

Kingsland Terrace

Resident & Family Information Handbook



The “Heart of Excellence”

Table of Contents

Welcome to Intercare 2

Purpose, Values and Vision. 3

Privacy and Confidentiality 4

Admission Information 4

Additional Services and Charges. 5

Moving In and Moving Out 5

Living at Kingsland Terrace 6

Step-by-Step Concerns Resolution Flow Map. 11

Family/Resident Responsibility 12

Your Care Team 13

Let’s Hear from You 13

Infection Prevention and Control 14

Resident Safety 15

In Case of Emergency 15

Continuity of Services (Contingency Planning) 16

Additional Addendum Information Available for Residents and Families:
Managed Risk Agreements; Resident Rights; Personal Laundry and Labelling; Private Companions and/or External Service Providers.

Dear Residents and Families,

We are pleased to welcome you to Intercare at Kingsland Terrace - your new home!

This innovative living environment was designed to provide a new style of residential supportive living for unique resident populations within the City of Calgary. Our wonderful Team of qualified care and support service staff are ready to assist and help ensure your stay with us is comfortable, respectful and beyond expectation.

Kingsland Terrace offers a distinctive core of services and amenities that are specially designed to support your needs. As a result, we believe you will find that the care, recreation, dining and other programming will maximize your living experience while enjoying an improved quality of life each and every day. Our welcoming, dedicated staff members are committed to assisting you in getting settled and in exploring the various opportunities and options that are available to you at Kingsland Terrace.

This will be a new experience for you and as such you will undoubtedly have many questions. Please know that we are here first and foremost for you and will make a sincere commitment to answer all of your questions and address any concern in a timely manner. Our “open door” policy encourages residents and their families to contact, meet and discuss any needs, concerns, issues or suggestions with either the Facility Administrator or with a designated member of our collaborative care team at Kingsland Terrace.

Your feedback is both important to us and essential towards ensuring our ability to continually improve our service delivery. With this in mind, we offer an accessible and simple ‘feedback’ communications process for you and other family members, friends or loved ones that involves the use of a “Feedback Form”. Feedback Forms are available both in paper version at the facility or electronically via our website (www.intercarealberta.com). Feedback Forms can be used to submit and share concerns, questions, complements or suggestions with us. We strongly encourage your feedback because we use this information as a tool for continuous quality improvement and to measure the overall effectiveness of our care and support systems. You have our commitment that your input will be followed up on and a response provided in a timely manner.

Finally, this is your home and we want to you enjoy all of the comforts, programs and surroundings that your home provides. We want you to feel well supported and live life to your fullest capacity. Welcome to Kingsland Terrace and thank you for choosing Intercare as your new home.

Bert Everett,

President

Our Purpose:

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

Our Values

Respect: Honouring each other as individuals

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

Our Vision

“Heart of Excellence” –

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



Privacy and 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

♥ ACCOMMODATION RATE

Accommodation rates for Supportive Living and Long Term Care Facilities are set and adjusted by the **Government of Alberta**. Accommodation rates are standardized throughout the province of Alberta, including Alberta Health Services/Calgary Zone. Until further notice, the daily accommodation rate for a private room at Kingsland Terrace is **\$70.10** per day.

♥ SECURITY DEPOSIT

A security deposit is required prior to admission. The security deposit is held for damages, cleaning costs, unpaid rent or for other financial obligations the Resident may have to Intercare. The security deposit will be deposited into an interest bearing account and will accrue interest at a rate(s) determined by provincial government regulations. Security deposits will be refunded in full or in part following discharge from Kingsland Terrace. The amount refunded will depend upon the Room Condition Inspection Report and financial obligations to Intercare having been met in full.

♥ TENANT INSURANCE

[Comprehensive General Liability & Property Damage Insurance]

The **Resident or Responsible Party is responsible** to maintain a **minimum** of one million dollars (**\$1,000,000**), per occurrence, comprehensive general liability coverage against bodily injury and property damage, including loss of use of property insurance, with an insurer licensed in Alberta.

