



WHEATLAND LODGE

RESIDENT LODGE HANDBOOK



Wheatland Housing Management Body

76 – 2nd Street
Strathmore, Alberta T1P 1J8
Chrystal Hickey
Chief Administrative Officer

Dear Resident,

It is with immense pleasure that I welcome you to your new home. It is my desire that you discover a wealth of memories within its walls. New friendships, leisure opportunities, a carefree environment and pleasurable experiences will be part of your daily routine. Wheatland Housing Management Body takes pride in ensuring its residents are comfortable, satisfied, and safe. We know that it is important for you to feel at home in your new surroundings and will do our utmost to ensure a smooth transition.

As the Chief Administrative Officer for Wheatland Housing Management Body, I am responsible for Lodge Operations. I am here to ensure that we continue to address the needs of all residents. Please feel assured that Wheatland Lodge meets or exceeds all government standards and is regularly inspected.

I am proud of our management staff, our lodge personnel, and our administrative staff, who all play an integral role in the successful operation of this organization. Our collective goal is to make Wheatland Lodge an environment that is gratifying for our residents.

On behalf of Wheatland Housing Management Body, I would like to take the opportunity to welcome you to our lodge. I look forward to getting to know you better and I hope your stay is both enjoyable and memorable.

Respectfully,

Chrystal Hickey

Chrystal Hickey, CAO
Wheatland Housing Management Body

“It is our goal to service our community to the best of our abilities by honouring the uniqueness of everyone we service. Welcome Home!”

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Who is Wheatland Housing Management Body?

Wheatland Housing Management Body is governed by a Board of Directors with representation from various municipal governments; The Board of Directors is as follows:

- Chair Glenn Koester (Board Chair), Wheatland County
- Leah Smith (Vice Chair), Village of Rockyford
- Martin Gauthier, Village of Standard
- Don Geiger, Strathmore Lions Club
- Richard Wegener, Town of Strathmore
- Rick Laursen, Wheatland County
- Les Schultz, Village of Hussar
- Keith Clayton, Wheatland County
- James Chisolm, Town of Strathmore
- Jill Aschenbrenner, WHMB Member at Large
- Darin Dunlop, Hospice Society

Wheatland Housing Management Body manages ninety-five lodge / supportive living units, sixty-four seniors self-contained units, twenty community-housing units and numerous rent supplement designations. The facilities include Wheatland Lodge in Strathmore (95 units); Stockton Manor in Gleichen (six units); Sunrise Manor in Standard (four units); Carseland Manor in Carseland (four units); Rock Springs Manor in Rockyford (six units); Dr. Giffen Manor in Strathmore (12 units); and Sunset Haven in Strathmore (32 units.)

Our mission is to service our community to the best of our abilities by honouring the uniqueness of everyone we serve. We aim to provide a safe, respectable, and affordable environment in the most efficient manner.

A lodge is not a nursing home; it is a supportive housing environment in which the resident enjoys the privileges of private rental accommodations with additional services, such as meals, housekeeping, and activities provided. Our goal is to provide a stimulating, caring atmosphere that allows each resident the opportunity to make their own choices.

Food Service:

Wheatland Lodge provides three meals daily and three snacks, which are served in the central dining room at pre-set times. Coffee, tea, and juice are always available to residents. Menus are designed on a six-week rotation. Conscious effort is made to use healthy food preparation techniques, and all menus are approved by a certified dietician.

Meal and Snack Schedule:

Description	1st Sitting	2nd Sitting
Breakfast	7:15 am	8:15 am
Snack # 1	10:00 am	10:00 am
Lunch	11:15 am	12:15 pm
Snack # 2	3:00 pm	3:00 pm
Supper (Dinner)	4:30 pm	5:45 pm
Snack # 3	8:00 pm	8:00 pm

- Room service is not available, except on a limited emergency basis. If a resident is ill, meals will be delivered to their room at no additional charge.
- Residents are requested to inform the kitchen should they be absent for any meal. By doing this, Wheatland Lodge can manage attendance to ensure residents are safe. If a resident does not arrive for a scheduled meal and has not booked off that they are away, the resident will be called / checked on by our staff to ensure they are safe.
- Special diets are not provided. If a special diet is required, such as gluten-free, diabetic, the resident / family is responsible for purchasing the necessary foods from the grocery store.
- Guests are welcome to eat with residents, and meal tickets can be purchased from the front desk Monday through Friday between the hours of 8:00 am – 4:30 pm. A one-day advance notice must be provided to the kitchen for this service and there is a two-guest / meal limit.

