



Resident Handbook

Long-Term Care and Supportive Living



Alberta Health
Services

Seniors Health
North Zone

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Welcome

We, the staff and management of Seniors Health in the North Zone, want to extend a warm welcome to you, your family members and your friends.

Services will be provided to you by our care team, which is made up of nurses, physicians, rehabilitation professionals, support staff, volunteers and more.

Although each of our centres offers a wide range of services and programs, you are encouraged to continue your relationships with other community organizations, and to enjoy outings with family and friends.

Our goal is to provide you with a home-like environment where members of the care team will assist and support you while respecting your dignity and encouraging you to be as independent as possible.

If you have any questions about the information included in this handbook, please speak to a member of the care team or the care manager or head nurse at your centre.



Beliefs and values

Our goal is for our residents to enjoy personal satisfaction and enriched experiences while living in our facilities.

Our care and service personnel strive to recognize each resident's values, strengths and limitations, their right to choice and their self-determination.

We assist each resident in achieving their highest potential and maintaining their optimal level of functioning.

We consider the physical, mental, emotional, spiritual and social needs of all residents.

We continually improve the quality of the services we provide, with the foremost attention given to the resident's dignity and quality of life.

We take an interdisciplinary team approach to planning and providing care, and we deliver this care in a supportive and trusting environment.

The care of the resident is our first responsibility.

Resident rights

As a resident, you have the right to

- be treated with compassion, courtesy, fairness and dignity
- live in an environment free of abuse and harassment
- have your beliefs, values and preferences respected
- make your room comfortable and home-like
- have a roommate you are compatible with
- have your privacy acknowledged and respected
- have your confidentiality maintained in accordance with the law
- live in an environment that is comfortable, clean, safe and secure
- raise concerns, ask questions, participate in decision making (on your own or through your legal representative) without fear of interference, coercion or reprisal
- participate in the activities and organizations of your choice
- maintain personal independence, which includes accepting the responsibility for your actions and choices
- accept risk, and not have your actions and choices restricted solely because they may include the element of risk
- continue to make and maintain control over the personal aspects of your daily life, your financial affairs and your personal possessions (either on your own or through your legal representative)
- be able to access information about your rights, care, accommodation and any other information that relates to you personally

Resident responsibilities

As a resident of a care centre, you are responsible for

- respecting the rights and needs of other residents
- respecting the rights of staff and management to work in an environment that is free from harassment and abuse
- caring for your own health and well-being as much as you are able to
- ensuring your personal belongings follow the facility's safety requirements
- ensuring your actions do not interfere with other residents' rights
- participating in the planning of your own health care and treatment
- collaborating with your health care professionals to determine your care plan and course of treatment— if you choose not to follow your care plan, advise the care team
- paying all applicable fees, including room charges and personal expenses
- complying with the policies, procedures and rules set out in this handbook
- refraining from behaviour that is dangerous or threatening to yourself or others

Privacy is important to everyone. We ask that residents and visitors respect the confidentiality of others by not disclosing information inadvertently overheard or seen while at the centre.



Moving in

Upon admission, nursing staff will verify the resident's care needs, which are used to develop a care plan. Family members and friends are asked to be present during the admission process, with the consent of the resident.

Types of continuing care

Continuing care provides individuals who have health conditions or disabilities with access to services they need to maintain independence and enjoy quality living. Alberta Health Services provides continuing care services in designated supportive living and long-term care centres.

Long-term care

Many of our residents require a supportive approach that is tailored to their needs and abilities. We strive to provide resident-centred care based on those needs and abilities.

Individuals may benefit from long-term care if they have needs that include the following:

- complex and unpredictable care needs, but the person is clinically stable and can be managed safely with 24-hour onsite registered nurses
- requiring regularly scheduled and unscheduled onsite support from registered nurses and physicians
- complex end-of-life needs
- complex medication needs
- unscheduled assessments to address changing care issues
- unpredictable behaviours that place themselves and others at risk
- any stage of dementia
- complex physical needs with care requirements that cannot be met in supportive living
- assistance with daily activities, such as complex nutritional intake requirements, increased rehabilitation and complex requirements with respect to bladder/bowel control

Long-term care will not be a good fit if you have unstable acute medical or psychiatric conditions that require acute-care hospitalization.



Designated supportive living

Designated supportive living (DSL) sites within Alberta Health Services provide onsite, 24-hour supportive residential services, including assistance with personal hygiene, medication, cueing and monitoring. Professional nursing services on an intermittent or scheduled basis are also provided, as required. Clients must be able to supply their own medications, oxygen and incontinence supplies, as they would in their own homes.

Individuals may benefit from designated supportive living if they have needs that include the following:

- complex medical needs that are predictable and safely managed with onsite professional nursing (licensed practical nurse) under the direction of a home care registered nurse
- complex needs that cannot be met at home or in an alternate supportive living environment
- complex requirements with respect to bladder/bowel control
- assistance with or the administration of medication
- daily assistance with activities, such as meals, two-person transfers, assistance with walking and wheelchairs

Designated supportive living will not be a good fit if you have unpredictable behaviours that place you or others at risk, or if you need scheduled assessments by a 24-hour onsite registered nurse.

