

# **Planeview Place**



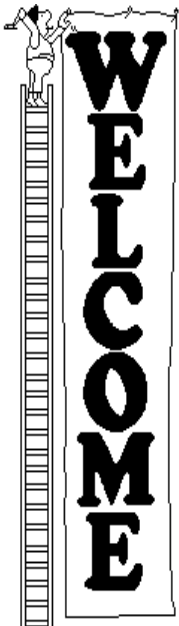
# **Resident Handbook**

January 2018

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**PRICES LISTED IN HANDBOOK ARE SUBJECT TO CHANGE**



## **A WORD OF WELCOME**

Dear \_\_\_\_\_ Room # \_\_\_\_\_:

We are pleased to welcome you to Planeview Place. As a resident of this facility, 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 Carolyn Tourett, Manager at 780-986-2835.

## **ACCOMMODATION**

Planeview Manor was opened in 1963 with 32 rooms. 22 more rooms were added in 1985 and the beautiful Recreational Centre was opened in 1989. A major upgrade was completed in 1998 and 19 new lodge rooms were added. Planeview Place was opened in 2004 with 28 one-bedroom Supportive Housing Suites and 19 additional lodge rooms, creating a facility with a total of 121 units.

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

The Supportive Housing Suites are unfurnished to permit you to bring your own furniture with you.

## **ACCOMMODATION FEE PAYMENT**

Accommodation fees are due by the first day of each month by Direct Debit, a form will be provided to you.

## **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 linens and provide clean towels.

## **PERSONAL LAUNDRY SERVICE:** \_\_\_\_\_

A personal laundry service is available for a \$35 monthly fee. Staff will launder your clothing once a week. A laundry bag will be provided for your clothes. If you would like to personalize your clothes, the housekeeping staff will lend you a permanent marker. 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 located in the South Wing and on each of second and third floor of Planeview Place.

## **VEHICLE & SCOOTER PARKING:** \_\_\_\_\_

Parking stalls are available with plug-ins, as well as an indoor scooter storage room. A \$15 fee is charged.

## TELEVISION

Cable T.V. is included in your Service Package. The digital box located in your room is property of Planeview and subject to a \$300 charge if removed from the room.

## FRIDGE HOOK UP

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

## DINING ROOM

Planeview 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 resident at the table at:



<b>Meal</b>	<b>Served at:</b>
Breakfast	8:00 a.m.
Morning Snack	9:00 a.m.
Dinner (Salad Bar)	11:45 a.m. (11:15)
Afternoon Tea	2.00 p.m.
Supper (Salad Bar)	4:45 p.m. (4:15)
Evening Snack	7:45 pm

Supportive Housing Residents receive 1 meal and 3 snacks. 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
Coffee/Snack	\$2.00

## **GUEST ACCOMMODATION**

A guest suite is available for overnight accommodation for a maximum of one week. Cost, excluding meals, \$35 single, \$60 double per day/night.

## **FACILITY BOOKINGS**

The Westside Dining Room is available for you to use (max 25 ppl). Your event can be catered with coffee/tea/juice, plates, cups and final clean-up for a small fee of \$40. Your event can also be catered with a full meal service at the applicable guest meal cost per person. The Private Dining Room (max 15 ppl) is available for \$25.00 (1-4pm) or \$50.00 for the day.

## **MAIL BOXES**

Mailboxes are located in the Evanson Lounge and beside the Main Entrance fireplace. 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 in Evanson lounge or in the tray at the Reception counter. Stamps (limit of 4) are available from the Receptionist.



## **RESIDENT-STAFF RELATIONS**

Leduc Regional Housing Foundation employees are required to maintain an “arms length” relationship with each resident to protect against favouritism, wrongdoing, or the perception from developing. Employees may not 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. An employee is also not able to run errands or do favours for a resident.

An employee shall not conduct business with any resident, i.e., an employee shall not buy or sell anything from/to a resident. In addition, an employee is not permitted to exchange an individual gift or money with a resident for any reason. 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.

## **MONITORING**

The status of each resident will be confirmed at every 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**

Each resident is provided with a pendant that when activated notifies the staff that they need emergency assistance. The pendant must be returned when you move out, or pay a replacement fee of \$190.00 (plus GST)

## **EMERGENCY PREPAREDNESS**

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

- Fire
- Tornado
- Gas Leak
- Loss of Utilities
- Loss of Water
- Flooding
- Pandemic
- Municipal Disaster

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 in this handbook and by the resident room door and cooperate with staff during emergency response measures.

