

LAMONT HEALTH CARE CENTRE

Lamont, Alberta

MORLEY YOUNG MANOR

(ASSISTED LIVING – INDEPENDENT HOUSING FACILITY)

Revised January 1998
Revised January 2009
Revised July 2010
Revised May 2014
Revised February 2015
Revised February 2016
Revised March 2016
Revised Sept 2018

**LAMONT HEALTH CARE CENTRE
Lamont AB**

MISSION STATEMENT

**WE BELIEVE THAT WHOLENESS OF BODY, MIND
AND SPIRIT IS GOD'S WILL FOR EVERY PERSON.
WE ARE COMMITTED TO THE HEALING PROCESS,
THE PROMOTION OF HEALTH AND
THE PROVISION OF COMPASSIONATE CARE
TO ALL PERSONS.**

CORE VALUES

**TO LIVE OUT THIS MISSION ENTRUSTED TO US,
AND IN KEEPING WITH THE HEALING MINISTRY OF JESUS**

WE ARE COMMITTED TO THESE VALUES:

DIGNITY

•

COMPASSION

•

EXCELLENCE

•

RESPONSIBLE STEWARDSHIP

•

SAFETY

•

SPIRITUALITY

•

COMMON GOOD

•

INNOVATION

•

INCLUSIVITY

•

RESPECT

•

HOPE

Revised February 2015

**LAMONT HEALTH CARE CENTRE
LAMONT AB**

**MORLEY YOUNG MANOR
ASSISTED LIVING – INDEPENDENT HOUSING FACILITY**

1.0 MORLEY YOUNG MANOR

The Assisted Living Concept being part of the continuum of Long Term Care is a program which promotes independence while at the same time provide financial and psychological security for the Seniors. It also minimizes Government involvement in day to day operations of such facilities and in a broad way helps control health care costs.

This is achieved by making available to potential residents, apartment style units with all standard services (including utilities, maintenance and housekeeping services) for a nominal fee. Additional services which may be required due to a change in the health status of a Resident can also be purchased (e.g. meal plan, laundry).

The proximity of the Lamont Health Care Centre enables these additional support services to be easily provided.

Each apartment unit in Morley Young Manor is provided with a range and refrigerator, washer and dryer. All other furnishings, equipment and supplies is the responsibility of the individual Resident.

The concept encourages independent living and provides access to 24 hour emergency care/support as required through the use of “life line” or by calling 911 for assistance. If a resident status changes because of declining health, Community Home Care is accessed in order to provide personal care and medical support as required/necessary within the scope/limitations of the Community Home Care program.

Residents requiring interventions beyond the capability of the program/service will be required to transfer to a facility which provides the appropriate level of care in a safe and uncompromising manner.

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MORLEY YOUNG MANOR:

2.0

BACKGROUND

It is estimated that the Government of Alberta currently spends in excess of 1 Billion per year to cover the costs associated with maintaining the sick and elderly in Long Term Care Facilities, Senior Citizens' Apartments, Senior Citizens' Lodges and Home Care. In addition, significant associated costs are also incurred for physician services, medications and miscellaneous monitoring agencies.

The current system provides a "sickness oriented" model of care, which may become cumbersome and expensive. It is also not user friendly, since it involves potential movement between different levels of facilities including the individual's personal residence, Senior Citizens' Apartment, Senior Citizens' Lodge, Nursing Home and Auxiliary Hospital.

The senior population of Alberta is increasing, with a resulting escalation in costs relating to services provided to the elderly. We are told that society is increasingly burdened by these costs and must therefore look to other models for these services apart from dependence on Government. Providing adequate residential alternatives outside institutional settings is regarded as being the most cost efficient alternative, with a greater emphasis being placed on community health.

Within this model, alternative seniors' housing which offers independence, yet at the same time provides the security of access to various professional and non-professional support services and health programs, within a safe and comfortable environment; it also presents an opportunity for seniors to manage to their maximum potential in a safe/secure environment.

Experience has shown that seniors value their independence and would prefer to reside in their own homes and community for as long as possible. Morley Young Manor provides this environment together with the safety and security features addressed above.

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MORLEY YOUNG MANOR:

3.0

PROGRAM PRINCIPLES

In keeping with the Alberta Government's vision for Long Term Care which aims to "foster and promote a continuum of appropriate Long Term Care for our aging population", the concept of the Lamont Health Care Centre Morley Young Manor is to offer seniors safe and secure alternative to institutionalization, in which they can maintain their independence, choice, dignity and individuality by residing in a home-like environment which is geared towards keeping seniors at their optimum level of health.

