

# 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



## General Information Package

# Table of Contents Revised July 2021

		Page #
1.0		1.0
1.0	Table of Contents	
2.0	VCC Mission, Vision, Values	
3.0	Welcome Letter from Chief Executive Office	
4.0	Admission Process	
	4.1 Understanding the Admission Process	
	4.2 General Admission Agreement	
	4.3 Resident Rights and Responsibilities	
	4.4 Admission and Annual Care Conferences	7
5.0	Rooms and Accommodations	8
	5.1 The Risk of Falling	8
	5.2 Bulletin Board	9
	5.3 Resident Call Bell / Pendant's System	9
6.0	Personal Belongings	
	6.1 Resident Comfort Fund / Money	
	6.2 Furniture and Electrical Items	10
	6.3 Personal Articles	
	6.4 Personal Fridges/Bringing in food or Alcohol to Residents	
	6.5 Toiletries	
	6.6 Incontinent Products	
	6.7 Resident Bathing Services	
7.0	Business Office	
8.0	Visiting	
9.0	Identification Bracelets & Photos	
	Resident Security / Wandering	
	Courtyards	
	Resident Outings and Passes	
	Transportation	
	No Abuse Tolerance Policy	
13.0	Ethics	
	15.1 Clinical Ethics	
1.0	15.2 Ethical Issues	
	Restraints Policy	
	Fifty (50) Day Leave from the Facility (Hospitalization or Other)	
	Resident and Family Lounges	
	Tuck Cart	
	Newspapers	
	Resident Telephone Service	
	Cable Television	
	Mail	
24.0	Hairdresser / Barber	18
	Podiatry	
26.0	Hearing Aid Services	18-19

rage #
--------

#### **Table of Contents Continued:**

	Eye Glasses	
	Dental Services	
	Laboratory Services	
	Nursing Services	
	Physician Visits	
	Medications & Pharmacy Services	
	Therapeutics Department	
34.0	Nutrition / Food / Dietary Services	21-22
35.0	Family Support Group / Residents Council	22-23
	Palliative Care	
37.0	Volunteer Services	23
	Gifts and Gratuities	
39.0	Pastoral Care Services	24
40.0	Social Worker	24
41.0	Laundry Services	24-25
42.0	Housekeeping Services	25
43.0	Maintenance Services	25
44.0	Infection Control – Flu Immunizations / Infectious Outbreak Protocols	25-26
45.0	Hand Sanitizer / Hand Washing	27
46.0	Animals	27
47.0	Smoke Free Environment Policy	27
48.0	Parking	27
	Visitor Health & Safety	
	49.1 Visitor Sign-In / Out Sheets	28
	49.2 Evacuation Maps	28
	49.3 Security Cameras	
	49.4 Personal & Family Disaster Preparedness Handbook	28
	49.5 Weather Radio	29
	49.6 Infant Change Table	29
	49.7 First Aid Station	29
	49.8 Newsletter – Information on Health & Safety and Family Newsletter .	29
	49.9 Footwear Cleaning Station	29
	49.10 Restricted Access Areas	29
	49.11 Wet Floor Signs	29
	49.12 Handicap Parking	29
	49.13 Wheelchair Access	
	49.14 Heated Driveway	30
	49.15 Workplace Violence	
	49.16 Harassment and Discrimination	
	49.17 Confidentiality	
	49.18 Complaint/Concern Resolution Process	
	49.19 Suggestions Box/Your Feedback Matters	

Table of Contents Continued: Pag	
49.20 Hazard Reporting	31
FORMS:	
Resident Rights and Responsibilities  Venta Care Centre Services  Price List for Optional & Operational Services  Alberta Continuing Care Association Accommodation Rates Letter  Complaint/Concerns Resolution Form  Request for Change in Accommodation  Application Request for Resident Pass for Outings  Request for Funeral Home Selection  Goals of Care Designation Order  Goals of Care Designations Explained  PRICING:	
Resident Gowns for Purchase  Venta Care Centre Dining  OTHER:	
Wheelchair and Walker Use and Safety  Directory of Businesses and Services Close to Venta Care Centre  Meet Your Care Team  Venta Care Centre Accredited Facility	50-52 53



