



## **Information**

### **Designated Supportive Living Level 3 & 4**

Alpine Summit Seniors Lodge, Jasper (Level 3 & 4)  
Parkland Seniors Lodge, Edson (Level 3)  
Whispering Pines Seniors Lodge, Grande Cache (Level 3 & 4)

---

## TABLE OF CONTENTS

---

	<b>Page</b>
<b>PART A - INFORMATION</b>	
Letter from CAO .....	3
Mission Statement.....	3
About The Evergreens Foundation .....	4
Lodge Locations .....	5
Service Description.....	6
Rent and Service Rates.....	7
Terms of Occupancy .....	8
<hr/>	
<b>PART B - FORMS</b>	
Admission Process.....	2
Application for Admission Form .....	3
Basis of Occupancy and Declaration.....	7
Your Legal Matters.....	8
Responsible Relative/Guardian Form.....	10
ERS Agreement.....	11



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.

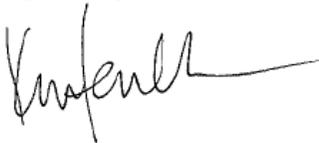
The Evergreens Foundation takes pride in ensuring its residents are comfortable, satisfied and safe in each lodge we manage. We know that it is important for you to feel at home in your new surroundings and will do our utmost to ensure a smooth transition.

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,



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 a 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.

---

---

### **SERVICE DESCRIPTION**

---

The Evergreens Foundation is authorized to provide seniors' housing along with basic support services; however, all medical and personal care support services are operated through Alberta Health Services (AHS). In response to the needs of the community, the Foundation has entered into a special arrangement with AHS who provides residents therein with nursing care. The Foundation continues to fulfill all aspects of the supportive housing portion of services.

#### **Food Service**

**In Whispering Pines Lodge and Parkland Lodge, all meals are provided by The Evergreens Foundation. Three meals are provided daily, served in a central dining room at preset times. Coffee, tea, juice and snacks are available to residents at all times. In Alpine Summit Seniors Lodge, all meals are provided by Seton Jasper Healthcare Centre.** Medical diets are provided as requested by the resident's doctor in consultation with a dietician. As the housing provider, The Evergreens Foundation will only monitor the quality and variety of foods served in accordance with government mandated "Accommodations Standards." Generally, meal times are as follows:

<b><u>Meal and Coffee Schedule</u></b>	
Breakfast	8:00 a.m.
Morning Coffee	10:00 a.m.
Dinner	12:00 noon
Afternoon Tea	2:30 p.m.
Supper	5:00 p.m.
Evening snacks	8:00 p.m.

#### **Social/Recreational**

Alberta Health Services provides Physiotherapy, Recreational Therapy and Occupational Therapy for the Supportive Living (SL) residents. The Foundation also provides optional social and recreational activities for all of its residents. Some pastimes include crafts, bingo, exercise and various social events. Many activities are free of charge, while others require a nominal fee for participation (e.g. bus tours, coffee shop, bingo, etc.)

#### **Housekeeping**

- Housekeeping meets or exceeds Health Standards in SL.
- Basic room cleaning daily.
- Bedding changes once per week or as needed.
- Fresh towels once per week or as needed.
- Each room receives an annual Spring cleaning.
- SL –Daily housekeeping, following Alberta Health Services standards

#### **Other Services**

- Laundry service for personal clothing is available for an additional monthly charge
  - Additional amenities include Hairdressing Services, fees vary from Lodge to Lodge.
-

### **Health and Personal Hygiene**

This area is under the full direction of the nursing staff. **AHS** provides 24 hour nursing **only for the SL residents**, including supervision by a Registered Nurse, Licensed Practical Nurses and Healthcare Aides. For more information on the care provided please contact the Healthcare Centre directly.

---

### **Rent & Service Rates**

---

All Supportive Living Residents are charged the Continuing care rate set by the Government of Alberta.

The Supportive Living Spaces provide full services; that is, 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.

---

### **Supplementary Accommodations Benefit**

The Evergreens Foundation applies on behalf of the SL resident to Alberta Seniors Benefits for the resident to receive the Supplementary Accommodations Benefit. If the resident qualifies, the supplement will be paid with their Alberta Seniors Benefits. This supplement is available to residents of a low to moderate income. The criteria and the amount supplemented are fully determined by the Provincial Government.

Additional costs, not included in service packages include Personal Laundry and Cable.

