



Rent & Service Rates for Lodges

The Foundation's Board of Directors, within guidelines established by the Provincial Government, sets rental rates annually. The rent paid by our residents, accounts for approximately 49% of the revenue needed by the Foundation to operate the lodges. The balance comes from Provincial services, Municipal Governments, donations and revenue generating programs operated by the Foundation.

The Lac Ste. Anne Foundation ensures that each resident over 65 years of age residing in a lodge is left with at least \$315.00 per month in disposable income (after tax) after paying their monthly basic lodge rental. The basic lodge rate does not include payment of extra services such as personal laundry, parking, telephone or satellite services.

Single Persons-30% of income (to a maximum, which will be determined annually) + a service package, (see manager for package prices).

Couples-30% of income (to a maximum, which will be determined annually) + a service package, (see manager for packages prices).

Additional costs, not included in service packages include personal laundry (no cost if done by resident), parking, satellite, phone, internet and extra cleaning charges.

The Site Manager will be able to provide you with an estimate for lodge fees based upon your latest Notice of Assessment from the Government of Canada.

Lodge Service Description

In an effort to promote better understanding and to facilitate service, the Foundation has developed a "Basic Service Description", outlining basic services provided to all lodge residents. If resident needs exceed the basic level outlined here, the resident and his/her family are responsible for obtaining the additional services needed. The Lac Ste. Anne Foundation staff will assist in any reasonable way to obtain the additional services.

Food Service

The Foundation provides three meals daily, served in a central dining room at preset times. Coffee, tea, juice and snacks are available to residents at all times. Menus are designed on a 4-6 week rotation and although individually requested main courses are not possible, every effort is made to accommodate food requirements and allergies. Well balanced, nutritious, low sodium meals are provided. All of our menus are approved by a Registered Dietician.

Meal and Coffee Schedule
May vary by lodge

Breakfast	7:45 a.m.	Afternoon Tea	2:30 p.m.
Morning Coffee	10:00 a.m.	Supper	4:45 p.m.
Dinner	11:45 a.m.	Evening Snack	8:00 p.m.

*Room Service is not available.

Guest Meals

You are welcome to invite guests for meals. Please inform kitchen staff at least three hours in advance if you wish to have a guest. Guest meal rates are as follows;

Breakfast:	\$4.00
Dinner:	\$7.00
Supper:	\$6.00

Seniors rates are \$1.00 less per meal. Children 5 years old and under are free. The kitchen staff will collect the meal fees.

Donations for guests enjoying tea time will be gratefully accepted.

Social/Recreational

The Foundation provides a variety of social and recreational activities for all of its residents. Some activities include crafts, bingo, exercise and various social events, including short trips. Each lodge has a full time Activity Coordinator and a part time Social & Leisure Services Aide on staff. Many activities are free of charge, while others require a nominal fee for participation (e.g. bus tours, coffee shop, bingo etc.) A calendar of events will be available and posted monthly.

Housekeeping

The Foundation provides the following housekeeping services for lodge suites on a weekly basis:

- Change and launder bedding
- Clean bathroom
- Mop floors
- Lightly dust the furniture
- Spot wipe walls, windows & ledges
- Garbage removal
- Stock kleenex and toilet paper
- Exchange linens

Dusting, vacuuming and cleaning of Residents personal belongings is the Resident and/or family responsibility.

Added Housekeeping Costs

Weekly housekeeping and an annual Cleaning are included in the rental charge, which also takes into consideration the size of suite being cleaned. However, extra cleaning charges may be billed if excessive time is needed to clean a suite. Before any work commences, the Manager will meet with the resident and or family to discuss. If necessary, cleaning charges will be billed at an additional \$25 per month and charged accordingly.

Laundry Services

Laundry service for personal clothing is available for an additional monthly charge. Laundry facilities are available for residents use at no charge, however residents are responsible for providing their own laundry products if they do their own laundry.

Added Laundry Costs

Weekly laundry is included in the rental charge. However, extra laundry charges may be billed if excessive time is needed to provide additional laundry supports. Before any additional service commences, the Manager will meet with the resident and or family to discuss. If necessary, additional laundry charges will be billed at an additional \$25 per month and charged accordingly.

