
Understanding Personal Directives



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Introduction

The Alberta Government has legislation called the *Personal Directives Act*. This legislation was proclaimed on December 1, 1997.

The *Personal Directives Act* allows adult Albertans to prepare a document called a personal directive, in which they can name one or more people to make decisions for them, describe the areas in which they want decisions made for them, and provide other instructions.

The purpose of this booklet is to describe:

- a. What are the requirements in making a personal directive
- b. Issues you may consider in making a personal directive
- c. The obligations of the agent(s)
- d. The obligations of the service provider(s)

What is a personal directive?

A personal directive is a legal document, which you can write in the event something happens and you cannot make your own personal decisions in the future.

A personal directive lets you choose another person, an agent, to act on your behalf and make decisions for you when you cannot make them.

A personal directive lets you provide written instructions for decisions regarding your future.

Why write a personal directive?

When you reach the age of 18, you legally can make your own decisions. Have you ever thought about what would happen if you were unable to make decisions for yourself? Could another person make decisions for you?

Under most circumstances, not even your closest family members have the right to make decisions on your behalf without a court order.

A personal directive lets you remain in control of areas of your life that are important to you. If you choose to make a personal directive, your family will know what to do if you are no longer able to make decisions for yourself.

The need for a personal directive may be short-term, such as when serious illness leaves an individual unable to make decisions for a few days. In the event of brain injury or Alzheimer's disease, however, a personal directive may be required for the remaining length of a person's lifetime.

What if I do not make a personal directive?

Making a personal directive is strictly voluntary. If you lose capacity without having written a personal directive, then you may require a court appointed guardian.

What are my options for future planning?

If you wish to plan in advance, you may want to:

- Write a personal directive (for non-financial matters)
- Write an enduring power of attorney (for financial matters)
- Write a will (to plan for financial and personal assets after death)



What are the planning options during my life?

	Decisions made by you in advance	Decisions made for you by the court*
Personal	personal directive	guardianship
Financial	enduring power of attorney	trusteeship
Decisions After Death	will	intestate succession act

* The court would only award guardianship or trusteeship if a person was incompetent, and had not written a personal directive or an enduring power of attorney.

What do I need to get started if I choose to make a personal directive?

If you decide to make your own directive, before doing so you may wish to:

- Read a copy of the *Personal Directives Act*
- Attend information sessions at a local community organization
- Talk with your friends and/or family members
- Obtain legal advice from your lawyer

Naming an Agent

Should I name someone to make decisions for me?

An agent is a person designated in a personal directive to make personal decisions for you.

You do not have to name an agent in your personal directive. In this case, your personal directive would only contain specific instructions.

Practical Considerations

By naming an agent and giving him/her broad authority to make decisions for you, your agent may be capable of handling any circumstances which arise.

By naming an agent and explaining your wishes, beliefs and values to that person, you will have someone who can interpret your instructions and make sure they are implemented.

Service providers such as physicians and personal care providers will be able to fully explain the options to your agent before a decision is made. The agent can then consider this information and his/her knowledge of your wishes before making the necessary decision.

By providing specific instructions in your personal directive, professional service providers will be able to follow your instructions even if your agent is unavailable or unable to make the required decisions.

By providing specific instructions about issues that you are particularly concerned about, you will ensure that your absolute wishes are followed (e.g., you do not wish to receive blood or blood products under any circumstances).

Who should I name as my agent?

You may name anyone you trust.

- An agent must be 18 years of age or older at the time the personal directive takes effect
- An agent must have mental capacity to make decisions on your behalf
- An agent must be willing to act as your agent

How should I designate my agent?

You may appoint one or more persons as your agent.

If you name several people, here are some options:

- You may name a primary agent and, one or several alternate agents

- You may appoint agents jointly, each having equal authority

If you do not know someone who can be your agent:

- You may appoint someone by office or position as your agent, without providing a specific name, as long as the organization is not providing a service to you
- You can appoint a person who is your service provider as your agent if you provide the given name of the person you are appointing

For example, if you are a resident at a nursing home, you can appoint Jane Doe executive director of a nursing home as your agent, but you cannot appoint the executive director of that nursing home by position or office, as your agent.

