



**Supportive Living  
Accommodation Standards**

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# Accommodation Standards

## 1. Introduction

The **Accommodation Standards** are based on the input provided to the MLA Task Force on Continuing Care Health Service and Accommodation Standards in 2005, as well as input provided by persons representing the Alberta Senior Citizens' Housing Association (ASCHA), Alberta Long Term Care Association (ALTCA), public and private supportive living facility operators, long-term care facility operators, regional health authorities, dietitians, seniors lodge surveyors and Alberta Health and Wellness.

There are about 20,600 people living in approximately 400 supportive living facilities (lodges, enhanced lodges, designated assisted living, group homes, adult family living, and family care homes). There are about 14,400 people living in approximately 200 long-term care facilities (auxiliary hospitals and nursing homes). Most seniors; however, live in their own homes and of these, a number receive home and community services.

Alberta Seniors and Community Supports has responsibility for overseeing the government's role in the provision of accommodation services, which includes nutritious meals, housekeeping and laundry, and has developed the **Accommodation Standards**. Alberta Health and Wellness has responsibility for publicly-funded health care services and has developed **Continuing Care Health Service Standards**.

### CONTINUING CARE SYSTEM

Home Living	Supportive Living	Facility Living
<ul style="list-style-type: none"> <li>• Independent living in:               <ul style="list-style-type: none"> <li>○ Houses</li> <li>○ Apartments</li> <li>○ Condominiums</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Group Homes</li> <li>• Lodges</li> <li>• Enhanced Lodges</li> <li>• Assisted Living (including Designated Assisted Living)</li> <li>• Apartments, condominiums with hospitality and/or health services</li> </ul>	<ul style="list-style-type: none"> <li>• Long-Term Care Facilities:               <ul style="list-style-type: none"> <li>○ Nursing Homes</li> <li>○ Auxiliary Hospitals</li> </ul> </li> </ul>
Community and home care assessed health services	Community and home care assessed health services	Nursing home and auxiliary hospital health care services

There will be an ongoing process to review and update the **Accommodation Standards** through consultation with stakeholders.

## 2. **Purpose**

The purpose of the **Accommodation Standards** is to ensure that all supportive living facilities maintain a high quality of accommodation services that promote the safety, security and quality of life of Albertans living in those facilities.

The **Accommodation Standards** will direct operators of supportive living facilities in the delivery of quality accommodation services to residents.

The **Accommodation Standards** are also intended to act as a valuable learning instrument for facility operators, as well as a means for promoting quality improvements and exchanging best practice ideas.

Operators of supportive living facilities will also be able to provide assurances to residents, employees, the public and municipalities that their facilities are operating in accordance with established **Accommodation Standards**.

## 3. **Scope**

The **Accommodation Standards** are mandatory.

The **Accommodation Standards** are primarily focused on standards that ensure the health, safety and well being of the resident.

The **Accommodation Standards** are intended to provide standards for accommodation for public organizations, voluntary organizations and private organizations operating supportive living facilities. There is a separate set of **Accommodation Standards** that apply to long-term care facilities.

In Alberta, accommodation services in supportive living facilities are subject to a wide variety of legislation (municipal, provincial and federal) with which providers are required to comply. Requirements and standards already contained in existing legislation (Appendix A) are not repeated in the **Accommodation Standards**, which are intended to build upon existing legislation.

The **Accommodation Standards** are categorized into eight broad themes. Within each theme, there are a series of detailed standards.

- **PHYSICAL ENVIRONMENT**
- **HOSPITALITY SERVICES**
- **SAFETY SERVICES**
- **PERSONAL SERVICES**
- **COORDINATION AND REFERRAL SERVICES**
- **RESIDENTIAL SERVICES**
- **HUMAN RESOURCES**
- **MANAGEMENT AND ADMINISTRATION**

#### **4. Promoting Excellence and Quality Improvement**

In addition to complying with the **Accommodation Standards**, supportive living facility operators are encouraged to participate in activities to keep current on changing standards and legislation and industry best practices.

A number of organizations provide accreditation services for groups that wish to enter into a formal process to measure their operational performance and provide a clearer picture of their strengths and areas for improvement. Alberta Seniors and Community Supports acknowledges the benefits provided by quality improvement programs and requires supportive living facility operators to seek accreditation from recognized accrediting bodies.

The process for promoting excellence and quality improvement in supportive living accommodation can be divided into three distinct areas:

##### **1. Education with Regulatory Compliance**

Supportive living facility operators should participate in activities to acquire information on the regulations, bylaws and rules established by municipalities, the Government of Alberta and the Government of Canada applicable to the **Accommodation Standards**, as well as those relevant areas that are not specifically addressed in the Standards.

