



Lodge Information

Alpine Summit Seniors Lodge, Jasper

Parkland Lodge, Edson

Pine Valley Lodge, Hinton

Sunshine Place Lodge, Evansburg

Whispering Pines Lodge, Grande Cache



Dear Resident,

It is with great pleasure that I welcome you to your new home. It's my desire that you discover a wealth of memories within its walls. New friendships, leisure opportunities, a carefree environment and pleasurable experiences will be part of your daily routine.

The Evergreens Foundation takes pride in ensuring its residents are comfortable, satisfied and safe in each lodge we manage. We know that it is important for you to feel at home in your new surroundings and will do our utmost to ensure a smooth transition.

As the Chief Administrative Officer for The Evergreens Foundation, I am responsible for the Lodge Program. I am here to ensure that it continues to address the needs of the residents within it. Please feel assured that all our Lodges meet or exceed all government standards, and are regularly inspected.

I am proud of our management staff, lodge personnel and administrative staff who play an integral role in the successful operation of this foundation. Our collective goal is to make each lodge environment gratifying for our residents.

On behalf of The Evergreens Foundation, I would like to take the opportunity to welcome you to our facility. I look forward to getting to know you better and I hope your stay is both enjoyable and memorable. Below you will find my contact information, please feel free to contact me with any questions or concerns.

Respectfully,

A handwritten signature in black ink, appearing to read "Kristen Chambers". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Kristen Chambers, CAO

The Evergreens Foundation

780-865-5444

Our Mission Statement is "The Evergreens Foundation will provide in a respectful and supportive manner, a continuum of Housing options that promote quality of life and independence."



What is The Evergreens Foundation?

The Evergreens Foundation is a management body comprised of six municipalities that include: Jasper, Hinton, Edson, and the Municipal District of Greenview, Yellowhead County and Parkland County. The Foundation is governed by a Board of Directors with representation from the aforementioned municipal governments; The Board of Directors is as follows:

- Councillor Paul Butler (Board Chair), Municipality of Jasper
- Councillor Janet Wilkinson (Board Vice-Chair), Town of Edson
- Councillor Sandra Cherniawsky, Yellowhead County
- Councillor Winston Delorme, M.D. of Greenview
- Councillor Tracey Melnyk, Parkland County
- Mayor Marcel Michaels, Town of Hinton

Our Mandate

The Evergreens Foundation manages 232 lodge/supportive housing units, 168 senior self-contained units, 39 community-housing units and numerous rent supplement designations. The facilities include Sunshine Place in Evansburg (30 units), Parkland Lodge in Edson (105 units), Pine Valley Lodge in Hinton (30 units), Whispering Pines Lodge in Grande Cache (30 units), Alpine Summit Seniors Lodge (16 units, 5 Deluxe Suites and 16 Designated Assisted Living Suites) Heatherwood Manor in Edson (23 units), Heritage Court in Edson (32 units), Community Housing in Edson (7 units), Hinton (14), Evansburg (7 units) and Wildwood (11 units), Pine Grove Manor in Jasper (33 units) Lion's Sunset Manor in Hinton (32 units), Pembina Pioneer Havens 1, 2, 3 in Evansburg (8, 6, and 16 units respectively), Rosewood Manor (6 units), Wildrose Villa (4 units) in Wildwood, Riverview Manor in Entwistle (8 units) and rent supplement designations in Edson, Hinton, Jasper and Grande Cache. Our mission is to provide a safe, respectable and affordable environment in the most efficient manner for senior citizens and households that require housing.

Delivery

The Foundation operates with an 8 million dollar operating budget and mirrors the calendar year with respect to its twelve-month fiscal period. Our staffing component consists of cooks, housekeepers, kitchen aides, activity coordinators and casual helpers whereby 24 hour staffing is provided. In addition, a Chief Administrative Officer (CAO), Human Resources Manager, Client Services Manager, Finance Manager, Accounts Payable Administrator, Executive Assistant, Payroll & Benefits Administrator, Human Resources Administrative Assistant and an Administrative Assistant/FOIP Coordinator, nine Site Managers, form a management team. Further our lodges are enhanced by the services of Resident Coordinators and Activity Coordinators.

