



CLIENT HANDBOOK

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Principles, Mission, Goals

Harmony Care Homes offers an appealing alternative to institutional care. Harmony provides 24-hour individualized care for adults in a therapeutically designed home. Its focus is based on the promotion of healthy relationships, dignity, wellness, and independence for individuals who reside in its homes.

Harmony Care believes the future trends in Continuing Care ought to focus on principles that strive to develop appropriate Continuing Care alternatives. Its service will enable individuals to maintain abilities longer within a familiar living setting without the worry of having to move as their debility progresses.

By providing comprehensive support and therapeutic services in our home environment, clients will be able to maintain living their lives as they choose, and deal with quality of life issues at their discretion. To achieve a true quality of life, individuals who require Continuing Care should be provided with care that is client focussed and client directed.

Harmony's interdisciplinary team of Professionals and Care Providers will work together with clients and their families to create and implement a personalized care plan that will provide clients with the best opportunities to maintain the best quality of life possible.

Entrance

- 18 years of age and older
- Require staff supervision/assistance 24 hours per day
- Require either hands-on personal care or queuing which can be managed in a designated assisted living setting
- May have some behavior management needs which can be managed in a designated assisted living setting
- Be safe in an unlocked environment (i.e. not a significant risk for elopement with environmental cues/measures, without physical restraints and detainment in a locked room
- Either not consume alcohol or, if known to consume alcohol, not be disruptive or aggressive as a result of consumption
- Be linked to a family physician and appropriate community health resources
- Medically stable
- Not present a significant risk to other Clients, staff or the community (i.e. no indication of current propensity for violence or significant behaviors)
- Client or substitute decision-maker must agree to receive care from Harmony Care Homes RD Ltd. and to be willing to release appropriate and relevant information to Harmony's professional staff, for the purpose of determining suitability for the provision of care.
- Clients must have adequate income to pay for room and board charges, and care services.

Exit

- Medically unstable and require acute care
- Significant behaviors that are potentially dangerous for the client and/or the other residents in the facility or the staff

Accommodation

Includes the following:

- Private bedroom complete with vanity and sink at Inglewood. There is only 1 room at Odell that has an on-suite bathroom
- Meals - preparation, service and assistance
- Between meal snacks
- Large sitting and dining areas
- Access to private sitting room in Inglewood
- Provision of bed linens and towels
- Full laundry services
- Housekeeping
- Cable TV outlet in each room (service included) only in Inglewood
- Utilities
- Security system
- Large secured yard

Twenty-Four Hour Care

- Assistance with bathing/showering
- Assistance with dressing and undressing
- Assistance with personal hygiene
- Assistance with grooming
- Assistance with toileting
- Assistance with meals/feeding
- Daily therapeutic care
- Assistance with medication
- Wound care
- Daily care and cleaning of aids and prosthetics
- Assistance with booking appointments and transportation
- Consultation with Physicians; Pharmacists; Therapists, etc. on behalf of the client

*** Each client is assessed on an individual basis at the time of admission ***

Additional Services for Inglewood

Telephone:

Each bedroom has a private telephone line. To have service on this line the tenant will be responsible for contacting Telus to arrange a hookup and for billing.

Free Wifi at both locations

Transportation:

Red Deer public service Handi-Bus - user pay

Agreements between Harmony and the Client can be negotiated. Fees will vary depending on the service provided.

Additional Costs:

Medications

Best Buy medical supplies

Incontinent Supplies

Specialized Dressings

Specialized Foot Care

Ostomy Supplies

Catheter Supplies

Tube Feed Supplies

Hairdresser Services

Aids to daily living through homecare

Oxygen and oxygen supplies – Please Note: DSR supplies oxygen, and they will do ABG's in the homes to determine if the resident qualifies for home oxygen use.

Security Deposits

Harmony Care Homes RD Ltd requires a \$6000.00 security deposit that is due on confirmation of an admission to Harmony Care Home Red Deer.

The Security Deposit will be held in trust and returned to the client at the termination of the lease as long as the terms of the lease have been met. Any outstanding amount owing will be deducted from the security deposit.

Interest on the security deposit will be paid based on Service Alberta's Security Deposit Interest Table.

Monthly Fees

The first month or portion thereof will be due on admission, then on the 1st of each month thereafter.

Items provided by Harmony Care Homes Rd Ltd such as care products; incontinent supplies; toiletries; hairdresser fees; specialized foot care fees etc. will be billed to the client monthly.

