



## **LONG-TERM CARE FACILITIES INFORMATION PACKAGE**

---

**A BACKGROUND DOCUMENT FOR THE TASK FORCE ON CONTINUING CARE  
HEALTH SERVICE AND ACCOMMODATION STANDARDS**

**THIS DOCUMENT WAS DRAFTED BY THE LONG-TERM CARE SERVICE AND  
PRODUCTS INFORMATION PACKAGE WORKING GROUP**

**JUNE 13, 2005 DRAFT**

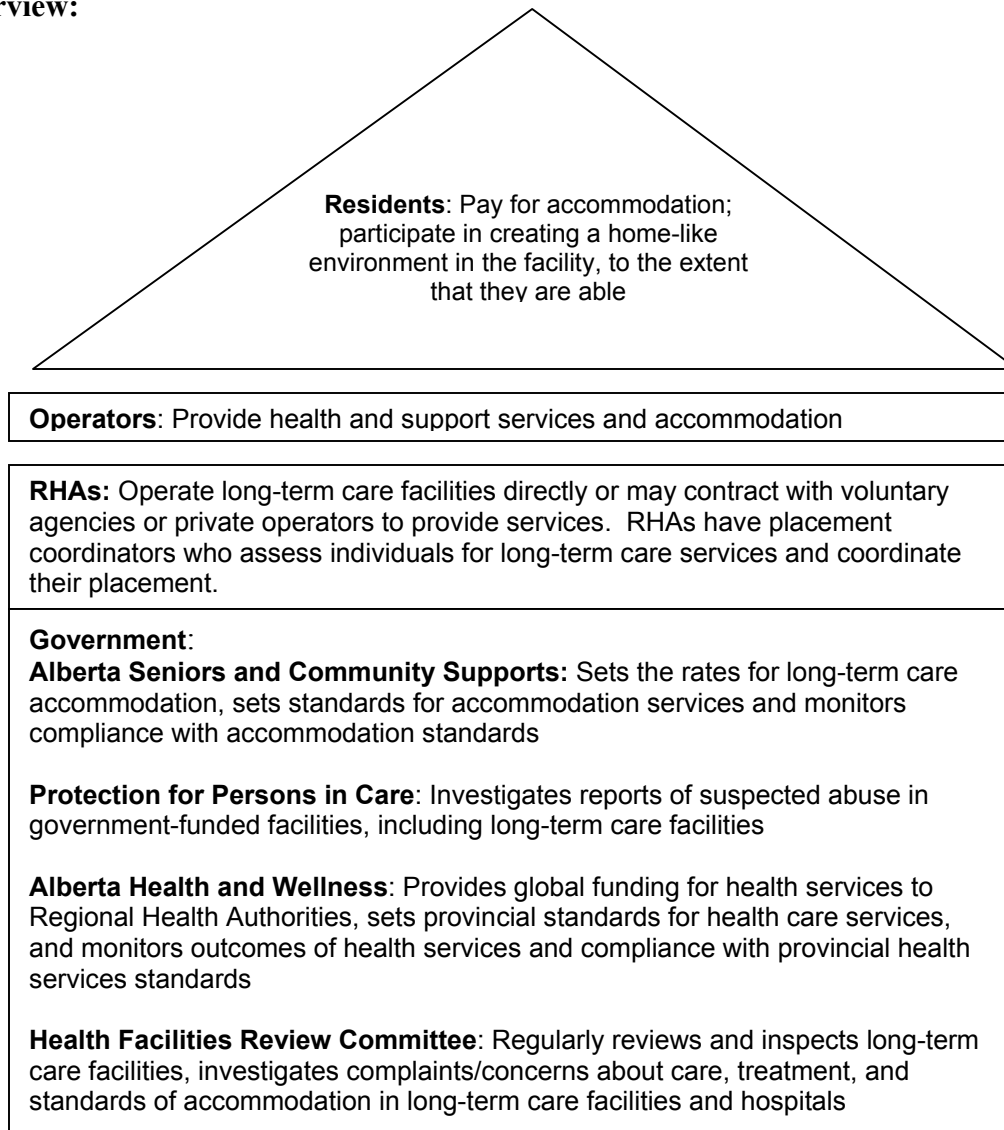
## **Long-term Care**

Long-term care facilities, also called nursing homes or auxiliary hospitals, offer a range of facility-based services to frail, disabled or chronically ill residents. Services that are offered on a 24-hour basis include personal care, professional care, accommodation and meals, and opportunities for social activities. Some facilities also provide specialized services such as sub-acute care, respite care, palliative care and services to people with Alzheimers or other dementias.

Long-term care facilities can either be owned and operated by the public sector (regional health authorities), or the regional health authorities (RHAs) can contract services with voluntary, not-for profit or for-profit agencies. There are approximately 208 long-term care facilities with about 14,300 beds in Alberta.