#### **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



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 key fobs 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 <a href="https://www.ventacarecentre.com">www.ventacarecentre.com</a> 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 (1<sup>st</sup>) 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 (10<sup>th</sup>) 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 to use a key fob to gain access to the facility. This key fob can be purchased at the Business Office and charged to the resident's account. If your family member does not have a key fob 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/Manager/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 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 2<sup>nd</sup> floor lounges are located in the 2000 dining room area and 2700 lounge area. The 1<sup>st</sup> 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.

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

Venta Care Centre will, due to the vulnerability of our residents, <u>attempt to assist</u> 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 eye wear 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 ones 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. 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 <u>www.albertahealthservices.ca</u> 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 <u>on or beyond the main sidewalk.</u> 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:**

There are areas of Venta Care Centre under video and audio surveillance (which is publically posted). Video surveillance / electronic monitoring is not permitted where residents have a reasonable expectation of privacy such as the resident's bedroom or bathroom.

#### 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
- o Emergency water
- Emergency food
- o 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 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.

#### YOUR RIGHTS

#### YOUR RESPONSIBILITIES

1) The right to a comfortable, clean and safe environment	1) To participate in keeping your surroundings safe.
2) The right to be treated with respect and in a courteous manner.	2) To treat others with respect and in a courteous manner, including other
courteous manner	Resident's, visitors and staff.
3) The right to privacy and confidentiality.	3) To respect the privacy of others and to keep their personal information confidential.
4) The right to have safe, quality care within	4) To actively participate in the plan of care and
the resources that are available.	to advise caregivers if there are any concerns.
5) The right to participate in social activities and in	5) To inform staff of your practice preferences and
religious and cultural beliefs.	beliefs so that they can be supported & to respect
	the religious and cultural beliefs of others.
6) The right to leave and enter the Centre / Facility	6) To complete an 'Application Request for Resident
as appropriate.	Pass for Outing' and to sign the "In & 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.
7) The right to identify and to discuss concerns	7) To participate in Admission and Annual Care
regarding care, treatment, services or	Conferences to ensure that all multidisciplinary
accommodation directly with staff.	services are discussed.

### 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/Nursing 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
  - o Copy of meal description on board in dining room
  - o Posting of menu on board in dining room
  - o 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:**

## Some programs may be temporarily discontinued during Pandemic/ Facility Outbreak 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
- Horseshoes

#### **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 Socials:**

- Ice Cream Social
- BBO 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 visitation
- One to one manicure
- Phone / Skype / FaceTime Virtual Visitation

#### **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-along
- 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 \$ 70.10 Semi-Private Room per day \$ 60.65

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)

Manicures \$20.00 | 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 \$20.00

If you have any questions regarding our services, please contact the Business Office at (780) 377-4400 or the Director of Operations at (780) 476-6678 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.

ATE:					TIME:
NAME OF PERS	SON COMPLETING THIS I	FORM:			
☐ RESIDENT	☐ FAMILY MEMBER	☐ STAFF	☐ OTHER:	Please ide	(First and Last Name) entify
	Email	C			
REGARDING RES	SIDENT:	(First and Last Nar	me)		ROOM NUMBER:
DESCRIBE THE N	NATURE OF YOUR COMPLA	AINT / CONCERI	N:		
					_
PLEASE PROVID	DE THE DETAILS THAT APP	PLY:			
WHERE DID THIS	S OCCUR? (i.e. Resident's Ro	oom, Dining Roor	m)		
WHO WAS INVOL				ne:	
Complainant / Des	signate Signature:				

