

November Newsletter

Rights of Clients in Care:

1. Right to Dignity and Respect:

Clients have the right to be treated with courtesy, respect, and recognition of their individuality and unique needs.

2. Right to Person-Centered Care:

Clients have the right to participate in the development, implementation, and evaluation of their care plan.

3. Right to Information:

Clients have the right to be informed about their care, treatment, and services, as well as any changes to the facility's policies or procedures that may affect them.

4. Right to Make Choices:

Clients have the right to make informed choices about their care and lifestyle, including the right to refuse treatment or services.

5. Right to Privacy and Confidentiality:

Clients have the right to privacy in their personal lives, medical records, and communications, subject to legal requirements and the need to ensure the safety and well-being of all clients.

6. Right to Participate and Engage:

Clients have the right to participate in social, recreational, and community activities, and to maintain contact with family, friends, and community members.

7. Right to Security and Safety:

Clients have the right to a safe and secure living environment, free from abuse, neglect, and unnecessary restraints.

8. Right to Manage Finances:

Clients have the right to manage their own finances, or to designate someone to do so on their behalf, with appropriate safeguards in place.

9. Right to Voice Grievances:

Clients have the right to voice concerns or complaints without fear of reprisal and to have those concerns addressed in a timely and fair manner.

10. Right to Freedom of Expression and Association:

• Clients have the right to express their views, practice their religion, and associate with individuals or groups of their choice, without interference.

Birthdays

- ♦ Susan -3rd
- ♦ Henry -18th
- ♦ Helena -27th

The November birthday party is scheduled for November 25. If you have a family member with a birthday in November you are more than welcome to join them for the party.

Important Notice!

Please be advised that moving forward, when TELUS is scheduled by a family member to complete a hookup in a client's room, a family representative will be required to be on-site during the appointment.

Thank you, Management

New Staff

- Thweiba S (LPN)

November



Chrysanthemum

Joy, Beauty

"Since the flower blooms in the fall, the chrysanthemum signifies joy and beauty despite the oncoming winter."

Clients and Families,

Here is an updated Emergency Contingency Plan for the Heimstaed Lodge.

In case of an emergency, this plan will help us respond quickly and keep everyone safe, informed, and cared for.”

Heimstaed Lodge Emergency Contingency Planning

The health, safety, and well-being of our clients and staff remain our highest priority at the Heimstaed Lodge. We are writing to share our Emergency Contingency Plan and to reassure you that our team is prepared to respond effectively to any emergency situation that may arise.

Our Commitment

Our lodge has established detailed procedures to ensure the safety and care of all clients in the event of an emergency such as a power outage, severe weather, fire, or other unexpected situations. Our staff are trained regularly in emergency response protocols, and we maintain ongoing communication with local emergency services to ensure a coordinated response.

Emergency Procedures Include:

Client Safety: Staff will immediately account for all clients and ensure their safety and comfort.

Communication: Families will be contacted as soon as it is safe and practical to do so. We will use phone, email, & text to share timely updates.

Shelter & Supplies: We have emergency food, water, and medical supplies on-site to support all clients and staff for at least 5 days.

Evacuation Plan: In the unlikely event of an evacuation, clients will be safely transported to our designated alternate location at 9801–105 Street (Altenheim). Should a long-term relocation be required, clients will be moved to the Heritage Site. Families will be promptly notified of all relocation details and provided with information on how to reconnect with their loved ones.

Medical Needs: Our nursing and care teams will ensure all medications and necessary treatments continue without interruption.

Family Communication

We understand that emergencies can be stressful. To help us reach you quickly, please ensure that your contact information is up to date. You can verify or update this information by contacting Administration at 780.841.3082 or office@lcmna.ca

Staying Informed

In any emergency, updates will be provided through:

Phone: 780.841.3082

Email: office@lcmna.ca

Website: <https://lcmna.ca/>

We deeply value your trust and partnership. Please be assured that our staff are dedicated to providing the highest level of care and safety at all times — especially in emergencies.

If you have any questions about our contingency procedures or would like additional details, please don't hesitate to reach out.

With care and reassurance,

George Fehr

CAO, LCMNA-Heimstaed Lodge 780.841.3082

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