

# Resident & Family Handbook



## Welcome To The Brenda Strafford Foundation

The Brenda Strafford Foundation has a rich history of service and care guided by the philosophy:

*The Preservation of Dignity  
and the Pursuit of Happiness*

### Mission, Vision, and Values

Realization of our Philosophy – driven by our Mission, Vision and Values – will ensure The Foundation continues to have tremendous impact on those we serve and in the broader communities within which we operate.

**Our Mission:** As a charitable organization we are an innovative force, providing high quality person-centred care and services to optimize well-being and enrich people's lives.

**Our Vision:** We will provide leadership to create a future where people can live life to the fullest, with dignity, hope and happiness — in caring and supportive communities.

### Our Values

#### People First

People are at the centre of everything we do. We are committed to those we serve and we recognize that our people are essential to our success.

#### Engagement

We respect the strengths, interests and needs of the communities in which we operate and closely collaborate with our staff, residents, families and partners.

#### Quality

We relentlessly pursue quality with pride and enthusiasm. We believe in the highest standard of care and safety to ensure service excellence.

#### Compassion

We act with kindness, empathy and understanding towards each other and those we care for.

#### Leadership

We strive for excellence and act boldly to propel The Foundation and seniors care forward with confidence.

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# History of The Brenda Stafford Foundation

The Brenda Stafford Foundation is a registered Canadian charity established in 1975 by Dr. Barrie I. Stafford in memory of his late wife, Brenda. The organization was founded out of compassion, under the guiding principle to cater to humanity, creating a legacy in Brenda's name that would perpetuate her desire to give back to the community in a meaningful way.

As a registered charity, The Foundation is involved in a number of projects for innovation in seniors' health and wellness and has a close affiliation with research and

education at the University of Calgary. The Foundation also supports local charitable projects to serve women and children who are fleeing domestic violence and families at risk of homelessness.

Internationally, The Foundation supports persons in need of health services abroad in some of the most under-served areas of the Caribbean.



## Serving Seniors and Those In Need Since 1975

1975 - The Brenda Stafford Foundation was established as a registered Canadian charity, operating Riverview Nursing Home in Medicine Hat, and Bow View Nursing Home in Calgary. In 1982, Riverview Nursing Home was sold and the proceeds were used to benefit The Brenda Stafford Foundation's charitable endeavors. Bow View Nursing Home (owned by Dr. Stafford since 1967), now known as Bow View Manor, became The Foundation's base in Calgary.



## Diversifying Into International Healthcare

1983 - The Brenda Stafford Foundation established its first international charitable healthcare program, The Institut Brenda Stafford, in Haiti. The Foundation has since expanded to include healthcare services in Jamaica and Dominica.



## Research on Aging at the University of Calgary

1987 - The Brenda Stafford Chair in Geriatric Medicine was established at the University of Calgary. The Brenda Stafford Foundation's support of research on aging at the university now also includes The Brenda Stafford Chair in Alzheimer Research (1997) and The Brenda Stafford Centre on Aging (2011).



## Championing the Prevention of Domestic Violence

1996 - The Brenda Stafford Society for the Prevention of Domestic Violence was founded and opened The Brenda Stafford Centre, initially a second-stage shelter for women and children leaving emergency shelters. In 2010, The Centre relocated and expanded to also include progressive housing to further support women and children impacted by domestic violence.

The Brenda Stafford Chair in the Prevention of Domestic Violence (2007) supports research at the University of Calgary.



## Expanding Seniors Care Operations

1996 and beyond - From its base at Bow View Manor, The Brenda Stafford Foundation has continued to expand its seniors care operations to now also own and operate Wentworth Manor (1996), Clifton Manor (2010), Tudor Manor (2012) and Cambridge Manor (2020).

# Seniors Care Overview

At The Brenda Stafford Foundation, we take pride in providing a safe, caring and comfortable home that caters to the complex needs of our senior residents and families. In addition to exceptional nursing and clinical care, we provide a full range of health and wellness services and amenities designed for convenience and peace of mind for our residents and families.

## Bow View Manor

4628 Montgomery Boulevard NW

Calgary, AB

Phone: 403.288.4446



## Cambridge Manor

253 Smith Street NW

Calgary, AB

Phone: 587.391.3500



## Clifton Manor

4726 8 Avenue SE

Calgary, AB

Phone: 403.272.9831



## Tudor Manor

200 Sandstone Drive

Okotoks, AB

Phone: 403.995.9540

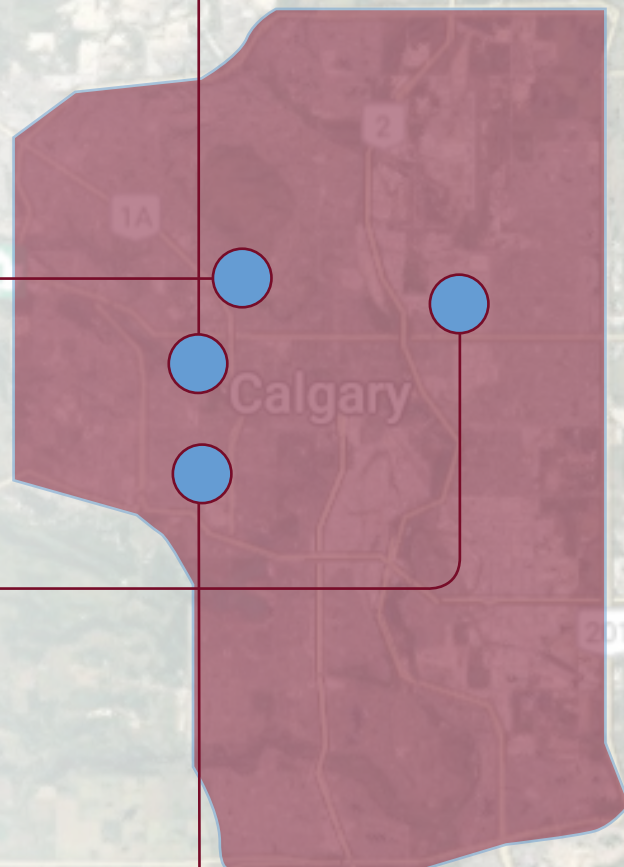


## Wentworth Manor

5717 14 Avenue SW

Calgary, AB

Phone: 403.242.5005







*The Preservation of Dignity  
and the Pursuit of Happiness*

# The Brenda Strafford Foundation Way

Putting people first is a way of life at The Brenda Strafford Foundation. It's in our values and it's central to the way we do things.

