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## Additional Information

For information on publicly funded health and personal care services available in a supportive living setting, contact:

[www.albertahealthservices.ca](http://www.albertahealthservices.ca)

1-866-408-5465

For information on income and health related supports to eligible low-income Albertans, contact:

[www.albertasupports.ca](http://www.albertasupports.ca)

Edmonton - 780-644-9992

Toll free - 1-877-644-9992

## Complaints

The province has the authority to investigate complaints of non-compliance with the provincial accommodation standards. They also have the authority to take the necessary steps if an operator continually fails to meet standards, and if residents are in danger.

If you have a concern with accommodations, accommodation services or the safety of a resident in a licensed supportive living accommodation, call:  
1-888-357-9339.

## Finding Supportive Living

Many organizations that support seniors and persons with disabilities have listings for different supportive living operators or resources that can assist individuals to find the accommodations and services that best meets their needs.

### Alberta

The Government of Alberta public reporting website provides information on all licensed supportive living settings in the province:

[www.asalreporting.gov.ab.ca/astral](http://www.asalreporting.gov.ab.ca/astral)

The Alberta Senior Citizens' Housing Association (ASCHA) at [www.ascha.com](http://www.ascha.com).

### Edmonton Area

Seniors Association of Greater Edmonton (SAGE) at 780-423-5510 or

[www.mysage.ca](http://www.mysage.ca).

### Calgary Area

The Kerby Centre at 403-265-0661 or

[www.kerbycentre.com](http://www.kerbycentre.com).

### Red Deer Area

The Golden Circle Senior Resource Centre at 403-343-6074 or [www.goldencircle.ca](http://www.goldencircle.ca).

[www.health.alberta.ca](http://www.health.alberta.ca)

# Supportive Living in Alberta

August 2013

 Alberta Government

## Supportive Living

Supportive living provides accommodation in a home-like setting, where individuals can remain as independent as possible while they have access to the accommodations and services that they need to meet their changing needs.

Supportive living serves the needs of a wide range of individuals. Residents in a supportive living setting can range from seniors who require support services due to age, chronic conditions and frailty to young adults with mental health or physical disabilities.

Supportive living accommodations vary by size, appearance and types of services provided. Supportive living includes many different types of settings such as (but not limited to) seniors lodges, group homes, mental health and designated supportive living accommodations.

## Access to Supportive Living

Each supportive living accommodation is different and not all settings can meet the accommodation and service needs of a resident. To find an accommodation that best meets your needs, meet with a facility operator, tour an accommodation or talk to residents.

## Licensing & Accommodation Standards

Under the *Supportive Living Accommodation Licensing Act*, all supportive living accommodations must be licensed when the operator provides permanent accommodation to four or more adults and the operator provides or arranges for services related to safety and security of the residents as well as at least one meal a day or housekeeping services.

The Alberta government sets provincial accommodation standards, and monitors compliance to the standards through annual site inspections. The standards apply to accommodation and related services such as facility maintenance, meals, housekeeping, and areas that impact a resident's safety and security. Each accommodation is inspected at least once a year, more often if required. An operator must meet all accommodation standards to achieve compliance.

For more information on licensing and on the Supportive Living Accommodation Standards, please visit [www.health.alberta.ca](http://www.health.alberta.ca) or call **780-644-8428**.

## Continuing Care Health Service Standards

The Alberta government sets standards for publicly funded continuing care health services and monitors providers to ensure they provide quality continuing care health services that take into consideration the individual needs, preferences and abilities of each resident. For more information visit [www.health.alberta.ca](http://www.health.alberta.ca).

## Alberta Health Services

Alberta Health Services (AHS) is responsible for the delivery of publicly funded continuing care health services to Albertans. AHS provides publicly funded continuing care health and support services to residents in supportive living settings through the AHS's Home Care program or in designated supportive living.

For more information on these programs or to be assessed by a health care professional to determine eligibility for these services please visit [www.albertahealthservices.ca](http://www.albertahealthservices.ca) or call HEALTHLink at **1-866-408-5465**.

## Supportive Living Costs

In a supportive living accommodation, residents are responsible for paying for their accommodation costs such as room, meals, housekeeping and any optional services that may be offered by the supportive living operator. Additional accommodation services may be included in the basic package or are available for an extra fee to the resident.

Publicly funded health and personal care services provided through the AHS Home Care program or in designated supportive living are paid for by the government.