



Our objective is to provide supportive housing with efficiency and effectiveness to seniors 65 and older.



WESTVIEW LODGE

The mandate of Westview Lodge is to provide affordable room and board to senior citizens who are functionally independent. Assistance available through community-based services.

LODGE PROJECT SERVICES INCLUDE:

- ❖ Healthy, nutritious meals and snacks.
- ❖ Regular housekeeping service to individual rooms.
- ❖ Laundry service.
- ❖ A variety of social and recreational activities on a daily basis.
- ❖ 24-hour non-medical staff.
- ❖ Administration, kitchen, housekeeping and maintenance staff.
- ❖ Safe, secure rooms and building.

VISION

Create, through a supportive housing environment, housing opportunities for seniors.

Ensure that seniors who are not fully independent receive the necessary supports and best quality of their individual situation.

Be the provider of supportive housing with efficiency and effectiveness.



**WESTVIEW LODGE
ROCKY SENIOR HOUSING COUNCIL**

5427 52 Avenue
Rocky Mountain House, Alberta
T4T 1S9

Telephone: 403-845-3588

Fax: 403-845-2228

Email: info@rockyseniors.com

Web: www.rockyseniors.com

TERMS OF OCCUPANCY HANDBOOK– “Schedule A”



MOVING INTO WESTVIEW LODGE

At least one of the residents occupying a suite must be 65 years of age or older.



a) WHAT TO BRING

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, however if you bring your own bed, the mattress must be new or in new/clean shape. Management reserves the right to refuse unsanitary household items. Any upholstered furniture must be cleaned prior to move in to the Lodge. Furniture must be easily moveable by staff.



b) ADDRESS CHANGES

For Government Pension Cheques: 1-800-277-9914

For Alberta Seniors Benefit: 1-877-644-9992

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.



TELEPHONE

A telephone jack is provided in each room. It is the resident's responsibility to set up their private landline/cell phone account. It is recommended that the resident have their own phone as the Lodge phones are for the purpose of the business. Staff is not responsible for residents' messages or telephone calls, except in cases of emergency.



STORAGE

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.



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. Food from the dining room should not be taken back to your suite.

Meals may be given in a resident's room upon management's approval.

Breakfast:	7:50 a.m. – 8:30 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.

Coffee, tea, juice and fresh fruit are available in the dining room at all times.

Absence for Meals: 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. Good table manners are a must; your eating habits must be acceptable to others at the table.

Guest Meals: You are welcome to have guests for a meal. Please notify the staff a day prior, if possible. Advance notification of less than 2 hours may result in seating arrangement difficulties. Guest meal charges are as posted and are to be paid to the office.

- Guest Meals:

Breakfast	\$ 7.00
Dinner	\$ 11.00
Supper	\$ 9.00

Children under 6 years old:	Free
Children 6- 11 years old:	Half Price
Children 12 years old:	Full Price



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, provided they do not disrupt other residents. All children must be supervised by an adult.

However, if visitors are staying after 10:00 p.m., please notify the staff when leaving so the door alarm system can be deactivated.

Overnight guests are permitted for a period of time not to exceed two (2) consecutive nights. A charge may apply. Prior arrangements **MUST** be made with the office.



ACTIVITIES

A monthly Activity Calendar is given to all residents and is posted on a large announcement board by the dining room. The calendar includes bingo, exercises, games and various social events, which are planned by the Activities Coordinator. Every morning a notation is made of those activities planned for that particular date on the main floor white board.

Sunday Church Services are conducted by various churches. Please see the list on the bulletin board by the dining room of churches and the dates as to when they will be here at the lodge.



RESIDENT BIRTHDAY PARTIES

Resident Birthday parties are celebrated once a month and the names of those being honoured for that month, are posted in the dining room.

Lounge areas in the facility are available for family use. Please make prior arrangements with the office.



APPOINTMENTS

Residents or their family or friends are responsible for making outside appointments/arrangements. (e.g. Doctor, dentist, taxi etc...)



GENERAL BEHAVIOR

Residents of the Lodge are expected to respect the rights, privileges and privacy of others. Proper manners and respect towards others are expected at all times.

Abuse of any kind (physical or verbal) towards residents or staff will not be tolerated. Rude, inappropriate or offensive behaviour or repeated violations of the Lodge

regulations will result in an eviction notice. Sexual harassment or violence is not tolerated.