Social and Recreational:

Wheatland Lodge provides optional social and recreational events for all its residents. Some of these include crafts, bingo, exercises, card games and various social events, including short trips on our activity bus. Some of the off-site activities may include country drives, coffee shop outings, picnics, community events, or sight-seeing destinations. Annual events are also planned, in which families are invited to attend, such as Spring / Fall Teas, Stampede BBQ, and seasonal celebrations.

The Activity Coordinator will produce a monthly newsletter, in which a full activity calendar will be included. A copy of this calendar is also available for download on our website at www.wheatlandhousing.ca.

The residents at the Wheatland Lodge have a Resident Family Council / Goodwill Club in which all residents are members and participate in the monthly meetings, which are held to discuss any issues / concerns as well as they help plan events / fundraisers within the lodge. The meetings are also a main place in which reports of current / upcoming information is distributed to all residents by members of operational departments within the lodge.

Housekeeping:

Wheatland Lodge provides the following housekeeping services for lodge suites:

- Basic room cleaning once per week, including dusting, cleaning of bathrooms, vacuuming, and disposing of garbage.
- Bedding changes / laundering of sheets and pillowcases once per week. (Residents can utilize lodge twin bedding or can bring their own at time of move in.)
- Carpets are steam cleaned and windows are cleaned inside / outside twice per year.
- Fresh towels / facecloths are provided by the lodge once per week.
- Housekeeping staff are not responsible for cleaning personal belongings, such as knickknacks, resident fridges, drawers, etc.

Laundry:

The lodge provides a full laundry facility at no charge, including an iron and ironing board. Residents are responsible for providing their own laundry products.

Wheatland Lodge also offers a full personal laundry service for a monthly fee if the resident requires it. Residents who require this service must register with the Site Manager.

Dry cleaning services, clothing repairs, and alterations are not available at the lodge.

Hairdressing Services:

Hairdressing services are provided within the lodge on Tuesday and Thursday of each week by appointment only. The cost of these services will be paid directly to the hairdresser at the time of the appointment.

Foot Care Clinic:

Foot care is provided by a qualified registered nurse by appointment only. Residents requiring specialized foot care by a Podiatrist must make their own appointments through a foot care clinician.

Mail Service:

Residents are assigned / supplied a key to a mailbox upon admission to the lodge. Mail is delivered Monday through Friday. The mailing address for the Wheatland Lodge is “Suite Number,” 76 – 2 Street; Strathmore, Alberta; T1P1J8.

Pastoral Care:

Catholic Mass is held each Friday morning, and non-denominational religious services are also offered from various parishes within Strathmore on a rotational basis each Sunday afternoon.

Parking:

A limited number of parking stalls with plug-ins are available for residents who have vehicles. There is a monthly charge for use of a stall, which covers the cost of lot maintenance and electricity. Care of the vehicle is the resident’s responsibility. Wheatland Lodge will not accept responsibility for theft / damage to vehicles parked on lodge premises. All vehicles must be registered and insured.

Television:

Cable TV service to all residents will be the responsibility of the resident to contact their chosen service provider regarding the installation, relocation, disconnection and payment of this service. Wheatland Lodge currently has a contract with Rogers / Shaw in which a cable tv package can be provided for a monthly charge; however, this service will not be available after November 2027.

Residents must bring their own TV at the time of move in. Should the resident want the tv to be hung on the wall, brackets must be provided by the resident and Wheatland Lodge maintenance will install the bracket / tv. All brackets will remain in the suite when the resident vacates the premises.

Telephone / Internet:

A telephone jack is provided in each suite. It is the responsibility of the resident to contact their chosen service provider regarding the installation, relocation, disconnection, and payment of these services. It is strongly recommended that each resident have his / her own phone, whether it be a land line or cell phone.

Wheatland Lodge staff are not responsible for resident’s telephone calls or messages, except in cases of an emergency.

