

Heimstaed Lodge

Vision Statement

Enriching the lives of clients in a caring compassionate Christian environment.

Mission Statement

La Crete Municipal Nursing Association is committed to the cultural, physical, emotional, and spiritual well-being of our clients. We strive to have excellent service for clients of every culture in a supportive, caring Christian environment while maintaining a high- level of dignity and individuality.

Value Statement

Compassion – Treat clients, families and co-workers with gentleness, kindness and respect.

Excellence – provide quality care that meets or exceeds standards.

Integrity – respect confidentiality and doing what’s right even when no one is watching.

Safety – ensure a secure and well-maintained environment.

Innovation – evaluate and adapt services to meet evolving needs.

Collaboration – departments working together to provide person centered care



Client and Family-Centered Care Handbook

Welcome to the Heimstaed Lodge! Thank you for choosing to make the Heimstaed Lodge your home. We are proud to offer a unique environment, which combines housing, personalized supportive service, and personal care.

Our Client and Family-Centered Care Handbook includes information to assist in your transition into our Lodge. If there is anything further, you require please do not hesitate ask any of our staff.

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Welcome to the Heimstaed Lodge and thank you for choosing to join us!

We are pleased and proud to offer a combination of housing, personalized supportive services, and personal care for our clients. The team at Heimstaed Lodge takes great pride in providing a broad spectrum of service and care for our clients who may have either physical disabilities or chronic medical conditions. Heimstaed Lodge promotes and values a community and atmosphere which is flexible, individualized, and innovative.

Our care team promotes independence, personal choice, privacy, dignity, and collaborative relationships to ensure excellence in care. The Heimstaed Lodge team encourages clients to maintain primary responsibility for their own health with the understanding that the care team is here to assist and support them at any time. We work in partnership with the client, family members and Case Manager to ensure clients are able to function to the best of their abilities. We encourage and welcome the support of friends and family.

Our handbook is intended to assist you in a smooth and successful transition into our Lodge. We hope this tool, coupled with our Client Orientation is helpful for you, your family members, and friends. Please do not hesitate to share any comments or feedback at any time with any member of our team.

Once again, thank you for choosing the Heimstaed Lodge. We look forward to serving you.

Sincerely,

The Management and Staff of Heimstaed Lodge

Visitor Information

The Heimstaed Lodge recognizes its responsibility to provide the clients, staff, and visitors a safe environment where they and their possessions will be offered a reasonable degree of security and protection.

To provide a secure environment for everyone, visitors must adhere to the policy outlined below.

The principle objective is to ensure safety and security for all residents and staff in the Lodge.

Regular Administration Hours of Operation

Monday – Friday 8:00am to 5:00pm

Lodge Phone Number: 780-841-3082

After Hours: 780-841-3082

Access to building

The principal access for all the visitors should be through the Heimstaed Lodge **Main Entrance**, or the **West Entrance (Nursing)**.

Access for visitors wishing to visit clients in Cottage 1 & Cottage 3 should be through the Heimstaed Lodge **Main Entrance**. To access Cottage 4 & Cottage 5, you can use the **West Entrance, (Nursing)**.

We ask visitors not enter or exit the building through the side loading area, patios or emergency access doors.

Sign in/out Book

All clients, families and guests are asked to sign the in/out Binder located at the Heimstaed **Lodge Main Entrance** as well as the **West Entrance** when leaving and returning to the building. This is critically important in the event of an evacuation emergency to ensure we can account for all clients, families, and visitors.

Health Care Team

1. Licensed Practical Nurses and Health Care Aides are available on-site 24 hours per day. A Registered Nurse is on call 8 hours per day as required.
2. Heimstaed Lodge is pleased to have on-site medical and pharmaceutical support for our Supportive Living residents. We are proud to have physicians who specialize in the care of the elderly and who provide medical care on a weekly basis to our Continuing Care Type B clients.
3. Alberta Health Services has a Case Manager working in close partnership with the Heimstaed Lodge team, clients, physicians, pharmacists, and other disciplines, such as occupational therapists and physical therapists, to ensure excellence in service and care.

Eligibility for Supportive Living (SL) Services and Continuing Care Type B (CCB)

Services Provided at SL2 Level

Residents assessed as SL2 are entitled to receive the following support from the Health Care Aide (HCA) if required:

- Administration of scheduled medications.
- Assistance with bathing twice per week.
- Scheduled assistance with dressing in the morning and undressing at night.
- Scheduled assistance (portering) to and from the dining room.

Client Responsibilities (Independent or With Family Assistance)

If Home Care has assessed a client as SL2, the client must be able to manage the following independently or with support from family:

- Attend laboratory appointments for blood work (with family assistance as needed).
- Schedule their own doctor appointments and attend clinic visits independently or with family assistance.
- Book their own foot care appointments through Home Care by calling **780-928-6810**.
- If the client is enrolled in a Medication Management Program administered by an HCA, they must be able to clearly state the reason for requesting a PRN medication at the time of the request.
- Toilet independently.
- Access nursing services only in emergency situations (the Heimstaed LPN is not available for routine care).

If a nurse is required for non-emergency concerns, clients or families must contact the Home Care Case Manager during business hours:

Home Care Office Hours:

Monday to Friday
9:00 a.m. – 4:30 p.m.
Phone: 780-928-6810

When Reassessment Is Required

If a resident is unable to manage any of the responsibilities listed above, a reassessment for a higher level of care may be necessary.