To confirm that their services and settings are still appropriate, residents in continuing care will be reassessed at regular intervals as their needs change. When residents must move to a new setting, the transition will be coordinated in consultation with the resident and their family, and will be managed effectively to ensure continuity of care for the resident.



Communications and processes

Case management

Every resident will be assigned a case manager. Case managers are responsible for coordinating and integrating residents' health services to ensure continuity of care, follow up with care appointments and diagnostic tests. They are available to you if you have questions, and will set up a yearly meeting (or more often, if required, or at the request of the resident or their family) with the resident, their family members and their health care team to review, evaluate and establish care plans.

We encourage resident input and independence in care planning. The care plan will be reviewed by nursing staff every three months, at a minimum. If the care plan changes, your case manager will notify you or your family members. If you are unable to reach your assigned case manager and require immediate information, please speak to a registered nurse on duty or contact your care manager or head nurse.

Communicating with staff

You and your family members will come into contact with many people at the centre. It is helpful for you to establish a primary staff member for you to speak with about any questions or concerns (often the case manager, care manager, head nurse or registered nurse), as well as one of your family members as the key contact person for staff to communicate with. If a resident's contact person changes their address or telephone number, please inform the care team, unit clerk, secretary, care manager or head nurse as soon as possible.

Physicians

If you will be living in long-term care and do not already have a family physician, one will be assigned upon admission. Residents must be under the care of a local physician in order to be admitted to a facility.

Referrals

Any referrals to services not provided by Alberta Health Services, including dental, podiatry, hearing and vision services, shall be done at the expense of the resident or their legal representative. Your case manager can assist with accessing these services, upon request.

Easing the transition

Family can play a vital role in easing the transition from the resident's home to the facility by sharing knowledge about loved ones. Communicating appropriate information about the resident's personal life and daily routines can greatly assist staff in caring for the resident and help staff members better understand the resident's life before moving into the facility. Family may also be able to pass on strategies that have worked while caring for the resident. All of this information will help staff members provide the best care possible.



Care conferences

All residents in continuing care have a care conference each year, which may include physicians, care managers, registered nurses, dietitians, pharmacists and therapists. With the consent of the resident, notification of care conferences will be mailed out approximately one month in advance to the main contact person listed in the resident's file. The resident and their family are vital members of the care team and their attendance is highly encouraged.

Although conferences are scheduled annually, residents will be assessed on a more frequent basis as their needs change. This is to confirm that the care plan and living setting are appropriate to and meet their needs. When residents move to a new unit or facility, these transitions are coordinated and managed effectively to ensure continuity of care for the resident.

Pharmacy information

Continuing care covers medication costs and medical care for all residents in long-term care, with some exceptions. Residents in Designated Supportive Living supply their own medications, oxygen and incontinence supplies, as they would in their own homes.

A resident who wishes to take medication other than what their physician has ordered (e.g., vitamins, cold or cough medication, herbal medications) must inform their care manager. These products may interact with other prescribed therapies and must have prior approval by their physician. The cost of additional medications is the responsibility of the resident or their legal or financial representative. All approved products must be stored in a secure area.

Pharmacists work closely with a multi-disciplinary team to identify and resolve any potential medication-related problems.

Resident and family councils

Resident and family council meetings are regular opportunities to inform residents about changes in the facility and services. They also provide an opportunity for residents to give input on decisions that affect their lives in the facility. Minutes from these meetings are posted onsite. With the resident's consent, family members are welcome and encouraged to attend resident and family council meetings.

Information boards and brochures

Each centre maintains an information board to provide residents, their families and visitors with various news items and upcoming events.

Brochures are also available in each centre and contain information on topics including protection for persons in care, Health Link Alberta, palliative care services, personal directives and resolving concerns within Alberta's health-care system.

For more information that is not provided by the information boards or brochures, contact your care team, care manager or head nurse.





Accommodation and meals

Rates and associated costs

Alberta Health sets all accommodation rates for continuing care facilities in the province. These rates change from time to time, and are based on the maximum amounts provided by Old Age Security (OAS), Guaranteed Income Supplement (GIS) and Alberta Assured Income Program (AAIP). This is to ensure that the established levels of disposable income are maintained. The provincial government subsidizes resident accommodation charges in order to fully cover the costs of operating care centres.

Current accommodation rates are provided on a separate document from the rest of this handbook. They can also be found at www.health.alberta.ca/services/continuing-care-accommodation-charges.html. A minimum of 30 days' notice will be provided by Alberta Health Services for any rate increases.

Additional costs may include

- personal laundry (charges may vary between sites)
- labelling of clothing (all clothing must be labelled, charges may vary between sites)
- personal toiletries (family members to replenish these, as needed)
- special recreational therapy outings
- eyeglasses, hearing aids, foot care and dental work
- telephone connections and associated costs
- cable television/internet connections and associated costs
- transportation to and from appointments
- hairdressing and other specialized health and personalized services

Residents or their family members are responsible for purchasing personal toiletry items and replacing them, as needed.