Billing

Invoices will be sent on the 15th of the month for fees due the 1st of the following month.

Each invoice will itemize the accommodation amount; the care amount; and the items provided by Harmony Care Homes RD Ltd from the 15th of the previous month.

Payment

Payment of accounts can be made by pre-authorized debit, cheque or cash on or before the due date.

Clients' Rights and Privileges to Privacy

Clients residing in our home have the right to be cared for as individuals with dignity and respect. Clients in care will receive prompt and appropriate assessments and medical care. They will live in an environment designed for their personal need, abilities, and interests.

All clientele may receive physical contact, including handholding, hugging, that is therapeutic and respectful of the individual's needs. Staff will be aware and respectful of cultural, family, and religious traditions.

Our care team is well trained and willing to participate in ongoing training and staff development. Staff, volunteers, and individuals involved in caring for Harmony clients will respect and adhere to the clients' right to confidentiality and protection in care.

House Rules

Clients must not enter another client's bedroom or touch their possessions without permission from the occupying client.

Clients must keep the volume of their electronic equipment at a level that is not disturbing to other clients.

Clients must respect the other clients' right to not engage in conversation or activity.

Clients must respect the other clients' religious and cultural needs.

Clients must respect the other clients' right to privacy regarding their health, personal life, etc.

Clients must share the opportunity of choosing television and music programming with other clients. Majority rules policy.

Clients must not threaten other clients or staff; physically or verbally.

Clients are not allowed in the management office; basement; food storage areas.

Harmony Care Home is a smoke-free facility. Smoking is allowed in the designated smoking area only. The designated smoking area is in the back screened porch area.

In the case of clients with cognitive impairment, it is the staff responsibility to ensure that the cognitively impaired client does not violate the above-mentioned house rules.

Termination of the client's tenancy agreement will be enforced if the client's aggressive behaviors cannot be managed and are, therefore, a threat to the safety of the other clients and or staff.

Reviews & Regulations for Social Care Facilities

Harmony is licensed under the provisions of Sections 3 and 4 of the Supportive Living Accommodations Licensing Act.

Harmony Care Home meets or exceeds all accommodation standards required by this license. Annual inspections are made by Alberta Health Services Standards Compliance and Licensing Branch inspectors

Regular reviews of client care status and the provision of care strategies are established.

Staff reviews are conducted on a regular basis.

Surveillance/Fire Protection

Harmony Inglewood has installed a Core Surveillance and Fire Alarm System that is connected to a central monitoring station.

Odell has Vivint security system

Both locations have sufficient safety and security systems installed to ensure all clientele and staff safety.

Liability Insurance

Harmony Care Homes have all appropriate insurances in place for the protection of clients, staff, and those individuals involved in the provision of care.

Harmony Care Homes RD Ltd. recommends that all clients carry their own personal and liability insurance by way of a tenant insurance policy.

Note: Some homeowner insurance policies provide insurance for dependent seniors (you may already have this with your current policy) or a rider may be added for a little as \$10.00 per month. Check with your insurance broker for more information.

Restraint Policy

Harmony endeavors to operate under the policy that ensures the least restraint practices are followed.

Physical restraints may be recommended for clients who are cognitively impaired and unable to make appropriate decisions to prevent injuring themselves. Any decision to use restraint is made after discussions with the client and/or their representative.

Chemical restraints are not endorsed at Harmony Care Home, however therapeutic use of medications to enable the client to cope with their disease is initiated only upon approval by guardian/designated, next of kin, and physician after all other interventions are exhausted.

Bed alarms and motion detectors are available to monitor client activity.

All clients reside in a secure environment. Doors remained locked with exits provided the back yard is secured by a chain link fence and locked gates.

Clients and or guardians have the right to refuse any type of restraint.

Personalized Spaces Policy

The client can bring their own furniture as long as it does not create an unsafe environment for the rest of the clients or staff. If a client's needs change (i.e. they require the use of a lift for transferring) Harmony Care Home may have to ask the family or guardian to remove some of the furniture from the room.

Personalized bedding such as comforters and pillows is allowed. We do recommend using the facility sheets and pillowcases. Dry clean only items are not practical in this environment. Harmony Care Home will not be responsible for the care of dry clean only items.

Area rugs are not recommended as they can be a tripping and fall hazard for clients. If a client insists on having an area rug they do so at their own risk.

Personal pictures and mementos on the walls are allowed. The use of Command Hooks is recommended and a limited number are supplied by Harmony Care Home. Heavier items such as mirrors and clocks may be allowed, special permission is required as they will require the use of a nail or screw to secure them to the wall.