Practical Considerations

If you appoint a primary agent and several alternate agents you should clearly specify the situations in which the alternate agent would make the decisions. For instance, the alternate agent may be asked to make decisions if the agent who is named first is unable or unwilling to act.

You may have confidence in your service provider such as your current physician or the head of the nursing home

you live in, however, naming these people as your agent should be considered carefully. By naming service providers, you may place them in a position of conflict of interest. This may be unfair to both you and the person you named.

What happens if agents do not agree on a decision?

If you appoint more than one agent with equal authority in the same areas (joint agents), be very clear how any disagreement between your joint agents should be resolved. If the directive does not provide instructions about how to resolve disagreements, the *Personal Directives Act* states that the decision of the majority of agents must be followed.

If no majority can be reached, the agents may consider seeking assistance to reach a consensus by consulting with others, such as family members or a professional.

Agents may also apply to the courts to give direction.

When agents are named jointly and they are unable to agree on who will communicate decisions, the *Personal Directives Act* states that the agent listed first is authorized to communicate decisions, unless the directive states otherwise.

Can an agent refuse to make a decision?

Ask if the person is willing to act as your agent. The *Act* permits an agent to refuse your appointment at any time. Therefore it is advisable you know in advance if a person is willing to act on your behalf.

Refusal by an agent to accept the role after a personal directive has been brought into effect may mean that an alternate may act.

If no other agent is named, then:

- service providers, such as physicians, lawyers and other health care professionals, can follow any clear instructions in the personal directive that are relevant to the circumstance or, if no instructions are available, then
- the service provider must inform the nearest relative, legal representative or the Office of the Public Guardian in that order
- in a medical emergency, a health care practitioner can provide medical services without consent. However, the health care practitioner must inform either the nearest relative or legal representative of the circumstances. If these people cannot be reached, the Office of the Public Guardian must be contacted.

The court has the authority to appoint a legal guardian when there is no agent.

Accepting the role of agent

A person named as an agent is under no obligation to accept the appointment at any time.

If the person accepts being an agent he/she should discuss the instructions in the personal directive with the maker in order to understand their values and beliefs. This will help the agent in making decisions later, because it can be difficult to anticipate all circumstances that could occur.

What are the duties of an agent?

An agent must:

- Consult with the maker when he/she lacks capacity before making decisions to ensure that the maker contributes to the extent that he/she is able.
- Make personal decisions on behalf of the maker.
- Keep a record of all personal decisions made on the maker's behalf. As agent, you must keep this record during the time of decision-making authority and for two years after authority ceases. You may be asked to provide this record to

the maker of the directive, their lawyer or legal representative, or any other agent who also has the same authority.

What kind of personal decisions can an agent make?

Personal decisions include the giving of consent, the refusal to give consent, or the withdrawal of consent regarding any personal matter.

What is a “personal matter”?

A personal matter, as defined in the *Personal Directives Act*, is anything of a non-financial nature that relates to an individual, and without limitation includes:

- health care
- accommodation
- with whom the person may live and associate
- participation in social, educational and employment activities
- non-financial legal matters such as providing consent for the release of medical records
- any other personal matter

When does the agent act?

The maker of the personal directive must lack “capacity” in order for the agent to act. The personal directive must be brought into effect by the completion of the Declaration of Incapacity form.

Who is responsible for determining if a person lacks capacity?

The determination of capacity can be done by:

- either a person named in the directive to assess capacity, after consulting with a physician or psychologist, or if no one is designated or if the designated person is unwilling or unable to carry out this task, then
- two service providers, at least one of whom is a physician or psychologist, who must make a written declaration that the maker lacks capacity. The written record must be kept by the physician or psychologist.

A copy of the Declaration of Incapacity must be given to the maker, the agent and any other persons named in the directive. The agent must inform the maker’s nearest relative and legal representative that the personal directive is in effect.

How does an agent make decisions?

