THE BETHANY GROUP



Crossroads Day Program







CLIENT HANDBOOK

Table of Contents

MISSION & VALUES 3
ABOUT THE BETHANY GROUP 4
RIGHTS & RESPONSIBILITIES 5
Client Bill of Rights 5
Client Responsibilities 6
Client Contacts 7
Personal Directive & Enduring Power of Attorney 7
Personal Items & Valuables 7
Sharing of Information 8
SERVICES & SUPPORT 9
Absences 9
Activities & Programs 9
Cardiopulmonary Resuscitation (CPR) 10
Care Conference 10
Cost of Services 10
Hours 11
Meals 11
Transportation 11
EMERGENCY RESPONSE PLAN 12
SAFETY & SECURITY 13
Abuse Free Environment 13
Managing Risk 13
Name Tags 13
Protection for Persons in Care 14
INFECTION PREVENTION & CONTROL 15
ABOUT THE BUILDING 17
Animals 17
Parking 17
Scooters, Walkers & Wheelchairs 17
Smoking 17
Soliciting 18
Telephone 18
POLICIES & ACCOUNTABILITY 19

Complaints & Concerns 19
Conflicts of Interest 20
Ethical Issues 20
Policies, Procedures & Important Documents 21
Staff Education 21
Whistleblower Policy 21

Mission

Our mission is providing person-centered service that builds a caring community, connects people and makes a positive difference in each person's life through the provision of Health, Housing and Supportive Living services.

Our Values

As a faith-based organization growing from the foundation of our 100-year history of sharing God's love, we seek to live the following values:

- keeping people at the centre of our thinking;
- fostering safe and welcoming communities; and
- a sustainable approach to providing service.

People are the centre of our thinking through:

- Person-centered care and service
- Living with meaning and purpose
- Responsiveness (listening, empathy, understanding and support)
- Putting people first before tasks
- Investing in our people

Fostering safe and welcoming communities through:

- Kindness
- Respect
- Faith and spirituality
- Relationships

A sustainable organization through:

- Supporting Innovative approaches
- Working collaboratively by accessing community resources and volunteers
- Transparency
- Accountability and Responsibility

ABOUT THE BETHANY GROUP

Bethany Nursing Home of Camrose (operating as The Bethany Group) is a public, not-for-profit, organization providing health care and housing services to over 2,600 households in 30 communities throughout Central Alberta. Originally established in 1922 by the Lutheran Church to operate a home for the aged in Bawlf, Alberta, the organization today operates pursuant to the Bethany Nursing Home and Auxiliary Hospitals Act, as well as a Public Housing Management Body pursuant to the Alberta Housing Act.

As a nonprofit, all funding and monies is put towards the services and programs The Bethany Group operates. Whether it be for seniors in Continuing Care, Lodges, or Subsidized Apartments or for individuals and families through Social Housing and Rent Supplement Programs, The Bethany Group invests its resources to improve the lives of its clients.

The Bethany Group also places importance on building relationships, not only with clients but with similar organizations. Working with its partners allows all organizations to better meet the needs of the communities they serve and respond to changing directions set by the government.

Anticipating the future and building the foundation now allows The Bethany Group to serve people, not just in the present, but in the future as well. The Bethany Group has a long history of responding to community needs with innovative solutions and strategic partnerships. The latest relationship, established in January 2015, with Parkland Foundation is an example of the organization's dedication to providing housing and care to those in need. The foundation joins a family that includes Lacombe Foundation, the Flagstaff Regional Housing Group, Wetaskiwin & Area Lodge Authority and Camrose & Area Lodge Authority. The organization operates as the management body reporting and accountable to the existing local community Boards and the Government of Alberta.

RIGHTS & RESPONSIBILITIES

Client Bill of Rights

Every client has the right to:

- be treated with courtesy, compassion and respect in a way that fully recognizes their dignity and individuality with no regard for race, religion, social or marital status;
- be free from emotional, mental, physical, financial and sexual abuse;
- be appropriately fed, sheltered, clothed, groomed, and cared for in a manner consistent with meeting their basic needs;
- live in a safe, healthy and clean environment, in as home-like an atmosphere as is reasonably possible;
- be alone if they wish;
- form friendships, enjoy relationships, participate in activities and have a voice in the decision-making process that affects quality of life (such as Community Council);
- autonomy, receiving assistance toward independence and participating in activities at their own pace;
- choose recreational and intellectual activities, social, cultural, spiritual and other interests that will enhance their quality of life;
- have access to protected areas outside the facility to enjoy outdoor activity;
- be informed of the regulations and policies under which the facility operates and the procedures for raising concerns or complaints;
- exercise the rights of a citizen, e.g., to vote and to raise concerns or recommend changes in policies and services through the staff, Community Council, family group, government officials or to persons inside or outside the facility, without fear of reprisal, restraint, interference, coercion or discrimination;
- receive information about their care in an informed, truthful and respectful way;
- make choices about their care, including the right for a second opinion, the refusal of treatment and self-discharge;
- give informed consent prior to the provision of care;

