SUPPORTIVE LIVING ACCOMMODATION STANDARDS AND CHECKLIST

Alberta Government

This document comprises a re-printing of the accommodation standards as presented in Schedule 1 of the Supportive Living Accommodation Licensing Regulation. Compliance with these standards, the Supportive Living Accommodation Licensing Regulation and the *Act* is mandatory for accommodations licensed under the *Supportive Living Accommodation Licensing Act*.

The accommodation standards provide the standards for voluntary, public, and private organizations operating supportive living accommodations. The standards direct operators of supportive living accommodation in the delivery of quality accommodation services to residents.

The purpose of the accommodation standards is to ensure that all supportive living accommodations maintain a high quality of accommodation services that promote the safety, security and quality of life for Albertans living in those accommodations.

Operators of supportive living accommodation will also be able to provide assurances to residents, employees, the public and municipalities that their accommodations are operating in accordance with established accommodation standards.

There is a separate set of accommodation standards that apply to long-term care accommodations.

The supportive living operators that have publicly funded health care and personal care services must also comply with the Continuing Care Health Service Standards.

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Standard 1: Building Code Requirements

1(1) Any changes that are made to the physical structure of a building that houses a supportive living accommodation or to the supportive living accommodation itself must meet the requirements of the Alberta Building Code.

1(2) Where changes are made in the use of, or to the population residing in, a building that houses a supportive living accommodation, the building must continue to meet the requirements of the Alberta Building Code.

Standard 2: Safety Requirements

2 An operator must ensure that the building that houses the supportive living accommodation, the supportive living accommodation itself and its grounds or common areas are in a safe condition and maintained so as to remain free of hazards.

Standard 3: Maintenance Requirements

3(1) An operator must ensure that the building that houses the supportive living accommodation, the supportive living accommodation itself and any equipment and operator-owned furnishings are well maintained and in good working order.

3(2) An operator shall develop, maintain and implement a scheduled preventative maintenance and repair program to inspect the condition of the supportive living accommodation, the building that houses it and its equipment and operator-owned furnishings and ensure that repairs, service and, where applicable, replacements are provided as needed.

Standard 4: Environmental Requirements

4 In a supportive living accommodation where residents are unable to adjust the temperature in their rooms and in the common areas of any supportive living accommodation, the operator shall ensure that heating, cooling and ventilation systems are operated at a level that maintains a temperature that supports the safety of all residents and the comfort of the majority of the residents.

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Standard 5: Personalizing Spaces

5 An operator shall ensure that each resident of a supportive living accommodation has the opportunity to personalize the resident's room.

Standard 6: Window Coverings

6 An operator of a supportive living accommodation shall ensure that appropriate window coverings are provided in the supportive living accommodation as necessary for the comfort and privacy of the residents, including in each resident's room if the resident has not provided his or her own window coverings in accordance with section 5.

Standard 7: Bedding

7(1) Where an operator provides bedding, towels or other linens for the use of residents, the operator shall ensure that they are clean, fresh, dry and in good condition and changed on a regularly scheduled basis to ensure a clean living environment for each resident.

7(2) Where the operator provides bedding and towels for residents, the operator shall do so in keeping with the particular needs of each resident.

Standard 8: Laundry

8(1) Where residents of a supportive living accommodation provide their own bedding and towels, the operator shall ensure either

(a) that laundry services are provided, or

(b) that laundry facilities are made available for the residents to do their own laundry,

and shall inform the residents regarding the services provided or the facilities available, as the case may be.

8(2) Where the operator provides laundry equipment for the personal use of residents, their representatives or their service providers, the operator shall ensure that the equipment and the laundry area are appropriate, clean and in good repair.

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Standard 9: Personal Choice Services

9(1) In this section, "personal choice services" includes optional services that may be provided or offered to residents of a supportive living accommodation such as hairdressing, barbering, personal laundry services, manicures, pedicures, massages and facials.

9(2) Where an operator provides or offers personal choice services, the operator shall ensure that the personal choice services

a) are offered or provided based on the needs and preferences of the residents,

b) are provided in a space that is appropriate for the purpose, and

c) are provided by a person who holds the required licence or other certification, if any, for the provision of those personal choice services.