## **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 Site 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 at 780-986-2814 or Chairman of the Board.

## **NO SMOKING POLICY**

Smoking is **NOT** permitted in your room. A designated Smoking Room is available across from the Main Dining Room.

## **SECURITY – DOORS LOCKED**

The main door is locked at 11:00 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 Planeview. 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 at Planeview. Please contact Home Care directly at 496-1300.

## **FOOT CARE**

A Podiatrist visits Planeview every six weeks and holds a clinic in the Hairdressing Salon in the Evanson Lounge. An appointment sheet is put out a few days prior to his visit. The cost is \$10.00 per visit and is payable directly to the Foot Doctor on the day of your appointment.

## **BEAUTY SALON**

The Hairdresser is available Thursdays from 8 a.m. to 12:00 noon and Fridays from 8:00 a.m. to 4:00 p.m. (except on holidays). The Salon is located in the Evanson Lounge. Price list is posted by the Salon. Book your appointment at the Salon.



## **LIBRARY**



Located off the Evanson Lounge, the Library boasts reading selections for everyone's taste, comfortable seating in an air conditioned environment.

## **PLANEVIEW RESIDENTS' CLUB**

As a resident of Planeview 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 input on the recreation and activity programs. Information sessions are also provided throughout the year.

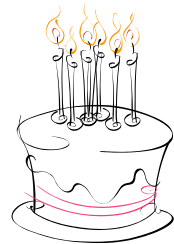
## **NEWSLETTER**

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 Becky or bring it down to the office.



## **MONTHLY ACTIVITIES**

- \*Birthday Party
- Family Socials
- Casino/Shopping
- Games
- Weekend Entertainment



\*75, 80, 85, 90, 95 , etc. will have a special presentation from the Mayor City of Leduc at the birthday party.

## WEEKLY ACTIVITIES

- Beanbag Throw
- Bible Study
- Bowling
- Card Bingo
- Church Service – Catholic
- Church Service – Non-Denominational
- Crafts
- Crib
- Exercises
- Movies
- Regular Bingo
- Plinko
- Shuffleboard
- Horse Racing
- 649 Bingo
- Volleyball
- Wheel of Fortune

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

## **VAN TRIPS**

Local van trips are taken through the week and a variety of places a little further away including Museums, Restaurants, Shopping and other Lodges. Van sign-up sheets are at the Receptionist's counter the last week of the month for trips in the next month. Van trips are on a first come-first serve basis, as there are only 19 seats available. A small fee is charged to cover operating expenses. \$8.00 for out of town and \$4.00 within town.



## **SPECIAL EVENTS**

- |          |  |
|----------|--|
| January  | • Robbie Burns' Night                  |
| February | • St. Valentine's Day Dance            |
| March    | • St. Patrick's Day Dance              |
| April    | • Easter Party, Volunteer Appreciation |
| May      | • Mother's & Father's Day Celebration  |
| June     | • Spring Tea & Bazaar/Seniors' Week    |
| August   | • LRHF Steak Barbeque                  |
| October  | • Octoberfest, Halloween Party         |
| November | • Christmas Bazaar & Bake Sale         |
| December | • Residents' Christmas Party           |

## EMERGENCY SERVICES

<b>Ambulance</b>		<b>911</b>
Leduc General Hospital		986-7711

## MEDICAL CLINICS

<b>NAME</b>	<b>ADDRESS</b>	<b>PHONE NO.</b>
Corinthia Park Medical Clinic	4302-50 Street, Leduc	986-6222
Griffiths Medical Clinic	#28, 5201 – 50 Street City Centre Mall	986-6200
L.A. Medical Centre	#30, 5201 – 50 Street City Centre Mall	986-9600
Leduc Medical Arts Clinic	4721 – 47 Avenue	986-1400
Smyth Associate Clinic	4904 - 48 Street	986-2712

## PHARMACIES & DRUG STORES

No Frills Pharmacy	3915 – 50 Street	980-8281
Medicine Shoppe	4302-50 Street	986-7030
Rexall Drugs	15, 5201 – 50 Street Leduc Shopping Plaza	986-4333
Safeway Pharmacy	6112 – 50 Street	986-0364
Shoppers Drug Mart	6108 - 50 Street	986-2422
Wal-Mart Pharmacy	5302 Discovery Way Leduc Common	986-1995