##### **2. Compliance with Industry Best Practices:**

Supportive living facility operators should participate in processes to share information on evidence or research-based industry best practices and determine how well their operations comply with those practices.

##### **3. Leadership in Continuous Quality Improvement:**

Supportive living facility operators should participate in actions that

- result in the creation of new industry best practices;
- demonstrate responsibility and commitment to meeting the needs of both the industry and its residents in a more effective way;
- facilitate the increased respect for and credibility of the industry; and/or
- facilitate new and/or increased access to information, skills training and personal development that leads to better qualified, more knowledgeable and/or more effective employees both individually and collectively.

## 5. **Definitions**

Accommodation means buildings or units in buildings that are suitable and adequate for human habitation, including services (e.g., board and housekeeping) and basic room furniture that may be provided to residents of the buildings or units because of their circumstances.

Appropriate Food Preparation Equipment means equipment other than home-style blenders/food processors used to modify the texture of food and liquids that must have a sufficiently strong motor and blade to adequately mince, puree and “blenderize” foods.

Available means the facility operator has the capacity to provide the service directly or arrange for its delivery by another source, if the resident needs or wants the service.

Basic Room Furniture means a bed, chair(s), dresser and window coverings.

Designated Assisted Living refers to a supportive living facility where there is a contract between a regional health authority and a facility operator for a certain number of spaces within the facility. Under the contract, the facility operator provides health and support services based on assessed need. The regional health authority, in collaboration with the operator, makes decisions regarding admission and discharge.

Employee means an employee of the supportive living facility who provides accommodation services (i.e., dietary, housekeeping, maintenance staff) and does not include health care professionals.

Facility means a supportive living facility.

Health Care Professional means a physician, registered nurse and licensed practical nurse, and all allied health professionals (e.g., dietitian, pharmacist).

Housekeeping Services means the regular cleaning of residents’ rooms and common areas that includes vacuuming and dusting; and kitchen, dining room and bathroom cleaning and disinfecting.

Laundry and Linen Services means the regular laundering of bedding, towels and common linens, either owned by the facility, resident or a laundry service, for the exclusive use of the residents. “Bedding” includes bed sheets, pillowcases and blankets. “Towels” includes bath towels, hand towels and face cloths. “Common linens” includes tablecloths and napkins.

Legal Representative means an individual appointed under a valid personal directive or a legal guardian.

Management Body means a housing organization established by order by the Minister of Seniors and Community Supports under section 5 of the *Alberta Housing Act* as a “management body”. Management bodies are established to administer provincially owned and/or supported housing projects including lodges, seniors’ apartments and family and special needs housing.

Medication Assistance means a resident recognizes the need to take medication and consents to assistance provided with his/her prescribed medication regime. Medication assistance does not include the monitoring and coordination of the medical regime, which remains the responsibility of the health care professional within their scope of practice.

Medication Reminder means the resident is reminded, but is not assisted, to take prescribed medication.

Non-Emergency Transportation means unscheduled service to attend to medical and dental appointments, shopping, banking, etc.

On Site means in a building or in close proximity to several buildings.

Operator means the person responsible for the operation of a Facility.

Personal Services means the provision of a range of optional services that includes assistance with personal laundry, personal choice services (e.g., hairdressing), non-emergency transportation, social and leisure opportunities, medication assistance, etc.

Personal Laundry means the laundering of the resident’s personal clothing.

Private Corporation means a profit-motivated organization that is a sole proprietor and/or partnership and/or organization incorporated under the *Companies Act* or *Business Corporations Act*.

Private Organization means a private corporation or a public corporation.

Public Corporation means a corporation incorporated under the *Companies Act* or *Business Corporations Act* that has elected, or has been designated by the Minister of National Revenue, to be a public corporation. At the time of the election or designation, the corporation complied with prescribed conditions on the number of its shareholders, the dispersal of ownership of its shares and the public trading of its shares listed on a prescribed Canadian stock exchange.

Public Organization means a management body.

Real Property means land, buildings, ancillary structures, furniture and equipment.

Resident means an individual who is residing in a supportive living facility.



Residential Services means services related to access, costs, tenure and amenities.

Scheduled or Unscheduled Assistance - Scheduled assistance can be planned for and provided at a fixed or predictable time. Unscheduled assistance cannot be planned for and is provided in response to an unpredictable event.

Seniors Lodges means supportive living facilities operated under the *Alberta Housing Act* that are designed to provide room and board for seniors who are functionally independent or functionally independent with the assistance of community-based services.

Service Provider means a person or organization that is not an employee of the supportive living facility that provides services (e.g., dietary, housekeeping, maintenance, etc) to the supportive living facility.

