



The Good Samaritan Society CHOICE Program

Client Handbook



In Co-operation with Alberta Health Services

We Want to Hear from You

We are committed to providing a high standard of care, tailored to fit your special needs. To do this, we need your support and involvement. After all, nobody knows your needs better than you and your family. Please let us know your thoughts and concerns as well as your suggestions. The names and numbers of key contacts will accompany this handbook as well as a feedback form “Client/Resident Relations: We Want to Hear from You.”

Client’s Rights

Clients of The Good Samaritan Society CHOICE Program are entitled to:

1. Be treated with respect, dignity, kindness and consideration in all interactions with staff, clients and other persons who come to the centre;
2. Be able to share concerns and problems with the team and to be allowed to solve problems together as they relate to the CHOICE program;
3. Be able to attend activities of their choice or to refuse participation in religious services or other activities;
4. A comfortable, clean and safe, homelike environment;
5. Privacy and confidentiality;
6. Be involved in your care planning.

Client’s Responsibilities

Clients of the Good Samaritan Society CHOICE Program are asked to:

1. Sign an enrolment agreement outlining his/her responsibilities;
2. Respect the rights and property of other clients and residents/tenants in the centre;
3. Refrain from all forms of discrimination;
4. Avoid any form of physical or verbal abuse toward program staff or other clients; the program supports an environment that is free from abuse of staff and clients;
5. Communicate with staff and other clients in a considerate and courteous manner;

6. Be involved in your care planning;
7. Keep information about other clients or staff confidential and access staff if concerned about something they have heard;
8. Provide completed Personal Directives and any other necessary legal forms to the program.

Responsibilities of Family Members and Friends

Support and encouragement from family members and friends is important when a person chooses to live at home. Some of the ways people can assist their friend or relative to remain living at home include:

1. To be involved in the development of the care plan in cases where the client is not able to fully participate;
2. To assist the client in making and getting to appointments and outings in the community;
3. To assist the client in managing personal finances in cases where the participant is unable to handle financial matters independently;
4. To provide social and emotional support as able;
5. To monitor the well-being of the client and discuss any concerns with the CHOICE staff;
6. To share responsibility to ensure that the client's rights are respected and supported;
7. When a client lacks the ability to make their own personal decisions, family members must designate a substitute decision maker, through formal Guardian/Agent designations, or informally as a spokesperson;
8. To provide a clean and safe environment for the client, CHOICE staff, and our bus drivers;
9. To ensure that sidewalks and home entrances are kept free of snow and ice for the safety of all;
10. Avoid any form of physical or verbal abuse toward program staff or other clients. The program supports an environment that is free from abuse of staff and clients.

Responsibilities of the CHOICE Program

The Good Samaritan Society operates the CHOICE Program and ensures that all program standards and guidelines are met.

The CHOICE Program:

1. Provides or assists with arrangements for transportation to and from the day centre;
2. Provides ongoing supervision of health-related activities as outlined in your service plan;
3. Designates a Case Manager for each client. Your Case Manager will act on your behalf, respond to any concerns you may have, and provide feedback from the team to you. You are welcome to speak with any member of the team about specific issues. When it is not clear to whom you should speak, your Case Manager can help;
4. Assists clients and their families to make discharge plans when the program can no longer meet the client's needs;
5. Shares in the responsibility to ensure the client rights are respected and supported;
6. Provides a comfortable, clean and safe, homelike environment;
7. Provides the services outlined below.

CHOICE Program Services

The CHOICE Team will encourage and support you to manage your care as independently as possible. A comprehensive service plan is developed for each client. The staff will be pleased to talk to you about any concerns you may have.

Medical Services

The program provides health monitoring and treatment, by a team including physicians, registered nurses, licensed practical nurses and a pharmacist. If you are not feeling well, you are encouraged to contact the program and speak to the

nurse in the clinic who will determine whether or not you need to come to the program for immediate medical attention.

The program also provides 24-hour medical coverage. If you are ill and it is after 4:00 p.m. Monday to Friday or over the weekend, you are to contact our after-hours answering service. A professional RN staff from Community Care Access will talk to you about your concerns and provide suggestions, advice and/or further direction regarding symptoms and needs. If necessary the On-Call RN may visit your home to provide further support.

It is important that you access health care through the program first and not on your own.

Laboratory and Diagnostic Services

Laboratory tests can be arranged to be completed at the program. Other diagnostic services such as x-rays and visits to specialists are completed off site.

We do look to families to book appointments and accompany clients to appointments as needed.

Arrangements for transportation and costs are the responsibility of clients and families. Any concerns with these appointments can be addressed in partnership with the clinic staff.

Medications

Medications will be picked up at the centre on the days you attend. If you are unable to attend on our “pick up day”, please make arrangements for a friend or family member to pick up your medications between 2:30 and 4:00 p.m. If you are unable to pick up your medications on your day of attendance and not able to arrange for a family member and/or friend to pick up, we can send your medications via taxi at your expense, if requested.

Pharmacy Services

Your medications are ordered by the CHOICE clinic and provided by our contracted Pharmacy provider. Their pharmacists keep an ongoing, up-to-date

record of your medications, medical condition and allergies to ensure your health and safety.