Rent Geared to Income:

Rental rates are dependent on your income status, specifically line 15000 of your annual Notice of Assessment (NOA.) Each year of occupancy, we require that you provide a copy

of your most recent Notice of Assessment from Revenue Canada. Wheatland Lodge follows the customary practice among housing management bodies in using the “Rent Geared to Income (RGI)” formula for determining lodge accommodation rates. Rental rates are reviewed and set on July 1st of each year.

Single Persons:

Thirty-three percent of Income (amount shown on Line 15000 of the Notice of Assessment from Revenue Canada for the current income tax year) + Lodge Accommodation Fees (\$740.00 per month).

The lodge fees include meals, housekeeping, most activities, utilities (except telephone & internet.) The **maximum monthly rent** charged before options would be \$ 2273.00 per month for a single person in a standard suite. Optional services are added to this amount. A Super Single suite is considered an optional service and is invoiced accordingly.

Couples:

Thirty-three percent of Income (amount shown on Line 15000 of the Notice of Assessment from Revenue Canada for the current income tax year) + Lodge Accommodation Fees (\$1165.00 per month).

The lodge fees include meals, housekeeping, most activities, utilities (except telephone & internet.) The **maximum monthly rent** charged before options would be \$ 2909.00 per month for a couple + optional services are added to this amount.

Disposable Income Guarantee:

Wheatland Housing Management Body ensures that each resident over the age of sixty-five who resides in the lodge is left with at least \$373.00 per month in disposable income after paying their monthly basic income rent and lodge accommodation fees. The income rent and accommodation fees do not include the payment of “optional” services, such as personal laundry, parking, oxygen, mini fridge, electricity fee, indoor / outdoor scooter electricity fees, or personal pendant monitoring.

The \$ 373.00 rule applies only to the basic lodge studio suite. If a resident chooses to upgrade to a super-single suite, they must have the financial ability to do so.

Payment of Rent:

Residents will provide a void cheque / auto-withdrawal slip issued by their financial institution at the time of intake to the Site Manager. Payment for monthly accommodation and optional services are through direct withdrawal on the first banking day of each month.

Pro-rated rental rates will be calculated on a daily rate for any resident moving into the lodge during the month.

Non-Refundable Move in Fee:

Wheatland Housing Management Body charges a one-time, non-refundable move in fee of two hundred and fifty dollars (\$250.00). This fee will not be refunded under any circumstances, including but not limited to early termination of the tenancy or withdrawal of the application after acceptance.

This non-refundable move-in fee is to help offset administrative and operational costs associated with the processing and preparation of a rental unit for a new tenancy. This fee must be paid in full prior to the possession of the rental unit.

Termination:

Thirty days written notice is required should a resident choose to terminate their rental agreement. This notice must be received by the Site Manager prior to the 1st day of the calendar month the resident is planning to move out of the lodge.

If this termination is due to causes beyond the resident's control, such as poor health, the resident or Executor of the Estate is responsible for payment only until all personal belongings are cleared from the room and the key fob / mail keys have been returned to the Site Manager.

If the lodge suite has not been vacated (resident's belongings removed and / or key fob / mail key not returned) by the last day of the month, a pro-rated daily rate will be charged until the room is vacated, and the key fob / mail key is turned in.

Once a suite is vacated, a room inspection will be completed by the Site Manager and if repairs are required that are beyond general wear / tear, associated costs will be the resident's responsibility.

Notice to Vacate:

- If a resident is in breach of the Terms of Occupancy, a "Notice to Vacate" will be given through the following method:
- A discussion with the resident will occur. The discussion will be documented with a copy given to the resident and a copy added to their personal file.
- If the breach in the "Terms of Occupancy" continues, a written warning will be issued to the resident with a copy given to their next of kin and a copy placed in the resident's personal file. At this time, a "Managed Risk Assessment" may be implemented.
- If after every effort has been exhausted and the above two steps have been taken, should a breach of the terms of occupancy continue, the resident may be given "Notice to Vacate" within 30 days. Should a resident be served with a "Notice to Vacate," it is the responsibility of the resident and / or the resident's family to make alternate living arrangements.

Admission Information:**Admission Process:**

Wheatland Lodge Application Forms may be obtained from the Site Manager and must be completed in full prior to being considered for admission to the lodge. Confidential Medical Assessment Reports must also be completed by a resident's physician and returned to the Site Manager as this will allow us to determine each resident's current needs and abilities. An interview to determine the resident's suitability for lodge residency as well as a tour of the lodge will then be scheduled with the Site Manager.