Social and Leisure Opportunities means organized and planned activities that are offered to residents on a regular basis to enhance their well being and social needs.

Supportive Living means a philosophy and an approach for providing services within a housing environment. It provides a home-like setting where people can maintain control over their lives while also receiving the support they need. Examples of supportive living arrangements now in place in Alberta include lodges, enhanced lodges, designated assisted living, group homes, and adult family living/family care homes. The building is specifically designed with common areas and features to allow individuals to “age in place.” Building features include private space and a safe, secure and barrier-free environment. Supportive living promotes residents’ independence and aging in place through the provision of services such as 24-hour monitoring, emergency response, security, meals, housekeeping, and life enrichment activities. Publicly-funded personal care and health services are provided to supportive living residents based their assessed unmet needs.

Supportive Living Facility means a building or place that provides supportive living.

Texture-Modified Diets means solid and/or liquid foods that are modified to ensure independence in eating, ease of chewing and/or to promote safe swallowing.

Voluntary Organization means a non-profit organization incorporated under the *Societies Act*, *Co-operatives Act*, or Part 9 of the *Companies Act*, or a municipality.

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## PHYSICAL ENVIRONMENT

The physical environment relates directly to the real property of the organization.

Physical environment standards ensure that all real property is maintained in such a way as to secure the physical comfort and safety of all persons at all times that make use of the organization's real property.

The physical environment can have a profound impact on the physical safety, atmosphere and comfort of the supportive living facility. A clean and safe physical environment promotes the well being of all people using the Facility (residents and/or their families, employees, visitors, and contracted service providers). A pleasant and comfortable atmosphere promotes a greater sense of "home" in the supportive living facility.

### Fire and Safety Regulations

#### STANDARD 1

**The Facility complies with fire regulations and safety regulations associated with the regular inspection, maintenance, servicing, and replacement of buildings and equipment.**

- 1.1 The Operator will ensure that the Facility has a fire emergency plan in place.
- 1.2 The Operator will complete a safety report at least annually that includes a fire inspection, record of fire drills and evacuation exercises, as well as any safety initiatives that have been undertaken at the Facility.

### Maintenance of Real Property

#### STANDARD 2

**The real property is properly maintained.**

- 2.1 The Operator will ensure that a preventative maintenance and repair program is in place to inspect, prevent and/or minimize the deterioration of furniture; and/or minimize the breakdown of equipment and/or unnecessary deterioration of buildings; and provide repair, service, and replacement of components as needed.
- 2.2 The Operator will ensure that the Facility is structurally sound, in safe condition and in good repair. Hallways, stairways, exits and ramps are well lit and kept clear of objects that could cause falls or obstruct passage.
- 2.3 The Operator will ensure that stairs, ramps and decks are equipped with safe and sturdy handrails. Ramps are wide enough for wheelchair access and have an acceptable incline.

- 2.4 The Operator will ensure that sidewalks, exterior stairs and ramps are kept clear, unobstructed and well lit, and reasonably free of ice and snow in the winter. Grounds are maintained and remain free of hazards. Adequate drainage is provided to minimize sidewalks and other walkways being slippery when wet and icy in winter. Outdoor areas are maintained in compliance with municipal bylaws and in keeping with the aesthetics of the neighbourhood.

### Safe and Hygienic Environment

#### **STANDARD 3**

**A safe and hygienic environment is provided for residents, employees and the public.**

- 3.1 The Operator will ensure that all areas (i.e., resident rooms and common areas) of the Facility are cleaned and sanitized on a cyclical basis, as well as on an as-needed basis and include infection-control procedures.
- 3.2 The Operator will ensure that mechanisms are in place to minimize unpleasant odours (e.g., lids on dirty laundry hampers, garbage containers).
- 3.3 The Operator will ensure that residents and/or their families, employees and contracted service providers are educated on an on-going basis about the risks of infection and about their role in preventing infections.

### Security Systems

#### **STANDARD 4**

**If the Facility has a security system, it is appropriate to the type of building and residents being served (e.g., a door access control system to control entering and exiting the building from resident areas) and the security system is properly maintained.**

- 4.1 The Operator will ensure that the security system is maintained, inspected and tested on a regularly scheduled basis.

### Employee/Resident Communication and Personal Response System

#### **STANDARD 5**

**An employee/resident communication system and/or personal response system appropriate to the type of building and residents being served has been developed and is properly maintained.**

- 5.1 The Operator will ensure that the employee/resident communication system and/or personal response system is maintained, inspected and tested on a regularly scheduled basis.