There are five responsibilities for agents when they are making decisions on behalf of the maker:

1. Confirming the personal directive is in effect.
2. Consult with the maker to ensure they lack capacity.
3. Follow any clear instructions provided in the personal directive.
4. If no clear instructions are relevant to the situation, the decision must be what the maker would make in the same circumstances, and it must be based on knowledge of the maker's wishes, beliefs and values.
5. If the agent does not know the maker's wishes, beliefs or values, a decision should be based on the maker's best interests.

Can the agent get personal information about the maker?

Unless you state otherwise, the agent has the right to be provided with the information and records that are relevant to the personal decision to be made.

Is there anyone to help agents in making decisions?

Agents are encouraged to consult with people who are knowledgeable in the area of concern, as well as those who may be affected by the decision such as family and friends. The Office of the Public Guardian may be a resource to provide information to you (offices are listed at the end of this booklet).

Are there any restrictions to an agent's decisions?

The agent must not make decisions that are illegal, such as euthanasia or assisted suicide.

Unless the personal directive provides clear instructions, the agent may not make decisions in the following areas:

- psychosurgery as defined in the *Mental Health Act*
- sterilization that is not medically necessary to protect the person's health
- removal of tissue for implantation in the body of another person, or for medical education or research purposes
- participation in research or experimental activities if there is little or no potential benefit to the person

Are agents paid?

An agent can recover the costs of being an agent, but only if the maker has provided for this in his/her personal directive.

Can agents live outside Alberta?

There are no restrictions on where the agent may live. However, it is important to consider the practical aspects of naming someone who lives far away from you.

When do the duties of an agent end?

The responsibility of an agent ceases to have effect:

- during any period in which the maker regains and has capacity to make his/her own decisions
- if the maker has indicated a date or circumstance in which his/her directive will be revoked or changed. For example, an individual can be named in a personal directive to replace an agent when he or she reaches the age of 18 years
- if the maker dies
- if the court determines the personal directive ceases to have effect, or
- any time the agent no longer wishes to be an agent

Will the actions of my agent ever be reviewed?

The *Act* provides no formal means by which the actions of an agent will be reviewed, but it allows the maker to include such a provision.

The *Act* provides for anyone to make an application to the court to review the actions of the agent or on any other matter related to a personal directive.

Liability of the agent

When agent(s) act in good faith while carrying out their authority, there is no liability.

However, if agent(s) willfully destroy, conceal or alter a personal directive, or a document revoking the personal directive, they can be fined up to \$10,000.



Writing Your Personal Directive

Is there a format I should follow in making my personal directive?

There is no requirement for what a personal directive should look like. The only requirements are that it must be:

- in writing (by hand, typed or by computer)
- dated
- signed by the witness in the maker's presence
- signed by the maker in the presence of a witness. If the maker is physically unable to sign the directive, another person must sign on behalf of the maker and in the presence of a witness and the maker

The following persons may **not** witness the signing of a personal directive:

- a person designated in the directive as an agent
- the spouse of a person designated in the directive as an agent
- the spouse of the maker

- a person who signs the directive on behalf of the maker
- the spouse of a person who signs the directive on behalf of the maker

Do I require a lawyer?

A lawyer is not required to write a personal directive, however, you may wish to consult a lawyer, or have your personal directive drawn up by a lawyer. You may also wish to consult your family physician, pastor or any other person you feel would be able to help you to make sure your instructions are clear.

If you have questions or concerns as you prepare to write your personal directive, please consult with someone you trust.

Can I have more than one personal directive at a time?

A person may have more than one personal directive.

What kind of instructions can I leave in a personal directive?

In a personal directive, it is not what you intended but what you wrote that is important.

Your instructions can be about any or all personal matters that are non-financial such as medical treatments you would or would not want, where you would like to live, who you would like to live with, and choices about other personal considerations.

