

## **TERMS OF OCCUPANCY**

### **MEALS**

Meals are prepared according to the Canada Food Guide and follow a five week rotation.. Diabetic desserts are offered. No special diets or food preparations are provided.

Breakfast:	7:50 a.m. – 9:00 a.m.
Beverages and Snacks:	10:00 a.m.
Dinner:	11:45 a.m. – 12:30 p.m.
	11:45 a.m. – 1:00 p.m. (Sundays)
Beverages and Snacks:	2:00 p.m.
Supper:	4:45 p.m. – 5:30 p.m.
Beverages and Snacks:	8:00 p.m.

Residents must notify kitchen staff if they will be absent for meals. Staff will look for a resident if they have not been notified of their absence. Meals are served from the steam table. The resident's eating habits and table manners must be acceptable to others at the table.

Meals will be given in a resident's room for a maximum of three days in case of illness.

### **HOUSEKEEPING**

Resident rooms and bathrooms are cleaned on a weekly basis.

Windows and carpets are cleaned annually. Residents are responsible for daily upkeep of their room. Linen, which includes bedding and towels, is supplied and laundered. Residents have the options of doing their own laundry using our machines and supplies, having it done by lodge staff or having someone off site do their personal laundry.

### **FURNISHINGS**

Basic furniture of window coverings, nightstand, a bed and a mattress with a vinyl cover are provided. Residents are encouraged to bring their own furniture. Furniture must be easily moveable by staff. Chesterfields, loveseats or hide-a-beds are not permitted. All furniture

must be approved by the CAO or Director of Operations.

## **STORAGE**

Trunk storage is in the basement. A locker in the basement is available on request. Because storage space is limited, we encourage unused or seasonal items to be left with family or friends.

## **RADIOS AND TELEVISION**

Earphones for radios and televisions are recommended for those who may have a hearing problem. Cable is provided free of charge in all residents' rooms. The Lodge will provide a connection cord and adaptor, which is left in the room when vacating.

## **APPLIANCES**

Hot plates, heaters, and ovens of any kind (including microwaves) are not permitted in residents' rooms. Kettles with automatic shut off and small humidifiers are allowed. Small bar fridges are allowed. Power bars are to be used rather than extension cords.

## **ACTIVITIES**

All activities (church services, bingo, entertainment, etc.) will be posted daily on the activity bulletin board as well as in the monthly newsletter which is distributed to individual resident mail boxes.

## **BUS TRIPS**

The Lodge has its own bus to take residents on short drives, day trips and occasional overnight trips. The bus is driven by a responsible, properly licensed driver, and is accompanied by a volunteer to assist with resident needs.

When riding on the bus, the resident accepts complete responsibility while away from the Lodge, and absolves the Rocky Senior Housing Council - Westview Lodge and its personnel of responsibility for any personal accidents or changes in their condition while on the trip.

## **DAMAGES**

A Move-In Inspection Report will be completed by management and signed by the resident prior to occupancy.

In the event of damage to Lodge property by the resident or their visitors, payment in whole or in part will be the responsibility of the resident. All types of nails, hangers or items of a permanent nature fastened to Lodge property must be approved by the CAO or Director of Operations and are to remain when the room is vacated. Hooks in the ceiling are prohibited. The resident is responsible if windows are left open causing heating to freeze or moisture damage to floors or

walls.

## **TELEPHONE**

A telephone jack is provided in each room. It is the resident's responsibility to call Telus regarding installation, relocation, or disconnection. It is recommended that the resident have their own phone. Staff are not responsible for residents' messages or telephone calls, except in cases of emergency.

## **CAR STALLS**

Car stalls with plug-ins are provided on a "first come" basis. Contact the CAO or Director of Operations for a car stall. A monthly rental fee is charged.

## **MAIL**

Mail is delivered by Canada Post, Monday through Friday, to the Lodge office. The mail is placed in the mail boxes by the office staff. The resident will be issued a mail box key. The address for residents is the same as the Lodge address, which is

**5427 - 52 Avenue, Rocky Mountain House, Alberta T4T 1S9.**

## **VISITORS**

For safety, the alarm system is activated in the evening when the doors are locked and turned off in the morning when the doors are unlocked. Please notify staff when using locked doors to prevent the buzzer from sounding. Visitors are welcome at any time. However if visitors are staying after 10:00 p.m., please notify the staff when leaving so the door alarm system can be deactivated.

Residents are encouraged to invite family and friends for meals. Please make arrangements with kitchen staff at least two (2) hours before meal service. A minimal charge will be levied and paid at the office.

