

Bow Valley Regional Housing Seniors Lodges

Supportive Living Level 2 Accommodation

BVRH Lodge Program Information Package

Thank you for inquiring about our Senior Citizens' Lodges. Seniors who are functionally independent, with or without the help of existing community-based services, are eligible for lodge accommodation. Applicants are prioritized on their level of need, which takes into consideration level of support required, income, housing need and certain special circumstances. Higher need applicants are given priority and are housed first. Applicants may also need to meet local residency requirements.

BVRH has been providing housing and support services to Bow Valley region senior citizens for many years. We offer supportive services in a secure home-like setting where seniors can maintain independence and control over their lives, while receiving some of the support they need. These lodges are mandated to accommodate a total of eighty-five residents whose needs are consistent with Level 2 of the *Levels of Seniors Supportive Living in Alberta Framework*

We are committed to excellent service in the delivery of housing and support options to the seniors of the Bow Valley, and we intend to build upon our experience. We expect to expand our housing capacity *and* the levels of support we can provide over the next few years in order to offer a full range of housing options to the seniors of our region.

We invite you to apply for accommodation using a separate application package. Thank you once again for your interest in our organization, please feel free to contact our administrative personnel with any questions or concerns.

Sincerely,

Ian Wilson
Chief Administrative Officer
Bow Valley Regional Housing

Please note that all information being collected through this process is subject to the Privacy Provisions of the *Freedom of Information and Protection of Privacy Act*.

Mandate and Criteria of the Lodges

Alberta Health Services (Seniors) regulates the Seniors Lodge Program in the province. Lodge accommodation offers single or double bed/sitting rooms, meals, housekeeping services, linen/laundry and recreational services. Services beyond these basic offerings may vary depending on the lodge and the community. Management and tenant selection are delegated to management bodies.

Senior citizens, who are functionally independent, with or without the help of existing community-based services, are eligible for lodge accommodation. Applicants are prioritized on their level of need, which takes into consideration level of support required, income, housing need and certain special circumstances. Higher need applicants are given priority and are housed first. Applicants may also have to meet local residency requirements.

Bow Valley Regional Housing is the management body for the Bow Valley region. Our lodges are mandated to provide affordable housing to a total of eighty-five residents with needs consistent with Level 2 of the *Levels of Seniors Supportive Living in Alberta Framework*; a summary of this framework is included in this package starting on page 5. Our services meet or exceed Level 2 of the framework. Those that meet Level 2 include: our Safety and Security program; our social, leisure and recreational program; and our staffing. Those that exceed Level 2 include: our meal services; our housekeeping services; our personal laundry services; and our bedding and towel services. We strive to fulfill our mandate in a secure and home-like setting where seniors can maintain independence and control over their lives while receiving some of the support they need.

Although the lodge offers optional programs administered through the Community Care Program, the lodges do not offer ongoing supervision or nursing care.

Our lodge residents must be able to:

- Dress and undress appropriately, or with the assistance of Community Care personnel, remembering that this assistance is not available at all times.
- Attend meals, eat, and attend activities without assistance.
- Manage own dietary requirements, we cannot accommodate special diets.
- Self-mobilize and accomplish all transfers without assistance.
- Demonstrate safe and effective self-mobility.
- Control bodily waste without toileting assistance.
- Manage an acceptable level of personal hygiene and care, with or without the assistance of Community Care personnel, remembering that this assistance is not available at all times.
- In the event of bed rest exceeding three days the resident must seek medical assistance.
- Manage behaviors appropriately in a congregate living environment.

If a lodge applicant is unable to meet our criteria they will not be eligible for lodge accommodation. Existing residents who become unable to meet these criteria will be required to enter into a “Managed Risk Agreement” in order to mitigate concerns and plan for next steps. Bow Valley Regional Housing reserves the right to discharge residents from its lodges. Other criteria for Applicant Refusal, Risk Management Protocols, or even discharge may include:

- Mobility impairment to the point where the occupants’ safety and the safety of others is at risk.
- Requirement for motorized mobility aids.
- Requirement for unscheduled personal care (including but not limited to assistance with meals, assistance with transfers, assistance with transportation to meals, assistance with incontinence, etc.)
- Dementia or wandering.
- Significant ongoing mental confusion.
- Significant ongoing verbal, psychological or physical aggression.
- Significant ongoing physical or emotional harm to the well-being of lodge staff, residents or visitors.
- Frequent illnesses and/or admissions to hospital, general physical deterioration, and limited safe mobility resulting in an inability to meet lodge criteria.
- If a resident is diagnosed with a terminal illness, and he/she is not able to comply with the above physical and/or mental health requirements (unfortunately the lodge is unable to provide palliative care.)