The Brenda Strafford Foundation sees the people we serve at the heart of everything we do. This person-centered approach is practiced by all who work within our organization and is focused on the optimization of well-being and life enrichment for all those we serve.

This focus on a person-centred approach ensures that *you* – our residents and families – are central in the decision-making process about the care and services that affect you. We strive to recognize and build on your individualized needs, wants, skills, knowledge, choices and rights. Decisions and priorities are made in partnership with you and those who are directly impacted by the services.

## Our Principles of Person-Centred Care:

Our care, services and environment are...

- Personalized
- Enabling
- Involve positive interactions and relationships
- Develop a sense of belonging

Within our seniors care communities, this has resulted in a set of commitments created through resident, family, staff and leadership collaboration. How we practice The BSF Way in our communities is reflected in these commitments.



## The BSF Way Commitments

We will...

**DELIVER "WOW" SERVICE**

**BE THE REASON SOMEONE SMILES**

**DO LITTLE THINGS THAT CAN MAKE A BIG DIFFERENCE**

**BE PRESENT IN THE MOMENT**

**ENABLE AND RESPECT CHOICES**

**GET TO KNOW WHAT MAKES A PERSON UNIQUE**

**MAKE PEOPLE FEEL AT HOME**

**CHAMPION EVERYONE'S ABILITIES, INTERESTS AND ASPIRATIONS**







# Resident Bill of Rights

## **This RESIDENT BILL OF RIGHTS outlines many things we believe each resident is entitled to:**

- Reside in an environment that is safe and free from harm
- Privacy with regard to personal matters and when receiving services, supports, care or treatments
- Access to a comfortable visiting area and enjoy company of family, friends and visitors
- Treatment with respect and dignity. To be spoken to in a courteous manner respecting one as an adult and preserving individual autonomy
- Manage one's own financial affairs independently whenever possible, including the receipt of information and communication about programs, services and charges
- Receive assistance and encouragement to attain the maximum level of independence and functional self-care
- Be provided with information on various available activities of interest as well as the selection of services available to residents
- Receive assistance to participate in the activities offered if required
- Be provided with opportunities to attend faith-based services
- Live in an inclusive home environment, where quality care is received regardless of one's colour, creed, cultural background, sexual orientation, cognitive ability, religious beliefs or financial status
- Be included in one's care planning and have all care and treatment explained in an easily understood terminology, allowing the resident and/or family the right to determine the manner and extent of any treatment available or recommended
- Be provided with comfort and dignity and choice, should a resident or family choose to receive palliative care in one of our communities
- Confidentiality in matters of personal, financial and health care records
- Have quality and nutritious food consistent with dietary requirements, personal choice religious and cultural beliefs
- Expect all staff to be informed of and respect the above rights







# Welcome





# Your Move to a Brenda Strafford Foundation Community

**Thank you for choosing this Brenda Strafford Foundation community as your new home and your partner in care and wellness.**

You will be contacted to make arrangements for your move-in, and a designated contact will greet you and those helping you with your move. Our caring and compassionate team is here to assist with everything – starting from where to park and unload when you first arrive. We are looking forward to welcoming you, providing a full orientation to your new home, and getting to know you better.

Included in this welcome package you will find helpful information that will assist you planning your move-in, settling into your new home, and as a supportive resource as you reside with us. We know this is a new community to you and want to ensure you feel well-informed and right at home.

Each of our Brenda Strafford Foundation communities is unique. Each site will provide detailed information on any site specific move-in procedures, as well as amenities, programs, contacts and services available.

## Personal Information and Decisions

As you have been preparing to move-in to your new home, you have been providing us with information that will allow us to get to know you better, understand what your needs and desires are as a resident, and put us in contact with people you choose to have notified about events and activities, day-to-day needs, administrative or financial matters, changes in your health, or in the case of an emergency. Should your chosen contacts change over time, please ensure you update this information with us.

As you prepare to move, if it is possible, we encourage you to have these important support people with you as you sign your residency agreement, as you are introduced to your new community and meet our team.

Every Albertan who is 18 years and older should have a Personal Directive (PD) and an Enduring Power of Attorney (EPOA), in the case they are no longer capable of making personal and financial decisions for themselves.

Many residents remain their own decision maker for health care and financial matters. Some residents may have enacted a designated decision maker (also known as an agent) who is appointed through a PD that names the person(s) they trust to make personal decisions on their behalf in areas which they have decision-making authority (e.g. health care and residential issues). Some residents may have enacted a designated person to manage their financial matters through an EPOA agreement with the person(s) they trust to make financial decisions on their behalf.

If you do not have a PD or EPOA, our team can help you to understand the importance of these agreements and how to set them up.







## Sharing of Health and Personal Information

Your privacy is important to us. The Brenda Strafford Foundation staff protect your health and personal information according to the provisions set out in the Health Information Act (HIA), as well as the Alberta Freedom of Information and Protection of Privacy Act (FOIPP).

### Information to bring with you

In preparation for your move, here are some items you will need to bring or send to your designated staff contact(s) prior to settling into your new home:

- Medical history including previous illnesses, immunization records, and all allergies
- All medications
- Personal Health Number and Social Insurance Number
- Credit Card or Cheque Book for rent, any applicable deposits, trust account set-up (if applicable), and any incidentals
- Copy of any applicable legal documents (such as Enduring Power of Attorney, Personal Directive, Living Will, Goals of Care, Guardianship, or Trusteeship)
- Extended Health Benefits Card (if applicable)
- Veterans Affairs Card (if applicable)
- Names, phone numbers and addresses of designated contacts

The Brenda Strafford Foundation staff will keep in touch with contacts designated by the resident and/or as outlined in legal documents, to receive information concerning resident needs as well as health and well-being concerns.