## ROLES AND RESPONSIBILITIES

### Overview:



## **Alberta Seniors and Community Supports**

Alberta Seniors and Community Supports is responsible for setting the maximum rate that long-term care facilities can charge for accommodation. This department is also responsible for developing standards for long-term care accommodation services and ensuring that these standards are met. Long-term care rates are set the same across the province, but differ by room type. The provincial government is committed to regularly reviewing the accommodation rates, and adjusting them as required.

Subject to availability, residents may choose to live in a standard room (three or more beds), semi-private, or private room. Many facilities have been renovated, or are planning renovations, to increase the number of private rooms available and to eliminate standard rooms.

### **Accommodation Fees**

Long-term care accommodation fees begin as soon as the resident moves into the facility.

If a resident is having difficulty affording the cost of accommodation, the facility can arrange access to a social worker for help. You may also contact the Alberta Seniors Information Line 1-800-642-3853 for information. An assessment will be done to determine if you are receiving all the benefits that you are eligible to receive, such as Old Age Security, Guaranteed Income Supplement, the Alberta Seniors Benefit, or the modified Assured Income for the Severely Handicapped benefit.

Canadian war veterans may be eligible for a subsidy based on their present income. Veterans can contact Veterans Affairs Canada at 1-866-522-2122 to determine whether they are eligible for a subsidy.

Long-term care accommodation fees include:

#### *Furnished room*

- Bed
- Wardrobe or storage closet
- Chair
- Bedside table
- Curtains/window furnishings, privacy curtains in shared rooms
- “Basic” cable television service package

#### *Food*

- Three full meals per day plus snacks
- Where required, meal and nutrition supplements, special diets (including liquid or diabetic diet)

DRAFT

*Housekeeping*

- Housekeeping services
- Facility laundry (towels, bedding)
- Complete room cleaning when a resident leaves the facility

*General facility/common area furnishings and equipment*

- Common area and lounge furnishings, including television
- Meeting and activity areas
- Dining areas

*Building operations and equipment*

- Heat, water and power
- Building and equipment maintenance, grounds upkeep

*General administration related to housing and hospitality*

- General office services, accounting and payroll

*Activity coordinator for group social activities*

**Additional resident costs**

The following items are not included in the accommodation fee. Residents or their family/representative may request these services and are responsible for paying for them.

- Personal laundry<sup>1</sup>, dry cleaning, labelling of clothes
- Hairdresser and barber services
- Personal toiletries
- Private telephone and in-room internet access
- Private television equipment (basic cable television service is provided)
- Personal choice recreation activities and outings, including travel
- Personal legal services
- Other services (for example, parking may or may not be included)

**Alberta Health and Wellness**

Alberta Health and Wellness sets provincial standards for long-term care services, and ensures that these standards are met. This department also provides global funding to RHAs to provide health services to long-term care facility residents.

**Regional Health Authorities**

Regional health authorities are responsible for the day-to-day operation of the health services system in their regions. Placement Coordinators assess clients and help find an

---

<sup>1</sup> Some facilities may provide on-site laundry equipment and appropriate space for use by residents or their families to do the resident's laundry.

## DRAFT

appropriate long-term care facility for them when it has been determined that a client is no longer able to manage with support services in the community.

The following publicly-funded health services are provided to long-term care residents based on their assessed need:

### *Professional health services:*

- Medical advisors who provide advice on physician services
- Nursing care by registered nurses and licensed practical nurses
- Access to nutritionists/dietitians
- Access to social worker services

### *Therapeutic services:*

- Physical therapy, occupational therapy, recreation therapy,
- Access to pastoral care services

### *Pharmacy Services:*

- Clinical pharmacy and dispensing services
- Medications/prescribed drugs

### *Personal Care services:*

- Non-professional staff (nursing attendants/aides) who provide personal care support and assistance with activities of daily living

### *Care-related supplies and services*

- Incontinence, ostomy and wound care products

### *Care-related equipment*

- Mechanical lifts, grab bars

### *Medically-related transportation:*

- Ambulance service to and from a hospital for medically required care

### *Special needs:*

- Based on assessed need and individual circumstances, special programs may be available to provide wheelchairs, special beds/mattresses, other medically necessary equipment, and additional security services

## **Additional resident costs**

The following items are not provided by the health care system. Residents or their family/representative may arrange for additional services and are responsible for payment (to the extent that they are not covered by other ministries' programs).