Definition of Eligibility

(a) Provincial eligibility: As required in the: Alberta Housing Act:

- Must have Canadian citizenship status.
- Age limit.
- Must be functionally independent.

(a) Management Body eligibility: As defined and determined by Bow Valley Regional Housing:

- Must be functionally independent: able to manage personal care and hygiene and able to manage daily activities and decisions in day-to-day life.
- Must be suitable for lodge congregate living environment.
- Must have stable health.
- Must be able-bodied and cognitively aware.
- Must be able to function in a congregate living setting.
- Must be able to meet and agree to the tenancy terms of agreement.
- Must benefit from supportive housing environment.

Lodge Accommodation and Services Information

Our Senior Citizen Lodges offer private living space for every resident featuring locking doors, storage space and at minimum enough space to allow for a bed, night stand, armoire, desk and chair, and half-bathroom with toilet and sink. Our larger rooms feature more living space and storage, as well as private showers. The lodges also have public washrooms and bathing facilities. Our Lodge common areas include dining, sitting and laundry areas. Residents may choose to do their own personal laundry; otherwise we will do it subject to a monthly fee. Our lodge in Canmore (Bow River Lodge) also has a large recreation/common room, a library, a designated smoking room that is well ventilated, a hair salon and an exercise area and a passenger bus. We have parking areas and residents are able to rent a parking space as necessary. Our lodges are secure and are staffed at all times. We provide emergency call systems throughout the lodges, featuring alarms that staff responds to immediately 24-hours a day, 7 days a week.

Rates are calculated as total of room rent and hospitality package fee, to be reviewed annually. Room rent is calculated based on 30% of resident's gross income. Hospitality package fee is set rate for each type of rooms, and this includes 3 meals a day, snacks, beverages, regular housekeeping, laundering of bedding and towels, and most of our social and leisure services, with a premium for bigger units. Our meals are prepared onsite and are approved by a dietician following the guidelines set forth by the Canada Food Guide. We serve three meals and three snacks per day, and have several food items (such as bread/toast) and beverages available at all times. Regular cleaning of resident rooms and common areas is performed weekly. Frequent unscheduled housekeeping or laundry needs will require a re-assessment of a resident's suitability for lodge accommodation.

Many "life enrichment" activities are available on-site to lodge residents, however please note that our service offer varies between Bow River Lodge and Cascade House. At Bow River Lodge we have regular movie nights, bingo games, exercise classes, and spiritual services. Our library is wonderful and includes a TV with DVD player and a computer station with Internet access for resident use. Our recreation room has a billiard table, a shuffleboard table, and lots of room for card or board games. We hold social events throughout the year including holiday themed events and birthday parties. Our bus allows us to take sight-seeing and recreational trips as well as weekly trips downtown to grocery stores and such. We are always looking for more activity ideas! Please note that each resident's Internet, phone and television services *are not* included in the monthly fees but are instead the separate responsibility of the resident.

Few new residents at Bow River Lodge get the opportunity to move directly into a large lodge room. Most must initially accept a smaller room, but we maintain internal waiting lists for larger rooms; existing residents have the option of taking larger rooms when they become available. Residents are required to agree to relocate within the lodges in the event that renovations

requiring such are undertaken. We have several suites designated as couples-only. Resident couples are required to agree to relocate to a single occupancy suite should their partner cease to reside in the lodge.

We enjoy several partnerships with agencies that provide services to lodge residents on-site. Community Care is our largest partner, providing many health-support services that enable residents to “age in place” as long as their level of risk allows. We also have hairstylists and foot care personnel who provide services on-site, brain exercise sessions and a hearing specialist who visits Bow River Lodge monthly to assist residents with hearing and hearing aid issues. Residents are responsible for any costs stemming from their use of these services.