## Your Suite and Furnishings

It is important to us that you feel right at home as you settle in. We encourage you to personalize your room by bringing decorative touches such as pictures, quilts, comforters, or pillows. A Maintenance team member will support you to safely hang items on the walls and install TVs. Don't forget your electronic devices – computer, tablet and/or cellphone. Check with your Program Manager about bringing extra furniture.

The Brenda Strafford Foundation offers a full array of Independent and Supportive/Assisted Living options through to Long Term Care. As suite types and sizes vary both within and across our communities and levels of care, we will help to provide you with guidance as to what items to bring with you when you move-in, depending your specific requirements, type of suite and level of care.

Our teams will consult with you as you set-up your suite, to help you keep your environment safe, free of clutter and any tripping hazards.

Please note that for health and safety concerns, the following items cannot be brought into the community:

- Candles, matches, halogen lamps
- Heating pads, electric blankets, hot water bottles (approved heating pads are available for purchase through the Restorative Care department)



# Your Move to a Brenda Strafford Foundation Community

## **Clothing and Personal Items**

We may ask you or your family to provide special clothing, such as those with velcro closures, to help you maintain independence or for your comfort when dressing. Space is often limited in your room, so you may want to bring seasonal clothing and exchange clothing as seasons change.

When you pack, you should include the suggested clothing:

- Undergarments and socks
- A housecoat
- A pair of washable, non-slip, closed back, comfortable slippers
- Several pairs of pajamas/nighties
- Dresses, slacks, blouses or shirts (such as jogging suits, loose fitting pants)
- A couple of washable sweaters or cardigans
- Gloves, hat, scarf, coat and boots
- A pair of shoes (non-slip, comfortable, easy to get on, such as running shoes or flat walking shoes)
- Glasses, hearing aids, and dentures

You and your family are responsible for supplying and replacing your toiletry items, such as:

- Shower gel/soap
- Shampoo and conditioner
- Deodorant
- Toothbrush and toothpaste
- Denture cleaning materials and cup
- Body lotion
- Razor/Shaver
- Brush, comb or pick
- Haircare accessories
- Make-up and nail care items
- Kleenex
- Sunscreen
- Toiletry bag to hold these articles

## **Labelling personal items**

You may have personal items that you choose to have laundered by our caring housekeeping and laundry team members on a regular basis. We will receive any of these items you will be having washed regularly by staff at your time of move-in and we will label all of these items. This will also apply anytime you or your loved ones purchase and bring in new items that will be washed by this department. Please ensure you notify staff so that these items can also be labeled. Once some items have been washed several times, labels can become loose. We ask that you and/or your loved ones assist in ensuring each of these items remain clearly labeled. We are happy to take these items in and reapply a new label on these articles.

In addition to labelling clothing, all personal items including toiletry items and other personal belongings should be labelled upon move-in, and at any time new or replacement items are brought into the site. Residents and families should label items before bringing them into the site, or please notify our team if assistance is required in labelling new items.

## **Personal assistive aids**

If you require and possess any assistive devices to help your mobility, such as a wheelchair, walkers, or dressing aids, please bring them with you. We will label your devices. Your interdisciplinary team will assess your need for assistive devices and provide information as to where you can obtain the items, which are a personal expense and which items will be provided. Most of our communities provide and install assistive equipment such as transfer poles, toilet armrests, raised toilet seats, and commode chairs.

## **Powered mobility aids**

If you own a power wheelchair or scooter, please contact your Program Manager to discuss The Foundation's policies and for more information.

## **Lost property**

Should you and/or a loved one ever notice any personal item missing, please notify a Program Manager or Reception, who will direct you to the Lost Property and can help to ensure the appropriate staff assists in searching for this item. Please understand that we







do our best to ensure your belongings are kept safe, however, we cannot be held responsible for lost or missing personal items.

### **Additional Fees and Charges**

In addition to your monthly accommodation rate, you will find there may be some one-time applicable charges as well as a number of monthly or occasional charges for optional services which suit your needs and desires.

Some charges may be applicable upon move-in, such as:

- Laundry labels (per 100 labels)
- A Name Plate for your room door
- Resident Bracelet (if applicable, e.g. secured neighbourhood)
- Laundry services (optional)
- Cable TV, Internet, Wi-Fi or Phone Service (optional)
- Newspaper Delivery (optional)

You will be provided with a list of the services available at your community in this welcome package. Other items specific to your community and level of care will be detailed in this list. These lists are updated from time to time and will be distributed when amended. If ever you misplace your copy, we will happily provide you with a replacement.

### **Insurance**

It is recommended that all residents obtain contents insurance to protect their belongings as well as general liability insurance in the event of injury (of another resident or staff) or accidental property damage.

### **Resident Finance**

Our Resident Finance Office is an excellent resource for any inquiries regarding monthly billing, charges for services, trust accounts, updating contact information and friendly direction to other key contacts and roles within your community.

Please ensure you have booked an appointment to visit the Resident Finance Office on or before your move-in date (open Monday through Friday, with the exception of statutory holidays).

You will meet our Resident Finance representative to provide all contact information, review any questions regarding your rental agreement, your financial agreement, and to get things set up for your move-in.

Please refer to your Financial Agreement that you sign with our Resident Finance representative with respect to accommodation charges, services billing, and such policies as: Non-Payment Policy, Not Sufficient Funds Policy and Discharge Policy.

You will receive a monthly statement outlining accommodation charges, as well as any services associated with your suite, programs and services. All personal service charges such as Laundry, Hairdressing, Happy Hour purchases or Candy/Convenience Cart purchases will be charged to the monthly billing statement.

In addition, you may wish to establish a non-interest-bearing Trust Account (where available) that can be used for cash needs and cash-related activities including meals and outings arranged through the Recreation department. This allows you to sign a voucher for such activities/services to eliminate the worry of having to keep cash on hand. We have regulations in place restricting access to these funds so that only you or those authorized are permitted access.



