

Cloverleaf Manor



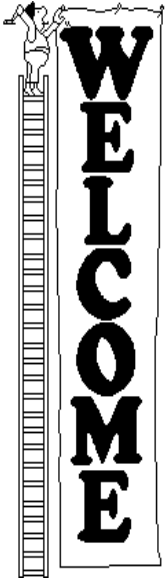
Resident Handbook

January 2018

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PRICES LISTED IN HANDBOOK ARE SUBJECT TO CHANGE



A WORD OF WELCOME

Dear _____, Room # _____:

We are very pleased to welcome you to Cloverleaf Manor. As a resident of the manor, you are one of the important people here. This Handbook was prepared to assist you and your family with required information to make your move and stay a little easier.

If you have any questions please feel free to contact the Manager, at 780-848-7717.

ACCOMMODATION

Cloverleaf Manor was opened in 1976 with 41 rooms. 18 more rooms were added in 1982. A major upgrade was completed in 2000 when bathtubs were added to each of the original rooms.

The studio rooms are furnished with a bed/headboard, night table, chest of drawers, side chair and draperies. Bed linens and towels are provided. You may bring in additional furnishings such as an easy chair and television. Other items may need the approval of the Manager.

ACCOMMODATION FEE PAYMENT

Accommodation fees are due by the first day of each month. Payment to be made by Direct Debit, form will be provided at move-in.

TELEVISION

Satellite TV is included in your service package.

TELEPHONE

Please contact Telus at 310-2255, to arrange phone service.

FRIDGE HOOK UP

A small fridge is permitted in your room if you wish. A \$5.00 fee for electricity will be charged.

HOUSEKEEPING & LINEN: _____

The housekeeping service is provided on a weekly basis. You will be given a designated day that your room will be cleaned each week. In addition to cleaning each week, the housekeeping staff will change your bed and provide clean towels.



PERSONAL LAUNDRY SERVICE

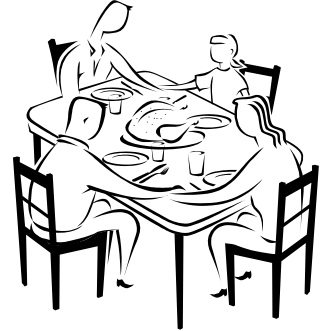
A personal laundry service is available for \$35.00 per month. Staff will launder your clothing once a week. A laundry bag will be provided for your clothes. You will be asked to drop your laundry off at a designated location on a specific day each week. See the office staff if you would like this service.

If you wish to do your own laundry, there is a Resident Laundry Room in Wing 4 across from the lounge.

DINING ROOM

Cloverleaf Manor serves healthy and nutritious meals three times a day, as well as a snack in the morning, afternoon and evening. A Salad Bar is available at dinner and supper meals. Coffee, tea, juice, milk, water and fresh fruit are available 24 hours a day on a self-serve basis. Meals are served to the residents at:

Meal	Served at:
Breakfast	7:30 a.m.
Morning Snack	8:30 a.m.
Dinner (Salad Bar)	11:45 a.m. (11:30)
Afternoon Tea	2:00 p.m.
Supper (Salad Bar)	4:45 p.m. (4:30)
Evening Snack	7:45 p.m.



Residents shall attend meals in the dining room unless ill. In this case they will be provided a meal by a staff member for up to 3 days. If you plan to be away for a meal, please inform the kitchen staff at least two hours prior to your departure.

GUEST MEALS

If your friends or family would like to join you for a meal, they are more than welcome. Please advise the kitchen staff at least two hours prior to the meal. A small fee is charged per guest:



Breakfast	\$4.00
Dinner	\$10.00
Supper	\$6.00

GUEST ACCOMMODATION

Space permitting, family and friends may access overnight accommodation in a guest suite, including meals, for a cost of \$50 single and \$75 double per day/night.

FAMILY GATHERINGS - WING 4 LOUNGE RENTAL

The Wing 4 Lounge is available for you to use to have small gatherings (maximum 30 people) of family and friends. Your event can be catered with coffee/tea/juice, plates, cups and final clean-up for a small fee of \$40. Please book through the Receptionist with two (2) weeks advance notice.

