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## AHS responds to PPIC decisions on Kipnes Centre for Veterans issues

EDMONTON – Deb Gordon, Vice-President and Chief Health Operations for Northern Alberta, provided the following statement today regarding two Protection for Persons in Care (PPIC) decisions involving three residents at Kipnes Centre for Veterans in Edmonton:

Our thoughts remain with these residents and their families. Nobody should ever be harmed in any of our facilities, or those of a contracted care provider. Residents and their families have the right to high quality, compassionate care; anything else is unacceptable.

We will continue to work closely with CapitalCare to meet the PPIC recommendations and help ensure residents receive the care and treatment they need.

In parallel with CapitalCare's internal review of the incidents, AHS conducted a quality review and provided required actions to CapitalCare to address identified areas for improvement. As a result, the following actions are taking place at Kipnes Centre for Veterans:

- Care managers' work assignments have been reviewed and revised to help ensure they have more direct oversight and presence on care units.
- The centre has revised site admission packages and is providing ongoing information to residents and families on how to report concerns.
- Staff education has taken place to:
  - Remind them to treat residents respectfully and with empathy.
  - Use appropriate equipment and techniques for moving residents.
  - Document and report any unusual incidents.
  - To manage aggressive, physical and verbal behaviours arising from residents' conditions and/or illnesses.
- The Centre has changed its family forum process from a large group to a series of small-scale gatherings for residents and families to allow for open communication, share concerns and challenges, discuss ideas, and provide education.

AHS has been in contact with the families concerned since these incidents arose. In addition, AHS has provided on-site support at Kipnes Centre for Veterans for staff and management as they implement the actions and directives. The support will continue until AHS is satisfied the actions have been fully implemented.