Practical Considerations

Some of the things you may wish to include in your personal directive are:

- A statement or heading that the document is a personal directive.
- An indication that you are the maker.
- The name(s) of the agent(s).
- The authority of agent(s). You may choose to give your agent(s) authority in any or all (non-financial) areas or limit their authority to specific areas. These areas could include:
 - health care
 - accommodation
 - with whom you may live and associate
 - participation in social, educational and employment activities

- any non-financial legal matters such as providing consent for the release of medical records
- Any specific instructions you may have regarding:
 - how the agent makes decisions
 - what decisions you want made in specific situations
 - who and how the decision is to be made regarding your capacity
 - who to notify when the directive takes effect
- The agent will have authority to make decisions on all personal matters if you write down that the agent has that authority. **You may wish to mention nothing about the agent's authority. If you do not state that the agent has authority to make decisions on all personal matters, but include an instruction on a specific matter, the agent's authority will be restricted to that one issue.** You may want to include:
 - how long your personal directive, or parts of it, should be in effect
 - how the decision of the agent(s) should be reviewed, by whom and when
 - whether or not you wish the agent to be paid for carrying out their duties and/or reimbursed for any expenditures made while carrying out these duties

- if you want to restrict access to personal information from family or others
- if and how you would like to have the agent's decisions reviewed
- You must include a place for the date, your signature and the witness's signature at the bottom of the document.
- You cannot give authority or leave instructions to perform an illegal act.
- you may wish to inform people that you have a personal directive and where it can be found
- a wallet card may be carried

How long is my personal directive valid?

Unless you state otherwise, your personal directive is valid until you revoke it, the court revokes it or you die.

You may want to review your personal directive periodically to ensure it still meets your needs.

Who should I advise about my personal directive?

It is recommended you give copies to:

- the agent(s)
- service providers eg., physician
- family members, lawyer or minister

What if I want to cancel my personal directive?

As long as you understand the nature and effect of revoking your personal directive, you may revoke it in whole or in part by:

- including a date or event in your personal directive when the directive, or any part you specify, will be cancelled
- making a new personal directive which contradicts the previous directive, or part of it
- making a subsequent personal directive, that expresses an intention to revoke an earlier personal directive or part of it
- destroying the originals of the personal directive with the intent to revoke it

Practical Considerations

Although any of the methods described above can be used to cancel all or part of a personal directive, some of them carry more risks than others. If you create a new personal directive which cancels some or all of a previous directive, but do not collect and destroy all of the previous copies, it is possible that someone will follow an old directive because they are unaware of the new one.

Examples of forms that can be used to write a personal directive

As a maker of a personal directive you may choose any format that is available to you and meets your needs. There is no one specific “form” that is necessary or required.

Sample Format 1

Personal Directive of

Name of Maker _____

I, (name of Maker), the maker of this Personal Directive, do hereby:

1. Revoke all previous personal directives granted by me.
2. Appoint (First Name, Last Name), as my primary agent, or if (First Name, Last Name) is unable or unwilling to act, then I appoint (First Name, Last Name) to be my first alternate agent and (First Name, Last Name) to be my second alternate agent.
3. Grant to my agent the authority to make decisions for all personal non-financial matters.

or

Grant my agent specific authority to make decisions for the following matters:

(Example - specific medical decisions)

4. Make the following specific instructions to be followed:
 - a. Example – no blood or blood products

5. Designate (First Name, Last Name), or any one of my agents to make the determination that I no longer have the capacity to make my own personal decisions.

6. Direct my agent to notify the following persons when my personal directive comes into effect:
 - a. (Example – my children, [Name of Children])

7. Direct that the decisions of my agent be reviewed:
 - a. (Example – by [Name of Person])
 - b. (Example – every two years)
 - c. (Example – at a specific event)

8. Direct that my agent(s) be reimbursed for any reasonable expenditures he or she makes while carrying out these duties.

Dated at the (City or Town), in the Province of Alberta, this _____ day
of _____, 20_____.

Witness Signature

Maker Signature

Witness Address

Sample Format 2

Personal Directive of

Name of Maker _____

I, _____, of Alberta, do hereby:

1. Revoke all previous personal directives granted by me.
2. Appoint _____ (First Name, Last Name) _____, as my agent, or if _____ (First Name, Last Name) _____ should predecease me or be unable or unwilling to act, then I appoint _____ (First Name, Last Name) _____, to be my agent in the event that a written declaration that I lack capacity is signed in accordance with the Personal Directives Act.