Standard 10: Medication Assistance or Medication Reminders

10(1) In this section,

(a) "medication assistance" means assistance with taking prescribed medication that is provided to a resident who recognizes the need to take the medication and who consents to the assistance provided, but does not include monitoring or coordination of the medical regime for that resident;

(b) "medication reminder" means a reminder given to a resident to take prescribed medication, but does not include medication assistance.

10(2) Where an operator provides medication assistance or medication reminders to residents, the operator shall develop and maintain written processes that

(a) support and promote the safe self-administration of medication for residents,

(b) ensure secure storage of medications,

(c) specify the training or education required for employees involved in delivering medication reminders or medication assistance to residents, and

(d) address procedures for dealing with errors in the provision of medication reminders or medication assistance.

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Standard 11: Contracted Services

11 Where an operator contracts for services to be provided in a supportive living accommodation, the contract must include, at a minimum,

(a) the nature and scope of the service to be provided,

(b) who will provide the service,

(c) that person's qualifications to provide the service, if applicable,

(d) a requirement that the contractor carry any required insurance, and

(e) a provision that addresses the handling of personal information about the residents of the supportive living accommodation.

Standard 12: Social or Leisure Activities

12(1) Where an operator provides social or leisure activities for residents, the operator shall

(a) provide activities that address the needs and preferences of the residents,

(b) periodically solicit and consider the opinions of residents in planning and providing social or leisure activities, and

(c) respond to residents' opinions and comments regarding social or leisure activities.

12(2) An operator shall ensure that information about social or leisure activities is communicated to residents in an appropriate manner.

12(3) An operator shall ensure that employees or service providers who are required to plan, develop, coordinate and deliver social or leisure activities have the necessary education and knowledge to do so in a way that meets the needs of the residents.

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Standard 13: Nutritional Requirements

13(1) An operator of a supportive living accommodation who provides residents with a meal, fluids and a snack daily shall ensure that a menu for residents, representing at a minimum a 3-week cycle, is prepared and that

(a) the meals, fluids and snacks provided meet the current nutritional requirements of the Canada Food Guide,

(b) the meals, fluids and snacks are

(i) palatable, safe and pleasingly presented, and

(ii) provided in sufficient quantities to ensure adequate hydration and that the residents' nutritional needs are met, and

(c) the menu and times at which the meals, fluids and snacks will be served are communicated to each resident in an appropriate manner.

13(2) In addition to the requirements of subsection (1), an operator of a supportive living accommodation that accommodates 11 or more residents shall ensure that the menu referred to in subsection (1) is reviewed and approved as meeting the current nutritional requirements of the Canada Food Guide by a registered dietitian or a food and nutrition manager registered with the Canadian Society of Nutrition Management.

Standard 14: Menu Requirements

14(1) The operator of a supportive living accommodation shall ensure that the menu provided for residents

(a) offers variety and seasonal variation,

(b) provides residents with a choice from within at least one food group at every meal, and

(c) as far as is reasonably practicable, recognizes residents' food preferences, religious practices and cultural customs in the planning, preparation and service of meals.

14(2) Where substitutions must be made respecting items on a menu, those substitutions must be

(a) from within the same food groups and provide similar nutritional value as the original menu items, and

(b) communicated to the residents.

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14(3) An operator shall ensure that residents' opinions and feedback regarding meals, fluids and snacks are periodically collected and considered in the development of the menu.

14(4) An operator shall ensure that residents are consulted on a periodic basis respecting the times of the day at which meals, fluids and snacks are to be provided or made available to them and shall respond to the residents' comments or concerns.

14(5) An operator shall ensure that a record is created of meals served and any substitutions made to the menu and that the record is maintained for at least 3 months.

Standard 15: Cleaning Requirements

15(1) An operator shall ensure that a clean and comfortable environment is provided for residents, employees, volunteers, service providers and visitors.

15(2) A supportive living accommodation must be thoroughly cleaned on a regularly scheduled basis and the level of cleanliness must be maintained as necessary between regularly scheduled cleanings while respecting the preferences of the residents as much as possible.

15(3) Written cleaning procedures must be established and followed at all times to ensure a clean living environment.

15(4) Appropriate mechanisms must be used to minimize unpleasant odours in the supportive living accommodation.

Standard 16: Continuation of Services

16(1) An operator shall develop, maintain and implement as necessary contingency plans to provide for the continuation of necessary services as set out in this Schedule to residents in the event of the failure of electrical power or other utilities, the breakdown of essential equipment, extreme weather conditions, employment disputes and other disruptions.