The Resident's Tenant Insurance should cover, on a full replacement cost basis, the Resident's personal property located at Kingsland Terrace including, but not limited to, valuables such as heirlooms, jewelry, money, dentures, glasses, hearing aids, electronics, art work, clothing, sentimental and/or any other personal effects whether they remain in the Resident's care or in the care of Intercare.

Upon Intercare's request, the Resident or Responsible Party will provide Intercare with a copy of the Resident's Certificate of Insurance (COI) as proof of comprehensive general liability and property damage insurance coverage.

Additional Services and Charges

The following charges are in addition to the daily room rental rate:

- ❖ Emergency Call / GPS Bracelet Replacement Fee;
- ❖ Storage Space Rental (if requested);
- ❖ Toiletries;
- ❖ Equipment, medication and / or medical costs where applicable including, for example, but not limited to: medication, wound care supplies, incontinence supplies, oxygen supplies, transfer belts fall mats, slings, hip savers;
- ❖ Personal Laundry Services (if requested);
- ❖ Use of on-site washer / dryer for personal laundry (if applicable); and
- ❖ Please refer to the listing of additional services and charges provided on **Appendix A** of the Resident's Supportive Living Agreement.



Residents should have the style of laundry basket pictured here.

Moving In and Out

- ♥ Due to security reasons, the following **Move-In** guidelines must be followed:
 - ❖ Move-ins must be **pre-booked with the Facility Administrator** and take place between the hours of **9:30 am to 3:30 pm Monday – Friday only**;
 - ❖ Do not block corridors or fire exits during the move-in;
 - ❖ When move-in is completed, please contact the Facility Administrator; and
 - ❖ A **Condition Inspection Report** shall be completed by the Facility Administrator (or designate) and Resident/Responsible Party **on the same day** that the Resident moves in. Each party shall sign and retain a copy of the report.

- ♥ Due to security reasons, the following **Move-Out** guidelines must be followed:
 - ❖ Move-out must take place between the hours of **9:30 am to 3:30 pm, Monday to Friday only**;
 - ❖ Do not block corridors or fire exits during the move-out;
 - ❖ Remove all property / items belonging to the Resident from the Residents room;
 - ❖ Do not remove any property or items belonging to Intercare;
 - ❖ When move-out is complete, please contact the Facility Administrator; and
 - ❖ A **Condition Inspection Report** shall be completed by the Facility Administrator (or designate) and Resident/Responsible Party **on the same day** that the Resident moves out. Each party shall sign and retain a copy of the report.

Living at Kingsland Terrace

Intercare Calgary Regional Corporate Office: Intercare's Calgary Regional Corporate Office is located at Suite #501, 5920 - Macleod Trail S.W., Calgary, Alberta, T2H 0K2. Business hours are from 8:00 a.m. to 4:30 p.m., Monday through Friday. Questions or concerns regarding billing for Residents in all Intercare sites should be directed to the Corporate Office by phone (403) 255-4969 or by fax (403) 252-6591.

- ♥ **Intercare's Website:** General information about Intercare is also available on our website at www.intercarealberta.com.
- ♥ **AHS Case Manager:** An AHS Case Manager will be assigned to you and will be responsible for your overall care. The AHS Case Manager is accountable for working with Residents and families in developing a plan of care that is individually designed for each Resident. At Kingsland Terrace, the AHS Case Manager and Intercare's care team work together to ensure that all Residents receive safe, quality care and services. The AHS Case Manager is available on site during designated office hours.
- ♥ **Care Plans:** Residents (or their designated decision maker, if applicable) who have questions about their care plan or who wish to see/receive a copy of their care plan should contact the AHS Case Manager directly for assistance.
- ♥ **Care Conferences:** An initial care conference will be arranged for you with the multi-disciplinary team approximately six (6) to eight (8) weeks following your admission to Kingsland Terrace. Your care conferences will then take place annually and/or on an 'as needed basis' thereafter.
- ♥ **Podiatry, Vision and Dental Care Services:** Care-related services such as podiatry/foot care, vision and dental care must be accessed in the community by Resident. For information or assistance, please contact the LPN or AHS Case Manager.
- ♥ **Palliative Care - End of Life (EOL):** Information about the end stages of life is available at Intercare in a variety of brochures and pamphlets. For additional information, please contact the Facility Administrator, LPN or AHS Case Manager.
- ♥ **Complementary and Alternative Therapies:** Intercare supports the rights of Residents to use complementary and alternative medications and therapies. Residents considering the use of a complementary product or therapy **must first inform** the Facility Administrator in writing about such use **and must comply** with Intercare's established CAHM policy and procedures regarding such use.