### Heating and Ventilation Systems

#### **STANDARD 6**

**Heating and ventilation systems are operated at a level that maintains the Facility at a temperature that supports the comfort of the majority of the residents.**

- 6.1 In common areas and where residents are unable to adjust the temperature of their personal spaces, the operator will ensure that the Facility is maintained within a temperature range of 22 to 28 degrees Celsius.
- 6.2 The Operator will ensure that a procedure is in place for managing air quality to ensure that air quality systems are operating at the highest possible efficiency, quality and safety.

### Pleasant and Comfortable Environment

#### **STANDARD 7**

**A pleasant and comfortable environment is provided to residents.**

- 7.1 The Operator will ensure that resident rooms incorporate window treatments and room finishes that create a “home-like” environment.
- 7.2 The Operator will ensure that dining areas incorporate wall decorations, window treatments and room finishes that create a “home-like” environment.
- 7.3 The Operator will ensure that basic room furniture is available at no additional cost to the resident, if required.

## **HOSPITALITY SERVICES**

Hospitality Services relate to the provision of the following services:

- meals;
- housekeeping; and
- laundry and linen.

Residents move into supportive living because they are no longer able to meet many of their own basic needs. Hospitality services that offer residents assistance and choice in safely meeting the daily requirements of living to help residents maintain their sense of independence.

## Food Handling Hygiene

### **STANDARD 8**

**Food products are handled throughout storage, preparation, service and presentation in a manner that prevents contamination.**

- 8.1 The Operator will ensure that Employees are trained in food handling; do not work if they have been prohibited from doing so under the *Public Health Act - Communicable Diseases Regulation*; and are prohibited from working in food handling with open wounds or lesions, unless wearing proper protective coverings.

## Food Preparation, Cleaning and Sanitation

### **STANDARD 9**

**A written sanitation program is in place to monitor and control all elements that ensure food safety including areas, equipment and utensils to be cleaned; chemicals and procedures to be used; and the maintaining of inspection and monitoring records.**

- 9.1 The Operator will ensure that measures are taken to ensure the safe preparation of food as well as the sanitary handling of waste.

## Control of Food Storage and Handling

### **STANDARD 10**

**Food storage and handling procedures are in place to monitor and control the risk of food contamination.**

- 10.1 The Operator will ensure that food is stored safely (i.e., dry, refrigerated and frozen, where applicable), handled safely (i.e., thawing, heating, and cooling) and protected from contamination.

## Permits and Licenses

### **STANDARD 11**

**Where the Facility operates a food establishment, it maintains a valid permit. Where a Facility sells liquor to residents and/or visitors, it has a valid license.**

- 11.1 The Operator will ensure that required food establishment permits and liquor licenses are current and posted.

## Menu Planning and Review

### **STANDARD 12**

**Menus for residents are planned to ensure meals, fluids and snacks meet *Canada's Food Guide to Healthy Eating* as published by the Government of Canada.**

- 12.1 The Operator will ensure that each resident is offered safe, palatable, nutritious, appealing foods and fluids in sufficient quantity to meet his or her nutrition needs and provide adequate hydration.
- 12.2 The Operator will ensure that a minimum three-week cyclical menu is reviewed and approved in accordance with *Canada's Food Guide to Healthy Eating* by a Registered Dietitian or qualified Food and Nutrition Manager.
- 12.3 The Operator will ensure that menus are planned, as far as is reasonably practical, to recognize residents food preferences, religious practices and cultural customs. Practices will be put in place that solicit feedback from residents and families.
- 12.4 The Operator will ensure that the menus offer variety, seasonal variation and provide choices from within the same food group at meal times.
- 12.5 The Operator will ensure that menu substitutions are made from within the same food groups and provide similar nutrient value.
- 12.6 The Operator will ensure that menus are communicated to residents in an appropriate manner.
- 12.7 The Operator will ensure that a record of meals served and any substitutions made to the facility menu is maintained for at least the past three months.

## Meal Scheduling

### **STANDARD 13**

**A consistent and appropriate schedule for meals, fluids and snacks is developed and maintained.**

- 13.1 The Operator will ensure that meals, fluids and snacks are provided or available to residents at times of the day that have been established in collaboration with residents and/or residents' families. Where applicable, residents have access to snacks and fluids between meals.



## Meal Service

### **STANDARD 14**

**Residents are provided with nutritious, tasteful, safe and pleasingly presented meals, fluids and snacks served in a healthy, clean and enjoyable environment.**

- 14.1 The Operator will ensure that meals, fluids and snacks are prepared and served in a manner that, as far as is reasonably practical, considers the interests of the majority of residents, as well as recognizes the residents' personal dining and food preferences, religious practices and cultural customs.
- 14.2 The Operator will ensure that meals, fluids and snacks are provided to the resident at a temperature and in a manner that promotes comfort and safety.

