Venta Care Centre

General Information Package

Mission

To Provide Family Focused Care with Respect and Dignity

Operated By the Birzgalis Family
“60 Years of Dedicated Service”

Updates to the General Information Package posted online at www.ventacarecentre.com

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# General Information Package

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**Revised February, 2020**

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Our mission: To provide family focused care with respect and dignity.

Our vision: To provide innovative, holistic, responsive long term care services in partnership with residents and families.

Our values: V.E.N.T.A.

Visionary: Integrating creative and innovative ideas into work-based routines
Excellence: Providing care with evidence based practice
Nurturing: Fostering healthy relationships between residents, families and staff
Transparency: Providing timely communication with integrity
Accountability: Maintaining responsibility and answering to one’s own actions
Venta Care Centre

13525 – 102 Street
Edmonton, Alberta
T5E 4K3

Dear Resident and Family Members,

We welcome you to your new residence at Venta Care Centre and thank you for choosing us. We look forward to getting to know you and to working closely with you to assure the highest quality of care, respect and dignity.

We recognize that you and your family may have many questions and that this initial transitional period may be somewhat stressful. Every member of our team is open to answer your questions and to help you orientate to your new surroundings. It is our hope that soon you will feel comfortable, safe, trusting and secure in your new home.

You will be actively involved in creating and reviewing your Care Plan. We welcome your input and your requests. Our goal is to provide you with respectful and individualized care each and every day. We want an open, honest and trusting relationship with you.

We have recently implemented a new Care Model, which empowers resident focused care and staff morale. This model celebrates that we work in your residence. The goal is to provide respect and kindness in every interaction and to treasure the relationship we build with each other.

Please become as involved in our programs as you feel comfortable with. If you have a concern, please contact Kimberly, Acting Operations Manager. She will listen to you carefully and involve the necessary staff members to resolve the issue with creative problem solving, respect and dignity. If you have a concern of any size, please let us know immediately. Certainly my door is open to you as well.

I look forward to meeting you.

Yours Truly,

Dr. Peter Birzgalis B.Sc., DDS
Chief Executive Officer
Venta Care Centre
4.0 ADMISSION PROCESS

4.1. UNDERSTANDING THE ADMISSION PROCESS:

Thank you for selecting Venta Care Centre as your place of residence and we welcome you to our 148 bed Continuing Care Centre. No doubt this has been a long process of determining the what, where, when and how of this decision and we wish to acknowledge that we understand that. We will require some further information from you, as we develop an Individualized Care Plan that includes your information, your choices and your input. This is to ensure that we know everything that we need to know about you or your loved one so we can give the greatest quality of care and service that they can expect. Involvement and support from family and friends is very important during this time. Venta Care Centre is a 24/7 secure environment with security swipe access cards accessible to family and friends of residents, and keypad access for staff.

Venta Care Centre has two floors. The second floor has 55 residents and includes a 27 bed Dementia closed door specialty unit and the first floor is divided into three units and houses a total of 93 residents, each floor has a variety of private and semi-private rooms. Venta Care Centre will accommodate movement of resident to other rooms to facilitate change in care needs or family preference as rooms become available. A Care Coordinator/Charge RN provides coordination and supervision on each floor.

Personalizing the room to make it home-like is usually a good place to start. Pictures and small comfort items may be helpful especially for the confused resident. Please refer to ‘Rooms and Accommodations’ and ‘Personal Belongings’ below for guidelines regarding furniture and articles allowed. Please familiarize yourself with the General Admission Agreement.

The following information is intended to give you the answers to questions that perhaps during the admission you forgot to ask. This is a reference for you but please still do feel free to call anytime to get confirmation or to add further information that will help us to provide the best quality care possible for your family member. We also encourage you to visit our website at www.ventacarecentre.com and to help yourselves to information provided at the main entrance, at the brochure areas located at the main entrance as well as the Infection Control Information Board located in the front entrance. Thank you for choosing Venta Care Centre as your Long Term Care choice. Reviewing this information will provide clarity of the rights and responsibilities of the facility, each of its residents when living within a Continuing Care facility and the family members.

4.2 GENERAL ADMISSION AGREEMENT:

You will review this document with a member of the VCC team when you or your loved one has been admitted. When changes are made to the General Admission Agreement it will be circulated to residents or the responsible person for re-signing.

4.3 RESIDENT RIGHTS AND RESPONSIBILITIES:

This information is posted in each resident room on the bulletin board, in the resident’s chart and in the General Information Package. Reviewing this information will provide clarity of the rights and responsibilities of the facility, each of its residents when living together within a Continuing Care Facility and the family members. Please review this entire package to ensure that you have an understanding of you and your families / responsible party / guardians’ roles and your responsibilities to ensure your own safety and the safety of our residents.
Each resident or their designated decision maker has the right to sign a “Managed Risk Agreement”, if you or your designated decision maker does not agree with policy or procedures that govern care at Venta Care Centre.

Venta Care Centre’s policies and procedures (including Infection Prevention and Control policies and procedures) are available for viewing by all Resident’s/ Resident’s Legal Representative, visitors who have made an appointment during regular business hours. Appointments can be booked with the Business Office at (780) 377-4400.

4.4 ADMISSION AND ANNUAL CARE CONFERENCES:

There will be an expected adjustment time for you and / or your family to become comfortable with your new surroundings, your room, the staff and the programs. As you or your family member become familiar with Venta Care Centre and its services we are also getting to better know you and your family / guardian / responsible person.

To ensure you have the opportunity to participate in the development and review of the resident’s Care Plan, we will be requesting the resident and/or family/ guardian/ responsible spokesperson/ legal representative, and any individuals of their choosing, to attend a Multidisciplinary Care Conference. Care Conferences are held within the first three (3) months of admission and annually thereafter. Additional Conferences may be held at any time if there are a significant number of concerns or changes occur that require a review and/or resolution. If the resident and/or family/ guardian/ responsible spokesperson/ legal representative is unable or unwilling to attend a Care Conference and participate in resident care planning it will be documented as such in the resident’s Care Plan. Upon request, the resident’s Care Plan may be provided to the resident and/or the resident’s legal representative at any time.

The Multidisciplinary Team consists of your resident’s attending physician, nursing staff (Care Coordinator), Occupational Therapy, Dietitian, Pharmacy, Social Worker and other guests as requested to attend. You will find these conferences helpful as they allow you to ask questions and provide input to the entire team that provides care to your loved one. Residents are not expected to attend these conferences but their input will be requested prior to the date of the conference.

The Physician is only required to attend the admission Care Conference. A Physician may attend an annual Care Conference when needed at the request of Venta Care Centre. Annual Care Conferences may be conducted via telephone with the Care Coordinator/Charge RN or Social Worker and the Spokesperson / Agent / Guardian under certain circumstances as determined by the Care Coordinator/Charge RN or Social Worker. Information prior to these conferences will be collected from each discipline and following the call the information shall be disseminated to each discipline for action or signature.

You will be contacted to arrange a Care Conference date and time. Attendance is recommended as it will provide you better understanding of the care planning process and facilitate trust and a working relationship as we attempt to provide the best possible quality care and services. You may request a Care Conference with the full team present if you feel this is necessary. If you have not been called for a Care Conference and you wish to have one please notify the Care Coordinator/Charge RN who will assist this to happen.
5.0 ROOMS AND ACCOMMODATIONS:

Venta Care Centre is made up of approximately 72 private and 76 semi private rooms. The rooms are spacious and bright; however they do vary in size and in configuration. Your first choice may not be available on admission, therefore, if you would like to change your room, please complete a written request (form attached) for alternate accommodation and submit it to the Operations Manager or Director of Resident Care for attention. There is usually a waiting list to change rooms. Venta Care Centre has the right to move residents to other rooms to facilitate change in care levels to best meet the needs of the resident.

Some rooms are equipped with showers and Residents are given the choice of 2 bathing experiences per week (bed bath, shower, or tub bath). Acceptable water temperature range is between 38 and 43 degrees Celsius.

The room temperature of all common areas in the building is set to 22 degrees Celsius. Individual resident room temperatures are set to a comfortable range and if a resident or family member wishes to have their room temperature adjusted they may contact the Maintenance Department at (780) 377-4544 from 8:00 a.m. to 4:00 p.m. or a member of the Management Team. Resident’s/Families may have access to thermometers to adjust room temperature as desired. Please call the Maintenance Department if you need assistance.

Venta Care Centre provides an electric bed and bedside table, wardrobe, chest of drawers and a chair. Newly purchased furniture with a receipt presented to Venta Care Centre is acceptable. Upholstered furniture is not acceptable, as this is an Infection Control issue (i.e. bed bugs). You must ensure furniture brought in from home does not clutter the room causing a safety risk to the resident nor compromise space required for staff to provide care. When sharing bathrooms with another resident (semi-privates) you are responsible to ensure that you place your belongings in your assigned ‘Toolkit’. The toolkits are designed to store personal grooming items. Please keep items in the toolkit.

5.1 THE RISK OF FALLING:

Venta Care Centre promotes collaboration among those responsible for the health and well-being of our residents to improve the quality through the Falls Prevention Programs. By discussing Fall Risk issues with residents and families / responsible party, we wish to recruit them into the collective effort of reducing fall risk. The injury prevention equipment available at Venta Care Centre includes fall mats, hip protectors, high/low beds, visual aids for high risk residents (falling apple symbol), seatbelt alarms, bed alarms, emergency call system in the bathroom of resident’s room, and staff pagers. When the residents are admitted with a fall history, we endeavor to implement Best Practice Fall Prevention.

At the time that a resident has a Fall, a total assessment is done with follow-up by the particular areas of responsibility such as OT/PT, Nursing, and the Physician is notified if there is injury. Documentation is filled out on an Incident Report and family is notified.
5.2 BULLETIN BOARD

A large BULLETIN BOARD is mounted on the wall in each resident room. One side of this bulletin board is labeled for the ‘Resident’s Personal Use’ and the other side for ‘Venta Use’ which will contain, among other information, the Resident’s picture taken on the first day of admission. All residents / families / responsible persons are asked to respect this delineation as these postings are required to ensure clear and accurate direction to the staff caring for your loved one. To promote the greatest safety of your loved one, please do not remove any of this important information including the picture from this bulletin board. These are key identifiers and along with the wristband, they assist to ensure that the right meds and treatments are given to the right persons at all times. Please feel free to use the resident side for personal pictures.

5.3 RESIDENT CALL BELL / PENDANT’S SYSTEM:

Pull cords are located in all resident rooms and bathrooms. Our wireless pendants are small and compact that can be worn attached to a chain around your neck, making it easy to move about safely and freely. A wireless pendant can be used instead of or as well as the call bell. When a wireless pendant is needed for the safety of a resident a $10.00 per month fee will be added to the monthly invoice.

We have a monitoring system that identifies the time it takes to respond to call bells. In an attempt to have the best response time possible we have chosen a model of care that assigns resident’s to health care providers. This will allow the resident to receive more individualized and immediate care.

6.0 PERSONAL BELONGINGS:

We welcome you to bring personal items to create a home-like environment in your room. It is important that all personal items be marked or labeled and identified by the Resident / Spokesperson / Agent / Guardian to indicate whom it belongs to. This includes, but is not limited to furniture, ornaments, comforters, afghans, pillows, eyeglasses, hearing aids, dentures, prosthetics etc.

All items that are brought in must be free from any exposure to bed bugs; therefore all clothes must be clean and dry (placed in a dryer for at least 40 minutes), or new. Any furniture should be new or certified bed bug free by a certified pest company. Venta has been able to secure a reduced price for inspection and treatment if required by Active Pest Solutions. The contact number for this company is 780-371-9420, when you call identify that you are with Venta Care Centre and you require a bed bug inspection. You may choose another company if you wish, you will be required to show proof of the inspection report upon bringing items into the facility. This is a huge problem in many Assisted Living sites and these rules are to protect new and existing residents. Bed bugs can be transferred very easily, please comply with this concern.
Unfortunately items are occasionally lost and although we regret this, we are unable to accept responsibility for the loss of personal items. We therefore recommend that items of great sentimental or monetary value not be left at the facility. Genuine jewellery is often replaced by costume replicas to prevent loss of valuable and sentimental items.

6.1 RESIDENT COMFORT FUND/MONEY:

Your family member will have little need for any money as everything is covered with their monthly fee. We request that if you choose to leave money with your loved one, that you leave no more than $20.00 at any one time. Unfortunately if the money is lost it is very hard to retrieve or find and we cannot take responsibility for its loss. We discourage expensive valuable items or money to be left with the resident. A discussion should occur with the Social Worker regarding containment of credit and debit cards where residents are their own decision maker.

Venta Care Centre does provide a ‘Resident Comfort Fund’ for its residents. Each resident can contact the Business Office to receive small amounts of cash ($5.00 to $20.00) which will be added to the monthly invoice to be paid at that time. There is no need to store money in resident rooms.

Accounts regulated by Trustees will be requested for the purpose of purchasing items the resident needs. Staff will complete the purchases when monies are delivered and receipts for all purchases are provided with each transaction. Any questions regarding these funds may be discussed with the Social Worker for clarification of needs.

6.2 FURNITURE AND ELECTRICAL ITEMS:

Any items brought in at and after admission must also be registered and approved through our maintenance staff. Please contact the Business Office. If furniture or other articles are found to be cluttering the room and this is seen to be a safety issue for the resident or staff, the family member or responsible person will be asked to immediately remove this furniture or article. If the family member or responsible person does not remove the furniture or article, Venta Care Centre staff will make every effort to contact the family to discuss the safety concerns. Furniture that is not new must be checked for Bed Bugs.