Personal security and safety is provided through access to Emergency, medical, nursing and rehabilitation services at the adjacent Lamont Health Care Centre. In addition, Morley Young Manor Residents are able to make use of the many miscellaneous support services offered by the Lamont Health Care Centre, including Dietary, Laundry and Housekeeping. Chaplaincy, Social Work and Recreation Services are provided on an on-going basis.

Morley Young Manor fosters self-sufficiency and offers an opportunity for Residents to remain in their own community for as long as possible.

The primary benefits associated with Morley Young Manor are as follows:

- Benefits to the Resident
 - Offers an opportunity for independence and choice
 - Maintains dignity and individuality
 - Ensures security and safety
 - Provides support for and access to a broad range of medical services including emergency services, Chaplaincy, Social Work and Recreation.
 - Minimize relocation due to changes in health status
 - Living continues in community.
 - Accommodation below market rent.

- Operation of Morley Young Manor as a Charitable, non-profit entity under the auspices of The United Church of Canada, the Board assumes a leadership and advocacy role in addressing some of the social and justice issues relating to the care of the elderly by:
 - Providing alternate residential programs for seniors and the physically/mentally challenged
 - Providing community services and programs to meet the growing needs

MORLEY YOUNG MANOR:

3. PROGRAM PRINCIPLES – continued. .

of the elderly population in the community

Continuing to be a good corporate citizen with a bias towards ensuring that the economic and financial well-being of the community is maintained.

Providing seniors and special groups with affordable accommodation; the cost will not exceed that which is charged in a Long Term Care Institution.

4.0

FACILITY DESCRIPTION

A building housing 42 units to include 33 one-bedroom and 9 two bedroom barrier free (wheelchair accessible) units, each of which will have the following features:

A separate living room and enclosed bedroom

A full three piece bathroom

A kitchen/dinette which includes a convection oven, range, refrigerator and sink.

A laundry closet incorporating washer and drier.

Storage closets in bedroom and entrance.

The one bedroom units vary in size from approximately 550 sq. feet to 620 sq. feet; the two bedroom units are approximately 840 sq. feet.

In addition to the Residential Units, the Facility features two common lounges, with a kitchen area in each lounge. There is an enclosed link to the acute care unit, Lamont Health Care Centre in order to permit ease of access to the various services at this facility.

A Guest Suite (with sleeping accommodation for at least three [3] people) is also included in the complex; this Suite is available for use by family members or guests of Residents or for use by others as deemed necessary/appropriate by Lamont Health Care Centre.

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MORLEY YOUNG MANOR:

4. FACILITY DESCRIPTION - continued . . .

A daily or weekly fee will be charged for use of this Suite.

Meals are provided at a cost to residents. The cost of accommodation and meals will not exceed the cost of accommodation and meals provided in Long Term Care. The accommodation rates are reviewed at least annually by the Board.

Utilities excluding telephone and cable are included in the accommodation cost.

Weekly housekeeping services are provided.

A central barrier free bath is available for residents use by Home Care & Others.

Home Care Nursing Service is provided at no cost to a resident. (Available through AHS).

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MORLEY YOUNG MANOR:

5.0 APPLICATIONS

Applications for residency in the Assisted Living can be directed to:

EXECUTIVE DIRECTOR/Designate
LAMONT HEALTH CARE CENTRE

by completing an application for admission as per **APPENDIX I**.

Preference will be given to applicants in the order in which the applications are received (Date & Time). If however, a waiting list is in place, preference will be given to residents who meet the following criteria:

- Seniors.
- A person who has a handicap which lends itself to living in a secured Social Housing Complex.
- Can function independently.
- Is competent to make his/her own decisions.
- Is not a liability to others.
- Can adapt to living in a Social Housing Complex where the rights of other residents are respected at all times.
- Has no history of abusiveness.
- An interview will be required with the Executive Director or a Senior Nursing Staff Member.

Applications as per **APPENDIX I** must be completed prior to admission.

A Medical Assessment must accompany this application in order to ensure that the applicant is in reasonably good health and can manage independently.

Applicants are also encouraged to begin the process for putting a Personal Directive and Goals of Care Designation in place and to also name a Power of Attorney for attending to their finances as may be required/necessary.