16(2) A contingency plan must

(a) mitigate the impact of the disruption on the residents,

(b) be communicated and made available to residents and their representatives, visitors, volunteers, employees and service providers,

(c) be practicable in the circumstances in which it is intended to be used, and

(d) be reviewed on an annual basis to ensure that it remains effective.

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Standard 17: Prevention of Abuse

17(1) An operator shall develop and maintain written processes that

(a) promote the prevention of abuse of the residents of the supportive living accommodation, and

(b) provide information respecting the reporting of suspected abuse to the proper authorities.

17(2) An operator shall ensure that all employees receive appropriate education respecting the identification and reporting of suspected abuse and the prevention of abuse of residents.

17(3) An operator shall ensure that information respecting the identification and reporting of suspected abuse and the prevention of abuse of residents is provided to residents, their representatives, volunteers and service providers.

Standard 18: Resident Safety and Security

18(1) An operator shall develop and maintain written processes that promote the safety and security of residents, including processes that

(a) account for all residents on a daily basis, and

(b) ensure that monitoring mechanisms or personnel are in place on a round-the-clock basis.

18(2) Where a supportive living accommodation has a security system, the security system must be maintained, inspected and tested as recommended by the manufacturer of the security system.

18(3) Where a supportive living accommodation has a communication system or an emergency call system, the system must be one that is appropriate to the type of building in which it is located and suitable for the needs of the residents and must be maintained, inspected and tested as recommended by the manufacturer of the system.

18(4) Any incident within the supportive living accommodation or its grounds in which the safety or security of a resident is breached must be documented and reported to the director along with the actions taken to address the incident or remedy the breach, as the case may be.

18(5) An operator shall ensure that all employees and, where appropriate, residents, service providers and volunteers receive adequate training respecting any security, communication or emergency call system in use in the supportive living accommodation.

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Standard 19: Trust Accounts

19(1) Where an operator holds funds on behalf of a resident for a period longer than 31 days, the operator shall

(a) deposit those funds into a trust account opened and maintained for that purpose, and

(b) provide a receipt for each transaction.

19(2) An operator shall ensure that easily understandable records are maintained in respect of the trust account showing opening and closing balances and make those records available for inspection by residents or their representatives free of charge.

19(3) An operator shall return funds held in trust to the resident or the resident's representative on receiving a request in writing to do so.

Standard 20: Safeguarding of Personal Possessions

20 Where an operator agrees to safeguard personal possessions for a resident, the operator shall develop and maintain written policies for the safeguarding of those personal possessions.

Standard 21: Water Temperature

21(1) An operator shall ensure that the temperature of flowing water provided for personal use in areas used by the residents does not exceed the maximum safe level established in the Alberta Building Code.

21(2) An operator shall ensure that safe water temperatures for the personal use of residents are maintained through

(a) employee and resident training and education,

(b) proper maintenance and monitoring of equipment, and

(c) appropriate risk mitigation procedures.

21(3) An operator shall ensure that all maintenance personnel and employees involved with the water system are sufficiently knowledgeable in the function and proper operation of the water gauges, water mixing valves and therapeutic tub controls, if any, to maintain safe water temperatures.

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21(4) Where a supportive living accommodation has one or more therapeutic tubs, the operator of the supportive living accommodation shall ensure that a sufficiently knowledgeable employee or service provider tests the temperature of the hot water flowing into each therapeutic tub each day prior to the first bath of the day and documents the temperature in a log book or on a log sheet kept in the tub room for that purpose.

Standard 22: General Information

22 An operator shall make available as necessary to residents and their representatives current general information respecting relevant community, municipal, provincial and federal programs.