3. Grant to my agent the authority to make decisions in the following areas:

Example: a) all personal matters or b) one, all or some of the matters below:

- Health care
- Accommodations
- With whom to live and associate
- Participating in social, educational and employment activities
- Legal matters (non-financial)
- Others

Dated at the (City or Town), in the Province of Alberta, this _____ day of _____, 20____.

Witness Signature

Maker Signature

Witness Address

Sample Format 3

Here is an example of a personal directive in which no agent is named, the scope of this document is also very limited (see page 12 - **Practical Considerations**).

Personal Directive of

Name of Maker _____

I, _____ in accordance with the Personal Directives Act make this personal directive relating to the following decisions to be followed if I lack capacity to give consent due to illness or injury.

Dated at the (City or Town), in the Province of Alberta, this _____ day of _____, 20____.

Witness Signature

Maker Signature

Witness Print Name

Witness Address

Who is notified that my personal directive has come into effect?

Immediately after a determination of lack of capacity is made, the person making the determination must notify the agent (if any) and anyone else designated to be notified in the personal directive.

Within a reasonable period of time after the personal directive comes into effect, the agent must notify the nearest relative and legal representative, if there is one.

Practical Considerations

You may wish to include instructions that additional family members, friends or service providers are informed.

If you do not wish your nearest relative to be informed, you must indicate this in your personal directive.



Responsibility of service providers

The *Act* says the service provider must make a reasonable effort to determine if the maker continues to lack capacity before providing a personal service.

If a service provider intends to provide personal services with respect to a personal matter to a maker who lacks capacity and a personal directive is in effect, the service provider must:

- if the personal directive designates an agent, follow any clear instructions of the agent that are relevant, or
- if the personal directive does not designate an agent or if the agent designated is unable or unwilling to make a personal decision or cannot be contacted after every reasonable effort has been made, follow any clear instructions in the personal directive that are relevant to the decision to be made.

Liability

The *Act* stipulates that “no action lies against a service provider for anything done or omitted to be done in good faith in acting or purporting to act in accordance with this Act.”

What does the *Personal Directives Act* mean by the terms “reasonable effort” and “good faith”?

The terms “reasonable effort” and “good faith” are considered in common law to be applicable to individual circumstances pertaining to the situation at hand. It is not possible to define these terms in relation to the legislation without first considering the particular case.

Questions you may have on legal interpretation should be referred to your lawyer for legal advice.

What happens if the personal directive does not state a specific service?

A personal directive does not have to specifically name the area of service. If the directive simply names the agent and not the area of authority, the *Act* states the agent has authority in all personal matters. However, if the directive specifies one or more areas of authority, the agent’s authority is restricted to these areas.

Can service providers require clients to have a personal directive?

No. The *Act* makes it an offence to require a personal directive as a condition of obtaining residence or continuing as a resident. A person found guilty of this offence is liable for a fine of up to \$10,000.

What should a service provider do if they do not agree with an instruction or decision of an agent because it is contrary to their moral or professional ethics?

Service providers do not have to provide the requested service, however they have an obligation to provide the name of another service provider who may be willing to offer the requested treatment.



Is there a central registry for personal directives?

The *Act* does not require that a personal directive be registered. Therefore, there is no central source to find out if a person has a personal directive.

It is reasonable to expect that if the maker of a personal directive is competent, he/she will communicate the existence and relevant contents of the directive. A service provider may ask if there is a personal directive and the maker will decide if the directive should be given.

If the maker is unable to provide the information, check the following sources:

- a wallet card
- the agent if one is known
- a spouse or close family friends
- the person's physician or lawyer

If a person asks for help in writing a personal directive, what should be done?

When offering information to an individual who is writing a personal directive, be careful not to unduly influence him/her to include specific instructions. You may suggest the maker consult a lawyer to ensure the personal directive has the legal effect he/she intends.