- be afforded privacy in treatment and in the care of their personal needs, as well as opportunities for private reflection and meditation;
- expect confidentiality concerning their medical records, financial records, personal mail and personal life;
- designate in writing, through a Personal Directive, a responsible party to act on their behalf in the event that health conditions preclude personal representation;
- specify a person to receive information concerning any transfer or emergency hospitalization and to have that person informed immediately.

Client Responsibilities

Every client has the responsibility to:

- make decisions about their care and do as much for themselves as possible;
- give accurate information to caregivers to help them plan and deliver appropriate care;
- ask questions if they do not understand;
- follow the agreed upon care plan and let staff know if unable to do so;
- be aware of how lifestyle choices affect their health;
- pay for services not covered by funding; and,
- recognize that needs of other clients may sometimes be more urgent than their own.

It is also expected that the client:

- live in harmony with other clients;
- observe the guidelines in this booklet and the Tenancy/Admission Agreement; and,
- communicate their concerns through the appropriate channels.

RIGHTS & RESPONSIBILITIES

Client Contacts

It is important that the facility has an updated client contact list at all times.

If your primary contact is going away, please notify the office and provide a secondary contact.

Personal Directive & Enduring Power of Attorney

We encourage all clients to have a Personal Directive and Enduring Power of Attorney in place that allows them or their agents to make clear how they wish care and financial issues to be handled.

If you and your family would like to prepare a Personal Directive and/or Enduring Power of Attorney, please contact your attorney or Home Care for assistance.

Please note that The Bethany Group has Policies and Procedures that prohibit staff members/volunteers from becoming involved with a client's business dealings of a financial and/or legal nature.

All such matters remain the responsibility of the client, their alternate decision-maker (agent, guardian and/or trustee) and may not involve employees or volunteers at The Bethany Group.

Personal Items & Valuables

While we make every effort to keep your belongings safe, we cannot accept responsibility for your personal belongings, valuables or money. We encourage you to keep all such items at home.

Staff members will not be responsible for misplaced or missing articles.

Staff members will not handle cash on your behalf. We will also not cash cheques for clients.

Sharing of Information

The Bethany Group will not share information (e.g., health, behaviours, assistance) with anyone unless you have signed a consent for disclosure form that allows us to do so. The information you choose to share with others is at your discretion.

The Access to Information Act (ATIA) guides how The Bethany Group collects, uses, and discloses personal information. Any information collected has to be protected unless you consent to any sharing of the information.

As well, the Health Information Act (HIA) regulates health records in the custody or under control of custodians. The Bethany Group is considered a custodian as defined by HIA and, as such, is responsible to collect, use, and disclose health information in accordance with the act.

SERVICES & SUPPORT

Absences

We understand that you will attend family functions, have appointments, go on vacation, or sometimes become ill. Please be sure the staff are informed of any planned or unplanned absences.

Activities & Programs

The program is intended for individuals living in the community or in the process of being discharged from the hospital or a community care setting. Core services include goal oriented social activities, recreation activities, exercise, caregiver respite and support, health maintenance, and assistance with activities of daily living to help clients remain physically active and cognitively engaged.

Activities for Life Enrichment will include engagements of the four domains of Health: physical, cognitive, social, emotional/spiritual.

Programs are scheduled from mid-morning to mid-afternoon.

Should you require community resources not provided by Crossroads Day Program, please feel free to contact the Manager for information on how to access these resources.



Cardiopulmonary Resuscitation (CPR)

Cardiopulmonary Resuscitation (CPR) is not provided at the Crossroads Day Program. If a client collapses and is unconscious, staff members will call 911 and the client will be kept comfortable until the ambulance arrives. Emergency contacts will be informed immediately when the client has been sent to the emergency room.

If you provide us with a Goals of Care Designation Order, this will be shared with the Emergency Responder.

Care Conference

An introductory care conference will be held with you, your family and Assisted Living Alberta (Home Care) to ensure your needs are identified, assessed, and that a plan of care is prepared and agreed upon. Your care plan will be reviewed annually or more often if necessary.

