

ROYAL PARK

CENTRE INFORMATION



4222 SARCEE ROAD SW

CALGARY, AB T3E 7J8

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Welcome from Carewest Management

The Management and staff of Carewest Royal Park want to welcome you and your family to your new home! We are excited to be able to assist you with your care. We trust that your stay with us will be a pleasant one.

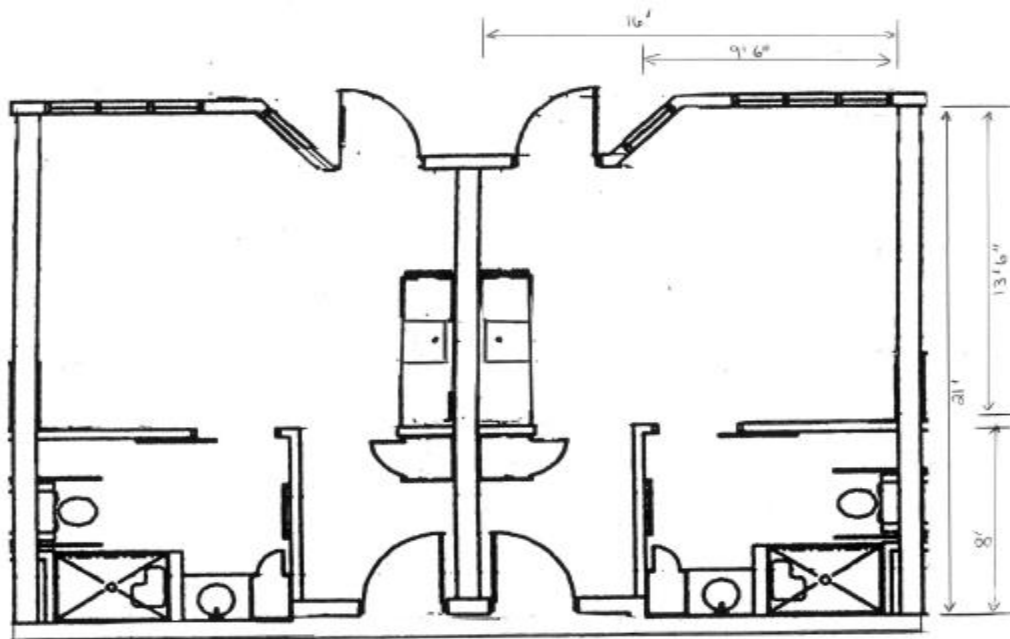
While this document contains site-specific information, we do encourage all residents and families to also review the Carewest Long-Term Care handbook for additional information about services provided in Long-Term Care: <http://carewest.ca/resident-and-family-handbook-for-long-term-care/>.

Building Description

This three-storey building is shared with Chartwell Royal Park (SL3) (a private company). Chartwell occupies the 2nd and 3rd floors and their reception is located on the 2nd floor, facing Mount Royal University.

Carewest Royal Park occupies the main floor of the building and provides 24-hour long-term care, 7 days a week in a homelike environment. For a virtual tour of Carewest Royal Park, please visit <http://carewest.ca/tour-carewest-royal-park/>.

Each resident suite has its own three-piece ensuite that includes a shower and storage cabinets. There is room for you to bring some items from home to make it your own space. Below is a drawing showing the measurement of a resident room.



As well as resident suites and staff work spaces, there are other common areas that are open to residents and their visitors. We encourage you to get to know the site and its amenities.

Services, Facilities and Common Areas

The following services, facilities and rooms are available for Carewest residents:

Carewest Reception: Hours of operation can vary but generally open Monday to Friday 08:00 – 16:15.

Front Reception can be reached by calling (403)240-7475.

Business Office: The Business Office is located beside reception. Hours of operation can vary but generally is open Tuesday to Friday from 13:00-16:00. Residents can have a Trust Account set up to access funds for hairdressing, outings, laundry services, gift shop purchases, etc. **Business Office can be reached by calling (403)240-7482.**

Gift Shop Cart: The Gift Shop Cart is run by volunteers and when open, is located in the Multipurpose Room. The gift shop is open to the general public and carries a variety of confectionery items, personal hygiene products, greeting cards, bus tickets, stamps, etc. The revenue goes directly to a resident activity fund for the centre.