## Texture-Modified Diets

### **STANDARD 15**

**Whenever texture-modified diets are provided to residents, they are appropriate and properly prepared.**

- 15.1 The Operator will ensure that texture-modified diets are approved by the appropriate health care professional and prepared by employees trained and supervised in the preparation of texture-modified diets using appropriate food preparation equipment. Texture-modified choices must be high quality and nutrient dense.

## Housekeeping Services

### **STANDARD 16**

**A clean, safe and comfortable environment is provided for residents, employees and visitors.**

- 16.1 The Operator will ensure that housekeeping services follow proper cleaning, hygiene and disease-control procedures (i.e., minimizing cross contamination, prevention and control of infection, the proper use of cleaning supplies and equipment, the proper labeling and storage of cleaning supplies).
- 16.2 The Operator will ensure that the Facility will be maintained in a clean and tidy manner.
- 16.3 The Operator will ensure that housekeeping is done on a cyclical basis respecting resident preferences as much as possible.

- 16.4 The Operator will ensure that cleaning equipment is maintained in good condition.

### Laundry and Linen Services

#### **STANDARD 17**

**Where bedding, towels or common linens are provided, they will be clean, fresh, in good condition, dry and sanitary.**

- 17.1 The Operator will ensure that an adequate supply of bedding, towels and common linens is maintained, in keeping with the utilization needs of residents.
- 17.2 The Operator will ensure that supplied bedding, towels and common linens are cleaned and maintained in good condition.
- 17.3 The Operator will ensure that supplied bed linens and towels are replenished in a scheduled fashion to meet individual residents' hygienic needs but at least weekly.
- 17.4 The Operator will ensure that laundry and linen services follow required practices for the prevention of and control of infection.
- 17.5 The Operator will ensure that within the design limitations of the Facility utility areas for the storage of clean and dirty linens are kept separate and laundry service areas are kept separate from meal service areas.

#### **SAFETY SERVICES**

Safety Services relate to promotion, planning and monitoring for the safety of residents, visitors, volunteers and employees.

Safety Services standards are designed to facilitate the health, safety and well being of residents, visitors and employees.

It is imperative that a Facility maintains the greatest possible sense of safety for all users including residents and their families, visitors, volunteers, employees and contracted service providers. The Operator is responsible to promote safety through the physical design and layout of the Facility, and the ongoing inspection and maintenance of Facility equipment and safety systems.

## Emergency Preparedness

### **STANDARD 18**

**An Emergency Preparedness Plan is in place to deal with emergencies (other than fire) that may require rescue or evacuation. The plan is communicated and made available to residents and their families, visitors, volunteers, employees and services providers.**

**(Note:** Fire Emergency Plans are covered under STANDARD 1 – Fire and Safety Regulations.)

- 18.1 The Operator will ensure that an Emergency Preparedness Plan is in place to deal with non-fire related emergencies such as loss of heat, power and water or excessive heat.
- 18.2 The Operator will ensure that emergency plans are in place for the disruption of hospitality services (i.e., meals, housekeeping, laundry and linen).
- 18.3 The Operator will ensure that the Facility has designated emergency response workers who are trained in the operation of Facility-owned safety equipment, security systems, resident alarm systems and resident monitoring systems.

## Prevention of Abuse

### **STANDARD 19**

**Policies and procedures are developed and maintained that promote the prevention of abuse of residents.**

- 19.1 In Facilities where the *Protection for Persons in Care Act* applies, the Operator will ensure that policies and procedures that adhere to the requirements of the *Act* are developed and maintained.
- 19.2 In Facilities where the *Protection for Persons in Care Act* applies, the Operator will ensure that information brochures and posters on abuse of residents and the *Act* are readily available and visible in resident areas in prominent locations.
- 19.3 The Operator will ensure that policies and procedures are developed and maintained that require all employees to receive education on identification, prevention and reporting of abuse or suspected abuse of residents.

## Personal Response Protocols

### **STANDARD 20**

#### **Policies and procedures are in place for responding to personal emergencies.**

- 20.1 The Operator will ensure that 24-hour safety and security policies and procedures, and responses that are appropriate to the level of the facility, are developed and maintained.
- 20.2 The Operator will ensure that employees are properly trained in responding to the Personal Response System (e.g., emergency call station).

## Resident Safety

### **STANDARD 21**

#### **Policies that promote resident safety are developed and maintained.**

- 21.1 The Operator will ensure that the Facility has sufficient employees on duty and on-site 24 hours per day to meet the safety needs of all residents.
- 21.2 The Operator will ensure that a monitoring procedure for residents, who have requested to be or are required to be monitored on a scheduled basis, is developed and maintained.
- 21.3 The Operator will ensure that all residents are accounted for on a daily basis.
- 21.4 The Operator will ensure that all incidents that breach resident safety occurring within the Facility and surrounding grounds, as well as the actions taken to address the incidents, are tracked.

