

CARING NEWS

Volume 7
Issue 1



News and Views of the Alberta Continuing Care Association

Message from the President

Caring News, will be changing its format in 2011. It was originally created to provide information to residents, families and others involved in the facility living stream of Continuing Care.

The nature of care for dependent adults is changing, and Alberta Continuing Care Association (ACCA) is changing to continue our leadership position as the representative organization for continuing care providers in the public, private and voluntary sectors.

In 2007 the Association changed its name and renewed its vision and mission to align its goals with the needs and expectations of its members. Our vision and mission emphasize our overarching goal of helping our members provide quality care to Albertans receiving continuing care services throughout the province.

The Association opened its membership to include Designated Assisted Living (DAL) operators January 1, 2010. In September, 2010, 41 home care and support providers voted to join,

completing our vision to advocate for the best continuing care system in Canada.

We are currently exploring new ways to deliver information to all Albertans in our members' care.

The Alberta government's Continuing care strategy calls for "Investing in Community Supports" including home care, supportive living and facility living. To support government's vision, ACCA advocates on behalf of providers in all three streams, keeping quality and dignity in the forefront for Albertans in continuing care.

We hope you enjoy this issue and find the information useful.

In late October, the Minister of Seniors and Community Supports announced facility living operators could raise their accommodation fees by 3% starting February 1, 2011. This was an important increase for operators as costs had risen by about 8% since the last increase.

Inside this issue of the *Caring News*, we help you to understand what is included with your accommodation fees and we will provide you with some information about government programs that help low income

Albertans pay their accommodation fees.

Many Albertans are confused when they hear about continuing care beds /spaces, supportive/assisted living, continuing care/long term care. We provide some clarity around these terms used by the media, various health organizations and the provincial government when talking about continuing care in Alberta.

We hope to be able to shed some light on what this all means and to lead the way in encouraging more consistency in terms used by everyone involved in the system.



Dr. Hasmukh Patel
ACCA President

INSIDE THIS ISSUE

Message from the President
Accommodation Fees
A Career of Helping Others
Continuing Care Terminology

Accommodation Fees in Facility Living

Recently the Minister of Seniors and Community Supports announced a 3% increase in the maximum accommodation fees that can be charge to residents in facility living, effective on February 1, 2011. In Alberta, the maximum accommodation fees for the facility living stream are set by the provincial government. ACCA continues to encourage the province to review and adjust the regulated maximum accommodation fees annually based on inflation which is the process most provinces across Canada use.

How are the fees changing?

	<i>Daily fee</i>	<i>Increase</i>	<i>Monthly fee</i>	<i>Increase</i>
Private room	\$55.90	\$1.65	\$1700.00	\$50.00
Semi Private	\$48.40	\$1.40	\$1472.00	\$42.00
Standard	\$45.85	\$1.35	\$1395.00	\$41.00

The Alberta Seniors Benefit (ASB) program provides support in addition to the federal benefits received under Old Age Security, Guaranteed Income Supplement, Federal Allowance and GST credit. For more information on the ASB program, please contact the Alberta Seniors Information Line at 1-800-642-3853. If you are under the age of 65, you may qualify for the Assured Income for the Severely Handicapped (AISH) program, please call the AISH information line at 1-866-477-8589.

Items you may choose to pay for:

There are a number of items that are considered optional and these are not covered by accommodation fees or health care funding. The resident has the personal choice to pay an additional amount for these services or items. There are operators who may provide all or some of these services at no additional costs.

Personal choice items and services:

- *Hairdresser*
- *Private telephone*
- *Private television*
- *Wanderguard bracelet*
- *Toiletries/grooming products*
- *Personal laundry*
- *Personal choice recreational activities*
- *Non-medical travel (outing, trips)*
- *Other personal choice items*

Accommodation Fees Include

Room:

- *Furnished room*

Building Maintenance:

- *Upkeep and repair*
- *Landscaping/snow removal etc*
- *Maintenance Staff*
- *Security Services/ equipment and staff*

Food Services:

- *Food Services / three full meals per day plus snacks*
- *Kitchen equipment, furniture, plates, cutlery etc*
- *Kitchen and serving staff*

Housekeeping Services:

- *Housekeeping staff or contracted services*
- *Facility laundry (towels, bedding, etc)*
- *Supplies & Equipment*

Building Operations:

- *Utilities - gas electricity*
- *Water & sewer*
- *Insurance*

General Facility:

- *Common area furnishings & upkeep: lounges, activity/ meeting rooms, chapel, music room, dining rooms*

A Career of Helping Others

*Submitted by Joanne Dusterbeck,
Good Samaritan Society*

Dedicated and committed staff are The Good Samaritan Society's most valuable resource. The Society has built an excellent reputation over our 60 years of service, and this could only be accomplished by having employees that care about the people we serve. A shining example of this loving care is Leonorah who has been a Health Care Aide for 40 years – all with The Good Samaritan Society.



*Carla Gregor, President/CEO
& Leonorah Johnson*

If someone is going to stay in a job for 40 years, they better love what they do, and when you meet Leonorah it becomes clear that she loves what she does. She is

someone that everyone wants to be around and the minute you see her you can't help but smile. But most importantly, Leonorah strives to make the lives of her residents better. She takes the time to get to know each of her residents and emphasizes the individuality in their care and interests and she is someone that residents call their friend.