Hair Salon: Hours of operation can vary but generally is open Tuesday – Thursday from 09:30 – 16:00. Hairdressing services are available for all residents. Appointments can be booked directly with the hairdresser or through the Unit Clerk. Residents are responsible for costs incurred. **Hair Salon can be reached by calling Reception at (403)240-7475 or the Hair Salon at (403)240-7488.**

Family Dining Room: The Family Dining Room is located in the Kensington Unit and can be booked by residents and families to use for smaller events.

Sun Room: The Sun Room is located in the Hampton's Unit and is available for use by residents and families. This room can be booked by residents and families to use for smaller events.

Multipurpose Room: The Multipurpose Room is a large space where many events occur. See activity calendar at reception for all events/activities. This room can be booked by residents and families to use for larger events.

Accessing Care Services

Administration Services

The Client Service Manager's Office is located by reception. Appointments can be made to meet with the Client Service Manger through the Unit Clerk located at reception.

Social Worker

A Social Worker is available to discuss financial and legal questions. Please refer to the Resident and Family Handbook for details regarding the services provided. Referrals to the Social Worker can be made through the nursing staff.

Therapies

Occupational Therapy, Physical Therapy and Therapy Assistant are available based on referral and assessment of your individual needs. The therapy room is only accessible when staff supervision and programming are scheduled. Referrals to the Therapies can be made through the nursing staff.

Recreation

Carewest Royal Park's Recreation Therapist and Therapy Aide provide a comprehensive recreation program. If you have special requests for activities, please speak to the Recreation team. Referrals to the Recreation Therapist can be made through the nursing staff.

Pain and Palliative Nurse

Royal Park has access to a pain and palliative nurse to support residents. The palliative care nurse and Physician consultants work with the resident and entire care team to help ease the pain and uncomfortable symptoms associated with illnesses and physical disabilities. The palliative care team helps families and residents deal with grief and loss associated with declining health and comfort at the end of their life. For referral to this service please speak with the Physician or the nurse.

Spiritual Care

Non-denominational spiritual care and services are provided based on availability and need. A Chaplain and Roman Catholic Priest are available on call upon request. Please ask the nursing staff if you require their attendance.

Communication

E-mail

If you wish to receive general updates about Carewest Royal Park, please leave your e-mail address with Business Office.

Brochure rack

For detailed information on Carewest programs and the Carewest Feedback forms, Alberta Health and Wellness Services and Protection for Persons in Care you will find a selection of brochures on the brochure rack located inside the front entrance.

Communication Boards

Each unit dining room has a Resident and Family communication board designed to keep you informed on centre activities, resident and family forums, council meetings and opportunities for community involvement. The main communication board is located right next to the Therapy Room.

Carewrite and Centre Newsletter

The Carewrite newsletter and centre's newsletter are published regularly online for your reading pleasure. These newsletters will keep you informed of all the events and activities occurring within Carewest and within your Care Centre. You can find Carewrite at carewest.ca/carewrite

Website

Visit carewest.ca for up-to-date information regarding Carewest history, programs, centres, donations, etc.

Dining and Visiting

Visiting Hours

Recommended visiting hours for your guests are between the hours of 10:00 – 20:00. The building will be locked for your security between the hours of 08:30 – 20:00. If visitors arrive between these hours they can call reception at (403)240-7475 for access. Families are welcome to visit after visiting hours, we simply ask that you sign in/out at reception and inform the floor staff that are on site and visiting after hours.

If you plan to take your family member out of the building, please advise nursing staff. If medications are required during this absence, please let the nursing staff know ahead of time, so medications can be ready for you.

Unit Dining Rooms

Each unit will have a dining room where you can enjoy your daily meals.

Meal times are:

- Breakfast at 08:30 – 09:30
- Lunch at 12:15 – 13:15
- Supper at 17:15 – 18:15

There are snacks and drinks available at all times for residents in the unit nourishment fridges on each unit. Please ask staff for assistance.

A hydration cart is taken around to residents at 14:00 daily offering water and juices.

Family Dining

Guests are able to enjoy a meal with residents, but must first purchase a meal ticket at the Business Office. Meal tickets are \$6.00 and include main plate, soup or salad, drink and dessert. If there are 2 or more people are buying meal tickets, we prefer if you let us know ahead of time. Meal tickets are non-refundable.

Parking and Transportation

Parking

Visitors are able to park on the north side of the building of Sarcee Road. A parking system is in effect which requires payment. If there is no parking available, visitors will have to park on the street. Please do not use the staff parking as there is limited parking space.