All rates are subject to change.

Private rooms

If you would like to reside in a private room, speak with the placement coordinator prior to admission. If a private room cannot be provided then, speak with the care manager or head nurse once you have been admitted and your name will be placed on a waitlist.

Decisions about which unit you will live in, both when you are admitted and throughout your stay, will be made by management.

Decisions about moving residents within the centre will also be made at the discretion of the facility's management.

Meals

Three nutritional meals are provided daily, along with snacks. Menus are planned to ensure all meals, fluids and snacks meet the guidelines of Canada's Food Guide. Nutrition and Food Services follows provincial standards for food handling and hygiene and current food establishment permits are maintained at each centre. Menus are posted on menu boards at each centre. Meals follow a 21-day menu that can be found within each centre's kitchen or dining areas. Several of our centres have cafeteria services onsite and the hours of operation may vary.

Modified diets are provided to residents as required. Special menus are planned for celebrations throughout the year (e.g., Christmas, Easter, Thanksgiving).

With the resident's agreement, guests are welcome and encouraged to share the mealtime experience. If a guest would like to eat a meal with the resident they are visiting, the guest may arrange this with Food Services, in advance, for a nominal charge. Please check with the facility for any restrictions that might apply.

Due to the possibility of specific diet requirements, it is important that guests check with the nursing staff before offering food or beverages to residents.



Alcohol consumption and storage

When appropriate, alcohol may be served by staff at special recreational functions or at scheduled “happy hours.”

If residents would like to bring alcohol into the facility for personal consumption, prior approval must be obtained by the care manager or head nurse. Residents are limited to two alcoholic beverages per day. Alcohol must be stored in a secure area by the facility staff. No alcohol may be stored in residents’ rooms.

Resident belongings

To maintain a home-like atmosphere, we encourage residents to personalize their rooms by bringing personal effects, including televisions, radios, pictures and small pieces of furniture.

A resident’s room is their home.

While we encourage residents to bring their personal effects with them, it is important that staff are able to provide care to residents without being impeded by a resident’s belongings. If a resident’s personal belonging affect a staff member’s ability to provide care or creates a hazard for residents, staff or visitors, that resident may be asked to move the item or have the item removed from the facility. Residents are encouraged to check with staff if they are concerned about whether or not an item is appropriate.

If a resident has been asked to remove an item from their room, the item must be removed from the facility within a timeframe agreed upon by staff. In some facilities, an item can be temporarily stored at the facility, space permitting, until the resident or their family can arrange to have the item removed. Please contact your facility directly for more information.

Facilities are not responsible for the safety or security of any personal items left in residents' rooms. For this reason, we recommend that valuable or irreplaceable items not be brought into the facility.

Food and other perishable items must be stored in a way that does not spoil or attract vermin and thereby present a hazard to others. If any food or perishables present a hazard, residents will be asked to remove it.

Should you wish to purchase personal medical or mobility equipment (e.g., hospital beds, mobility scooters), please discuss with the site staff in advance to ensure it can be used safely.

Please do not bring in chairs that rock or swivel. Do not choose fabric upholstery. Instead, choose furniture that is water resistant and can be easily cleaned. Wood surfaces cannot be easily cleaned and should be avoided. Area rugs are not permitted for safety reasons.

Houseplants that are kept in a resident's room are the responsibility of that resident.

Clothing

Residents' clothing should be comfortable, easy to put on and easy to remove. In order to maintain their independence, residents are encouraged to participate in dressing themselves whenever they are able to.

Sometimes special adaptive clothing is requested (e.g., Velcro closures), which also assists in maintaining residents' independence and comfort. Staff may be able to provide you with more information as to where special adaptive clothing can be purchased.

We believe that personal appearance is an individual choice. A resident's choice of clothing will be respected by our care teams.

Fabrics

Clothing made of cotton, wool or rayon does not launder well in the facilities' industrial washers and dryers. Instead, choose clothing made of nylon, polyester or a polyester and cotton blend whenever possible.

Alberta Health Services is not responsible for any damages that may occur to clothing during washing or drying.

Ironing and mending services are not provided.

All clothing must have a heat-sealed label applied by Personal Laundry Services. Items brought at admission must have the resident's name on the label in permanent marker.

Special clothing

Special seasonal clothing or outfits (e.g., at Christmas or Easter) are a welcome addition to a resident's wardrobe.

You may want to find an alternative to laundering your special clothing in your centre's industrial washers and dryers in order to prevent any damage that may occur.

Suggested clothing list

Each resident's clothing needs are unique, and some centres may not provide laundry services over the weekend or over holidays. To ensure the comfort of all residents, we require each resident provide:

- 10 full sets of daytime clothing
- 10 undershirts/bras/slips (if appropriate)
- 10 pairs of underwear
- nightwear (as required)
- 12 pairs socks/stockings
- 3 cardigan-type sweaters
- 1 housecoat
- 2 pair of slippers (closed heel with non-slip soles)

- 1 pair of comfortable walking shoes with non-slip soles (please avoid bringing Crocs or any backless, slip-on shoes or sandals)

Additional clothing, including coats, scarves, boots, gloves, sunglasses and hats, may also be required for any outings a resident chooses to go on.