Continuing Care Type B (CCB) – Unregulated, Regulated, and Secured Space

Continuing Care Type B provides **24-hour, on-site personal care and support services**, including both scheduled and unscheduled care. Services are delivered by Health Care Aides (HCAs) and/or Licensed Practical Nurses (LPNs).

Eligibility for CCB is determined through an individual assessment conducted by **Alberta Health Services (AHS)**.

Criteria for Continuing Care Type B – Regulated (CCB-R)

A client may be considered appropriate for CCB-R if they meet the following criteria:

Clinical and Nursing Support

- 24-hour on-site LPN and Health Care Aide support
- On-call Registered Nurse (RN) availability
- Unscheduled professional nursing assessments by LPNs and/or RNs
- Care needs that are complex but stable, and manageable through an interdisciplinary, client-centered care plan

Cognitive and Behavioral Support

- May have varying stages of dementia, with stable behaviors
- May require unscheduled reassurance but can be easily redirected
- Minimal risk of elopement
- Social behaviors that do not cause fear or anxiety in others
- Minimal risk of self-harm or harm to others

Physical and Personal Care Needs

- Complex physical needs that cannot be met in lower levels of care
- Medication administration
- May require full assistance with meals, including tube feeding
- Two-person transfers and/or mechanical lift transfers
- Total assistance with mobility
- Assistance with chronic unmanaged incontinence

Ongoing Assessments and Care Level Adjustments

All Continuing Care and Supportive Living clients (SL2 and CCB) undergoes ongoing assessments. If, through assessment, it is determined that your care needs have changed and are no longer being met

at your current level, your care designation will be adjusted accordingly. This may result in remaining in your current area or transitioning to a setting that better supports your care needs.

If residency requirements are no longer met, reasonable assistance will be provided to help you find a more appropriate accommodation.

Palliative Care

At the Heimstaed Lode we are committed to supporting our clients through every stage of life. We provide **palliative/end of life care** focused on comfort, dignity, and quality of life. Our team works closely with clients, families, and healthcare providers to ensure personalized care in a respectful and supportive environment.

What Is Palliative Care?

Palliative care is specialized medical care for people living with serious illnesses. It focuses on **relieving symptoms** and **improving quality of life** at any stage of illness.

Key Goals:

- Manage pain and distressing symptoms
- Improve emotional and spiritual well-being
- Assist with decision-making and advance care planning
- Support caregivers and families
- Coordinate care across healthcare settings

What is End-of-Life Care?

End-of-life care is provided during the final weeks or months of life. The focus is on comfort and dignity rather than cure.

Key Goals:

- Ensure physical comfort and pain control
- Respect patient wishes and cultural values
- Offer emotional and spiritual support
- Prepare patient and family for the dying process
- Minimize unnecessary or invasive treatments
- Provide bereavement support after death

Key Differences and Similarities

Feature	Palliative Care	End-of-Life Care
When it begins	Any time after diagnosis	Final weeks/months of life
Can include curative treatment	Yes	No
Main goal	Quality of life	Dignity and comfort in dying
Support for family	Yes	Yes (includes grief support)

Accommodation/Rental Information for:

Supportive Living (SL2): New accommodation charges come into effect **July 1** of each year, and are based on the clients Notice of Assessment within our minimum & maximum rent amounts.

Continuing Care Type B (CCB)- (Unregulated (UR), Regulated (R), & Secured Space (SS)): New accommodation charges are set by AHS and come into effect **August 1** of each year. The accommodation rate, which is set by the Government of Alberta, is subject to annual increases. Clients will be provided with 90 days' written notice prior to any increase.

Laundry and parking services are additional fees.

Rent Payment:

Rent is due on or before the **first day of each month**. Rental rates and fees are **reviewed and adjusted annually**. Payment options are: Pre-Authorized Debit (PAD), cash and cheque.

Please note:

- **No security deposit** is required.
- **All rent charges and refunds are prorated** to the exact day.

Failure to pay rent or associated fees by the due date may result in a **14-day eviction notice**.

If you have any questions or require assistance, please contact the **Lodge Manager**.

Uninsured costs:

Your health care team can assist with referrals to help you access other health services not considered part of Long-Term Care, Alberta Health Services, or Home Care programs. You and/or legal representatives have the primary responsibility for accessing these services and are entirely responsible for any fees and associated risks. You are responsible for the cost of your own eye glasses, hearing aids, wheelchairs, etc. Wheelchairs and Broda chairs are available the occupational therapist can provide details.

Dental Care:

If you have a dentist in the area, you are encouraged to continue seeing him/her. Family will assist you to find a local dentist if needed. Local denturists also visit the Heimstaed Lodge. You are responsible for the cost of your own dental care.

Foot Care:

Foot care service is brought into the Lodge as required and the costs associated are your responsibility. Nursing employees will assist you with basic nail trimming. For more information, please contact the Nurse or Health Care Manager.

Eye Glasses and Hearing Aids:

Please have your name engraved on eyeglasses and hearing aids so they can be identified easily (most optometrists and audiologists provide an engraving service). A qualified audiologist may visit to test hearing and repair hearing aids - the services are paid by you. In most cases for these appointments you need to make arrangements to visit High Level. If you have an optician, ophthalmologist or hearing aid specialist in the area, you are encouraged to continue seeing your specialist.

Medication:

Heimstaed Lodge is responsible for supervising and assisting the client's medication routine as outlined in the Care Plan. Medication is obtained in a packaging system supplied by our contracted Pharmacy. You are responsible for the cost your own medication.