Standard 23: Information Respecting the Supportive Living Accommodation

23(1) An operator shall provide on request to applicants, residents and their representatives current information and, where necessary, forms respecting the operation of the supportive living accommodation, including:

(a) eligibility requirements,

(b) the application process,

(c) the capacity of the supportive living accommodation and the services provided to accommodate the needs of residents,

(d) the process of moving in and orientation,

(e) basic accommodation and service charges on a monthly basis,

(f) available personal choice services and their charges,

(g) cleaning and maintenance schedules,

(h) the policy respecting the giving of gifts by residents to employees and volunteers,

(i) the policy respecting involvement by employees or volunteers in the financial or non-financial affairs of residents,

(j) the notice period applicable to rate increases,

(k) the house rules of the supportive living accommodation and circumstances that could lead to the termination of residency,

(l) information respecting the measures taken by the operator to protect the privacy and personal information of residents,

(m) information respecting

(i) a risk management process, if the operator has established a process,

(ii) trust accounts, if the operator maintains trust accounts, and

(iii) services to safeguard the personal possessions of residents, if the operator provides such services,

(n) information respecting the results of required inspections of the supportive living accommodation, and

(o) the written process for resolving concerns or complaints.

23(2) An operator shall ensure that a residential services agreement is signed by each resident or the resident's representative and by an authorized representative of the supportive living accommodation.

23(3) A residential services agreement

(a) may be a separate document on its own or may form part of another document, and

(b) must clearly state

(i) the residential services provided,

(ii) the rates charged for those services, and

(iii) the notice periods that apply to rate increases and the termination of services or residency.

Standard 24: Concerns and Complaints

24 An operator shall develop and maintain a written process for the resolution of concerns and complaints about the supportive living accommodation and the services provided and shall document every concern or complaint received and the measures taken to resolve it.

Standard 25: Assessment

25 An operator shall develop and maintain written processes for the assessment of applicants for residency in the supportive living accommodation, including the assessment of

(a) applicants' physical, emotional and cognitive abilities in relation to the physical design and available services of the supportive living accommodation,

(b) applicants' behaviours in relation to the needs of current residents, and

(c) the suitability of available services in relation to the needs, safety and security of applicants.

Standard 26: Reassessment

26 Where a resident's physical, emotional or cognitive condition changes, the operator of the supportive living accommodation shall ensure that the resident's needs are reassessed in relation to the supportive living accommodation and its available services and the needs of the other residents.

Standard 27: Risk Management

27(1) An operator shall advise each resident or the resident's representative of the limitations of the services offered in the supportive living accommodation and ensure that the resident or the representative, as the case may be, is aware of and acknowledges the increased risk associated with living in the supportive living accommodation given the resident's identified needs and capabilities.

27(2) An operator may enter into a written agreement with a resident or the resident's representative to manage risk to the resident based on the resident's identified needs and the capacity of the supportive living accommodation to meet those needs.

27(3) An agreement referred to in subsection (2) must be reviewed and, if necessary, amended each time a resident is reassessed in accordance with section 26.

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Standard 28: Policies respecting Safety and Security

28(1) An operator shall create and maintain policies and procedures related to the safety and security of residents to be followed by employees.

28(2) An operator shall ensure that all employees are aware of and have access to the policies and procedures referred to in subsection (1).

Standard 29: Job Descriptions

29(1) An operator shall ensure that a written job description is prepared and made available for each employee employed in the supportive living accommodation.

29(2) The job description referred to in subsection (1) must set out

(a) the job qualifications,

(b) the responsibilities of the position, and

(c) the scope of the position.

Standard 30: Residents' Personal Affairs

30(1) An operator shall develop and maintain written policies respecting the involvement of employees or volunteers in the personal affairs of residents.

30(2) The written policies referred to in subsection (1) must at a minimum address

(a) the accepting of gifts by employees or volunteers from residents,

(b) the involvement of employees or volunteers in the financial affairs of residents, including matters relating to powers of attorney, wills and estate planning, and

(c) the involvement of employees or volunteers in the non-financial affairs of residents, including matters relating to personal directives, decision-making and guardianship.

30(3) The written policies referred to in subsection (1) must be provided to residents, their representatives, employees and volunteers.

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Standard 31: Criminal Record Check

31 An operator shall ensure that each new employee, each new volunteer and each new service provider whose duties involve the provision of services directly to residents must provide a criminal record check.

Standard 32: Privacy and Personal Information

32(1) An operator shall ensure that the privacy and personal information of residents are protected.

32(2) An operator shall develop and maintain written policies respecting the protection of residents' privacy and personal information and shall

(a) train employees and volunteers in implementing the policies, and

(b) ensure that residents and their representatives are informed respecting the policies.

