



The "Heart of Excellence"



*Resident
Handbook*



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Dear Residents and Families,

Welcome to Intercare

Our team of qualified care and support service staff is ready to assist you in any way that will ensure your stay with us is both comfortable and respectful. Each Intercare facility offers a similar core of services and amenities; however, there will be some variance depending on the needs and desires of the resident. Our dedicated staff will make every effort to assist you in getting settled and exploring the numerous opportunities that are available.

You will undoubtedly have many questions. Not to worry! In a relatively short period of time you will learn about Intercare and how our commitment to quality services will immediately begin to have a positive impact on your quality of life. To ensure that any questions or concerns you may have are responded to in a timely manner, we have adopted an “open door policy” and encourage you to contact the Staff Nurse, Unit Manager, Clinical Team Leader, Residential Services Team Leader or the Facility Leader, all of whom may be of assistance to you.

At Intercare, your feedback is important to us. We have a simple communications process utilizing a “Feedback Form” that allows you to easily share in writing a concern, compliment or suggestion with us. Simply fill out and deposit a completed form in the account box located near the front desk (or near the Facility Leader’s office) or hand it directly to the receptionist. Feedback Forms are also available and can be completed online at Intercare’s website. We promise that your comments will be directed to the appropriate team member and follow up will be completed with you in a timely manner. We have found this process helpful both in resolving issues quickly and in developing new or expanded programs. Finally, it is a great way to let us know how effective we are in providing for your care and support.

We would like to extend a warm welcome to you and thank you for choosing Intercare as your new home.

David N. Ail,
President

Our Purpose:

To maintain dignity, offer choice, support growth and honour those we serve.

Our Values:

- ♥ **Respect:** Honouring each other as individuals
- ♥ **Compassion:** Responsive to the needs of others – sharing joy, laughter and tears
- ♥ **Commitment:** Responsible and accountable for the safety and quality of services we provide
- ♥ **Ethics:** Conduct based on integrity, openness and trust
- ♥ **Service:** Recognizing that every interaction leaves a lasting impression.

Our Vision:

“Heart of Excellence” –

To be recognized as the first choice provider of continuing care services



Privacy & Confidentiality

Residents have the right to have their privacy and confidentiality protected. Intercare will ensure that residents' personal and health information provided to Intercare remains private and confidential pursuant to Alberta's *Health Information Act (HIA)*.

Admission Information

ROOM RATES:

Rates per day for all Long Term Care Centres are set by the Alberta Provincial Government and are standard throughout Alberta Health Services (AHS) / Calgary Zone and the province of Alberta. Until further notice, daily accommodation rates are:

Private Room	\$62.25
Private Room with Shared Bathroom	\$58.10
Shared Room	\$53.85

Resident Transfers from Semi to Private Rooms

- ♥ Intercare maintains an internal waiting list for residents wanting to relocate from a shared to a private accommodation.
- ♥ Due to the number of specialized care units within Intercare's system and varying resident acuities, please note that priority for resident transfers to a private accommodation is based upon a resident's on-going care needs, as opposed to the time a resident has spent on the internal waiting list. Intercare does, however, endeavor to accommodate each request for a private room as quickly as possible.

Admission Information

ADDITIONAL CHARGES:

While the above noted accommodation rate covers the majority of costs related to your dietary, housekeeping, linen and maintenance needs, the following additional costs may be incurred during your stay:

- ♥ **Laundry Labels:** To help ensure personal laundry is not lost, all resident clothing is labeled at the time of admission. Any unmarked clothing should be given to a staff member as soon as possible, to ensure all items are labeled properly. The cost for each set of one hundred (100) labels is \$32.50 plus GST.
- ♥ **Resident Identification:** To complete our admission process, Intercare requires an appropriate photograph of the resident for identification purposes, the set up of basic resident information on to our addressograph and an identification wrist bracelet for the resident. The associated cost for the resident identification process is \$37.50 plus GST upon admission. If the resident loses or damages the identification wrist bracelet a \$15.00 replacement fee will be charged to the resident.
- ♥ **Personal Laundry:** Intercare will undertake to launder a resident's personal laundry for a monthly fee of \$46.50 plus GST. Items requiring dry cleaning will be sent out and charged separately. Intercare recommends residents have washable clothing, as staff members are not in a position to determine which clothes should be dry cleaned.
- ♥ **Cable Television:** Cable Television in resident rooms must be **Shaw Cable only**. The cost for cable television services for residents wishing to utilize this service is \$28.50 plus GST per month.