- * A Home Care Assessment is required in order to determine/establish eligibility for Home Support and/or Community Care. Residents/families retain the final responsibility for arranging such assessments. The Facility staff can assist by calling Home Care on behalf of the resident.
- * Notwithstanding the above noted, a resident will be given preference for admission if he/she is at risk for being at home alone. (e.g. needs medication assistance, housekeeping).

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6.0

APPROVAL PROCESS

- Applications will be reviewed by the Executive Director in concert with Nursing Care Coordinators and other professionals as may be required/necessary.
- Applicants will be advised by phone and letter about the status of their application. Where appropriate, a waiting list will be kept and maintained in the order of dates in which the applications were received.
- A person who has been approved for admission to the Morley Young Manor Project will be given seven (7) days notice to accept a unit.
- If the person is unable to accept the unit, his/her name will be placed on a waiting list in the order of dates processed. The unit will then be offered to the next available person on the list.
- Upon acceptance of a unit, the new tenant will be required to sign an agreement for lodging as per **APPENDIX II**.
- Prior to signing the admission agreement as per **APPENDIX III**, the Resident will be provided with a copy of the Terms and Conditions (including an explanation of same) for reference.
- Notwithstanding the aforementioned, an applicant who is at risk in the community may be given priority for a suite with the provision that he/she is deemed appropriate for independent living.
- At the time of admission, the accommodation rates in place will be discussed with the resident/family. As noted earlier, these rates are reviewed at least yearly by the Board.
- Residents will be given at least 90 days notice of a change in accommodation rate.
- **Residents must as a condition of admission to Morley Young Manor, subscribe at their own cost to a security alert system which can be easily activated in an emergency situation for their own comfort and safety.**

See Following page for Medical Alert Systems

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MORLEY YOUNG MANOR:

7.0 TERMS & CONDITION

MEDICAL ALERT SYSTEMS

Telus - 1 800 267 2001 this is the most commonly used service at Morley Manor.

Telecare - 780 431 3630 1 800 676 8397

Live Life- 1 877 801 7172

Life Assure- 1 888 865 4978

Phillips Lifeline - 1 866 315 8222

Prices Medical Alert- 1 855 933 4225

Liberty- 1 866 926 7233

- Rent/other charges must be paid in advance and preferably no later than the first day of each month. Post dated cheques are acceptable.
- Residents are expected to maintain their personal hygiene at all times; poor hygiene practices and/or keeping the unit in an unhygienic condition (e.g.) soiled mattresses, bedding, excessive clutter will result in eviction.
- Residents must not create or maintain any nuisance or cause annoyance to other residents.
- Respect for ones privacy and safety will be honoured at all times; noise must be kept to a minimum at all times. Noisy behavior after 10:30 p.m. will not be tolerated.
- Abuse of alcohol, profanity and disorderly behaviour/conduct will not be tolerated and will result in immediate eviction if a resident is non-compliant.
- Residents are not allowed to keep pets in their units; pets will be allowed to visit upon special request. In such cases the immunization record for the visiting pet must be current and a copy provided to Morley Young Manor and Recreation Staff.

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7.0 TERMS & CONDITION

- Staff members may enter any unit in case of an emergency.
- Regular inspection will be pre-booked with the Resident.
- Washers and driers are available for personal laundry.
- Residents will be assessed costs attributed to damage/abuse of equipment and suite.
- All electrical appliances shall be inspected by the Maintenance Department initially and annually thereafter.
- This is a **smoke-free** Facility. Smoking in suites is not permitted and will result in eviction.
- Residents are asked to advise the Administration Staff if they are going to be away for any length of time.
- The Board/Facility will not accept responsibility for loss or damage to Resident's personal belongings; therefore, Residents will be required to carry their own personal insurance for contents.
- Residents are encouraged to make use of the Lounge for socialization and entertainment. Bookings for gatherings must be made with the Administration Office (895-2211). A donation is required for use of the area.
- Exit doors must be locked at all times.
- Basic fire rules as posted must be honoured for Residents' protection and safety.
- Fire drills will be held at least quarterly; the Maintenance Supervisor will be the designated Fire Marshall for the Facility.

8.0 OTHER SERVICES

Other services can be provided by the Board in accordance with **APPENDIX IV** and attachment "A".

9.0 GENERAL POLICIES

General policies are in place help guide a Resident/family in understanding certain issues.

This is in keeping with the Board's desire of trying to encourage a Resident's independence, while at the same time offering a safety net and security in case of need.