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

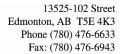
PLEASE COMPLETE SIDE ONE OF THIS FORM AND DROP OFF AT THE BUSINESS OFFICE

SECTION 1						
INITIAL ASSESSMENT / INVESTIGATIVE NOTES BY CARE COORDINATOR OR DESIGNATE:						
ACTION(S) TAKEN / POSSIBLY SOL	UTIONS:					
FINAL RESOLUTION:						
Signature:	Position:	Date				
			(yyyy-mm-aa)			
If a resolution has been reached no		4. If a resolution has not been reach	ed proceed to SECTION 2			
	SECTION 2	2				
CONCERN FORWARDED TO:	Director of Care (DOC)	erations Manager 🗖 CEO 🗖	Other; Identify:			
INVESTIGATIVE NOTES:						
ACTION(S) TAKEN:						
FINAL RESOLUTION:						
Signature:	Position:	Date				
0			(yyyy-mm-dd)			
SECTION 3						
CONCERN FORWARDED TO:   PF	PIC Professional Associa	tion				
SECTION 4						
COMPLAINANT NOTIFIED						
By Whom:(First and Last Name)	Position:	Date:(yyyy-n				
FEEDBACK PROVIDED BY COMPLA		())))	/			

### Venta Care Centre REQUEST FOR CHANGE IN ACCOMMODATION

OATE:			
RESIDENT'S NAME			
PRESENT ROOM NUMBER: _			
REQUEST FOR: (PLEASE CH	ECK ONE)		
Larger Semi – Private Room	Private Room	Other	
PLEASE INDICATE YOUR RE	EASON FOR REQUEST	(Not mandatory)	
Signature: (Resident/ Guardian	/ Responsible Person Rec	ujesting)	
ngnature. (Resident/ Guardian	/ Kesponsible i erson Keç	(uesting)	
Signature: Operations Manager	Director of Resident Ca	re/ Designate	

Name of Resident:	Room Number:
Name of Person Requesting Pass for Resident: _	Relationship
Are you the Legal Guardian? ☐ Yes ☐ No If "N	o" Do you have written permission <b>TYes No</b>
If "No" we require written consent by Legal Guard	lian.
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 NECESS	SARY:
CONTACT TELEPHONE NUMBER WHILE OUT:	
DATE COMPLETED: SIGNATURE OF	PERSON ACCOMPANYING RESIDENT:
WE ENCOURAGE FAMILY OUTINGS, HOWEV	ER, VENTA CARE STAFF MUST ALWAYS BE AWARE
OF WHERE OUR RESIDENTS ARE AN	D WHEN THEY LEAVE THE BUILDING.
PLEASE REMEMBER THAT AS A FAMILY MEMBER, VISITOR	R OR FRIEND YOU HAVE A RESPONSIBILITY TO ENSURE YOUR
LOVED ONE IS SAFELY RETURNED AT THE EXPECTE	ED TIME OR CALL TO INFORM THE STAFF OF ANY CHANGES.
<ul><li>able to go and that you receive all necessary medical leaving.</li><li>3) The RN/LPN will ensure that all required medical given to (you) the responsible party accompanying</li><li>3) Following check in with the Nurse on the Unit at</li></ul>	efore taking your loved one to ensure that they are still ations and that we are aware exactly when you are ations for that Resident are placed in an envelope and the Resident, to administer at the appropriate time.  Indicate the still appropriate time approval to leave the building the responsible aring Station and again at the Schedulers desk and
4) On return you must let the Nurse on the Nurse any concerns such as incidents or hospital visits who one and leave without this check in at the Nursin arrived back and care could be missed. Please re	nile on the outing. Never just drop off your loved ong Unit. We may not know your loved one has
5) At any point if you are unable for whatever reexpected time you must call the Unit of the Resid Nurse that you will be later and when will be you Thank you for your cooperation as we attempt to	ur new expected time of arrival.
	Give one copy to the Accompanying Person and the second copy riginal 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)  Date Signed:		(Resident/Spokesperson/Agent/ Guardian)
Witnessed by:		
Print Name:(Authorized VCC Personnel)	Signature: _	(Authorized VCC Personnel)
Date Signed:		