6.3 PERSONAL ARTICLES:

Venta Care Centre cannot be responsible for personal items including but not limited to hearing aids, glasses, dentures, jewellery, watches, rings, credit cards, money, prosthetic devices, wheelchairs, walkers, radios, TV’s, canes, crutches. Residents may not have any knives, scissors or sharps alike in their possession. Family members / responsible parties or guardians are responsible to comply with this resident safety issue.
**6.4 PERSONAL FRIDGES/BRINGING IN FOOD OR ALCOHOL TO RESIDENTS:**

To ensure the safety and wellbeing of our Residents, Personal Fridges are not allowed in Resident Rooms at Venta Care Centre. If you are bringing in food/snack for your loved one or friend we ask that you ensure that you bring only small portions that may be consumed in one visit. Please take home what is left and do not leave food with your loved one or friend. Inadequate storage of food promotes insect infestations and spoiling of food which may result and cause illness to your loved one.

No alcoholic beverages are stored in Resident Rooms. When bringing alcoholic beverages onto Venta Care Centre premises, please deliver them to the nurse at the Nursing Station on your loved one’s unit. All alcoholic beverages which are prescribed by the Physician will be administered to the Resident by the nurse. For resident’s wishing to participate in the Social Alcohol Program there must be a separate consent form signed by the physician and the Official Spokesperson / Agent / Trustee.

**6.5 TOILETRIES:**

Toiletries provided by the facility include hand soap / shampoo / body wash combination. The Resident / Spokesperson / Agent / Trustee are responsible for providing toothpaste, toothbrushes, deodorant, Kleenex, hairbrushes / combs and electric shavers. The use of baby powder is prohibited. All toiletries must be clearly labeled with the residents name with a permanent marker, be provided in the original manufacturer’s container and stored safely as appropriate in their designated Toolkit (box). We encourage small containers of personal hygiene products that will fit into the resident Toolkit.

Heating pads, hot water bottles and magic pads are prohibited.

**6.6 INCONTINENT PRODUCTS:**

Venta Care Centre provides incontinent briefs, pads/liners and mesh panties. Pull up briefs are not included and must be provided by the Resident / Spokesperson / Agent / Guardian. Please be aware that if incontinent briefs are used that they should not be confused with store bought products.

**6.7 RESIDENT BATHING SERVICES:**

To promote resident hygiene and to enhance the wellbeing and quality of life, all residents shall receive a tub bath, a shower or a bed bath at least twice weekly and as needed. All residents receive morning and evening personal care and as needed.

To ensure the safety and comfort of our Residents our staff are fully trained and annually review the safe bathing best practices including the applicable Alberta Health Services Legislation codes and standards to ensure ongoing competency.

Venta Care Centre has a water temperature control device in place at the tub / shower outlets that controls the maximum allowable water temperature to be 43 degrees Celsius. The admixed water
must be within the safe range of 38 – 43 degrees Celsius. Water temperatures are checked every morning before any bathing begins for the day.

7.0 BUSINESS OFFICE:

The Business Office is the first contact for all families, visitors, friends or responsible parties. Please feel free to stop in with your questions. The Business Office staff will refer you to the appropriate person to address your questions.

All resident related financial transactions are conducted through the Business Office, including monthly billing. Personal Service charges, such as hairdressing, podiatry, hearing aid services, dental, laundry, clothing labels, telephone, television or other costs not included in the rental cost will be attached to the monthly Invoice Statement. You will be notified in advance of any price increases or termination of personal services provided.

Meal tickets, clothing labels and nightwear apparel are purchased through the Business Office. Refer to the attached document for nightwear apparel prices. Telephone and television services are available upon request at the Business Office.

The Business Office will address any questions about room accommodation charges. All rates for Continuing Care are standardized and set by Alberta Health Services and are consistent with any Public Continuing Care Facility in the province. Refer to the attached pricelist for current room rates. As noted above, the facility will provide a (ninety) 90-day notice period prior to rate increases in accommodation charges.

The Invoice Statement for accommodation and personal service charges are distributed to the resident or person responsible for the finances on the first (1st) business day of each month. Statements apply to the current month for monthly room, laundry, telephone and television expenses. All additional personal service expense statements apply the previous month. Payments are due by the tenth (10th) of each month with cash, cheque or money orders only. All NSF or returned cheques will be charged a service fee of $25.00.

Venta Care Centre charges a daily room rate as per the Regional fee schedule. In the event the resident no longer resides at Venta due to permanent discharge, the days paid for in advance from the date of discharge will be calculated and refunded, less any outstanding charges on the account.

Personal items must be removed within 48 hours from the date of discharge. Items that remain in the room after 48 hours will be packed by Venta Care Centre for a fee of $50.00 and a storage fee of $10.00 per day will apply. An available option is to donate your loved ones items (furniture, clothing) to the non-profit Resident Council who will distribute items to residents that may need assistance.
Business Office hours are from 09:00 am to 05:00 pm Monday to Friday. From 9:00 am to 3:00 pm on weekends the Invoice Statement and receipt book is left with the Scheduling Clerk who can help you with the payment.

8.0 VISITING:

We are a non-smoking facility.

It is suggested that visiting be done between 09:00 am and 07:00 pm. Family and friends are encouraged to visit as often as they like, however to allow for the morning and evening care of the residents, consideration is requested to these times.

To ensure that the residents, visitors, and staff are safe Venta Care Centre is now a securely locked facility requiring a visitor access card to gain access to the facility. This access card can be purchased at the Business Office and charged to the resident account. If your family member does not have an access card they will need to push the buzzer to gain access to the facility. They will then need to identify who they are visiting.

Visitor Sign-in / out sheets are placed at the main entrance. All visitors entering the building are required to enter the date of their visit, time arrived, first name of the person they are visiting, the room number of the person they are visiting, their own name(s) and the time they left the building. This is important to ensure that in the case of a fire or emergency your presence in the building will be known.

For the safety of our residents who are not able to leave the facility alone, we request that all visitors, family or responsible persons look behind you when you are leaving the building and that you do not allow anyone to exit the building with you when you are entering or exiting the facility. If you are leaving with a resident be sure that you have signed this resident out at the Unit desk, and at the front desk. Also be sure to indicate when the resident will be returned to the facility. Your swipe card will allow you to access and exit on your own and eliminates the possible wait when a staff member is busy and unable to respond immediately. Our general request is no more than 5 visitors at a time. Extenuating circumstances may occur, please check with the Care Coordinator/Charge RN regarding large numbers.

9.0 IDENTIFICATION BRACELETS & PHOTOS:

An identification bracelet with the resident’s name is placed on the resident at the time of admission and a photo identifier of the resident is taken (on the day of admission) and placed on the Health Care Record, Medication Administration Record and posted in the resident’s room. This is a mandatory process that assists in safe care. Clinical photographs may be taken to document clinical process.
Often families will request that the picture be delayed to allow for a better picture, however, because your loved one is new that day we wish to ensure that no errors occur on that day so this picture will be taken on admission day and posted. To ensure safe care we ask you to please not remove these pictures at any time or for any reason.

10.0 RESIDENT SECURITY / WANDERING:

For the safety of our residents who are not able to leave the facility alone, we request that all visitors, family or responsible persons look behind you when you are leaving the building and that you do not allow anyone to exit the building with you when you are entering or exiting the facility. If you are leaving with a resident be sure that you have signed this resident out at the Nursing Unit desk, and at the front desk located at the entrance to the facility. Also be sure to indicate when the resident will be returned to the facility.

11.0 COURTYARDS:

Venta Care Centre takes pride in its beautiful courtyards, centrally placed to ensure resident safety. We ask that you accompany your loved one out to these courtyards and for their safety, remain with them while out of the building. The residents cannot be left alone as they could fall or injure themselves and they have no way to call for help. When the weather is nice, there is no better place to enjoy the outside. Tables and chairs are available in the courtyards and we encourage you to utilize this area as much as possible.

12.0 RESIDENT OUTINGS AND PASSES:

If you wish to leave the Facility other than for medical or emergency reasons, you must inform the Nurse and complete a Resident Outings / Pass Form indicating where you are going, when you will be leaving and returning and a contact number at which you can be contacted, prior to leaving the Facility. You must contact the Facility at the number provided if your return is delayed or if the resident is injured and taken to the hospital or care centre. Family taking residents out on pass or outings must complete the Resident Outings / Pass Form in full, must sign out at the Nursing Unit, must sign in and out at the front desk and take full responsibility for the resident while out on the outing including medications given to be administered.
13.0 TRANSPORTATION:

Options for transport are car, taxi, DATS, wheelchair taxi, inter-hospital transport and ambulance (in case of emergency). Family and friends who accompany our residents on out of facility appointments are encouraged to do so by use of their own vehicle when possible. For medical appointments ordered by your Physician or of an urgent nature, transportation via ambulance or inter-hospital transport will be arranged.

We do prefer family accompaniment. If a family member isn’t available VCC collaborates with the family and the individual doing the booking for an appointment regarding transport and accompaniment.

The Occupational Therapist submits application for DATS service. DATS application takes approximately one (1) month to process.

A designated attendant will need to provide their own transportation with a resident that is travelling by DATS and meet them at the destination.

For more information call DATS Administration at 780-496-4567. DATS Administration is open Monday to Friday from 08:30 am – 4:30 pm

14.0 NO ABUSE TOLERANCE POLICY:

We comply fully with the Protection for Persons in Care (PPIC) Act. We have zero tolerance for any abuse of our residents, our staff, our volunteers or any visitors at any time. We have a concern and complaint process in place at Venta Care Centre to investigate any allegation. (Pamphlets are available in the wall casings at the entrance of the Facility and posters are posted on all units and in all departments). Refer to ‘Resident Rights & Responsibilities’ 5.3 of this information package.

15.0 ETHICS:

We all are at some time in our lives faced with ethical decisions. Every individual has an opportunity to mold our ethical culture.

Venta Care Centre is committed to a process that allows us to work through ethical decisions with integrity when clinical or nonclinical dilemmas arise. Venta Care Centre’s process is congruent with its Mission, Vision and Value statements. It is our mission “To provide family focused care with dignity and respect” and this speaks loudly in our ethical framework. It also encompasses our person-centered care model that is woven into our corporate fabric.

In our Ethical Framework, we consider the impact on all parties involved. This can include the Resident, Family Member(s), Clinical and Non-clinical Staff, the facilities Inter-Disciplinary team and external resources.

This process may require the involvement of an outside expert also known as an Ethicist, which is a professional with an advanced clinical degree who has specialized training in ethics and experience with ethical issues.
Venta Care Centre takes ethical matters seriously and strives to ensure all participants are heard and that the ethical process is followed with the highest level of dignity and respect.

15.1 CLINICAL ETHICS:

Ethical issues can arise when care or treatment of an individual is provided. It is the duty of all healthcare professionals to identify and address any ethical issues while providing care and treatment to a Resident.

You may ask…what are some examples that may arise in care and treatment of my loved one?

- A difference of opinion between a physician and family member with regards to medical interventions.
- There may be conflict between family members as to who is able to make medical decisions when legal documents are not in place.
- The resident may desire a diet that is not in keeping with clinical advice or medical assessment.
- There are many other examples.

15.2 ETHICAL ISSUES:

An ethical issue may present itself out of our wish to do the right thing. Ethics are intertwined with our beliefs, goals, cultural values and religious ideologies.

Venta Care Centre is committed to ethical decision making and collaboratively working with all who we have the privilege of touching through compassionate care. Our values and commitment are solidified in Respect, Dignity, Empathy, Compassion and Social Awareness. It is important that you always feel free to bring up any issue that may arise and know that you will be heard with dignity and respect.

16.0 RESTRAINTS POLICY:

We comply with the Alberta Health Services Least Restraint Standards and Guidelines. To allow the greatest independence possible and the best quality of life for our residents, we look at the least restraint necessary to keep them safe.

For more information about the Policy of Least Restraint you may speak with the Care Coordinator/Charge RN or Occupational Therapist.

17.0 FIFTY (50) DAY LEAVE FROM THE FACILITY (HOSPITALIZATION OR OTHER):

Continuing Care Centre residents are entitled to a maximum of 50 days facility leave per fiscal year. During these 50 days, the resident will be charged the full accommodation rate as per
government standard. Resident’s requiring an extension beyond 50 days require approval from the Acting Operations Manager in consultation with Alberta Health Services, Long Term Care.

18.0 **RESIDENT AND FAMILY LOUNGES:**

Resident Lounges are located on each of the Units along with cable television for the pleasure and enjoyment of residents, family and friends. The 2nd floor lounges are located in the 2000 dining room area and 2700 lounge area. The 1st floor lounges are located in the Recreation area, the 1000 dining room vending machine area and opposite the 300/400 Unit. Families utilizing these lounges are asked to remove any food packages or cups brought in and place them into disposal.

19.0 **TUCK CART:**

For the convenience of our residents, our Tuck Cart goes from unit to unit for anyone wishing to purchase candy, chips, chocolate, candies etc. All purchases are applied to the billing invoice for the month. If you do not wish your family member to purchase items from the tuck cart, please contact the Recreation Department.

20.0 **NEWSPAPERS:**

If residents request to receive the Edmonton Journal or the Edmonton Sun, it is the responsibility of the Resident / Official Spokesperson / Agent / Trustee to arrange delivery to the Venta Care Centre by calling the Journal or the Sun themselves. The resident will be billed directly by the Edmonton Journal or the Edmonton Sun. Please notify the Scheduling Clerk of the order to ensure that delivery to the correct room occurs.

To order call: The Edmonton Journal: 780-429-5100
The Edmonton Sun: 780-468-5121

21.0 **RESIDENT TELEPHONE SERVICE:**

If the resident requests to have a private telephone in their room it is the responsibility of the Resident / Official Spokesperson / Agent / Trustee to contact the Business Office for line availability. The hookup fee is $52.50 and the monthly cost is $26.25 (including tax).