Digital cable boxes and remote controls are the property Intercare. As such, a \$100.00 replacement fee will be charged to the resident or Responsible Party, to whom such equipment has been assigned, for any damage to, loss or removal of the assigned items from any resident room.

- ♥ **Podiatry Services:** A podiatrist regularly visits residents at the Care Centre. Residents who access the on-site podiatry services will be charged a nominal fee ('co-pay'). Residents using this service must first complete an "On-Site Podiatry Services and Co-Pay Billing Consent Form".

Living at Intercare

- ♥ **Corporate Administration Office:** Intercare's Calgary Regional Corporate Office is located within the Southwood Care Centre, 211 Heritage Drive, Calgary, Alberta, T2H 1M9. Business hours are from 8:00 a.m. to 4:30 p.m., Monday through Friday. Questions or concerns regarding billing or trust funds for residents in all Intercare sites should be directed to the Corporate Office by phone (403) 252-1194 or by fax (403) 253-0393.
- ♥ **Visiting Hours:** Intercare does not restrict visiting hours. However, for security and resident safety purposes, all doors are locked from 7:30 p.m. to 8:00 a.m. during the winter (November–April) and from 9:00 p.m. to 8:00 a.m. during the summer (May–October). Please use the intercom at the front entrance of the Care Centre to request access when doors to the Care Centre are locked.
- ♥ **Social Leave:** Residents may go out on social leave at any time. Staff must be notified in advance of the resident leaving the Care Centre and appropriate entries must be made in the "**Sign-In/Sign-Out**" book when the resident leaves and returns. If an extended leave is anticipated, please notify the Staff Nurse (RN / LPN) at least five (5) days in advance to ensure appropriate medication is available prior to the resident leaving.
- ♥ **Activity Calendars** are provided by the recreation department. Family members are encouraged and welcome to participate with residents in planned events.
- ♥ **Meal Times** may vary from Unit to Unit, so please check with staff for your designated meal time. The main meal is usually served mid-day. A meal substitution for lunch or dinner is available for residents, upon request.
- ♥ **Snacks** including coffee, tea, juices and cookies are available to residents during the day.
- ♥ **Room or Dining Changes:** Every effort is made by our staff to expedite and accommodate a request to either relocate the resident's room or his/her dining room table. All requests should be made in writing to the Staff Nurse on the Unit.

Living at Intercare (continued)

- ♥ **Family or Friends** are always encouraged to join a resident for a **meal**. Should family or friends wish to do so, please notify the Staff Nurse (RN/LPN) on the resident's Unit at least two (2) hours in advance of the meal to accommodate meal preparation time. Meal costs are: **\$7.00** for Breakfast; **\$10.00** for lunch or dinner; **\$18.00** for special Holiday Meals.
- ♥ **Family Functions:** If you would like to hold a family function at the Care Centre, arrangements can be made by contacting either the Facility Leader or Residential Services Team Leader. Intercare encourages families to celebrate birthdays, holidays and other special events with their loved ones at the Care Centre.
- ♥ **Alcoholic Beverages** may be provided for the resident by the resident's family and must be stored in the Unit medication room and administered by the resident's RN/LPN.
- ♥ **Smoking:** In accordance with AHS / Calgary Zone policy and **City of Calgary Bylaw 57M92** on smoking, **all family members, visitors and guests are prohibited from smoking on Intercare Property**. Residents who are able to independently access the designated smoking areas at the Care Centre may smoke in designated smoking areas **ONLY**. Residents who are unable to smoke safely on their own must have arrangements made by the family for an individual (who is not an Intercare employee) to accompany the resident while he / she is smoking in a designated smoking area.
- ♥ **Parking Passes:** Due to limited parking at each Intercare site, Intercare has implemented controlled paid hourly/daily parking. Visitors may purchase a parking ticket to ensure timely access to our Care Centres or may purchase a monthly parking pass (limited availability) for extended parking use – please see the Receptionist at the Care Centre for more information.
- ♥ **Loaner Wheelchairs:** Loaner wheelchairs may be available on a limited time basis, depending on availability. If a loaner wheelchair is not available, residents can access rental wheelchairs from local vendors until the Alberta Aids to Daily Living (AADL) process is completed and a wheelchair is delivered to the Care Centre for the resident. Power wheelchairs **MUST** be assessed by Occupational Therapy / Physiotherapy (OT / PT) as per Intercare policy.

