



Continuing Care Home Type A - Frequently Asked Questions (FAQs)

This resource provides supplemental information to accompany the Moving to a Continuing Care Home: An Information Guide for Albertans.

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Note: The term resident is used throughout this document and applies to an individual, patient, or client and their alternate decision-maker or guardian as applicable.

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Frequently Asked Questions

How do I know if I can move into a Type A Continuing Care Home?

An Assisted Living Alberta (ALA) case manager will meet with you and your designated family / support person(s) to do an assessment. After the assessment, the case manager will let you know what type of continuing care home you qualify for.

You might qualify for a Type A continuing care home if you:

- Have serious and unpredictable medical needs.
- Need help with long-term health problems, medications, or treatments that change frequently.
- May have behavior or memory changes that could be unsafe for you or others.
- Need a lot of help with daily activities like bathing, eating, or moving around.

What services are offered in a Type A Continuing Care Home?

You will have care from nurses, health care aides, and other health team members.

- Health care aides are available 24/7 to help with personal care based on your care plan.
- Nurses are onsite 24/7 and provide medical care.
- Other professionals, like therapists or pharmacists, are available if needed.
- Some places may provide specialized care and only individuals that need that care will qualify.
- Some places have secure areas for people who might need support wayfinding.

How do I know which Type A Continuing Care Home I should move to?

- If you are in the hospital (e.g., acute care, sub-acute, transition space) or need care quickly, you will be admitted to an available continuing care home that meets your needs. Once you have moved in, you can then decide if it's the right place for you. If it is not the right place for you, you can take some time to look at other options.
- If you are in a safe and supported space your case manager will let you know how much time you can take to decide which continuing care home is best for you.
- In some instances, you may require a specialty continuing care home to meet your care needs. This may limit your options as not all sites support special care needs.
- At this point in your journey, you should also review your finances so that you understand the services you can afford and if there are any benefits that you may be eligible for.
- Make sure you understand what costs you are responsible for and what care and services are provided when deciding which home will work best for you.

To help you decide, you can:

- Look at the Assisted Living Navigation Portal for details about continuing care homes in your area. The portal is available at <https://alnavigator.alberta.ca/find-your-care>.
- Contact the continuing care homes directly to ask questions.
- Get the resident handbook from each home to learn more.

How do I make my choices?

The comparison worksheet on the last two pages can help inform your choice. It is important to find out if your care needs can be met at the Type A continuing care home you are looking at and if you have the ability to afford the services offered. Think about what's most important to you, like the services, location, or community. Once you've picked your top one to three choices, tell your case manager/site contact so they can review these with you and add you to the waitlist. You will be asked to provide your choices according to your most preferred and other preferred locations. If you are in the hospital (e.g., acute care, sub-acute, transition space) or need to move to a Type A continuing care home quickly, you will be asked to consider and provide your choices after you are admitted to an available continuing care home.

How do I move to the continuing care home?

Talk to your designated family / support person(s) about who will take you to the continuing care home and any costs for the move.

You are responsible for packing and moving your personal belongings.

What can I expect after I move in?

Your healthcare team will meet with you to create a care plan based on your needs and goals.

Health care aides will help you when needed while encouraging you to stay as independent as possible.

Family and friends can visit as much as you like.

It may take a few weeks to settle in and feel comfortable. Staff will listen to your feedback to adjust your care plan and make sure it works for you. Three to four weeks after moving in a team conference will be held to review your care plan, hear about your experiences so far and develop a plan to work together to support you in achieving your goals. People at the conference will include yourself, additional people of your choosing such as your designated family / support person(s), and the health care team.

What do I do if I have a concern or complaint?

The healthcare team wants to know when they make you happy or when you have questions or concerns.

If you have a compliment, question, or concern, talk to your key contact person. This could be a case manager, the continuing care home manager or nurse.

If your concern is not resolved or you want to share feedback, you can contact AHS Patient Relations by:

- Telephone: 1-855-550-2555
- Fax: 1-877-871-4340
- Mail: Alberta Health Services Patient Relations Department Suite 300, North Tower, 10030 –107 Street NW, Edmonton, AB T5J 3E4
- Feedback Form: <https://www.albertahealthservices.ca/273.asp>

Covenant Health Patient Relations:

- Telephone: 587-689-2777
- Toll-free in Alberta: 1-877-295-6344
- Mail: Covenant Health Patient Relations Suite 730, One Twelve Campus 10130 112 Street NW, Edmonton, AB T5K 2K4
- Email patient.relations@covenanthealth.ca

Comparison Worksheet CCH Type A

Questions to Ask Please be aware that no one site will have everything that you want. Your care team will communicate with you if any of the sites you prefer are not able to meet your care needs.	Name of CCH:	Name of CCH:	Name of CCH:
What is included in the monthly accommodation charges? Are there additional required costs?			
Is the location convenient?			
What room types are available? (e.g., private, shared room, etc.)			
Does the facility have spaces for people to live together?			
Can I personalize my room? What furniture is provided?			
Are small appliances allowed or provided (e.g., bar fridge)?			
How can I meet my cultural, language, and spiritual needs?			
Is tenant insurance required?			
Are identification bands or name tags required?			
Is smoking or vaping allowed?			
Is a power wheelchair allowed?			
What are the options for telephone, television, and internet?			
Are pets allowed? Does the facility have pets?			
Do I have to change my physician or nurse practitioner?			
How do I get lab tests done?			
How do I get my medications?			
How do I access physical or occupational therapy?			
What does the usual menu look like? Can I see a menu?			
Can different diets be accommodated? Is there an additional cost?			
Can a visitor have a meal with me? Is there a cost?			

Questions to Ask	Name of CCH:	Name of CCH:	Name of CCH:
Please be aware that no one site will have everything that you want. Your care team will communicate with you if any of the sites you prefer are not able to meet your care needs.			
How do I access other healthcare providers such as dental, vision, massage therapy, foot care and hearing care?			
Is there transportation for medical appointments? Is there a cost?			
What is the recreation program like? Can I see a calendar of activities? Do any of the activities have a cost?			
Is there transportation for shopping, personal appointments, and to attend social events? Is there a cost?			
Is a personal laundry service available? What are the costs?			
Is there a hair stylist available? What are the prices?			
Is there an outdoor area or garden?			
Are there private area(s) for visiting?			
Is there a convenience store/tuck shop?			
Is there a library I can use?			
Is there parking for personal vehicles and visitors? Is there a cost?			
Are there guest rooms or private event rooms I can reserve?			
Is there a Resident and Family Council?			
<p>Identify your choice(s)</p> <p>Which Type A continuing care home is your:</p> <ul style="list-style-type: none"> • Most preferred choice? _____ 	<ul style="list-style-type: none"> • Preferred choice(s)? _____ _____ 		