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Supportive Living Accommodation Standards Inspection Preparation Checklist

The Inspection Preparation Checklist is designed to assist operators to prepare for an accommodation standards inspection. The questions are intended to prompt operators to determine what standards are applicable to them and in what areas evidence of compliance will be reviewed. Further information on each standard and the methods and evidence of compliance is found in Section 4 of the Information Guide.

Mini Inspections

For accommodations that have been successful in obtaining a multi-year licence, mini inspections will be completed annually, until the year the licence expires. The standards that are applicable on a mini inspection have been highlighted throughout this checklist. It is at the Licensing Inspectors discretion to review other standards that may be warranted in certain accommodations (e.g. new renovations). Any non-compliance found during the completion of a mini inspection will result in a full checklist being completed. See Section 2 of the Information Guide – Application for Licence for more details on multi-year licences.

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Regulation Requirements
If you have received updated insurance, corporate status documents, environmental health reports, fire inspection reports or building inspection reports since the completion of the application package please have these reports ready at the time of the inspection. *Mini inspection item*

Standard 1: Building Code Requirements		
		Comments
Has there been a change to the structure or use of (population) the accommodation?	Y N	
If Yes, proceed to the next question. **If No**, proceed to the next standard.		
Is there evidence of continued compliance with the Alberta Building Code?	Y N	

Standard 2: Safety Requirements		
		Comments
Are the accommodations, buildings and grounds safe and hazard free?	Y N	*Mini inspection item*
Is there evidence of grounds maintenance being completed in all seasons?	Y N	*Mini inspection item*

Standard 3: Maintenance Requirements		
		Comments
Are the accommodations, buildings, grounds, equipment and operator-owned furnishings well maintained?	Y N	*Mini inspection item*
Is there evidence of a preventative maintenance program being followed?	Y N	
Is there evidence of a corrective maintenance program being followed?	Y N	

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Standard 4: Environmental Requirements		
		Comments
Are residents unable to adjust the temperature in their rooms or common areas?	Y N	
If Yes, proceed to the next question. **If No**, proceed to the next standard.		
Is the temperature of the accommodation maintained at a level that supports the safety of all the residents and the comfort of the majority?	Y N	

Standard 5: Personalizing Spaces		
		Comments
Is there evidence of each resident's opportunity to personalize their rooms, and if so, to what extent?	Y N	

Standard 6: Window Coverings		
		Comments
Are there appropriate window coverings in each area of the accommodation (resident rooms and common areas) provided by the operator or resident, as the case may be?	Y N	

Standard 7: Bedding		
		Comments
Is bedding, towels or other linens provided by the operator to the residents?	Y N	
If Yes, proceed to the next four questions. **If No**, proceed to the next standard.		
Are the bedding, linens and towels maintained in a good condition?	Y N	
Is there evidence of regularly scheduled changes for the bedding, linens and towels?	Y N	
Are there sufficient quantities of bedding, linen and towels for the utilization needs of each resident?	Y N	
Are as needed changes of the bedding, linens and towels provided or arranged for as per the needs of the residents?	Y N	

Standard 8: Laundry		
		Comments
Do residents supply their own bedding and towels?	Y N	
If Yes, proceed to the next two questions. **If No**, proceed to the next standard.		
Is there a laundry service or facility available for them to use?	Y N	
Are residents informed of the availability of a service or a space for them to use to complete their laundry?	Y N	
Is a space with laundry equipment provided for residents' personal use?	Y N	
If Yes, proceed to the next question. **If No**, proceed to the next standard.		
Is the space and equipment appropriate, clean and in good repair?	Y N	

Standard 9: Personal Choice Services		
		Comments
Is a personal choice service offered on-site to residents?	Y N	*Mini inspection item*
If Yes, proceed to the next three questions. **If No**, proceed to the next standard.		
Are the services offered based on the needs and preferences of the residents?	Y N	
Is the space used for the personal choice service appropriate for its intended use?	Y N	
Does the personal choice service provider hold the required licences or certificates for the provision of the service?	Y N N/A	*Mini inspection item*

Standard 10: Medication Assistance or Reminders		
		Comments
Is a medication assistance or reminder program offered by the operator to the residents?	Y N	*Mini inspection item*
If Yes, proceed to the next questions. **If No**, proceed to the next standard.		
Is there a process for the support/promotion of safe self-administration?	Y N	
Are medications securely stored?	Y N	*Mini inspection item*
Are employees delivering medication assistance or reminders appropriately trained / educated?	Y N	
Is there a process for dealing with errors in the provision of medication assistance or reminders?	Y N	