Other resources available for people planning a personal directive may include:

- Printed educational materials which assist with writing personal directives, a list of material and where to obtain each is at the back of this booklet
- Organizations such as regional health authorities and seniors groups may have named individuals to counsel people about how to write personal directives
- Local community groups may also be prepared to provide assistance

An individual can be advised to contact a lawyer, physician or someone they trust to ensure their instructions are clear.

Who owns a personal directive?

A personal directive is always the property of the person who made it. However, the maker or agent may request that a copy of all or part of the personal directive be included in the service provider's file.

Is a photocopy of the personal directive valid?

Yes, a photocopy is just as valid as the original. If the original is changed, copies of the old personal directive should be destroyed to avoid confusion.

If a person made a personal directive in another province, is it valid in Alberta?

If the personal directive meets the criteria of the *Personal Directives Act of Alberta* (written, signed, dated and witnessed appropriately), it does not matter where it was written.

What happens in a medical emergency?

In a medical emergency, a health care practitioner can provide medical services without consent. If this happens, the health care practitioner must inform the agent of the circumstances as soon as possible. If no agent has been appointed, then the nearest relative or legal representative must be informed of the circumstances. If there is no nearest relative or legal representative, then the Office of the Public Guardian must be contacted.

What happens if someone, without the consent of the maker, willfully conceals, cancels, damages, alters, falsifies or forges the personal directive?

According to the *Act*, it is an offence to do any of these things. A fine could be imposed of up to \$10,000.

Can the court become involved?

Any interested person may apply to the court for several reasons:

- to question the capacity of the maker or agent
- to determine the validity of a personal directive, or part of it
- to change, confirm or cancel a personal decision made by an agent
- to determine the authority of an agent to provide advice and directions
- to make a decision if the agents cannot agree
- to delay the decisions of an agent
- to make any other order that the court considers appropriate in keeping with the personal directive

What is an enduring power of attorney?

On June 25, 1991, the Province of Alberta enacted the *Powers of Attorney Act*. The *Act* allows Albertans to designate someone to make decisions of a financial nature on their behalf. This *Act* allows for a power of attorney to continue to have effect after a donor loses capacity if the donor

specifically states in the power of attorney that it is to continue to have effect after the loss of capacity. This type of power of attorney is an enduring power of attorney.

There are two types of enduring power of attorney. The first is where the power of attorney has immediate effect and specifically states that it is to continue to have effect if the donor becomes mentally disabled. The second type of enduring power of attorney takes effect when the donor becomes mentally disabled or some other specified event occurs. This latter type of enduring power of attorney is often referred to as a springing power of attorney.



Definitions

“**the Act**” the *Personal Directives Act*, which came into effect on December 1, 1997.

“**agent**” a person designated in a personal directive to make personal decisions on behalf of the maker.

“**capacity**” the ability to understand information that is relevant to the making of a personal directive, and the ability to appreciate the consequences of the decision.

“**maker**” a person who makes a personal directive.

“**nearest relative**” the relative of a person. Relatives of whole blood being preferred to relatives of the same description of the half blood and the eldest of two or more relatives described below being preferred to the other of those relatives regardless of gender:

- a. husband or wife;
- b. son or daughter;
- c. father or mother;
- d. brother or sister;
- e. grandfather or grandmother;
- f. grandson or granddaughter;
- g. uncle or aunt;
- h. nephew or niece.

“**personal decision**” a decision that relates to a personal matter and includes, without limitation, the giving of consent, the refusal to give consent or the withdrawal of consent to health care.

“**personal directive**” a directive made in accordance with the *Personal Directives Act*.

“**personal matter**” anything of a non-financial nature that relates to an individual, and without limitation includes:

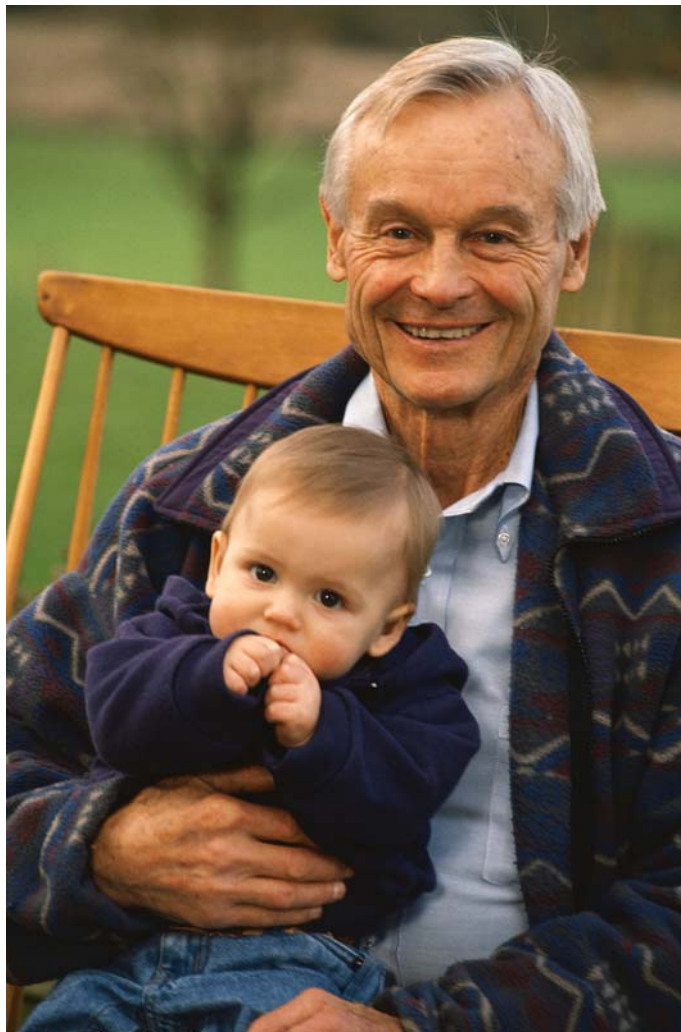
- a. health care
- b. accommodation
- c. with whom the person may live and associate
- d. participation in social, educational and employment activities
- e. non-financial legal matters
- f. any other matters prescribed by the regulations of the *Personal Directives Act*

“**personal service**” a service provided with respect to a personal matter.

“**psychosurgery**” any procedure that, by direct or indirect access to the brain, removes, destroys or interrupts the continuity of histologically normal brain tissue, or that inserts indwelling electrodes for pulsed electrical stimulation for the purpose of altering behaviour or treating psychiatric illness, but does not include neurological procedures used to diagnose or treat intractable physical pain or epilepsy where those conditions are clearly demonstrable.

“**service provider**” a person who carries on a business or profession that provides, or who is employed to provide, a personal service to an individual and, when providing the service, requires a personal decision from the individual.

“**spouse**” an adult's interdependent partner.



For more information:

Copies of the *Personal Directives Act* and the *Personal Directives Regulations* are available through the Queen's Printer Bookstore. Call (780) 427-4952 in Edmonton or (403) 297-6251 in Calgary. For toll-free service in Alberta, dial 310-0000.

The Office of the Public Guardian is responsible for administering the *Personal Directives Act*.

The Alberta government produces a summary of this booklet in a brochure called "Choosing now for the future: Personal Directives".

Although you do not need a lawyer, if you choose to seek legal advice on drafting personal directives, you may wish to consult the Law Society of Alberta's Referral Service at 1-800-661-1095. You will be provided with the names of three lawyers to consult. Each lawyer will provide a half hour consultation free of charge.

Where can I get more information?

For copies of the brochure, "Choosing now for the future: personal directives", for more information on the *Personal Directives Act* or to book a Personal Directives Information Session, call the Office of the Public Guardian nearest you between the hours of 8:15 a.m. to 4:30 p.m.

- North Region – Phone: (780) 833-4319
- Edmonton – Phone: (780) 427-0017
- Red Deer – Phone: (403) 340-5165
- Calgary – Phone: (403) 297-3364
- Lethbridge – Phone: (403) 381-5648

For toll-free service from outside these areas, dial 310-0000 and ask for the personal directives specialist nearest you.

Information is available 24 hours a day on the Alberta Seniors and Community Supports website:

<http://www.seniors.gov.ab.ca>



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