- ♥ **Safe Medication Self - Administration:** Prior to being allowed to self-administer his/her own medications, Resident requiring Medication Management must be assessed by his/her physician and the professional nursing team for **medication self-administration competency**. (Note: For Residents requiring Medication Management who are unable to 'self identify', Resident Identification Bracelets can be used as an alternate identification source for safety purposes.)
- ♥ **Visiting Hours:** Intercare does not restrict visiting hours. However, for security and Resident safety purposes, all entrance doors to Kingsland Terrace remain locked at all times. Upon arrival, please use the intercom to request access into the Facility.
- ♥ **Leave of Absence from Kingsland Terrace:**
 - ❖ **Charges**

Residents on a leave of absence from the facility will **continue to be charged** the daily room rental rate and optional service charges.
 - ❖ **Hospital Leave**

A maximum of fifty (50) days leave may be taken in a calendar year. In the event that a Resident is admitted to hospital for a period exceeding fifty (50) days, the need for Supportive Living placement will be re-evaluated.
 - ❖ **Social Leave**

Social leaves are not limited and Residents may go out on social leave at any time. However, staff must be notified in advance of the Resident leaving the Facility and appropriate entries must be made in the “**Sign-In / Sign-Out**” book when the Resident leaves and returns. If an extended social leave is anticipated, the Facility Administrator must be notified in advance. If social leaves are used in excess, the Facility Administrator (or designate) is required to contact AHS Transition Services to reassess the Resident’s need for the supportive living placement.
- ♥ **Planned Discharges** from Kingsland Terrace may occur for Residents who are deemed not suitable or appropriate for supportive living; such discharges are planned and undertaken in conjunction with AHS/Calgary Zone (Transition Services).
- ♥ **Activity Calendars** are provided by the Recreation Team. Family members are encouraged and welcome to participate with Residents in planned events.
- ♥ **Menu:** The menu rotates every four (4) weeks. Developed by a Registered Dietitian, with input from the Kingsland Terrace cook and Residents, the menu meets Canada’s Food Guide for Healthy Eating and offers a variety of meal choices.
- ♥ **Special diets** are provided as required and are monitored by the Registered Dietitian after conferring with the Resident, responsible family members and the attending physician. Special snacks are also included.

- ♥ **Meal Times** for Residents are posted in the Facility. A meal substitution for lunch or dinner is available for Residents, upon request.
- ♥ **Snacks:** Nutritious snacks and beverages are available to Residents each day.
- ♥ **Housekeeping** services are provided seven (7) days per week and reflect a regular cleaning schedule.
- ♥ **Family or Friends** are encouraged to join a Resident for a meal. Should family or friends wishing to do so are asked to complete a **Visitor Meal Voucher** and notify the Staff Nurse (LPN) at least two (2) hours in advance of the meal to accommodate meal preparation time. Meal costs are: **\$9.50** for Breakfast; **\$12.00** for lunch or dinner; **\$20.00** for special Holiday Meals.

~ Visitor meal prices are established by Intercare and are subject to change with notice ~

- ♥ **Family Functions:** Intercare encourages families and friends to celebrate birthdays, holidays and other special events together with their loved ones at the facility. If you would like to hold a family function at the facility, please contact the Facility Administrator.
- ♥ **Alcoholic Beverages** in Supportive Living may be retained by a Resident for personal consumption only. Any such alcoholic beverages must remain locked in the Resident's room at all times.

PLEASE NOTE: Residents who have a Physician's Order in place for the personal consumption of alcohol **must** have their alcoholic beverages securely stored by the professional staff nurse (LPN).