Our Charter mandates the Foundation to provide housing only, with the understanding that residents will obtain medical and personal support services through Alberta Health Services. A lodge is not a nursing home; it is a supported housing environment with the resident enjoying the privileges of private rental accommodation with some additional services available. The exceptions to this, in partnership

with Alberta Health Services are, Alpine Summit Seniors Lodge, Jasper which has 18 bed Supportive Living Level 3/4 facility (formally known as Designated Assisted Living), Parkland Lodge, Edson which has 10 Supportive Living Level 3 spaces and Whispering Pines Lodge, Grande Cache which has 15 Supportive Living level 3/4 spaces.



Food Service

The Foundation provides three meals daily, served in a central dining room at pre-set times. Coffee, tea, juice and snacks are available to residents at all times. Menus are designed on a 4-6-week rotation and although individually requested main courses are not possible, every effort is made to accommodate food preference and allergies. Conscious effort is made to use healthy food preparation techniques and accommodate diabetic diets whenever practical. The Foundation cannot; however, accept responsibility for individual diet planning or monitoring. The self-contained suites are equipped with full kitchens and residents have the option of providing their own meals at a reduced lodge rate.

Meal and Coffee Schedule

Breakfast 8:00 am	Morning Coffee 10:00 am	Dinner 12:00 noon
Afternoon Tea 2:30 pm	Supper 5:00 pm	Evening Snack 8:00 pm

*May vary slightly by Lodge

* Room Service is not available, except on an extremely limited emergency basis

Social and Recreational

The Foundation provides optional social and recreational events for all its residents. Some pastimes include: crafts, bingo, exercise and various social events, including short trips. Each lodge has an activity coordinator on staff. Many activities are free of charge, while other require a small contribution from the resident. Some offsite activities may include: bus tours and site seeing destinations (Jasper National Park is a huge grown-up playground we visit often), Coffee Shop Outings, Picnics and other community events. Some onsite events and activities include: Themed Luncheons and Teas, Exercise Sessions, Bingo, Cards, Bake Sales and Visits from Local schools and Musical Groups.

Housekeeping

The Foundation provides the following housekeeping services for lodge rooms:

- Basic room cleaning once per week.
- Bedding changes once per week.
- Fresh towels once per week.
- Each room receives a thorough cleaning once a year



Other Services

The lodge provides a full laundry facility, at no charge. Residents are responsible for providing their own laundry products. The lodge does offer a full personal laundry service for a monthly fee if the resident requires it.

Additional amenities include Hairdressing Services; fees vary from Lodge to Lodge and these services may vary from site to site.

Disruption of Hospitality Services

The Evergreens Foundation will use every possible means to maintain hospitality services in the event of any disruption to ensure residents are kept comfortable, fed and housed. Emergency preparedness plans are in place for extreme circumstances and are reviewed on an annual basis.

Rent and Service Rates

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

The Evergreens Foundation ensures that each resident over 65 years of age residing in a lodge is left with at least \$322.00 a month in disposable income (after tax) after paying their monthly basic lodge rental. The basic lodge rate does not include the payment of extra services such as personal laundry, parking, medications or air conditioners. The \$322.00 rule applies only to the basic lodge studio style. If a resident chooses to upgrade to a larger suite, they must have the financial ability to do so.

Types of Accommodation:

Full Lodge Package - This is available in all lodges and includes all meals, 3 snacks, weekly housekeeping, social activities and use of all public areas of the building. Personal Laundry can be done at no cost by the resident in the laundry room. A few additional costs that may be incurred are: Cable, telephone, parking and lodge laundry service (personal/resident laundry done by lodge staff).



Lodge Supportive Housing - Similar to the **Full Lodge Package** with the exception of meals, and is only available in Grande Cache and Jasper. One meal per day (noon meal) will be provided and snacks. This option is available to those with cooking facilities (and the ability to do so safely).

Lodge Self-Contained Accommodations - This is only available in Grande Cache and Jasper for those suites with full kitchen facilities. Persons who choose this option provide all their own meals; however, they are always welcome to join coffee and tea times. Persons in 1- or 2-bedroom suites do not have to provide their own meals; they are welcome to use the **Full Lodge** or **Supportive Housing** options above.