Telephone:

A telephone jack is provided in each room, but it is the client's family's responsibility to call TELUS regarding installation, relocation, disconnection, payment, etc. It is highly recommended that each client has his or her own phone. Staff is not responsible for the client messages or phone calls, except in emergencies.

Cable Packages:

Radios and televisions are permitted in the client's room at their expense; cable is to be directly billed to the client. Earphones are recommended for those who may have a hearing problem and may be compulsory in some cases, if sound volume levels are disruptive to other clients.

Insurance:

Clients are required to have insurance coverage on the contents of their room. Proof of contents insurance is required upon move-in. The site's insurance coverage does not cover clients' personal property.

Heimstaed Lodge Responsibilities

Heimstaed Lodge agrees to provide the following to the client:

- Basic Services:
 - Private suite
 - Private bathroom
 - All utilities with the exception of phone and television package
 - Weekly light housekeeping (15 minutes)
 - Breakfast, lunch, dinner and three snacks daily
 - Emergency 24-hour call-response system
 - 24-hour staffing and assistance

- On-site access to a physician for medical concerns
- On-site access to pharmaceutical services
- Access to recreation, social and health promotion activities
- Suite and building maintenance
- Security
- Church Services will be provided by local Churches (See Calendar)
- Personal care and other services as outlined in the Client's Care Plan.
- To promptly obtain medical care from the attending physician or emergency services if the client's status changes dramatically and the need is deemed urgent.
- To inform the client of the client's responsibility to purchase insurance for all his/her personal belongings.
- To encourage the client to function at the highest level of independence possible.
- To treat the client with respect, dignity, kindness, and consideration.
- Provide an orientation to the site which will include but is not limited to:
 - A list of "house" or "site" rules which have been compiled by Heimstaed Lodge with input from the clients
 - Complaint's resolution process (Appeal Process-see attachment)
 - Emergency Preparedness Plan to deal with emergencies that may require rescue or evacuation
 - Introductions to relevant staff members (i.e. care givers, kitchen staff, recreation team, housekeepers, front office staff, etc.)
 - Health, safety & wellness (including infection control) information
 - Client Pet visitation
 - Other relevant information regarding the site.
- Provide staff that have the skills, qualifications, and competency to carry out the care identified in the integrated care plan.
- Provide staff that are properly trained in responding to emergencies, e.g. missing person, fire, evacuation, etc.
- Support and cooperation with clients and/or families expressing an interest in forming "Resident and/or Family Councils."
- Ensure that any changes in the client's status or any unusual incidents relating to client care are documented in the client progress record.
- Ensure the safety of clients by accounting for them on a daily basis.
- Provide receipts to the client for any other expenses paid by the client to the Heimstaed Lodge.
- Provide 90 days' written notice in the event of an accommodation fee increase.

- Ensure all staff and clients receive education on identification, prevention and reporting abuse or suspected abuse of clients.
- Ensure that all rooms and common areas are regularly cleaned to prevent any health and safety risk and are kept clear of obstructions that could pose a risk for falls.
- Heimstaed Lodge staff will not be involved in client non-financial and financial personal affair.
- **Resident & Family Council** Please speak to your Lodge Manager or Health Care Manager about meeting dates/times and the location of the meeting minutes. All residents/family/guardians are welcome to attend these meetings. They also have the right to be a member.
- **Handi-Van Use** – The Handi-van is available to be used by anyone who is no longer able to use any other mode of transportation. It can be used for appointments or just going to a function. Please call LA on Wheels at 780-841-4174 to book the Handi-van.

Client Responsibilities

The client has the following responsibilities:

- To sign an Application for Accommodation, Terms of Occupancy form, and Pre-Authorized Debit form with the Heimstaed Lodge.
- To agree to follow the Care Plan established by the Alberta Health Services Case Manager, Health Care Manager, the client, the client's designated family members, and members of the Interdisciplinary team.
- To be responsible for managing their own personal finances or have a designated individual (preferably a legal trustee, power of attorney or AISH Benefit Administration Program Primary Contact) to handle personal finances. Heimstaed Lodge does not manage the client's personal finances, nor are they involved in client non-financial and financial personal affairs.
- To release appropriate and relevant information to Heimstaed Lodge for the purpose of determining suitability for provision of care.
- To be responsible for payment for personal items, such as the following:
 - medical or surgical supplies not covered by the Supportive Living Program
 - mobility aids not covered by the Supportive Living Program
 - prescription and non-prescription medications and the expense associated with controlled dosage packaging
 - dental hygiene products including toothpaste
 - dental expenses
 - personal clothing and footwear

- hair salon and/or barber services
 - dry-cleaning
 - private telephone and long-distance telephone charges
 - Cable/Satellite TV
 - recreational activities not covered by the Supportive Living Program.
 - public or private transportation costs, including ambulance costs
 - moving costs
 - meals purchased away from Heimstaed Lodge if the client is on an outing he/she has chosen
 - insurance for personal belongings
 - alcohol.
- To the best of his/her ability, maintain the suite in a clean and safe manner, and to pay for any damages arising from willful neglect, carelessness, or destruction.
 - To allow Heimstaed Lodge staff to enter and inspect the premises at a reasonable time with 24 hours written notice, and without notice in an emergency. As Heimstaed Lodge must account for clients on a daily basis, the client will allow a representative to enter their suite after knocking, if the client has not been seen that day.
 - To act in a manner that does not disrupt other client or the general operation of the Supportive Living site, and to treat other clients and staff with respect, dignity, kindness, and consideration.
 - To cooperate with Heimstaed Lodge staff in the assessment and delivery of services needed (i.e. personal care and professional services).
 - To abide by the established guidelines of the Heimstaed Lodge, which may be amended from time to time, governing the use of equipment and the facilities.
 - The personal belongings, equipment and furniture provided by the client will be in good repair, suitable to the environment and not pose a safety risk for staff.
 - To remove all personal belongings and furniture from the suite within 10 days of discharge or end of month if rent is paid.
 - **Smoking and Alcohol:** Smoking is completely prohibited in the client's suite or unit, any other residential suite or unit, the common areas of the Lodge, any parking area, entrance, or patio. The designated smoking area is by the North side of Cottage 1 (C1). The clients shall pay any fines levied as a result of failure to comply with this provision. Heimstaed Lodge does not allow the consumption of alcohol in our facility common areas.