Levels of Seniors Supportive Living in Alberta

We offer Level 2 Supportive Living Accommodation in our Lodges. Please review this summary carefully so that you have a very good idea of whom we can and cannot accommodate in our lodges.

This summary sets out various aspects of supportive living accommodation organized by; resident needs, building features, hospitality services and health & wellness services. Each aspect is organized into the levels of supportive living in Alberta. BVRH lodges offer Level 2 accommodations.

The framework identifies four distinct levels of supportive living in Alberta:

- Residential Living – Level 1
- **Lodge Living – Level 2 (*Bow River Lodge and Cascade House are Level 2*)**
- Assisted Living – Level 3, and
- Enhanced Assisted Living – Level 4.

The framework summary that follows includes a detailed description of *resident needs, building features, hospitality services* and *health and wellness services* that correspond with each of the four levels of supportive living in Alberta.

In Summary

The agreed upon terms, definitions, descriptions, and roles and responsibilities that are included in this framework are the basis on which supportive living options in Alberta can be identified. All levels of government, regional health authorities, housing operators, developers and planners, service providers, and residents and their families can refer to one document when assessing what is already in place and what is needed.

Supportive living has grown dramatically in recent years and this expansion is expected to continue. This framework is intended to provide the compass by which future supportive living developments are created to best meet the needs of a wide range of Albertans.

Framework Summary of the LEVELS OF SUPPORTIVE LIVING IN ALBERTA

RESIDENT NEEDS

The purpose of the Resident Needs section of the framework is to describe the range of needs of persons residing in supportive living. As resident needs increase, the level of supportive living services increase. Services can often be modified or enhanced based on the resident's changing needs.

In most supportive living settings, residents apply directly to the housing operator for tenancy. It is recognized that there may be some risks to those individuals who exercise their choice to live in a given supportive living space when their needs exceed the level of services that can be provided.

Residential Living - Level 1

- Can arrange, manage and direct own care and is responsible for decisions about day-to-day activities.
- Can manage most daily tasks independently.
- Some supports/services are required.
- All personal assistance can be scheduled.
- Primarily needs housing for safety, security and socialization

Lodge Living - Level 2 (Bow River Lodge and Cascade House are Level 2)

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| <ul style="list-style-type: none">- Can arrange, manage and direct own care and is responsible for decisions about day-to-day activities.- Can manage some daily tasks independently.- A basic set of supports/services is required.- All or most personal assistance can be scheduled.- May require some assistance/encouragement to participate in social, recreational and rehabilitation programs. |
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Assisted Living - Level 3

- Has choices but may need assistance in making some decisions about day-to-day activities.
- Requires assistance with many daily tasks.
- Most personal assistance can be scheduled. The need for unscheduled personal assistance is infrequent.
- May require increased assistance to participate in social, recreational and rehabilitation programs.

Enhanced Assisted Living - Level 4

- Needs assistance in making decisions about day-today activities, but should still be given as many choices as possible.
- Requires assistance with most/all daily tasks.
- The need for unscheduled personal assistance is frequent.
- Requires enhanced assistance to participate in social, recreational and rehabilitation programs.

BUILDING FEATURES

The purpose of the Building Features section of the framework is to describe the minimum requirements for common areas that must be available within a supportive living site and to describe the ideal in terms of residents' suite features. A number of supportive living spaces are located in older facilities; therefore they may not be able to meet the expectations associated with new construction.

- All levels - Building safety and design features are appropriate for residents' needs
- Ideally, each suite is private, includes a lockable door, a bedroom, sitting area, bathroom and a kitchenette. Suites for residents with Residential Living - Level 1 needs may also include a full kitchen.
- Except for Residential Living - Level 1, that might only contain a common area for dining, all other levels of supportive living are expected to have common areas for dining and social/recreational activities.