### Goals of Care Designation (GCD) Order

Affix	patient	lahal	within	thin	hov
MILIX	patient	lanel	AAHHHH	UIIS	DUX

	e (yyyy-Mon-dd) Time (hh:mm)					
Goals of Care Design To order a Goals of Cobelow and write your	are Designation	on for this par				e Designation
Check ▶ □ R	I □ R2	□ R3	□ M1	□ M2	□ C1	□ C2
Initials >	_					
Check ✓ here □ if this Process. Document fur					Dispute Reso	lution
Specify here if there the ACP/GCD Tracki			o this GCD C	Order. Docume	nt these clarif	ications on
		uli- 000 0		J		
Patient's location o	care where	this GCD O	rder was or	aerea (Home; or	clinic or facility	name)
Indicate which of the maker (ADM)	following app	oly regarding	j involvemer	nt of the Patien	t or alternate	decision-
☐ This GCD has bee			onversation	with the patient		
☐ This GCD has bee or others. (Names of ☐ This is an interim of	of formally appoir	nted or informa	I ADM's should	d be noted on the	ACP/GCD Trac	
☐ This GCD has been or others. (Names of This is an interim of the following of the follow	of formally appoint GCD Order printers of GCD Collowing CD Order I am a revision fro	nted or information to convertor or to convert	ADM's should sation with potent.	d be noted on the patient or ADM.	ACP/GCD Trac	king Record)
☐ This GCD has been or others. (Names of This is an interim of the Indicate one of the form of the first GCD is the first GCD in this is the first GCD.	of formally appoint GCD Order printus of GCD Order I am a revision from from from from from from from from	or to conver for to conver Order aware of for m the most	ADM's should sation with p this patient. recent prior (	d be noted on the patient or ADM.  GCD (See ACP/0	ACP/GCD Trac	king Record)
□ This GCD has been or others. (Names of This is an interim of the Indicate one of the form of the Indicate one of the form of the Indicate one o	of formally appoint GCD Order printers of GCD Order I am a revision from a revision from a unchanged from the control of the c	or to convertion to convertion to convertion to convertion the most of the mos	this patient. recent prior (	d be noted on the patient or ADM.  GCD (See ACP/0	ACP/GCD Trac	king Record)

Page 1 Side A

# Goals of Care Designations - Guide for Clinicians

## Resuscitation if required followed by Intensive Care R: Medical Care and Interventions, Including

Focus of Care and interventions are for cure or control of expected to benefit from attempted resuscitation and ICU the Patient's condition. The Patient would desire and is

### any appropriate investigations/interventions that can be offered including attempted resuscitation and ICU care. R1: Patient is expected to benefit from and is accepting of

- 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
- offered including attempted resuscitation, intubation and any appropriate investigations/interventions that can be R2: Patient is expected to benefit from and is accepting of 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
- any appropriate investigations/interventions that can be offered including attempted resuscitation and ICU care, R3: Patient is expected to benefit from and is accepting of Resuscitation: is undertaken for acute deterioration but excluding intubation and chest compression
  - Life Support Interventions: may be offered without but intubation and chest compression should not be
- Life Sustaining Measures: are used when appropriate Intubation and without chest compression
  - Major Surgery: is considered when appropriate
- Transfer: is considered for diagnosis and treatment, if

# M: Medical Care and Interventions, Excluding Resuscitation.

Focus of Care and interventions are for cure or control of the Patient's 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 condition. The Patient either chooses to not receive or would not be expected to benefit from attempted resuscitation followed by life-