# Your Care and Wellness Supports

## Care Conferences and Care Plans

Soon after your move-in and then annually, you will have an assessment with your interdisciplinary team and your family. Your individual needs and preferences and the options for care and services will be discussed as part of the assessment, in partnership with you and your family. Within six to eight weeks of your arrival, the interdisciplinary team will complete an assessment of your health, develop a Personal Care Plan and conduct a care conference to review your care requirements. You and your family members are encouraged to share any health information, concerns, and questions with the team and to participate in the assessment and conferencing process as much as you would like to be involved. A member of your team organizes and chairs the care conferences and will notify the designated contact person listed on your file of the care conference approximately one month before the appointment. You will also be assessed less formally quarterly and as your health needs change.

Your care team includes professional staff from a range of disciplines who use their individual expertise to help you meet identified health and care goals. Your care team, you and your family, work as a team to develop your Personal Care Plan. The interdisciplinary team is co-ordinated by a registered nurse who is responsible for ensuring overall implementation and evaluation of care. Check with your Program Manager to learn what services are required for your support and how they will be delivered.

## Interdisciplinary Care Team Member Roles

Whether you reside in an Independent, Supportive/ Assisted Living or Long Term Care environment, you will come in contact with a myriad of employees with different roles. These people work together to form an Interdisciplinary Team who all strive together to ensure we provide the best environments, quality programs, services and care for our residents.

While not all of these roles may be present in your environment, here are just some of the people involved in our communities:

**Administrator** – oversees all aspects of community operations including health and clinical services.

**Director of Nursing** – oversees clinical care functions.

**Health Care Aide** – provides various aspects of personal care (educated and certified).

**Nurse Supervisor/Charge Nurse** – Registered Nurse responsible for daily clinical supervision of members of the nursing team.

**Occupational Therapist and Physiotherapist** – can be involved in the treatment and rehabilitation for residents in Long Term Care or referred through Alberta Health Services in various levels of care such as Supportive Living and Private Assisted Living.

**Pharmacist** – a Pharmacist attends to each of our sites on a part-time basis as required and as allocated by Alberta Health Services and ensures prescribed medications are reviewed on a regular basis.

**Professional Nurse** – a Registered Nurse (RN) or Licensed Practical Nurse (LPN) is responsible for various aspects of care as well as supervision of Health Care Aides on duty.

In our communities where Long Term Care is provided, Registered Nurses are on staff 24 hours per day, 7 days per week. In our communities where Independent Living, Designated Supportive Living and Private Assisted Living are offered, Registered Nurses are staffed throughout the day Monday-Friday, with Licensed Practical Nurses supervising evening, nights and weekends.

**Program Manager** – Registered Nurse who supervises the clinical and management roles of day to day operations.

**Recreation Therapist** – assesses a resident's physical, psychological, social, intellectual, spiritual and cultural needs, interests and preferences and creates program components and goals around this assessment.

**Recreation Therapy Aide** – assists in the delivery of recreational, social and therapeutic programs, including special events and outings, etc.





**Registered Dietitian** – reviews, amends and approves all menu rotations created by Dining Services to ensure variety, balance and nutrition. The Registered Dietitian also works onsite in our Long Term Care environments, attending to residents with special dietary needs (i.e. diabetes diets/blended diets). Registered Dietitian involvement can also be arranged for through Alberta Health Services referral and made available to residents in Supportive Living and Private Assisted Living environments.

**Resident Personal Physician/Site Medical Director** – depending upon the community you reside in, your level of independence/care and your personal choice, you may see your own personal physician away from the site, or you and your family may work with one of the physicians that visits our sites. Residents living in Independent Living, Supportive Living or Private Assisted Living often visit their personal physician off-site or can be seen by the site's visiting physician by appointment. In Long Term Care the visiting physicians are overseen by the Site Medical Director.

**Restorative Care Aide** – assists in the delivery of occupational therapy and physiotherapy programs.

**Social Worker** – assists residents and families with psycho-social and financial concerns and offers support groups for residents in Long Term Care. Referred through Alberta Health Services for residents in Supportive Living and Private Assisted Living.

### **Additional Care Providers**

Some care providers come to our communities to provide residents services at extra cost, or you may need to access some services in the community. Please see your Program Manager to find out about the specific services available at each of our sites, or for assistance with making arrangements to access healthcare services in the community.

**Denturist/Dental Hygienist** – will visit the site if you or a loved one arrange for this visit through a referral form available at the Reception desk. Alternatively, you may choose to visit a Dentist, Denturist or Dental Hygienist outside of the site. We recommend you check to see if you might qualify for basic dental coverage as a low-mid income senior. Talk to the Social Worker at your site, or the contact number for the seniors' information line is: 1-800-642-3853.

**Podiatrist** – will visit the site to provide foot care to residents. Please consult with your Program Manager to make arrangements for these services.

**Eye and Hearing Care** – may visit the site, or may be available out in the community. Please consult with your Program Manager to make arrangements for these services.

**Integrative Health Providers** – some services such as a Massage Therapist, Art Therapist, Music Therapist, and Yoga Therapist are also available on site, either as an additional service, or maybe included in the site's Therapeutic Recreation programming. Consult with your Program Manager or Recreation Therapist to discuss your integrative health needs and how you might access these services.

### **Companion Care**

Private Companion Services are available in some communities, while others see outside companion service agencies coming in to provide this service for those in need. A Private Companion is defined as any privately paid personnel hired by a resident, family or trustee to provide enhanced one-on-one companionship for a resident. All external companions hired must be provided through an agency which has a signed contract with the site in which you reside. Please talk to the Program Manager or Social Worker for more details.

### **Palliative/End of Life Care**

The Brenda Strafford Foundation offers a comprehensive, multidisciplinary palliative care program to provide specialized medical care and support to residents, and their families and loved ones, when a resident is at end of life.

Each resident's wishes and preferences concerning advance care planning and directives are reviewed in partnership with the resident and family during the assessment process and on an ongoing basis. The need for a palliative care assessment may be expressed by the resident or family or identified by the team at any time. Early discussions and identification of palliative care needs allow residents and families to be involved in care planning for end of life, and can improve the quality of care and experience for residents, their families and loved ones.





