

# **GARRISON GREEN CENTRE INFORMATION**



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CALGARY, AB T3E 6Z5**

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### Welcome from Carewest Management

The management and staff of Carewest Garrison Green 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 Resident and Family Handbook](#) for additional information about services provided in long-term care.

### Building Description

This 175,000 square foot, four-storey building was designed to provide 24-hour care and services 7 days a week in a homelike environment. Each private room is more than 300 square feet. It also offers two couples suites and seven bariatric suites. [Click here for a virtual tour of Carewest Garrison Green.](#)

Each resident suite has a shadow box outside the front door that allows you to personalize your doorway. Each 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.

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.

On the lower-main level (Parkade level), there is a hair salon, laundry room, library, family dining room and activity room. The main floor (front-entrance level) provides another hub for activities, reception, business office, café, George Bittman Hall and a gift shop.

### 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 08:15 – 20:30 and Saturday and Sundays 10:00-18:15. **Front Reception can be reached by calling (403) 944-0100.**

**Business Office:** The Business Office is located beside reception. Hours of operation can vary but generally is open Monday, Wednesday and Friday from 10:00-14:30. 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) 944-0105.**

**Gift Shop:** The Gift Shop is run by volunteers and is located beside the Gym. 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 Wednesday – Friday 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 the Hair Salon at (403) 944-0127.**

**George Bittman Hall:** George Bittman Hall is located on the main level and can be booked through reception by residents and families to use for medium-sized events.

**Family Dining Room:** The Family Dining Room is located on the lower level and can be booked through reception by residents and families to use for smaller events.

### Accessing Care Services

#### Administration Services

The EQual Program (1<sup>st</sup>/2<sup>nd</sup> floor) Client Service Manager's Office is located on the 2<sup>nd</sup> floor. The Seniors Care Program (3<sup>rd</sup>/4<sup>th</sup> floor) Client Service Manager's Office is located on the 3<sup>rd</sup> floor. Appointments can be made to meet with the Client Service Manager through the Unit Clerk located on each floor.

#### Social Worker

Social Workers are available to discuss financial and legal questions. Please refer to the [Long-Term Care 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 Assistants 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 Garrison Green's Recreation Therapists and Therapy Aides 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

Garrison Green 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 and important announcements about Carewest Garrison Green, please leave your e-mail address with Reception.

### 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 floor 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.

### 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](http://carewest.ca/carewrite).

### Website

Visit [carewest.ca](http://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 security purposes between the hours of 20:00 – 10:00. If visitors arrive between these hours they can call reception at (403) 944-0100 for access. Families can visit outside visiting hours – we ask that you sign in/out at reception and inform the floor staff that are onsite when 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 service is:

- Breakfast at 08:30 – 09:30
- Lunch at 11:30 – 12:30
- Supper at 16:45 – 17:45

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

Although space may be limited, visitors are able to park in the parkade. 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 Garrison Green. For more details visit Calgary Transit at [www.calgarytransit.com](http://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 onsite by an approved contractor
- Personal Laundry may be done onsite by resident/family members for a fee. This can be scheduled through the Unit Clerk. The laundry room is located in on the lower-main level.

All other linens such as bedding and towels are washed through a contracted service 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:

- 4.3 cubic foot capacity (121.7 liters)
- Width 52.4 cm
- Depth 53.7 cm
- Height 82.7 cm
- 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 TV screens in resident rooms may create a safety risk for staff (larger screen TV's are available in shared common spaces). Please provide mounting hardware and PPS will install.

### **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.

## **Additional Information**

### **Valuables**

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. We recommend valuables be locked up inside the wardrobe.

### **Ascom**

Ascom is our wireless nurse call system. The care team will introduce and demonstrate how to use this system upon admission.

### **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) 944-0100 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 Garrison Green.

### 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 Calendar

Recreational activity calendars are available at Reception and on each unit. Bus trips/outings are available for a fee. This can be scheduled through the Recreation department. Sign-up sheets are available on the unit Recreation Communication Board.

#### 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 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 on all floors (Unit Clerk desk area, main reception and lower main public entrance).

#### 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.**