## **ALCOHOL AND SMOKING**

Excessive consumption of alcohol is not permitted. If at any time a resident's drinking becomes a problem to other residents or staff, they will be asked to leave. Westview Lodge

is a "**Non Smoking Facility**". Everyone, including residents, is asked to smoke outside of the Lodge.

## **PERSONAL HYGIENE AND BEHAVIOUR**

Residents should be able to take care of own personal hygiene. Home Care assistance is available for those that require a.m./p.m. care.

Residents are asked to be clean and tidy at all times and to be fully clothed when in the lounge area or dining room and when visiting other rooms. A hairdresser and barber are available at scheduled times.

Residents must be mentally stable and not prone to wandering. Disruptive or abusive behaviour or infringement on the rights of fellow residents and staff will not be tolerated.

### **GIFTS TO STAFF**

Staff have been instructed not to accept gifts or money from a resident for any reason. Residents may not conduct business resulting in the possibility of financial gain with any staff member. Staff may not take money to run errands or do favours for a resident. This includes doing a resident's laundry or going to the store for them. This policy is in place to protect both residents and staff.

### **ROOM AND BOARD RATES**

Rates are set for a calendar year from January 1 to December 31. Thirty (30) days' notice of any rent changes is given. Government regulations stipulate that each resident has a minimum of \$265.00 remaining following the payment of rent. Residents seeking a rent reduction shall provide documented evidence of their income levels by providing latest copy of Notice of Assessment. Income from all sources is taken into consideration including but not limited to: Alberta Senior's Benefit, Canada Pension, Old Age Security, Widow's Pension, War Disability Pension, private pension, interest and investment income, employment income, income supplements, social assistance, spousal allowance and War Veterans Allowance.

### **PAYMENT OF ROOM AND BOARD**

Payment of room and board must be made by electronic funds transfer or post-dated cheques dated the first day of each month. Full rates apply if the resident is absent due to illness, vacation, leave without notice, etc. If proper written notice is not issued, the room will be held for thirty (30) days. At the end of thirty (30) days, the room will be cleaned, and the resident's belongings will be stored and held until payment is received.

Electronic funds transfers are cancelled or post-dated cheques are returned when room is vacated.

**Special Circumstances:** In case of transfer to a higher level of care, refunds are given for the days a room is totally vacant prior to the end of the month.

### **SUITE OCCUPANCY**

When a couple occupies a suite, and one of them has to leave the Lodge permanently, the spouse must be prepared to move to a single room as soon as one is available to him/her.

## **PREFERRED ACCOMMODATION**

Lodge residents wishing a room other than their present accommodation must contact the CAO. Only one move will be authorized.

## **KEYS**

Lost keys are the resident's responsibility. Duplication of keys allowing access to any part of the Lodge and distribution of such extra keys to anyone else is strictly prohibited.

## **SAFETY**

Residents are prohibited from entering the kitchen and staff room.

## **FIRE PREVENTION**

Fire drills are conducted semi-monthly, and residents must be aware of the procedures to follow.

## **MEDICATIONS AND TREATMENTS**

Medications and treatments are the responsibility of the resident and/or family. Please ensure that the office has an up-to-date record of persons to call in case of emergency. In an emergency, the resident hereby irrevocably authorizes the Lodge staff to call an ambulance or taxi and then notify the family or delegated person.

## **VALUABLES AND PERSONAL FINANCIAL MANAGEMENT**

For security reasons, residents are encouraged to lock their door while out. Westview Lodge is not responsible for lost or damaged personal articles. Residents are responsible for insuring their own property.

Lodge staff are not authorized to assist residents in financial matters.

Residents must be able to see to their own personal and financial affairs or have a Power of Attorney, Guardian or Trustee appointed.

Residents are asked to have a will and give the name of the Executor to the CAO.

## **NOTICE TO VACATE LODGE RESIDENCY**

Administration reserves the right to give immediate notice to vacate if a resident's mental or physical health and/or general behaviour are in any way (physically, mentally and/or emotionally) endangering themselves, other residents or staff. Should a Lodge resident be served with a Notice

to Vacate, it will be the responsibility of the resident and/or the resident's family to make alternate living arrangements. It is not the responsibility of the Lodge to find appropriate or suitable accommodation for the resident.

A resident in breach of the rules of the Lodge will be given thirty (30) days' notice to vacate, unless there is a substantial breach. In situations where the resident commits a substantial breach or is likely to do immediate harm to other residents, visitors, staff or themselves, the management may give immediate notice to vacate. The notice must be in writing, identify the premises and provide details of the alleged breach.

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