- To agree to follow a Risk Management Agreement established by the Case Manager, the Health Care Manager, the client, and members of the multidisciplinary team, if the client's behavior is determined to potentially negatively impact themselves and/or other clients in the home. There are limits on the parameters of living at risk within Supportive Living.

What to Bring This is our clients' home, and we want to ensure they are as comfortable as possible, so we encourage them to bring their own furnishings, linens, towels, personal items, and supplies. However, linens and towels are available at the request of the client.

Personal Directives In order to follow a client's wishes, the Heimstaed Lodge will require a copy of the personal directive. For those who do not have one, the Support Living Case Manager can provide information and assistance.

Client Rights

Clients have the right:

- To be treated with respect, dignity, kindness, and consideration in all interactions with staff members, clients, and other persons who work or reside in the Heimstaed Lodge.
- To be able to share concerns and problems with the staff and to be allowed to solve problems together.
- To be able to attend religious services or activities of one's choice or to refuse participation in religious services or activities.
- To maintain personal privacy including access to one's room when one chooses, and to be asked for permission to enter by other persons who wish access to the room.
- To have sole use of personal possessions unless the client gives permission for others to use those possessions.
- To choose one's own doctor, dentist, and other community health service providers.
- To decide who will come to visit him/her at this site. In conjunction with the staff, the client will determine appropriate times to accommodate visits. **Heimstaed Lodge management may restrict visitors who disrupt the ability to provide appropriate care to clients.**
- If safe to do so, based on the Care Plan and cognitive status, to come and go as one likes.
- To maximize independence, participation, and choice in the site activities.
- The client has the right to apply to Alberta Health Services to review the contents of their medical file.
- To understand Heimstaed Lodge's gift-giving policy;

- Gifts, gratuities, favors or other considerations from clients, students, family members, or vendors are to be politely but firmly declined by all the Heimstaed employees.
- Personal gifts of money are NEVER to be accepted.

Minor token gifts are acceptable, ONLY with the knowledge and approval of the Lodge Manager.

Services

1. Personal Care, Health Monitoring and Care Planning: A Supportive Living Case Manager and Health Care Manager will consult with a client during an Interdisciplinary (I.D) Conference to discuss personal care and health monitoring requirements. From that discussion, a care plan will be developed. Changes to the care plan will be made as needed and at the yearly ID Conference with the care team and family.

Licensed Practical Nurses and Health Care Aides are on duty 24 hours a day, 7 days a week to assist with things such as bathing, dressing, grooming, and medication assistance.

They also carry out any health monitoring as directed by the physician, Case Manager and Health Care Manager.

2. Nurse Call System: Life Line is the personal emergency response system installed in Heimstaed Lodge for our clients to contact the care team for assistance. The system contacts the nursing team directly once the pendant is activated. When a call is received, a member of our care team will respond as soon as possible. Please be aware that there may be times when they are dealing with another emergency and will not be able to respond immediately.

3. Alberta Aids to Daily Living (AADL): The AADL Plan is to assist individuals who have a chronic disability or illness to receive authorized basic medical equipment and supplies. The Case Manager can assist in determining which benefits a client is eligible to receive.

4. Pharmacy Services: It is the responsibility of the care team to administer medication to Supportive Living clients at the Heimstaed Lodge. Clients are strongly encouraged to utilize the services of La Crete Apple Drugs Pharmacy for medications because Apple Pharmacy provides on-site coordination of medications between physicians, nursing staff and clients and participates in physician rounds. Clients are required to purchase their own medications.

5. Weekly Light Housekeeping: Each client suite is cleaned weekly on a scheduled basis. The regular cleaning includes 15 minutes of: light dusting (no moving of personal items), cleaning the bathroom and shower, washing the floor, and emptying the garbage. Garbage should not be placed in the hallway to be picked up. Out of respect for clients' belongings, our housekeeping team will not move personal items during room cleaning. It is a client's

responsibility to arrange for any major cleaning that is required, including seasonal cleaning, major dusting, major cleaning and/or windows.

6. Laundry: Personal laundry service is provided weekly for a fee/per month. Weekly washing of beddings & towels is provided.

A laundry room is provided for those wishing to do their own laundry. All laundry will be marked upon move in by the laundry staff.

7. Recreation: In consultation with clients, Heimstaed Lodge Recreation staff are involved in planning and providing basic recreational activities and supplies for the clients based on their capacities and interests. Heimstaed Lodge will ensure that a knowledgeable person plans, develops, coordinates, and delivers recreational and social activities for the clients. A monthly calendar of events will be made available to each client and the Case Manager. Heimstaed Lodge will ensure that clients are supported and assisted in maintaining their spiritual beliefs, religious observances, practices, and affiliations.