Personal pictures, lamps, and mementos on the dresser, on top of the wardrobe and on night tables are allowed. We may limit the number of these items so that the rooms can be cleaned in an appropriate manner. Delicate and treasured items are not recommended as Harmony Care Home will not be responsible for the safety of these items.

Over the door wreath hangers are provided in a limited number (or clients can provide their own) so clients can personalize their bedroom door.

Curio cabinets are allowed with the understanding that Harmony staff will not open the cabinet or clean the contents; this will be the responsibility of the family or guardian. Harmony Care Home will not be responsible for the safety of the contents of a curio cabinet

Live plants are allowed; however, we do not recommend them and cannot guarantee their care. We would recommend that if live plants are desired that the family or guardian be responsible for their care.

Televisions, radios, and music players are allowed in the client's room. Cable service is provided in each room at Inglewood. The volume of the above-mentioned electronics must not disturb the other clients in the home.

All electrical items must be CSA approved.

The use of extension cords will be limited for safety reasons. Power bars are recommended if multiple items need to be plugged into the same outlet.

If a client insists on having items that are not recommended a risk management agreement will have to be signed by the client or guardian.

Meal Schedule

Harmony Care Home will provide their clients with three meals per day plus between-meal snacks. All meals have been planned following the Canada Food Guide. Our menu has been reviewed and approved by a licensed dietician. Between meal, snacks are available anytime. Our daily meals are served as follows:

Breakfast: 07:00 – 10:30
Lunch: 11:30 – 12:00
Dinner: 16:30 - 17:00

Snacks: Mid-afternoon and before bed

Harmony Care Home RD Ltd. is able to provide special dietary needs to our clients. When necessary we will fortify a client's diet with supplements such as "Ensure" or "Boost"

Texture modified diets are determined by a swallowing assessment done by our nursing staff.

Feeding assistance is provided as needed.

If a family member would like to join us for a meal please contact us the day before so that the appropriate quantity of food can be prepared. There will be a \$5.00 charge per meal.

Visiting Hours

Harmony Care Home has unrestricted access for family and visitors as long as it does not cause undue stress to the client and is not disruptive to other clients.

Immediate family members are given the access code to the front door at the time of admission.

Any restrictions in visitation access will be made on a case by case basis after consultation with the appropriate individuals which may include, but not be limited to; the client, guardian, family, physician, public health inspector.

In the event that a family member or visitor causes ongoing distress for a client, visitation may be prohibited.

During an outbreak of a communicable disease, visitation may be restricted or declined for the period of the outbreak.

We ask that everyone entering Harmony Care Home clean their hands with the disinfectant hand cleaner provided at the front door. This simple measure will help keep our clients and staff healthy.

Visiting restrictions may be communicated verbally, by written order or posted at the entrance to the facility.

Please be aware that our primary focus is the health and well-being of our clients. Remember this facility is “home” to our clients and they deserve the same respect as you would want in your own home.

Important Information for Families and Visitors

Although your intentions are good please DO NOT:

Give anything to eat or drink to the clients in our home including your own family member. They may have allergies or may be on a restricted diet and give them something that may have adverse effects.

Bring treats and food into the client's room without consulting with the staff.

Move the clients from one place to another.

Attempt to help a client stand, walk or sit up if they are lying down.

Allow them to go outside without a staff member present.

Assist them to the toilet.

If a client is requesting any of the above from you please refer the request to a staff member

Many of our clients have dementia. They may seem to you to be very aware, however, on most occasions, they do not remember that there are things they should not eat or may have forgotten that they no longer are able to walk or transfer safely without the assistance of staff and or mechanical lifts.

Remember the safety of our clients is our primary concern. Thank you in advance for your assistance and consideration in ensuring that the clients' best needs are met.

Please pass this information on to all family and friends who will be visiting.

The Results of Stimulants on Individuals with Dementia

As individuals progress through the ever-changing challenges of dementia they will experience increasing difficulty with stimulation. It is in the best interest of the individual, their family, and caregivers to recognize the stimulants that affect the dementia person and eliminate the stimulants that have negative effects.

It is important to understand that individuals with dementia are ultra sensitive to stimulation.

There are many stimulants that affect individuals with dementia, such as noise; temperature; light; activity; sugar and caffeine. They may have negative effects from stimulants that previously brought them pleasure such as large social gatherings, coffee, chocolate, sweets etc.