- ♥ **Non-Smoking:** All Intercare facilities, including Kingsland Terrace, are **non-smoking facilities**. In accordance with Intercare Policy, AHS/Calgary Zone policy and the City of Calgary Bylaw 57M92, residents, family members, visitors, guests and staff are strictly **prohibited** from smoking and/or consuming tobacco or tobacco-like products anywhere within or on Intercare property, including but not limited to resident rooms, commons areas, stairwells, stairways, outdoor patios, outdoor garden areas and surrounding grounds/property.
- ♥ **Cannabis:** All use of cannabis for medical purposes requires an **Attending Physician's Order**. Smoking, propagating, sharing, bartering, selling, borrowing or growing cannabis (whether for recreational or medical use purposes) is **not permitted** anywhere on or within any Intercare property, including but not limited to resident rooms, commons areas, stairwells, stairways, outdoor patios, outdoor garden areas and surrounding grounds/property.
- ♥ **Small Appliances:** For safety purposes, small appliances for personal use are **prohibited** from being brought into/used in resident rooms or anywhere else on the premises including, but not limited to: electric heating pads, electric blankets, hot water bottles, humidifiers, irons, microwaves, toasters, kettles and/or coffee makers (with the exception of single serve brewing systems, with auto shut off, such as Keurig or Tassimo Brewers).

- ♥ **Valuables:** Intercare shall **not** be responsible or liable for the theft, loss or damage of any personal effects, sentimental effects or valuables belonging to the Resident at Kingsland Terrace. All sentimental effects, non-essential personal effects and valuables such as heirlooms, jewelry and money should not be left for or kept by/with the Resident at Kingsland Terrace.

PLEASE NOTE: In accordance with Intercare policy, staff members are **not permitted** to retain, hold or store any Resident's sentimental effects, non-essential personal effects or valuables on behalf of a Resident for safekeeping.

- ♥ **Money or Other Gifts:** Intercare's policy specifies that money or other gifts offered by Residents or their families/loved ones **may not** be accepted by Intercare staff. If you are considering making a staff donation, please contact the Facility Administrator.

PLEASE NOTE: In keeping with accounting and legislative requirements, Income Tax receipts cannot be issued to donors for monetary donations made to Intercare.

- ♥ **Foundation for Seniors' Care - "*Hearts of Excellence*":** Individuals who wish to make a monetary donation in memory of a friend or loved one are invited to donate to the Foundation for Seniors Care - "*Hearts of Excellence*". The Foundation is a registered charity that is committed to supporting seniors and hospice/palliative care by providing funding for related programming and services, education, special projects, intergenerational and community-based initiatives. Income Tax receipts are issued for each monetary donation to the Foundation. Please contact the Facility Administrator for further information.

- ♥ **Staff and Volunteer Non-Involvement in Resident's Personal Affairs:**

Intercare's policy specifies that Intercare staff and volunteers are **not permitted** to be involved in:

- ❖ Resident financial affairs, including Power of Attorney, Trusteeship, Wills and Estates; and
- ❖ Resident non-financial affairs, including Personal Directives and Guardianship.

PLEASE NOTE: If you require assistance with such matters, please contact the AHS Case Manager at Kingsland Terrace.

- ♥ **Safe Water Temperatures:** In accordance with Alberta Health (AH) and AHS provincial policy, Intercare recognizes **38 to 43 degrees Celsius** as the safe water temperature range for Residents during staff-assisted baths/showers. As there are no bath tubs at Kingsland Terrace, to monitor staff-assisted shower water temperatures at Kingsland Terrace, staff must first complete three (3) temperature checks prior to assisting Residents into their shower; residents who are able to do so, will be invited by staff to participate in the third check by placing their arm into the water.

♥ **Staff-Assisted Resident Bathing:** In accordance with AH and AHS provincial policy, based on assessed need, Intercare provides Kingsland Terrace Residents with the opportunity to receive a minimum of **two (2) staff-assisted baths per week** by the method of their choice, which includes showering, full body sponge bath and/or bed bath. Residents who do not want two (2) staff-assisted showers and/or sponge/bed baths per week based on assessed need, will not have to receive same.

♥ **Transportation:** In supportive Living, Residents who require transportation or escort to outings and appointments are responsible for arranging and paying for same.