# Living at a Brenda Strafford Foundation Community

## **The Importance of Family, Friends and Visitors**

The Brenda Strafford Foundation team at each community recognizes and encourages visiting and involvement in day-to-day activities. Whether it is your family or friends joining you for a visit, a meal, entertainment or special activity – we are always happy to see our residents feeling absolutely at home in the company of good friends and family.

For those interested, each community has an active Volunteer Program which enables us to provide enhanced activities. Contact the Manager of Therapeutic Recreation and Volunteer Services at your Manor for more information about how you can get involved.

## **Coming and Going**

We are happy in knowing the site is a busy and lively environment with many people entering and exiting our doors in the day.

You may plan to go shopping, to external appointments, to spend time with family or friends for part of the day, or you may have plans to stay with family or friends that see you being away from the site for a longer period of time.

Residents and families are encouraged to consult with your care team to make arrangements for visits to external healthcare services if required. We will also consult with you to ensure that your important healthcare and wellness needs can be met if you are planning a longer stay away from the site.

In the interests of safety, security, communication and service delivery, it is important to know when you are in the building and when you are leaving the building for any period of time. Located conveniently at reception, we have a Resident Sign-In/Sign-Out sheet for you to complete. This allows us to know the time period you plan to be away, and to alert other departments (such as dining, recreation, care or housekeeping) if you will be away for any length of time that might affect your presence at meals, activities, medication administration, etc.

It is also important to know who the visitors are in our building. Therefore, you will also find at reception, a Visitor Sign-In/Sign-Out sheet recording all visitors who enter and exit the site.

## **Bus Outings**

The Brenda Strafford Foundation has a fleet of accessible buses available for our Therapeutic Recreation/Life Enrichment departments to use for organized group recreation outings. Please see the recreation calendars for more information on organized bus trips and group outings.

## **Transportation**

If you require assistance with booking your individual transportation arrangements for your personal outings or appointments, please contact our reception team who will be happy to assist you with making bookings for taxis or access transit services.

## **Visitor Parking**

Free street parking is available in the streets surrounding the site. At some sites underground parking is available for a fee. Please see the List of Services available at your site for parking rates and contact reception for more information on access to underground visitor parking.

## **Pets**

While no pets are permitted to reside at the site, visiting pets are most welcome. Should your friend or family member wish to bring a pet to visit, please ensure they are always on a leash, are friendly, and well-behaved at all times. Please provide the Therapeutic Recreation department with a copy of the pet's current vaccination records, the owner's name, and the name of the resident the pet will be visiting. Should you have any further questions prior to receiving a visiting pet, please see your Manager of Therapeutic Recreation and Volunteer Services for more information.

## **Resident and Site Community Health**

While visiting is encouraged, please keep in mind that if any visitor is feeling unwell, has a cough, fever or upset stomach (such as nausea, diarrhea or vomiting) they are encouraged to wait until they feel well to come visit.

In addition, children who have recently been exposed to the Chickenpox virus should delay their visit until such time as they are completely well again, as exposure to this particular virus in later life can have a harmful effect on our residents.





As a community environment, it is easy for illness to spread, and with the health and wellness of all residents of utmost importance to us, we urge all visitors to come to the site only when they are feeling well.

In the event if a resident shows signs and symptoms of gastrointestinal or respiratory illness, our nursing staff will respond quickly in an effort to prevent the spread of illness in the site. Protocols are followed to prevent the spread of infection in these cases such as isolation in your room and meals delivered to your room with special precautions taken by our staff.

Occasionally, a number of residents may display the onset of symptoms during the same time period, in which case, an 'Outbreak Status' will be declared, at which time:

- All group activities/programs in the area affected by the outbreak will be stopped until the outbreak status is declared over in order to protect all residents.
- Signs will be posted at all entrances and family members and visitors will be asked to refrain from visiting until the outbreak has passed. This protects your visitors from becoming ill.

We work every day to prevent the spread of illness by practicing Infection Prevention and Control including: handwashing protocols; annual on-site Flu (Influenza) Vaccine and Pneumococcal Vaccine clinics; informative posters with reminders about the importance of hand hygiene.

### Medication

Depending upon your level of independence/care, you may take your medication on your own, or you may have medication administered by our team.

If you or your family supplement your medication routine with over-the-counter or herbal remedies, please inform our nursing staff, even if you currently do not receive medication administration assistance from staff. Occasionally, some herbal and over-the-counter medications can interact negatively with prescribed medications, so it is important to have on record all medication and/or supplements you might take. In the case of an adverse reaction, this information may assist your physician or emergency

medical (paramedical) professionals in determining the reasons for such a reaction.

### Safety and Security

#### After Hours Access

The safety and security of all residents, staff and visitors is highly important to us. Each evening, our front entry doors are locked between 8pm-9pm (please check with your site what time the front doors are locked). Should a resident be away from the site and returning past this hour, please use the doorbell or our main number to reach a staff member to let you in.

#### Emergency Preparedness

Once per month, we hold practice fire drills. All staff, residents and visitors present participate in each of these drills when they happen. Occasionally, there may even be practice evacuations, however, generally, when a fire alarm sounds, unless otherwise instructed, residents are to stay in their rooms, with the door closed but unlocked and their windows closed, and await instructions. Should an evacuation be required, await instructions from the Nurse in Charge and meet at designated muster points (posted outside of each site). If you are instructed to evacuate, it is important to exit through the nearest exterior door or stairwell to outside, ensuring you DO NOT prop any fire exit doors open. In case of fire, DO NOT use the elevator.

Our dedicated and expert team is trained to respond accordingly to various types of emergencies, and communication of such incidents may be heard through our overhead announcement system. While the chances of some of these happening in our communities are highly unlikely, it is always extremely important to be prepared to respond appropriately.







