



ACCREDITED SUPPORTS TO THE COMMUNITY

# INFORMATION PACKAGE

## FOR ADULT SERVICES

### MISSION STATEMENT

We support people to work, to learn, to lead and to play.

### VISION STATEMENT

Excellence through listening, learning and leading.

### PRINCIPLES

We believe in Honor, Dignity and Respect.

Binder(s):	Adult Services – Information Package								
Section(s):	Entry/Exit	R/R	Oct 30/15	R/R	Aug 4/16	R/R	Apr 13/17	R/R	Oct 31/18
Program Area(s):	Adult Disability								

*Always serving community*

## Table of Contents

- ❖ Description of Disability Services for Adults
  - *Community Access Supports*
  - *Community Living Supports*
  - *24-hour Supports*
  - *Supported Independent Living*
  - *Respite Supports*
  - *Employment Supports*
  - *Companion Support for Seniors*
  - *Acquired Brain Injury Supports*
- ❖ Entrance Criteria
- ❖ Application & Commencement Process
- ❖ Person Centered Planning
- ❖ Rights
- ❖ Documentation - What you Need to Know
- ❖ Abuse - What you Need to Know
- ❖ Protection for Persons in Care Information
- ❖ Behaviours of Concern
- ❖ Board of Directors
- ❖ Organizational Outcomes
- ❖ ASC Pamphlet
- ❖ Addressing Concerns
- ❖ Accommodations Standards Information

Binder(s):	Adult Services – Information Package								
Section(s):	Entry/Exit	R/R	Oct 30/15	R/R	Aug 4/16	R/R	Oct 31/18		
Program Area(s):	Adult Disability								

## **Disability Services for Adults**

Providing services to people 18 years of age and older that have a disability.

### **Community Access Supports**

Community Access services provide a valuable alternative to employment. It facilitates community integration and social connection. Whether it is becoming involved in recreational or educational activities; joining community clubs and organizations; breaking down barriers to accessibility; becoming a volunteer; exploring art, culture or any other aspect of life that makes for a meaningful day, support is available.

### **Community Living Supports**

Community Living Supports assist adults with developmental disabilities to live in their home of choice. It provides options to help adults live as independently as possible in their community and achieve their goals as identified in a person centered individual support plan.

### **24-hour Supports**

Support for people to live in their own home or in a home owned by Accredited Supports to the Community.

Typically these supports are provided in a shared living arrangement. Community Living Supports include homes that are barrier free and may include assistance with medication, specialized medical care and medical procedures.

### **Supported Independent Living**

This program provides hourly support to individuals in their homes on a flexible schedule that meets their needs and lifestyle.

### **Respite Supports**

Respite Supports provide families and primary caregivers with a break from caring for an adult with a developmental disability. In-home respite is provided at the person's home on a regular or on-call basis. Out-of-home respite is provided in a community home on a regular or on-call basis.

Binder(s):	Adult Services – Information Package								
Section(s):	Entry/Exit	R/R	Oct 30/15	R/R	Aug 4/16	R/R	Oct 31/18		
Program Area(s):	Adult Disability								

## Employment Supports

Employment Supports assists adults with disabilities to explore their career options, secure and maintain employment.

Employment Specialists work with adults to identify personal interests and skills for employment. This may include training and the exploration of various work options at local businesses.

ASC provides supports such as job coaching and ongoing follow-up to assist adults in gaining and maintaining employment. Employment standards and safe work practices will be observed in all employment relationships.

## Companion Support for Seniors

Providing companionship, community connections and incidental supports for seniors. This service is generally a fee for service paid by the senior.

## Acquired Brain Injury Supports

ASC helps those who have sustained a brain injury by partnering with Alberta Seniors and Community Supports, the Alberta Brain Injury Initiative (ABII), and the Canadian Mental Health Association in Red Deer to offer supports for Community Living.

This program offers assistance by providing opportunities to learn and/or relearn community living skills and to become independent within their home and community.

Binder(s):	Adult Services – Information Package								
Section(s):	Entry/Exit	R/R	Oct 30/15	R/R	Aug 4/16	R/R	Oct 31/18		
Program Area(s):	Adult Disability								

## Entrance Criteria

ASC is a customer-driven service that recognizes Entrance Guidelines based on current individual needs, without discrimination and will ensure that Entrance Guidelines and special considerations reflect contractual requirements and ASC's service philosophy.