Standard 11: Contracted Services		
		Comments
Are there contracts in place for services within the supportive living accommodation?	Y N	
If Yes, proceed to the next question. **If No**, proceed to the next standard.		
Does the contract include: 1. the nature and scope of the service; 2. who will perform the service; 3. the persons qualifications; 4. requirement for insurance; and 5. a provision for the handling of personal information of the residents?	Y N	

Standard 12: Social or Leisure Activities		
		Comments
Are social and leisure activities offered to the residents by the operator?	Y N	
If Yes, proceed to the next five questions. **If No**, proceed to the next standard.		
Do the activities provided address the needs and preferences of the residents?	Y N	
Are the opinions of residents periodically solicited in regards to the social and leisure activities offered?	Y N	
Are residents' opinions and comments responded to?	Y N	
Are social and leisure activities communicated to residents in an appropriate manner?	Y N	
Are employees or service providers sufficiently knowledgeable or educated to deliver social and leisure activities?	Y N	

Standard 13: Nutritional Requirements		
		Comments
Are residents provided with meals, fluids or snacks?	Y N	*Mini inspection item*
If Yes, proceed to the next four questions. **If No**, proceed to the next standard.		
Do the meals, fluids and snacks provided meet the Canada Food Guide?	Y N	*Mini inspection item*
Are the meals, fluids and snacks palatable, safe and pleasingly presented?	Y N	*Mini inspection item*
Are meals, fluids and snacks served in sufficient quantities for the residents' nutritional and hydration needs to be met?	Y N	*Mini inspection item*
Are the menus and meal times communicated to residents in an appropriate manner?	Y N	*Mini inspection item*
Are meals, fluids or snacks provided for 11 or more residents?	Y N	*Mini inspection item*
If Yes, proceed to the next question. **If No**, proceed to the next standard.		
Is there evidence of the menu meeting the requirements of the Canada Food Guide as assessed by a Registered Dietitian or qualified Food and Nutrition Manager?	Y N	*Mini inspection item*

Standard 14: Menu Requirements		
		Comments
Are residents provided with meals, fluids or snacks	Y N	*Mini inspection item*
If Yes, proceed to the next nine questions. **If No**, proceed to the next standard.		
Do the menus offer variety and seasonal variation?	Y N	
Are residents provided with a choice from one food group at every meal?	Y N	
Do the meals served take into consideration residents' food preferences, religious practices and cultural customs?	Y N	
Are menu substitutions made from within the same food group and provide similar nutritional value?	Y N	*Mini inspection item*
Are substitutions communicated to residents?	Y N	*Mini inspection item*
Are residents' opinions regarding meals, fluids and snacks periodically collected and considered?	Y N	
Are residents' opinions regarding meal times periodically collected and considered?	Y N	
Are residents' opinions on meal times responded to?	Y N	
Is there a record of meals served for the last 3 months?	Y N	

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Standard 15: Cleaning Requirements		
		Comments
Is a clean and comfortable environment provided for residents, employees, volunteers, service providers and visitors?	Y N	*Mini inspection item*
Is the accommodation thoroughly cleaned on a regularly scheduled basis?	Y N	
Is the level of cleanliness maintained on an as needed basis between regularly scheduled cleanings?	Y N	
Are residents' preferences respected in the scheduling of cleaning?	Y N	
Are written cleaning procedures established and followed?	Y N	
Are appropriate mechanisms in place to minimize unpleasant odours?	Y N	

Standard 16: Continuation of Services		
		Comments
Are site-specific contingency plans in place to ensure the continuation of necessary accommodation services in the event of loss of utilities, breakdown of equipment, extreme weather and staff disruptions?	Y N	
Does the emergency plan mitigate the disruption to the residents?	Y N	
Is the plan communicated and made available to residents, their representatives, visitors, volunteers and service providers?	Y N	*Mini inspection item*
Is the contingency plan practicable?	Y N	
Is the contingency plan reviewed on an annual basis?	Y N	*Mini inspection item*