MAIL BOXES

Mailboxes are located in the Main Lounge. The number of your mailbox will be the same as your room number, and you will be supplied with a key. Outgoing mail can be left in the Outgoing mail box beside the Manager's office. Stamps are available from the Receptionist.



VEHICLE & SCOOTER PARKING: _____

Vehicle and scooter parking stalls with plug-ins are available in the front parking lot. Scooters can also be stored and plugged in to an assigned stall in the garage. (space permitting). A \$15.00 fee is charged for vehicle and scooter parking.

MONITORING

The status of each resident will be confirmed at each meal. Residents, who wish to miss breakfast and not be disturbed, can enter into an agreement to decline being checked in the morning.

EMERGENCY PENDANT

A pendant is provided that when activated notifies the staff that you need emergency assistance. The pendant must be returned when you move out, or pay a replacement cost of \$190.00.

EMERGENCY PREPAREDNESS

Leduc Regional Housing Foundation staff members are trained to respond to emergency situations to protect the safety of all persons in our facilities and to minimize possible damage to Leduc Regional Housing Foundation facilities. Planning and procedures are in place to respond to:

- Fire
- Flooding
- Tornado
- Pandemic
- Loss of utilities
- Severe Weather

Drills will be conducted at least annually, more often as required for specific emergency responses (e.g., fire drills).

Residents and their families are asked to become familiar with the Fire Response Plan located on or by, the resident room door and cooperate with staff during emergency response measures.

NO SMOKING POLICY



Smoking is **NOT** permitted in your room. The designated smoking area is in the Main Lounge.

SECURITY

The main door is locked at 10:00 p.m. If you have visitors that are late in leaving, please inform the Evening Attendant working in the kitchen. This also applies if you find you are going to be late returning to the manor. A doorbell is located by the front door to alert staff if you return after the doors are locked.



HOME CARE

Home Care services are available to you while living in the Manor. Please contact Community Care directly at 496-1300.

FOOT CARE



An Esthetician visits the manor on a regular basis and holds a clinic in a designated room. An appointment sheet is put out a few days prior to the visit. There is a cost per visit payable directly to the Esthetician on the day of your appointment.

BEAUTY SALON

A hairdresser is available on site, times and Price List is posted at Salon. The Salon is in Wing 3 across from the mail boxes.



RESIDENT-STAFF/VOLUNTEER RELATIONS

Leduc Regional Housing Foundation employees and volunteers are required to maintain an “arms length” relationship with each resident to protect against favouritism, wrongdoing, or the perception from developing. Neither employees nor volunteers may participate in a resident’s business affairs including such matters as borrowing or lending money or acting as Executor to a Will or assisting in writing a Will. Residents are asked to use their own legal counsel or the Public Trustee, so that their business affairs are handled properly. Employees and volunteers are not able to run errands or do favours.

Neither employees nor volunteers shall conduct business with any resident, i.e., buy or sell anything for/to a resident. In addition, employees and volunteers are not permitted to exchange an individual gift or money with a resident.

All Leduc Regional Housing Foundation employees shall maintain confidentiality and respect the privacy of the residents. An employee shall not disclose or make known any matter or thing that comes to their knowledge by reason of their employment at Leduc Regional Housing Foundation. The Freedom of Information and Protection of Privacy (FOIP) Act and Regulation governs this.

PROBLEM RESOLUTION

In the event there is a need to resolve a difference in interpretation, application, or administration of any

Foundation policy you are asked to discuss your concern with the Manager. The Manager may be able to resolve the matter or alternately, may take it to the Executive Director. The matter will normally be taken to higher offices until it is resolved or a final decision is made.

Where there is perceived involvement of the Manager and/or staff in illegal acts or activities detrimental to the Foundation, you are asked to report your concerns directly to the Executive Director or Chairman of the Board.

CLOVERLEAF RESIDENTS' CLUB

As a resident of Cloverleaf Manor you are automatically a member of the Club. This Non-Profit Club meets once per month to plan fund raising events, entertainment and activities for the residents. It is an opportunity for all residents to provide feedback and give suggestions for activity planning. Information sessions are also provided throughout the year.