Living at Intercare (continued)

- ♥ **Safe Bath / Shower Water Temperatures:** In accordance with Alberta Health (AH) and AHS provincial policy, Intercare recognizes 38 to 43 degrees Celsius as safe water temperatures for residents during staff-assisted baths / showers.

To monitor bath / shower water temperatures, Intercare staff are required to complete three (3) temperature checks prior to assisting residents into their bath or shower. Residents who are able to do so will be invited by staff to participate in the third check by placing their arm into the water.

- ♥ **Resident Baths / Showers:** In accordance with AH and AHS provincial policy, Intercare provides residents with the opportunity to receive a minimum of **two (2) baths per week** by the method of their choice (which may include a tub bath, shower, full body sponge bath or bed bath). Residents who do not want two (2) baths per week will not have to do so.

- ♥ **All Prescriptions or Instructions from Consulting Physicians** must be approved by the resident's **Attending Physician**. Please bring any paperwork provided by the outside source back to the facility and give it to the Staff Nurse. The Staff Nurse will look after getting the approval of the Attending Physician. Only medications provided by Intercare's contract pharmacy shall be administered by Intercare Staff. Please be aware that while residing in a care facility the use of Alberta Blue Cross cards to purchase medications is prohibited by Alberta Blue Cross.

- ♥ **Complementary and Alternative Therapies:** Intercare supports the rights of residents to use complementary and alternative medications and therapies. Residents considering use of a complementary product or therapy must inform the unit Staff Nurse (RN / LPN) in writing about such use. This will enable staff to determine whether the product or therapy may be harmful in view of the conventional therapies and medicines being provided by the Care Centre.

- ♥ **Discharges** from the Care Centre may occur for residents who are deemed not suitable or appropriate for the long-term care community. Such discharges are done in conjunction with AHS /Calgary Zone.

Living at Intercare (continued)

♥ Transportation:

Residents, family members and/or Responsible Parties are required to purchase their own Handibus tickets and book Handibus transportation for the following types of resident outings:

1. **Social outing** transportation for residents that is not part of a recreation program at the care centre; and
2. **Non-medically necessary outing** transportation to and/or from the required location for such appointments that include, but are not limited to: dental, optometric, chiropractic, acupuncture, massage and/or other non-urgent appointments.

Definition: Non-medically necessary appointments are resident health appointments that are not based on the resident's current treatment plan and/or have not been ordered by the resident's Attending Physician.

The Care Centre will arrange and pay for the resident's transportation to and/or from **medically necessary appointments** that have been ordered by the resident's Attending Physician.

♥ Family Notifications:

Immediate notification when there is: 1) Significant change in the resident's condition that requires physician assessment and/or order changes; 2) Any life threatening condition that exists; 3) Symptoms that indicate medical interventions may be necessary (e.g. lab work, x-rays, emergency treatment); 4) A change in condition that is different from the resident's normal and appears to be unstable; and/or 5) A situation in which the resident is unaccounted for / missing.

Within twenty-four (24) hours when there is: 1) An incident that has resulted in an injury to the resident which required nursing treatment; 2) Continuation of symptoms which indicate medical intervention may be necessary; 3) An incident that did not require notification of the resident's Attending Physician, but did create a situation which could cause the resident or family distress or anxiety; and/or 4) Changes in the resident's medications.

The family / Responsible Party must advise the Staff Nurse if they **do not** wish to be provided with notifications, as per Intercare's Family Notification process outlined above.