# Living at a Brenda Strafford Foundation Community

## Emergency Response Codes

The following codes are utilized in each of our communities and are consistent with those established by Alberta Health Services:

**CODE RED = SMOKE/FIRE**

**CODE BLUE = CARDIC ARREST/  
MEDICAL EMERGENCY**

**CODE YELLOW = MISSING PERSON/RESIDENT**

**CODE BLACK = BOMB THREAT**

**CODE GREEN = EVACUATION**

**CODE WHITE = INTRUDER or  
VIOLENT/DANGEROUS SITUATION**

**CODE GREY = SHELTER IN  
PLACE – AIR EXCLUSION**

**CODE BROWN = HAZARDOUS MATERIALS SPILL**

**CODE PURPLE = HOSTAGE TAKING**

**CODE ORANGE = MASS CASUALTY INCIDENT**

As with Fire Drills, should you or any visitors hear a code announced, please remain where you are and await any instructions that may follow.

Throughout each site you will also find maps outlining your location in the building and directions to the nearest exit. Full Emergency Manuals are located at key nursing stations at each site and are also available electronically upon request.

## Emergency Call Bells

Our team is dedicated to respond to you in case of emergency. Resident Emergency Call Bell Systems are available in each of our sites.

## Fall Prevention

Fall Prevention practices are important in maintaining good health and wellness. The Brenda Strafford Foundation maintains best practices for Fall Prevention. Your participation in the use of any prescribed assistive devices such as a cane, walker or wheelchair as intended

is an excellent preventive measure, prolonging optimal independence and well-being.

## Helpful tips include:

- Engaging your brakes before getting up or sitting down when using your walker or wheelchair
- Participating in our exercise classes to promote strength and balance
- Going for walks within the community or outside, weather-permitting
- Keeping your environment clutter-free from potential tripping hazards

## Abuse

In the interests of health, well-being and safety as well as protecting the rights of residents and staff, abuse of residents or staff **WILL NOT BE TOLERATED** at any time in any of our communities. Our staff members undergo specific training in this area during their orientation and this training is updated every year.

Resident and families with concerns regarding abuse are informed of the internal reporting processes. If unresolved, concerns are referred to Alberta Provincial legislation entitled “The Protection for Persons in Care Act” (PPCA) which provides a mechanism to file a claim for review of care or services, and all complaints will be investigated by a neutral third party.

You will find information about PPCA legislation in several locations including:

- In your welcome package
- Posted on our bulletin boards
- On brochure stands





### **Non-Smoking Environment**

Our sites are non-smoking buildings - this applies to residents, staff and visitors. Smoking is not allowed on The Foundation's property (with the exception of Clifton Manor where a smoking area is designated).

### **Communications and Feedback**

Your voice is important to us. The Brenda Strafford Foundation is committed to open communication and providing an environment where our residents, families, caregivers, and staff team members feel safe to share their ideas, input, questions and concerns.

There are several ways The Foundation shares ongoing communication and promotes two-way communication with residents, families, caregivers, visitors and staff. Some of these include:

#### **The Resident and Family Communication Board**

Each site will have a Board where essential information is posted about:

- Services available in each community
- Scheduled activities and upcoming events
- Foundation or site bulletins as well as regional and provincial health postings

#### **Resident and Family Council Meetings:**

We have facilitated the formation of Resident and Family Councils at each of our sites, to discuss and present any community-based questions, concerns, requests, ideas and suggestions which would affect/concern all residents. These groups can be self-governing bodies, or facilitated by staff, and encourage active involvement of residents and families in an open, safe and non-judgemental environment. Items arising out of these meetings are directed to the appropriate department managers and feedback, implementation, answers, and solutions are formulated and shared back with the Council and throughout the community as a whole.

Alberta's Resident and Family Councils Act (Bill 22) gives residents and their families the right to establish self-governing councils at any Long Term Care and licensed Supportive Living facility.

Please see the Manager of Therapeutic Recreation and Volunteer Services for more details on the Resident and Family Council at your site, or for more information and support to establish a self-governing council if desired.

### **Resident and Family Advisory Committee (Foundation-wide):**

The Foundation's Resident and Family Advisory Committee consists of a diverse group of resident and family volunteers from across all of The Foundation's Long Term Care and Supportive/Assisted Living services. The purpose is for resident and family representatives to provide feedback on policy and service initiatives that will play an important role in helping to improve the quality and safety of the health and life enrichment services we provide.

#### **Speaking Directly with Leadership:**

Should any resident or family member have a specific question or concern they wish to have addressed personally, we want to hear from you.

Please approach the Interdisciplinary Team or Department Manager (if you are unsure where to locate these individuals, please do not hesitate to inquire at reception). They will actively listen to your inquiry and/or expression of concern and work to provide answers and/or satisfactory resolution.

If these individuals are not able to answer your questions and/or resolve concerns satisfactorily, the Administrator at your site will discuss your queries or concerns, or alternatively your concern may be escalated to the Foundation's leadership team.

In the event there is a matter that remains to be resolved following this procedure - you will be advised as to how to further your concern to Alberta Health Services Patient Concerns. You will also find this information posted on the Resident and Family Communication Board.





# Living at a Brenda Strafford Foundation Community

## **Compliments and Complaints Feedback:**

Your feedback, suggestions and comments help us to identify ways that we can improve the delivery of high quality person-centred care and services to enhance your experience as a resident, family member or visitor at The Brenda Strafford Foundation. We are committed to working with you to address any concerns with respect, compassion and fairness.

We want to hear your:

- Complaints or concerns about the care or services you have received
- Suggestions to improve the care or services we provide
- Compliments about your experience.

Most issues can be resolved by talking directly with the care team or related department at your site. The Director of Nursing and Administrator would be pleased to assist as well. If you are unable to resolve your complaints or concerns by speaking directly with the site's leadership team, or prefer to have a more anonymous method to bring forward your concern, we welcome you to contact The Brenda Strafford Foundation's Quality and Innovation department to express and resolve any issues you experience.