LAMONT HEALTH CARE CENTRE

DEPARTMENT: Management Services **Number:** MYM 0021
Supportive Housing Services-Morley Young Manor
CATEGORY: Bylaws, Rules, Regulations
SUBJECT: Resident Privacy and Protection of Personal
Information (Confidentiality)

DATE: July 2010 **Approved by:**
REVISED: May 2014
March 2016

POLICY:

- To ensure a resident's privacy is respected.
- To ensure only authorized staff or volunteers will share personal or medical information about a resident.

POLICY:

1. Staff and volunteers are required to maintain the privacy and confidentiality of Residents' personal and/or any medical information they may have in the course of duty about residents.
2. Any breach in confidentiality will result in discipline up to and including dismissal.
3. Residents are advised to report any breaches of confidentiality to the Executive Director.
4. **Reference HRF 00-40 Policy: Confidentiality.** This policy is posted in the Assisted Living. A copy is attached for reference.

LAMONT HEALTH CARE CENTRE:

DEPARTMENT: Management Services **Number:** MYM 0021
Supportive Housing Services-Morley Young Manor
CATEGORY: Bylaws, Rules, Regulations
SUBJECT: **Responsibility for Personal Financial and Business Affairs and Property of Residents**
DATE: July 2010 **Approved by:**
REVISED: May 2014
March 2016

PURPOSE:

- To protect residents and families of Morley Young Manor and their property from financial harm by others.
- To advise residents that staff and volunteers are prohibited from accepting monetary gifts or gifts of significant value; also staff and volunteers will not be involved in Estate/Will Planning, the creation of legal substitute decision-making documents (i.e. Personal Directives, Power of Attorney documents, Guardianship, or Trusteeship), or any other decision making which may involve a legal component.
- To advise residents there is a Social Worker who can be accessed on site to provide options and guidance to residents in their planning of any of the above mentioned personal or financial and legal matters.

POLICY:

- Staff/Volunteers of Lamont Health Care Centre are not permitted to get involved in the financial affairs of a resident. Any breaches of this policy will result in disciplinary action up to and including dismissal.
- Residents are advised to seek legal counsel and/or address such matters with immediate family members.
- **Reference GOV 0063 Policy for Lamont Health Care Centre**
- **A copy of the policy will be posted for reference in the Assisted Living Facility. A copy is also appended to these affairs of a resident.**

LAMONT HEALTH CARE CENTRE:

DEPARTMENT: Management Services **Number:** MYM 0022
Supportive Housing Services-Morley Young Manor

CATEGORY: Bylaws, Rules, Regulations
SUBJECT: OTHER MISCELLANEOUS

DATE: March 2016 **Approved by:**

OTHER MISCELLANEOUS

GUARDIANSHIP/TRUSTEESHIP/ENDURING POWER OF ATTORNEY OR PERSONAL DIRECTIVE

We encourage Residents/families to appoint a Guardian and Trustee or appoint someone with Enduring Power of Attorney, who will be held responsible to make medical and financial decisions on behalf of a Resident, should this become necessary.

This appointment must be done through Legal Counsel and avoids unpleasant situations regarding medical and financial decisions on behalf of a Resident in Continuing Care.

This matter can also be accomplished through completion of a Personal Directive. The Directive sets in place an assignment of steps to be taken if you are unable to make (medical) decisions at some future date. It is recommended that all Residents have a Personal Directive in place before admission to the Health Care Centre. Please contact the Social Worker for Further information.

COMPLAINTS RESOLUTION PROCESS

Residents/families are encourage to express their concerns and/or comments to Staff regarding the care and service provided. Your feedback ensures that appropriate changes can be made in the manner in which care and services are delivered. This process provides and opportunity for ongoing improvement. Initial concerns/comments can be directed to the Nursing Care Coordinator and/or the Social Worker.

Should this process not address the concerns, you are encouraged to either write to or meet with the Executive Director.

If your matter remains unsettled, you may then direct your concerns to the Executive Director and/or the Board of Management.

CONTINUOUS QUALITY IMPROVEMENT

Our aim is to provide care and service which meets or exceeds Provincial standards and other legislative requirements. We are constantly engaged in processes to improve the quality of services as we strive for excellence. We encourage you to be part of this process.

Some examples of quality initiatives include:

- Addressing safety (such as building, fire, meeting environmental standards, etc)
- Meeting environmental standards (such as Food Services, Housekeeping, Laundry)
- Financial Stewardship (such as sound financial management)
- Clinical (Safety, falls management, and other best practice standards).
- Acting on Findings and Recommendations from various compliance reviews (e.g. Accommodation Standards, Health Facilities Reviews etc).