A telephone must be provided by the Resident / Official Spokesperson / Agent / Trustee. All long distance charges are applied to the monthly bill. The Resident and the Spokesperson / Agent / Trustee will be notified by Business Office Personnel when the line is activated. You will be given the telephone number at that time. The Business Office is responsible for contacting Telephone Service Delivery.

A resident line is available for residents, families and friends in the second floor dining room and in the first floor cafeteria area. Residents are discouraged from using the business lines at the nursing station desks.
22.0 CABLE TELEVISION:

All rooms are equipped with cable hookup at a cost of $42.00 per month (including tax) which is a non-optional charge. TV and cable in the resident room is not included in the monthly accommodation fee. On admission please let the Business Office know if you intend to bring in a TV and it will be hooked up to the cable. Television provided in the lounges is free for all residents to enjoy.

23.0 MAIL:

The mail is delivered directly to the resident room. Government or legal mail is given to the Spokesperson / Agent / Trustee, please do not send to Venta Care Centre. Mail that will be delivered is such things as personal correspondence, greeting cards etc. Any outgoing mail may be left with the Business Office who will deliver the mail to the Post Office. The Business Office also sells stamps during regular working hours.

24.0 HAIRDRESSER / BARBER:

Services are provided regularly by a qualified hairdresser. Appointments are made by filling out a form located at the Business Office. The Business Office staff will provide the hairdresser with the booking form on the next business day.

Residents are responsible for payment for services. This cost is applied to the next monthly invoice for the month. To ensure your satisfaction any questions or concerns may be addressed directly to the Hairdresser for clarification or correction. (Price list attached)

25.0 PODIATRY:

A podiatrist visits the facility during the daytime hours on a regular basis. The nursing department is responsible for booking the podiatry appointment for residents. The cost is covered by Alberta Health Care with the exception of $15.00 for each visit. This cost is applied to the next monthly invoice.

26.0 HEARING AID SERVICES:

The Resident / Official Spokesperson / Agent / Trustee are responsible for resident’s hearing aid needs including making appointments, transportation, cost of hearing aid or replacement and repair. The cost for services must be paid directly and are not added to monthly invoices. Financial Assistance is available.

VENTA CARE CENTRE IS NOT RESPONSIBLE FOR THE LOSS OR MALFUNCTIONING of the Hearing Aids and recommends strongly that ALL HEARING AIDS BE AFFIXED TO A HOLDING PENDANT TYPE SUPPORT to allow for visual accessibility in the case of displacement or loss.

Venta Care Centre will, due to the vulnerability of our residents, attempt to assist in the protection against loss of the hearing aids, through provision of evening collection and storage at the Nursing Station and daily return to the Residents in the a.m.
27.0 **EYE GLASSES:**

The Resident / Official Spokesperson / Agent / Trustee are responsible for resident vision care including making appointments, transportation, cost of eyewear or replacement and repair. There are some reimbursements available through certain healthcare plans. The family is responsible to review the benefit plan they have with their care provider. All eyewear must be clearly labeled by the Official Spokesperson Agent / Trustee with the resident’s name. **Venta Care Centre is not responsible for the loss of glasses.** We strongly recommend that all glasses be affixed to a holding pendant type support to allow for visual accessibility in the case of displacement or loss.

28.0 **DENTAL SERVICES:**

Venta Care Centre offers the opportunity for dental services to be provided to our residents. A team of qualified staff visit and complete the Oral Assessments on all of the residents on admission or as requested by a nursing staff. Requests from family for any additional dental work can be reported to the RN/LPN on duty.

Resident / Spokesperson / Agent / Trustee will be notified prior to the services and consent requested. Once consent is obtained from the Resident / Spokesperson / Agent / Trustee a follow up appointment will be scheduled and required dental care booked and provided. Regular and special Oral Care Recommendations are referred to Nursing for placement onto the Resident Care Plan.

Refer to the attached Dental Consent Form and Dental Financial Services Information provided. Those that have applied for Alberta Seniors Benefits do not have to apply for financial assistance. If you are unsure you may ask the Dental Office personnel or the Social Worker for clarification.

29.0 **LABORATORY SERVICES:**

Venta Care Centre contracts with DynaLIFE Laboratory for laboratory services. Regular lab collection days are weekly on Thursdays, however urgent orders to collect and or pick up specimens can be requested at any time. Results are faxed in a timely manner and resident care is ongoing. Information is shared on a need to know basis and all information is confidential and protected.

30.0 **NURSING SERVICES:**

Venta Care Centre enjoys a mix of professional and support staff. Venta Care Centre is staffed around the clock with Registered Nurses, Licensed Practical Nurses and Health Care Aides. Any questions that the resident or families have about their family member’s care should be directed to the RN/LPN on the Unit. Nursing is managed by a Care Coordinator/Charge RN who ensures that daily individualized quality care is received by each resident from the care team and that all services conform to facility policies and standards, guiding principles, ethics, values, and regulations.
31.0 **PHYSICIAN VISITS:**

On admission the resident is assigned an attending physician who will be responsible for their care. The Alberta Health Services minimum standard for continuing care physician visit is quarterly, however many of our physicians visit more frequently. Physicians work closely with the nursing staff and respond when the nursing staff or family request and require additional assessment or visits. After hours and on weekends the Physicians rotate on an on-call schedule to deal with emergency issues. For more information about contacting specific physicians involved in your loved one’s care please refer to the Care Coordinator/Charge RN.

32.0 **MEDICATIONS & PHARMACY SERVICES:**

Medications are ordered by your Physician and provided by our Pharmacist through Halls Pharmacy. All medications are safely stored and medications for passes will be dispensed to families. All medications are regulated. There must be discussion with our onsite pharmacist concerning non-formulary medications.

33.0 **THERAPEUTICS DEPARTMENT:**

Our rehabilitation team provides assessment, intervention and follow-up as required by each resident as related to cognitive status, positioning and comfort, interaction skills, functional independence in self-care activities and swallowing status and review.

Our Occupational Therapist will on admission assess each resident to assist the appropriate placement of the resident into activities that best meet their individual physical, cognitive, social and emotional needs and abilities as well as preferences and choices. A monthly recreation schedule of programs and activities are available at the main entrance and on each unit.

The Venta Care Centre ‘Resident Council Society’ has its own wheelchair accessible bus which is used to transport resident’s to places within the community such as malls, museums, parks, theatres, etc. Occasionally, DATS is used to go to certain events as well. Resident’s must be assessed and approved to be able to participate in outings. If friends or family would like to take their loved ones on a bus outing on their own they can ask the Occupational Therapist to fill out a DATS application form for them.

The Resident requires the ‘Consent and Release of Responsibility Form’ to be reviewed and signed by the resident and/or responsible party prior to going on any outings. This form is included in the admission package to be reviewed by the admitting nurse and submitted to the Occupational Therapist or follow through. Further information may be referred to the Therapeutics Department.
34.0 NUTRITION / FOOD / DIETARY SERVICES:

On admission or soon after arrival at Venta Care Centre a registered Dietitian will conduct an assessment. Therapeutic diets are available according to resident’s needs.

Meals are prepared at Venta Care Centre and served in the dining rooms. You will be introduced to your Dining Room soon after admission. Each resident has a place assigned to them in the dining room. Their name, food consistency, fluid level, food likes, dislikes, restrictions and allergies are noted on cards at each assigned place.

To avoid choking or unfortunate accident, families are reminded to feed or provide fluids to only their own family member as the information for special diets or consistencies cannot be shared with other than the resident and their immediate family.

All meals are prepared by a team of Journeyman Cooks and are transported to the food holding areas on each unit. Health Care Aides serve the food from the steam tables to the residents. The quick delivery of the food along with skillful preparation contributes to high quality hot meals.

Three main meals are served each day at the following times:

- **Breakfast:** 8:45 am – 9:00 am
- **Lunch:** 12:00 pm
- **Dinner:** 4:45 pm

Each dining room serving time may vary. If a resident requires a tray to be served in their room HCA’s deliver them from the server after all residents in the dining room have been served.

Snacks and beverages as well as nighttime snacks are prepared and delivered to the Nourishment Centre’s for delivery to the residents by the Health Care Aides. Snack times are at 1030 – 1100 hour, 1430 – 1500 hour and 1930 – 2000 hour. Water and extra fluids are offered and frequently circulated especially during the warmer temperature days. Residents cannot store food in the designated Dining Room Fridge or Nourishment Centre’s within Venta Care Centre. This is in accordance with the Long Term Care Accommodation Standards established by Alberta Health & Wellness. For residents with special dietary needs or when comfort foods are requested, families can contact our dietary technician for storage arrangement. Families, visitors and residents are not allowed access to kitchen serveries and Nourishment Centre’s at any time for any reason.

Venta Care Centre has re-evaluated the seating arrangement between resident’s and family members / visitors during meal time and recognized the importance of confidentiality. To follow through with this, Venta Care Centre has developed a policy whereby family members / visitors, who wish to join their loved in the dining room, are required to sit at a designated Guest / Family seating area. This is to ensure that you receive uninterrupted, dedicated time with your loved one and that the confidentiality / privacy of all residents is kept.
Visitors or family members may have a meal in the facility at a cost to them. This will need to be arranged in advance to ensure there is enough food sent to the Dining Rooms. Contact the Business Office Monday to Friday 8:30 am to 5:00 pm if you wish to purchase a meal ticket and notify the Food Services Manager Monday to Friday and nursing staff on weekends and they will inform the kitchen.

We request that food brought in from outside of Venta Care Centre to be shared with your loved one during meal time cannot be consumed in the Dining Room but in our designated Family / Guest area with notification to the Food Service Manager during the week. Any food brought into the facility must be reported to the charge nurse on the unit to ensure food is appropriate for the diet type and diet texture order.

All catering services during the week required by Venta Care Centre residents and their family members must be referred to the Dietary Technologist, requiring 72 hrs notice. Requests for booking the 1700 Conference Room for weekend functions must be discussed with the Dietary Technologist prior to 02:30 pm on the Thursday before the weekend to ensure adequate preparation time and supplies. Anyone holding a function at Venta Care Centre who is bringing in their own food items must notify the Dietary Technologist (24 hrs in advance) of the ingredients to ensure safety for those residents with food allergies, sensitivities and or diet restrictions and where the food was purchased.

Venta Care Centre is unable to accommodate large group / family gatherings. The Dietary Technologist can be contacted at 780-377-4468 Monday to Thursday 7:30 am – 2:30 pm.

“One cannot think well, love well, and sleep well if one has not dined well”
- Virginia Woolf -

35.0 FAMILY SUPPORT GROUP / RESIDENT’S COUNCIL:

Each Resident, upon admission to Venta Care Centre automatically becomes a member of the ‘Resident’s Council Society’. There is no membership fee or application. The Resident’s Council Society was formed for residents to ask questions, to clarify information, to raise money through fundraising and raise concerns. All Residents, Family Members and Staff are invited to attend.

The General Meeting is chaired by Recreation and many topics are discussed including services and concerns. Residents are invited to give suggestions for new recreation programs, recreation equipment, games, upcoming fundraisers or suggestions for other departments within the facility. Board members including the President, Vice President, treasurer, secretary as well as other members of the council are also present at most meetings. Refer to the Monthly Recreation Calendar for dates and times.

The Family Support Group provides an atmosphere where families and friends of our residents can meet, socialize and discuss any questions, concerns or suggestions that they might have within a group setting. This also provides a forum for education and facility and community updates. Meetings are held the first Wednesday of every month in the Recreation room directly after the Resident
Council. All family members are invited to attend these meetings. This venue builds camaraderie and teams and allows a greater understanding of the challenges met every day within the Long Term Care settings.

36.0 **PALLIATIVE CARE:**

When a resident is nearing end of life, there are a series of signs that signal when the body is in the process of shutting down. The healthcare team at Venta Care Centre will explain the changes in your loved one’s condition and palliative care is to be initiated. Palliative care is the provision of a pathway to provide passionate, quality care which includes assessment, ongoing monitoring and regular review of your loved one’s care needs, in order to keep the resident comfortable during this transition. At this time you will be made aware of the process and invited to be involved in the care that will be provided. Venta Care Centre utilizes Alberta Health Services Palliative Care Pathway document.

37.0 **VOLUNTEER SERVICES:**

Venta Care Centre offers a wide variety of experience for Volunteers. Volunteers assist the staff in many areas and may work under the supervision of professionals in the areas of Recreation Therapy, Pastoral Care, Hair Salon and Food Services. Venta Care Centre welcomes any family members and friends to register and join as a Venta Volunteer. Volunteers are a valuable addition of our team and are honored each year with a special ‘Volunteer Appreciation Banquet’. Please contact the Therapeutics Department at 780-377-4412.

38.0 **GIFTS AND GRATUITIES:**

Residents may wish to thank employees by offering gifts of appreciation. Employees at Venta Care Centre may only accept small acts of kindness or tokens of thanks such as candy, cakes, cookies, etc. Employees cannot accept cash, gifts, jewelry, etc. from residents for services provided and shall not become involved in residents financial affairs, including Power of Attorney, Wills, Estates, etc. or non-financial affairs to include Personal Directives and Guardianship. Such requests from residents will be referred to the Facility Social Worker.

39.0 **PASTORAL CARE SERVICES:**

Church Services are provided by volunteer Priests, Ministers and Chaplains. Services are scheduled by the Therapeutics Department. Requests can be submitted to the Business Office and the Therapeutics Department will follow-up with such requests. Residents are informed of scheduled Pastoral Care Services in the ‘Monthly Resident Recreation Calendar’ located at the main entrance. Residents are assisted to and from the services as they choose.
40.0 SOCIAL WORKER:

A registered Social Worker is available part time to provide emotional support, counselling services and practical assistance on admission to Residents and their Families.