- Applicants, and where applicable, guardians, must be willing to work within the applicable guidelines of ASC's policies, procedures and regulating authorities
- Applicants, and where applicable, Guardians/Trustees must provide consent to receive services
- Applicants must be 18 years of age or over for application to Adult Disability Services. Special circumstances may be considered.
- Applicants must have a confirmed source of funding (government or private fee for service)
- Applicants/Guardians must provide full disclosure of all information relating to physical/mental health and behavioral concerns that may: create risk, impact service delivery, or impact the health or safety of the applicant, staff or others
- The agency and community resources must be available to meet specialized needs (e.g. physio/occupational therapists, mental health, behavioral supports, etc.)
- Applicants/Guardians/Trustees must meet the financial obligations (e.g. recreation and leisure costs, and applicable transportation, room and board costs, etc.)
- Applicants/Guardians must agree to sign and comply with an Individual Service Agreement

## **Employment Supports**

- Applicants must demonstrate a desire to be employed
- Applicants must be responsible for personal care needs or ensure the necessary supports are in place
- Applicants must be responsible for their own medication administration or ensure the necessary supports are in place

Binder(s):	Adult Services – Information Package								
Section(s):	Entry/Exit	R/R	Oct 30/15	R/R	Aug 4/16	R/R	Oct 31/18		
Program Area(s):	Adult Disability								

## Application and Commencement Process

- Clients/Guardians will complete the application package
- The ASC Placement Committee will meet to review the application, any relevant information and resources to make a decision regarding services
- The ASC Placement Committee will forward a decision and/or recommendations to the Client/Guardian/ referral source
- Prior to the commencement of services, ASC must receive confirmation of funding
- Commencement includes the Client/Guardian meeting to complete a Service Agreement and Service Orientation
- Clients and families participate in a planning process to establish goals and direction for their services

Binder(s):	Adult Services – Information Package								
Section(s):	Entry/Exit	R/R	Oct 30/15	R/R	Aug 4/16	R/R	Oct 31/18		
Program Area(s):	Adult Disability								

## Person Centered Planning

Person Centered Planning is a process that:

- Recognizes the person’s interests, needs and desires
- Recognizes the person’s communication and learning style
- Assists the person in gaining control over his or her own life
- Uses a collaborative approach to develop a plan to identify a person’s goals, actions, and timelines
- Celebrates what is meaningful to the person
- Results in a written record

Binder(s):	Adult Services – Information Package								
Section(s):	Entry/Exit	R/R	Oct 30/15	R/R	Aug 4/16	R/R	Oct 31/18		
Program Area(s):	Adult Disability								

## Documentation

### WHAT YOU NEED TO KNOW ABOUT ASC DOCUMENTATION POLICIES

- People will be writing information about you in different places and you can read it or look at it, or have it read to you
- Your information is personal and private. Only some people can see this information:
  - You,
  - People that work with you,
  - Your guardian, and/or,
  - Others that have permission to see it.
- There is a file room at ASC that has a file with your name on it. This file has information about you in it. Information about you may also be in your home or other areas. All information about you is kept in a safe, private place no matter where it is.
- You have a right to know where this information is being kept.
- The law says that you can see what is being written about you. If you want to see or get copies of this information, talk to your guardian, someone you trust or people who work with you.
- The law also says that you can only see other people's information in special cases.
- People working with you may be writing information about your:
  - Health
  - Money
  - Goals
  - Job
  - Mail
  - Reports
  - Daily activities and
  - Choices/decisions

Binder(s):	Adult Services – Information Package								
Section(s):	Entry/Exit	R/R	Oct 30/15	R/R	Aug 4/16	R/R	Oct 31/18		
Program Area(s):	Adult Disability								



- People working with you will review your written information to make sure that your:
  - Information is written correctly,
  - Information is filed correctly,
  - Privacy is respected.
  
