



*The "Heart of Excellence"*



*Resident  
Handbook*

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Dear Residents and Families,

Welcome to Intercare

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

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

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

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

**David N. Aie,**  
**President**

## Our Purpose:

To maintain dignity, offer choice and support growth to those we serve in a safe, secure environment.

## Our Values:

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

## Our Vision:

*“Heart of Excellence”* –  
Honouring life through Communities of Care



## Privacy & Confidentiality

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

## Admission Information

### ROOM RATE:

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

Private Room	\$54.25
Shared	\$47.00

- ♥ Intercare maintains an internal waiting list for residents wanting to relocate from a shared to private accommodation. Due to the number of specialized units within our system and varying resident acuities, priority for private accommodation is generally based upon resident need as opposed to time on the internal waiting list. We do, however, try to accommodate every request for a private room as quickly as possible.

## Admission Information

### **ADDITIONAL CHARGES:**

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

- ♥ **Laundry Labels:** To ensure personal laundry is not lost, all resident clothing is labeled at the time of admission. Any unmarked clothing should be given to a staff member as soon as possible to ensure all items are labeled properly. Each 100 labels are \$25.00 plus GST.
- ♥ **Addressograph/Photograph:** To complete our admission process, we require an appropriate photograph of the resident for identification purposes. In addition, basic resident information is set up on our addressograph. Cost: A one-time charge of \$20.00 upon admission.
- ♥ **Personal Laundry:** We will undertake to launder resident personal laundry for a monthly fee of \$40.00 plus GST. Items requiring dry cleaning will be sent out and charged separately. We do recommend washable clothing as our staff are not in a position to determine which clothes should be dry cleaned.
- ♥ **Administration Office:** Our Calgary Regional Corporate Office is located at Southwood Care Centre, 211 Heritage Drive, Calgary, Alberta T2H 1M9. Business hours are from 8:00 a.m. to 4:30 p.m., Monday through Friday. Questions or concerns regarding billing or trust funds for residents at all Intercare sites should be directed to this office by phone (403) 252-1194 or fax (403) 253-0393.

## Living at Intercare

- ♥ **Visiting Hours:** Intercare does not restrict visiting hours. However, for the safety and security of our residents and staff, all doors are locked after normal business hours. If you arrive after hours, please use the doorbell or intercom located at the front entrance or in the parkade for access.
- ♥ **Social Leave:** Residents may go out on social leave at any time. Staff must be notified in advance of the resident leaving the facility and appropriate entries made in the “Sign-In/Sign-Out” book upon leaving and returning. If an extended leave is anticipated, please notify the Staff Nurse (RN/LPN) at least 5 days in advance to ensure appropriate medication is available prior to leaving.
- ♥ **Activity Calendars** are provided by the recreation department. Family members are encouraged and welcome to participate with residents in planned events.
- ♥ **Meal Times** may vary from unit to unit so please check with staff for your designated meal time. The main meal is usually served mid-day. We encourage family or friends to join a resident for a meal and ask that you please notify the Staff Nurse (RN/LPN) on the unit at least 2 hours in advance of the meal to ensure adequate time is allowed for your meal preparation. The cost of breakfast is \$6.00; lunch or dinner - \$8.00.
- ♥ **Family Functions:** If you would like to hold a family function at the facility, arrangements can be made by contacting either the Facility Leader or Residential Services Team Leader. We have a variety of rooms to accommodate your needs and encourage families to celebrate birthdays, holidays and other special events at the Care Centre.
- ♥ **Snacks** including coffee, tea, juices and cookies are available to residents during the day.

## Living at Intercare (continued)

- ♥ **Alcoholic beverages** may be provided for the resident by the resident's family and must be stored in the unit medication room and administered by the resident's RN/LPN.
- ♥ **Smoking:** In accordance with the Alberta Health Services/Calgary Zone policy on smoking, visitors are not allowed to smoke on any Care Centre property. Residents who are able to independently access the designated smoking areas may smoke only in these areas however, residents who are unable to smoke safely on their own must have arrangements made by the family for a companion to accompany them.
- ♥ **Room or Dining Changes:** Every effort is made by our staff to expedite and accommodate a request to either relocate the resident's room or his/her dining room table. All requests should be made in writing to the Staff Nurse on the Unit.
- ♥ **Protection for Persons in Care Act (PPIC):** All Intercare residents are protected under the PPIC Act. Any and all forms of resident maltreatment are considered unacceptable. Intercare has a zero tolerance policy for resident abuse. For additional information, please contact one of our Staff Nurses (RN/LPN), Social Worker or Facility Leader. To report any form of maltreatment, please call 1-888-357-9339 or contact the Facility Leader.
- ♥ **Complementary and Alternative Therapies:** Intercare supports the rights of residents to use **complementary and alternative medications and therapies**. Residents considering use of a complementary product or therapy must inform the unit Staff Nurse (RN/LPN) in writing about such use. This will enable staff to determine whether the product or therapy may be harmful in view of the conventional therapies and medicines being provided by the Care Centre.
- ♥ **Loaner Wheelchairs:** Loaner wheelchairs are available on a limited time basis. Residents who require wheelchairs can access rentals from local vendors. Power wheelchairs **MUST** be assessed by Occupational Therapy/Physiotherapy (OT/PT) as per Intercare policy.