### **Payment of Rent and Services**

Payment is due in advance on the first day of the month or the closest business day and will be collected in the office. Date of "Rent Collection" will be posted each month on the bulletin board. We encourage residents to pay by direct debit or by post-dated cheques. If you will be unavailable on rent day, please notify the lodge manager of your alternate arrangements.

\*\*Rental payments MUST be made promptly. While occasional extenuating circumstances will be taken into consideration, recurring late payments of rent will be considered a breach of the Terms of Occupancy. Residents may be given a Notice to Vacate (Eviction) in such instances. Please speak to the Lodge Manager if you will not be able to make your rental payment on time.

### **Refunds/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 15<sup>th</sup> day until occupancy is resumed. This credit helps offset the charge for meals missed.

---

---

---

## **TERMS OF OCCUPANCY**

---

### **Alcohol**

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

### **Complaints Process**

A complaint process protocol is in place to provide feedback and identify issues related to the provision of accommodation and/or health services. Residents are encouraged to approach the Lodge Manager for resolution and follow the *Complaints & Grievances Policy Procedure* steps; a copy can be obtained from the housing manager. If the complaint is healthcare related then the Lodge Manager will ensure that the proper healthcare manager is notified. If the situation is deemed outside of the manager's parameters, or if you prefer to talk directly with the Resident Liaison, 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**

Behaviors/actions of a resident, which threaten the safety, security or peaceful harmony of other Residents and/or themselves, will be immediately addressed. The Evergreens Foundation staff are required to document any unacceptable or dangerous behavior and will report such to both the Seton Healthcare Manager and the Foundation's CAO. Seton Healthcare management will ensure an assessment is done on the resident and make recommendations that protect the safety of all.

### **Deceased Resident Procedure**

1. When official notification has been received that a Resident is deceased, the Resident's room is secured.
2. Proof of Executor of Estate is required before entry will be allowed into the secured room. The Executor is advised of the Termination Policy 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 DAL 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."

3. After the deceased Resident's personal belongings have been removed and the keys turned in, the deceased Resident's post-dated cheques, if any, are returned to the Executor or the automatic rental withdrawal process is cancelled. The Executor is advised that if there are any additional charges (i.e. Rental charges, unusual damage to Evergreens Foundation property beyond normal wear, etc.) the Estate will be billed.
  4. In the event a Will cannot be located, Administrative Staff will contact the Public Trustee.
-

### **Designated Staff Areas**

All areas designated for employees are strictly for use by employees, agents and contractors.

### **Disruption of Hospitality Services**

The Evergreens Foundation will use every possible means to maintain hospitality services in the event of any decrease or lack of resources to ensure residents are kept comfortable, fed and housed during such disruptions. Emergency preparedness plans are in place for extreme circumstances and are reviewed on an annual basis. Family and other guests are not to enter these areas.

### **Dress**

For health and safety reasons we request the wearing of footwear when residents are not in their room. We require residents to be fully covered at all times.

### **Emergency Response**

An Emergency Response System (ERS) pendant is available at no cost to each tenant. 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 replacement (\$140.00, subject to change). Please ask the Manager for further details.

### **Notice to Vacate**

#### 1. Procedure of Notice to Vacate

If a Resident/Guardian is in serious breach of the **Terms of Occupancy**, the following steps will take place:

a) The *designated contact/guardian* for the resident will be included in all discussions pertaining to the breach of Terms of Occupancy. All documentation provided to the resident will also be supplied to the contact/guardian. Resolution of the breach will be the goal.

b) If the breach of Terms of Occupancy pertains to a resident's actions which are beyond his/her control (i.e. due to physical, emotional or mental deterioration) this will be taken into full consideration. Every effort will be made to provide or locate the appropriate health services required.

***If (b) does not apply to the breach of Terms of Occupancy, the following steps will take place:***

c) A discussion with the Resident/Guardian will occur. The discussion will be documented and a copy given to the offending Resident/Guardian and a copy to their personal file.

d) If the breach in the Terms of Occupancy continues, a written warning will be issued to the Resident/Guardian and a copy placed in the Resident's personal file. At this time a managed risk agreement may be implemented.

e) If after every method has been exhausted and the above 2 steps have been taken, there continues to be a breach of the Terms of Occupancy, the

---

Resident/Guardian will be given Notice to Vacate within 30 days. The 30 days Notice to Vacate will be discussed with The Evergreens Foundation Board of Directors at the discretion of the Chief Administrative Officer. The Resident/Guardian involved will have the opportunity to appeal the Notice to the Chief Administrative Officer or if deemed at a Board of Directors meeting. The date, time and place of a meeting will be communicated to the Resident/Guardian or Kin in writing.

f) The CAO reserves the right to supersede the above steps if necessary and proceed straight to removal of the resident.

g) Should a Resident/Guardian be served with a Notice to Vacate, it is the responsibility of the Resident/Guardian to make alternate living arrangements.