NEWSLETTER

The newsletter and calendar will be put in your mailbox at the end of every month with information concerning activities taking place during the next month. If you have anything you would like included in the newsletter, please see the Activity Coordinator or bring it to the office.



ACTIVITIES

- Baseball Game
- Bible Study
- Bowling
- Card/Chip Bingo
- Church Services
- Crafts
- Crib & Whist
- Exercises
- Fun & Games
- Hoop It Game
- Horseracing
- Horseshoes
- Movies
- Roll-a-ball
 - Sandbag Toss
- Sharing & Singing
- Shuffleboard
- Sing-a-long
- Walk & Talk
- Wheel of Fortune

Activities vary from week to week and some activities are seasonal. Watch your monthly calendar and check the board daily for any changes.

MONTHLY ACTIVITIES

- Birthday Party
- Musical Entertainment



SPECIAL EVENTS

- January • 90+ Celebration
- February • St. Valentine's Day Party
- March • St. Patrick's Day Party
- April • Volunteer Appreciation Celebration
- May • Mother's Day Strawberry Tea
- June • Seniors' Week BBQ
- August • LRHF Steak Barbeque
- September • Family Night
- October • Halloween Party
- November • Remembrance Day
- December • Residents' Christmas Party



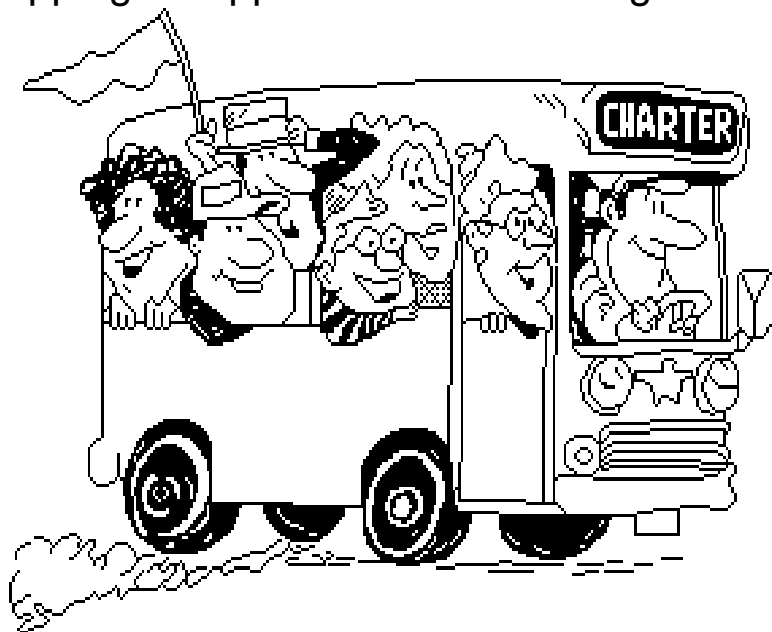
BUS TRIPS

Cloverleaf Manor is co-owner of an 18 passenger bus that has 2 wheelchair spaces. We encourage all residents to participate in scheduled trips. The bus travels to Leduc twice per month for shopping & appointments. Throughout the

summer months we make bus trips to a variety of places. We also visit other lodges for lunch and

entertainment approximately 3 or 4 times per year. Trip sign-up sheets are set out in the

Main Lounge and are on a first come first serve basis due to limited seating. A fee per trip is charged to cover operating expenses and is posted with the planned trip. General prices are on the bulletin board.



EMERGENCY SERVICES

Ambulance	911
Devon General Hospital	342-7000
Drayton Valley Hospital & Care Centre	542-5321
Leduc General Hospital	986-7711

MEDICAL CLINICS

NAME	ADDRESS	PHONE
Breton Medical Clinic	4919 – 49 Ave, Breton	696-3594
Corinthia Park Medical Clinic	4302-50 Street, Leduc	986-6222
Griffiths Medical Clinic	#28, 5201 – 50 Street City Centre Mall, Leduc	986-6200
L.A. Medical Centre	#30, 5201 – 50 Street City Centre Mall, Leduc	986-9600
Leduc Medical Arts Clinic	4721 – 47 Ave, Leduc	986-1400
Smyth Associate Clinic	4904 - 48 St, Leduc	986-2712