ADVANCED CARE DIRECTIVES

Residents are requested to provide the office with a copy of their “Advanced Care Directives” for their resident file, which include:

1. Goals of Care
2. Personal Directive
3. Power of Attorney

Personal Directives should be kept in the resident’s room on the back of the door in a Green Sleeve. Copies should also be given to Homecare (if you are a client), as well as agents listed on the Personal Directive document. Please inquire at the office if you are unsure as to how to obtain these Directives for yourself.



RESIDENT EVICTION

All residents are on a one-month trial period and administration reserves the right to give immediate notice to vacate under the following conditions:

- a) if the resident’s mental or physical behaviour in any way interferes with the comfort, enjoyment and safety of the other residents, the staff, or visitors.
- b) if the resident poses a potential risk to themselves, other residents, staff or visitors.

Please Notice This



RESIDENT NOTICE

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.

Lodge residents or the executor of the estate are responsible for giving written notice to terminate room and board. The Resident may end this Agreement by giving the Landlord at least one month’s written notice from the first of the month. Residents who are deceased or have moved to Continuing Care do not require notice. Full charges are in effect until and including the day the accommodation is completely empty and the keys have been handed in.

Management will complete a Move- Out Inspection report in the presence of the resident or the responsible party and obtain their signature. Any damages beyond normal wear and tear will be charged to the resident or their estate.



RESIDENT RATES, ADDITIONAL FEES, AND INCREASES

Rates are set for a calendar year from January 1 to December 31. Thirty (30) days' notice of any rate changes are given. Government regulations stipulate that each resident has a minimum of \$342.00 remaining following the payment of rent. A notice of assessment must be provided at time of application, and upon move-in to the lodge. The office will request notices of assessment annually as well.

A non- refundable one-time charge of \$700 will be collected at the time of moving into the unit, to cover administrative costs of moving into the site, refurbishing the unit, and maintenance. A pro- rated refund will be given if the unit is vacated within the first thirty (30) days.

Payment of room and board must be made by electronic funds transfer.

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

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.



PREFERRED ACCOMMODATION

Lodge residents wishing an internal move within the lodge may contact the Administrator to make a request. The minimum Transfer fee is \$50. Further information is provided on the Internal Moves Policy, which can be obtained at the office. When an internal move of a Lodge resident is requested by the Administrator, the Lodge will assume responsibility for any incidental or sundry costs (such as telephone transfer), and the Transfer Fee will be waived.



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".

The smoking/ vaping of both tobacco and marijuana products is prohibited in the building at any time. You must smoke outside at a reasonable distance away from the door, so as to not let smoke into the building at any time.

The production/ growth of marijuana products and its derivatives is prohibited in the building at any time.



MANAGED RISK AGREEMENT

A managed risk agreement may be implemented, if a resident acknowledges the risk and the potential consequences, providing others will not be harmed.



SAFETY AND SECURITY WITHIN THE FACILITY

Westview Lodge takes all reasonable precautions for the safety and security of residents. This includes twenty-four (24) hour non-medical staff, checks on residents when they do not come for expected meals, and alarmed security doors at night and security cameras at entrances and hallways. In addition, the Administrator will contact family or appropriate health professionals should a serious health issue arise.

Residents are free to come and go as they wish at any time. They may engage in any activities they choose in the privacy of their rooms, providing they do not infringe on the rights and privileges of others or cause damage or risk of damage to the facility or to other residents.

For those residents who do not wish to come for breakfast and would prefer not to be checked in the morning, a waiver stating same must be signed by the resident and a family member and turned in to the office.

Westview Lodge has an emergency call system box in each room that includes a wearable pendant. Emergency pull cords are located in the resident's bathroom. This system is only to be used in a medical emergency.

Footwear must be worn at all times in the building in the case of an evacuation.

Residents are prohibited from entering the kitchen, staff room and basement.



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 is 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.



PERSONAL CARE

Westview Lodge does not provide personal care services. Medications and treatments are the responsibility of the residents and/ or families. Dressing, bathing or medication assistance are services available through the Home Care Program to qualified applicants.

For more information on this program, please call: 1-855-371-4122.

Residents who require opioid based medication will be required to have their medication either locked in a safe in their room, (must have sound cognitive functioning to do this) or, if using the Medication Assistance Program through Home Care, have their opioid based medication stored in the Medical Room at the Lodge.