Cost of Services

There is no daily attendance fee associated with this program. There is a fee for lunch and snacks. For further details, or should you require assistance with meal costs, please contact the Program Manager in confidence.

Clients are not charged for program/activity supplies but will be responsible for fees to attend any activities outside the program including (but not limited to) transportation and admission fees.

The Bethany Group uses a pre-authorized payment system to assist clients in keeping their bills up to date, with no need to write cheques or arrange for someone to pay the bill on a monthly basis.

Should you have any questions regarding your account, please contact the Program Manager.

SERVICES & SUPPORT

Hours

Camrose - Monday to Thursday - 9:30am to 3:30pm

Wetaskiwin - Friday - 9:30am to 3:30pm

The Crossroads Day Program will be closed on statutory holidays, along with a short closure during the summer months and at Christmas. Exact dates will be given to clients and caregivers when they are determined.

Unexpected closures may occur for reasons such as mechanical or physical problems at the building, weather warnings, outbreaks at the facility, or pandemic events. These unexpected closures will be communicated to all clients and caregivers by telephone as soon as the need for closure has been identified.

Occasionally, in these circumstances, virtual programming may be offered.

Meals

Menus have been prepared and audited by a Registered Dietitian for nutritional adequacy based on Canada's Food Guide.

Please note that you are not allowed to bring food in for other clients due to public health and safety regulations unless this food is purchased/delivered by a vendor. Staff are trained in safe food handling.

Transportation

Assistance to set up transportation in Camrose via the Rose City Handivan can be arranged through the Program Manager. Payment for transportation is the responsibility of the client. To contact Rose City Handivan, please call 780-672-8777. If you require transportation in Wetaskiwin, please contact the Program Manager.

EMERGENCY RESPONSE PLAN

The Bethany Group has an Emergency Preparedness Plan in place to address situations such as fire, loss of power, loss of heat, and evacuation. In the event of an emergency situation, the appropriate staff (i.e., Program Manager, Director) is contacted to address the situation.

All staff members are familiar with the Emergency Preparedness Plan and the Program Manager provides each person with direction/information as required by the situation. Clients and families are asked to follow the directions of staff in an emergency situation.

Our facilities and equipment are regularly inspected and maintained under a Preventative Maintenance Program and as per legislative requirements (e.g., Accommodation Standards, Public Health, Fire Department, Workplace Health & Safety, Infection Control).

Fire and emergency drills are conducted on a regular basis at varying times of the day to provide training for staff working all shifts. Clients and families are asked to remain calm when they hear an alarm and await further instruction.

Clients are responsible for being familiar with fire and evacuation procedures. Please be aware of where the fire extinguishers and pull stations are located.

Please report any potential fire or safety hazard to staff.

If a fire starts in the room:

- Leave the room immediately and close the door behind you. If possible, place a wet towel along the bottom of door.
- Warn others by calling out for assistance.
- Sound the fire alarm pull station closest to you.
- Evacuate zone by safest route.

If you see a fire:

- Warn others by calling out for assistance.
- Sound the fire alarm pull station closest to you.
- Evacuate zone by safest route.
- If you feel it is unsafe to remain in the building or you are instructed to evacuate, then go to the muster point.

If you hear a fire alarm:

- If you are in a room when you hear a fire alarm, stay there with the door closed.
- Get ready to evacuate if told to do so.
- Evacuate zone by safest route.

Evacuation:

- Do not use elevator.
- Do not leave the building unless a staff member or a member of the Fire Department directs you to do so.
- If evacuation is necessary, please follow staff directions.

SAFETY & SECURITY

Abuse Free Environment

The Bethany Group is committed to providing respectful, secure and supportive work environments to ensure the physical safety and well-being of all individuals. We promote an atmosphere of trust and respect by supporting mutual respect and dignity for those we serve and for our staff.

Inappropriate conduct or abusive behaviour towards staff, physicians, volunteers, caregivers, our clients and families is not tolerated.

Please help us maintain a safe and positive work environment.

Managing Risk

The Bethany Group supports the rights of you (as a client) to make informed choices regarding your care. We believe that our job is to help clients be as safe as possible while respecting their right to make decisions, even when that decision may put the client at risk.

If necessary, a Managed Risk Agreement may be initiated by our staff to work with the client/legal decision maker/Home Care to identify a mutually acceptable level of risk. The Managed Risk Agreement allows the client/legal decision maker to make informed choices that maintain the preferred lifestyle while ensuring they understand the risks associated with that choice.