Personal care items

The following personal care items are to be purchased by the resident and brought in upon admission:

- shaving items, aftershave and shaving creams
- soap/body wash (some centres may prefer that residents use products provided onsite)
- deodorant
- 2 combs/brushes
- hairclips and curlers
- toothbrush, toothpaste and mouthwash
- denture cleaner and adhesive
- nail brush
- make-up (if appropriate)
- sunscreen and body/facial lotions
- cosmetic or shaving bag to hold other personal care items
- rechargeable razors (must be clearly marked)—please note that straight razors are discouraged, as they pose an infection control and safety risk
- shampoo and conditioner (some centres may prefer that residents use products provided onsite)

The resident is responsible for replenishing these items on an ongoing basis.

Safekeeping of valuables

Residents are discouraged from keeping large amounts of cash, credit cards or other valuables in their centre. If residents wish to keep a small amount of money with them, we advise that it be kept in a locked drawer or cabinet within the resident's room.

Alberta Health Services is not responsible for any lost, stolen or damaged money or valuables that residents have chosen to keep with them in their room.

Electrical devices

All electrical items brought into the facility, including lamps, televisions, computers and radios, must be inspected by the centre's maintenance department. All electrical devices must have an affixed CSA sticker. If a device does not meet CSA standards, it will not be approved for use in the centre.

Telephones

Several of our centres have public pay telephones in the common areas for resident and visitor use.

If residents wish to have a private telephone installed at their bedside, their families are responsible for contacting the provider and making the arrangements. All costs of the phone and its installation are the resident's responsibility. Installation and connecting a private telephone may take a few days. The provider will require the address of the centre and the resident's room number, which can be obtained by asking the nursing staff or administrative assistants.

When residents move to a new room, they are responsible for notifying the telephone provider, as well as any costs incurred with the phone transfer.

Residents or their family members are responsible for the repair

of any problems related to the telephone and external line and they should be present during installation.

All billings for the phone service will be directed to the resident or their legal or financial representative.

Electric wheelchairs and scooters

All electric wheelchairs and scooters within a centre must be operated at a safe speed, taking into consideration the safety of all residents, visitors and staff. Long-term care centres may require a driving test, which is administered by an occupational therapist. Any resident who operates their electric wheelchair or scooter in a manner that puts others at risk may have the wheelchair or scooter removed and replaced with a manual wheelchair. If the removed wheelchair is owned by the resident, it will need to be taken home by a family member or will be stored in safekeeping at the centre.



Smoking

Alberta Health Services facilities are smoke-free environments. Centres are required to follow Alberta Health Services's Tobacco and Smoke Free Environments Policy, which includes the prohibition of electronic smoking products.

All parking lots, garden areas and other vacant outdoor properties are also designated as smoke free.

Scented products and flowers

Some residents, staff and volunteers have allergies or medical conditions that are triggered by the strong scents (e.g., perfumes, aftershaves). We therefore ask that the use of scented products be kept to a minimum.

Flowers are welcome at our centres, and are a beautiful way to brighten someone's day. However, some flowers are associated with allergies or medical conditions, and we suggest that you consider choosing a pollen-free or hybrid alternative. Orchids, daffodils, peonies, irises, roses, hydrangeas, snapdragons and dahlias are examples of flowers that are less likely to cause a reaction. When in doubt, consult your local florist or garden centre.



Resident and staff safety

Abuse

Alberta Health Services is committed to ensuring a healthy and abuse-free environment. We have a duty to protect residents from abuse and to maintain a reasonable level of safety. Acts of abuse by or against any employee, medical staff, student, volunteer, visitor or resident are considered intolerable and unacceptable conduct. All allegations of abuse will be investigated by management and dealt with in accordance with AHS policy, procedure and relevant legislation.

Any abuse of staff by a resident will be dealt with in accordance with AHS policies, procedures and practices, and may include termination of the resident's admission agreement. If a resident's admission agreement is terminated, then the resident will be discharged. (Please see page 41 of this handbook for more information.)

Bathing

Alberta Health Services is committed to safe bathing. Staff will comply with policy, procedures and education regarding maximum water temperature, and the water temperature will be checked before you enter the tub or shower. You may be asked to double check the water temperature yourself. Water temperature will be kept in a safe range, between 38°C and 43°C.

Call bell or pendant

Residents will have access to a call bell or pendant.

Challenging behaviours

Challenging behaviours are anticipated in care centres, but the centres' environment is designed to minimize them. Many staff are also specially trained in dealing with such behaviour. If you observe behaviours that you do not understand, talk to your care team, nurse on duty or the care manager or head nurse.

Falls

Falls are a concern for our residents. Our staff cannot prevent every fall; however, they do work with residents to minimize the risk of falls and/or injuries from falls. Residents can help by wearing appropriate footwear, participating in exercise programs and following safety strategies.