8. Dietary Services: Every effort will be made to meet clients' food preferences. Three nutritionally balanced meals and three snacks will be provided, in accordance with the Canada Food Guide, which meets both medical needs and cultural norms. Special diets (i.e. low salt, low sugar) will be accommodated, in accordance with the client's Care Plan. All texture-modified diets will be approved by an appropriate health care professional, be nutrient dense, of high quality, and prepared by trained staff. Heimstaed Lodge will ensure adequate hydration is made available to clients. Clients have access to snacks between meals unless otherwise stated in the Care Plan and agreed to by the client. There is a minimum five-week cyclical menu, which is reviewed by a Registered Dietitian or qualified Food and Nutrition Manager. Tray service is provided on an intermittent basis to clients if they are ill. Meal times are as follows: Breakfast – 8:00am, Morning Snack; - 9:30am, Lunch–12:00pm, Afternoon Snack-2:30pm, Dinner–5:00pm, Night lunch-8:00pm. Family or friends may join for a meal, by purchasing the appropriate meal ticket from reception.

Requests, Concerns and Complaints

While we strive to not only meet, but to exceed your every expectation, we understand that situations may arise that are less than desirable.

It is with the utmost importance that the requests, concerns and/or complaints of clients, visitors and staff are recognized and resolved in a fair and consistent manner. We will make a genuine effort to ensure that all complaints are investigated fairly at the earliest opportunity, and in a manner that respects all parties involved.

We would encourage you to discuss the matter directly with the person involved as soon as possible, to prevent issues from escalating.

If the concern is not resolved through this process, a formal complaint may be made. This must be done through either the Lodge Manager or the Health Care Manager. If the concern or complaint requires further escalation, it will be forwarded to the Chief Administrative Officer (CAO) for resolution.

All complaints will be treated in confidence, however, any person included in the complaint must be informed of the details and be given an opportunity to address the complaint. For this same reason, you may not be informed of the outcome for the other parties in the complaint, but you will be notified once the complaint has been resolved.

All requests, concerns and complaints will be documented in writing along with the measures taken to correct or fairly satisfy all parties involved to the best of our ability. This allows for continuous improvement and ensuring we maintain a level of excellence in the services we provide, as well as the utmost safety of all who live, work, and visit the Heimstaed Lodge.

Emergency Contact Person

We require that there be 2 family members, and/or friend, and/or significant other that we can use as an emergency contact person. In the event of an emergency, we will attempt to contact that person, who will then be responsible for advising other family members and friends. Whether the emergency contact person is contacted prior to sending a client via ambulance to hospital or not is dependent on the nature of the emergency. All ambulance charges for a non-emergency situation are the responsibility of the client.

Yearly Client Care Review

Interdisciplinary (I.D.) Conferences are conducted annually in partnership with family members and/or their delegates. The information provided by these reviews helps us identify areas for improvement and action required in order to provide our clients with the best quality care and service available.

Confidentiality

- The Heimstaed Lodge will ensure confidentiality in regards to the records of the client and his/her personal information.
- Information about the client and his/her file will not be disclosed to any person(s) other than:
 - necessary staff or volunteers
 - those permitted by law (e.g. guardians)
 - when ordered by law, or
 - after the client completes a consent for release of information, citing the person(s), to whom the information can be released.

- Prior to disclosing any information about the client, the person disclosing the information will complete the appropriate consent form, if consent to release information to the party has not been given prior.
- Client files will be stored in a secure area when not in use.
- The client agrees to respect the privacy and confidentiality of other clients residing at the Heimstaed Lodge.

The Heimstaed Lodge is required to abide by the terms and conditions of the Protection of Privacy Act (POPA)/Access to Information Act (ATIA), Health Information Act and Protections for Persons in Care Act and Regulations.

Fire Safety

- Fire Evacuation procedures are posted in all hallways. We request that clients become familiar with Fire Evacuation procedures, closest exits, fire door locations and exterior muster points. The muster point is in the side parking lot near Cottage 1 and the parking lot at Cottage 5.
- Fire Drills are coordinated both in partnership with the Fire Department and internally to ensure that clients are prepared in the event of an emergency. Clients, with staff assistance, are responsible for identifying the nearest exit to their suite.

Six mandatory emergency drills plus additional fire drills are facilitated per year for the staff and at least twice per year for clients.

Gifts, Gratuities and Financial Boundaries

Below outlines our code of conduct and guidelines around gifts, gratuities, and financial boundaries that our team at The Heimstaed Lodge is to adhere. Please be guided accordingly.

The Heimstaed Lodge employee team members are to refrain from involvement in financial and non-financial affairs;

This includes:

- Accepting gifts or gratuities from clients and/or client family members
- Purchasing goods or services from clients and/or client family members
- Doing business with a close relative on behalf of the company
- Witnessing client Wills or Affidavits
- Submitting their name as a recipient in a client's Will

- Submitting their name as “Agent” for the client’s Personal Directive or any involvement in Guardianship or Decision-Making on behalf of the client
- Submitting their name as “Power of Attorney” or any involvement in resident Estate Planning
- Doing anything that may be considered improper conduct; including but not limited to illegal, fraudulent, dishonest, or unethical behavior or serious negligence in the performance of their duties

The Heimstaed Lodge has strict policies to prevent harassment or abuse of clients, employees and volunteers. Any action that could be considered abuse will not be tolerated.