Living at Intercare (continued)

- ♥ **Hospitalization:** If the resident requires hospitalization, arrangement will be made by Nursing and the family will be immediately notified. In the event that a resident is admitted to hospital for a period exceeding fifty (50) days, the need for long term care placement will be re-evaluated.
- ♥ **Money or Other Gifts:** Intercare's policy indicates that money or other gifts offered by residents or their families may not to be accepted by Staff. If you are considering making a staff donation, please contact the Facility Leader.
- ♥ **Foundation for Seniors Care – “Hearts of Excellence”:** If you wish to give a gift in memory of a friend or loved one, donations to our Foundation for Seniors Care - “Hearts of Excellence” charitable foundation are welcomed and appreciated. Tax receipts are issued for each donation.
- ♥ **Staff and Volunteer Involvement in Resident's Personal Affairs:** Intercare's policy indicates that staff and volunteers are not permitted to be involved in:
 1. *Resident financial affairs, including Power of Attorney, Wills and Estates; and*
 2. *Resident non-financial affairs, including personal directives and / or guardianship.*

If you require assistance with such matters, please contact the Care Center's Social Worker.
- ♥ **Protection for Persons in Care Act (PPCA):** All Intercare residents are protected under the *PPCA*. Any and all forms of resident maltreatment are considered unacceptable. Intercare has a zero tolerance policy for resident abuse. For additional information, please contact one of our Staff Nurses (RN / LPN), Social Worker or Facility Leader. To report any form of maltreatment, please call 1-888-357-9339 or contact the Facility Leader.
- ♥ **Information** about Intercare is also available on our website at www.intercarealberta.com

Family / Resident Responsibility

- ♥ To expedite the admission process, the resident, family or person designated as financially responsible should undertake to arrange for telephone installation (Telus at (403) 310-2255); newspaper delivery (Calgary Herald at (403) 235-7323/Calgary Sun at (403) 250-4300) and expanded Shaw TV cables services (Shaw Television at 1-888-472-2222). Intercare provides basic TV cable services, however the cost of additional channels are the responsibility of the resident. Invoices/billings for these services should be sent directly to the person responsible for the financial affairs of the resident. Transfer or termination of any of these services within the Care Centre is also the responsibility of the party responsible for the resident's financial affairs.

- ♥ You or your family are responsible for providing:
 - Razor (electric preferred)
 - Hearing-aid batteries
 - Cosmetics
 - Shampoo
 - Body wash / soap
 - Deodorant
 - Nail clippers and toe nail clippers
 - Toothbrush, toothpaste, and mouthwash, and/or denture supplies
 - Perfumes/aftershave colognes
 - Skin lotion
 - Kleenex
 - Stamps
 - Adaptive clothing (if required). Please remember to bring clothing appropriate to the season for outings. For example, mitts and hats, or sunglasses, sunscreen and sun hats.
 - Hip protectors (if required)

- ♥ If **Personal Directive, Enduring Power of Attorney, Guardianship and / or Trusteeship** orders have been finalized, please provide copies of these orders to the Social Worker, Unit Manager or Staff Nurse on the Unit for Care Centre records.

Family / Resident Responsibility (continued)

- ♥ **Goals of Care Designation** is a way to communicate to staff personal wishes in the event that the resident's health deteriorates. The **Goals of Care** chosen can be changed at anytime. Wishes expressed in the Personal Directive will be honoured in the Goals of Care form. If you have any questions, please feel free to discuss it with the resident's Attending Physician or a Staff Nurse.
- ♥ If **pre-planned funeral arrangements** have been made, inform the Staff Nurse so that information is available on the chart in order for the resident's wishes to be carried out.
- ♥ If there is a **change of address or telephone number**, please ensure that this information is updated with Intercare's Calgary Regional Office and with Nursing on the resident's Unit at the Care Centre to help us ensure correct information is on the resident's medical record.
- ♥ **If family members or Responsible Party will be away for any length of time, please notify nursing staff on the resident's Unit at the Care Centre with dates and any alternate contact names and numbers.**

