONTINUING CARE UNIT

RESIDENT INFORMATION

Recreation Continued...

Coordinated through the Recreation Department, various dances, parties and Family Nights are planned for the Residents. Dances, with live entertainment, are held throughout the year and parties are held in celebration of every special marked calendar year from Halloween and Canada Day to Grandparent's Day and the first day of each new season.

Volunteers:

The Centre has Volunteers who assist the Staff in Recreation, Dietary and other services. The Lamont Health Care Centre is very fortunate to have the assistance of the members of the Hospital Auxiliary. They provide canteen services to Residents every Thursday.

Families are encouraged to support the Hospital Auxiliary in their fundraising efforts and special projects in order to assist with the purchase of extra equipment and other special items can be purchased for Residents. Volunteer Services are coordinated by the Recreation Therapist. Please ask the Recreation Therapist for details.

Hairdressing Services:

Hairdressing services are available at our facility. This service is provided at the Resident's expense. Appointments for Hairdressing services may be requested directly to the hairdresser or through nursing staff. Name, phone number and hours of work are posted by the Beauty Room.

Podiatry:

Podiatry Services are available by a visiting podiatrist on a monthly basis. Residents are responsible for charges related to podiatric care. Appointments can be made through the RN on the unit.

Resident Council Meetings:

Resident Council meetings are held every second month. These meetings give the Residents an opportunity to express their concerns/opinions and minutes of the meetings are made available to the Residents and/or Family. Family members are invited and encouraged to attend the meetings. Dates of Resident Council Meetings are indicated on the monthly recreation calendar and in the resident newsletters

PERSONAL DIRECTIVES/ENDURING POWER OF ATTORNEY & GUARDIANSHIP/TRUSTEESHIP

We encourage Residents to have a legal substitute decision-maker in place with respect to non-financial and financial matters. Personal Directives address non-financial matters, including health care decisions, and Enduring Power of Attorney documents address financial concerns. These two legal documents are created when an individual has the mental capacity.

LAMONT HEALTH CARE CENTRE – CONTINUING CARE UNIT

RESIDENT INFORMATION

Personal Directives/Enduring Power of Attorney & Guardianship/Trusteeship Continued...

If a Resident lacks the mental capacity, and neither one of the above documents have been created, then an interested party would make an application to the courts to be appointed as that individual's Guardian (with respect to non-financial decisions) and/or a Trustee (with respect to financial decisions).

Please contact the Nursing Care Coordinator and/or the Social Worker for further information.

COMPLAINTS RESOLUTION PROCESS

Residents/families are encouraged to express their concerns and/or comments to Staff regarding the care and service provided. Your feedback ensures that appropriate changes can be made in the manner in which care and services are delivered. This process provides an opportunity for ongoing improvement. Initial concerns/comments can be directed to the responsible RN or LPN.

If you feel your concerns are not addressed or resolved, you are encouraged to discuss these with the Nursing Care Coordinator and/or Social Worker.

Should this process not address the concerns, you are encouraged to either write to or meet with the Executive Director.

If your matter remains unsettled, you may then direct your concerns to the Executive Director and/or the Board.

CONTINUOUS QUALITY IMPROVEMENT

Our aim is to provide care and service which meets or exceeds Provincial standards and other legislative requirements. We are constantly engaged in processes to improve the quality of services as we strive for excellence. We encourage you to be part of this process.

Some examples of quality initiatives include ...

- Addressing safety (such as building, fire, meeting environmental standards, etc)
- Meeting environmental standards (such as Food Services, Housekeeping, Laundry)
- Financial Stewardship (such as sound financial management)
- Clinical (Such as medication safety, wound care, falls management, and other best practice standards).

Resident/Staff Abuse:

Abuse of any type whether it be directed to a resident, staff, family member, or between Residents is not acceptable under any circumstances. Residents/families are required to respect staff; likewise staff are required to respect Residents and families at all times.

LAMONT HEALTH CARE CENTRE – CONTINUING CARE UNIT RESIDENT INFORMATION

Protection for Persons in Care Act

The Protection for Persons in Care Act is legislation enacted to protect adults in care facilities from abuse.

The act was passed in 1997 after consultations with service providers, seniors' groups and people in care facilities and their families.

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

The Protection for Persons in Care Act:

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

If you have reason to believe that an adult in a care facility is being intentionally abused, or has been abused, you must report it: 1-800-357-9339.

Staff receives education about the Protection for Persons in care Act during their orientation to Lamont Health Care Centre.

Resident Privacy and Protection of Personal Information

Every effort will be made to ensure a resident's privacy. All staff and volunteers have signed a privacy agreement with Lamont Health Care Centre prohibiting them from sharing information about a resident medically or personally with unauthorized persons.