Client Abuse

Any suspected incident of client abuse should be reported to the CAO. Immediate reporting assists in a timely investigation and decreases the chance of a repeat incident. No person will be penalized for reporting an incident, unless the charge proves to be malicious. The CAO will investigate any complaint raised by an employee, client, family member, volunteer, physician or other person. Under the Protection of Persons in Care Act, any incident of suspected client abuse or harassment must be reported, whether it is physical, verbal or other; and whether it involves employees, clients, family members, volunteers, care providers or any other person. Under this provincial legislation, any person witnessing or suspecting that a person in care has been abused, is to report it by calling Protection for Persons in Care at (toll-free): **1-888-357-9339**.

Respectful Workplace

The Heimstaed Lodge strives for a safe and healthy workplace where everyone is treated with fairness and dignity, and where all people are respectful of one another. We value all members of the Lodge and support a positive environment that is free of discrimination, abuse, bullying, harassment, mistreatment and violence. Disrespectful behavior is a challenging issue in healthcare workplaces. This type of behavior includes objectional language, uncontrolled anger and verbal and physical threats. Employees do not have to endure disrespectful families, visitors or members of the public. Any known act of employees’ abuse, disrespect or mistreatment will be taken seriously, investigated promptly and appropriate action will be taken.

Information and Referral Services

1. Inform Alberta: www.informalberta.ca
An on-line directory that provides information on community, health and social services.
2. Service Alberta: 310-0000
Provides a province-wide phone directory and assistance.
3. Service Canada: 1-800-622-6232
Provides Federal Government information.
4. Legal Aid: 780-227-7575 Offers legal advice to people with low income.
5. Ombudsman: 780-427-2756
The provincial Ombudsman has the authority to investigate complaints against provincial agencies, departments, boards and commissions.
6. Protection for Persons in Care: 1-888-357-9339
To report abuse in a care facility. They investigate complaints of abuse involving adults receiving services from government funded agencies.
7. Seniors Abuse Help line: 780-454-8888
8. Canadian National Institute for the blind: 780-488-4871
Provides services for persons who have vision loss or are completely blind.
9. Deaf and Hard of Hearing Services: 780-428-6610 or TTY
Provides information and services for the deaf or hard of hearing.
10. Alberta Health Services (AHS) - Community Care Services: 780-496-1300
General inquiries on all programs within Community Care Services including Home care, Continuing Care, Supportive Living, Palliative Care, CHOICE program, and Adult Day Programs. It is staffed 24 hrs per day.

Type of Policy	LODGE		
Title	Service Animal and Pet Policy	Policy No.	LDG-037
Last Review Date	May 20, 2025	Next Review Date	May 20, 2030

Purpose: To outline the guidelines for clients requesting service animals or personal pets on Heimstaed Lodge premises while ensuring that individuals with disabilities who require the assistance of a service animal can access our services and facilities while maintaining a safe and respectful environment for all clients, staff, visitors, and animals.

Scope

This policy applies to all employees, clients, visitors, and guests who may bring service animals to Heimstaed Lodge property.

Definitions

- **Service Animal:** A dog or miniature horse that is individually trained to perform tasks or do work for the benefit of an individual with a disability. These tasks can include but are not limited to; guiding individuals with visual impairments, alerting individuals with hearing impairments to sounds, or assisting individuals with mobility challenges.
- **Handler:** The individual with a disability who is accompanied by the service animal is responsible for its care and behavior.
- **Client pets:** A pet that would reside in the Lodge with their owners.

Eligibility

- Only service animals that are individually trained to perform tasks directly related to the handler's disability are permitted on the premises.
- A service animal must be under the control of the handler at all times, either by leash, harness, or another appropriate method.
- The handler must maintain control of the service animal and ensure it behaves appropriately.
- Currently, personal pets are not permitted to reside in the Lodge with their owners.

Inquiries and Considerations

In most cases, staff members may only ask two questions when it is not obvious what service an animal provides:

1. Is the animal required because of a disability?
2. What work or task has the animal been trained to perform?

Heimstaed Lodge will not ask for proof of a disability or specific documentation for the service animal but may ask these questions to determine whether the animal qualifies as a service animal under this policy.

Responsibilities of Heimstaed Lodge

Heimstaed Lodge will provide reasonable accommodations for individuals with disabilities and their service animals as required by applicable law. We are committed to ensuring that individuals with disabilities have full access to our facilities and services.

	Date	Motion Number
Approved	February 19, 2025	Motion Ops 25-002
Amended	May 21, 2025	Motion Ops 25-004
Amended		

Title	Service Animal Procedure	Procedure No.	LDG-037-01
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Purpose: It ensures that individuals with disabilities who require the assistance of a service animal can access our services and facilities while maintaining a safe and comfortable environment for all clients, staff, & visitors.

Procedure:

Service Animal Guidelines

- **Access:** Service animals are permitted in all areas of Heimstaed Lodge where members of the public are allowed to go, unless the animal's presence would interfere with safety or pose a health hazard (e.g., food preparation areas, sterile environments).
- **Behavior:** Service animals must be well-behaved, non-aggressive, and under control at all times. If the animal displays disruptive behavior (e.g., barking, growling, or urinating inappropriately), the handler will be asked to remove the animal from the premises.
- **Health and Safety:** The service animal must be in good health, up-to-date on vaccinations, and free of parasites. The handler is responsible for ensuring the service animal is clean, well-groomed, and hygienic.
- **Cleanliness:** The handler must immediately clean up after the service animal and dispose of waste in designated receptacles.

Handler Responsibilities

- **Control:** The handler must ensure the service animal is under control at all times and is able to behave appropriately in public settings.
- **Behavior and Health:** The handler must ensure the service animal is well-groomed, healthy, and does not present a safety or health risk to others.
- **Requesting Accommodations:** If needed, the handler may be asked to provide documentation that verifies the service animal's training or role in assisting with a disability, although detailed medical information is not required.