- The Social Worker will meet with new Residents and their families at Admission to complete a social and family history, review Residents Personal Directives and Enduring Power of Attorneys and discusses and completes Goals of Care with Nursing and Medical Staff.
- The Social Worker can assist Residents / Families with Old Age Security, Canada Pension Plan, Guaranteed Income Supplement, Alberta Seniors Benefit and Involuntary Separation applications.
- The Social Worker is available to assist Residents with referrals/contact with the Office of the Public Guardian and/or Office of the Public Trustee.
- The Social Worker can assist families with information and referrals to Community Agencies.
- The Social Worker and/or Administrative Assistant coordinates Admission Conferences, Annual Care Conferences and other meetings as required.

41.0 LAUNDRY SERVICES:

Families are requested to supply adequate suitable and adaptive wash and wear clothing including day and nightwear for the resident including wheelchair residents. It is recommended that the resident be supplied with a change of clothing for eight (8) days (i.e. 8 shirts/blouses, 8 pairs of pants, 8 pairs of socks, etc.) The facility cannot be responsible for mending or ironing clothing. Dry cleaning of clothing is the family’s responsibility. Residents require only a select amount of clothing and we ask that all excess clothing be thinned on a regular basis to prevent clutter causing falls or misplaced clothing. All clothing brought into the facility must be washed, dried in a dryer for at least 40 minutes and sealed in a plastic bag.

All personal clothing (or other personal laundry i.e. blankets) will be labelled with the Resident’s name by Laundry staff at Venta Care Centre for a charge of $0.50 plus GST per item. Please provide the Business Office with all items to be labelled at least 48 hours prior to the admission day to allow our staff adequate time to label all items. Business Office hours are Monday to Friday 9:00 a.m. to 5:00 p.m.

Any clothing items brought in during the residents stay after admission must also be taken to the Business Office for labelling. Venta Care Centre cannot assume responsibility for clothing left at the Nursing Units for labeling or brought to the resident’s room unlabelled. We recommend the family review on a regular basis what the resident has in their closet to identify any missing items or the need to replace seasonal clothing. Venta Care Centre is not responsible for any unlabeled articles of clothing and if unclaimed these articles will be removed for the facility.

On-site Laundry service is available for all personal clothing at a daily charge of $2.50 plus GST per day and is added to the monthly invoice.
Personal clothing may be taken home by the family if this is your choice. A basket must be provided by the Family / Agent / Guardian / Trustee in the room to accommodate this collection of laundry for you to gather and to return. A sign will be placed in the resident’s room to indicate to the staff that personal laundry is done by the family. Please make the staff aware of your intention to provide the personal laundry service for your loved one.

Venta Care Centre has a coin operated washing machine and dryer in the Venta Manor for residents who may wish to wash their own laundry, at a cost of $2.00/ load. Laundry soap and softener must be provided by the resident. Residents are not permitted to Venta Manor unless accompanied by a family member.

Laundry grants are available to seniors through ‘Special Needs Assistance’ for senior’s package. For more information about this grant, please visit the following website www.seniors.gov.ab.ca or call 780-422-8762.

42.0 HOUSEKEEPING SERVICES:

In-house Housekeeping Personnel clean and tidy each resident room daily and give each room a thorough cleaning on a regular base (once per week). They replenish supplies such as sanitizing hand gel, toilet paper, paper towels and hand soap. Housekeeping cleaning schedules and routines are available upon request. Bed linens are changed at a minimum of once a week or more frequently as needed. Any precious and breakable articles left on cupboard tops, bedside tables or counters will not be dusted by housekeeping staff. We discourage precious and breakable articles in rooms as we cannot be responsible for their breakage or loss. If you choose to bring these in, they are your responsibility to clean and protect. Often a room requires several washes in a day depending on the resident habits. This can be difficult as the staff member may be off cleaning another room. We ask for your patience in such situations.

43.0 MAINTENANCE SERVICES:

Maintenance Personnel are available to provide routine and specialized maintenance services to our building, grounds and equipment. Maintenance is available 24 hours a day for any concerns and oversees the security and fire and safety drills and responses. Any electrical or mechanical devices that require plug-in or additional energy use must be identified at the Business Office and checked for use before taking to a resident room. They are responsible for equipment and temperature controls and are available for any questions that you might have.
44.0 INFECTION CONTROL – FLU IMMUNIZATIONS / INFECTIOUS OUTBREAK PROTOCOLS:

Each year in the Fall we promote and administer Influenza immunizations to all residents as per Alberta Health Standing Orders and approved by the Residents Attending Physician on admission, annually and as required to all residents. Pneumococcal vaccinations are administered to all new residents on admission if they have not already received one in the past. They or you as their decision maker, may refuse, however in a large facility environment it is strongly recommended for each resident due to increased susceptibility to illness.

We also provide Influenza immunizations to all of Venta Care Centre staff and volunteers to protect our residents from influenza. It is strongly recommended that resident family members, friends and loved ones that visit regularly receive the Flu Viral vaccine(s) to protect themselves and those they return home to as well as the residents.

If the facility experiences a Norovirus or Influenza Outbreak, resident families will be contacted by telephone to inform them of visitor restrictions. If specific units have an elevated number of residents affected, the facility will restrict visitors to those specific areas only. However, if the rate and spread of it increases rapidly affecting the majority of residents within the entire facility, we are left with no choice but to close the facility to ALL visitors. We do not make the decision to close the facility to visitors lightly. We recognize the importance of our residents having personal contact with their loved ones; however we must respect and protect the fragility and vulnerability of our residents from further possible illness. Facility Management must adhere to the direction provided by Alberta Public Health and Alberta Health Services as per Alberta Health Infectious Outbreak Prevention and Management guidelines.

If your family member or loved one becomes ill with GI or Influenza, the Nurse will be contacting you to inform you of such restrictions. You will be informed of any visitor restrictions at that time. If you are given permission to visit, you MUST report to the Nursing Station to receive direction on precautions that are required when in the resident room.

If your loved one is NOT AFFECTED and you take care of their laundry needs, you will be able to pick up and drop off laundry at the main entrance of the facility. However, if your family member or loved one IS AFFECTED, we will not allow any of their dirty laundry to leave the facility allowing for potential spread of infection out of the facility. If this happens, Venta Care Centre will provide the laundry services until the resident illness has resolved and additional precautions are no longer required.

We appreciate your cooperation when infectious outbreaks occur as these practices are required to protect our vulnerable residents in the facility as well as family members, staff and the general public.
Venta Care Centre Infection Control Information booklets, memos and Monthly Newsletters are available at the main entrance for residents, families, visitors and employees. The newsletter can also be viewed through our website www.ventacarecentre.com

You may also visit Alberta Health Services Website www.albertahealthservices.ca or call HEALTH LINK at 780-408-5465 for health related questions regarding Infection Control.

“Infection Control is Everyone’s Responsibility”

If you are ill, please reschedule your visit to your loved one.

45.0 HAND SANITIZER / HAND WASHING:

Hand washing is the most effective means of preventing the spread of infection. We have located alcohol based hand sanitizers at the front entrance, as you enter / exit the dining rooms, all resident rooms (accept 2700 unit) and sporadically throughout the facility. We ask that when you come into the facility you take the time to sign in and clean your hands with sanitizer. We also ask that you repeat this prior to exiting the facility. Hand washing audits are completed quarterly to identify compliance with hand washing procedures and to allow data tabulation and monitoring to be used for education and planning to continuously improve hand hygiene best practices of staff, residents and families.

46.0 ANIMALS:

Family and friends are welcome to bring their pets to visit; however the pets must be registered through the ‘Venta Care Pet Program’ which includes proof of current vaccination and behavior control. Pet owners and handlers are responsible for the behavior of the animal, and pets are required to be leashed at all times while in the facility. Only one pet at a time is allowed in the facility. Appointments must be arranged through the Business Office. Each Wednesday a pet is booked to visit the facility and to visit all the residents wishing to provide ‘Pet Therapy’ to the residents. This time has been blocked off so no other pets will visit during this time period.

47.0 SMOKE FREE ENVIRONMENT POLICY:

Venta Care centre has adopted a “No Smoking” policy. Smoking is prohibited for staff, families, residents, visitors or volunteers. This means no smoking is allowed inside or outside the building on any Venta Care Centre property. You must be on or beyond the main sidewalk. Residents are screened and not allowed admission if they are smokers. They must attend a stop smoking program prior to admission.
48.0 PARKING:

Visitor parking is available on the road in the front of the building. Please remember that you must not park in front of the fire hydrant located in this area. Please refrain from parking in front of our neighbors homes driveways. Parking or leaving vehicles unattended in the front driveway at the main entrance to the facility is prohibited to allow for emergency service access.

There is a bus stop directly in front and south of the front entrance and two (2) handicap parking spots are located directly in front of the main entrance doors to Venta Care Centre.

49.0 VISITOR HEALTH & SAFETY:

49.1 Visitor Sign – In / Out Sheets:
Visitor Sign-In / Out sheets are located at the main entrance. All visitors entering the building are required to enter the date of their visit, time arrived, first name of the person they are visiting, the room number of the person they are visiting, their own name(s), and the time they left the building. This is important to ensure that in the case of a fire or emergency your presence in the building will be known.

49.2 Evacuation Maps:
Evacuation maps are located at all elevators, stairwells and exits. They indicate the closest route in the event of a required evacuation.

49.3 Security Cameras:
Venta Care Centre is under video and audio surveillance at all times.

49.4 Personal & Family Disaster Preparedness Handbook:
Venta Care Centre wants to ensure that everyone is prepared in the event of an emergency. This collection of information and checklists will help you and your family to be better prepared in the event of a disaster. Contents included in the handbook are:

- Planning
- Hazards in Alberta
- Protecting Your Family
- Emergency water
- Emergency food
- First Aid
- Other home emergency supplies

49.5 Weather Radio:
Venta Care Centre has an Emergency Weather Radio. In the event of severe weather, the Weather Radio will automatically be heard on the overhead
paging system throughout the building. The Emergency Weather condition will be identified. Appropriate action will be taken by the staff and direction / advice given to visitors on site.

49.6 Infant Change Table:
An infant change table is located in the main entrance public washroom for the safety of infants while being changed. It is complete with a safety belt. A garbage can and hand washing facilities are provided.

49.7 First Aid Station:
Should the need arise there is a First Aid Station on the 1000 Nursing Station which is equipped with the Emergency First Aid Kits and Venta Care Centre nurses provide the first aid service until the ambulance service arrives (should it be necessary).

49.8 Newsletter – Information on Health & Safety and Family Newsletter:
Venta Care Centre publishes a quarterly Health and Safety newsletter and a monthly Family newsletter. The family newsletter is located at the front entrance of Venta Care Centre’s Business Office. Examples of visitor safety issue topics include:

- Visitor Sign in/out book
- Hand Sanitizing & Infection Control
- Restricted Access areas
- Pet policy
- Emergency signage
- Education

49.9 Footwear Cleaning Station:
There is a footwear cleaning station at the entrance of the main lobby for your convenience and the cleanliness of the facility.

49.10 Restricted Access Areas:
Visitors are asked to visit within their family members’ room and public meeting areas only. We ask that visitors respect the privacy of the residents and do not enter their rooms uninvited. Restricted areas are either locked or identified with appropriate signage. In order to prevent injury, only trained staff may enter these work areas.

49.11 Wet Floor Signs:
Wet Floor signs are placed in areas where there is a risk of falling or slipping. Floors in these areas have just been washed, stripped or waxed. These areas are to be avoided until signage has been removed.
49.12 Handicap Parking:
Handicap parking stalls have been designated directly in the front of the building on the street. This is for the comfort and safety of visitors.

49.13 Wheelchair Access:
Venta Care Centre has created a wheelchair accessible parking stall on the street in front of the facility. A ramp is provided to allow wheelchair access from the street to the heated driveway.

49.14 Heated Driveway:
Venta Care Centre’s front driveway is heated. This feature aids in the reduction of ice formation on the driveway, reducing the risk of slippage.

49.15 Workplace Violence:
This policy is in place to protect visitors, residents, co-workers, supervisors and all other caregivers from violence within Venta Care Centre. Venta Care Centre maintains a zero tolerance for any violence to or from any party including residents, family, staff or visitors.

49.16 Harassment and Discrimination:
Venta Care Centre has the policy, guidelines and expectations for ensuring compliance with a zero tolerance and action to be taken for any occurrence of harassment and / or discrimination. Harassment committed by or against any member of the public, student, resident, Medical Practitioner, volunteer or staff is unacceptable conduct and will not be tolerated.

49.17 Confidentiality:
All employees, volunteers, contractors and service providers of Venta Care Centre sign a confidentiality agreement annually; therefore they understand that they must never under any circumstances, disclose resident, family or staff information verbally, electronically or in writing.

49.18 Complaint / Concern Resolution Process:
Venta Care Centre has a policy and procedure in place to facilitate successful resolution to concerns or complaints expressed by residents, families or visitors (available upon request). The purpose of this process is to provide guidelines for staff to follow when communicating with residents, families or visitors in an effort to resolve concerns and complaints. Our concerns resolution process is explained in the Resident Rights and Responsibilities Poster. Complaints or Concerns are given priority attention to ensure appropriate and timely intervention and resolution. Venta Care Centre supports
Alberta Health Services ‘Principles of Visitation and Family Presence in Continuing Care’ document.

49.19 Suggestions Box / Your Feedback Matters:
Is located at the main entrance to the left of the Business Office door. If you have any Suggestions / Feedback or ideas that may benefit Venta Care Centre we encourage you to submit them in writing and place into this box. These will be responded to in general format and made available at the front desk for your perusal. Your feedback is taken seriously and we utilize this input for further review when reviewing or changing policy.

49.20 Hazard Reporting:
Venta Care Centre welcomes all visitors or family members to report any Hazards that may occur. This may be reported to any Venta Care Centre Staff or utilization of the Feedback Matters form.