♥ **Parking:** There is limited parking available on public streets adjacent to Kingsland Terrace. In addition, there is one designated (1) handicap parking stall located at the back of the supportive living facility.

PLEASE NOTE: Please **do not** park on adjacent public streets where 'No Parking' is indicated, as your vehicle will be ticketed and towed by the City of Calgary.

♥ **Family Notification Process:**

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

Within twenty-four (24) hours when there is: 1) an incident that has resulted in an injury to the Resident which required nursing treatment; 2) continuation of symptoms which indicate medical intervention may be necessary; 3) an incident that did not require notification of the Resident's physician, but did create a situation which could cause the Resident or family distress or anxiety; and/or 4) changes in the Resident's medications (for Residents requiring Medication Management).

The family / Responsible Party must advise the Facility Administrator and professional staff nurse (LPN) if they **do not** wish to be provided with notifications, as per Intercare's Family Notification process outlined above.

♥ **Protection for Persons in Care Act (PPCA):** All Intercare Residents are protected under the *PPCA*. Any and all forms of Resident maltreatment are considered unacceptable. Intercare has a zero tolerance policy for Resident abuse. For additional information, please contact the Facility Administrator or professional staff nurse (LPN). To report any form of maltreatment, contact the Facility Administrator or call the Protection for Persons in Care office at **1-888-357-9339**.

- ♥ **Concerns Resolution:** If you or your family have concerns or questions about the care and services provided by Intercare we want to hear from you! To ensure that your concern(s) receive prompt attention and are reasonably resolved to your satisfaction, we encourage you to follow the “step-by-step concerns resolution flow map” outlined below.

STEP-BY-STEP CONCERNS RESOLUTION FLOW MAP



- ♥ **AHS/Patient Concerns or AHS/Health Link (Alberta):** If you are not satisfied with Intercare’s response to your concern(s), you have the right to further direct your concerns or questions to **AHS/Patient Concerns** by calling toll free at **1-877-957-9771**; or **AHS/Health Link (Alberta)** by calling **811**.
- ♥ **Office of the Ombudsman:** If you are still not satisfied with the responses you have received, you also have the right to request that AHS and the Alberta Ombudsman further investigate the concern/complaint resolution process or the fairness of the final decision by calling tolling free at **310-0000** followed then dialing **(403) 297-6185**; or via their website at www.ombudsman.ab.ca.

Resident / Family Responsibility

- ♥ **ASK. LISTEN. TALK.**
 - ❖ **ASK** your health care team about your health care plan.
 - ❖ **LISTEN** carefully and ask for more information especially if you do not understand what is being said.
 - ❖ **TALK** about your concerns, needs and priorities with your care team. Talk about your plan of care, what it means and what you can expect to occur.
- ♥ **PERSONAL DIRECTIVE (PD), ENDURING POWER of ATTORNEY (EPA), GUARDIANSHIP and/or TRUSTEESHIP ORDERS:** If any of these important documents have been finalized on behalf of the Resident, please provide copies to the Facility Administrator.
- ♥ **Goals of Care Designation** is a way to communicate to staff personal wishes in the event that the Resident's health deteriorates. The Resident's chosen **Goals of Care** (GOC) can be changed at anytime. The Resident's wishes expressed in his/her **Personal Directive** (PD) will be honoured in the GOC form. If you have any questions about this particular topic, please contact and speak directly with the AHS Case Manager at the site.
- ♥ **Personal Mail** is delivered to Residents at Kingsland Terrace. All other documents related to the Resident's financial affairs should be directed to the address of the Resident's Responsible Party.
- ♥ **Change of Address or Telephone Number:** If there is a change of address or telephone number for involved family and/or Responsible Party, please immediately notify the Facility Administrator and the Intercare Calgary Regional Office of such a change, for record keeping and communication purposes.
- ♥ If family members or Responsible Party will be away for any length of time, please notify and provide the AHS Case Manager, and the professional staff nurse (LPN) or the Facility Administrator dates, with and any alternate contact names and numbers.