Leonorah says that when she retires she wants to write a book about her career. If she follows through with this, the book could aptly be called "I Love Making a Difference in People's Lives".

Industry encourages common terminology

The last couple of years, new terminology to describe the continuing care system has created enormous confusion to those trying to navigate through the system. Terms such as, seniors' beds, continuing care beds, designated assisted living, SL3, SL4, nursing homes, institutional care, facility care and community care have been used, and the list goes on. The Alberta Continuing Care Association would like to encourage its members, the media, the provincial government and Alberta Health Services (AHS) to use common terminology when referring to various components of the continuing care system. We hope to be able to shed some light on what this all means to continuing care providers and to lead the way for more consistency in terms used by everyone involved in the system.

Continuing Care

Continuing care is a system of service delivery that provides individuals who have health conditions or disabilities with access to services they need to experience independence and quality living. These services include professional services, personal care services and a range of other services. They may be provided for a short term or a long term. Continuing care services are provided in three streams. Each stream of care (Home living, Supportive living and Facility Living) can provide Albertans with a broad range of health and personal care, accommodation and hospitality services. How much publicly funded care and services are needed is determined by an assessment completed by a physician and Alberta Health Services' staff.

Continuing Care Stream 1 - Home living

Home living describes people who live and receive care in their own home, apartment, condominium or other independent living options. Individuals' needs are assessed and monitored by a case manager whom is often a registered nurse but may be a social worker, occupational therapist or physical therapist and publicly funded care in the home is provided on a scheduled basis through home care.

Continuing Care Stream 2 - Supportive Living

Supportive living is an option for individuals who feel they are too isolated in their own home, want the freedom of a maintenance-free environment or who require a little more help than can be effectively provided by home care alone. Individuals can shop and decide which supportive living option is right for them or may be placed into a room (Designated Assisted Living) by AHS based on their assessed needs. There are limits to what supportive living can provide; there is no requirement for onsite 24 hour registered nurses or regularly scheduled visits by physicians. There are four defined levels in this stream

which are defined by the building features, services offered and resident need. They must also comply with the Continuing Care Accommodation Standards, *Supportive Living Accommodation Licensing Act*, Continuing Care Health Service Standards, *Health Professions Act* and any further requirements set by the province through contracts/agreements with Alberta Health Services.

Level 1 - Residential Living (SL1)

For the person who can manage most daily tasks independently and is responsible for making decisions around their day-to-day activities. People may be receiving scheduled home care through the province, but there are no health staff onsite on a 24-hour basis.

Level 2 - Lodge Living (SL2)

For the person who can manage some daily tasks independently and can arrange, manage and direct their own care and is still responsible for decisions about day-to-day activities. People may be receiving scheduled home care through AHS, but there are no health staff onsite on a 24-hour basis. Rooms are usually designed to be barrier free.

Level 3 - Assisted Living (SL3)

For the person who may need assistance with many tasks and may need assistance in making some decisions about day-to-day activities. Most personal care needs can be taken care of within a set schedule; however infrequent unscheduled personal assistance may also be needed. Residents receive scheduled publicly funded home care through AHS, in addition to trained/certified health staff onsite on a 24-hour basis. Rooms are usually designed to be barrier free.

Level 4 - Enhanced Assisted Living (SL4)

For the person who requires assistance with most/all tasks and needs assistance in making decisions about day-to-day activities. The need for unscheduled personal assistance is frequent. Residents receive scheduled publicly funded home care through AHS, in addition to trained/certified health staff and regulated professional staff (licensed practical nurses) onsite on a 24-hour basis. Rooms are usually designed to be barrier free.

Designated Assisted Living (DAL)

This term is used to identify spaces in a Supportive Living environment (Assisted Living SL3 & Enhanced Assisted Living SL4) which are operated under contract with Alberta Health Services. Albertans are assessed and placed in these reserved rooms by AHS based on an individual's health care needs and delivered through home care.

Continuing Care Stream 3 – Facility Living

Facility Living is an appropriate setting for individuals with complex health needs. Individuals are usually transferred from a hospital or from the community when they require 24 hour onsite care from a registered nurse and access to a regularly scheduled physician care. Operators must follow the *Nursing Homes Act*, the *Hospitals Act*, Continuing Care Health Service Standards, Long-term care Accommodation Standards, *Health Professions Act* and any further requirements set by the province through contracts/agreements with AHS.

Home Care and Support

Providers offer a range of services to individuals residing in a variety of settings. Providers may be hired privately or deliver services through a contract with Alberta Health Services.

Community Care

Home Living
& Supportive Living

Continuing Care Beds

Facility Living

Continuing Care Spaces

Supportive Living
& Facility Living

Continuing Care Suites

Supportive Living

Institutional Care

Not an industry recognized term

Long Term Care

Facility Living

Long Term Care Beds

Facility Living

Long Term Care Facility

Facility Living

Seniors' Beds

Not an industry recognized term



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Have a story to share?

Question to ask?

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