Fire drills

Every effort is made to protect residents and the centre from fire. Fire control expertise is maintained by holding regular fire drills. Upon activation of the fire alarm, bells will ring and fire/smoke doors will close automatically. In the event of a fire or a fire drill, residents and visitors must follow the instructions of the care team.

Emergency preparedness plans and fire evacuation plans are located in each centre, and will be reviewed with the resident or their family members upon request.

Security

It is of utmost importance that you and your visitors do not assist any other residents to leave the unit or go outside the building. Please check with the care manager, head nurse or other nursing staff if you have any concerns.

Your centre may have a secure unit, meaning that you must use a keypad and numerical code to leave the unit. Secured units are there to ensure the safety of residents who might otherwise exit the centre unprepared or disoriented and become lost as a result.

To exit the centre, please check with your care team for the numerical code and ensure that the door closes and locks behind you. (Please note that code sequences are subject to change.)

Signage

For your safety, please observe all floor-washing signs, as floors may be slippery when wet.

Restraints

As part of its ongoing commitment to maximize safety, independence, self-worth and dignity for each resident, Alberta Health Services embraces a minimal restraint policy. Centres are working towards the goal of eliminating the use of items that restrict the ability of the residents to move freely. Care teams will work to meet the residents' needs in the least restrictive manner possible. They will also discuss the risks associated with alternatives and answer any questions.

Vehicle transfers

As part of Alberta Health Services policy, staff are unable to assist with transferring residents into and out of personal vehicles. If residents require assistance, the individual providing transportation should be prepared and able to assist the resident in and out of the vehicle at all times. The rehabilitation team is available for consultation with any transfers.





Family and caregiver information

Adjusting to the care facility

It will take time for you and your loved one to adjust to the care facility. For some, this may take weeks or months; for others, it may take less time. Keep in mind that there is no correct number of times to visit your loved one during this transition period. Whatever you decide is the right decision for you. Visit as often as you want and stay for as long as you feel comfortable.

Sometimes a person with Alzheimer's disease adjusts quite well to their new surroundings. This may leave you with mixed emotions: while you are happy that your loved one is doing so well, you may also feel sad because they seem more content in the facility than at home. These feelings are perfectly natural. You have not lost your role as caregiver. You are just now sharing that role with others.

Visitors

Family and friends are invited to visit residents regularly and we encourage their participation in recreational programs, outings and special events. For information on scheduled activities, please refer to the centre's recreational calendar. Copies of these calendars are available by contacting your recreational therapist or nursing staff.

There are no set times for visiting hours. We encourage family to visit at any time during the day and during set evening hours. Visitors are welcome to book overnight accommodation at participating sites, and at the posted rate. Visitors must be reminded, however, that when they enter a centre, they are entering the home of many individuals. Visitors are asked to respect the privacy of all residents and the need for a quiet and calm environment. Children of all ages are welcome, but we ask that young children be supervised appropriately.

All visitors must comply with the centre's policies, procedures and rules as set out in this handbook. Non-compliance with any of these policies, procedures or rules can result in visitation restrictions, up to and including total restriction from visitation, as determined by management.

Visiting with your loved one

Visiting is a good means of staying connected with your loved one. You may want to focus visits around established routines, activities like sharing a meal together or joining a group activity (e.g., a musical event), as this will make the visit more social. Visits can also be more personal, as you can enjoy quiet time together reading or reminiscing. Visits from other family members, such as grandchildren, can help your loved one feel connected. The main objective is to make your time together as meaningful as possible.

Tips for visiting

Making the most of a visit

One common question staff get asked is, “What should I do during a visit?” Think of what you did together in the past. Did you listen to music together? Play cards? Watch television or movies? Go for walks? Try to continue these same activities, as they will add value to your time together.

Tips for having an interesting visit with your loved one

- Bring the family pet for a visit. Please remember to check with the care manager or head nurse in advance.
- Videotape family events ahead of time and show the video to the resident.
- Spend time viewing old and new pictures together.
- Reminisce. “Tell me about when...” is a great opener.
- Treat a female resident to a manicure or fix her hair, or watch a favourite sporting event with a male resident.

Visiting should be pleasant and enjoyable for the resident and their visitors. Plan ahead, involve the resident and above all: don't let the fact that the resident lives in a “nursing home” interfere with the wonderful relationship you enjoy.

Tips for enhancing communication with your loved one

- Place yourself at eye level.
- Show respect with your words and your actions.
- Be aware of changes in mood or behaviour during a visit, and adjust what you do and say accordingly.
- Keep a normal conversational tone and use facial expressions and gestures to emphasize your meaning. If the resident is hard of hearing, move closer and try to speak a little louder, but without shouting.

- Be patient and give the resident time to respond.
- Filling every moment with talk is not always possible or necessary. Just being there and sitting or holding hands with your loved one is a great way to communicate.

Outings

We encourage residents and their families to enjoy outings together. If you want to go on an outing, please advise the charge nurse of your plans and comply with the site's procedures (e.g., some facilities have sign-out sheets indicating the date and time of residents' exit from and return to the facility). This will assist staff in preparing medications to be taken during the leave and will help ensure that residents are safe and accounted for.