They can be affected by noise that others don't even notice, such as the sound of the air passing through a heat register in a room.

Individuals with dementia will find it difficult to be in crowded and noisy places. Large gatherings, restaurants with loud music and shopping mall outings can create more anxiety than pleasure.

They may have always enjoyed a cup of coffee or a box of chocolates, but now the stimulation they get from these can create anxiousness, that in turn cause negative behaviors. Avoid these stimulants by providing decaffeinated coffee or tea and give chocolate and sugar laden snacks as a rare treat and only one at a time.

Temperature changes can cause irritation, as they may no longer recognize that they need a sweater or jacket if they are cold, or to take off the sweater or jacket if they are hot. Individuals with dementia also have a tendency to layer their clothing which can affect their comfort. Laying out clothing for them can help them dress appropriately.

Excess stimulation can change the individual's behavior in very negative ways; causing them to become uncooperative, agitated, unapproachable, sometimes to the point of aggression.

Reducing agitation will also provide a better quality of life for the individual and their family.

Housekeeping Services

Harmony Care Homes RD Ltd. will maintain the cleanliness of common areas of the facility.

Facility washrooms are cleaned on a nightly basis and on an as-needed basis. The shower and tub are cleaned and disinfected between each use. Towels and paper products in washrooms are kept well stocked. Garbage is removed nightly as well as on an as-needed basis. Incontinent products are placed in containers with a secure lid; these containers are emptied a minimum of twice daily.

Floors in common areas are cleaned nightly.

The use of room deodorizers is used with consideration of client sensitivity. Windows are opened for fresh air when the weather is conducive.

Private client rooms will be cleaned once per week, with a deep clean every 3 weeks. This will include changing of the bed linens, dusting, cleaning of the sink, vanity, and mirror, cleaning the floor and emptying garbage cans. Additional cleaning will be done on an as-needed basis. In an effort to cause the least disruption to the client the cleaning of the client's room will be done while the client is in the sitting room; dining room; or at activities.

Consideration will be given to client sensitivity to cleaning products.

Annual cleaning of the entire main floor of the facility includes but is not limited to washing walls; power scrubbing floors; cleaning windows; cleaning window treatments; washing cupboards; closets. Etc.

Client rooms will be cleaned prior to the admission of a new client into the room and will include but may not be limited to washing walls; power scrubbing floors; cleaning windows; cleaning window treatments; washing cupboards; closets; painting; etc.

Personal Laundry

Personal client laundry will be provided by Harmony Care Home. We ask that you provide a clothes hamper with a lid for client's soiled laundry.

Special care is taken to ensure the clothing is laundered appropriately to maintain the quality of the garment. This will include treating for stain removal and ironing of certain items such as shirts and trousers. Personal laundry is done twice per week with the exception of incontinent clothing which is laundered daily.

It is necessary that all clients have enough clothing so that they can be changed daily. All clothing must be marked for easy identification. Harmony Care home recommends that all clients clothing be easy to care items that can be laundered regularly. Dry clean only items are not practical in a supportive living environment and will be the responsibility of the family.

Harmony Care Homes RD Ltd. will not responsible for any damage to personal items during the laundry process.

Personal Services

Hairdresser:

Harmony Care Home has a qualified hair stylist for the clients at Harmony Care Home. The hairdresser is available at the Harmony Care Home Salon on Wednesday's during the hours of 9:00- 12:00.

The fee for services is located on the mirror of our hair salon.

Harmony Care Home will pay for the services on that are provided then the individual client's receipts will be forwarded to the client and or client's trustee for reimbursement.

Foot Care:

Harmony Care Home has Tanya from Fancy Feet Foot Care to provide specialized foot care for our clients. The rate is \$25.00 - \$30.00 per visit. Please inform our Harmony Care staff if this service is required for your loved one.

Harmony Care Home will pay for the services that are provided then the individual client's receipts will be forwarded to the client and or client's trustee for reimbursement.

Recreation

Planning and providing basic recreational activities for individuals and groups, based on client's capacities and interest. The most popular activities have been one on one and include such things as manicures, looking at photo albums, coloring Easter eggs, outdoor walks in the garden.

Harmony Care Home host several family-oriented activities throughout the year, including summer BBQs and Christmas open house. Invitations are sent to family members informing them of the day and time of the events.

Special days such as Mother's Day, Father's Day, Thanksgiving etc. are celebrated with special dinners and flowers for the clients.