Exclusions

- Service animals are not permitted in certain areas where their presence may pose a direct threat to safety, health, or cleanliness, such as food preparation areas, sterile environments, or areas where animals are not permitted by law.
- Animals exhibiting aggressive behavior, uncontrolled barking, or any disruptive actions may be asked to leave the premises.

	Date	Refer to Policy No.	Signature
Approved	March 5/2025	LDG-037	
Amended			
Amended			

Type of Policy	LODGE		
Title	Client Pet Visitation	Policy No.	LDG-036

Purpose: To outline the guidelines and expectations for visiting pets at the Heimstaed Lodge to ensure the safety, comfort, and well-being of all clients, staff, and animals.

Eligibility for Visiting Pets:

1. Only pets of families or guests of clients will be allowed to visit the facility.
2. Only pets that are well-behaved, non-aggressive, and clean are eligible to visit.
3. Visiting pets must be under the supervision of a responsible adult at all times.

Policy Statement and Guidelines:

1. **Pet Types Allowed:**
 - o Small dogs, cats, and other small pets are allowed for visits. No exotic pets (e.g., reptiles, birds, etc.) are permitted without prior approval.
 - o All pets must be vaccinated, flea-treated, and in good health.
2. **Duration of Visits:**
 - o Pets may visit for a maximum of 4 hours per visit.
 - o Visiting pets should not disturb other clients or staff, and owners must ensure they do not cause any disruptions.
3. **Supervision:**
 - o Pets must remain under control at all times. Pets should be kept on a leash or in a carrier while in common areas.
 - o Clients must supervise their visiting pets at all times and are responsible for cleaning up after them.
4. **Restricted Areas:**
 - o Visiting pets are not allowed in the dining room, lounges, or medical areas unless authorized by management.
5. **Health & Safety Requirements:**
 - o Proof of up-to-date vaccinations (e.g., rabies, distemper) must be provided before the visit.
 - o Pets must be free of fleas and ticks. If the pet displays signs of illness, the visit will be terminated immediately.
6. **Liability:**

- The pet owner is responsible for any damages caused by the pet and must ensure their pet does not pose a threat to the safety of others.
- The Heimstaed Lodge is not liable for any injury or incident involving a visiting pet.

Visiting Pet Registration:

To schedule a visit, please complete the attached Visiting Pet Registration form and submit it 5 days prior to the visit.

Approval Process:

All visiting pets must be approved by management prior to entry. Approval may be denied based on the type of pet, behavior, or other safety concerns.

	Date	Motion Number
Approved	February 19, 2025	Motion: Ops 25-002
Amended		
Amended		

Title	Client Pet Visitation Form	Procedure No.	LDG-036-01
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Purpose: This form is to register and provide necessary information about pets visiting clients at the Heimstaed Lodge. This ensures a safe, comfortable, and allergy-free environment for all clients, staff, and visitors.

Procedure:

Pet Owner Information

Full Name: _____
Phone Number: _____
Email Address: _____
Client's Name (if applicable): _____

Pet Information

Pet's Name: _____
Pet's Type (e.g., dog, cat, etc.): _____
Breed: _____
Age: _____
Weight: _____
Color/Description: _____

Health & Vaccination Information

Is your pet up-to-date on vaccinations? (Please provide proof if required)

- ☐ Yes
☐ No

Date of last veterinary visit: _____

Behavior & Temperament

Has your pet ever shown aggressive behavior?

- ☐ Yes
☐ No
(If yes, please explain): _____

Is your pet comfortable around strangers, including seniors and children?

- ☐ Yes
☐ No
(If no, please explain): _____

Does your pet have any special needs or medical conditions?

- ☐ Yes
☐ No
(If yes, please explain): _____

Pet Rules and Guidelines Acknowledgment

By signing this form, I acknowledge that I have read and agree to follow the pet visiting guidelines set by the Heimstaed Lodge. I understand that:

- All pets must be kept under control at all times.
- I am responsible for cleaning up after my pet.
- My pet must be kept on a leash or in a carrier when going through common areas.
- I will immediately remove my pet if it becomes disruptive, aggressive, or ill during the visit.
- The Lodge is not responsible for any injuries or damage caused by my pet.

I understand that failure to follow these guidelines may result in revocation of visiting privileges for my pet.

Pet Owner's Signature: _____

Date: _____

	Date	Refer to Policy No.	Signature
Approved	March 5/2025	LDG-036	
Amended			
Amended			

LCMNA-Heimstaed Lodge
9806 105 St. La Crete, AB
Box 3999, T0H 2H0

Date: October 24, 2025

RE: Heimstaed Lodge Emergency Contingency Planning

Dear Clients & Families,

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

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
georgef@lcmna.ca

Type of Policy	HEALTH AND SAFETY		
Title	Room Furnishing Policy	Policy No.	H&S-007

Purpose: Recognizing that clients in continuing care can personalize their room; the arrangement and storage of furniture and equipment must allow staff to work safely with minimal risk of injury. Within the physical limitations of building/room design, staff are provided sufficient space to perform tasks, including the use of mechanical lifts and other client care equipment. The Alberta Supportive Housing Accommodation Standards indicate that each client of a supportive living accommodation can personalize their room. It is encouraged that the client brings in personal items that give them a sense of home such as a radio, TV, blankets, pictures, and decorations.