Generally, there are no restrictions on social outings. For extended leaves, try to provide at least seven days' notice so that any medications can be prepared ahead of time.

Private events

Residents and their families may be able to use a private room or space for a family party or holiday celebration. Arrangements for private events can be made with your continuing care supervisor or recreational therapist.

Pets

Pets can provide comfort to people. In some facilities, the recreation team cares for one or two pets. The team chooses animals that are gentle in nature and that can be confined to a cage. When appropriate, residents may hold and assist in caring for these pets. The facility pets have annual vaccinations and check-ups as required.



Family pets are also welcome to visit your centre, provided you have previous approval from the care manager or recreation therapist. All visiting pets must have up-to-date immunizations.

All pets, including those that reside within the facility and those visiting, are not allowed to enter areas of the facility that are used for food preparation or dining.

Gifts and donations

Alberta Health Services staff and volunteers are prohibited from accepting gifts from residents and their families. If you would like to say thank you or show appreciation to staff or volunteers, you are welcome to donate to the various health foundations and health care auxiliaries. These donations will be used for the enhancement of quality health care in the specified centre. For more information on donations, speak to your head nurse or care manager.

Government assistance

Protection for Persons in Care Act

This legislation promotes the safety of adults in care by requiring persons to call a special reporting line when they have reasonable and probable grounds to believe that there is, or has been, abuse involving a resident.

For more information, contact:

Protection of Persons in Care
Alberta Seniors and Community Supports
Station M Box 476
Edmonton, AB T5J 2K1
1-888-357-9339

An overview of the Protection for Persons in Care Act can be found online at: www.health.alberta.ca/services/protection-persons-care.html.

Office of the Public Guardian

Guardianship is the legal process whereby the court appoints an individual as a guardian and grants them the legal authority and responsibility to make certain decisions about personal (non-financial) matters on behalf of a represented adult. A court-appointed guardian is provided with a copy of the guardianship order that sets their authority.

For more information, contact:

Office of the Public Guardian
Provincial Office
4th Floor, Standard Life Centre
10405 Jasper Avenue, Edmonton, AB T5J 4R7
780-422-1868

In addition to the provincial office, the Office of the Public Guardian has six other offices throughout the province. For more information, visit: humanservices.alberta.ca/guardianship-trusteeship/office-public-guardian.html.

Alberta Ombudsman

If you have questions or concerns about the fairness of your complaint and how it was handled, contact the Alberta Ombudsman:

Alberta Ombudsman Head Office
10303 Jasper Avenue NW, Edmonton, AB T5J 5C3
780-427-2756 or 403-297-6185

Health Link Alberta

Health Link provides Albertans with 24-hour health information and advice.

Call 811 toll free, or visit the Health Link Alberta website:
www.healthlinkalberta.ca.

Office of the Public Trustee

Alberta's Office of the Public Trustee protects the financial interests of vulnerable Albertans by administering the estates of represented adults, deceased persons and minors when there are no family members or friends who are willing to apply to court to be appointed as trustee.

For more information, contact:

Office of the Public Trustee
400 South Brownlee Building
10365 – 97 Street, Edmonton, AB T5J 3Z8
780-427-2744

www.humanservices.alberta.ca/guardianship-trusteeship.html

Financial assistance

If you are under 65 years of age, you may access information or assistance by contacting the following agencies:

Canada Pension Plan Disability Benefits

Phone: 1-800-277-9914

Website: www.esdc.gc.ca

AISH (Assured Income for the Severely Handicapped)

Phone: 1-866-644-5135

Website: www.humanservices.alberta.ca

Alberta Income Support

Phone: 1-866-644-5135

Website: www.humanservices.alberta.ca

If you are over 65 years of age, you may access information or assistance by contacting the following agencies:

Alberta Seniors' Benefit

Phone: 1-800-642-3853

Website: www.seniors.gov.ab.ca

Old Age Security and Canada Pension Plan

Phone: 1-800-277-9914

Website: www.esdc.gc.ca

Veterans' Affairs

Phone: 1-866-522-2122

Website: www.veterans.gc.ca/eng



Services

Alberta Aids to Daily Living Program (AADL)

The Alberta Aids to Daily Living Program (AADL) is a provincial program that assists Albertans in receiving basic medical equipment and supplies for more independent functioning. AADL operates on a cost-share basis and residents may be eligible for assistance; however, depending on the resident's income, there may be costs involved.

If medical equipment is required, referrals will be made to occupational therapy or physiotherapy. An assessment will then be done to determine whether there is any equipment or medical/surgical supplies that are required but not otherwise provided or funded as part of continuing care health services.

For more information on AADL, call 310-0000, then enter 780-427-0731.

Or visit their website: www.health.alberta.ca/services/aids-to-daily-living.html.

Pastoral care

Visits by chaplains, community clergy and church members from different denominations are available for any residents who are interested. Regular worship services may be provided in some sites.

Trust funds

The purpose of a trust fund is to have funds available for the resident's personal needs, as well as social activities, outings and other expenses not covered by the accommodation fees.