Public Transportation

Public transit is available and accessible from the bus stop located near Royal Park. For more details visit Calgary Transit at www.calgarytransit.com or call (403)262-1000.

Hospitality Services

Laundry Services

Residents or family members are responsible for their own personal laundry. There are two Personal Laundry options available.

- Personal Laundry services are available for a fee and this laundry is washed off site by an approved contractor
- Personal Laundry may be done on site by resident/family member for a fee and by scheduling a weekly time for our Resident Laundry area. This can be scheduled through the Unit Clerk at front reception. The laundry room is located in Wing One next to our Hair Salon.

All other linens such as bedding and towels is washed through a contracted services and there is no additional charge for this service.

Physical Plant Services (Maintenance) Guidelines

We know you may be excited to bring in a compact fridge, your own television and start hanging a few pictures to make your room you own. Here are some guidelines that our Physical Plant Services (PPS) team asks that you follow to ensure your room is safe and also complies with the ongoing maintenance supports of the site.

Compact Fridge

Residents and families are responsible for cleaning personal fridges on a monthly basis.

Space is limited and restricted to:

- 1.7 cubic foot capacity
- Width – 19"
- Depth – 19"
- Height – 21"
- Electrical: 115 volts, 60 Hz, 1.2A

Televisions

For resident/staff safety, your room/counter space for a television is designated for a 30-42 inch flat screen model (larger screen models are available in shared common spaces). Television mounting is not available at Royal Park. Please provide a stable TV stand.

Hanging Pictures

We ask that you not use nails, tack or tape on the walls. Please speak to the Unit Clerk to request a work order with Physical Plant Services and they will assist with your pictures using the approved hardware.

Electrical Appliances

Physical Plant Services staff are required by Accommodation Standards to check all electrical appliances prior to them being used in your room. Please speak to the Unit clerk to request a work order for PPS to check your electrical appliances.

Church Services

Mass is held at 10:30 every Thursday in the Multipurpose Room. Non-denominational services are held on the third Tuesday of each month at 16:00.

Additional Information

Valuables

We recommend valuables be locked in the locked bedside table drawer. It is important for families to notify nursing staff when they bring or remove valuables to and from the residents' rooms. Our staff are required to document and track any item of value.

Momentum

Momentum is our Real Time Location System. This is both a nurse call system and a personal location system. Each resident will be given a resident tag on a bracelet or a lanyard which should be worn at all times.

Wi-Fi

Wi-Fi is available in all common areas of the building. Wi-Fi network is named "healthspot".

Resident Mail

Mail will be delivered to the Centre reception and will be delivered directly to your room. Upon discharge, families will need to cancel resident mail delivery to the centre. Carewest cannot do that on your behalf.

Newspapers

Families/residents are responsible for setting this up and managing the subscription with a newspaper provider. Once a subscription is confirmed, please call Reception at (403)240-7475 for delivery purposes.

Telephones & Cable

Telephone jacks are available in each room. Families/residents are responsible to make arrangements with a provider to set up the service. Basic cable is provided for a fee, including a cable box, remote control and cables. This equipment belongs to Carewest.

Smoking

There is no smoking allowed in the building or anywhere on the property of Carewest Royal Park.

Opportunities for you to get involved

Resident Forum

A resident forum meeting will be held regularly at a location and time to be determined and will be announced on the Resident and Family Communication board. The forum is a place where you and your neighbours can meet with the management to hear what is happening and let management know how you think we can further improve services.

Monthly Activity Calendars

Activity calendars are available at Reception. Sign-up sheets for bus trips and outings are available through the Recreation department.

Volunteer Opportunities

Volunteers are valued members of our team, supporting programs and services being offered. Residents and family members are welcome to become a volunteer. If you are interested in volunteering, please speak with the Recreation/Activity staff or Reception.

Feedback and Concerns

Feedback/Complaints/Concerns

Please contact the RN/LPN on duty if you have a concern as most issues can be addressed effectively at that time. If you are not receiving an adequate response, contact the Client Service Manager or the Director. Feedback forms are available at main reception.

Discharge

All personal items/furniture and clothing must be removed from the room within 1-2 days. We realize this is a difficult time for families but the rooms are greatly needed for others on the waitlist. Please note that we cannot accept donations of clothing or furniture.