Standard 17: Prevention of Abuse		
		Comments
Are written processes in place that prevent abuse and identify the process for reporting abuse?	Y N	
Are employees educated in the identification, reporting and prevention of abuse?	Y N	
Are residents, their representatives, volunteers and service providers informed regarding the identification, reporting and prevention of abuse?	Y N	

Standard 18: Resident Safety and Security		
		Comments
Are residents accounted for on a daily basis?	Y N	*Mini inspection item*
Are monitoring mechanisms or personnel in place on a round-the-clock basis?	Y N	*Mini inspection item*
Does the accommodation have a security system?	Y N	*Mini inspection item*
If Yes, proceed to the next two questions. **If No**, skip the next two questions.		
Is the security system maintained, inspected and tested as recommended by the manufacturer?	Y N	*Mini inspection item*
Are employees, residents, service providers, and volunteers trained in the use of the system in place?	Y N	
Does the accommodation have an emergency call or communication system?	Y N	*Mini inspection item*
If Yes, proceed to the next three questions. **If No**, skip the next three questions.		
Is the communication or emergency call system suitable for the building and residents it serves?	Y N	
Is the communication or emergency call system maintained, inspected and tested as recommended by the manufacturer?	Y N	*Mini inspection item*

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Are employees, residents, service providers, and volunteers trained in the use of the system in place?	Y N	
Are critical incidents reported to the Director? (see Information Guide for criteria for reporting)	Y N	*Mini inspection item*

Standard 19: Trust Accounts		
		Comments
Does the operator hold resident funds for a period longer than 31 days?	Y N	
If Yes, proceed to the next four questions. **If No**, proceed to the next standard.		
Are the funds deposited into a trust account opened and maintained for that purpose?	Y N	
Are receipts for each transaction provided to the residents or their representatives?	Y N	
Are easy to understand records with opening and closing balances made available for residents or their representatives free of charge?	Y N	
Are the funds returned upon receiving a written request to do so from the resident or the resident's representative?	Y N	

Standard 20: Safeguarding of Personal Possessions		
		Comments
Are personal possessions of a resident retained and safeguarded by the operator?	Y N	
If Yes, proceed to the next question. **If No**, proceed to the next standard.		
Are written processes developed and maintained for the safeguarding of personal possessions?	Y N	

Standard 21: Water Temperature		
		Comments
Is water temperature maintained at a safe level where it flows out of the taps in resident personal use areas?	Y N	*Mini inspection item*
Does training occur with residents and employees on processes related to ensuring safe water temperatures?	Y N	
Is maintenance and monitoring of hot water heating systems and therapeutic tubs completed?	Y N	
Are risk mitigation procedures in place to ensure safe water temperatures?	Y N	
Are maintenance personnel and employees involved in the water system sufficiently knowledgeable in the operation and function of any gauges, valves or controls?	Y N	
Does the accommodation have therapeutic tubs?	Y N	*Mini inspection item*
If Yes, proceed to the next question. **If No**, proceed to the next standard.		
Are hot water temperatures flowing into the therapeutic tub prior to the first bath of the day logged on a sheet or book and kept in the tub room?	Y N	*Mini inspection item*

Standard 22: General Information		
		Comments
Is information on relevant community, municipal, provincial and federal programs available for residents and their representatives?	Y N	

Standard 23: Information Respecting the Supportive Living Accommodation		
		Comments
Is information (a-o below) available for applicants, residents and their representatives?	Y N	

a) Eligibility requirements	Y N	
b) Application process	Y N	
c) Capacity of the accommodation and the services provided to meet residents' needs	Y N	
d) Move in and orientation process	Y N	
e) Basic accommodation and service charges on a monthly basis	Y N	
f) Available optional personal services and charges	Y N	
g) Cleaning and maintenance schedules	Y N	
h) Policy respecting giving of gifts by residents to employees and volunteers	Y N	
i) Policy respecting employee and volunteer involvement in resident financial and non-financial personal affairs	Y N	
j) Notice period applicable to rate increases	Y N	
k) House rules of the accommodation and circumstances that could lead to termination of residency	Y N	
l) Information on the measures taken to protect the privacy and personal information of residents	Y N	
m) i) The risk management process, **if** one is established	Y N N/A	
ii) Trust accounts, **if** one is established	Y N N/A	
iii) Safeguarding of personal possessions, **if** this is offered	Y N N/A	
n) Information on the results of required inspections to the accommodation	Y N	
o) Written process for resolving concerns or complaints	Y N	