## Water Temperature Safety

### **STANDARD 22**

#### **Water temperatures for personal use in areas used by the residents are maintained at levels that support resident safety and safe bathing procedures.**

- 22.1 The Operator will ensure that safe water temperatures for personal use by the residents are maintained through employee and resident education, equipment maintenance, preventative maintenance monitoring and appropriate risk mitigation procedures. All maintenance/service personnel involved with the water system are required to be properly qualified or certified to ensure a complete understanding of the function and proper operation of temperature gauges, water mixing valves and therapeutic tub controls.

- 22.2 The Operator will ensure that a designated, responsible and qualified employee tests the water temperature flowing into each therapeutic tub each day prior to the first bath of the day and documents the temperature in a logbook or log sheet kept in the tub room.

## **PERSONAL SERVICES**

Personal Services relate to the provision of a range of optional services that may be or are acquired at resident's own expense. These may include assistance with personal laundry; personal choice services (e.g., hairdressing, barber); non-emergency travel; social and leisure opportunities; and medication assistance, where applicable.

Residents benefit from the opportunity to have a choice of optional services that promotes their independence. They also benefit from the opportunity to form meaningful relationships with other residents, employees and visitors and to choose whether to participate in the various activities they enjoy.

### Personal Laundry

#### **STANDARD 23**

**Within the design limitations of the Facility, equipment is provided to allow residents, their families or service providers to do the residents' personal laundry and/or the Facility offers a personal laundry service.**

- 23.1 Where equipment (e.g., washer, dryer, iron and ironing board) and appropriate space is provided for use by residents, their families or service providers to do the residents' personal laundry, the Operator will ensure that the equipment and space is clean and in good repair.
- 23.2 Additionally or as an alternative, the Operator will provide a mechanism for residents to pay for personal laundry to be done by the Facility.

### Personal Choice Services

#### **STANDARD 24**

**A variety of personal choice services (e.g., hairdresser, barber, tuck shop) may be offered based on the needs and preferences of the residents.**

- 24.1 If space is provided for personal choice services, the Operator will ensure that it is appropriate for the intended purpose.
- 24.2 The Operator will ensure that services provided, either directly by the Facility or contracted by the Facility, will comply with all applicable licensing and standards.

Non-Emergency Transportation

**STANDARD 25**

**If transportation is offered to residents for social, leisure and spiritual activities in the community or to medical appointments, it must conform to all traffic safety regulations.**

- 25.1 The Operator will ensure that vehicles used to transport residents have valid registration and insurance, and are operated by licensed, qualified drivers.

Social, Leisure, and Spiritual Opportunities

**STANDARD 26**

**Residents are provided with options for a variety of social and leisure activities that promote well being and enjoyment, as well as respond to the resident's physical, emotional, intellectual, spiritual, cultural, and sensory needs and encourage as much autonomy as possible.**

- 26.1 The Operator will ensure that residents have the opportunity to provide input regarding social and leisure opportunities.
- 26.2 The Operator will ensure that residents are supported and assisted in maintaining their spiritual beliefs, religious observances, practices and affiliations.
- 26.3 The Operator will ensure that a monthly calendar of events is made available to each resident.
- 26.4 The Operator will ensure that qualified personnel may be retained to plan, develop, coordinate and deliver recreational and social activities for the residents.

Medication Reminders and/or Medication Assistance

**STANDARD 27**

**If medication reminders and/or medication assistance are provided, the Facility shall follow an acceptable medication reminder and/or medication assistance program.**

- 27.1 The Operator will ensure that written policies and procedures are developed and maintained that
- describe the scope and level of medication reminders and assistance services offered to residents;

- support/promote the self-administration and secure storage of medications by residents;
- detail the requirements for certification and/or in-service training for employees involved in delivering medication reminders and assistance services; and
- address how medication reminder and assistance errors are handled (e.g., recording, monitoring, and follow up).

## **COORDINATION AND REFERRAL SERVICES**

Coordination and Referral Services are a means to link residents or their families with appropriate external services in a timely manner.

Individuals have varying needs, not all of which can be met by the Facility. Assistance with information, coordination and referral ranges from helping residents to fill out forms; to establishing links with a variety of external services (e.g., contacting health care professionals, and assisting with pension information, tenant's insurance, and other forms); and to providing residents or their families with improved links to community services in order to promote greater well being, choice and high quality of life.