Any prescriptions given to you elsewhere, e.g. dentist, ophthalmologist, emergency departments, must be brought to the CHOICE clinic to be processed.

Medications are selected from the Alberta Health Drug Benefit List. You may be prescribed a different, clinically equivalent, medication or you may see no change in your medication.

Please discuss any over the counter medications, vitamins, or herbal remedies that you are currently taking with the pharmacist.

Medication / AADL Supplies Co-Payment

Clients will be responsible for the cost of medications NOT listed on the Alberta Health and Wellness Drug Benefit List (DBL) and up to \$100.00 /month for medications listed on the Alberta Health and Wellness Drug Benefit List (DBL). Some exceptions may arise which the clinic-staff will discuss with you further. Clients will be invoiced monthly by our contracted Pharmacy service provider at the end of each month.

With the CHOICE Program your medication costs may be higher due to the following:

- Compliance packaging which allows for easier organization of your medications, increases safety of medication administration and allows for your independence.
- Weekly supply of medications which allows the medical staff to be more responsive to any change in your in medical conditions and this also reduces wastage of medications.
- There is a Clinical pharmacist attached to the program to ensure the most appropriate drug therapy is chosen for you. The pharmacist is also responsible for therapeutic drug monitoring, monitoring of drug interactions and education to clients regarding new medications.

- **Any co-payment required for oxygen, incontinent products, equipment etc. which are supplied by AADL will remain the responsibility of the client. The Client also assumes responsibility for any associated delivery costs to the home.**

Recreation Therapy

A Recreation Therapist will assess your leisure/recreation needs and interests. Recreation Therapy staff will help you to become involved in programs as you desire. We encourage you to give input and feedback about programming at regular client meetings. A fee may be charged for recreation outings and special craft programs where clients keep completed projects.

Spiritual Services

Spiritual Care is an important part of life for many clients. If you attend services in the community we would encourage you to continue to do so. There are services and programs provided at the centre which you may wish to participate in. These services are offered at our site with the assistance of a Chaplain.

Physical Therapy

The Physical Therapist will assist you to maintain your strength, flexibility, balance and coordination. The Physical Therapist will do an initial assessment to identify your need for treatment. This may include a home visit to determine if there are any mobility concerns or fall risks in your home. In many cases, you may be provided with an exercise program.

Occupational Therapy

The Occupational Therapist will assess you to help you to do as much as possible for yourself in activities of daily living such as dressing, bathing, or eating. The Occupational Therapist will do an initial assessment to identify your needs and this may include a home visit. The Occupational Therapist can assist and make recommendations regarding adaptations and equipment to optimize your level of function, accessibility and safety.

Home Support

If required, Home Support Services such as personal care, medication assistance, and meal preparation are available to you through agencies. The need for this type of service will be assessed and coordinated by the CHOICE Team such as, Nurses, Home Support Coordinator, Social Worker in discussions with you and your family.

Social Work

A Social Worker may provide you and your family with counseling, resource information, referral and assistance with personal issues. Information and assistance in making Personal Directives, Enduring Power of Attorney and application for Guardianship/Trusteeship are offered. Support for family/caregivers of clients is available on a one to one basis as well as in monthly support groups.

Personal Choice

Completion of a Personal Directive is voluntary. However we educate all clients, their families or guardians about the benefits of completing a Personal Directive form. In the event of a serious illness or a life threatening situation a Personal Directive outlines who you have chosen to appoint as a named legal representative to make medical decisions for you should you no longer be able to make those decisions for yourself.

We believe personal choice is important, our staff can explain about CPR and Goals of Care Designation to help you to decide which medical interventions are suitable for you. It is important for you, your family or guardian to know that in CHOICE in the absence of legal documentation a witnessed cardiac or pulmonary arrest is treated with CARDIOPULMONARY RESUSCITATION (CPR).

Hairdressing

You may wish to continue using your regular hairdresser or barber. There are hairdressing services available at the program for a fee. Ask the program staff for information on how to book appointments.

Mental Health Services

The CHOICE program sites share the services of a Psychiatric Nurse who consults a Geriatric Psychiatrist.

TeleCare

This 24 hour emergency response service links you to people who are able to respond to your needs. If you are interested in this service, program staff will evaluate your need and you will be responsible for the cost of this service.

Care/Respite Beds

Limited short term stay beds are available at the Dr. Gerald Zetter Care Centre site for clients who may require 24 hour nursing care, treatment and/or rehabilitation while they recover from a medical event or have been discharged from an acute care facility.

Should you require an extended stay to await placement in alternate level of care facility, you will be charged the continuing care bed rate for a semi-private or private accommodation, depending on the situation. Beds are also designated for respite care to provide support for participants and their families. Please contact the Social Worker for further information.