49.21 Satisfaction Surveys:
Venta Care Centre conducts family and resident Satisfaction Surveys on a routine basis. Families are encouraged to respond with comments and any concerns to ensure the safety of our visitors and residents. Each will be followed up and addressed.

49.22 Tender Spoonful Feeding Program:
The educational program is taught to all staff and available volunteers if they choose to take part.

49.23 Adverse Events:
Venta Care Centre has a policy to ensure all care is taken by all staff to protect each Resident. In the event of any incident, whether a serious Fall, Accident or a Near Miss, the family will be notified of such events. Our policy is to deal with any emergency and inform the physician, the family and Alberta Health Services.
Resident/Spokesperson/Agent/Guardian ______________________________________, in consideration of
being admitted to the Venta Care Centre, understand and agree to the following:

<p>| | |</p>
<table>
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<tbody>
<tr>
<td>1. “I”, “My”, “Me” or “Myself” as Resident shall in all applicable cases include Resident / Spokesperson / Agent / Guardian as is appropriate.</td>
<td></td>
</tr>
<tr>
<td>2. That I understand the reasons for being admitted to Venta Care Centre (VCC). While a Resident at VCC, I consent to the appropriate examinations, investigations, treatments and care as may be required. I consent to an oral health assessment to be completed by the on-site Dental Clinic Staff. I agree to the Physician’s utilization of other personnel in carrying out the procedures. I consent for my Physician to disclose confidential information on a need to know basis, pertaining to my health and welfare to those within the healthcare profession as required, to provide the care that I require.</td>
<td></td>
</tr>
</tbody>
</table>
| 3. That I agree to pay the current approved rate per day (set by Alberta Health and Wellness) for accommodations at VCC as per the General Information Package. Venta Care charges and interest rate of 5% on all overdue accounts after thirty (30) days. I have requested a:  
- Private Room at $68/day  
- Semi-Private Room at $58.85/day |   |
| I understand that three (3) months’ notice will be provided to me prior to changes in accommodation charges. See page 41 of General Information Package for more information through the Alberta Continuing Care Association on accommodation charges. |   |
| 4. That I have received and read the list of Resident Rights and Responsibilities (as per the attachment) and the VCC General Information Booklet. My questions have been answered to my satisfaction. |   |
| 5. That I understand for the resident’s personal safety and the safety of all caregivers that only a minimal amount of approved furnishings will be allowed in the resident’s room. All furnishings and electrical items must be CSA certified, be in good repair and approved by maintenance personnel, prior to taking to the room at the time of admission and when adding any such articles thereafter. Maintenance and repair to such articles are my responsibility. I also understand that I may bring in a small Christmas Tree; however no electrical lights are allowed to be used in resident rooms, within VCC. |   |
| 6. That I will label all personal articles and items owned and kept by me to include, but not limited to furniture, ornaments, etc. It is strongly recommended that all dentures be labeled, as in the event they are lost VCC will not be held responsible. |   |
| 7. That I agree not to supply fridges, hot water bottles, glass vases, electric heating pads, humidifiers, scatter mats, or any furnishings or equipment which may be hazardous to myself, my visitors/my family or others. In the event that any items need to be removed from a resident’s room, every effort will be made to notify the resident / spokesperson/guardian/agent first, however if the item needs to be removed immediately they will be labeled and placed with maintenance until able to be picked up. |   |
| 8. That I agree that VCC shall not be responsible for adverse events that may occur from ingesting food or other perishable or eatable items that are left by family or friends. To support the prevention of insect infestations or food spoiling’s, I agree that all foods or perishable items that are brought in to VCC shall be in the amount to be ingested at one or two sittings and the remainder shall be taken home by the family / visitor. |   |
| 9. That I agree to eat all meals in the Dining Room under nursing supervision and health care aide assistance. I understand that if I choose to eat my meals in my room unsupervised, VCC is not responsible for any adverse events that may occur including, but not limited to, choking, aspiration, inadequate nutrition monitoring and/or death. |   |
| 10. That I understand that VCC does not allow external companions (qualified or unqualified) to feed me. VCC is not responsible for any adverse events that could occur during meal time if an external companion is feeding me, including (but not limited to) choking, aspiration, inadequate nutrition monitoring and/or death. |   |
11. That I assume all responsibility for all valuables left at VCC. I understand that VCC is not responsible for the loss, damage or care of personal items including but not limited to hearing aides, glasses, dentures, jewelry, watches, rings, credit / debit cards, money, prosthetic devices, wheelchairs, walkers, radios, TV’s, canes, crutches, etc. Wallets will contain non-valuables only. All ID, credit and debit cards will be left at home with the spokesperson / Agent / Guardian. Money in an amount greater than $5.00 will not be left with the resident. On the rare occasion and if my family (we) are not easily accessible to provide money for incidentals that are required, we may request to leave an amount no greater than $50.00 to be submitted to the Business Office and to be dispensed (during week days and before 5pm Monday through Friday) to myself / or my loved one, when requested. I may also request an advance from the Business Office and attach the cost to my next month’s invoice.

12. I consent and agree to have my photo taken, to wear an Identification wristband, a Red Emergency Identification Wristband and to the display of my first and last names on my door and on the dining room tables to ensure my correct identification for safe care and treatments.

13. That in the interest of medical, orientation and educational purposes, the VCC, and/or staff, is hereby authorized to take, or cause to be taken, still photographs, moving pictures, television, videos and sound recordings of myself and to use these photographs and recordings for medical, orientation and educational purposes only. I understand that these photographs, moving pictures, television, videos and sound recordings will not be reprinted, published, or released to the public without my written authorization. I consent to group and recreation photo pictures to be taken and posted at VCC when I am participating in recreation activities.

14. I understand that when I temporarily leave VCC, that VCC assumes no responsibility for any personal property. I also understand that VCC, it’s medical and other staff shall not be responsible for any harm that may occur to me during my absence from VCC.

15. If I wish to leave the Facility, other than for medical or emergency reasons, that I must, prior to leaving the Facility, inform the Nurse and complete a Resident Outings/Pass Form indicating where I am going, when I will be leaving and when I will be returning and a contact number at which I can be contacted. I must contact the facility at the number provided if my return is delayed.

16. That I agree that I may be moved to another location / room within VCC, in order to provide the level of care required or to facilitate safe care. If I request a room change I will be placed on a dated priority list.

17. That I understand that VCC will provide care within the Government approved care hours which range from 3.26 – 3.6 hours per day per resident. If I wish to have more hours of care, then I will discuss additional support with the Nursing Coordinator/Charge RN or the Director of Nursing. I understand that the cost of this additional support is my responsibility.

18. That I understand that any concerns about the delivery of care must be reported immediately to ensure that appropriate action and follow-up is taken. I will first report to the Registered Nurse or Licensed Practical Nurse on duty, who will make every attempt to resolve the concern. If the concern is not resolved at this level, it can be referred to the Nursing Coordinator/Charge RN. If still unresolved, the concern can be raised with the Director of Care/Nursing and/or the Chief Executive Officer.

19. That I agree to designate one primary spokesperson for the purpose of making health care decisions when I can no longer participate in making decisions due to illness and those changes may be made as my condition changes. I understand that the Social Worker and resident’s MD will assist with the process of enactment of my personal directive or in the completion of a capacity assessment if required. I agree to complete the Goals of Care Designation Order form at time of admission.

20. That I agree that general (“doing well” or “feeling well” or “in hospital”) information may be given to relatives and friends when identified.

21. That I understand that denture pastes (unless directed by the dental department staff), soaks and mouth rinses are not permitted at VCC.

22. That I will participate in Admission and Annual Care Team Conferences held to review all aspects of the resident’s Care Plan, to identify and discuss any changes to the Care Plan as well as provide suggestions and address any concerns.

23. Remedy’s Rx/Halls Pharmacy provides all medications to VCC. All medications administered to residents must be prescribed by the resident’s attending Physician and will be stored at the Nursing Station, dispensed and administered by Venta Care Nursing Staff. Medications, alcohol (when ordered by my physician), eye drops, herbal supplements, medicated creams and/or ointments, etc. cannot be in
my possession nor can be administered by family or friends. When I leave the building on a pass the medications will be prepared and sent with me to be administered by my family during the pass time.

24. As per Regional Standing Orders approved by the resident's Physician on admission, annually and as required to all resident's that have not received, and are eligible to receive the pneumococcal and Influenza vaccinations, l or my loved one will be immunized.

25. If the Facility is experiencing an Infectious Outbreak (Gastrointestinal or Influenza) I will be notified of any visitor restrictions implemented and when discontinued. I understand that if I am responsible for my laundry that the Facility must wash such laundry if I am affected by such illnesses that require me to be on isolation or additional infection precautions. I will be charged for this service when provided by VCC.

26. In the event of a Pandemic and we have little or no staff to care for our residents, we request that you would consider receiving your relative back into your home during the crisis period or be asked to assist with care at the facility. All necessary supplies and required information will be provided by VCC. You will be notified of such an occurrence.

27. That I will be responsible for accompaniment to and from various appointments. VCC cannot provide regular staff for this purpose. If I request or require accompaniment to an appointment, this will be booked, at a cost, and the applicable charge will be included in my next monthly payment. Transportation costs for appointments ordered by the Physician are covered by Alberta Health Services. Transportation costs for medical appointments that are not ordered by the Physician are my responsibility. Families are encouraged to accompany their loved ones when possible to all appointments.

28. That I will supply adequate suitable and adaptive wash and wear clothing – maximum of 7 to 8 outfits – including day and nightwear. I understand that the facility does not supply, mend or iron clothing. That dry cleaning of clothing is my responsibility. I am aware that all clothing must be labeled with the residents name by the facility’s Laundry Department at a charge of $0.50 plus GST per item labeled. I understand that VCC is not responsible for any unlabeled articles of clothing and if unclaimed for 30 days these articles will be removed from the facility.

29. That I will keep the resident adequately supplied at all times with kleenex, brushes, combs, electric razors, toothpaste and toothbrush and any other personal toiletries including “Special Incontinent” products not provided by VCC. Personal skin care products include shampoo, body wash and peri wash that are dye and fragrance free, will be supplied at no additional cost. If I choose to purchase my own supply of such products that they will be dye and fragrance free and identified to the Nursing staff when brought into the facility for approval and labeling.

30. That I understand that all toiletry solutions must be clearly labeled in the original manufacturer’s container. Chemicals and solutions that may cause harm to me or other residents and therefore cannot be stored in resident rooms. This includes but is not limited to cleaning agents and hair products. Sharp objects such as scissors and knives are not allowed in resident rooms.

31. That I agree to supply proper fitting walking shoes which fully enclose the foot. Knitted footwear is a hazard and is not permitted to be worn by the Residents.

32. That I will abide by “NO SMOKING” restrictions in accordance with the VCC Smoke Free Environment Policy.

33. VCC is unable to accommodate large group / family gatherings. Any food brought in from outside or catering services required, must be cleared and approved prior to the occasion by the Dietary Technologist at Tel: (780)377-4468, and requires a minimum of 24 hours' notice.

34. That all resident rooms undergo annual inspection audits to ensure the safety and adherence to established policies and procedures by all residents and staff.

35. To ensure resident and staff health and safety, all pets visiting the facility must be registered with Administration and assessed to be safe by producing proof of up to date immunizations, any infectious diseases present or behavioral risks. When bringing a pet into the Facility, you must check in at the Business Office. Only one pet is allowed in the facility at a time and must wear the ID tag provided. A sign is posted at the main entrance when there is a pet visiting the facility.

36. All doors at VCC are monitored and key lock secured to ensure the safety of our residents. Codes are to be used only by active employees of VCC. The main entrance doors are locked 24/7. To support a secure entrance to VCC, we the family agree to purchase a lock card to gain access to the facility during visiting hours from 9:00 am to 7:00 pm. I understand that the buzzer button is also available to
gain access to the facility after normal business hours and that staff may not respond immediately as they are attending to bedtime preparation and care of the residents.

37. Every effort will be made to resolve **resident concerns or issues**. In the event of a concern / issue that cannot be resolved through the Concerns Resolution Process with me, the facility in conjunction with Community Services may agree to transfer me to an alternate placement and thus terminating services with VCC. The final decision for me to remain at VCC lies with the Facility. The Facility will provide thirty (30) days written notice to me prior to such termination of services.

38. That I **understand** that there are inherent risks associated with the evaluations, interventions and/or treatments performed by the Occupational Therapist and/or Physiotherapist. Risks include, but are not limited to, tingling, muscle soreness/stiffness, numbness and/or muscle tears. More serious complications could result from fainting and/or falling during therapy which may result in a fracture, paralysis, cerebrovascular accidents, heart attacks and/or death.

39. That I **agree** to remove all personal items within 48 hours from the date of discharge. Items that remain in the room after 48 hours will be packed by Venta Care Centre for a fee of $50.00 and stored for a maximum of 72 hours after date of discharge. If personal items have not been picked up after this time they will be discarded. I will inform the Business Office if there any items that are still in laundry to be picked up.

**Resident /Spokesperson/Agent/Guardian:**

Please read and initial each section and return to the Business Office. This legal document will be placed in the resident’s Chart.

By signing below you agree to the terms outline in the is General Admission Agreement

<table>
<thead>
<tr>
<th>Resident’s Name</th>
<th>Signature of Resident/Agent/Guardian/Spokesperson</th>
<th>Relationship</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Witness Name</th>
<th>Signature of Witness</th>
<th>Dated this ____ day of ____________</th>
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<td></td>
<td>Month</td>
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</table>

VCC/ Operator Signature  
(Required if Witness is not a VCC Employee)  
Date

**Thank you**  
Venta Care Centre

## RESIDENT RIGHTS AND RESPONSIBILITIES

About your Rights …… When you live in a Centre / Facility, please remember that each of the other Resident’s also has the same rights as you do.