### Assistance with Information, Coordination, and Referral

#### **STANDARD 28**

**Residents and/or their families are assisted with general information and contacts for relevant programs and services available in the community.**

- 28.1 The Operator will ensure that current general information on relevant municipal, provincial and federal programs is made available to residents and family members.

## **RESIDENTIAL SERVICES**

Residential Services relate to housing access, costs, tenure and amenities. Residential Services apply to both the resident's private living space and common areas.

A supportive living facility is ultimately the resident's home. As such, Residential Services should be designed to provide residents with a home-like environment appropriate to their individual needs and capacities. Residents should feel relaxed, valued and safe in their homes affirmed with the knowledge that their rights are being respected.

**STANDARD 29**

**Policies and procedures on access, services, charges and tenure are developed and maintained including residential service agreements that are applicable to the type of tenure and government funding (if applicable).**

- 29.1 The Operator will ensure that a Facility that does not receive government operating funds provides appropriate forms and information to potential residents or their families. Information must include
- eligibility requirements (e.g., physical and cognitive abilities, etc.);
  - the application;
  - move-in and orientation;
  - monthly basic accommodation charges, including a list of services and their monthly charge;
  - a list of optional personal services and charges;
  - notice period for increasing personal services charges included in the monthly charge;
  - exit criteria leading to termination of tenancy or residency; and
  - the building and services capacity to ensure the supportive living facility is appropriate to their needs.
- 29.2 The Operator will ensure that a Facility that receives government operating funds complies with the requirements in section 29.1. In addition, the Facility may be required to provide information on eligibility requirements (e.g., income, housing need, physical and cognitive abilities, etc.) specific to the publicly-funded program.
- 29.3 The Operator will ensure that a residential services agreement (which can stand alone or be part of another document) is signed by the resident or the resident's legal representative and an authorized representative of the Facility. The agreement will clearly state the residential services provided, the rates charged for those services, notice periods for rate increases and terminations of services or tenancy.
- 29.4 The Operator will ensure that clearly documented processes are in place for residents and family members to provide feedback and identify issues related to the provision of residential services.



## Resident Assessments

### **STANDARD 30**

**Residents' physical, emotional and cognitive abilities should be compatible with the Facility's physical design and features, and available services such that their health and safety is not at risk and their behaviours will not put other residents at risk.**

- 30.1 The Operator will require a comprehensive written assessment of the potential resident's physical, emotional and cognitive condition to be conducted by appropriate health care professionals prior to approving the application for tenancy. A reassessment should be conducted if the resident's physical, emotional and cognitive condition changes.

## Managed-Risk Agreements

### **STANDARD 31**

**A managed-risk agreement may be prepared in collaboration with the resident and responsible family members based on the resident's physical, emotional and cognitive condition as identified in the resident assessment. The agreement must be reviewed and, if required, amended following a reassessment of the resident's physical, emotional or cognitive condition.**

- 31.1 The Operator will ensure that residents of the facility and their families are advised of the limits of the services offered in the Facility and acknowledge the risks of living in the Facility based on the residents' identified needs and capabilities. The Operator may prepare a Managed-Risk Agreement that documents the understanding and acknowledgement of the identified risks by the residents and/or responsible family members.
- 31.2 The Operator will ensure that residents' needs and capabilities are determined in consultation with appropriate health care professionals.

## **HUMAN RESOURCES**

Human Resources relate exclusively to employees and volunteers and how they conduct themselves. Human Resources standards ensure both the professionalism and accountability of any conduct or interaction with and/or relating to employees and volunteers.

A Facility's human resources are one of its greatest assets. Employees (whether front-line employees or support employees) who are skilled, qualified and fulfilled in their jobs are more likely to deliver services with professionalism relating to residents, other employees and volunteers.

## Employment and Workplace Health and Safety Standards

### **STANDARD 32**

#### **Employment and workplace, health and safety standards are developed and maintained.**

- 32.1 The Operator will ensure that employees are aware of employment standards and have access to employee manuals or human resource policy and procedure manuals.
- 32.2 The Operator will ensure that employees have written job descriptions detailing job qualifications, responsibilities and scope of function for their position.
- 32.3 The Operator will ensure that a work place health and safety policy is in place that adheres to work place practices that promote the health and safety of employees and contractors including recording, investigating and reporting incidents, and following rules for controlled products.
- 32.4 The Operator will ensure that during times when there is no health care professional on site, an Employee trained in Emergency First Aid is available on site.
- 32.5 The Operator will ensure that appropriate employee First Aid Kits are maintained.
- 32.6 The Operator will ensure that all employee injuries and illnesses are reported to the appropriate authorities.