Supportive Living (Level 3-4 Care) - These units are currently available in Grande Cache, Jasper and Edson. Providing full services; nursing care, all meals and 3 snacks, daily housekeeping including necessary bedding changes, and activities. Personal laundry, cable and telephone are extra costs. Medications, physical aides (walkers etc.) and incontinence products are also the responsibility of the resident. However, Alberta Aides to Daily Living and Alberta Health & Wellness provide assistance through their programs.

Rent Geared to Income

The Evergreens Foundation follows the common practice among housing management bodies in using the Rent Geared to Income (RGI) formula for determining lodge accommodation rates. (Types of Accommodation are explained above).

Single Persons-30% of income (to a maximum that is determined annually) + a service package, see Manager for package prices.

Couples- 30% of combined income (to a maximum that is determined annually) + a service package, see Manager for package prices.

The Resident Coordinator will be able to provide you with an estimate of your lodge fees based upon your latest Notice of Assessment from the Canada Revenue Agency.

Services

Weekly housekeeping and an annual Spring Cleaning are included in the rental charge, which also takes into consideration the size of the suite being cleaned. However, extra cleaning charges may be billed if excessive time is needed to clean a suite. Before any work commences, the Resident Coordinator will meet with the resident and/or family, identify the area of concern and allow the family or resident to perform the cleaning first. If necessary, cleaning charges will be billed at \$25/hr and charged in 30-minute increments.



Refunds and Credits

When a resident is absent from the lodge for 14 consecutive days, a credit of \$5.00 per day will be applied from the 15th day until occupancy is resumed. This credit helps offset the charge for meals missed. If a resident is not taking the full meal package (3 meals per day) the refund will be adjusted to reflect his/her situation.

Rental Increases

All rents within The Evergreens Foundation are based upon the annual income of the individual and/or couple. Therefore, it is imperative that residents submit their most recent Notice of Assessment (NOA) to their lodge manager as early as possible in the year. We strongly urge residents to complete their taxes in a timely manner. It is preferred that all taxes submissions are completed prior to the April 30th deadline.

The Alberta Housing Act permits rental increases within lodges to a maximum of \$100 every 6 months, per resident; however, this type of increase would only happen in very rare situations (example: extreme increase in household income in one year.) In recognition of senior's fixed incomes, The Evergreens Foundation Board of Directors endeavours to keep rental increases to a minimum.

Termination

30 days written notice is required if a tenant chooses to terminate their room rental arrangement. If this termination is due to causes beyond their control, such as poor health or death, the tenant or the Executor of the Estate is responsible for payment only until all personal belongings are cleared from the room and the keys have been returned. In the event the lodge room has not been vacated (residents' belongings removed and/or all the keys returned) by the last day of the month, a current daily rate will be charged until the room is vacated and the keys turned in to Administration.



Terms of Occupancy

Complaint Process

A complaint process protocol is in place to provide feedback and identify issues related to the provision of accommodation services. Residents are encouraged to approach their managers for resolution and follow the *Complaints & Grievances Policy Procedure* steps; a copy can be obtained from the manager. If the situation is deemed outside the manager's parameters, or if you prefer to talk directly with the Client Services Manager, arrangements can be made to meet with you. Contact the Foundation Head Office at 780-865-5444 or toll free at 1-877-265-5444.

Conduct

Behaviours/actions of a resident or family/visitor of a resident, which threaten the safety, security or peaceful harmony of other lodge residents, employees and/or themselves, will be dealt with through the procedure for Notice to Vacate.

Deceased Resident Procedure

- When official notification has been received that a resident is deceased, the resident's room is secured.
- Proof of Executor of Estate is required, and must be presented before they will be allowed into the secured room. When the documentation of proof has been provided, the room key will be given to the Executor and he/she, is advised of the Termination Policy, it is as follows: "If termination is due to causes beyond the tenant's control, such as poor health or death, the tenant or the Executor of the Estate is responsible for payment only until all personal belongings are cleared from the room and keys are returned. In the event the Lodge room has not been vacated (all Resident's belongings removed and keys turned in) by the last day of the month, a current daily rate will be charged until the room is vacated and keys turned in to Administration."
- After the deceased Resident's personal belongings have been removed and the keys returned, the deceased Resident's post-dated cheques, if any, are returned to the Executor. The Executor is advised that if there are any additional charges (i.e. Rental charges, unusual damage to The Evergreens Foundation property beyond normal wear, etc.) the Estate will be billed.
- In the event proof of an executor cannot be located, administrative staff will contact the Public Trustee.