Re-Assessment:

There will be a **"thirty-day trial period"** following admission, during which time the suitability of lodge accommodation for the resident will be further assessed. This re-assessment will be completed by the Site Manager and the Home Care RN, if applicable, to ensure the resident is managing well and is able to live safely in the supportive living environment of the lodge.

Should a resident's level of care needs change and / or exceed the personal care provided by the home care team, a family conference will be scheduled to discuss a plan in going forward that is in the best interest of the resident as well as to discuss alternative living arrangements.

Family members are responsible, along with the resident, in determining alternative living arrangements should they be required and may need to assume responsibility for interim care of the resident until a suitable placement is arranged.

Insurance:

All residents are responsible for their own contents' insurance and third-party liability insurance (\$2,000,000) while residing within the Wheatland Lodge. Wheatland Lodge does not cover damage to a resident's individual property in the event of fire, theft, water damage, or vandalism.

Evidence of insurance coverage must be submitted to the Site Manager on an annual basis at the time the policy is renewed each year.

Leaves / Absences:

Residents must notify the Site Manager / Kitchen / Home Care team if they are going to be away from the lodge for any length of time as well as provide the approximate time / date they will be returning to the lodge.

Kitchen staff must be informed if residents will be absent from any meal as safety checks are completed at mealtimes.

Room Transfers:

Should a room transfer be requested by a resident, priority will be given according to the seniority of tenancy and will be based on need. All requested moves must be completed by the resident and / or their family members and a \$ 100.00 room transfer fee will be charged.

If a resident was placed in an adjoining or handicapped suite as this was all that was available at the time of move in, the resident may be requested to move to a different suite if a couple suite / handicap accessible suite is needed. In this situation, the resident will not be charged the room transfer fee. The resident and / or their family member will be responsible for moving the resident to the new suite.

Resident's Personal Affairs:

The resident's family or contact person will be encouraged to assist the lodge resident, when necessary, in matters of personal finance.

Lodge employees and volunteers are not permitted to be involved in the financial affairs of residents (power of attorney, wills, estate planning) and non-financial affairs of residents (personal directives, decision making and guardianship.)

Valuable and Personal Belongings:

Wheatland Housing Management Body will not be held responsible for loss or damage to personal belongings of residents. Residents are advised to keep any valuables locked away and recommendations are made to residents to lock their doors when they are not in their suite.

Gifts / Errands:

Employees of Wheatland Housing Management Body are not allowed to accept gifts of any form from lodge residents, unless approved by the CAO. Monetary donations can be made to the Wheatland Lodge, and an official tax receipt will be issued to the resident.

Wheatland Housing Management Body has established guidelines for gift giving from residents, which will be documented for both parties; these guidelines may be obtained from the Site Manager. Following these procedures will protect the resident and safeguard the employee / volunteer / contractor from any wrongful accusation.

Employees shall not run errands, provide transportation, or perform any personal services for residents.

Clothing / Toiletries:

All clothing / toiletries (except toilet paper) must be provided by the resident / responsible family member.

Risk Management:

If a resident exhibits behaviour that may put the resident or another individual at risk of injury, illness and / or social isolation, a “Managed Risk Assessment” may be employed between the resident, family / guardian, and management personnel to outline the concerns and discuss a solution. Only if a “Managed Risk Assessment” fails, will the lodge management look at another placement, or eviction.

Security:

Wheatland Housing Management Body takes all reasonable measures to safeguard the safety and security of residents. This includes 24-hour staffing and security doors, which are locked at night. Exit doors, which are located at the end of each wing are always locked to the outside. In addition, staff take an active interest in the activities and whereabouts of all residents and will contact family or appropriate health professionals if a serious health issue arises.

Despite these measures, Wheatland Housing Management Body cannot and will not guarantee that residents will be individually monitored or supervised. Residents are free to come and go as they wish or to engage in any activities within the privacy of their rooms, provided it does not infringe upon the rights and privileges of others or cause damage to the building.

Video Surveillance:

Video cameras are placed in hallways and entrance areas. Video tapes will only be reviewed by management in the case of security concerns.