Care Centre Team

- ♥ **Intercare's Medical Director and Medical Site Leader** is Dr. Paddy Quail. Dr. Quail is a family physician who attends to residents at Intercare sites.
- ♥ **Attending Physicians:** All physicians who attend to residents at Intercare Long Term Care (LTC) Centres **must** hold continuing care privileges with the AHS / Calgary Zone. The Attending Physicians visit Intercare residents on a regular basis and are updated by nursing as necessary.
- ♥ **ARP Physicians** are a group of Attending Physicians who are dedicated to provide comprehensive medical care for residents at Intercare.
- ♥ **Facility Leader** is responsible for the overall operations and administration, including the clinical care component, at each Care Centre.
- ♥ **Clinical Team Leader** is a Registered Nurse responsible for the overall clinical care at the Care Centre.
- ♥ **Unit Managers** coordinate care in partnership with residents, family, staff and physicians to provide the best possible care.
- ♥ **Registered Nurses (RNs), Licensed Practical Nurses (LPNs) and Health Care Aides / Nursing Assistants** specialize in continuing care and are responsible for the provision of care and care-related services twenty-four (24) hours a day, seven (7) days per week.
- ♥ **Registered Dietitian** assesses residents' nutritional status and need for supplements and monitors weight monthly.
- ♥ **Social Worker** provides assistance with resident financial and non-financial affairs, as well as social support.
- ♥ **Occupational Therapists and/or Physiotherapists** assess residents and identify equipment and programs to assist them in accomplishing activities of daily living.

Care Centre Team (continued)

- ♥ **Recreation Therapist** assesses residents and provides them with choices and opportunities to participate in various recreational activities.
- ♥ **Therapy Assistants** implement therapeutic programs on an individual basis or group setting, under the supervision of the Therapists.
- ♥ **Pharmacist** ensures that appropriate medication is provided and that all medications prescribed are reviewed on a regular basis.
- ♥ **Dental Hygienist** is available by appointment to provide dental hygiene services to residents at the Care Centre. The Dental Hygienist bills the resident's dental insurance directly. Costs that are not covered by the resident's insurance must be paid directly to the Dental Hygienist by the resident or family.
- ♥ **Denturist** is available on site to provide required services and to label dentures with the resident's name for a small fee. Individuals requiring other dental treatment can be referred to outside clinics.
- ♥ **Podiatrist** regularly visits the Care Centre and Nursing will refer residents for foot care. **Note: There is a nominal charge to residents wishing to access on-site podiatry services at the Care Centre.**
- ♥ **Volunteer Coordinator** supervises to volunteers at all Intercare sites. Volunteers provide a wide range of services for residents in many areas. Family members or friends who are interested in volunteering, or who may know someone who is interested in volunteering, are encouraged to contact Intercare's Volunteer Coordinator.

Residential Services

- ♥ A **Residential Services Team Leader** (RSTL) at each Care Centre manages dietary, housekeeping and laundry services. Questions or concerns about these services should be directed to the RSTL.
- ♥ Intercare's **menu** rotates every five (5) weeks. Developed by a Registered Dietitian, with input from the Team Leaders and our residents, the menu meets Canada's Food Guide to Healthy Eating and offers a wide variety of meals.
- ♥ **Special diets** are provided as required and are monitored by the Registered Dietitian after conferring with the resident, family and physician. Special snacks are included.
- ♥ **Housekeeping** services are provided seven (7) days a week and follow a regular cleaning schedule.
- ♥ **The Care Centre is not responsible for the loss or damage of any personal effects or valuables belonging to a resident**, (e.g. hearing aid, glasses, dentures, jewellery, etc.). As such, Intercare recommends that families keep all non-essential personal effects and valuables at home and arrange appropriate insurance for those personal effects / valuables that are left for / with the resident at the Care Centre.
- ♥ Residents and / or their families are required to set up a **Trust Account** to allow residents to make small purchases, pay for resident toiletries, outings, additional recreational expenses and any handibus useage.
- ♥ **Personal Mail** is delivered to the resident's room daily. Any pre-stamped items should be left at the reception desk. Please arrange with the postal service for all invoices and other documents to be directed to the address of the person responsible for the resident's financial affairs.

Residential Services (continued)

- ♥ A professional **Hair Salon** is located at each Care Centre for residents. **Residents must not pay cash for salon services.** Charges and payments are processed through Intercare's Accounting office, on behalf of the residents. Any salon usage that has been processed by the Accounting office is itemized and reflected on the resident's monthly invoice. Families are encouraged to make appropriate arrangements directly with the hairdresser for hairdressing services that the resident may desire.
- ♥ The **Maintenance Department** is accountable for the preventative and ongoing maintenance of all Intercare Care Centres. You may access our maintenance services through the Care Centre's nursing team.



