



FREQUENTLY ASKED QUESTIONS

... IN LONG TERM CARE



AN INTERCARE QUALITY PROJECT INITIATIVE

FREQUENTLY ASKED QUESTIONS



CLINICAL CARE SERVICES

I'd like to change the Attending Physician that was assigned to me. How can this be done?

The resident/family should make an appointment with the facility's Clinical Team Leader (CTL) or Associate Team Leader (ATL) to discuss their particular concern(s) with the assigned Attending Physician, to determine if the concerns can be resolved. If concerns cannot be resolved, the CTL or ATL will provide names of alternate Attending Physicians who are accepting new residents at the facility. It is then the resident's and/or family's responsibility to select an alternate Attending Physician. Intercare's Medical Director, as well as the original and alternate Attending Physicians, will be informed and the change will be made thereafter.

How often will my Attending Physician see me once I am admitted?

Attending Physicians are in the facility weekly and will schedule visits with residents on an "as needed" basis. Residents may also see their Attending Physicians during care conference(s), medication reviews and at their annual medical examinations.

In addition, an "on-call" Physician is available after hours including evenings, nights, weekends and statutory holidays for medical emergencies.

How will my medications be supplied and will I have to pay for them?

Safeway Pharmacy has been contracted by Alberta Health Services (AHS) to supply Intercare residents with medications prescribed for them by their Attending Physician.

AHS covers the cost of prescribed medications that are included in the 'Long Term Care Formulary'. If a medication is prescribed for a resident that is not covered by AHS, the Pharmacist or the unit nurse will contact the resident/family to advise of the cost of the medication prior to supplying it. A bill for the cost of medications that are not covered by AHS will be issued directly to the resident/family by Safeway Pharmacy and payment for same must then be made directly to Safeway Pharmacy by the resident/family.

New medication orders are delivered to the facility daily, Monday to Friday. All other medications are delivered weekly.

Please note: Individuals residing in long term care centres are no longer eligible for Blue Cross coverage for medications. As such, the use of Blue Cross is prohibited for medication in long term care by Blue Cross.

OCCUPATIONAL / PHYSICAL THERAPY SERVICES

I need to have a wheelchair ordered. What is the process?

The facility's Occupational or Physical Therapist orders wheelchairs through the Alberta Aids to Daily Living (AADL) program. Orders take approximately eight (8) to twelve (12) weeks for the government to process. The therapist will arrange a 'trial wheelchair(s)' to determine the specifications of the wheel chair to order for the resident.

While awaiting the arrival of his/her own wheelchair through the AADL program, the resident may use a loaner wheelchair, if one is available, or rent a wheelchair through a medical supply vendor or the Red Cross.

I have already ordered a wheelchair/walker through another facility prior to my admission to Intercare. What happens to it?

Prior to admission, new residents and their family members should let the Intercare facility's Therapeutics Department know if equipment had been previously arranged for them at another facility.

The Occupational or Physical Therapist at the facility that the Resident is transferring from will coordinate with the equipment vendor to ensure the resident's equipment is transferred to Intercare for the resident.



What kind of exercise therapy is available at the facility for Residents?

Residents have the opportunity to participate in a variety of movement activities throughout the week including, for example:

- Group exercises
- One-on-one therapy
- Walking Program

Exercise therapy may involve supervised:

- Passive Range of Motion (PROM) (while seated or in bed) to address limited active range of motion, promote joint mobility and reduce risk of pressure ulcers.
- Seated exercises: adapted bike ergo meter, ball games, extremity movements
- Standing exercises: at parallel bars or wall bars
- Ambulation (or walking) in parallel bars or appropriate gait aid with assistance

Programs are implemented and monitored by the therapists. Programs are performed and carried out by Health Care Aides and/or Physiotherapy Aides under the supervision of the therapists.

The goal of movement activities and exercise therapy is to promote and maintain resident mobility and function, rather than rehabilitation or reversal of admission condition. On-going participation is based on the resident's tolerance and/or change in status.

DIETARY SERVICES



How are special dietary needs/requests accommodated?

A complete nutritional assessment is done for every resident upon admission. The assessment is completed by a Registered Dietician (RD). During the assessment, special dietary needs or requests are noted by the RD and are accommodated if necessary, or as able, by the facility. Special dietary needs range from “texture modifications” such as minced or pureed food to diets specialized for “medical conditions” such as diabetes, renal failure or failure to thrive. Families are also welcome and encouraged to bring forth any dietary concerns or needs that their loved one may have.

RESIDENTIAL SERVICES

How often is personal clothing and/or linens laundered at the facility?

In-house laundry service for residents’ personal laundry is available to residents for an additional monthly fee. Linens are laundered weekly and on an ‘as needed basis’. Personal clothing is laundered on a daily basis.

To help minimize the risk of personal laundry being lost, personal clothing is (and should be) labelled with the resident’s name. Items are sent down to the laundry department from all units for cleaning and are then delivered back to the residents in their rooms.

Please note: If additional clothes are brought in for the resident, the clothes should be placed in a bag that is clearly labelled on the outside of the bag with the resident’s name. The bag should be given to the unit nurse who will send it to the laundry department for labelling.