Name Tags

All our facilities are secured and staff members are required to wear a name tag bearing their First Name, Photograph, and Job Title. Name tags allow you to distinguish staff from guests. Day Program clients are also provided a name tag to wear during the program.

Protection for Persons in Care

The Bethany Group strives to ensure that all clients are provided with a high quality of care and treatment, and are protected from abuse. Employees and volunteers shall treat clients with dignity and respect in accordance with the values and principles of the mission statement.

The organization has a duty to protect clients from abuse and supports a zero-tolerance mandate toward any actions or behaviours that fall within the definition of abuse.

Any staff member, physician, student or volunteer shall report all incidents as required by the Protection for Persons in Care Act.

Any client who feels they have been subjected to abuse, or anyone who has witnessed abuse, has the right and obligation to make their objection known, to pursue their complaint formally, and to access assistance in doing so.

Staff members will cooperate fully with investigative teams as required by the Act. All incidents will be investigated fully and fairly by the appropriate Manager.

INFECTION PREVENTION & CONTROL

Infection control is a priority concern in terms of the protection of our clients who are vulnerable, as well as for our staff members who care for them. Our facilities meet all licensing and standards for Infection Prevention Control.

We ask that all visitors, staff and clients use the hand sanitizers provided throughout the building. While the sanitizer is a good alternative, it does not remove dirt. **When hands feel or look 'dirty' they should be washed with soap and water**. Hand hygiene is the best way to break the chain of infection.

The Bethany Group has policies and procedures in place that direct the response to a situation such as influenza.

If there are two cases of similar symptoms in the facility, especially if they are in the same area of the building, we inform Alberta Health Services and discuss the potential for an outbreak. Staff members will share the necessary information with you at this time; for example, you may see signage that restricts visitation when influenza-like symptoms are present.

At certain times, such as flu season, we may elect to limit visitors for their own protection and the protection of our clients. In these cases, a notice will be posted at the entrance of the building with specific instructions for all visitors to follow. Visitors may be asked to check in with staff when entering the building to confirm they had flu shots. If not, they may be asked not to visit or to wear a mask (and in some cases, a gown).

If a decision is made to declare an outbreak, and depending on the severity, you may expect:

- modification or cancellation of group activities;
- outbreak cleaning practices;
- limited movement throughout the building;
- staff using universal precautions (masks, gowns);
- symptomatic clients may be asked to remain in their rooms; and/or
- notices posted asking visitors to check in with staff.

As soon as the outbreak is over, conditions will be lifted and normal activities will resume.

INFECTION PREVENTION & CONTROL

In general, we ask that families and friends play an active role in assisting us to avoid the flu by following the guidelines of the Public Health Agency of Canada:

- get an annual flu shot;
- wash your hands frequently;
- use the alcohol-based hand sanitizing stations when visiting;
- cover up your cough with a tissue or sleeve;
- keep shared surfaces clean; and,
- if you get sick, please stay at home.

ABOUT THE BUILDING

Animals

While clients are not allowed to bring pets to the program, animals are welcome to visit to bring you comfort and joy when arranged through the manager. All visiting pets must:

- be up-to-date in vaccinations;
- be on a leash and/or not allowed to wander; and/or,
- not demonstrate behaviours that put clients at risk.

You are responsible for any damage or clean-up caused by the pet, if necessary. At no time are pets allowed in the dining room areas.

The Bethany Group reserves the right to limit access of animals in the building. Considerations regarding the comfort of other clients and allergies will be assessed by staff.

Registered Pet Therapy animals may also be brought into the building by the Manager.

Parking

Visitor parking is available at no charge. Please remember to keep the entrance clear, front parking is used for pick up and drop off only.

Scooters, Walkers & Wheelchairs

Power scooters are not permitted in our facilities.

If you require power mobility wheelchair equipment for indoor use, please talk to the Program Manager.

For safety and security purposes, hallways must be clear of all obstacles.

You are responsible for any damage caused by your walker(s) and/or wheelchair(s).

Smoking

We offer a smoke-free environment that prohibits everyone from smoking within our buildings or on the premises.

ABOUT THE BUILDING

Soliciting

Private business of any type by clients is not permitted.

Telephone

There is a telephone available for client use. If clients need to be reached while at the Crossroads Day Program - in Camrose - please have them call 780-679-3045 and leave a message (messages are checked regularly). Alternatively, they can call main reception at 780-679-2000 and ask to speak with you (please be sure to have them mention you are a client of Crossroads when calling). For Wetaskiwin, call reception at 780-312-7700.

Client phones are not to be used during programming.