Client birthdays are celebrated with an afternoon tea in our dining area. A corsage/boutonniere and cake will be provided for the birthday celebration.

Families are welcome to participate and add any special treats or decorations.

We also have school groups, singers, and entertainers throughout the year. Check the activity calendar on the notice board for upcoming events

Confidentiality Policy

Upon hire, employees sign a pledge of confidentiality and are advised that breach of confidentiality would be just cause for dismissal.

The client records that Harmony Care Homes RD Ltd. will collect, create or maintain in performing client services may be subject to the access and privacy provisions of the Health Information Act and other legislation currently in force or enacted in the future.

Harmony Care Homes RD Ltd, its officers, directors, agents, and employees shall hold in strict confidence and shall not disclose, sell, loan, share or otherwise use:

Any information gathered by Harmony Care Homes RD Ltd., whether written or oral, in respect of a client, without the prior written consent of the client or the client's substitute decision-maker.

Disclosure by Harmony Care Homes RD Ltd. of confidential information to the extent necessary to ensure that clients receive appropriate medical care in circumstances where neither the client nor the clients' substitute decision-maker is able to consent to the disclosure of such confidential information shall not constitute a breach of confidentiality.

Complaint Resolutions

Harmony Care Homes RD Ltd. will document and investigate all client; family or care provider concerns related to client care and deviation from any care requirements. The concerns will be handled on a case-by-case basis. Harmony Care Home will make every attempt to resolve issues in a prompt manner.

Clients/family can report any concerns to the staff, team leader, or directly to the administrator. Staff can report any concerns to the team leader or administrator.

Please direct any complaints/compliments through email to asimpson3732@gmail.com

Note: concerns can be expressed verbally or in writing as well.

Complaints received in writing/verbal/email are filed in the client's personal binder once the complaint has been resolved.

Satisfaction Questionnaires are sent to the client and/or their representative annually to rate our services and to provide Harmony Care Home with valuable feedback that is used to improve our service. These questionnaires can be returned anonymously to allow clients and/or their representatives the freedom to speak honestly.

Staffing Patterns

Staffing positions will be filled with full-time, part-time, and casual staff. Staff expertise and experience will be balanced to fit the needs of the clients residing in our home.

Harmony Care Homes will have a minimum of 1 staff for every 7 clients, 24 hours a day, seven days a week. Staff will be able to communicate effectively on all matters relating to the care of each client and with community emergency services.

Registered Nurse Consulting will be made accessible to staff 24 hours per day, seven days a week.

Harmony Group will retain casual staff in order to maintain staffing and supervisory levels despite staff emergencies such as illness or planned absences such as vacation.

Casual staff may or may not be used to facilitate recreational outings and transporting of clients to day programs and/or appointments.

Abuse Protocol

Abuse is defined as:

1. Intentionally causing bodily Harm
2. Intentionally causing emotional harm, including, but not limited to, threatening, intimidating, humiliating, harassing, coercing or restricting from appropriate social contact.
3. Intentionally administering or prescribing a medication for an inappropriate purpose.
4. Subjecting to non-consensual sexual contact, activity or behavior.
5. Intentionally misappropriating or improperly or illegally converting money or other valuable possessions
6. Intentionally failing to provide adequate nutrition, adequate medical attention or the necessity of life without a valid consent.

Harmony Care Home has a zero tolerance for any abuse of its clients or staff by any of the following; staff, clients, administration, family members, visitors or volunteers, service providers, or contract workers.

Any incidents or suspicions of abuse should be reported to the Team Leader, Administrator or appropriate agency whichever is deemed appropriate. The administrator will deal with the report internally.

Abuse of clients by anyone will result in their immediate dismissal and they will be indefinitely restricted from entering Harmony Care Home.

Risk Management

Risk Management agreement is done in collaboration with the client and or their representative based on the Client's physical, emotional and cognitive condition as identified in the client's assessment. The agreement will be reviewed and if necessary amended following reassessment. Agreements may be written to address the distinct individual situations.

All clients entering Harmony Care Home RD Ltd. must sign the Resuscitation category form whether or not they have a personal directive or living will.

Harmony Care Home requires copies of all legal documents showing the enactment of the power of attorney before an individual is allowed to sign on the clients' behalf.

Physical restraints will be recommended for clients who are cognitively impaired and unable to make appropriate decision to prevent injuring themselves. Any decision to use physical restraint is made after discussions with the client and or their representative.

A risk management agreement must be signed by the client/guardian if a restraint is to be used.