What to Bring When Staying In a CHOICE Care Bed:

- All current medications (dosette/vials-everything!)
- Personal items, toothbrush, toothpaste, hairbrush deodorant,
- Personal shaving equipment preferably an electric razor
- Night clothes, pj's, housecoat, slippers
- Change of clothes, underwear
- Items that pass the time such as books, hobbies, etc.
- Incontinent products (as needed)

Please make sure all items are labeled with name. Keep your valuables at home. The CHOICE Program will not be responsible for lost items.

Family/friends/visitors are encouraged to visit with you during your stay in the care beds.

Nutrition Services

You may require the services of a Dietitian if you have specialized nutrition needs. The Good Samaritan Society has a Dietitian on staff, who is available to CHOICE clients on referral from the Program.

Lunch Meal and Snacks

Nutrition and Hospitality Services provides a nutritious, appetizing lunch meal prepared by trained, professional staff. The menu is planned in accordance with the Canada Food Guide to Healthy Eating and it will provide a variety for clients. You can let the Program staff know if you have particular food likes, dislikes, or allergies.

Clothing

To prevent loss, we encourage you to have all your clothing labeled. **The CHOICE Program will not be responsible for lost items.**

Foot Care

Foot care is the Clients' responsibility. The CHOICE Program may contract monthly foot care services which may assist you in receiving your foot care. There is a cost to the client. The fee is to be paid directly to the service provider.

Smoking

The CHOICE Program is located in a non-smoking facility. Smoking is only permitted off the premises.–If a staff member has made arrangements for a home visit our policy requires that there is no smoking one hour prior to the visit or during the visit.

Transportation

The CHOICE Program has a contract with a transportation company to provide transportation to and from the centre. For those clients that cannot be left alone at home, it is important that family members are available to receive clients at the end of the day. The transportation company has implemented an additional charge for those clients who need to have additional transport services if there is no one at home or keys are not available at the home. It is important that if you are not able to attend the Program on a scheduled day that you contact CHOICE and give at least 24-hrs notice to cancel your ride.

Program Fees

Clients will pay a monthly program fee, which is payable at the beginning of each month. Please be advised that program fees are **not put on hold** during hospital admissions, respite stays, or extended absences from the program such as scheduled vacation.

Exemptions are available if the individual receives full benefit assistance from AADL, Guaranteed Income Supplement and /or Alberta Seniors Benefit. The Social Worker will discuss these costs with you and request information from you to ensure that all possible financial assistance is available to you.

We would prefer that payments for the program fee be arranged as direct withdrawal from your bank account. You will receive forms to complete to permit this form of payment.

Vacation / Prolonged Absences

Please notify the program at least 2 weeks in advance including the dates you plan to leave and return. This notice will allow us to make arrangements, such as cancelling transport and home support services during your absence as well as arranging for your medications.

Discharge from the Program

Our aim is to assist clients to stay in their homes for as long as possible. If you should reach a point where it is too difficult for you to remain at home and / or the resources needed to assist you at home exceed the program's availability, discussion will be held with you and your family to apply for residence in an alternate level of care.

Special Care Unit

This Program is offered to our clients who require specialized dementia care, in a smaller group environment. The unit is located at our Dr. Gerald Zetter Care Centre CHOICE Site and is secure for our client's safety. This program operates until 1600 Monday- Friday.

Goals of the Program Include:

- To provide a safe, caring, stress-free environment with meaningful activities and stimulation designed to preserve remaining abilities for as long as possible.
- To enhance the quality of life of both the client's and those in their support network, as well as to provide respite and support to caregivers.

The program promotes independence and socialization through a structured program with consistent, trained staff familiar with the client past histories and present care needs.

Activities are aimed at life skills and what is familiar to provide for feelings of success and accomplishment.

The CHOICE Program staff, clients and families are partners working together and each partner has a responsibility

Clients

We encourage you to become as actively involved in your care as possible because we respect your right to be in charge of your life.

Family Members/ Caregivers

Your participation in the health and well being of your relative is important. We value and appreciate your involvement.

Closures/Inclement Weather

The program may be closed for:

1. **Unexpected Closures:** for emergency reasons such as mechanical or physical problems with the site, weather warnings, heavy snowfall, freezing rain, temperatures minus 40 with the wind chill, facility outbreaks, or pandemic events.
2. **Planned Closures:** on occasion the Program may extend a closure over a long weekend/holiday or for a staff event.

During closures, the Client and/or Family will be notified. The Program asks that Clients and Families have contingency plans in place.

The Good Samaritan Society CHOICE Programs

Dr. Gerald Zetter Care Centre
CHOICE Program
9649 71 avenue
Edmonton, AB T6E 5J2
780-431-3901

Good Samaritan Place
CHOICE Program
8425 83 street
Edmonton, AB T6C 2Z2
780-413-3500

As service providers we are committed to providing you with a high standard of health and the best quality of life.

The government funds only our basic services. We depend on donations to help us provide additional services to enhance the quality of life of our participants.

For example, we require financial support for our recreation activities, pastoral care programs, education for employees on the most recent developments in care, special equipment needs and special care programs.

Donations are greatly appreciated. We will direct your contributions to the area of highest need or to a specific centre that you request. Charitable tax receipts are always given to those who donate.

Please call (780) 431-3600 and request to speak to Fund Development for more information.