PHARMACIES & DRUG STORES

NAME	ADDRESS	PHONE
Breton IDA	5031 – 50 Ave, Breton	696-3594
Calmar Pharmacy	5002 – 50 Ave, Calmar	985-3121
Extra Foods Pharmacy	16 Superior Street, Devon	987-8925
Health Check Pharmacy	4904 –48 St, Leduc	980-2000
Rexall Drugs	15, 5201 – 50 Street Leduc	986-4333
Safeway Pharmacy	6112 – 50 St., Leduc	986-0364
Shoppers Drug Mart	6108 – 50 St., Leduc	986-2422
Royal Care Guardian	4902 Hankin St., Thorsby	789-3686
Wal-Mart Pharmacy	5302 Discovery Way Leduc	986-1995

DENTAL CLINICS		
NAME	ADDRESS	PHONE
Alpha Dental Care	5002 – 51 St, Leduc	986-3339
Bogda, Andrew Dr.	5020- 48 Ave, Leduc	986-1323
Breton Dental Clinic	4907 – 50 Ave, Breton	696-3434
Calmar Dental Clinic	4741 – 50 Ave, Calmar	985-2227
Corinthia Dental Clinic	#12, 4302 – 50 Street	980-8888
Ganderton, R. Dr. - Prairie Dental Centre	4813- 49 Ave, Leduc	986-6255
Leduc Dental Centre	Leduc Shopping Plaza 5201 – 50 St, Leduc	986-5270
Leduc Denture Clinic Ltd	4910 – 51 Ave, Leduc	587-409-0991
TLC Dental Centre	#4, 5209 Discovery Way, Leduc	986-8860

OTHER SERVICES		
Leduc Hearing Clinic	1, 5204 – 50 St., Leduc	986-3326
Leduc Wellness Centre	5016 – 49 St., Leduc	986-0566
FCSS Warburg	5212-50 Ave, Warburg	848-2828

GOVERNMENT NUMBERS		
Alberta Senior Benefits	1-877-644-9992	
AISH	1-877-644-9992	
Revenue Canada	1-800-959-8281	

TAXI & HANDI BUS SERVICE		
NAME	ADDRESS	PHONE NO.
Easy Ride Taxi	#2, 6105 – 46 Street	980-5112
LA Cabs	Leduc	986-5555
Driving Miss Daisy	Leduc	462-4580

SOCIAL/RECREATION CENTRES

WARBURG SENIOR CITIZENS' CLUB

5020 – 52 Street, Warburg Phone: 848-2377

Please see the local paper for listings of happenings and weekly events.

WARBURG COMMUNITY HALL

Pioneer Agricultural Society
5435 – 50A Avenue, Warburg

Floor Curling (fee charged)

Contact the Village Office @ 848-2841

WORSHIP CENTRES

Name & address	Phone
Alliance Church 4628 – 55 Avenue, Warburg	848-7577
Central United Church 5112 - 53 St., Warburg	848-2227
Lutheran Church 5115 – 48 Ave., Thorsby	789-3873
Seventh Day Adventist 5003 – 48 Street, Warburg	848-2271
Our Lady of Victory Catholic Church 4909 – 51 St., Thorsby	987-2858

RESIDENT FIRE PLAN

When the Fire Alarm sounds:

- ⇒ Stay calm
- ⇒ Close your door and unlock it
- ⇒ Close your window
- ⇒ Put on your shoes and jacket.
- ⇒ Remain in your room.
- ⇒ If you are in the dining room or lounge area, wait there for further instruction. Clear the Hallways
- ⇒ If evacuation is ordered, you will proceed to the closest muster point.
- ⇒ “All Clear” will be announced over the PA once the fire situation has been resolved.

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**Cloverleaf Manor
5204 – 53 Avenue, P.O. Box 490
Warburg, AB T0C 2T0**

**Phone: 780-848-7717
Fax: 780-848-7608**

**Manager – Mrs. Cheryl Jacobsen
Activity Coordinator – Kim Westlin**



**Leduc Regional Housing Foundation
5118A – 50 Avenue
Leduc, AB T9E 6V4
Nancy Laing
Executive Director**