Mail Service

Mail is distributed by the Lodge Monday to Friday except on Holidays. Residents' mail is put into their designated mail box which is located in front common area, near the main entrance. An outgoing mail box is located beside the mail boxes; Residents can purchase stamps from the Activity Coordinator as needed.

Personal Choice Services

Each Lodge has a designated Hair Salon; a stylist will be available one day per week to provide services to residents. Appointment booking and fees are determined by the stylist and are the responsibility of the resident/family.

Foot Care services are not provided by the Lodge facilities, providers can be obtained and appointments and fees are the responsibility of the resident/family.

Personal Care Services

In conjunction with Alberta Health Services, the Lac Ste. Anne Foundation provides care services to residents as per authorized care plans set out by Alberta Health Service Staff based on care assessments. Personal Care staff are available on a 24 hour basis to assist Residents with medication, bathing or showering on a scheduled or unscheduled basis. An LPN is also available Monday thru Friday, 8:30am -4:30pm.

For more information refer to Schedule C "Personal Care Services Handbook"

Emergency Call Pendants

Emergency call pendants are provided to all Residents. There is a \$120.00 deposit fee collected upon move in, which will be reimbursed with the return of the pendant as the Resident moves out. If you require assistance you can push the button on the pendant which will alert the Personal Care Services staff. Pendants are for emergencies only.

Personal Affairs

The Foundation staff will not engage in any activity relating to the Resident's personal affairs, including but not limited to, financial affairs, power of attorney, wills, estates, personal directives and guardianship, nor will they accept gratuities or gifts from the Resident or visitors.

Valuables

For security reasons, the Resident is encouraged to lock their suite door while out and it is recommended that no more than \$50.00 be kept in the Resident's suite. We recommend that the Resident mark all personal items prior to moving into the lodge. The Foundation is not responsible for any lost or damaged personal items.

Furnishings/Linens/Appliances

The Resident is required to supply their own furniture. All furniture must be clean, in good repair and approved by the Site Manager. The Resident is required to supply their own sheets, towels, bedding, and personal effects that are in good condition. (Please refer to the recommended "Supply List")

Hanging of pictures must be approved by the Site Manager and installed by Maintenance personnel. To ensure the Resident's safety and the safety of all of our Residents, the following are not permitted in individual suites:

- Candles,
- area rugs
- cooking appliances such as hot plates and toasters, microwaves (Except in those suites equipped with full kitchens and stove hood fans and as approved by the Site Manager)
- Electrical appliances in good repair with automatic shut off switches may be permitted in the Resident's suite with approval from the Site Manager.
- All lamps and other electrical equipment must be C.S.A. approved and be checked by our maintenance personnel. No spliced cords or damaged plugs are allowed.

Storage

There is no storage available in the lodges. The Resident is required to leave unused or seasonal items with family or friends.

Dress Code and Personal Hygiene

The Resident is expected to dress in appropriate clothing and maintain adequate personal hygiene. Clothing must be clean and in good repair. Housecoats, nightwear, dressing gowns, slippers and hair rollers are not acceptable in the dining room or in other common areas. Hard soled shoes must be worn at all times when outside of the Resident suite for your safety.

Pet Guidelines

Pets are not permitted to reside within the lodge facilities, however, visits from well behaved and fully vaccinated pets are allowed. Visiting pets must be accompanied at all times and be on a leash. Pets are not permitted in any areas where food is prepared or served. If the Resident has a pet visiting, please ensure that others in the area are comfortable with the pet otherwise move to the Resident's suite to continue the visit. A copy of the visiting pet's vaccination records may be required.

Smoking

There is a Smoking room available for Residents only, which is available 24 hours per day. There is no smoking in any of the Resident rooms, or any of the common areas inside the lodge. Residents will be evicted if evidence of smoking in one's room is found. As per legislation, smoking is not permitted within 5 meters of a doorway, window or air intake of a public place or workplace.

Alcohol/Drug Use

Alcohol may be consumed in moderation, over-indulgence and poor behavior as a result of over indulgence, may cause the Resident to be evicted from the Lodge. Abusive, rude, or loud behavior will not be tolerated and may lead to eviction. No illegal drugs are allowed on the Premises.

Firearms/Weapons

No firearms or weapons are allowed in any of the Foundation's facilities.

Keys

Lost keys are the Resident's responsibility, if the Resident's key is lost, the Resident will be charged a \$10.00 fee for replacement. Duplication of the Resident's keys, allowing access to any part of the lodge and distribution of such keys to anyone else is strictly prohibited.