- People working with you write about you in many places. These are a few:
  - Log Notes: Your name might be written here. The notes will tell you where other information is written about you.
  - Contact Notes: These are the notes that tell about your day.
  - Medical Notes: These are the notes that tell about your health.
  - Updates and/or Summary Reports: These are short reports that are used to share information about you.
  - Personal Profile: Important information that might be needed in a hurry is written here. Your picture may be on this sheet.
  - Incident Reports- These are used to record information about concerning situations. For example poor health, broken property, actions that could create risk; because we may need to help you differently.
  
- When people working with you write about you, it must:
  - Be true,
  - Show respect,
  - Be signed by the person who wrote it.
  
- All of your files are saved for you.

Binder(s):	Adult Services – Information Package								
Section(s):	Entry/Exit	R/R	Oct 30/15	R/R	Aug 4/16	R/R	Oct 31/18		
Program Area(s):	Adult Disability								

## Abuse

### WHAT YOU NEED TO KNOW ABOUT ABUSE

Abuse of anyone is a serious problem. It is wrong. No one has the right to abuse you. If it doesn't feel right to you, talk to someone you trust. If you are abused it is very important for you to tell someone and keep telling until you get help. If you are abused it is not your fault.

Some examples of abuse are (remember these are not the only way abuse happens):

Physical abuse (actions that could hurt your body):

- Hitting
- Hair pulling
- Biting
- Kicking
- Shaking
- Pushing
- Choking
- Burning

Sexual Abuse

When you feel uncomfortable, embarrassed or forced to:

- Kiss someone
- Be touched when you don't want to be
- Touch or look at someone's private parts
- Look at sexual pictures or videos
- Have sexual pictures taken of you and/or posted on the internet
- Have intercourse with someone
- Being embarrassed by someone making fun of you in a sexual way, or
- Feeling uncomfortable when someone talks about you in a sexual way

Emotional Abuse (actions that could hurt your feelings or your mind):

- Being pressured
- Being threatened
- Getting yelled at
- Being called names
- Being put down
- Being ignored
- Not being allowed to go to places or see people
- Being talked into things you know are wrong or don't want to do
- Not being allowed to have privacy

Binder(s):	Adult Services – Information Package								
Section(s):	Entry/Exit	R/R	Oct 30/15	R/R	Aug 4/16	R/R	Oct 31/18		
Program Area(s):	Adult Disability								

## Exploitation

When someone takes advantage of you:

- Using or taking your money or things without asking
- Forcing you to sell your things
- Forcing you to change your Will (e.g. Last Will and Testament or Personal Directive)
- Forcing you to buy something you don't want
- Forcing you to do anything that is against the law
- Forcing you to be with people that you don't want to be around

## Neglect

- Not being given enough food
- Not being given proper housing
- Not having clothing for the weather, etc.
- Not getting care and attention (e.g. not going to the doctor when you are sick)
- Not being given a chance to learn new things when you want to
- Not being given medication that you do need

## Inappropriate Use of Restrictive Interventions

- When people use ways to control your actions that they don't have permission to use
- Being given medication that you don't need

## Failure to Report Abuse

- It is also abuse if someone knows that you have been abused, and they don't report it

## YOU CAN REPORT ABUSE BY:

- Telling a person you trust
- Telling your Doctor
- Telling your family
- Telling the Police
- Telling someone you work with
- Calling 1-888-357-9339 (Protection of Persons in Care Reporting Line)

Binder(s):	Adult Services – Information Package								
Section(s):	Entry/Exit	R/R	Oct 30/15	R/R	Aug 4/16	R/R	Oct 31/18		
Program Area(s):	Adult Disability								

Some kinds of abuse are not against the law, but they are against your rights and the way Accredited Supports to the Community provides support.

You should always report anything that you think goes against your rights.

If someone thinks you are being abused they must report it. If the abuse is against the law, they must report it to the Police.