Trust fund processes vary from site to site, so please ask upon admission how trust funds are managed at your facility.

Recreational activities

Recreation therapy uses recreation and leisure activities to support the rehabilitation process and promote overall wellness for individuals who have physical, cognitive, social or emotional limitations that affect their ability to engage in meaningful experiences.

Recreation therapists, in consultation with each resident, will assess residents' leisure interests, strengths, abilities and barriers. They will also establish goals to address residents' leisure needs, with regular reviews to make any necessary revisions.

We offer a holistic approach, including therapeutic, leisure education and recreation participation programs, in order to meet each resident's identified recreational goals. Programs including pet therapy, baking, music therapy, outings, cognitive stimulation, games, reminiscing, sensory programming, community events and seasonal special events are provided. With assistance from volunteer resources, recreation therapy staff

also involve school students, community groups, entertainers and other volunteers in recreational therapy.

Families are encouraged to participate with their loved ones. Recreation therapy program calendars are posted within each centre and individual copies are also available.

Hairdressing

In many centres, local hairdressers provide hairdressing services to residents. Hairdressing fees are posted in the hair-care room at each applicable centre and vary from centre to centre. These fees are the responsibility of each resident or their legal or financial representative.

Residents may also access private hairdressing services. Residents are responsible for making appointments, transfers to and from the appointments and all associated costs.



Legal and financial affairs

Financial affairs are the responsibility of each resident. Employees and volunteers may not be involved under any circumstances. This includes giving advice and signing documents or being a witness to the signing of a document.

For those competent residents who do not have a personal directive or enduring power of attorney document in place prior to admission to the centre, staff may ask the residents about whether they would like to write these legal documents themselves. However, there is no requirement for residents to do so. If the resident wishes to write their own legal documents, they should contact the Office of the Public Guardian or their own legal counsel for assistance. For those residents who lack capacity and do not have such documents in place, it is important that guardianship and trusteeship be pursued, where appropriate, by the resident's family or friends.



Funeral arrangements and organ donations

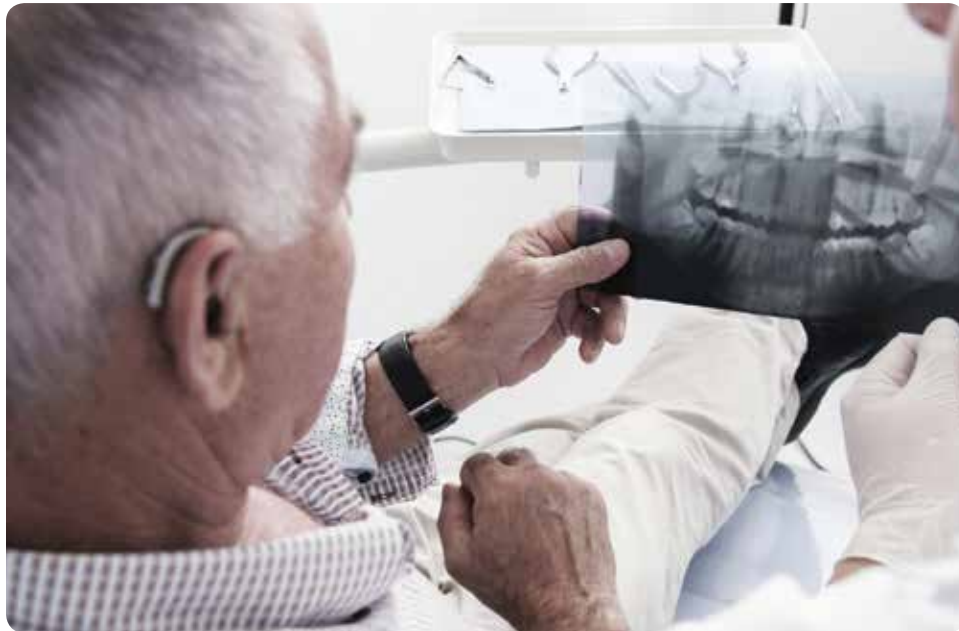
Please share any instructions regarding funeral arrangements or organ donations with your care team.

Dental, optical and hearing aid services

Arrangements to receive dental, optical and hearing aid services are primarily made by residents. However, Alberta Health Services is required to ensure that independent practitioners who visit clients at long-term care sites are able to meet expected standards.

Residents are responsible for arranging their own transportation to and from these services (e.g., oral health, dental care, podiatry, hearing and vision services), and any associated costs are not covered by Alberta Health Services. If your care centre assists in arranging transportation, any applicable fees may be charged to the resident.

All hearing aids, glasses and dentures must be marked or engraved with the resident's name.





Discharge and termination

Residents or their legal representatives may terminate the admission agreement at any time, with or without cause, by providing 30 days' written notice to Alberta Health Services through the centre's care manager or head nurse. This written notice must identify the date when the termination is to become effective.