## Government Numbers

Alberta Seniors Benefit	1-780-644-9992	
Revenue Canada	1-800-959-8281	

<b>DENTAL CLINICS</b>		
<b>NAME</b>	<b>ADDRESS</b>	<b>PHONE NO.</b>
Alpha Dental Care	5002 – 51 Street	986-3339
Bogda, Andrew Dr.	5020- 48 Avenue	986-1323
Corinthia Dental Clinic	#12, 4302 – 50 Street	980-8888
Dutka, Jeff Dr.	5224 – 50 Street	986-9857
Ganderton, R. Dr. - Prairie Dental Centre	4813- 49 Avenue	986-6255
Kawanami, R.H. Dr.	4710 – 50 Street	986-6500
Leduc Dental Centre	Leduc Shopping Plaza 5201 - 50 Street	986-5270
Leduc Denture Clinic Ltd.	4910 – 51 Avenue	587-409-0991
Marcos, Karen Dr.	#100, 5019 - 49 Ave.	986-4023
Ng, Paul Dr.	4902 - 51 Avenue	986-8588
TLC Dental Centre	#4, 5209 Discovery Way	986-8860
Wallington Denture Clinic	5114 - 50 Avenue	986-8023

<b>OTHER SERVICES</b>		
Leduc Hearing Clinic	1, 5204 – 50 Street	986-3326
Leduc Wellness Clinic	5016 – 49 St., Leduc	986-0566
Leduc Homecare		980-4655
Leduc FCSS		980-7109

<b>TAXI &amp; HANDI BUS SERVICE</b>		
<b>NAME</b>	<b>ADDRESS</b>	<b>PHONE NO.</b>
Easy Ride Taxi	#2, 6105 – 46 Street	980-5113
Leduc Handibus (LATS)		986-5000
LA Cabs	Leduc	986-5555
Sunrise Cabs	6534 Sparrow Drive	986-5400

## **SOCIAL & RECREATIONAL ORGANIZATIONS IN THE COMMUNITY**

**TELFORD HOUSE:** 4907 - 46 St., Leduc, Ph: 780-986-6160  
[www.telfordhouse.net](http://www.telfordhouse.net)

Telford House is a senior citizen's drop-in center that offers a craft room, kitchen, lounge area, games room, floor curling area, and large meeting rooms.

Several of the seniors' recreational clubs use the facilities at Telford House. The clubs plan various activities that are usually open to all seniors. There is no fee for using the building on a drop-in basis, however, there may be charges for certain activities.

The building may also be rented by seniors for private functions.

Special evenings are planned by the members including a barbecue, potluck supper, banquets, picnics, bus tours, outing to points of interest and guest entertainers. Birthday, get-well or sympathy cards are sent to all members. Contact Diane at 986-6160.

### **FUN BRIDGE**

Join this group for a fun afternoon of bridge every Thursday afternoon at 1:00 p.m. at Telford House.



## **LEDUC AND DISTRICT SENIOR CITIZEN CLUB**

The Leduc and District Senior Citizen Club is open to all seniors in the City of Leduc and the immediately surrounding area. Membership fees are \$30.00 per year. The Club has a meeting on the first Thursday of every third month at 1:30 p.m. In addition, activities are held every Thursday evening: card games, potluck suppers, etc. The Leduc and District Senior Citizen Club also plans other special activities such as bus trips. There may be a fee for some of these activities.



## WORSHIP CENTRES

<b>Name &amp; address</b>	<b>Phone</b>
Community Baptist Church 3205 Coady Boulevard	986-1657
Alliance Church 5503 Black Gold Drive	986-1055
Fellowship Church 4401-Rollyview Road	986-9299
Peace Lutheran Church 4606 - 48 Street	986-2688
Seventh Day Adventist 4601 - 51 Street	986-3161
St. David's United Church 4614 - 48 Street	986-2085
St. Michael's Catholic Church 5105 – 45A Street	986-3253
St. Paul's Anglican Church 4416 - 50 Street	986-3447

# 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.

**Planeview Place  
5105 – 52 Avenue  
Leduc, AB T9E 8P1  
Phone: 780-986-2835  
Fax: 780-986-1670  
Manager – Mrs. Carolyn Tourett**



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