LAMONT HEALTH CARE CENTRE – CONTINUING CARE UNIT
RESIDENT INFORMATION

Need to Know More About Financial Assistance Available to Albertans?

Contact one of the agencies listed below:

If you are under 65 years of age you may access information or assistance by calling one or more of the following agencies:

Canada Pension Plan Disability Benefits

Phone: 1-800-277-9914 website www.sdc.gc.ca

AISH (Assured Income for the Severely Handicapped)

Phone: 1-866-644-5135 website www3.gov.ab.ca/hre

Alberta Income Support

Phone: 1-866-644-5135 website www3.gov.ab.ca/hre

The Resident Accommodation Charge is set by the Provincial government and is based on the maximum amount provided by Old Age Security (OAS), Guaranteed Income Supplement (GIS) and Alberta Assured Income Program (AAPI). This is to ensure that the established levels of disposable income are maintained. The provincial government subsidizes the resident accommodation charge in order to fully cover the costs of operating care centres.

If you are over 65 years of age you may access information or assistance by calling one or more of the following agencies:

Alberta Seniors' Benefit

Phone: 1-800-642-3853 website www.seniors.gov.ab.ca

Old Age Security and Canada Pension Plan

Phone: 1-800-277-9914 website www.sdc.gc.ca

Veterans' Affairs

Phone: 1-866-522-2122 website www.vac.acc.gc

Please contact the Social Worker if you have any questions about the above information.

DONATIONS

The Board will most gratefully accept your gifts to our Health Care Centre; we invite any donations/memorials which may be offered to enhance the quality of care and special programs offered at the facility. If so desired, more information may be received by contacting the Executive Director. Donations made to the facility are tax deductible; receipts will be issued accordingly.

This is a great way to support your Community Health Care Centre.

ADMINISTRATION & SUPERVISORY STAFF

Lamont Health Care Centre895-2211

Executive Director – Mr. Harold James.....895-2211 Ext. 5801

Director of Finance – Mrs. Janine Whiting.....>>...895-2211 Ext. 5803

Administrative Assistant – Mrs. Dolores Sadoway..... 895-2211 Ext. 3103

Administrative Clerk – Mrs. Lorraine Field..... 895-2211 Ext. 3102

Any of the above are available Monday to Friday from 8:30 a.m. – 4:30 p.m.

Director of Nursing - Mrs. Tanya Baldwin (Acute Care)..... .895-2211 Ext. 3229

Social Worker – Mrs. Jody Zabel.....Ext. 5826

Hospital Chaplain – Reverend Debbie Brill.....Ext. 3134

Laundry and Housekeeping	Don Harsulla	895-2211 Ext. 5805
Recreation	Wendy Horricks	895-2211 Ext. 3305
Physiotherapy	Sharon Kolla	895-2211 Ext. 3116
Occupational Therapy	Adam Fithen	895-2211 Ext. 3117
Food Services	Marilyn Thomas	895-2211 Ext. 3163
Pharmacy	Dr. Godwin Amegbey	895-2211 Ext. 3227

In case of an emergency, contact the Responsible RN.

<u>Board of Directors</u>	<u>Current Long Term Care Physicians</u>	<u>Clinic Phone #'s</u>
Harrold, Mr. Kent	Dr. Z. Mohamed	780-895-7436
Adamyk, Mrs. Mae	Dr. B. Rizvi	780-579-1333
Harrold, Mrs. Trudy	Dr. E. El-Hajj	780-895-7436
Mills, Mrs. Linda	Dr. C. Iordache	780-579-1333
Newgard, Mrs. Connie		
Reverend Debbie Brill		

N.B. Contact with the Board can be made by calling the Executive Director.

WE CARE ABOUT YOU AND YOUR LOVED ONES.

Please approach us with any questions, concerns or problems.

*Our Commitment to Safety is Embodied in this
Statement:*



**GUIDED BY OUR CHRISTIAN VALUES,
OUR CONCERN FOR HUMAN RIGHTS
AND FOR THE WELL-BEING OF OTHERS,
WE ARE COMMITTED TO IMPROVING QUALITY
AND THE PROMOTION OF A CULTURE
OF PATIENT SAFETY AT
LAMONT HEALTH CARE CENTRE.**

**ACCORDINGLY, EVERY PATIENT/RESIDENT
HAS THE RIGHT
TO RECEIVE SAFE, APPROPRIATE AND EFFECTIVE
QUALITY CARE AND SERVICE AT ALL TIMES.**

**WE INVITE ALL PATIENTS/RESIDENTS TO BE
ACTIVE PARTNERS IN THIS PROCESS.**

THANK YOU.

BOARD, MANAGEMENT & STAFF

Approved by the Board
November 21, 2014