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WELCOME TO GOLDEN HILLS LODGE

**A Handout of Information to help you
settle in and make you feel at home.**

WELCOME TO GOLDEN HILLS LODGE

We are pleased that you have chosen Golden Hills Lodge as your new home. Our staff is here to assist in making your residency a pleasant one. This booklet is prepared to assist you to become more familiar with our Lodge and the services available to you.

Chief Administrative Officer
Administrative Assistant
Lodge Manager
Head Chef
Maintenance

Julie Miller
Donna-Lynn Ratzlaff
Janice Chalmers
Jennifer Doucet
Larry Dolores

Your new address:

Golden Hills Lodge
Box 370
THREE HILLS, AB
TOM 2AO

LODGE AND RESIDENTS

RIGHTS AND RESPONSIBILITIES

Kneehill Housing Corporation supports our residents and strives to provide housing which encourages a high quality of life for you, our resident.

We believe that all residents have the right to:

- Be treated with dignity and respect.
- Have opportunities for their social, emotional, spiritual and physical needs to be met.
- Feel safe and secure living in the lodge.
- Express their opinion and be heard.
- Contribute what they can to lodge life.
- We believe that all lodge residents shall be responsible to:
 - Live in harmony with other lodge residents.
 - Observe the Residency Tenancy Agreement and the Resident Agreement.
 - Communicate their concerns with the management and staff.

LODGE LIVING

One of the keys to enjoying living in a lodge is getting along with your neighbors.

Noise: Your neighbours will keep their televisions and music players at volume levels which do not disturb you. If you have difficulty hearing unless you turn the volume up very loud, you should purchase a set of headphones which will allow you to listen and enjoy without disturbing your neighbours.

Smoking: Smoking is a personal choice. The Lodge is a non-smoking facility. Residents are not allowed to smoke in the building. If you choose to smoke, please speak to the Management regarding this issue. We have designated smoking areas that are 5 meters away from the building.

Dress Code: The residents of the Lodge believe that when you leave your room, you are in public and should dress accordingly.

Cleanliness and Hygiene: All residents must ensure that they and their clothing are washed and clean.

MEAL TIMES

Tea, coffee, milk, bread, cereal & cookies are always available in the Coffee Rooms. Juice and fruit is available in the main dining room. Meal times are:

Breakfast:	8:00 a.m.
Dinner:	11:50 a.m.
Supper:	4:50 p.m.

Guests are welcome to join you for a meal. Please notify the kitchen at least 1 day in advance if you wish to have a guest(s) for a

meal. Staff will set up one of the two guest tables for you, if they are available.

Parties hosted by family members may be held in the Main Coffee Room, provided other residents are welcome to join. For more privacy you may reserve the Private Dining Room for a family get-together (maximum 10 people). Contact the Lodge Manager to make arrangements.

I am going to be away for a meal...

If you are going to be away for a meal, it is very important that you inform the kitchen. If you decide to remain visiting or go out for a meal after you have left the Lodge, you can inform us by calling the Lodge at 403-443-5333.

I need a special diet...

What will I be able to eat? The menu is planned in consultation with a nutritionist to cater to a wide variety of preferences and needs of all the residents. You are welcome to make suggestions about the menu, however, you will need to make your food selections from choices offered in the dining room. These choices allow diabetics and others to meet their special diet needs within the regular menu. Any other special diet requests need to be discussed with the Lodge Manager and Head Cook.

What if I am ill and cannot get to the dining room for a meal?

If you cannot make it to the dining room for a meal because you are ill, the staff will bring you your meal on a tray. If your illness persists more than a day or two, you will be encouraged to see your

Doctor. Length of tray service is generally no more than 3 days and is at the discretion of the Lodge Manager.

ROOM CLEANING

Your room will be cleaned each week. You may stay in your suite while it is being cleaned, however, our cleaning staff would prefer that you rest in one of our sitting areas.

Once per week fresh linens will be changed on your bed; towels will be changed; your bathroom will be thoroughly cleaned and restocked with toilet tissue; your suite will be vacuumed and dusted and your garbage cans will be emptied. Dusting of your personal items will be your responsibility.

General tidying and day to day cleanliness of the room is your responsibility. You are encouraged to use the recycling receptacles on the main floor for your newspaper.

Once a year your room will be thoroughly cleaned. Windows and walls will be washed, and carpets will be shampooed. Your closet(s) will be thoroughly cleaned at this time. You will be responsible for washing and/or dusting personal ornaments, picture frames and other knickknacks on shelving units as an example. We will dust and clean shelves.

PERSONAL LAUNDRY

When and where can I do my laundry?

A laundry room is located on the main floor of the Lodge. It contains washing machines, dryers, an iron and ironing board.

There is no charge for the personal use of the laundry facilities. Please leave the laundry room ready for the next person to use. Tidy up after yourself and clean the lint screens on the dryer each time you use the laundry room.

If you would like help with your laundry, personal laundry services are available for a monthly fee. Kindly contact the Lodge Manager to arrange laundry service.

SECURITY AND WELL BEING

Missing a meal: If you miss a meal without notice, the kitchen staff will phone you first. If no answer we will come check your room to make sure you are all right. If you are not in your room your family will be contacted.

Building Security meets high standards. A door alarm system locks outside doors for the evening and staff provide access to the lodge after hours when the doorbell is rung. Residents are asked not to make copies of room keys for anyone as lodge staff is able to provide access to the suite at any time.

Emergency plans are in place to ensure that if there is a fire, you know what to do. Fire evacuation drills are practiced regularly, and procedures reviewed. Read the information posted near your door.