Are Resident rooms cleaned daily?

Housekeeping services are provided to all resident rooms on a daily basis.

Housekeeping services are provided in other general / public areas throughout the facility during the day and evening.

How does the food menu operate in the facility?

Meals are prepared for residents following a five (5) week cycle of meals that is planned based on Canada’s Food Guide and approved by Intercare’s Registered Dieticians. This includes breakfast, lunch, dinner and snacks, as well as special nourishments.

The menu changes twice a year, rotating between a spring/summer menu and a fall/winter menu. Weekly meal menus can be found posted in each dining room and

outside the main kitchen. There is also a white board outside the main kitchen where the meals of the day are posted. A meal substitution for lunch or dinner is available for residents, upon request.

Where are meals served within the facility?

All meals are served in dining rooms that are located on resident units within the facility. Residents are assigned to a dining room located on or near the unit on which they reside.

RECREATION THERAPY SERVICES

Why is setting up a Resident Trust Account within the facility important for residents?

Resident trust funds are set up and used for the disbursement of monies to residents for certain recreation activities, outings, personal items and/or other small purchases.

Residents are able to make cash withdrawals directly from their trust account.

If residents are not able to handle money on their own, staff can make small purchases from 'in house' vending machines or the tuck shop cart for residents. Staff will submit the purchase receipt to Intercare's corporate accounting office, on behalf of the resident, and equivalent funds are taken out of the resident's trust account to cover the purchase that was made.

The maximum amount of resident trust that can be dispersed at one time is one hundred dollars (\$100.00) per resident, per day.

Please note: Setting up a Resident Trust Account ensures that the resident's funds are securely held for the resident, in safekeeping, by Intercare. A separate and controlled accounting record is maintained by Intercare for all Resident Trust Accounts and a copy of the trust record is provided to residents / families on a monthly basis and also upon request.



Do you have organized church services at the facility?

There are various, regular weekly church services at the facility. Please check schedules that are posted throughout the facility.

Can I volunteer in some of the recreation programs?

Family and friends are welcome and encouraged to join in many of the recreation programs and activities. Intercare's Volunteer Coordinator can offer an orientation and then one may assist on outings, in craft programs, exercises, games and a variety of other activities.

If you have particular skills or interests that you would like to share with residents at the facility, please contact Intercare's Volunteer Coordinator to find out how you can become involved.

How do I know what activities are available within the facility?

Recreation calendars are posted on every unit and copies are also made available in folders for residents/family to take. These calendars specify what activity is planned for each day of a particular month.

FACILITY ADMINISTRATION

How can deposits to accommodation/trust accounts be made after business hours?

A drop-off locked box is available at the facility to accommodate after hour deposits. The drop-off box is located near the facility administration office. Deposits will be received and processed on the next regular business day.

Please do not put cash in the drop off box.

I requested a private room prior to my admission. What is the process for getting one?

Intercare endeavours to accommodate each request for a private room as quickly as possible. Newly admitted residents are immediately placed on the facility's existing waiting list for a private room or a more spacious semi-private room. Residents are offered a private or larger semi-private room based on the order of their admission. The room offered is determined by what is available at the time the resident reaches the top of the wait list.

Please note: Due to the number of specialized care units within Intercare's system and varying resident acuities, priority for resident transfers to a private accommodation is based upon a resident's on-going care needs, as opposed to the amount of time that a resident has spent on the internal waiting list.

This Intercare facility was not my first choice for a long term care facility placement. When/how will I know when a placement is available at my preferred long term care facility?

AHS / Calgary Zone's Transition Services Department will notify the resident and/or family that a bed has become available in the preferred facility. The resident's discharge date from the Intercare facility will be arranged by the resident/family and the receiving facility. Intercare will fax pertinent information to the receiving facility.

Please note: The Resident/family is responsible for transportation and payment of any associated costs related to the resident's transportation to the receiving facility.

Why are hairdressing charges added to the accommodation invoice and not deducted from Resident Trust Accounts instead?

Facility based hairdressers are contracted by Intercare to provide hair salon services to residents in Intercare's long term care facilities. As such, it is an accounting requirement that the contracted hairdressers are paid by cheque directly from Intercare and not directly by Residents themselves in cash or from Resident Trust Accounts.

Can families privately hire a companion to come into the facility to work with a resident?

If a resident/family chooses to retain the services of a private companion, the resident / family MUST FIRST notify the Facility Leader, Clinical Team Leader, Associate Team Leader or Social Worker.

In addition, the following MUST be provided to the Facility Leader, prior to commencement of the private companion's services to the resident:

1. A copy of a clear Criminal Records Check (current within three months); and
2. Confirmation of Comprehensive General Liability Insurance (\$2 million dollars).

Intercare does not provide private companion services and shall, in no way, be held liable or responsible for the services provided to the resident by a private companion that has been retained by a resident or family.

Please note: The resident/family is solely responsible for the monitoring of services and for all billing processes for services rendered, including all payments to the private companion.



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