## Involvement in Residents' Personal Affairs

### **STANDARD 33**

#### **Policies and procedures regarding employee and volunteer involvement in residents' personal affairs will address**

- **accepting gifts from residents;**
- **involvement in financial affairs, including Power of Attorney, Wills, and Estates; and**
- **involvement in non-financial affairs, including personal directives and guardianship.**

- 33.1 The Operator will ensure that residents and responsible family members are notified of the Facility's policies.

## Screening Employees, Volunteers, and Service Providers

### **STANDARD 34**

**Criminal records checks on all new employees, volunteers and service providers are used in hiring/contracting decisions in order to promote a safe living environment for residents.**

- 34.1 The Operator will ensure that all new employees and all new volunteers whose duties involve providing direct services to residents are required to provide a criminal records check before they are hired or begin their duties.

### **MANAGEMENT AND ADMINISTRATION**

Management and Administration relates to the leadership, financial and material resources of a facility.

Management and Administration standards promote effective leadership, professionalism and accountability of business practices in order to protect, direct and conduct the interests and transactions of the organization as a business entity.

Effective management and administration promotes more professional and efficient delivery of services, which leads to more satisfied residents and a more productive bottom line for the operator.

#### Corporate Status

### **STANDARD 35**

**The organization is an incorporated body in good standing to do business in the Province of Alberta and the respective municipality.**

- 35.1 The Operator will be a properly incorporated organization under the law to carry out legitimate business in the Province of Alberta and will have all relevant licenses and permits, as may be required by the local municipality.

## Insurance

### **STANDARD 36**

**The Facility has adequate and up-to-date insurance coverage related to accommodation services that reflects the services provided by the employee and/or contracted services providers, and the property owned and/or operated.**

- 36.1 The Operator will ensure that the Facility is properly insured with adequate coverage that includes all risk/peril, property and liability insurance; boiler insurance; machinery and equipment insurance as well as crime and fidelity bonding.

## Information Management

### **STANDARD 37**

**Policies and procedures that ensure the protection of personal information are developed and maintained.**

- 37.1 The Operator will ensure that the privacy and personal information of residents is protected.

## Contract Administration Policies and Procedures

### **STANDARD 38**

**Policies and procedures in regards to contracted services are developed and maintained. Contract services are supported by the appropriate contract documentation that outlines the services to be provided.**

- 38.1 The Operator will ensure that any contractor that provides services is qualified, properly trained, licensed (where applicable) and carries appropriate liability insurance.

## APPENDIX A

### List Of Legislation and Regulations

#### Statutes and Regulations of Alberta

Alberta Housing Act

- Housing Accommodation Tenancies Regulation
- Management Body Operation and Administration Regulation
- Social Housing Accommodation Regulation

Apprenticeship and Industry Training Act

- Hairstylists Trade Regulation

Business Corporations Act

Co-operatives Act

Companies Act

Dependant Adults Act

Emergency Medical Aid Act

Freedom of Information and Protection of Privacy Act

- Freedom of Information and Protection of Privacy Regulation

Health Information Act

- Health Information Regulation

Health Professions Act

- Disclosure of Information Regulation

Occupational Health and Safety Act

- Occupational Health and Safety Regulation

Personal Information Protection Act

- Personal Information Protection Regulation

Pharmacy and Drug Act

Powers of Attorney Act

Protection for Persons in Care Act

- Protection for Persons in Care Regulation

## **List Of Legislation and Regulations (Continued)**

### Public Health Act

- Alberta Aids to Daily Living and Extended Health Benefits Regulation
- Communicable Diseases Regulation
- Co-ordinated Home Care Program Regulation
- Food and Food Establishment Regulation
- Institutions Regulation
- Housing Regulation
- Personal Services Regulation
- Swimming Pool Regulation

### Public Trustee Act

- Public Trustee Regulation / Public Trustee General Regulation

### Residential Tenancies Act

- Residential Tenancies Exemption Regulation
- Residential Tenancies Ministerial Regulation
- Security Deposit Interest Rate Regulation
- Subsidized Public Housing Regulation

### Safety Codes Act

- Building Code Regulation
- Elevating Devices Codes Regulation
- Elevating Devices, Passenger Ropeways and Amusement Rides Permit Regulation
- Fire Code Regulation

### Securities Act

- Securities Regulation

### Social Care Facilities Licensing Act

### Societies Act

### Traffic Safety Act

### Trustee Act

## **Codes, Other Legislation and Regulations**

Alberta Building Code

Alberta Fire Code

Canadian Food Inspection System

Employment Standards Code

Health Canada Food and Food Regulation (Federal)

Labour Relations Code

Minimum Housing and Health Standards (Alberta Health and Wellness)

Personal Information Protection and Electronic Documents Act (Federal)