- M1: All clinically appropriate medical and surgical interventions directed option of attempted life-saving resuscitation followed by ICU care. at cure and control of condition(s) are considered, excluding the See above, regarding Pediatrics and ICU.
- Life Support Interventions: should not be initiated, or should be Resuscitation: is not undertaken for cardio respiratory arrest discontinued after discussion with the Patient.
- Life Sustaining Measures: are used when appropriate.
- provides more appropriate circumstances for diagnosis and treatment Transfer: to another location of care is considered if that location
- 6 advance of the proposed surgery and general decision-making guidance 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 Major Surgery: is considered when appropriate. Resuscitation during life-threatening deterioration should be discussed with the Patient in agreed upon and documented.
- If a patient does not respond to available treatments in this location of M2: All clinically appropriate interventions that can be offered in the current non-hospital location of care are considered.

care, discussion should ensue to change the focus to comfort care. Life-saving resuscitation is not undertaken except in unusual circumstances (see below in Major Surgery). See above, regarding Pediatrics and ICU.

- Resuscitation: is not undertaken for cardio respiratory 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: is not usually undertaken, but can be contemplated if symptom management or diagnostic efforts aimed at understanding symptoms can be best undertaken at that other location.
- proposed surgery and general decision-making guidance agreed upon and Major Surgery: can be considered, in order to prevent suffering from an mechanical support in an ICU, in order to return the Patient to prior level recovery room can be considered, including short term physiologic and noted as special circumstances on the GCD Order Form and Tracking unexpected trauma or illness. Resuscitation during surgery or in the deterioration should be discussed with the Patient in advance of the function. The possibility of intra-operative death or life-threatening

## C: Medical Care and Interventions, Focused on Comfort.

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

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

- Resuscitation: is not undertaken. directed at symptom control.
- 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

Life Support Interventions rypically 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 Note that specific interventions can be acceptable acts within multiple Goals of Care Designations. It is the goal or intention of the intervention that determines consistency with a Designation 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 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,

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 incapable and there is no designated ADM, appropriate people within the patient's close circle can be consulted.

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)



### 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 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.

### 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
- → Ensue 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.

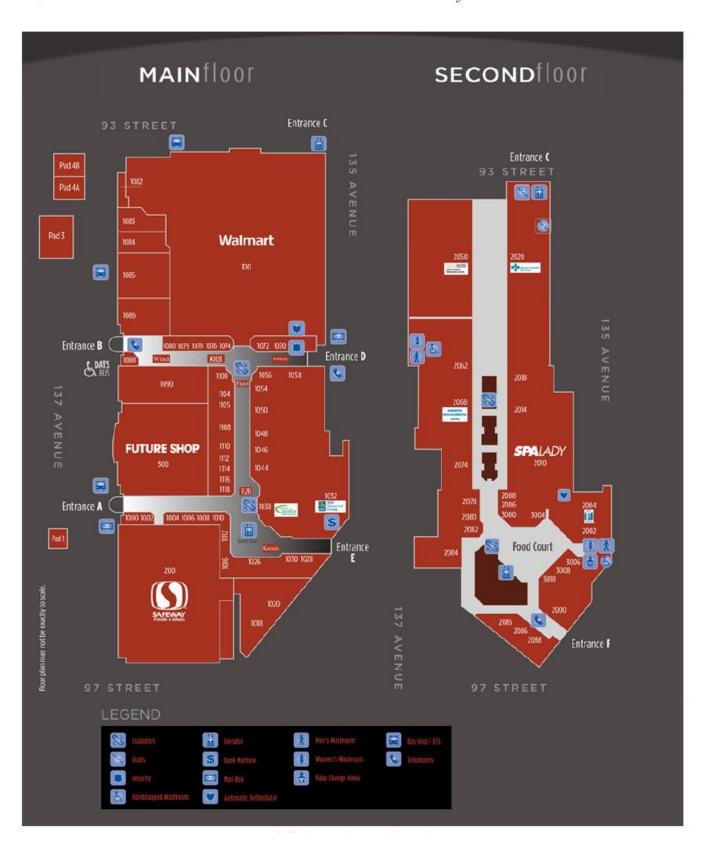
Ensure that the brakes of the walker are in good working order. If they are not, please ask your health care professional for assistance in fixing the brakes.