HOSPITALITY SERVICES

The purpose of the Hospitality Services section of the framework is to describe the services that the housing operator is responsible to co-ordinate and/or provide to residents. When a service is identified as "*may be available*" the housing operator may or may not have the ability or capacity to co-ordinate or provide this service to its residents. If a service is identified as "*available*" the housing operator has the capacity to provide the service to residents who want or need the service or to co-ordinate its delivery by another vendor. When a service is identified as "*provided*" the operator supplies this service to residents. The services listed in each of the four levels are not meant to be "prescriptive" meaning that residents must either need, want or pay for some or all of these services. An operator is also not required to make available or provide all of these services to their residents in order to be classified as a certain level of supportive living. Upon move-in, residents and operators are expected to have a common understanding of what services may be available, are available and are provided, and the related costs.

Residential Living - Level 1

- *Meal Services*: At least one main meal per day is available
- *Housekeeping Services*: Services are available
- *Personal Laundry*: Personal laundry equipment is available; Personal laundry services may be available

- *Laundry and Linen Services*: Laundry and linen services may be available.
- *Safety & Security*: 24 hour security is provided
- *Social, Leisure & Recreational Opportunities*: Services may be available
- *Coordination and Referral Services to Community Supports*: Guidance/Advocacy/Advisory role may be available; Assistance with accessing community services may be available

Lodge Living - Level 2 (Bow River Lodge and Cascade House are Level 2)

- *Meal Services*: Full meal services are available (2 meals if kitchenette in suite)
- *Housekeeping Services*: Weekly services are available
- *Personal Laundry*: Personal laundry equipment is available; Personal laundry services may be available
- *Laundry and Linen Services*: Weekly laundry and linen services are available
- *Safety & Security*: 24 hour staff on site; Personal response system is provided
- *Social, Leisure & Recreational Opportunities*: Services are available
- *Coordination and Referral Services to Community Supports*: Guidance/Advocacy/Advisory role is available; Assistance with accessing community services is available

Assisted Living - Level 3

- *Meal Services*: Full meal services are available; some special dietary requirements can be met
- *Housekeeping Services*: More than weekly services are available; Additional sanitization as required
- *Personal Laundry*: Personal laundry equipment is available; Personal laundry services are available
- *Laundry and Linen Services*: Weekly laundry and linen services are available
- *Safety & Security*: 24 hour staff on site; Routine checking of residents as required; Personal response system is provided
- *Social, Leisure & Recreational Opportunities*: Services are available
- *Coordination and Referral Services to Community Supports*: Guidance/Advocacy/Advisory role is provided; Assistance with accessing community services is provided

Enhanced Assisted Living - Level 4

- *Meal Services*: Full meal services are provided; Most special dietary requirements can be met; Food/nutrition intake monitored
- *Housekeeping Services*: Daily services are provided; Additional sanitization as required
- *Personal Laundry*: Personal laundry equipment is available; Personal laundry services are available
- *Laundry and Linen Services*: Weekly/daily laundry and linen services are provided
- *Safety & Security*: 24 hour staff on site; Routine checking of residents as required; Personal response system is provided
- *Social, Leisure & Recreational Opportunities*: Services are provided
- *Coordination and Referral Services to Community Supports*: Guidance/Advocacy/Advisory role is provided; Assistance with accessing community services is provided

HEALTH AND WELLNESS SERVICES

The purpose of the Health and Wellness Services section is to describe the roles and responsibilities of the health care system (both publicly funded and privately purchased services) in relation to individualized case management, assessment of needs and the provision of services to address the unmet needs of supportive living residents.

All Levels: General Service Needs

- Case management by RHAs for publicly funded services
- Assessment for publicly funded health and personal care services completed by the RHA based on unmet need.
- Other health services, services of health professionals are available as arranged locally and on an as needed basis.
- Personal assistance and/or professional services may be provided to residents by: the RHA directly, the operator on contract to the RHA, the operator privately, or private pay by an alternate vendor.

All Levels: Medication Support

- Support will be provided by RHA's based on assessed unmet need. Support can also be purchased privately. Residents are responsible for the costs of their medications including dispensing fees.

Residential Living - Level 1

Staff: Scheduled visits by RHA staff and other community supports. No health staff on site on a 24-hour basis.