When people live together there is often a need to discuss what is important to each person. Resident’s, Resident’s Families and Health Care Workers must be treat each other with respect and dignity and communicate by listening and understanding one another. Compromises must sometimes be made so that the choices of one person do not interfere with the rights of another person. Everyone has the right to a safe physical, emotional and psychological environment.

<table>
<thead>
<tr>
<th>YOUR RIGHTS</th>
<th>YOUR RESPONSIBILITIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) The right to a comfortable, clean and safe environment</td>
<td>1) To participate in keeping your surroundings safe.</td>
</tr>
<tr>
<td>2) The right to be treated with respect and in a courteous manner.</td>
<td>2) To treat others with respect and in a courteous manner, including other Resident’s, visitors and staff.</td>
</tr>
<tr>
<td>3) The right to privacy and confidentiality.</td>
<td>3) To respect the privacy of others and to keep their personal information confidential.</td>
</tr>
<tr>
<td>4) The right to have safe, quality care within the resources that are available.</td>
<td>4) To actively participate in the plan of care and to advise caregivers if there are any concerns.</td>
</tr>
<tr>
<td>5) The right to participate in social activities and in religious and cultural beliefs.</td>
<td>5) To inform staff of your practice preferences and beliefs so that they can be supported &amp; to respect the religious and cultural beliefs of others.</td>
</tr>
<tr>
<td>6) The right to leave and enter the Centre / Facility as appropriate.</td>
<td>6) To complete an ‘Application Request for Resident Pass for Outing’ and to sign the “In &amp; Out” Book at the Nursing Station and at the Facility Entrance, when you are leaving and returning, and to take medication with you as needed.</td>
</tr>
<tr>
<td>7) The right to identify and to discuss concerns regarding care, treatment, services or accommodation directly with staff.</td>
<td>7) To participate in Admission and Annual Care Conferences to ensure that all multidisciplinary services are discussed.</td>
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</table>

### WHAT IF I HAVE A CONCERN OR COMPLAINT?

1) Discuss the concern with the RN/LPN on duty, who will make every attempt to resolve the concern.
2) If the concern is not resolved at this level, it can be referred to the Care Coordinator.
3) If still unresolved, the concern can be raised with the Director of Resident Care and/or the Operations Manager or Chief Executive Officer. Concerns and complaints will be resolved according to Venta Care Centre’s Policy and Procedure on Complaints.
4) If a concern cannot be resolved within the organization, the matter can be referred to an external agency such as:
   4.1 Alberta Health Services Community Care Health Link Alberta: Call (780) 408 – 5465 for direction
   4.2 The Protection For Persons In Care in the Province of Alberta is legislated to protect adults in care facilities from intentional abuse. To report concerns about abuse Call 1-888 – 357 – 9339. This will result in an external investigation of the circumstances.
   4.3 The Health Facilities Review Committee: call (780) 427 - 4924
   4.4 The Alberta Ombudsman: Call (780) 427 – 2756
Venta Care Centre Programs and Services

Venta Care Centre offers a home-like environment whose mission is to ‘Provide Family focused Care with Respect and Dignity’. Each resident is a member of our family with unique strengths and needs.

Our Professional Nursing staff composed of Registered Nurses, Certified Graduate Nurses, Undergraduate Nurses, Registered Psychiatric Nurses, Licensed Practical Nurses and Health Care Aides take great pride in the excellent 24 hour care that they provide to our residents with kindness and compassion.

**VCC SERVICES INCLUDE:**

- 24 hour Registered Nurses, Licensed Practical Nurses and Health Care Aides
- Admission and Annual Multidisciplinary Care Conferences
- Assistance with other transportation for optional appointments – cost to cover
- Cable (Shaw) hookups
- Church Services (some denominations)
- Dental Hygienist Resident Visits and Dental Clinic on site – Denturist Services
- Dietitian and Food Services
  - Copy of meal description on board in dining room
  - Posting of menu on board in dining room
  - Seasonal 4-week menu posted on board in dining room
- Family Support Group
- Food Services – full hot meals and alternates along with snacks provided
- Full Smoke Free Environment
- Hairdresser on site
- Incontinent products
- Large TV’s provided in the accessible lounges on each Unit
- Locked Secured Facility – Use passkey (FOB) to enter and leave facility.
- Medications supplied and administered by professional staff
- Mobility supports and devices are supplied as per ADL
- Monitoring and evaluating resident weighing process
- Monitoring of resident hydration
- Occupational Therapy
- On site Hearing Aide Consultation Services
- On-site in person payment services
- Oxygen Therapy
- Pendant and/or Call Bell system to request assistance from Nursing Staff
- Personal Laundry Service (optional)
- Pharmacist
- Podiatry Service
- Recreational Therapy
- Regular Physician Visits – per Government Standard
- Care Coordinators
- Resident’s Council
- Safety Programs and maintenance – on site
- Scheduling of appointments and transportation
- Secured doors
- Semi-private and private rooms daily rates are per Government Standard
- Social Worker
- Spacious wheelchair accessible dining rooms
- Telephone hook-ups
- We will do our best to accommodate cultural preferences
- Wheelchair accessible entrance to the facility

**VCC Programs Include:**

**Recreation Department:**

**Arts and Crafts:**
- Coloring
- Painting
- Crafts
- Knitting group

**Gardening:**
- Flower arranging
- Flower/Vegetable planting
- Transplanting
- Indoor/outdoor gardening
- Rock Gardening

**It's Game Time:**
- Bingo
- Bowling
- Hockey
- Curling
- Bean Bag Toss
- Fishing
- Golfing
- Horse shoes

**Move with Venta:**
- Balloon Volleyball
- Basketball
- Bean Bag Toss

**Table Game/Board Games:**
- Card Games
- Dominoes
- Entertainment
- Puzzles
- Family Feud
- Casino Afternoon

**Word Games/Trivia:**
- Themed trivia
- Hang man
- Mental aerobics
- Charades

**Venta Social:**
- Ice Cream Social
- BBQ Social
- Root Beer Float Social
- Lunch Bunch Social
- Pub Afternoon
- Gentlemen’s Club
- Red Hat Club
- Venta’s Sunday Social

**One to One:**
- Library Exchange
- One to one visitations
- One to one manicures

**Baking:**
- Bake and Taste

**Church:**
- Church Services
- Televised Church Service
- Angel Stories
Resident Council Society:
- Monthly Resident Family Engagement Council Meetings

Entertainment:
- Performances by various music groups
- Sing-A-Long
- Hymn Sing

OT/PT Department:
- Compressions Therapy
- Equipment Needs Assessment
- Fall Prevention
- Gait Training on Parallel Bars
- Group Therapy Exercise Class
- Hot Pack Therapy
- Ice Pack Therapy
- Lower extremity exercises using leg bike, bands etc.
- Range of Motion Exercises
- Stair Climbing
- Upper Extremity Exercises using arm bike, pulleys, weights etc.
- Walking Program
- Weight Bearing Training
- Wound Care

Other Programs:
- Vaccinations
- Targeted swabbing for antibiotic resistant organisms and antibiotic stewardship
- Bed management program that is single point of entry electronically managed pathway

Tuck Shop Service:
- Residents have the opportunity to shop for various items through Venta’s weekly tuck shop service.

A Trip Down Memory Lane:
- Life Stories
- Memory Basket
- Monthly Scrap Booking
- Share and Tell
Price List for Optional & Operational Services

### Rent
- Private Room per day $68.00
- Semi-Private Room per day $58.85

### Laundry
- Laundry Services per day (Optional) $2.50
- Clothing Labels/Attaching Label $0.50 **Non-Optional Fee/ Item**

**Plus GST to above Laundry Costs**

### Telephone
- Hook-up $50.00
- Monthly Rental $25.00

**Plus GST to above Telephone Costs**

### Television / Cable
- Monthly Charge $42.00 **Non-Optional Fee**

**Price Includes GST**

### Hairdressing
- Shampoo only $15.00
- Curl Only $15.00
- Deep Condition $20.00
- **Hair Cut - Men’s** $20.00 (includes brow, ear hair, sideburns and neckline trim)
- Ladies Shampoo and Set $25.00 (roller set or blow dry/ curling iron)
- **Hair Cut - Ladies** $40.00
- Color $65.00 (does not include haircut or set)
- Perm $70.00 (does not include haircut or set)

**By appointment only. Please see the Business Office if interested. Pedicure services for non-diabetic Residents only**

**Prices Do Not Include GST**
(Prices are subject to change)

### Podiatrist
- Per Visit $15.00

If you have any questions regarding our services, please contact the Business Office at (780) 377-4400 or the Director of Resident Care / Operations Manager at (780) 377-4408 for clarification. All **Rental rates** are established and directed by Alberta Health Services universally to all Long Term Care Facilities. **Operational rates** are established by the Operator. All rental or operational rate increases will be preceded with a three (3) month prior notification in writing to each resident / family/ guardian or official spokesperson. This notification will be in the form of a written notification, it will also be posted and will be published in the Venta Cares Newsletter and on the Venta Care Website.
** IMPORTANT INFORMATION **

April 1, 2019

ACCA received the following information regarding increases for Accommodation Rates today

“Sent on behalf of Corinne Schalm, Executive Director, Continuing Care Branch, Alberta Health

As you know, Albertans residing in designated supportive living and long-term care are responsible for paying an accommodation charge. The Nursing Homes Operation Regulation prescribes the maximum amount operators can charge long-term care residents based on room type; these same maximums apply through Ministerial Directive to designated supportive living units.

The maximum accommodation charge will be increased on July 1, 2019, based on the Alberta Consumer Price Index, for the 12-month period ending on February 28, 2019 (and rounded to the nearest $0.05). During this period the Alberta CPI was 1.6%.

The new maximum charges are as follows:

Effective July 1, 2019 (based on 1.6% increase in Alberta Consumer Price Index *)

<table>
<thead>
<tr>
<th>Room Type</th>
<th>Daily</th>
<th>Adjustment</th>
<th>Avg. Monthly</th>
<th>Adjustment</th>
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<tr>
<td>Private room</td>
<td>$68.00</td>
<td>$1.05/day</td>
<td>$2,074.00</td>
<td>$38/month</td>
</tr>
<tr>
<td>Semi-private</td>
<td>$58.85</td>
<td>95 cents/day</td>
<td>$1,795.00</td>
<td>$34/month</td>
</tr>
<tr>
<td>Standard</td>
<td>$55.90</td>
<td>90 cents/day</td>
<td>$1,705.00</td>
<td>$32/month</td>
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</tbody>
</table>

(*) As published by Statistics Canada, for the 12-month period ending on February 28

Monthly averages take the February 2020 leap year into account.

Government income supports related to these charges will continue to be available to eligible low-income clients.

Regards,

ACCA

The Recognized Voice of Continuing Care in Alberta
NAME OF PERSON COMPLETING THIS FORM:
__________________________________________
(First and Last Name)

☐ RESIDENT ☐ FAMILY MEMBER ☐ STAFF ☐ OTHER: Please identify
_______________________________________

COMPLAINANT’S CONTACT INFORMATION:
PHONE NUMBER: Home _________________________ Cell ________________________ Work ________________________
Email __________________________________________

REGARDING RESIDENT: ________________________ ROOM NUMBER: ____________
(First and Last Name)

DESCRIBE THE NATURE OF YOUR COMPLAINT / CONCERN:

PLEASE PROVIDE THE DETAILS THAT APPLY:
WHERE DID THIS OCCUR? (i.e. Resident’s Room, Dining Room)
__________________________________________

WHEN DID THIS OCCUR? Date: ________________________ Time: ________________________
(yyyy-mm-dd)

WHO WAS INVOLVED? __________________________________________
Complainant / Designate Signature: __________________________

Thank you for your feedback. All concerns will be addressed within five (5) business days of receiving the complaint / concern.

PLEASE COMPLETE SIDE ONE OF THIS FORM AND DROP OFF AT THE BUSINESS OFFICE
**SECTION 1**

**INITIAL ASSESSMENT / INVESTIGATIVE NOTES BY CARE COORDINATOR OR DESIGNATE:**

<table>
<thead>
<tr>
<th>ACTION(S) TAKEN / POSSIBLY SOLUTIONS:</th>
</tr>
</thead>
<tbody>
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</tbody>
</table>

**FINAL RESOLUTION:**

| Signature: ________________________________    Position: ______________________________   Date: ______________________ (yyyy-mm-dd) |

*If a resolution has been reached notify DOC and proceed to SECTION 4. If a resolution has not been reached proceed to SECTION 2*

**SECTION 2**

**CONCERN FORWARDED TO:**

- Director of Care (DOC)  
- Operations Manager  
- CEO  
- Other; Identify: __________________

**INVESTIGATIVE NOTES:**

<table>
<thead>
<tr>
<th>ACTION(S) TAKEN:</th>
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</thead>
<tbody>
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<tr>
<td></td>
</tr>
</tbody>
</table>

**FINAL RESOLUTION:**

| Signature: ________________________________    Position: ______________________________   Date: ______________________ (yyyy-mm-dd) |

**SECTION 3**

**CONCERN FORWARDED TO:**

- PPIC  
- Professional Association  
- Other; Identify: __________________

**SECTION 4**

**COMPLAINANT NOTIFIED**  
- YES  
- NO  

By Whom: _____________________________ Position: _____________________________ Date: _____________________ Time: ______ (First and Last Name) (yyyy-mm-dd)

FEEDBACK PROVIDED BY COMPLAINANT ON RESOLUTION:
REQUEST FOR CHANGE IN ACCOMMODATION

DATE: ____________________________

RESIDENT’S NAME___________________________________________

PRESENT ROOM NUMBER: ________________________________

REQUEST FOR: (PLEASE CHECK ONE)

<table>
<thead>
<tr>
<th>Larger Semi – Private Room</th>
<th>Private Room</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

PLEASE INDICATE YOUR REASON FOR REQUEST: (Not mandatory)

__________________________________________________________________________________
__________________________________________________________________________________

______________________________
Signature: (Resident/ Guardian / Responsible Person Requesting)

______________________________
Signature: Operations Manager/ Director of Resident Care
APPLICATION REQUEST FOR RESIDENT PASS FOR OUTINGS

Name of Resident: __________________________ Room Number: ______________
Name of Person Requesting Pass for Resident: __________________ Relationship ______________
Are you the Legal Guardian? □ Yes □ No If “No” Do you have written permission □ Yes □ No
If “No” we require written consent by Legal Guardian.
Is this consent on file? □ Yes □ No □ N/A

DATE REQUESTED FOR PASS: _______________ TIME OF PASS: _______________
EXPECTED DATE OF RETURN: _______________ EXPECTED TIME OF RETURN: ____________
REASON FOR PASS: _____________________________________________________________

ADDRESS WHERE YOU CAN BE CONTACTED IF NECESSARY: ___________________________
CONTACT TELEPHONE NUMBER WHILE OUT: ___________________ CELL # _______________

DATE COMPLETED: _______________ SIGNATURE OF PERSON ACCOMPANYING RESIDENT: ___________________________

WE ENCOURAGE FAMILY OUTINGS, HOWEVER, VENTA CARE STAFF MUST ALWAYS BE AWARE
OF WHERE OUR RESIDENTS ARE AND WHEN THEY LEAVE THE BUILDING.