Radios and Televisions

Radios and televisions are permitted in the Resident's suite at the Resident's expense. Satellite will be available for a monthly fee. Earphones are recommended if the Resident has hearing issues and may be compulsory in some cases, if radio and/or TV are disrupting other Residents.

Parking Stalls

Parking stalls are provided on a first come basis as available. The monthly fee is added to the suite rate. The Resident is responsible for the Resident vehicle, staff is not permitted to move, service, or provide any maintenance requirements. If the Resident requires assistance with their vehicle it is the Resident or the Resident's family responsibility to make arrangements.

Transportation

Employees of the Foundation are not permitted to provide transportation of any form to the Resident. The Resident is responsible to make arrangements for all appointments or to conduct any personal business

Emergencies/CPR

In the event of an emergency, an ambulance will be called with or without the Resident's permission. Staff will use their best judgment in a decision to render or not render emergency medical first aid under The Emergency Medical Act (Schedule "B"). If the Resident is hospitalized, or for some other reason not able to return to their suite, the suite shall be locked and the Resident's emergency contact notified. In the event the Resident becomes unresponsive, Cardiopulmonary Resuscitation (CPR) will not be initiated in the Foundation facilities.

DNR orders given at the Foundation shall invoke a protocol hereinafter referred to as the DNR Protocol. The DNR Protocol requires that the Foundation employees:

- WILL position for comfort, splint or immobilize, control bleeding, provide pain medication (as directed), provide emotional support, and contact other appropriate health care providers, and
- WILL NOT administer chest compressions, insert an artificial airway, administer resuscitative drugs, defibrillate or cardiovert, provide respiratory assistance, initiate resuscitative IV, or initiate cardiac monitoring.

Emergency Response

Lac Ste. Ann Foundation's Emergency Response Plan is to ensure that all staff is trained to keep Residents and staff members safe in all situations. The Emergency Plan is in written for short duration (6 hours or less) and long duration (more than 6 hours) emergencies.

The staff is educated for the situations listed below:

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| • loss of power | • loss of heat | • Lockdown & Lock up |
| • loss of water | • loss of gas | • Outbreak |
| • fire | • loss of power | • Tornado |

Management will assess each situation as it arises. Residents may have to be transferred to another facility or to their family's residence.

We have regular fire drills within the Lodge, so please make yourself familiar with what you should do in the case of an emergency.

When you hear the fire alarm STAY IN YOUR ROOM with the DOOR SHUT. If you are elsewhere in the building, stay where you are and you will be directed to safety.

Entrance/Exit Door Security

For the Resident's safety, a security system is activated in the evening when the doors are locked and turned off in the morning when the doors are unlocked. Please notify staff when using locked doors to prevent the alarm from sounding. Staff investigates each time the alarm sounds. The Foundation has the final authority for securing main and other doors and for setting hours for these procedures.

Elevator Safety – If Applicable

If the Resident's site is equipped with an elevator the Resident may request training in how to use it safely. For the elevator to continue to operate properly it is important that the doors not be held open for an extended time. Common elevator courtesy allows those already on the elevator to exit before others get on board.

Infection Prevention & Control

Lac Ste. Anne Foundation take precautionary measures to minimize outbreaks in our facilities. When a virus outbreak is suspected or confirmed we ask that all Residents and families take special precautions:

- Management will post notices at the entrance doors
- wash hands often
- use hand sanitizer supplied by the lodge
- confine infected Residents to their room for 48 hours after symptoms cease
- meals will be delivered to infected Residents' rooms until symptoms have ceased for a minimum of 48 hours
- visitors may be denied entrance to facility
- visitors may be restricted to certain Resident rooms and will be supplied with disposable gowns, gloves and masks

If you have any concerns or questions about the above, please contact the Site Manager or LPN Team Lead.

Grievance/Complaint Procedure

If the Resident has a concern or issue;

1. Individual concerns shall first be presented to the Site Manager. A concern may be presented on behalf of several Residents at a Resident Council meeting. Concerns will be addressed within one (1) week.
2. If the concern is not resolved to the Resident's satisfaction, the Site Manager will refer the complaint to the CAO, who may arrange to meet with the Resident or ask that the concern be forwarded in writing. The decision of the CAO will be considered final.