MEDICAL EQUIPMENT

Residents are permitted to use ambulatory aids such as canes, walkers and wheelchairs in the facility. However, the ambulatory aids are not provided by Westview Lodge. Special permission is needed for use of power scooters and wheelchairs.



HOUSEKEEPING

Resident rooms and bathrooms are cleaned on a weekly basis. For resident safety, they are asked to leave the room, so there is no tripping hazard for them, while their room is being cleaned.

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 option of having personal laundry done by lodge staff or having someone do their personal laundry off site.



RADIOS AND TELEVISION

Earphones for radios and televisions are recommended for those who may have a hearing problem. Basic cable is provided at a charge in all residents' rooms. If a resident requires more cable channels, arrangements must be made and paid for by the resident to Shaw Cable at 1-844-235-7429. The Lodge will provide a connection cord, a cable box and remote, 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.



TRANSPORTATION

Residents are responsible for arranging their own transportation outside the Facility, either by Taxi Service or friends and family.



BUS TRIPS

The Lodge has its own bus to take residents on short sunshine drives and day trips. The bus is driven by a responsible, properly licensed driver, and is accompanied by a volunteer to assist with resident needs. There may be a set charge for certain outings and residents must sign up on a sign-up sheet which is usually posted on the bulletin board by the dining room.

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.



SCOOTERS/ELECTRIC WHEELCHAIRS

Prior arrangements for use of and parking of power scooters/electric wheelchairs need to be made with the Administrator. Scooters and electric wheelchairs will be charged a monthly rate to plug in.



CAR STALLS

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



DAMAGES

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 office.

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.



INSURANCE

The Fire Insurance coverage carried by the Westview Lodge excludes loss of personal effects. Therefore, if a resident desires fire insurance coverage and any other type of protection, it is their personal responsibility. The Lodge will not be responsible for loss of personal belongings.



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 if there is an accepted applicant(s) on the Wait List for a suite.



KEYS

Lost keys are the resident's responsibility and a non-refundable fee will be charged to replace lost keys. Duplication of keys allowing access to any part of the Lodge and distribution of such extra keys to anyone else is strictly prohibited.



FIRE PREVENTION

Fire drills are conducted annually. In the event of a fire, residents must evacuate to the Muster Point. Staff will assist residents who require extra help to evacuate the building.. Elevators will still operate during a power outage, and can be used as long as the fire is not in the elevators.



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 is 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 Administrator.



COMFORT FUND

For the convenience of the residents who would like to purchase incidentals, money can be left in trust in the office. These funds will be kept in the fire safe, in individual files with individual accounting records. All receipts and disbursement transactions are recorded and initialed. A statement will be sent to the responsible party upon request.



HAIR CARE SERVICES

In- house hair care services are provided by an independent hair stylist. Hair service clients are responsible for paying their own charges for the service and for making their own appointments directly with the stylist.



FOOT CARE

For the convenience of residents, there are several foot care providers that will come to your room at the lodge to provide foot care. You must make an appointment directly with the provider. A list of providers is available at the office. Residents are responsible for paying for this service.



MOVE TO HIGHER LEVEL OF CARE

When a resident of the Lodge has been determined by Westview Lodge (in conjunction with Home Care) to have reached a health status level that requires ongoing medical intervention and personal care, the resident will no longer be eligible for Lodge accommodation and must actively seek suitable Higher Care Accommodation. Responsible Parties shall aid the resident in this process.



PERSONAL INFORMATION PROTECTION

Rocky Senior Housing Council is responsible for the personal information contained within this application. Its collection is used solely for the purpose of assessing the individual's suitability for housing in our organization and will not be used or disclosed without consent unless such use or disclosure is clearly in the interests of the individual.

Information Collection Notice

When you become a resident of Westview Lodge/ Rocky Senior Housing, or when you apply for tenancy with us, we will collect your contact information and other necessary personal information. It will be used to:

- Determine if you are eligible for housing with us
- Confirm: your identity, health and/ or eligibility for the service we provide
- Provide ongoing service to meet your needs

We may disclose your personal information:

- When there is proper documentation to confirm that the information is being requested on your behalf
- To medical caregivers to help them provide the service you need
- When permitted or required by law; or
- To a public authority if, in our reasonable judgment, there appears to be an imminent danger which could be avoided by disclosing the information.

If you have any questions about the collection of your personal information, call us at 403-845-3588 from 8:30am- 4:30pm.