The above describes the safe use of a <u>four wheeled walker</u>. If you have a two wheeled walker, the same steps apply, with the exception that a two wheeled walker does not have brakes.



### Directory of Businesses at Northgate Mall

Just one Block from Venta Care Centre



1090 1048 1104 2084 2086 Rexall Romani Leather Northgate Music DynaLife Dx Medical The Sleep Institute (780) 406-6233 (780) 475-1120 School (780) 478-3577 (780) 478-0064 200 Food Services/ (780) 472-1949 1038 Services/Financial Safeway Restaurants 1072 **Edmonton North** 1084 (780) 406-6455 Pad 3 The Fragrance Outlet Primary Care Network Easy Home 100 Chili's Texas Grill (780) 982-1070 (780) 473-7131 (780) 472-2655 Walmart (780) 478-0606 1088 2068 1046 (780) 406-8823 3010 Your Florist Edmonton **Edmonton Shoe Electronics** China Court (780) 447-9946 Muskuloskeletal Repairs (780) 264-6568 K103 (587) 521-5676 Health & Beauty Centre 3004 (780) 433-3155 2080 Bell (Kiosk) 1112 (780) 457-3408 1058 Edo Japan Bella Vanti Hair Grant Thornton, LLP (780) 476-2853 1010 (780) 475-9800 Edmonton (780) 401-8265 Rogers Plus 1018 1030 Operational Stress 2085 H&R Block / Accutax (780) 475-2724 Good Buddy Fernando's Hair Injury Clinic (Veterans 1004 (780) 476-5510 (780) 413-8993 Restaurant Affairs) (780) 406-3838 1090 (780) 342-2792 Pad 4A Bell 2006 Liquor World (780) 478-9815 1083 Rexall 1110 Japanese Village (780) 406-6233 **Embrace Family** (780) 476-0407 Telus Mobility (780) 422-6083 2010 Clinic 1120 (780) 478-8477 1000 (780) 475-0502 Lotto Booth Spa Lady (780) 471-5239 1085 (780) 451-9129 Fido (Kiosk) M&M Meat Shops (780) 478-0515 1032 (780) 371-9112 1054 Healthcare Solutions Wind (Kiosk) 3006 Vitality Health (780) 406-3500 Royal Bank McDonald's (780) 476-6062 2078 (780) 448-6300 (780) 638-0965 (780) 414-8529 1016 Pad 1 Koodo (Kiosk) Northgate Dental 1028 Vo's Nails Safeway Gas Bar (780) 406-3300 Centre Smitty's Restaurant & (780) 413-6468 (780) 457-5800 (780) 456-7121 Chatr (Kiosk) (780) 757-7878 Shades Lounge **Professional Services** 2086 1002 Fashion (780) 478-7731 1105 Northern Lung Shefield & Sons 1086 1082 Academy of Function (780) 478-2149 Ardene Subway Restaurant Mathematics and (780) 478-0064 2082 (780) 628-1586 (780) 406-8040 Science 2074 State Farm Insurance 1080 3008 (780) 456-3632 Northgate Medical (780) 489-2046 2050 2000 Demore Clothing Taco Time Centre (780) 756-3500 Sung Lee Taekwondo (780) 731-1399 Alberta Works (780) 457-4250 1074 (Labour Market Info-& Out of School Care 1113 2002 Pivotal Physiotherapy (780) 474-5425 Moda Boutique The Nut Shoppe Centre) (780) 478-1199 (780) 476-4343 (780) 422-9440 1008 (780) 473-1461 Transat Travel 1070 2014 Northgate Tailors Tim Horton's 1026 (780) 476-3395 Learning Store at (780) 473-3983 (780) 475-9891 Northgate The Dentists @ 1020 1012 (780) 457-3467 Northgate Static Clothing Tutti Frutti 2004 (780) 478-5457 (780) 705-6775 (587) 523-0022 2008 First Capital 1078 Gifts/Books/Music/ Realty Property The Hearing Clinic (780) 413-4601 Yasmin House of Stationery Management 1092 Islamic Clothing 1044 (780) 475-3695 (587) 778-4021 As Seen on TV 2088 **Total Focus** Jewellery/Fashion Solicitor General/ Showroom Optometry Accessories (780) 413-7199 **Probation Office** (780) 472-7740 1056 1118 (780) 427-3371 2018 Dales Jewellers & Come to the Garden Medical/Dental The X-Ray Clinic at Goldsmiths (780) 478-6975 Services Northgate Centre (780) 456-2669 1108 2020 (780) 476-9729 1076 Home Gallery Alberta Health 2062 Prime Time (780) 953-9495 Services The X-Ray Clinic at (780) 473-8808 (780) 342-2800 Northgate Centre (780) 476-9729