The admission agreement may also be terminated by Alberta Health Services at any time, without notice, under the following circumstances:

- A finding by Alberta Health Services that the centre can no longer meet the resident's needs.
- A failure of the resident to pay the accommodations charges or additional charges for services.
- The resident's non-compliance with the centre's policies, procedures or rules set out in this handbook.
- If the resident is engaging in behaviour that is dangerous or threatening to themselves or others in the centre.

Should the admission agreement be terminated by Alberta Health Services, the resident shall be discharged in accordance with discharge plans prepared in collaboration with the resident, the interdisciplinary team and the resident's physician. This team will work with the resident to assist them in finding alternate living arrangements, but the arrangements for care and housing will ultimately be the responsibility of the resident.

Removal of personal items

When a resident is discharged, that resident or their legal representative is responsible for removing all personal items from their room, within a timeframe agreed upon with the care manager or head nurse.

If personal items are not claimed by the resident or their legal representative within 30 days following discharge, they will be handled in accordance with AHS policy.

References

Provincial standards

Continuing Care Health Service Standards

The Continuing Care Health Service Standards ensure that facilities and operators provide quality service that takes into consideration each individual's needs, preferences and abilities.

For more information about the Continuing Care Health Service Standards, contact:

Communications
Alberta Health
22nd Floor, 10025 Jasper Avenue
Edmonton, AB T5J 2N3
780-427-7164

The Continuing Care Health Service Standards are also available online at: www.health.alberta.ca/services/continuing-care-standards.html.

Long-Term Care Accommodation Standards

The Supportive Living and Long-Term Care Accommodation Standards ensure that facilities maintain a high quality of accommodation services that promote safety, security and quality of life.

For more information about the Long-Term Care Accommodation Standards, contact:

Alberta Seniors and Community Supports
11th Floor, HSBC Building
10055 – 106 Street
Edmonton, AB T5J 1G3
780-644-8428

The Supportive Living and Long-Term Care Accommodation Standards are also available online at:

www.health.alberta.ca/documents/CC-Long-Term-Care-Standards-2010.pdf.

As licensing audits are completed for both the Long-Term Care Accommodation Standards and the Continuing Care Health Service Standards, results will be posted online at:

<http://standardsandlicensing.alberta.ca>.

Contact corporate office

Alberta Health Services Corporate Office

700 Manulife Place

10180 – 101 Street

Edmonton, AB T5J 3S4

Phone: 1-888-342-2471 (toll free)

Fax: 780-342-2060

www.albertahealthservices.ca

Definitions and terminology

Guardian

An adult appointed by the court to act in the best interests of a represented adult in making personal (non-financial) decisions for that represented adult. Guardians can be a family member or friend, or the public guardian.

Personal directive

A legal document that a competent adult may write to appoint an agent to make their decisions regarding their personal (non-financial) matters at a time when the adult lacks the capacity to do so. This document must meet the requirements of the Personal Directives Act, and does not come into effect until the appropriate schedule has been completed.

Public guardian

The Office of the Public Guardian is appointed by the court to act as guardian for a represented adult when there are no family members or friends of the represented adult who are willing, able or appropriate to apply for or act as guardian.

Public trustee

The Office of the Public Trustee is appointed by the court to act as trustee for a represented adult when there are no family members or friends of the represented adult who are willing, able or appropriate to apply for or act as trustee.

Represented adult

An adult (18 years of age or older) who has been determined to lack capacity to make a decision regarding their personal or financial matters, and for whom a guardianship or trusteeship order is in effect.

Surveys

Periodically, Alberta Health Services or the Health Quality Council of Alberta conducts a survey for resident and family feedback. Please take the time to complete these surveys, as your feedback will assist AHS in identifying and implementing quality improvements in continuing care.

Trustee

An adult appointed by the court to act in the best interests of a represented adult in making financial decisions. Trustees can be a family member or friend, or the public trustee.



In the event you or your family member's experience does not meet your expectations, you have the right to voice your concerns.

Feedback

Alberta Health Services is committed to providing high-quality care to the people we serve in a safe and respectful manner. In the event that you or your family member's experience does not meet your expectations, you have the right to voice your concerns. Alberta Health Services will work with you to find a mutually agreeable solution to resolve any concerns you may have as quickly as possible.

As a first step, we encourage you or your family member to speak directly to the care team that is providing your care. This is because the care team knows you and your family the best, and discussing your concern with them directly may resolve the concern.

If the concern cannot be resolved by the care team, or you or your family are not satisfied with the resolution you received, contact the Alberta Health Services Patient Concerns Office at 1-855-550-2555.

Alberta Health Services
Office of the Patient Concerns Officer
Standard Life Centre
Suite 1220, 10405 Jasper Avenue
Edmonton, AB T5J 3N4

A patient feedback form can also be completed online, at www.albertahealthservices.ca/patientfeedback.asp.

If you or your family members have a question about the fairness of how your concern was handled by Alberta Health Services, contact the Alberta Ombudsman Office by phone at 780-427-2756 or 403-297-6185, or visit their website: www.ombudsman.ab.ca.

The ombudsman operates independently from any part of Alberta Health Services.



Continuing Care Resident Handbook
3rd Edition: Seniors Health—North Zone

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