Your Care Team

- ♥ **Site Administrator** is responsible for the overall operations, administration and clinical care/services at Kingsland Terrace.
- ♥ **Licensed Practical Nurses (LPNs) and Clinical Care Specialists (CCS)** specialize in continuing care and are responsible for the provision of care and care-related services twenty-four (24) hours a day, seven (7) days per week.
- ♥ **Registered Dietitian** assesses Residents' nutritional status, need for supplements and monitors weight monthly.
- ♥ **Recreation Therapist** assesses Residents and, together with **Activity Aides**, provides Residents with choices and opportunities to participate in a variety of recreational activities.
- ♥ **Contracted Clinical Pharmacist** ensures that appropriate medication is provided and that all medications prescribed are reviewed on a regular basis. The contracted pharmacist is available to answer any questions that Residents requiring Medication Management may have about their medications.

Let's Hear From You!

- ♥ **Resident / Family Council (RFC) Meetings** are held regularly at Kingsland Terrace to provide education and a forum for feedback as well as discussion of issues, concerns, requests and suggestions. Residents and families are encouraged to attend and participate or, if they wish, lead these important facility meetings. Meeting dates and times are regularly posted at the Facility. Please contact the Facility Administrator for further information.

In the event a facility's RFC is unable to resolve a concern with Intercare, a member of the RFC can contact an Alberta Health (AH) Complaints Officer for assistance by calling: **1-888-357-9339**

For additional information about Alberta's **RFC Act**, please visit:

<https://alberta.ca/resident-family-councils.aspx>

- ♥ **Feedback Forms:** Intercare values and takes seriously all feedback that we receive from our Residents and families. **Feedback Forms** are an excellent way to communicate your concerns, suggestions, requests and compliments to us. **Feedback Forms** are available throughout the facility and on Intercare's website at www.intercarealberta.com. Should you choose to submit a **Feedback Form** to us, you will receive a timely response from the appropriate member of Intercare's Leadership Team.

Infection Prevention and Control (IPC)

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

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

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

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

Here’s what you can do to help:

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

The 'Four (4) Moments of Hand Hygiene'

Intercare follows the '**Four 4 Moments**' of hand hygiene, as outlined by AHS, to reduce the risk of spreading potential sources of infection within our facilities.

The **Four (4) Moments** of hand hygiene are as follows:

- ♥ **Moment 1:** Before contact with a resident or resident's environment, includes but is not limited to: putting on personal protective equipment; entering a resident's room; and before providing resident care.
- ♥ **Moment 2:** Before a clean or aseptic procedure includes but is not limited to: wound care; handling intravenous devices; handling food; or preparing medications.
- ♥ **Moment 3:** After exposure (or risk of exposure) to blood and/or body fluids, includes but is not limited to: when hands are visibly soiled and following removal of gloves.
- ♥ **Moment 4:** After contact with a resident or resident's environment, includes but is not limited to: i) removing personal protective equipment; ii) leaving the resident environment; and iii) following the handling resident care equipment.

Outbreak Management

In the case of an "outbreak" (i.e. numerous cases of a gastro-intestinal (GI) or respiratory illness), signage advising of the outbreak will be posted at the facility.

PLEASE NOTE: These types of infections can easily spread. To decrease risk to Residents, families, visitors and staff, activities at the facility may be cancelled and visiting may be limited or restricted during an outbreak.

Resident Safety

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

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

In Case of Emergency

There are various types of **emergencies** that may arise within our facilities. 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 Facility when one of the codes noted below is announced **remain calm, stay in a safe location and follow the directions of staff.**

At Intercare facilities, we follow the **National Code System** as follows:

Code Red	Fire
Code Green	Evacuation
Code Yellow	Missing Resident
Code Blue	Medical Emergency
Code Black	Bomb Threat
Code Orange	External Disaster Plan
Code Purple	Hostage Taking
Code Grey	Shelter-In-Place/Air Exclusion
Code Brown	Hazardous Materials Spill
Code White	Aggressive Behavior

CONTINUITY OF SERVICES (CONTINGENCY PLANNING)

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

The **Contingency Plans** are located in the Emergency Response Manual for Kingsland Terrace and are available to you for review through the Facility Administrator, upon request.



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