## 2. 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 three months. A full evacuation of residents is completed once annually.

### **Furniture**

Each suite will be provided a bed, night table, dresser and chair. Residents may replace this furniture with personal furnishings provided that the amount and size of the items do not constitute a fire, health or housekeeping hazard. **Approval of personal furnishings must be obtained first from the Lodge Manager.**

**If AHS recommends that the resident has a hospital bed, the resident is responsible for the cost of purchasing or renting the hospital bed.** If requested, AHS Social Work team will work with residents and families who qualify for financial support to help them purchase a hospital bed.

### **Insurance**

All residents are responsible for their own contents insurance while residing within any facility managed by The Evergreens Foundation. Contact information for tenant insurance can be provided by the Lodge Manager on request.

### **Inspection Reports**

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

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

Annual certificate of licenses are posted in each Lodge.

---

### **Money or 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 Lodge Manager. Following these procedures will protect the resident and safe-guard the employee/volunteer/contractor from wrongful accusation.

### **Personal Pets**

Pets are not permitted to be kept in the DAL. However, pet *visitation* may be permitted under supervision and at the Seton Healthcare Manager's discretion.

### **Risk Management**

If a resident exhibits behavior 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 solutions.

### **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 well being 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 interests to make the report so that an investigation can be conducted. You may contact the Lodge Manager or Seton Healthcare Manager, or call The Protection for Persons in Care report line at **1-888-357-9339. Please ask the Lodge Manager for a copy of the leaflet that explains the procedure in more detail.**

### **Resident Personal File**

The Evergreens Foundation will maintain resident files in keeping with Privacy Laws (FOIP Guidelines.) These files will contain contact information, forms and a signed copy of this application. Documentation pertaining to breaches of the Terms of Occupancy may be kept on file for a maximum of one year.

### **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 have involvement 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.

### **Security**

The Foundation takes all reasonable measures to safeguard the safety and security of residents. This includes 24-hour staffing, security doors and personal checks at night. We request that the resident/family utilize the sign in, sign out binder and notify the Lodge Manager if away overnight or for extended periods. This will prevent needless worry on part of staff and ensure all residents being accounted for in case of emergency situations.

### **Smoking**

Smoking is **not** permitted anywhere in the Lodge. Residents and staff are permitted to smoke in the designated smoking areas outside only.

### **Storage**

Limited locker space is available to each tenant for storage, at no cost.

### **Telephone**

A telephone jack is provided in each room. It is the responsibility of the Resident/Guardian to contact Telus (toll free at 310-2255) regarding installation, relocation, disconnection and payment. Staff are not responsible for a Resident's telephone calls or messages, except in cases of emergency. A public phone is available in the common sitting area.

### **Termination**

30 days written notice is required if a tenant chooses to terminate his room rental arrangement. If this termination is due to causes beyond his 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 DAL room has not been vacated (Resident's belongings not removed or keys not returned) 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.

### **Transportation**

Residents' families are responsible for arranging transportation outside of the Alpine Summit Seniors' Lodge. Lodge staff are not available to drive residents to doctors' appointments, shopping, etc.

### **Trust Accounts**

Residents may request the manager to hold limited amounts of money –for coffee, bingo, bus fare, etc. which will be logged and receipted.

### **Visitors**

Visitors are welcome at any time, provided they do not disrupt other Residents. If visitors are staying after 10:00 p.m., please notify the staff on duty. Visitors are not normally allowed to stay overnight, but under certain circumstances, and at the discretion of the Management, some exceptions may be made; however, prior arrangements must be made with management.

---

**Visitor Meals**

Residents may invite family and friends for meals, provided that previous arrangements are made with the Manager. Meal costs are payable to the Manager for dinner and supper. Please contact lodge personnel to inquire about current costs. Donations will be accepted for breakfast if the meal is only coffee and muffin.

---