Designated Staff Areas

For residents' safety, all areas designated for employees are strictly for use by employees, agents and contractors. The Foundation shall not be responsible for any injury incurred to residents if the resident is found in an employee-designated area. Residents volunteering to assist staff or other residents with any function do so at their own risk.

Dress

For your health and safety, we request you wear footwear when not in your room. We require tenants to be fully dressed at all times. Exceptions to this include assist bathing provided by Home Care when a robe or other "cover up" may be worn between the resident's room and the Tub Room; however, it is at the Manager's discretion.

Drinking

Excessive alcohol consumption is prohibited. Abuse of alcohol, to an extent where other residents are disturbed, will be grounds for eviction.

Smoking

Smoking is **NOT** permitted anywhere in the Lodges. All Lodges are non-smoking facilities. Residents and staff are permitted to smoke in the designated smoking areas outside. Breach of this rule will result in implementation of a Managed Risk Agreement and possibly eviction.

Electric Appliances

Electric appliances such as toasters and kettles may be permitted in residents' rooms on a case-by-case basis. Residents are reminded to use caution for items such as electric fireplaces, space heaters and items with similar power draw as to not overload circuits. Please contact your Resident Coordinator if you have any questions about these types of appliances.

Emergency Response

An Emergency Response System (ERS) pendant is available. This system is similar to "Life Line" and allows the tenant to summon help from a staff member in an emergency at the touch of a button. If the pendant is lost or damaged, the resident is required to bear the cost of the replacement (\$140.00). Please ask the Lodge Manager for further details.

Notice to Vacate

Procedure of Notice to Vacate - If a resident is in breach of the Terms of Occupancy, a Notice to Vacate will be given through the following method:

- A discussion with the resident will occur. The discussion will be documented with a copy given to the resident and a copy added to their personal file.



- If the breach in the Terms of Occupancy continues, a written warning will be issued to the resident with a copy to their listed Kin and a copy to the offending placed in the residents' personal file. At this time a Managed Risk Agreement may be implemented.
- If after every effort has been exhausted and the above two steps have been taken, there continues to be a breach of the Terms of Occupancy, the resident may be given Notice to Vacate within 30 days. The 30-day Notice to Vacate will be discussed with The Evergreens Foundation Board of Directors at the discretion of the Chief Administrative Officer or if deemed at a Board of Directors meeting. The date, time and place of a meeting, if applicable, will be communicated to the resident or listed Kin in writing.
- The CAO reserves the right to supersede the above steps if necessary and proceed straight to removal of the resident.
- Should a resident be served with a Notice to Vacate, it is the responsibility of the resident and/or the resident's family to make alternate living arrangements.

Refund Policy after Notice to Vacate - In the event a resident is required to vacate, a refund shall be made on a daily pro-rated basis from the date all personal belongings are removed less any repairs necessary beyond normal wear and tear.

Fire Exits

Fire Exits are Emergency Exits Only and are not for personal use.

Fire Prevention

Fire drills are held every four months and residents are expected to participate for their own safety.

Furniture

Each suite can obtain a single or double bed, night table, desk/dresser with chair, and an easy chair. Residents may replace this furniture with personal furnishings provided that the amount and size of items do not constitute a fire, health or housekeeping hazard. Approval of the personal furnishings must be obtained first by the Resident Coordinator.

Insurance

All residents are responsible for their own contents insurance and liability insurance while residing within any facility managed by The Evergreens Foundation. Contact information for tenant insurance can be provided by the Resident Coordinator.



Keys

Each resident will be given keys to his/her room and mailbox. Keys are not to be given to family or friends without the permission of the Resident Coordinator. If you are going to be out after 10:00pm, or plan to be away overnight, please notify staff. Please note, if a resident loses his/her unit key, he/she will be fully responsible for the costs associated with new locks.