- Send an email to: [feedback@theBSF.ca](mailto:feedback@theBSF.ca)
- Visit the Contact section of our website at: [www.thebsf.ca](http://www.thebsf.ca)

If your concern is still not resolved to your satisfaction by working with The Foundation's internal processes, residents and families/legal agents can contact Alberta Health Services Patient Concerns & Feedback:

- Phone: 1-855-550-2555
- Visit the Patient Feedback section of the website at: [www.albertahealthservices.ca](http://www.albertahealthservices.ca)

## **Electronic Mailing Lists:**

Residents and families are offered the opportunity to provide their contact email and to subscribe to our electronic mailing lists to receive updates including event and recreation calendars, other news and updates from the sites, or Foundation-wide news from The Brenda Strafford Foundation. You can choose to subscribe or unsubscribe from these email lists at anytime.

## **Newsletter and Annual Reports:**

The Brenda Strafford Foundation produces 'The Voice of Happiness' newsletter three times per year plus an Annual Report to the Community to showcase recent news and highlights. You can collect a printed copy of the current newsletter or annual report from our sites, or they are also available in electronic format on our website or via email.

## **Brochures:**

An assortment of brochures is displayed in each community and are also available on our website, offering information on such topics as:

- Resident Safety
- Infection Prevention and Control
- Protection for Persons in Care Information
- Resident and Family Concerns

## **Resident and Family Suggestion Box:**

If you or a loved one has a suggestion about any of our programs, services, offerings, or activities, we welcome your input on ways we can continually improve daily life. We take each and every suggestion to heart and review them at our Interdisciplinary Quality Improvement meetings. All responses to suggestions received will be posted on the Resident and Family Communication Board.





### **Resident and Family Surveys:**

The Brenda Strafford Foundation conducts surveys on a regular basis to gather important feedback from residents and families on your experience. Typically these surveys are conducted every one to two years, however, the timing and frequency may vary. The results of these surveys are analysed and shared with management, staff, residents and families so that we can all learn from this feedback. Through this process, areas of opportunity are identified where we can create improvement plans to better meet our residents needs and expectations.

In addition to these comprehensive surveys, each site also has an iPad with a Survey App that is dedicated to collecting point of service feedback on resident, family and visitor experiences. Questions such as 'How was your meal today?' help to provide valuable information and instant feedback on resident and family satisfaction that help us to identify opportunities for improvement.

### **Operational Policies and Procedures:**

Our staff team members and volunteers have specific roles and responsibilities outlined under The Brenda Strafford Foundation's Operational Policies and Procedures. These set out, ultimately, to protect the residents, family members, staff members and volunteers alike.

### **Conflict of Interest**

Often, our residents and families express the desire to recognize the special efforts of specific staff members or teams. No gifts or gratuities are to be accepted by our staff/volunteers. Alternatively, this appreciation can be expressed through a donation to The Brenda Strafford Foundation.

As a registered charitable organization, donations can be accepted and receipted and funds applied to:

- Recreation programs, outings and events
- Addition of equipment/items that will enhance/improve resident quality of life
- Fundraising campaigns
- Staff development and recognition programs

With the exception of the Social Worker, there will be no involvement from other staff/volunteers in the:

- Financial affairs of any resident including Power of Attorney, Enduring Power of Attorney, Will or Estate
- Non-financial affairs of any resident including Personal Directive or Guardianship
- Witnessing the signing of any legal document for residents

In the event that any staff team member or volunteer become aware of the infringement of any of these conflict of interest restrictions, they will contact Administration. We appreciate your support and understanding in these matters.

### **Ethical Decision Making**

The Brenda Strafford Foundation has established an Ethics Committee as a forum for staff to support ethical decision making. This Ethics Committee upholds The Foundation's Values while supporting staff, residents and families as they strive to make difficult decisions ethically and with integrity.

### **The Ethics Committee:**

- Seeks the well-being of the resident as their first priority.
- Seeks to follow contemporary ethical norms and will be respectful of viewpoints inconsistent with such norms.
- Seeks a broad based cultural and religious input and understanding.
- Strives for maximum confidentiality.
- Strives to foster respect for the dignity and conscience of all staff as well as residents and families.

For more information on The Brenda Strafford Foundation's Ethics Committee or Ethical Decision Making Framework, please speak to your Administrator or Social Worker.

### **Accreditation Canada**

Accreditation Canada is an independent, not-for-profit organization that is dedicated to improving the quality of health care systems in Canada and across the globe through the rigorous process of accreditation. The Qmentum Accreditation Program is designed to focus on quality and safety throughout all aspects of an organization's services — from governance and leadership to direct care and infrastructure — to the benefit of patients, clients, residents, staff and volunteers. The Accreditation Standards support The Foundation's ongoing quality improvement activities, and the Accreditation Canada Qmentum Program standards have been fused into our day-to-day operations.

Accreditation Canada deploys surveyors every four years to audit The Foundation's compliance to the national standards. In the most recent audit held in April 2018 (participating sites included Bow View, Clifton, Tudor and Wentworth Manors), an Exemplary Standing (the highest level) was achieved by The Foundation.





# Services Available at a Brenda Strafford Foundation Community

## Dining Services

Our Dining Services team is committed to delivering meals offering quality and variety in a stimulating social environment. Meals are planned around a 5-week menu cycle which changes seasonally (Spring/Summer and Fall/Winter). These plans are reviewed and approved by our Registered Dietitian who also utilizes the Canada Food Guide to measure balance, nutrition and variety. You will find dining times and our daily menus located outside of each of our dining areas.

We also have an array of snacks, fruit and beverages available throughout the day for our residents to enjoy.

Family and friends are welcome to join you at mealtime. Reception has meal vouchers at the front desk for purchase and we will always have space in our dining room for your guest.

Private Dining Services are also available for special events. With one week's notice, we can arrange a very special occasion for a group (family/friends) to join you and celebrate. Please see Reception for details. A location within our community will be chosen that will best fit the size of your group (i.e. Family Dining Room/ Activity Room).

## Therapeutic Recreation/ Life Enrichment Department

Each of our sites has a robust Therapeutic Recreation department offering a variety of programs to optimize your quality of life and independence. A balance of physical, social, intellectual, psychological and spiritual/ cultural programs will provide you with many choices to meet your leisure interests. Exercise classes, intergenerational activities, music and art therapy, special events and church services are just a few examples of the diverse programs we offer.