## Living at Intercare (continued)

- ♥ **Transportation:** Upon admission, arrangements will be made for any transportation (handibus or taxi) that the resident may require during their stay. The resident is responsible for all transportation costs (including off-site medical appointments) while at the facility except when requiring hospitalization via ambulance.
- ♥ **Hospitalization:** If the resident requires hospitalization, arrangements will be made by Nursing and the family will be immediately notified. In the event that a resident is admitted to hospital for a period exceeding 50 days, the need for long term care placement will be re-evaluated.
- ♥ **Money or Other Gifts:** Intercare's policy indicates that money or other gifts offered by residents or their families may not to be accepted by Staff. If you are considering making a staff donation, please contact the Facility Leader.
- ♥ **Foundation for Seniors Care – “Hearts of Excellence”:** If you wish to give a gift in memory of a friend or loved one, donations to Intercare's charity of choice, Foundation for Seniors Care - “Hearts of Excellence” charitable foundation are welcomed and appreciated. Tax receipts are issued for each donation.
- ♥ **Parking Passes:** Due to limited parking at each Intercare site, we have implemented controlled paid hourly/daily parking. You may purchase a parking ticket to ensure timely access to our care centres or may purchase a monthly parking pass (limited availability) for extended parking use – please see the Receptionist for more information.
- ♥ Information about Intercare is also provided on our website at [www.intercarealberta.com](http://www.intercarealberta.com).

## Family/Resident Responsibility

- ♥ To expedite the admission process, the resident, family or person designated as financially responsible should undertake to arrange for telephone installation (Telus at (403) 310-2255); newspaper delivery (Calgary Herald at (403) 235-7323/Calgary Sun at (403) 250-4300) and expanded Shaw TV cables services (Shaw Television at 1-888-472-2222). Intercare provides basic TV cable services, however the cost of additional channels are the responsibility of the resident. Invoices/billings for these services should be sent directly to the person responsible for the financial affairs of the resident. Transfer or termination of any of these services within the facility is also the responsibility of the party responsible for the resident's financial affairs.
  
- ♥ You or your family are responsible for providing:
  - Razor (electric preferred)
  - Hearing-aid batteries
  - Cosmetics
  - Shampoo
  - Body wash / soap
  - Deodorant
  - Nail clippers and toe nail clippers
  - Toothbrush, toothpaste, and mouthwash, and/or denture supplies
  - Perfumes/aftershave colognes
  - Skin lotion
  - Kleenex
  - Stamps
  - Adaptive clothing (if required). Please remember to bring clothing appropriate to the season for outings. For example, mitts and hats, or sunglasses, sunscreen and sun hats.
  - Hip protectors (if required)

## Care Centre Team

- ♥ **Medical Advisor and Medical Site Leader is Dr. Paddy Quail** who is a family physician with patients at our sites and has admitting privileges at the Foothills Hospital. **Physicians** attending to residents must have continuing care privileges with the Alberta Health Services/Calgary Zone. They will visit regularly and be updated by nursing as necessary.
- ♥ **ARP Physicians** are a group of Physicians who provide comprehensive care for residents living at our Intercare sites. For more information please visit the ARP/Intercare website, [www.arpintercare.com](http://www.arpintercare.com).
- ♥ **Facility Leader** is responsible for the overall operations and administration, including clinical care component at each facility.
- ♥ **Clinical Team Leader** is a Registered Nurse responsible for the overall clinical care at the Care Centre.
- ♥ **Associate Team Leader** coordinates care in partnership with residents, family, staff, and physicians to provide the best possible care.
- ♥ **Registered Staff Nurses and Nursing Assistants** specializing in continuing care are available 24 hours a day.
- ♥ **Social Worker** is available to provide assistance with financial and social support.
- ♥ **Occupational and/or Physio Therapists** will assess residents and identify equipment and programs to assist them in accomplishing activities of daily living.
- ♥ **Recreation Therapist** will assess clients and provide them with choices and opportunities to participate in various recreational activities. **Therapy Assistants** will implement therapeutic programs on an individual basis or in a group setting.
- ♥ **Registered Dietitian** will assess resident's nutritional status and need for supplements and monitor monthly weight.