Lodge Living – Level 2 (Bow River Lodge and Cascade House are Level 2)

Staff: Scheduled visits by RHA staff and other community supports. No health staff on site on a 24-hour basis.

Assisted Living - Level 3

Staff: Scheduled visits by RHA staff and other community supports. Suitably qualified, certified or trained staff on site – on a 24-hour basis

Enhanced Assisted Living - Level 4

Staff: Scheduled visits by RHA staff and other community supports. Suitably qualified, certified or trained staff on site – on a 24-hour basis. Regulated professional staff on site – on a 24-hour basis

DEFINITIONS for use with the framework

Supportive Living: Supportive Living means a philosophy and an approach for providing services within a housing environment. It provides a home-like setting where people can maintain control over their lives while also receiving the support they need. The building is specifically designed with common areas and features to allow individuals to “age in place.” Building features include private space and a safe, secure and barrier-free environment. Supportive living promotes residents’ independence and aging in place through the provision of services such as 24-hour monitoring, emergency response, security, meals, housekeeping, and life-enrichment activities. Publicly-funded personal care and health services are provided to supportive living residents based on their assessed unmet needs.

Typical Resident Related Terms

Scheduled, Unscheduled: Scheduled assistance can be planned for and provided at a fixed or predictable time. Unscheduled assistance cannot be planned for and is provided in response to an unpredictable event.

Hospitality Service Related Terms

May be Available: Housing operators may or may not have the ability or capacity to co-ordinate this service or provide it directly to residents.

Available: The housing operator has the capacity to provide the service directly or arrange for its delivery by another source, if the resident needs or wants the service.

Provided: These are the services that housing operators supply to meet residents’ needs.

Main Meal/Full Meal Services: Main meals are a hot lunch or dinner. Full meal services means the provision of breakfast, lunch and dinner plus snacks, approved by a Registered Dietitian or qualified Food and Nutrition Manager in accordance with *Canada’s Food Guide to Healthy Eating*.

Special Dietary Requirements: Includes residents’ dietary needs (e.g., low salt, low or no sugar) and how food is served (e.g., minced, pureed, liquid, etc.).

Housekeeping Services: Regular cleaning of residents’ rooms and common areas. Includes vacuuming, dusting, kitchen, dining room and bathroom cleaning and disinfecting.

Personal Laundry: The laundering of the resident’s personal clothing.

Laundry and Linen Services: Regular laundering of bedding, towels and common linens, either owned by the facility, resident or a laundry service, for the exclusive use of the residents. “Bedding” includes bed sheets, pillowcases and blankets. “Towels” includes bath towels, hand towels and face cloths. “Common linens” includes tablecloths and napkins.

Safety and Security Safety and security may be achievable through some form of electronic monitoring such as a personal response system or on site staff. On site means in a building or in close proximity to several buildings.

Social, Leisure and Recreational Opportunities: These are organized and planned activities that are offered to residents on a regular basis to enhance their well being and social needs. In comparison, “recreational therapy” provides treatment, education and recreation services to help people develop their leisure in ways that enhance their health, independence and well-being.

Coordination and Referral Services: Services provided by the housing operator on behalf of the resident, such as contacting health professionals, and assisting with pension information, tenant’s insurance, other forms, etc.

Guidance/Advocacy/Advisory Role: The provision of assistance to residents to cope with issues that impact their lives. This assistance ranges from helping residents to fill out forms, to establishing links with a variety of external services, to liaising with families, as well as other services specific to residents.

Community (Home) Care

Community Care is a community based care service provided by Alberta Health Services. As such they are financially and managerially independent from Bow Valley Regional Housing, participating as our partners in our Lodge Program. Publicly funded home care services are provided based on the assessed needs of the client. The regional health authorities are responsible for assessing the needs of their clients.

Community care offers certain professional support services like nursing and rehabilitation, and personal support services like care-giving practices, including bathing to lodge residents depending on their level of need. Community Care personnel assist our Bow River Lodge residents with Medication Assistance. This service is available to our Cascade House residents through our staff there.

Community care personnel are on-site for most of the day at Bow River Lodge, less often at Cascade House. They do not provide 24 hour coverage and are not in either Lodge at night.