Accredited Supports to the Community protects your rights to be safe by:

- Working with you to understand what abuse is and that you should report abuse
- Working with you to do things in your community
- Teaching people who work with you about your rights
- Teaching people who work with you about signs that may show abuse is happening and actions that could be abuse
- Following the law
- Having a way to check into reports of abuse
- Having serious results for people who abuse others

ASC handles concerns of abuse by:

- Stopping the abuse if someone sees it happening
- Making sure you are safe
- Listening to you
- Asking questions
- Taking you to the Doctor, if needed
- Calling your parent /guardian
- Looking at medical information
- Looking at any physical signs that may be there
- Checking other behavior and incident reports
- Checking other things that may be written about you
- Talking with people who work with you
- Talking with other people who know you
- Writing down all the information we gather
- Keeping a copy of all the information we gather in your file
- Reporting to the people who need to know (Executive/Program Director or Police)

If the person that works with you is proven to have abused you, that person may be told that they can no longer work at Accredited Supports to the Community.

If you are living in an Approved Home and there is a worry that you are being abused, you will move away from the Approved Home.

Binder(s):	Adult Services – Information Package								
Section(s):	Entry/Exit	R/R	Oct 30/15	R/R	Aug 4/16	R/R	Oct 31/18		
Program Area(s):	Adult Disability								

## Behaviours of Concern

**ASC has specific policy and procedure for employees to follow when responding to situations or behaviours of concern.**

Situations or behaviours become a concern when:

- A client places themselves, others or property at risk
- A client engages in significantly inappropriate, socially unacceptable, illegal or socially risky behaviours that could affect their ability to safely participate in the community

ASC policy provides the principles and parameters necessary to ensure: employees use approved and defined methods of intervention; client and human rights are respected; and the philosophy of ASC, and contract requirements, are followed.

ASC recognizes that all behaviour is a form of communication, and therefore tries to ensure clients' rights are respected and positive responses are used when responding to situations or behaviours of concern. ASC's focus is always on providing choice, educational opportunities, and ensuring environments are suited to the clients' needs.

When situations arise, it is necessary for employees to understand, evaluate, and respond; using a recognized systematic approach. ASC policy and procedures identify strategies employees are authorized to use in response to behaviours of concern, and prohibited procedures which may never be used.

In circumstances where behaviour of concern can be predicted a Behaviour Support Plan may be developed to provide employees an understanding of the behaviour and a consistent means of effective intervention. All Behaviour Support Plans must be developed in consultation with a qualified person, as defined by Creating Excellence Together Standards; be consented to by the individual or Guardian as applicable, and be reviewed and approved by the ASC Behaviour Review Committee on a regular basis.

Binder(s):	Adult Services – Information Package								
Section(s):	Entry/Exit	R/R	Oct 30/15	R/R	Aug 4/16	R/R	Oct 31/18		
Program Area(s):	Adult Disability								

## Board of Directors

Accredited Supports to the Community is a not-for-profit registered charitable society governed by a volunteer Board of Directors.

ASC has been serving the community since 1974, employing approximately 130 people on staff and serving about 1,500 people a year through our multitude of services including Olds Bottle Depot Customers.

Our main office is in Olds, Alberta, and we have satellite offices in Strathmore and Airdire, Alberta.

## **Standards**

In Adult Services we meet the standards under the following authorities:

- Accreditation Level II
- Supportive Living Accommodation Licensing Act
- AB Health Legislation
- Alberta Fire Code

Binder(s):	Adult Services – Information Package								
Section(s):	Entry/Exit	R/R	Oct 30/15	R/R	Aug 4/16	R/R	Oct 31/18		
Program Area(s):	Adult Disability								


**VISION:** *Excellence through Listening, Learning and Leading*

**MISSION:** *We support people to work, to learn, to lead and to play*


**PRINCIPLES:** *We believe in Honor, Dignity and Respect*

### Organizational Priority Outcomes Are:

#### Relevant and Quality Services

- To maintain a high quality of service through Accreditation. 
- To provide services and supports that meet the current and future need of ASC clientele.
  - “ Expanded services for young adults in Calgary region.
  - “ “Age in place supports” for Central region.
  - “ Increased opportunity for skill development and independence for those served.
  - “ Increased “deliverable” FSCD supports in Central Region.
  - “ Improved supports for Indigenous people.
- To begin addressing the projected need of potential future ASC clientele.

#### Sufficient, effective and engaged Human Resources

- To Develop a Human Resources Plan that reflects the needs of the people served and the changing workforce.
  - “ Aging workforce.
  - “ Cultural diversity.
- To enhance quality and effectiveness of services through relevant training and education for ASC employees.
  - “ Opportunity for team building. 
  - “ Training relevant to the needs/diagnosis of those served.