PLEASE REMEMBER THAT AS A FAMILY MEMBER, VISITOR OR FRIEND YOU HAVE A RESPONSIBILITY TO ENSURE YOUR
LOVED ONE IS SAFELY RETURNED AT THE EXPECTED TIME OR CALL TO INFORM THE STAFF OF ANY CHANGES.

Please follow the following Procedure:
1) A Care Coordinator / DOC must sign-off on all resident pass requests and then send to appropriate
unit.
2) Always check in with the RN/LPN at the desk before taking your loved one to ensure that they are still
able to go and that you receive all necessary medications and that we are aware exactly when you are
leaving.
3) The RN/LPN will ensure that all required medications for that Resident are placed in an envelope and
given to (you) the responsible party accompanying the Resident, to administer at the appropriate time.

3) Following check in with the Nurse on the Unit and approval to leave the building the responsible
accompanying person you must sign out at the Nursing Station and again at the Schedulers desk and
also sign in at both places on your return to the Facility.

4) On return you must let the Nurse on the Nursing Unit know that you have returned and share
any concerns such as incidents or hospital visits while on the outing. Never just drop off your loved
one and leave without this check in at the Nursing Unit. We may not know your loved one has
arrived back and care could be missed. Please return any ungiven medication.

5) At any point if you are unable for whatever reason to return your loved one to the facility at the
expected time you must call the Unit of the Resident: Tel # ______________________ to inform the
Nurse that you will be later and when will be your new expected time of arrival.
Thank you for your cooperation as we attempt to ensure the greatest safety for our Residents.

Unit Nurse: Please make two copies of this completed form. Give one copy to the Accompanying Person and the second copy
to your Care Coordinator/Charge RN. Place the Original in the Resident’s Chart under “Miscellaneous”

Signature of Care Coordinator / DOC: __________________________ Date: _______________
REQUEST FOR FUNERAL HOME - SELECTION

To ensure that we are able to follow through on your preferred arrangements we require that you provide to us the name of the Funeral Home that you have selected and/or of any Funeral Arrangements that have been planned.

This information allows us to proceed with your wishes in your absence, while you are away on holidays, or for whatever other reason we are unable to contact you, the Spokesperson/Agent/Guardian at that time.

Under all circumstances we will call you, the Spokesperson/Agent/Guardian, to notify you of the passing and at that time we will review the information on file. You may choose to make changes at that time, however if we cannot contact you within the reasonable time of eight hours, we will take this as your permission to release the body to your chosen Funeral Home.

Name of Funeral Home Selected: ________________________________

Telephone Number: __________________

Print Name: ____________________________           Signature: _______________________________
 (Resident/Spokesperson/Agent/ Guardian)  (Resident/Spokesperson/Agent/ Guardian)

Date Signed: ____________________________

Witnessed by:

Print Name: ____________________________           Signature: _______________________________
 (Authorized VCC Personnel)  (Authorized VCC Personnel)

Date Signed: ____________________________
Goals of Care Designation (GCD) Order

Date (yyyy-Mon-dd)  Time (hh:mm)

Goals of Care Designation Order
To order a Goals of Care Designation for this patient, check the appropriate Goals of Care Designation below and write your initials on the line below it. *(See reverse side for detailed definitions)*

<table>
<thead>
<tr>
<th>Check</th>
<th>R1</th>
<th>R2</th>
<th>R3</th>
<th>M1</th>
<th>M2</th>
<th>C1</th>
<th>C2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initials</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

Check ✓ here □ if this GCD Order is an interim Order awaiting the outcome of a Dispute Resolution Process. Document further details on the ACP/GCD Tracking Record.

Specify here if there are specific clarifications to this GCD Order. Document these clarifications on the ACP/GCD Tracking Record as well.

________________________________________________________________________

________________________________________________________________________

Patient's location of care where this GCD Order was ordered *(Home, or clinic or facility name)*

Indicate which of the following apply regarding involvement of the Patient or alternate decision-maker (ADM)

□ This GCD has been ordered after relevant conversation with the patient.

□ This GCD has been ordered after relevant conversation with the alternate decision-maker (ADM), or others. *(Names of formally appointed or informal ADM's should be noted on the ACP/GCD Tracking Record)*

□ This is an interim GCD Order prior to conversation with patient or ADM.

History/Current Status of GCD Order
Indicate one of the following

□ This is the first GCD Order I am aware of for this patient.

□ This GCD Order is a revision from the most recent prior GCD *(See ACP/GCD Tracking Record for details of previous GCD Order)*.

□ This GCD Order is unchanged from the most recent prior GCD.

Name of Physician/Designated Most Responsible Health Practitioner who has ordered this GCD

Signature

Discipline

Date (yyyy-Mon-dd)
### Goals of Care Designations – Guide for Clinicians

#### R: Medical Care and Interventions, Including Resuscitation if required followed by Intensive Care Unit admission.
Focus of Care and interventions are for cure or control of the Patient’s condition. The Patient would desire and is expected to benefit from attempted resuscitation and ICU care if required.

**R1:** Patient is expected to benefit from and is accepting of any appropriate investigations/interventions that can be offered including attempted resuscitation and ICU care.
- **Resuscitation:** is undertaken for acute deterioration, and may include intubation and chest compression
- **Life Support Interventions:** are usually undertaken
- **Life Sustaining Measures:** are used when appropriate
- **Major Surgery:** is considered when appropriate
- **Transfer:** is considered for diagnosis and treatment, if required

**R2:** Patient is expected to benefit from and is accepting of any appropriate investigations/interventions that can be offered including attempted resuscitation, intubation and ICU care, but excluding chest compression.
- **Resuscitation:** is undertaken for acute deterioration, but chest compression should not be performed
- **Life Support Interventions:** may be offered without chest compression
- **Life Sustaining Measures:** are used when appropriate
- **Major Surgery:** is considered when appropriate
- **Transfer:** is considered for diagnosis and treatment, if required

**R3:** Patient is expected to benefit from and is accepting of any appropriate investigations/interventions that can be offered including attempted resuscitation and ICU care, but excluding intubation and chest compression.
- **Resuscitation:** is undertaken for acute deterioration but intubation and chest compression should not be performed
- **Life Support Interventions:** may be offered without intubation and without chest compression
- **Life Sustaining Measures:** are used when appropriate
- **Major Surgery:** is considered when appropriate
- **Transfer:** is considered for diagnosis and treatment, if required

#### M: Medical Care and Interventions, Excluding Resuscitation.
Focus of Care and interventions are for cure or control of the Patient’s condition. The Patient either chooses to not receive or would not be expected to benefit from attempted resuscitation followed by life-sustaining care in an ICU. In Pediatrics, ICU can be considered if that location is deemed the best location for delivery of specific short-term symptom-directed care.

**M1:** All clinically appropriate medical and surgical interventions directed at cure and control of condition(s) are considered, excluding the option of attempted life-sustaining resuscitation followed by ICU care.
- **Resuscitation:** is not undertaken for cardiac arrest
- **Life Support Interventions:** should not be initiated, or should be discontinued after discussion with the Patient
- **Life Sustaining Measures:** are used when appropriate
- **Transfer:** to another location of care is considered if that location provides more appropriate circumstances for diagnosis and treatment
- **Major Surgery:** is considered when appropriate
- **Resuscitation during surgery or in the recovery room can be considered, including short-term physiologic and mechanical support in an ICU, in order to return the Patient to prior level of function. The possibility of intra-operative death or life-threatening deterioration should be discussed with the Patient in advance of the proposed surgery and general decision-making guidance agreed upon and documented.**

**M2:** All clinically appropriate interventions that can be offered in the current non-hospital location of care are considered.
- **Resuscitation:** is not undertaken except in unusual circumstances (see below in Major Surgery).
- **Life Support Interventions:** should not be initiated, or should be discontinued after discussion with the Patient
- **Life Sustaining Measures:** are used when appropriate
- **Transfer:** to any appropriate location of care can be considered at any time, to better understand or control symptoms.

#### C: Medical Care and Interventions, Focused on Comfort.
Focus of Care and interventions are for the active palliative treatment of the Patient who has a terminal illness, and support for those close to them. This includes medical care for symptom control and psychosocial and spiritual support in advance of death. Care can be provided in any location best suited for these aims, including an ICU, a Hospice or any location that is the most appropriate for symptom-based care for this particular Patient.

**C1:** All care is directed at maximal symptom control and maintenance of function without cure or control of an underlying condition that is expected to cause eventual death. Treatment of intercurrent illnesses can be contemplated only after careful discussion with the Patient about specific short-term goals.
- **Resuscitation:** is not undertaken.
- **Life Support Interventions:** should not be initiated, or should be discontinued after discussion with the Patient.
- **Life Sustaining Measures:** are used only for goal directed symptom management.
- **Major Surgery:** is not usually undertaken, but can be contemplated for procedures aimed at symptom relief.
- **Resuscitation during surgery or in the recovery room can be considered, including short-term physiologic and mechanical support in an ICU, in order to return the Patient to prior level of function, but this would be a rare circumstance. The possibility of intra-operative death or life-threatening deterioration should be discussed with the Patient in advance of the proposed surgery and general decision-making guidance agreed upon and documented.
- **Transfer:** to any appropriate location of care can be considered at any time, to better understand or control symptoms.

**C2:** All care is directed at preparation for imminent death [usually within hours or days] with maximal efforts directed at symptom control.
- **Resuscitation:** is not undertaken.
- **Life Support Interventions:** should not be initiated, or should be discontinued after discussion with the Patient.
- **Life Sustaining Measures:** should be discontinued unless required for symptom management.
- **Major Surgery:** is not appropriate.
- **Transfer:** is usually not undertaken but may be considered if required.

**Note:**
- No resuscitation means no resuscitative measures, mechanical ventilation, defibrillation, other resuscitative measures, and physiological support.
- Life Sustaining Measures mean interventions typically undertaken in the Intensive Care Unit but which occasionally are performed in other locations in an attempt to restore normal physiology. These may include chest compressions, mechanical ventilation, defibrillation, other resuscitative measures, and physiological support.
- Life Sustaining Measures mean therapies that sustain life without supporting unstable physiology. Such therapies can be used in multiple clinical circumstances. When viewed as life sustaining measures, they are offered in either a) the late stages of an illness in order to provide comfort or prolong life, or b) to maintain certain bodily functions during the treatment of intercurrent illnesses. Examples include enteral tube feeding and parenteral hydration.
- Resuscitation means the initial effort undertaken to reverse and stabilize an acute deterioration in a Patient’s vital signs. This may include chest compressions for pulselessness, mechanical ventilation, defibrillation, cardioversion, pacing, and intensive medications. Patients who have opted to not have chest compressions and/or mechanical ventilation may still be considered for other resuscitative measures (see Designation R3).

In the above descriptions, when indicating “discussions with the Patient”, it is to be assumed that this means a capable Patient, a Mature Minor, or a designated Alternate Decision Maker (ADM). If a Patient is incapacitated and there is no designated ADM, appropriate people within the Patient’s close circle can be consulted.
Resident Gowns for Purchase

NIGHTWEAR APPAREL MAY BE PURCHASED THROUGH THE BUSINESS OFFICE AT THE FOLLOWING COSTS:

1) PACKAGE OF SEVEN (7) GOWNS - $140.00
2) PACKAGE OF FIVE (5) GOWNS - $125.00
3) INDIVIDUAL GOWN (1) - $30.00

Thank you
Dining Rooms
FAMILY & GUESTS

**LUNCH:** $6.00
**DINNER:** $8.00

**LUNCH:**
Soup/Crackers
Main Entrée
Dessert

**DINNER:**
Main Entrée
Dessert

Special Occasions there will be a $12.00 Charge  
(E.g. Christmas, New Year’s Day)

Meals that are purchased must be paid in the Business Office only. Family or guests must present a receipt of payment to the server.

Food Service Staff can NOT accept money.
WHEELCHAIR AND WALKER USE AND SAFETY

WHEELCHAIR

Folding the Wheelchair:

Check to see if there are cross bars under the cushion (bars make an “X” – refer to Figure 1). If there are no “X” shaped bars, the wheelchair cannot be folded. If it has cross bars, follow the steps below:

- Remove the cushion.
- If there is a solid backrest, remove the backrest.
- If there is a rigidizer bar connecting the push handles, remove it from the handles (refer to Figures 2 and 3).
- Lift the seat upholstery from the middle and the wheelchair should fold.