Let's Hear From You!

- ♥ **Resident / Family Council Meetings** are held regularly to provide education and a forum for discussion of issues. Everyone is encouraged to attend and participate. Meeting times and details are posted at your Care Centre.
- ♥ A **Care Conference** will be arranged within six (6) to eight (8) weeks of admission. Residents and families are invited to meet the interdisciplinary team consisting of nursing, social work, occupational therapist/physiotherapist, recreation therapist, physician, pharmacist, and dietitian. Team members will report on assessments and involvement to date. Any questions or concerns are shared and addressed. Additional conferences are then arranged on an annual basis.
- ♥ Residents and families are encouraged to contact the **Attending Physician** when they have questions or concerns. The Staff Nurse can provide you with Attending Physician's contact information.
- ♥ Intercare values and takes seriously feedback that we receive from our residents and families. **Feedback Forms** are an excellent way to communicate your concerns, suggestions and compliments to us. **Feedback Forms** are available on the Units throughout each Care Centre and online at Intercare's website. Should you choose to submit a **Feedback Form** to us, you will receive a timely response from the appropriate member of Intercare's leadership team.
- ♥ If you or your family have concerns or questions about the care and services provided by Intercare we want to hear from you! If you are not satisfied with Intercare's response, you may direct your concerns or questions to **AHS / Patient Concerns** by calling toll free at 1-877-957-9771; or **AHS / Health Link (Alberta)** by calling: (403) 943-5465 (Calgary Link) or toll free at 1-866-408-5465.

Infection Prevention and Control

Intercare has policies and processes in place to help reduce the risk of infectious diseases, such as influenza, from coming into and spreading through our Care Centres. These safeguards are referred to as “Infection Prevention and Control”.

Influenza vaccination programs for staff and residents, hand hygiene and respiratory etiquette are important steps that we follow to help reduce the risk of infections in our Care Centres.

Given that the best line of defense against infection is hand-washing, please remember to wash your hands often and thoroughly. Hand cleaning gel is available at the main entrance of each Care Centre.

Family members, friends and visitors can help us keep our residents safe.

Here’s what you can do to help:

- ♥ Do not visit your family member or friend if you are sick or feel like you are getting sick
- ♥ Wash your hands before and after you leave the Care Centre
- ♥ Use alcohol hand gels in between hand washing
- ♥ Cough or sneeze into your sleeve to avoid spreading germs
- ♥ Don’t bring small children to visit if they are ill or have been exposed to influenza at school or in the community
- ♥ Urge your family member or friend to tell a Nurse if he/she has any signs of influenza
- ♥ Urge your family member or friend to avoid close contact with others during the influenza season or outbreaks

Safety

Intercare is committed to promoting and maintaining a culture of safety for our residents, families, visitors /guests, staff and volunteers. It is the responsibility of all staff and volunteers to contribute to the health and safety of our work environment and the well-being of our residents.

Residents and family members also play a very important role in promoting safety. As such, Intercare encourages you to report any safety concerns that you may have while in our Care Centres to our staff or by completing and submitting a Feedback Form to us.

In Case of Emergency

There are various types of **emergencies** that may arise within our Care Centres. Our first priority in the face of an emergency is the safety and well being of our residents. Particular actions taken by staff will depend on the type of emergency.

If you are in the building when one of the codes noted below is announced **remain calm, stay in a safe location and follow the directions of staff.**

We follow the **National Code System** as follows:

Code Red	Fire
Code Green	Evacuation
Code Yellow	Missing Resident
Code Blue	Medical Emergency
Code Black	Bomb Threat
Code Orange	External Disaster Plan
Code White	Aggressive Behavior

Intercare also has **Contingency Plans** in place to ensure the continuation of necessary facility services to residents in the event of service disruptions including, for example: loss of power; loss of water; disruption to housekeeping and laundry services; disruption to safety and security services; and disruption to meal services.

The **Contingency Plans** are located in Intercare's Emergency Response Manual and are available for review through the Facility Leader, upon request.

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Calgary Regional Office
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Website: www.intercarealberta.com

Brentwood Care Centre
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Chinook Care Centre
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