### Convenient Resources close to 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 9408 137 Ave NW

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

(780) 457-8886

### 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) 413-4682

Pet Therapy Society-N Alberta 8170 50 St NW (780) 413-4682

### Massage Therapy

Northgate Chiropractic Chiropractor 13534 97 St NW (780) 488-5353 Pivotal Physiotherapy

Physiotherapist - Northgate Centre 9499 137 Ave NW #2002 (780) 473-1461

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

### Churches

(780) 456-7890

North Edmonton Christian Fellowship Place of Worship 9004 153 Ave NW

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

North Pointe Community Church Pentecostal Church 14025 167 Ave NW (780) 452-5566

### Laundromats (Coin Laundry)

Killarney 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) 476-0422

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) 756-0636

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

### Shopping

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

Safeway Supermarket · Northgate Centre 200 9499 137 Avenue NW (780) 406-6455 **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) 406-7397

**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

Please feel free to ask our staff to help you find a business service in our area.



13525 – 102 Street Edmonton, Alberta T5E 4K3

### **MEET YOUR CARE TEAM**

DEPARTMENT / POSITION	STAFF MEMBER	TELEPHONE
CEO / Administrator	Dr. Peter Birzgalis	780-377-4401
<b>Executive Assistant to CEO</b>	Terra Fleming	780-377-4415
Business Assistants	Donna Moynes	780-377-4400
	Christina Yee	
Director of Nursing	Helen Doan / Christine	780-377-4403
	Birzgalis	
Resident Floor Manager	Kitara Bos	780-377-4541
Resident Floor Manager	Tawanda Chikate	780-377-4540
First Floor Charge Nurse	Registered Nurse (on duty 24/7)	780-377-4466
Audit Specialist	Sarah Elsokari	780-476-6678
Dietitian	Teresa Jungwirth	780-377-4407
Dietary Technologist - Office	Nora Elsokari	780-377- 4468
- Kitchen		780-377- 4469
Occupational Therapy Coordinator	Cecilia Chong	780-377-4414
Occupational Therapists	Avneet Sanghera	780-377- 4484
Recreation Supervisor	Miranda Mandic	780-377-4412
Social Worker	Chanel Catigan	780-377- 4490
Occupational Health & Safety	Sarah Elsokari	780-476-6678
Director of Maintenance	Younes Khiat	780-377- 4544
Dental Office	Kelly Stanley	780-377- 2300
RAI/MDS Coordinator	Suman Jain	780-377- 4470







Venta Care Centre is an Accredited Facility with exemplary standing 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 Standards, Alberta Seniors, Public Health, Community Care and Accreditation Canada.

Results are displayed in the display cabinet in the front foyer of the Facility, posted and addressed through our facility newsletters and on our website. Results can be made available upon your request.

Thank you