Emergency Call Bells:

Resident suites are equipped with two emergency call bells, located in the main living space of the suite as well as in the bathroom. If a resident needs **emergency assistance**, the pull cord is to be pulled, and our staff will respond in a timely manner.

Visitors:

Visitors are welcome at any time, provided they do not disrupt other residents or threaten the safety or security of peaceful harmony of the lodge. If visitors are staying after 9:00pm, please notify the staff on duty. Visitors are allowed to stay overnight only by prearrangement and at the discretion of the Site Manager.

Pets:

Wheatland Lodge regrets to inform that it is a policy that pets are not permitted to live with residents in the lodge. Pet visitations will be permitted under supervision and at the Site Manager's discretion.

Terms of Occupancy:**Complaint Process:**

A complaint process is in place to provide feedback and identify issues related to the provision of accommodation services. Residents are encouraged to approach the Site Manager for resolution.

If the situation is deemed outside the Site Manager's parameters, or if a resident prefers to speak directly with the Chief Administrative Officer, arrangements can be made.

Conduct:

Behaviours / actions of a resident or family / visitor of a resident, which threaten the safety, security, or peaceful harmony of other lodge residents, employees, and / or themselves, will be dealt with through the procedure for "Notice to Vacate."

Smoking / Vaping:

Wheatland Lodge is a smoke-free environment, and no smoking / vaping is permitted within the lodge or courtyard areas. There is a dedicated smoking area in which all residents who smoke / vape are required to utilize.

Dress / Attire:

For the resident's health and safety, it is requested that residents wear proper footwear (runners, rubber sole shoes) when not in their suite.

Residents are required to always be dressed in street clothing when not in resident suite (no pajamas / housecoats / etc.) Exceptions to this include assisted bathing, which is provided by Home Care when a robe / other "cover-up" may be worn between the resident's suite and tub room.

Alcohol:

Excessive alcohol consumption is prohibited. Abuse of alcohol, to an extent where other residents are disturbed, will be grounds for eviction.

Alcoholic beverages are offered at a variety of social events, at which time it is legally permissible to consume in public areas of the lodge. Alcohol may not be consumed in public areas of the lodge at any other time.

Electric Appliances:

Electric appliances, such as toasters, tea kettles, toasters, hot plates, frying pans, irons, microwave ovens are not permitted in resident suites due to safety regulations.

Keurig coffee machines / Tassimo machines, mini fridges, electric heaters / fans, humidifiers are approved for use in residents' suites. A monthly fee will be charged to cover electricity costs for some of these items, and this will be discussed at time of move in. The maintenance / cleaning of electrical appliances remains the responsibility of the resident / family member.

Please contact the Site Manager if you have any questions.

**Emergency Response:**

An Emergency Response System (SARA) pendant is available. The system is like “Lifeline” and allows the resident to summon help from a staff member in an emergency at the touch of a button.

If the pendant is lost or damaged, the resident is required to incur the cost of the replacement (\$50.00.) A monthly fee will be charged to cover the monitoring of the pendant.

Please ask the Site Manager for further details.

Furniture:

Residents will be required to supply their own room furnishings. Furniture must be clean and in good condition. Typical furniture to be placed in the standard studio suites would include a twin bed, bedside table, recliner chair, small table with two chairs, desk, dresser and tv.

Televisions can be installed on the wall with a wall mount bracket if preferred (by Wheatland Lodge maintenance personnel); however, the bracket must be purchased by the resident and will not be removed should the resident choose to move out of the lodge.

Limited personal furnishings, such as ornaments, knickknacks, pictures, or plants may also be brought to the lodge but cannot impede on housekeeping cleaning, safety of staff and resident, or be a fire hazard. Final approval of personal furnishings must be obtained by the Site Manager.

Wheatland Lodge will provide all towels and facecloths as these will be laundered and changed out during weekly housekeeping. Residents can decide if they would like the lodge to supply twin bed sheets / pillowcases or bring two sets of their own as bedding is laundered / changed each week.

Care and laundering of any personal bedding, such as blankets, comforters and pillows remain the responsibility of the resident / family member.

Windows / Heating:

During weather that is colder than -10 degrees Celsius, residents must keep suite windows closed to prevent the hot water heating pipes from freezing / breaking, which will cause damage to resident rooms.