Unfolding the Wheelchair:

- Press down on the seat rails (where the seat upholstery is mounted on each side, next to the armrests). Please watch your hands to ensure your fingers do not get caught between the moving bars.
- Secure the backrest and cushion. Make sure the proper side of the cushion is in the front. It is a common mistake to reverse the orientation of the cushion. The zipper of the cover should be at the back, next to the backrest. An improperly installed cushion can have an impact on the comfort of the person and can potentially lead to pressure sores.
- Reattach the rigidizer bar to the push handle on each side (refer to Figures 2 and 3).

When getting onto or off of the wheelchair:

- Ensure that the brakes are locked.
- Swing the footplates out of the way (usually done by pressing a lever at the top of the footrest frame). This prevents tripping over the footrests while transferring.
- If the footrest frame does not move out of the way, the foot plate should be flipped to the up position.
- Make sure there is no clutter around the wheelchair when getting onto and off of it.
- Make sure there is nothing around the wheelchair (i.e. blanket, etc.) that the wheelchair user can trip on, slip on, or can cause a misstep when attempting to sit on the wheelchair.
- To provide greater stability the front wheels should be placed in the forward position.
- If the wheelchair has a rigidizer bar that connects the push handles, it must be attached to both sides to give stability to the wheelchair.
Ensure that the wheelchair user is safe and secure when going up or down an incline with the wheelchair.

Anti-tippers (refer to Figure 1) should always be in place to prevent the wheelchair from tipping backwards. Ensure that the wheelchair’s anti-tippers are installed firmly and that the small wheels on the anti-tippers are close to the ground. In the Figure 1, the finger is pointing to the attachment of the anti-tippers (which may look different for different models of wheelchairs) and the small wheels as you can see are close to the ground.

Figure 1

Please ensure that there are no loose components on the wheelchair. The wheelchair should be taken into the vendor for yearly maintenance.

Figure 2

Figure 3
WALKER

Getting up to use the walker:

Remember, the walker should not be used to pull yourself up from a seated position. The function of a walker is to assist with walking, and should not to be used as a transfer or lifting device.

➤ Place the walker directly in front of you.
➤ Ensure that the brakes are locked.
➤ When standing up, ensure that the foot of your strongest leg is closest to your body.
➤ Stand by pushing up from the wheelchair or chair armrests and then hold on to the walker.

If the walker has a seat and you would like to sit on it, make sure that the brakes are on and the front of the walker is up against a wall so that it will not slip out from under you when you are in the process of sitting.

Transferring from walker to a chair, wheelchair or bed:

Do not use the walker to support yourself while sitting down. If you are transferring to a wheelchair, ensure that the wheelchair brakes are on.

➤ Back up to the bed or chair until you
➤ Ensure that the brakes of the walker are locked.
➤ Reach for the bed or armrests of the chair/wheelchair with your hands.
➤ Lower yourself, using the support of your legs and hands.

Ensure that the brakes of the walker are in good working order. If they are not, please ask your health care professional for assistance in fixing the brakes.

The above describes the safe use of a four wheeled walker. If you have a two wheeled walker, the same steps apply, with the exception that a two wheeled walker does not have brakes.
<table>
<thead>
<tr>
<th>Number</th>
<th>Name</th>
<th>Phone</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>1090</td>
<td>Rexall</td>
<td>(780) 408-6233</td>
<td></td>
</tr>
<tr>
<td>200</td>
<td>Safeway</td>
<td>(780) 408-5455</td>
<td></td>
</tr>
<tr>
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<td>Walmart</td>
<td>(780) 408-8823</td>
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<td>(780) 408-8577</td>
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<td>1080</td>
<td>Fido (Kiosk)</td>
<td>(780) 371-1112</td>
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<td>1070</td>
<td>Northgate Tailors</td>
<td>(780) 473-3983</td>
<td></td>
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<tr>
<td>1026</td>
<td>Static Clothing</td>
<td>(780) 705-6775</td>
<td></td>
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<tr>
<td>1078</td>
<td>Yasmin House of Islamic</td>
<td>(780) 778-4021</td>
<td></td>
</tr>
<tr>
<td>1056</td>
<td>Dales Jewellers &amp; Goldsmiths</td>
<td>(780) 458-2669</td>
<td></td>
</tr>
<tr>
<td>1012</td>
<td>Tim Horton's</td>
<td>(780) 475-9891</td>
<td></td>
</tr>
<tr>
<td>1020</td>
<td>Tutti Frutti</td>
<td>(587) 523-0002</td>
<td></td>
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<tr>
<td>1044</td>
<td>Come to the Garden</td>
<td>(780) 478-6975</td>
<td></td>
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<tr>
<td>1104</td>
<td>Northgate Music School</td>
<td>(780) 472-1949</td>
<td></td>
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<tr>
<td>1072</td>
<td>The Fragrance Outlet</td>
<td>(780) 982-1070</td>
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<td>1088</td>
<td>Your Florist</td>
<td>(780) 447-9946</td>
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<td>1112</td>
<td>Bella Vanti Hair</td>
<td>(780) 475-9800</td>
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<td>1030</td>
<td>Fernando's Hair</td>
<td>(780) 476-5510</td>
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<td>1090</td>
<td>Telus Mobility</td>
<td>(780) 406-3838</td>
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<td>1083</td>
<td>Japanese Village</td>
<td>(780) 422-6083</td>
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<td>1000</td>
<td>M&amp;M Meat Shops</td>
<td>(780) 478-0515</td>
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<td>3006</td>
<td>McDonald's</td>
<td>(780) 414-8529</td>
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<td>1028</td>
<td>Smitty's Restaurant &amp;</td>
<td>(780) 478-7731</td>
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<td>(780) 406-8040</td>
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<td>Taco Time</td>
<td>(780) 756-3500</td>
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<td>1074</td>
<td>The Nut Shoppe</td>
<td>(780) 476-4343</td>
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<td>The Dentists @ Northgate</td>
<td>(780) 475-3467</td>
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<td>2004</td>
<td>First Capital Realty</td>
<td>(780) 475-3695</td>
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<td>Solicitor General/Probation</td>
<td>(780) 427-3371</td>
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<td>2020</td>
<td>Alberta Health Services</td>
<td>(780) 342-2800</td>
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<td>2086</td>
<td>The Sleep Institute</td>
<td>(780) 478-0064</td>
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<td>Easy Home</td>
<td>(780) 472-2655</td>
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<td>1046</td>
<td>Edmonton Shoe Repairs</td>
<td>(780) 264-6588</td>
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<td>2085</td>
<td>H&amp;R Block / Accutax</td>
<td>(780) 413-8993</td>
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<td>2006</td>
<td>Liquor World</td>
<td>(780) 476-0407</td>
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<td>1032</td>
<td>Royal Bank</td>
<td>(780) 448-6300</td>
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<td>2086</td>
<td>State Farm Insurance</td>
<td>(780) 489-2046</td>
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<td>2000</td>
<td>Sung Lee Taekwondo &amp; Out of School Care</td>
<td>(780) 474-5425</td>
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<td>1008</td>
<td>Transat Travel</td>
<td>(780) 476-3395</td>
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</table>
Venta Care Centre

Beauty and Nail Salons
Fernando Hair Styling
Hair Salon - Northgate Centre
9499 137 Ave NW #1030
(780) 476-5510

Pinkies Nails
Beauty Salon - North Town Mall
9498 137 Ave NW
(780) 457-8888

Popular Nails
Beauty Salon
13560 97 St NW
(780) 472-9288

Pet Therapy
Chimo Project
(Animal Assisted Therapy)
Family Counselor
10544 114 St
(780) 452-2451

The Pet Therapy Society of Northern Alberta
Volunteer Organization
14620 111 Avenue Northwest
(780) 413-4802

Pet Therapy Society-N Alberta
8170 50 St NW
(780) 413-4862

Massage Therapy
Northgate Chiropractic
Chiropractor
13534 97 St NW
(780) 488-5353

Pivotal Physiotherapy
Physiotherapist - Northgate Centre
9499 137 Ave NW #2002
(780) 473-1411

North Edmonton Chiropractic & Massage Clinic
Massage Therapist
12935 97 St NW
(780) 473-6441

Churches
North Edmonton Christian Fellowship
Place of Worship
9604 153 Ave NW
(780) 456-7980

North Edmonton Alliance Church
Alliance Church
5108 McLeod Rd NW
(780) 478-1443

North Pointe Community Church
Pentecostal Church
14025 167 Ave NW
(780) 452-6566

Laundromats (Coin Laundry)
Killamey Coin Laundry
Laundromat
12925 97 St NW
(780) 476-6752

K & W Coin Laundry & Dry Cleaning Depot
Laundromat
9721 118 Ave NW
(780) 477-9714

Dry Cleaners & Alterations
Northgate Tailor & Dry Cleaning
Tailor - Northgate Centre
9499 137 Ave
(780) 473-3983

Quality Dry Cleaning Post Office
Dry Cleaner
9308 137 Ave NW
(780) 476-6422

Londonderry Dry Cleaners
Dry Cleaner - Alterations
12918 97 Street NW
(780) 457-8673

Shoe Repairs
Northgate Shoe Repair
Shoe Repair Shop
Northgate Centre
9499 137 Ave NW
(780) 756-0838

Shoe Masters
Quality Shoe Shop
Shoe Repair Shop
13717 70 St
(780) 473-1351

Pharmacies
Rexall
Pharmacy - Northgate Centre
9499 137 Ave NW
(780) 406-6233

London Drugs
Pharmacy
9450 137 Ave NW
(780) 944-4521

Shoppers Drug Mart
Pharmacy
13514 97 St NW
(780) 406-7387

Florists
Petals for less
Florist
13445 97 St NW
(780) 475-9203

Your Florist
Florist - Northgate Centre
9499 137 Ave NW #1088
(780) 447-9946

Shopping
Walmart Northgate Supercentre
9402 135th Ave NW
(780) 406-8807 Open until 10:00 PM

Safeway
Supermarket - Northgate Centre
203 9499 137 Avenue NW
(780) 406-6455

Please feel free to ask our staff to help you find a business service in our area.
## MEET YOUR CARE TEAM

<table>
<thead>
<tr>
<th>DEPARTMENT / POSITION</th>
<th>STAFF MEMBER</th>
<th>TELEPHONE</th>
</tr>
</thead>
<tbody>
<tr>
<td>CEO / Administrator</td>
<td>Dr. Peter Birzgalis</td>
<td>780-377-4401</td>
</tr>
<tr>
<td>Executive Assistant to CEO</td>
<td>Terra Fleming</td>
<td>780-377-4415</td>
</tr>
<tr>
<td>Business Assistants</td>
<td>Kayla White</td>
<td>780-377-4400</td>
</tr>
<tr>
<td></td>
<td>Donna Moynes</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Christina Yee</td>
<td></td>
</tr>
<tr>
<td>Director of Resident Care / Operations Manager</td>
<td>Kimberley Becker</td>
<td>780-377-4408</td>
</tr>
<tr>
<td>Director of Nursing</td>
<td>Helen Doan</td>
<td>780-377-2326</td>
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<tr>
<td>Nursing Care Coordinator</td>
<td>Denzil Jacobs</td>
<td>780-377-4540</td>
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<tr>
<td>Accreditation / Audit Specialist</td>
<td>Sarah Elsokari</td>
<td>780-476-6678</td>
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<tr>
<td>Project Advisor</td>
<td>Christine Birzgalis</td>
<td>780-377-4403</td>
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<tr>
<td>First Floor Charge Nurse</td>
<td>Registered Nurse (on duty 24/7)</td>
<td>780-377-4466</td>
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<tr>
<td>Education Coordinator</td>
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<td>780-377-4405</td>
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<tr>
<td>Dietitian</td>
<td>Teresa Jungwirth</td>
<td>780-377-4407</td>
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<tr>
<td>Dietary Technologist - Office - Kitchen</td>
<td>Nora Elsokari</td>
<td>780-377-4468</td>
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<td>780-377-4469</td>
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<tr>
<td>Director of Maintenance/</td>
<td>Younes Khiat</td>
<td>780-377-4544</td>
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<td>Dental Office</td>
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<td>780-377-2300</td>
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<tr>
<td>Occupational Therapy Coordinator</td>
<td>Cecilia Chong</td>
<td>780-377-4414</td>
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<tr>
<td>Occupational Therapists</td>
<td>Candie de Grano</td>
<td>780-377-4484</td>
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<tr>
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<td>Jacky Yi Sim</td>
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<td>Recreation Coordinator</td>
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<tr>
<td>Social Worker</td>
<td>Chanel Catigan</td>
<td>780-377-4490</td>
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<tr>
<td>Occupational Health &amp; Safety</td>
<td>Kimberley Becker</td>
<td>780-377-4408</td>
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<tr>
<td>RAI/MDS Coordinator</td>
<td>Suman Jain</td>
<td>780-377-4470</td>
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</table>
Venta Care Centre

Venta Care Centre is an Accredited Facility through Accreditation Canada and proudly meets the Standards required for that Certification. Venta Care Centre recognizes that Standards of Resident Care and Required Organizational Practices must be met to ensure that our Clients and Families have confidence in our services.

Venta Care Centre periodically experiences various inspections including Facility Reviews through Alberta Health & Wellness; Accommodation Standard Reviews through Alberta Seniors; Public Health through Community Care and Accreditation Reviews.

Results are displayed in the display cabinet in the front foyer of the Facility. Results are posted and addressed through our Venta Cares Newsletter and on our Website. Results can be made available upon your request.

Thank you