The bringing in of any furniture, large items must be discussed with and approved by the Lodge Manager in advance. Electrical appliances require inspections from maintenance before use. Area rugs are not allowed due to the slipping and tripping hazard for both clients and staff. The arrangement of furnishings in the room must be such that staff are able to provide care with minimal risk of injury. This includes but is not limited to the ability access controls to raise and lower beds, having close access to the bed to provide care and moving within the room without tripping hazards such as electrical cords and oxygen tubing across the floor.

If required for client care, the arrangement of the room must allow sufficient space for transferring the client from bed to wheelchair or use of a floor lift with 2 staff assisting. As a general guideline this is a width of 4.9 feet for wheelchairs. Space required for use of a mechanical lift and 2 staff assisting will range from 5.5 to 7.38 feet.

If the amount, size and/or arrangement of furniture in the room is identified as a safety hazard for staff, the employer must ensure that all reasonable measures are taken to eliminate or control the hazard.

The Lodge Manager or designate may require the client or designate or facility staff to re-arrange furnishings in the client's room to provide a safer work environment. If this does not eliminate or control the hazard the lodge manager, or designate, may authorize the removal of the non-essential furnishings. These items must be removed from the building as no storage is available in the facility.

The facility will inform clients and designates of the policy regarding personal items in rooms in the client handbook and through other means of communication as appropriate.

	Date	Motion Number
Approved	September 01 2021	Motion 21-048.5
Amended	June 20 2024	Motion 24-53
Amended		

Type of Policy	LODGE		
Title	Lodge Client Rent and Move-In	Policy No.	LDG-024
Last Review Date	June 16, 2026	Next Review Date	June 16, 2031

Purpose: To ensure a streamlined administrative process for clients moving into the Lodge, rent protocols, and refunds.

Policy Statement and Guidelines:

Reservation and Decision Period

When a suite/bed becomes available, it may be offered to a prospective client on a temporary hold basis

- The prospective client (or their representative) will have up to **48 hours** to decide whether to accept the accommodation
- During this 48 hour period, the suite/bed will be held and not offered to others
- If no decision is communicated within 48 hours, the offer may be withdrawn and the space offered to another applicant.

Acceptance of Accommodation

Acceptance of the suite/bed is confirmed with the client or their representative:

- Provides verbal or written confirmation of acceptance, and
- Completes any required documentation, including, but not limited to the following;
 - Last Notice of Assessment (This determines the fees charged) .
 - Financial information
 - Banking information for pre-authorized rent and fee withdrawals

Key Issuance and Start of Rent

- Once the key issued, the accommodation is considered officially occupied
- Rent charges begin immediately upon key issuance, regardless of whether the client has physically moved in all belongings.
- If moving-in occurs partway through the month, rent may be prorated from the date the key is issued, to the end of that month. Full monthly rent (and fees) will apply starting the following month.

Non Occupancy After Key Issuance

If a client delays moving in after receiving the key, rent will still be charged from the key issuance date. The Lodge is not responsible to hold the unit without charge, once possession has been granted. Once the key is issued, the client has 30 days to physically occupy the suite.

Requests of Suite/Room Change

Clients may request a room change as their health and mobility needs change – requests are made to Management. Upon receiving the request, the client will be added to a spreadsheet for review once suite/rooms become available. Requests are granted on a first-come first served basis, unless the available room is assigned by Management for higher care needs/purposes. Clients requesting a change of assigned rooms will be charged an additional \$150.00 one-time fee paid in advance. There will be no charge if the Lodge requests the move.

Payment Methods

Rent may be paid via approved methods such as pre-authorized debit, cheque, or other accepted payment forms as outlined by management.

Rent Payments & Late Payment

All rents and fees are due the 1st working day of each month, unless otherwise specified in writing. Any late payments may be subject to fees or further action in accordance with the residency agreement and applicable regulations

Clients who do not pay their rent and fees on time will be subject to eviction with written notice to the end of the month. If the evicted client is an Assisted Living Alberta client, they will also be notified of the eviction.

Exceptions may be made on an individual basis by the Senior Management. Clients or their families may appeal the decision of the Senior Management to the Board. All decisions by the Board are final.

	Date	Motion Number
Approved	September 01 2021	Motion 21-048.5
Amended	October 31, 2025	Motion Ops 25-008
Amended	July 15, 2026	Motion Ops 26-005

Heimstaed Rent Rates & Fees for the 2026/2027 Year.

Supportive Living Level 2 (SL2)

- The minimum rent rate is \$1,700.00, and the maximum rent rate is \$2,482.00.
- New rental rates come into effect each year on July 1.

Designated Supportive Living, Type B Unregulated, Type B Regulated, & Type B Secure

- Accommodation charges for Designated Supportive Living clients come into effect on August 1 and are set at \$2,482.00.

Service Fees (Applicable to All Clients accessing this service)

- Laundry fee: \$45.00/month
- Parking fee: \$25.00/month



Heimstaed Lodge

**Client/Family Feedback/Formal
Complaint Form**

Client Name: _____

DOB: _____

AHN # _____

Incident Date:	Time:	Who expressed the concern?
		Relationship to Client:

Your concerns are valid, and will be reviewed within 48 hours

Nature of Concern (formal complaint):

Action Implemented:

Resolution: (Will be implemented within 5 working days)

Signature: _____

**The following is a list of items that are supplied
by the Heimstaed Lodge:**

- Generic Shampoo & Body wash – for assisted baths
- Generic Bath oil- for assisted baths
- Hand soap
- Toilet paper
- Kleenex
- Ensure- supplied with a doctor's order
- Thickener- supplied with a doctor's order

- Thank you, Management