- Private duty nursing
- Companion care

DRAFT

- Personal medical devices (e.g. electric wheelchairs including their ongoing maintenance and repair)
- Hearing aids, eye glasses, dentures, general dental services
- Equipment for personal use, not assessed
- Cost of transfer between one long-term care facility and another; trips for non-insured health services such as dental, chiropractic care, podiatry, acupuncture, hearing aids, eye glasses, etc.
- Professional health care services to the extent they are not fully covered by the Alberta Health Care Insurance Plan, Alberta Blue Cross or another insurer, such as: dentistry, optometry, massage therapy, chiropractic care, podiatry, denturists, acupuncture, or co-payment for special equipment as covered through the AADL program

## **Assistance for Low-income Residents**

Alberta Seniors and Community Supports provides financial assistance to eligible seniors for some of the extra costs for items not included in the accommodation fee.

The Alberta Aids to Daily Living program may provide long-term care facility residents with wheelchairs, walkers, orthotics etc., for individual use, based on an assessment by a health care professional. For more information, contact your regional health authority or Alberta Aids to Daily Living program at 427-0731 in Edmonton or toll-free by calling 310-0000, then 427-0731.

The Dental Assistance for Seniors program provides up to \$5,000 of coverage per person every five years to assist low- to moderate-income seniors with the cost for basic dental services that help maintain a reasonable level of dental health. To be eligible for this program, you must be 65 years of age or older and have an income level within the limits allowed by the program. You must have resided in Alberta at least three months immediately before applying. You must also be a Canadian citizen, or have been admitted into Canada for permanent residence (landed immigrant).

To learn more about this program, call 1-800-642-3853 or 427-7876 in the Edmonton area.

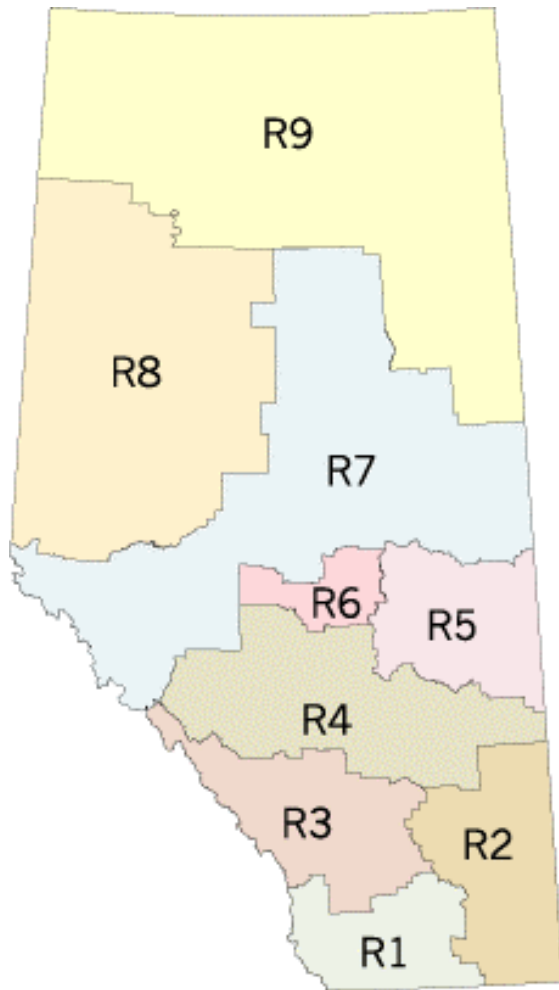
The Optical Assistance for Seniors program contributes up to \$230 every three years for the purchase of prescription eyeglasses. To be eligible for this program you must be 65 years of age or older and have an income level within the limits allowed by the program. You must have resided in Alberta at least three months immediately before applying. You must also be a Canadian citizen, or have been admitted into Canada for permanent residence (landed immigrant).

To learn more about this program, call 1-800-642-3853 or 427-7876 in the Edmonton area.

The Special Needs Assistance for Seniors program provides financial assistance to eligible lower-income seniors who are having difficulty paying for extraordinary one-time expenses. The Special Needs Assistance for Seniors is a last-resort program and other resources of funding should be used up first. The amount received is based on the senior's income and allowable expenses, to a maximum of \$5,000 per benefit year.

To learn more about this program, or to receive an application package, call 1-800-642-3853 or 427-7876 in the Edmonton area.





Regional phone numbers for placement coordinators:

- RHA 1 Chinook Health Region  
1-866-388-6380
- RHA 2 Palliser Health Region  
1-403-529-8084
- RHA 3 Calgary Health Region  
1-403-943-1685
- RHA 4 David Thompson Health Region  
1-403-357-5152
- RHA 5 East Central Health Region  
1-780-608-2250
- RHA 6 Capital Health Region  
1-780-496-1300
- RHA 7 Aspen Health Region
  - Northern Aspen  
1-780-805-3524
  - East Aspen  
1-780-632-3331 extension 218
  - West Aspen  
1-877-967-4656
- RHA 8 Peace Health Region  
1-780-538-7531
- RHA 9 Northern Lights Health Region  
1-780-791-6250

DRAFT

## **Operator Responsibilities**

Operators are responsible for ensuring that their residents receive safe and appropriate care and support services, and in doing so, must meet the service standards set in provincial government legislation and policy documents. All operators must also meet the service expectations set by their RHA.