Inspection Reports

All residents can request to view the outcome information resulting from annual inspections:

- Accommodation Standard
- Fire Inspection
- Public Health Inspector
- Approved AHS Audits

Annual Certificate of Licenses are posted in each Lodge.

Medical Equipment

Residents may use ambulatory aids such as battery-operated wheelchairs and walkers. Please ask the Resident Coordinator for the Motorized Wheelchair Use Policy to establish whether it will be permitted and the requirements and responsibilities of such use prior to purchasing/bringing the chair into the lodge. Resident Coordinators may need to restrict the use of the motorized wheelchair for space and safety reasons. The Foundation will not be held responsible for injury to the resident through the (mis)use of their medical equipment.

Scooters - Scooters are not permitted for indoor use and parking, but are permitted on the property. Please speak with your Resident Coordinator to determine the Scooter Use and Parking policy. Additional fees may apply for Scooter storage and parking.

Oxygen tanks (small) or concentrators may be used in the resident's suite and other areas. Oxygen cylinders may be stored in the tenants' room. Lodge staff is not qualified to maintain or assist with oxygen equipment. This assistance is available through Home Care. Any modifications to a room, including those made for reasons of disability (handrails, safety bars on tubs/showers etc.), must be approved in advance by the Lodge Coordinator and must be installed by our Maintenance Personnel. Those purchased by a resident or family member

become permanent fixtures and the property of the respective lodge, and must remain after a resident has moved out of the suite. Funding may be available through Alberta Aids to Daily Living (AADL- 1-877-644-9992, www.health.alberta.ca/aids-to-daily-living.html)



Money and Gifts from Residents

The Evergreens Foundation does not permit any employee, contractor or volunteer to receive monetary gifts or gifts of alcohol from residents. Monetary donations can be made to the respective Lodge and an official receipt will be issued to the resident. The Evergreens Foundation has established guidelines for gift giving from residents which will be documented for both parties; these guidelines may be obtained from the Resident Coordinator. Following these procedures will protect the resident and safe-guard the employee/volunteer/contractor from wrongful accusation.

Notice of Assessments

Rental Rates are dependent on your income status, specifically Line 150 of your annual Notice of Assessment (NOA). We require each and every year of occupancy that you provide a copy of your most recent Notice of Assessment from Revenue Canada. These NOA'S (or on an interim basis only, equivalent information) must be received by June 1st of each year or you may be charged the maximum rent increase.

Parking

A limited number of parking stalls with plug-ins are available for residents who have vehicles. There is a monthly charge for use of a stall, which covers the cost of lot maintenance and electricity.

Pets

It is the policy of The Evergreens Foundation to allow fish tanks no larger than 10 gallons in resident rooms, with the understanding that residents will take responsibility for the cleaning and care of the tank. Prior proof of Tenant's Insurance must be provided in case of breakage. The Foundation regrets that birds and larger pets such as cats and dogs cannot be accommodated. Pet visitations will be permitted under supervision and at the Resident Coordinator's discretion.

Suite Alterations

No alterations, paintings, papering or redecoration may be done by the Resident without the verbal consent of the Resident Coordinator. If the Resident Coordinator agrees to such alterations, additions or improvements may remain and become the property of the foundation without any cost to the foundation or obligation to the resident.



Pictures

Pictures will be placed on the walls in resident rooms by lodge staff, using proper picture hooks.

Protection for Persons in Care Act

This Act is in place to better protect the health, safety and wellbeing of adults who receive services from approved Seniors Lodges, Group Homes, Acute Care and Auxiliary Hospitals. If you or someone you know appears to be the recipient of abuse - physical, emotional or economic - you must report it. You will not be penalized for making the complaint. It is in your best interest to make the report so that an investigation can be conducted. You may contact the Resident Coordinator or Lodge Administrator. Or call The Protection for Persons in Care Report Line at 1-888-357-9339. Please ask the Resident Coordinator for a copy of the leaflet that explains the procedure in more detail.