Emergency plans are also in place for extreme weather (for example; tornado, extreme heat, blizzard). The Lodge has a highly efficient generator to produce electricity in the case of a power outage. As a result, residents will not have to be concerned about

safety and security. All residents have the freedom to purchase a floor model air conditioner, and with the Lodge generator, will have comfort in extreme heat.

In the case of any form of staff shortage, whether it be illness or weather conditions (for example; blizzard), the Lodge has a fan out list available to call in extra staff as needed.

RESIDENT CONCERNS AND COMPLAINTS

Residents of the Golden Hills Lodge are encouraged to bring their concerns or complaints to the Lodge Manager's office. Each will be reviewed and dealt with in due course. Should a resident not be satisfied with the Lodge Managers direction, they will be referred to the C.A.O.

GENERAL INFORMATION

MAINTENANCE SERVICES:

The Lodge employs a maintenance/handyman whose responsibilities include general maintenance of the facility, including summer grounds and winter snow removal. This person is also available for window cleaning, annual housekeeping support, as well as general handyman services for our resident needs.

GOVERNMENT STANDARDS:

The Provincial Government has a series of operational standards that all Lodges must comply with. Annually all Lodges are reviewed in compliance to these standards. Information regarding the results of the required inspections can be made available at your request.

HEATING:

Your room has its own thermostat for your comfort. Your room heats using hot water pipes, therefore it is not instant heat. Set the temperature you desire and then wait until the room heats.

In the winter months a notice will be placed on your windows advising you not to open the window. The pipes can freeze and cause a flood in your room.

INSURANCE

You must protect your belongings by having a Contents Insurance Policy. Kneehill Housing Corporation does not insure your belongings.

You are responsible for keeping your carpets free of stains and burns, as well as any damage which is not a result of normal wear and tear.

RENT PAYMENTS

How do I pay my rent?

Rent is collected by preauthorized debit. Your rent will be automatically withdrawn from your account on the first business day of the month. A receipt is issued to you from Kneehill Housing Corporation each month upon payment of your rent. Parking and any other prearranged fees are included on your monthly statement if you receive these services.

ACTIVITIES AND PROGRAMS

Activities Include:

- Special occasion days
- Exercise classes
- Crafts
- Shuffleboard
- Billiards
- Table Games
- Movies
- Bingo
- Outings (trips)
- Entertainment
- Guest Speakers
- And many others.....

PLANNING FOR THE FUTURE

As Kneehill Housing Corporation does not provide nursing care or personal assistance, it is expected that you are able to provide for your day-to-day needs.

When you find that you are not managing some aspects of self-care as well as you were previously, it may be necessary to arrange for assistance through Home Care services.

Should the time come that you are no longer capable of independent living, it may become necessary for an assessment by your Physician and Home Care.

If it is determined that your needs are beyond the Lodge and support services that the Lodge can safely provide, it is expected that you will accept a placement for optional care and housing.

If you pass away while you are a resident at the Lodge, your room will be secured and only your executor will be allowed access (with the exception of double occupancy suites). Access is permitted to obtain clothing for the funeral.

Please provide the lodge office with the front page of your Will so that it may be photocopied. This information indicating the name of your executor will be kept on your file and used in the event of your death. It is to your benefit to designate an executor now in order to avoid costly legal fees later.

WHEELCHAIRS AND SCOOTERS

What if I need a wheelchair or scooter?

Motorized wheelchairs will not be allowed as hallways are not designed to accommodate them. Scooters are for outside use only and are **not** allowed in the building. Motorized scooter users must sign a written contractual agreement with KHC.

EMERGENCY MEDICAL CARE

What if I fall or become seriously ill?

If you are feeling ill, call **911**; don't wait for site staff. Although staff employed by Kneehill Housing Corporation are trained in the basics of First Aid and CPR, they are not medical experts. Should you fall and not be able to get up, or should you have any other medical difficulties, the lodge staff may initiate first aid and call emergency medical help to assess your condition and determine if you require treatment.

VOLUNTEER PROGRAM

There are many areas in the lodge where you can help; perhaps you like plants and gardening, visiting with people who are lonely, greeting entertainers, serving tea and helping with activity events. The list is unlimited! See your Activities Coordinator to let them know where you would like to help.

DONATIONS

You may make a donation to the GHL, however, Kneehill Housing Corporation is not a registered charitable organization, and we are not able to provide you with a tax deductible receipt. If you have an item you would like to donate, please discuss this with the Lodge Manager.

INVOLVEMENT IN RESIDENT AFFAIRS

Staff/Volunteers must not become involved in the personal and or business affairs of a resident. Examples are: any type of involvement in a resident's Will, Personal Directive, Enduring Power of Attorney, Guardianship, or any form of decision making or any other legal document.

Should an Employee or Volunteer become involved in a resident's personal or business affairs, it would constitute a conflict of interest and could be subject to termination of that person.

GIFT GIVING

What is Kneehill Housing Corporation's Policy on Gift Giving?

You may feel that you wish to give a staff person a gift at some point. In order to protect you and the staff person, Kneehill Housing Corporation policies do not allow individual staff members to accept or give gifts. An alternative to gift giving is the giving of a card or note to all staff which express your sentiments.

VISITORS

When you have guests with children in the lodge, please ensure that the children remain with you and are adequately supervised. Pets are allowed for visits. Pets must be carried through the dining room. If not able to carry must walk around the dining room.

From time to time changes are required to be made to this handbook, such as, changes in policy or procedure.

Should you, as a resident, have any questions or concerns regarding any topic in this handbook, please do not hesitate to stop by the Golden Hills Lodge Manager's office for clarification.