Is a residential service agreement signed by each resident or the resident's representative and an authorized representative of the accommodation?	Y N	
Does the agreement include the residential services to be provided, the rates for those services, and notice periods for rate increases and termination of services or tenancy?	Y N	

Standard 24: Concerns and Complaints		
		Comments
Is a written process for the resolution of concerns and complaints developed and maintained?	Y N	
Are reported concerns documented as well as the measures taken to resolve them?	Y N	

Standard 25: Assessment		
		Comments
Are resident placements completed externally by centralized placement (i.e. Alberta Health Services)?	Y N	
If Yes, proceed to the next question. **If No**, proceed to the next standard.		
Are written processes developed and maintained for the assessment of applicants for residency in the accommodation?	Y N	

Standard 26: Reassessment		
		Comments
Are residents reassessed when their physical, emotional or cognitive condition changes?	Y N	

Standard 27: Risk Management		
		Comments
Are residents notified of the limits of the service offered at the supportive living accommodation and acknowledge the risk, if any, of living there?	Y N	
Are written managed risk agreements currently in place?	Y N	*Mini inspection item*
IF Yes, proceed to the next two questions. **If No**, proceed to the next standard.		
Are written managed risk agreements developed with the resident and/or the resident's representative to manage the risk to the resident?	Y N	*Mini inspection item*
Are managed risk agreements reviewed and amended, if necessary, each time a reassessment is completed?	Y N N/A	

Standard 28: Safety and Security		
		Comments
Are policies and procedures related to the safety and security of residents created, maintained and followed?	Y N	
Are employees hired to work in the supportive living accommodation?	Y N	
If Yes, proceed to the next question. **If No**, proceed to the next standard.		
Are employees aware and have access to policies and procedures related to the safety and security of residents?	Y N	

Standard 29: Job Descriptions		
		Comments
Are employees hired to work in the supportive living accommodation?	Y N	
If Yes, proceed to the next questions. **If No**, proceed to the next standard.		
Are written job descriptions prepared and made available for each employee at the accommodation?	Y N	
Do the job descriptions include the job qualifications, responsibilities of the position and the scope of the position?	Y N	

Standard 30: Residents' Personal Affairs		
		Comments
Are written policies in place regarding the involvement of employees or volunteers in the personal affairs of residents?	Y N	
Does the policy address the accepting of gifts by employees and volunteers from residents?	Y N	
Does the policy address the involvement of employees and volunteers in the **financial affairs** (e.g. wills, estate planning, powers of attorney) of residents?	Y N	
Does the policy address the involvement of employees and volunteers in the **non-financial affairs** (e.g. personal directives, guardianship) of residents?	Y N	
Are these policies provided to residents, their representatives, employees and volunteers?	Y N	

Standard 31: Criminal Record Checks		
		Comments
Has a new employee, volunteer or service provider been retained after March 31, 2007?	Y N	
If Yes, proceed to the next question. **If No**, proceed to the next standard.		
Is there evidence that a criminal record check was completed and the results were considered for each new employee, volunteer and service provider?	Y N	

Standard 32: Privacy and Personal Information		
		Comments
Is the privacy and personal information of residents protected?	Y N	*Mini inspection item*
Are written policies developed and maintained regarding the protection of residents' privacy and personal information?	Y N	
Are employees and volunteers trained in implementing these policies?	Y N	
Are residents and their representatives informed respecting the policies?	Y N	

For additional copies of this document or for further information about accommodation standards, contact:

Standards Compliance and Licensing Branch
Alberta Health
10025 Jasper Avenue NW
PO Box 1360 Stn. Main
Edmonton, Alberta T5J 2N3

Phone (780) 644-8428 (310-0000 Toll free)
Fax (780) 644-8729

This document is also located on-line at:

http://www.health.alberta.ca/services/continuing-care-forms.html

For further information on the Supportive Living Accommodation Standards, Regulation and *Act* please consult the Accommodation Standards and Licensing Information Guide located on-line at:

http://www.health.alberta.ca/services/continuing-care-forms.html

Full versions of the *Supportive Living Accommodation Licensing Act* and the Supportive Living Accommodation Licensing Regulation can be accessed from Queen's Printer on-line at: www.qp.alberta.ca.