As well, operators are responsible for ensuring that residents enjoy a pleasant living environment. This includes:

- Ensuring that residents are treated with dignity and respect
- Respecting residents' cultural and religious beliefs
- Orientating residents and/or their representatives to the facility and the resident's care schedule and informing them of any changes
- Protecting the privacy and personal information of residents
- Immediately investigating any complaints or concerns, including concerns about abuse
- Working with residents and/or their representatives and staff to resolve issues that may arise

DRAFT

## **Residents Responsibilities**

Long-term care facility residents or their family/representative have an important role in making their environment a pleasant and safe one. This includes:

- Treating other residents, staff and volunteers with respect
- Respecting the privacy of others
- Partnering with staff in resident care planning to meet the needs of the resident, and advising caregivers if there are any concerns
- Reporting any suspicions of abuse
- Not abusing others, including other residents, visitors, staff and volunteers
- Informing the staff of their cultural and religious practice preferences and beliefs so that they can be respected

Residents are also responsible for:

- Advising staff when they are leaving and returning to the facility
- Ensuring they take medication (that may be) required while away from the facility
- Discussing care or accommodation concerns with staff
- Paying accommodation fees and their other related bills on time

Sometimes, residents who are unable to speak for themselves have formally designated a representative. For financial matters, this includes a legal power of attorney or a trustee. For personal matters, this could be a legal guardian or an agent under a personal directive. These representatives can assist residents in meeting their responsibilities.

**Concerns Resolution Process**

Residents and families are encouraged to develop a strong partnership with their care manager and to relay any concerns directly to the manager. If a satisfactory resolution is not achieved, concerns should be shared with the administrator of the facility.

RHAs are responsible for monitoring the quality of care, treatment and standards of care provided to their residents. Each RHA has a concerns resolution process to receive, investigate and respond to complaints regarding the quality of care. If a concern remains unresolved at the local facility, it can be directed to the appropriate health region’s administration.

**RHA Long-term care complaints and concerns contacts:**

<b>Region</b>	<b>Phone Number</b>
Chinook Health Region	403-382-6156
Palliser Health Region	403-528-5622
Calgary Health Region	403-942-1204 or 403-943-1205
David Thompson Health Region	403-309-6189
East Central Health Region	780-608-2250
Capital Health Authority	780-496-1300
Aspen Health Region	780-349-8705
Peace Health Region	780-538-6148
Northern Lights Health Region	780-791-6221

DRAFT

**Province-wide processes to review complaints:**

The Health Facilities Review Committee (HFRC) is responsible for:

- Regularly reviewing and inspecting health and long-term care facilities and observing their operations
- Investigating complaints/concerns about the care, treatment and standards of accommodation received from residents in hospitals or long-term care facilities

HFRC committee members make regular unannounced visits to all facilities which operate under the *Hospitals Act*, *Nursing Homes Act* or *Regional Health Authorities Act*. This includes all approved acute care and auxiliary care hospitals, long-term care facilities, mental health hospitals and special care centres throughout Alberta.

Any patient, resident or family member wishing to lodge a formal written complaint with the committee should contact:

Health Facilities Review Committee  
250 Garneau Professional Centre  
11044 - 82 Avenue  
Edmonton, Alberta  
T6G 0T2  
Telephone: (780) 427-4924  
Fax: (780) 427-0806  
Toll free for the rest of Alberta: dial 310-0000 then 427-4924

Website: <http://www.health.gov.ab.ca/about/hfrc/>

The following forms must be completed and returned to the Committee:

1. Complaint form:

[http://www.health.gov.ab.ca/about/HFRC/HFRC\\_Complaint.pdf](http://www.health.gov.ab.ca/about/HFRC/HFRC_Complaint.pdf)

2. Authorization Form:

[http://www.health.gov.ab.ca/about/HFRC/HFRC\\_Consent.pdf](http://www.health.gov.ab.ca/about/HFRC/HFRC_Consent.pdf)

Protection for Persons in Care Act

Alberta Seniors and Community Supports administers the *Protection for Persons in Care Act*. The Act requires that health care providers, employees and members of the public report incidents of suspected abuse against any residents in publicly funded care facilities such as auxiliary hospitals and long-term care facilities.

To report suspicions of abuse, call 1-888-357-9339 from Monday to Friday between 8:15 a.m. and 4:30 p.m.