Our team's dedication and expertise means we are able to deliver unique, innovative and therapeutic programming based on your individual assessment and preferences. Upon move-in, your Recreation Therapist will meet with you to learn more about you and your leisure interests and goals. Regular participation in recreational programming provides opportunities for social engagement, fun, adventure, exercise and the attainment and maintenance of an optimal level of well-being.

Day trips and excursions are a key part of the services we provide to promote your independence and keep you actively engaged with our city and nature. Inquire about the fees and process to sign-up for trips offered at your site.

Monthly Calendars are posted and available to all residents, visitors and staff. We invite and encourage you and your visitors to review upcoming activities, events and outings that interest you. We may even have some volunteer opportunities to enhance the success of our programs. Our Therapeutic Recreation team is excited to provide fun and stimulating activities you and other residents find interesting and enjoyable, so please do not hesitate to offer your ideas and input. Please see your Manager of Therapeutic Recreation and Volunteer Services for more information.

## Restorative Care Services

Our Restorative Care team provide services for accessing mobility devices including wheelchairs and walkers and offer walking, strength and rehabilitation programs.

## Housekeeping Services

Our housekeeping team is a hardworking and cheerful group who make it their mission to provide us with clean rooms and common areas. The frequency with which you will have visits to your room by our housekeeping staff will depend upon your level of independence/ care within the site, which will also determine the list of routine duties they perform. In Long Term Care, rooms and bathrooms are cleaned daily. In Supportive Living or Private Assisted and Independent Living, bathrooms are cleaned daily, and rooms have a daily tidy with a more thorough weekly clean.

Housekeeping schedules can also be tailored depending on your individual preference and choice, and additional cleaning services are available upon request for an additional charge.





## Laundry Services

If you or a family member would like to look after your personal laundry, you are more than welcome to share this preference with the Program Manager or Resident Finance upon move-in or at any time during your residency. You or your family are welcome to use designated laundry facilities on site, if desired and if available at your site, or family can take your belongings home to launder and return them when done.

Personal Laundry service is also offered in each of our communities for an additional fee. Please see your Program Manager or Resident Finance to arrange for this service. If you choose to take advantage of this service at the site, all personal laundry must be machine washable.

There is no dry cleaning available through our laundry department. However, please contact our helpful reception team if you require assistance with making arrangements for your dry cleaning.

## Maintenance Services

The Maintenance department see that all of our heating, ventilation, and mechanical systems are maintained in good working order, ensuring a healthy sheltered environment exists for our residents, visitors and employees to enjoy. Building structure, maintenance and repairs both inside and out keep this team busy. These are also the friendly people who will hang pictures for you in your room, should you require assistance and who will advise regarding installation of televisions. All electric and electronic devices you bring with you will be inspected for safe operation by Maintenance personnel when you first move-in and anytime items such as these are brought into the site.

## Hair Salon Services

Hairdresser and barber services for men and women are available at all locations. The schedule, contact information and price list for services is posted outside the salon and also appears in your full sheet of services in your welcome package.

## Tuck Shop/Candy and Convenience Cart

Each of our communities stocks snacks, toiletries and other small items and makes them available through either an onsite Tuck Shop or a Candy and Convenience Cart. These items can be purchased either by cash, or on account with costs appearing on your monthly statement. Days/times of this service are posted on-site or you are welcome to contact the Therapeutic Recreation department for details.

## Library Services

Each of our communities has a library area and/or library programs available. Our Calgary-based Manors have established a partnership with the Calgary Public Library whereby reading materials, including large print, are accessible on either a rotational basis on-site or through weekly visits by the Library's Bookmobile. Reading material in various languages can be ordered, as can talking books for your enjoyment. Please see the Therapeutic Recreation/Life Enrichment department to find out more about Library Services and in order to get connected to these services.

## Faith-based Services

Each site offers a variety of Spiritual programs. The times and locations can be found in our Monthly Calendar. Throughout our communities and across levels of care provided, you will also find available spiritual counselling, palliative care visits, as well as special memorial services held for residents, families and staff to attend and remember our community members who have passed away.

## Volunteer Services

The Brenda Strafford Foundation is so grateful to our volunteers whose time, care and efforts truly contribute to enriching the lives of our residents each day. Volunteer opportunities exist in numerous areas, appealing to many different areas of interest, experience and skill sets. Please contact the Manager of Therapeutic Recreation and Volunteer Services for more information and details regarding becoming a volunteer. We treasure and recognize our amazing volunteers!

## Research, Innovation and Quality Improvement Services

Throughout The Brenda Strafford Foundation's proud history of more than 45 years, a reputation and culture of excellence and leadership has been established within our organization. We are dedicated to continuous quality improvement and innovation to enhance the care and services we provide within our sites. At The Brenda Strafford Foundation, there are six core Research Themes identified as areas of focus for our research programs: Enhance Dementia Care; Optimizing Technology, Design and Service Systems; Transitions in Care for Older Adults; Falls Prevention; Social Engagement; Person-centred Care.

## Education Services

In order to continue to provide the best in programs and service delivery, our Staff Development department provide education services to ensure our staff receive both initial and ongoing training that help them to best serve you – our residents and families. From General Orientation day, through to quality service improvement training, we educate our team members in various areas such as:

- Workplace safety education
- Infection prevention and control protocols
- Emergency response training
- Research findings and best practices (e.g. skin and wound care, palliative and end-of-life care).
- Other department-specific training

Residents and their family members are encouraged to also participate in Education in-services at your leisure, to increase your awareness and understanding if this is of interest to you. Ask us about topics that you are interested in.

The Brenda Strafford Foundation supports education, teaching and learning and we partner with academic and training institutions to support student practicums. From time to time we will have Nursing, Health Care Aide and other students working on-site.

**Thank you for choosing a Brenda Strafford Foundation community as your home. We look forward to helping you settle in and working with you as your partners in care and wellness.**





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