Gift Policy

Staff and volunteers may accept gifts from clients and or their families no more than twice a calendar year with a maximum value of \$50.00.

The giving and receiving of gifts should be a token of appreciation and nothing else.

The staff is never to ask for or expect gifts in return for providing care.

All gifts for staff should be discussed with and authorized by the Administrator prior to giving to the staff.

Gifts may be left with the Administrator for the purpose of distribution to the staff.

Involvement in Client's Personal

Harmony Care Home Staff and volunteers will not be involved in any financial affairs, including power of attorney, wills, and estates, or non-financial affairs, including personal directives and guardianship.

Harmony's professional staff and administration may be a witness to signatures only of clients or their representatives.

Trust Accounts

Security Deposits are held in trust and are returned to the client at the termination of the lease as per clause 10 in the Residential Tenancy Agreement.

Cash for Comforts

Harmony Care Home will not hold cash for clients. Clients personal services and products will be paid for by Harmony Care Homes RD Ltd. and then billed to the client monthly for reimbursement.

Community Service Contacts

Harmony Care Home will provide furnishings for all common areas. Clients' private bedrooms will have window coverings, a wardrobe and a bed provided. We have standard single beds available to everyone as well as a limited number of hospital beds. There may be situations where a client needs a hospital bed, when one is not available the client will then be responsible to acquire one. This can be done by purchasing, renting or borrowing.

Options are:

Purchasing: Healthcare and Rehab
 Motion Specialties
 Shoppers' Home Health Center.

Renting: Healthcare and Rehab

Borrowing: The Lending Cupboard and Red Cross

Other equipment such as wheelchairs, walkers, canes, commodes etc. can be acquired through Aids to Daily Living, The Lending Cupboard or the Red Cross.

All clients will be referred to the Occupational therapists at the Community Health center for proper fitting of equipment

All clients or their representative will be given a list of agencies to contact for assistance. This will include agencies that can provide financial, product and emotional services.

Alberta Aids to Daily living is a government agency that can provide products to qualified individuals. These products include wheelchairs, commodes, incontinent supplies, etc. AADL can be contacted by calling the Bremner Avenue Community Health Centre at 341-2130.

Client Assistance Contacts:

Alberta Seniors and Housing (Guardianship & Trusteeship)	www.seniors.alberta.ca
Abuse Complaint Line	1-888-357-9339
Accommodation Standards Complaint Line	1-877-384-8326
Alberta Aids to Daily Living	403-341-2130
ALS Society	1-403-714-8211
Alzheimer Society	1-866-233-0332 403-346-2540
Citizens Action Bus	403-309-8400
Golden Circle Seniors Center	403-343-6074
Memorial Society of Red Deer & District	403-340-1021

Inspection Reports

Alberta Health Services Standards Compliance and Licensing Branch require our operating license to be renewed annually. Annual inspections will still be conducted by Alberta Health Services Standards Compliance and Licensing Branch. The inspector's report will be made available to clients and or their representative upon request.

Alberta Public Health inspectors make unannounced visits to our facility several times per year. The inspector's reports will be made available to clients and or their representative upon request.

Fire Safety Inspections are done annually by the Red Deer Emergency Services. The Fire Inspectors report will be made available to clients and or their representative upon request.

Non-Emergency Transportation

Non-ambulatory clients are transported by the Public Transit “Handi-Bus” service or a wheelchair accessible taxi service. These clients may or may not be accompanied by a caregiver. The decision to provide a caregiver companion is made on a case by case basis.

Clients with limited mobility may be transported by Handi-Bus, taxi or by a private vehicle which is fully licensed and insured for the transportation of passengers.

Ambulatory clients may be transported by taxi or by a private vehicle which is fully licensed and insured for the transportation of passengers.

Emergency Preparedness

In the event that basic services of gas, electricity or water are unavailable Harmony Care Home has prepared an emergency plan to ensure our clients' needs are met.

Clients family and guardians, as well as the Alberta Health Services Standards Compliance and Licensing Branch, will be notified if Harmony Care Home has a situation that requires the implementation of the emergency plan. This communication will be conducted by telephone. If the telephone service is disrupted we will contact family and guardians in person or by use of multimedia.

Unless the emergency renders our facility unfit for habitation Clients will remain in the facility and Harmony Care Home staff will follow the emergency plan outlined in the 72 Hour Preparedness Plan.

If the facility is rendered unfit for habitation we will transfer to a site that is determined by manager/owner for temporary shelter. The clients will then be assessed and transferred.