## Care Centre Team (continued)

- ♥ **Pharmacist** ensures that appropriate medication is provided and that all medications prescribed are reviewed on a regular basis.
- ♥ **Denturist** is available on site to provide required services and to label dentures with the resident's name for a small fee. Individuals requiring other dental treatment can be referred to outside clinics.
- ♥ **Podiatrist** regularly visits the Care Centre and Nursing will refer residents for foot care. A nominal fee is charged for this service.
- ♥ **Volunteer Coordinator** supervises volunteers who provide a wide range of services in many areas. If interested in volunteering, contact the Volunteer Coordinator or visit our website for more information.



## Residential Services

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



## Residential Services (continued)

- ♥ A professional **Hair Salon** is located on site at each Care Centre. Charges are posted and any usage is itemized and reflected on the monthly invoice. Families are encouraged to make appropriate arrangements directly with the hairdresser for hairdressing services that the resident may desire.
- ♥ The **Maintenance Department** is accountable for the prevention and maintenance of all our environments. You may access our maintenance services through your nursing team.



## Let's Hear From You!

- ♥ **Resident Family Council Meetings** are held regularly to provide education and a forum for discussion of issues. Residents and families are encouraged to attend and participate in these meetings. Meeting times and details are posted at your Care Centre.
- ♥ A **Conference** will be arranged within 6 – 8 weeks of admission. Residents and families are invited to meet the interdisciplinary team consisting of nursing, social work, occupational therapist, recreational therapist, physician, pharmacist, and dietitian. Team members will report on assessments and involvement to date. Any questions or concerns are shared and addressed. Additional conferences are then arranged on an annual basis.
- ♥ Residents and families are encouraged to contact the **Attending Physician** when they have questions or concerns. The Staff Nurse can provide you with the Attending Physician's contact information.
- ♥ **Feedback Forms** are an excellent way to communicate concerns, suggestions and compliments. They are available on the units throughout each Care Centre and you will receive a response each time a form is submitted.

## Let's Hear From You! (continued)

- ♥ If you or your family have concerns or questions about the care and services provided by Intercare we want to hear from you! If you are not satisfied with Intercare's response, you may direct your concerns to the **Alberta Health Services/Calgary Zone, Health Link**, telephone (403) 943-5465 or 1-866-408-5466.
- ♥ If a **Personal Directive, Enduring Power of Attorney, Guardianship or Trusteeship** have been finalized, please provide copies of these orders for Care Centre records.
- ♥ **Goals of Care** designation is a way to communicate to staff personal wishes in the event that the resident's health deteriorates. Wishes expressed in the Personal Directive will be honoured in the Goals of Care form. If you have any questions, please feel free to discuss it with the resident's Physician or a Staff Nurse.
- ♥ **End of Life Care** is provided in the Care Centre. Brochures are available to help families understand the physical changes at End of Life. If you would like a copy, please see the Social Worker or Staff Nurse.
- ♥ If **pre-planned funeral arrangements** have been made, inform the Staff Nurse so that information is available on the chart in order for the resident's wishes to be carried out.
- ♥ If there is a **change of address or telephone number**, please ensure that this information is updated with the front office and on the resident's chart. If the responsible party or family members will be away for any length of time, notify the staff on the unit with dates and any alternate contact names and numbers.



## Safety

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

Please make staff aware of any safety concerns that you may have while in our facilities.

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

## In Case of Emergency

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

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

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

<b>Code Red</b>	Fire
<b>Code Green</b>	Evacuation
<b>Code Yellow</b>	Missing Resident
<b>Code Blue</b>	Medical Emergency
<b>Code Black</b>	Bomb Threat
<b>Code Orange</b>	Disaster Plan
<b>Code White</b>	Security Plans Aggressive Behaviour, and Suspicious Person







**Regional Office**  
**211 Heritage Drive SE**  
**Calgary, Alberta T2H 1M9**  
**Tel: 403-252-1194**  
**Fax: 403-253-0393**

**website: [www.intercarealberta.com](http://www.intercarealberta.com)**

**Brentwood Care Centre**  
**2727 - 16th Avenue NW**  
**Calgary, Alberta**  
**T2N 3Y6**  
**Ph: (403) 289-2576**  
**Fax: (403) 282-7027**

**Chinook Care Centre**  
**Chinook Hospice**  
**1261 Glenmore Trail SW**  
**Calgary, Alberta**  
**T2V 4Y8**  
**Ph: (403) 252-0141**  
**Fax: (403) 253-0292**

**Southwood Care Centre**  
**Southwood Hospice**  
**211 Heritage Drive SE**  
**Calgary, Alberta**  
**T2H 1M9**  
**Ph: (403) 252-1194**

**Intercare @ Millrise Place**  
**14911 - 5<sup>th</sup> Street SW**  
**Calgary, Alberta**  
**T2Y 3E2**  
**Ph: (403) 451-4211**  
**Fax: (403)451-4223**

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