Residents' Personal Affairs

The resident's family or contact person will be encouraged to assist the lodge resident when necessary in matters of personal finance. Lodge employees and volunteers are not permitted to be involved in the financial affairs of residents (powers of attorney, wills and estate planning) and non-financial affairs of residents, (personal directives, decision making and guardianship). While the staff and management of The Evergreens Foundation will not initiate involvement in any resident's personal affairs (exception; see Trust Accounts), we will strive to give guidance in seeking appropriate avenues for involvement in such affairs, and will act in the role of facilitator if requested.

Risk Management

If a resident exhibits behaviour that may put the resident or another individual at risk of injury, illness, and/or social isolation, a Managed Risk Agreement may be employed between the Resident, Family or Guardian and Management personnel to outline the concerns and discuss solution. Only if a Managed Risk Agreement fails will the Lodge Management look at other placement, or possible eviction.

Security

The Foundation takes all reasonable measures to safeguard the safety and security of residents. This includes 24-hour staffing, occasional courtesy checks if a resident is not taking meals, security doors and/or security checks at night. In addition, staff take an active interest in the activities and whereabouts of all residents and will contact family or appropriate health professionals if a serious health issue comes to their attention. Despite these measures, the Foundation cannot and will not guarantee that residents will be individually monitored or



supervised. Residents are free to come and go as they wish or to engage in any activities within the privacy of their rooms, provided it does not infringe upon the rights and privileges of others or cause damage to the building. We request that residents utilize the sign-in and sign-out binder and notify the Lodge Resident Coordinator if away overnight or for extended periods. This will prevent needless worry on the part of staff and ensure all residents are accounted for in case of an emergency.

Specialized Care

Specialized care is not to be provided by lodge staff. Some specialized care may be available through Home Care; also, some lodges offer (Designated Assisted Living) DAL or enhanced services - please check with your local manager.

Storage

Limited locker space is available to each tenant for storage, at no cost. Residents are required to purchase their own locks for their storage and keys must remain with the resident and their family or executor. The lodge staff are not responsible for handling resident belongings kept in these lockers. Removal of items is the responsibility of the resident and family, in consultation with the Resident Coordinator, and a staff member must accompany them to the locker area at a prearranged time.

Telephone

A telephone jack is provided in each room. It is the responsibility of the resident to contact Telus (toll free at 310-2255) regarding installation, relocation, disconnection and payment. It is strongly recommended that each Resident have his/her own phone. Staff are not responsible for residents' telephone calls or messages, except in cases of emergency.

Transportation

Lodge staff are not permitted to drive residents to doctor's appointments, shopping, post office, etc. Managers may assist in arranging transportation by maintaining a list of volunteer drivers and contact numbers (eg, Handi-Bus); however, The Foundation cannot guarantee that

individual transportation needs will be met. Note: Staff are not permitted to transport to a hospital even if we are connected by a ped-way.

Trust Accounts

Residents may request the manager to hold limited amounts of money - for coffee, bingo, bus fare, etc. which will be logged and recorded. Contact the Resident Coordinator for reviewing of personal statements. Written authorization is required for closing of the Trust Account.



Visitors

Visitors are welcome at any time, provided they do not disrupt other residents or threaten the safety, security of peaceful harmony of the lodge. If visitors are staying after 10:00pm, please notify the staff on duty. Visitors are allowed to stay overnight only by prearrangement and at the discretion of the Resident Coordinator. Please ask the Resident Coordinator to see the "Overnight Stay Procedure".

Visitor Meals

Residents may invite family and friends for meals, provided that previous arrangements are made with the Resident Coordinator. A charge per meal is payable to the manager for dinner and supper. Donations will be accepted for breakfast if the meal is only coffee and muffin.

Important Notice to Applicant

There will be a **"thirty-day trial period"** following admission, during which time the suitability of lodge accommodation for the applicant will be further assessed. When you accept the accommodation offered, you will be asked to sign the "Basis of Occupancy and Declaration" form (page 5, Part B Forms) which, together with the Application for Admission shall form the basis of your occupancy at the lodge. If an application is declined, the applicant will be notified in a timely manner. Appeals to such a ruling can be presented to the Board of Directors for reconsideration at the next meeting.