Wheatland Lodge has a hot water heating system, and residents will each have their own thermostat to adjust the heat to their comfort level within their suite. Residents should be aware that changing the thermostat in their suite will not result in immediate change to the temperature.

Cable / Telephone / Internet:

Wheatland Lodge currently has a bulk cable package, which includes many channel options with Shaw for cable service that is available to all residents should they choose to use this service. The charge for cable service is currently \$ 37.00 per month and is applied to the monthly rent.

However, should the resident choose to use this service, this contract will only be available until **November 2027**, at which time the resident will need to decide which service provider they would like to use as the current bulk cable contract will no longer be available.

Telephone / Internet services are the responsibility of the resident to coordinate / arrange installation with whichever service provider they choose. IE: Telus, Shaw, etc. Resident is also responsible for the cost of hook-up and monthly service charges.

Key Fob:

Each resident will be given a key fob to his / her suite and a mailbox key. Key fobs are not to be given to family or friends without the permission of the Site Manager. If you are planning to be away until after 10:00 pm, or plan to be away overnight, please notify the staff.

Please note, if a resident loses his / her key fob, they will be responsible for the costs associated for a replacement.

Medical Equipment / Services:

Residents may use ambulatory aids, such as walkers and battery-powered wheelchairs. Please discuss with the Site Manager the Wheatland Housing Management Body Indoor / Outdoor Scooter Policy to establish whether the scooter will be permitted. The policy will also discuss the requirements / responsibilities of such use prior to purchasing or bringing the scooter / wheelchair into the lodge.

Restrictions may need to be placed on the use of the motorized wheelchair due to space and safety reasons. Wheatland Housing Management Body will not be held responsible for injury to the resident through the (mis) use of their medical equipment. Additional fees may apply for electric wheelchair usage within the lodge.

Outdoor scooters are not permitted for indoor use but are permitted on the property to be stored in designated parking areas. Please speak with the Site Manager to determine the scooter use and parking policy. Additional fees may apply for scooter storage and parking.

Home Care:

Personal Care / Medication Assistance is available to residents of Wheatland Lodge through Home Care / Bayshore Home Health.

If an applicant is already a Home Care client at the time of move in, their current services will be transferred to the lodge when they become a resident of Wheatland Lodge.

Should a resident require Home Care services while living at the lodge, or changes in their care plan be required, these accommodations can be completed through the Alberta Health Services Case Manager.

Oxygen Tanks:

Oxygen tanks (small) or concentrators may be used in the resident's suite and other areas. Oxygen cylinders may be stored in the resident's suite. Lodge staff are not qualified to maintain or assist with oxygen equipment. This assistance is available through Home Care. Additional fees may apply for the electricity charges pertaining to use of oxygen by a resident.

Medications and Treatments:

Wheatland Lodge does not keep any medications onsite. Lodge staff are not authorized to administer medications to any residents.

Should residents require medication reminders or medications assistance, this service will be provided by Home Care only.

Family Support:

Wheatland Lodge encourages family support for residents who reside within the lodge. Families are invited to visit with their loved ones during regular visiting hours.

Visiting hours to the lodge begin at 8:00 am each day – and end at 10:00 pm; however, in case of an emergency, families are welcome to be with the resident at any time. Please ensure Wheatland Lodge staff are aware of any visiting requirements outside of regular visiting hours.

Resident Responsibilities:

It is a primary goal of Wheatland Lodge to ensure that a resident's needs are being met to the best of our abilities as you make this important decision to move into your new home. We ask the following of our residents to accomplish this goal:

- Please read all information / memos that are delivered to your mailbox to ensure you stay informed of current events, policies, procedures as well as any changes that may be taking place within the lodge.
- Ensure you treat all employees, volunteers, and other residents with dignity and respect.
- Plan to take part in any activities that interest you as Wheatland Lodge has a wide array of choices that are custom designed to meet each level of ability / mobility.

Our monthly activity calendar is delivered to resident suites each month. In addition, a digital copy of the activity calendar can be viewed on our website at www.wheatlandhousing.ca.

- Residents and family members are invited to discuss any questions or concerns with the Site Manager as well as attend the monthly Resident Family Council Goodwill Club meetings.

We welcome you to your new home and hope you will enjoy your time with us!!