POLICIES & ACCOUNTABILITY

Complaints & Concerns

The Bethany Group welcomes feedback, including complaints and concerns, from its clients, their family members, the public and/or staff. Complaints or concerns allow us to correct any problems with our service, provide an opportunity to reestablish our relationship with clients, and enable us to learn how to improve our service quality.

The Bethany Group respects and maintains confidentiality, as well as responds to complaints or concerns in a timely and appropriate manner.

The underlying assumption is that complaints and concerns are natural and inevitable with the potential for healthy growth of all parties involved. Our goal is to ensure a high-quality level of service to you, the client.

Complaints may arise from such things as: personal disagreements, quality of food and/or service provided, and general dissatisfaction.

Should you have a complaint or concern about anything, please follow the below Complaints & Concerns Procedure. If the complaint isn't of an urgent nature, we encourage you to speak to the Manager to resolve the complaint or concern you may have.

Each step in the problem-solving process may require more than one meeting and overnight results may not be achieved. Only when it is clear that an agreement cannot be reached is there a progression to the next step.

Step 1: Seek to resolve the issue through one-to-one discussion with the appropriate person. This may be another client, a staff member, the Manager, or another individual.

Step 2: If the matter is not resolved to your satisfaction after this discussion, you may choose to bring the matter to the attention of the Manager. At this stage, it would be appreciated if you would provide your issue in a written letter to the Manager. The manager will respond in writing or by telephone to acknowledge receipt of a complaint or concern within 3 days of receiving it. Once received, the complaint or concern will be investigated and the results and any action taken provided to you within 6 days of the original receipt of complaint with extenuating circumstances.

Step 3: If the matter is still not resolved to your satisfaction, the Manager will forward your complaint or concern to the appropriate Director for follow-up. The Director will review the decision and communicate the results of the investigation within 14 days of receiving the request for review.

The Bethany Group adheres to a Complaints & Concerns policy and process. This policy is posted, for awareness, at each site.

POLICIES & ACCOUNTABILITY

Conflicts of Interest

The Bethany Group has a policy to assist clients, staff and volunteers to identify activities that may constitute a conflict of interest. All employees and volunteers have a duty to report to their immediate manager/supervisor any potential conflict of interest situations that may arise.

Examples of activities that constitute a conflict of interest include:

- relations with clients (e.g., acceptance of loans, donations, gratuities, favours, gifts);
- relations with clients where the impression of preferential treatment may be risked (e.g., personal directive agent, immediate family member);
- involvement in business dealings of a financial nature where relatives or friends may benefit directly/indirectly; and/or,
- financial investments in a business that provides services/supplies to The Bethany Group.

Staff members are unable to accept personal gifts or gifts of money. We ask that if you and your family want to express appreciation to do so by:

- sending a thank you card;
- giving a gift that may be enjoyed by all staff (e.g., fruit basket, flowers, chocolates); and/or,
- making a donation to the Client Enhancement Fund or the Bethany Foundation.

It is your responsibility to manage your own business and finances. You may choose to ask a family member/legal decision-maker to do so on your behalf.
Staff members will not handle cash on your behalf. We will also not cash cheques for clients.

Ethical Issues

The Bethany Group has an Ethics Committee, which includes a family representative, people from the larger community and staff from all disciplines as may be necessary. The Ethics Committee is available to provide recommendations on questions that may arise and cause a dilemma for clients, families or staff. Anyone is welcome to put a question forward to the Ethics Committee anytime by contacting 780-679-3015 or by emailing info@bethanygrp.ca.

POLICIES & ACCOUNTABILITY

Policies, Procedures & Important Documents

The Bethany Group has several important documents, including comprehensive Policies & Procedures that you are welcome to view. Please contact the Program Manager to view:

- Facility Contingency Plan
- Emergency Preparedness Plan
- Public Health Inspections
- Policies & Procedures
- Accommodation Standard Reviews
- Fire Inspections
- Building Code Requirements

Staff Education

The Bethany Group is committed to the ongoing education of its employees. This includes Annual Education - a yearly review of information employees must know in order to function safely and effectively in the organization. The content of Annual Education is determined by the requirements of different collective agreements and legislation.

Ongoing education is offered to ensure The Bethany Group continues to provide excellent, competent and compassionate care to all its clients.

Whistleblower Policy

The Bethany Group is committed to maintaining a positive environment for clients, employees, and visitors while upholding the integrity of its business and operations. As such, the organization will take action in an objective manner to address reports of improper activities within the organization without retribution to employees, clients, or members of the public who report improper activities in good faith.