Binder(s):	Adult Services – Information Package								
Section(s):	Entry/Exit	R/R	Oct 30/15	R/R	Aug 4/16	R/R	Oct 31/18		
Program Area(s):	Adult Disability								



**Organizational viability and sustainability**

- To ensure the future viability of ASC through having the ability to be responsive, efficient, effective and financially stable.
- To upgrade systems to better support efficient, effective and quality service delivery and operations.

Binder(s):	Adult Services – Information Package								
Section(s):	Entry/Exit	R/R	Oct 30/15	R/R	Aug 4/16	R/R	Oct 31/18		
Program Area(s):	Adult Disability								



## Addressing Concerns

As a person that receives service with Accredited Supports to the Community, or as a family member or guardian, you may have a concern with something that is happening.

The following steps can be used to help you talk about the concern:

- Talk directly to the person and see if they can help. If you are a person receiving services and you have a guardian, you can talk with your guardian, family members, or a staff person you trust
- If you are a guardian or family member of a person receiving services, you can talk with area employees
- If you still have a concern, talk directly with the person in charge, this can be a Team Manager, Coordinator, or their supervisor

If you still have a concern and you don't feel it has been resolved you can talk or write a letter to the Executive Director. They will work with you to try and resolve your concern.

If the Executive Director is not able to resolve your concern you can ask for help from others (family or an advocate) or write a letter to have the Board of Directors of ASC hear your concern.

- To do this you will need to write a letter (you can get help with this if you need it)
- The Executive Director will take your letter to the Board of Directors
- The Board of Directors will review your concern
- They will write you a letter back with any decisions they have made
- The decisions of the Board of Directors are final within Accredited Supports to the Community

If you think your concern is still not addressed ASC will try to give you other resources and options.

To contact the ASC main office call: 1-866-556-4122.

Binder(s):	Adult Services – Information Package								
Section(s):	Entry/Exit	R/R	Oct 30/15	R/R	Aug 4/16	R/R	Oct 31/18		
Program Area(s):	Adult Disability								

## The Protection for Persons in Care Act

The *Protection for Persons in Care Act* (PPCA) promotes the prevention and reporting of abuse of adult Albertans who receive publicly-funded care or support services.

The PPCA requires service providers to take reasonable steps to protect clients from abuse while providing care or support services.

## Who the PPCA Applies to

The PPCA applies to adults who receive care or support services from a service provider receiving funding, directly or indirectly, from the Government of Alberta.

This includes adults receiving services from hospitals, nursing homes, seniors' lodges, mental health facilities, shelters, group homes, addictions treatment centres and other service providers providing care or supports.

## Definition of Abuse

The PPCA defines abuse as an act or omission that:

- causes serious bodily harm;
- causes serious emotional harm;
- subjects the client to non-consensual sexual contact, activity or behaviour;
- results in failing to provide adequate nutrition, adequate medical attention or another necessity of life without a valid consent, resulting in serious bodily harm;
- involves misappropriating, or improperly or illegally converting a significant amount of money or other valuable possessions; or
- results in the administration, withholding or prescribing of medication for an inappropriate purpose, resulting in serious bodily harm.

## Contact Information

To report abuse, order brochures or for more information, call the Protection for Persons in Care office:

**1-888-357-9339**

### To report abuse:

- Call the Protection for Persons in Care reporting line, Monday to Friday from 8:15 a.m. to 4:30 p.m.
- The reporting line is **not** a crisis line.
- Call the police if a person's life or well-being is in immediate danger, or if the abuse is criminal in nature.
- If the incident involves a professional, such as a registered nurse, reports of abuse may be made directly to the applicable professional association.
- Call the Mental Health Patient Advocate if the abuse involved a client detained in a mental health facility or subject to a community treatment order.

### Mailing Address

Protection for Persons in Care  
Station M, Box 476  
Edmonton, AB T5J 2K1  
Fax: 780-415-8611

### Visit the website at:

[www.health.alberta.ca/services/protection-persons-care.html](http://www.health.alberta.ca/services/protection-persons-care.html)



# Safeguarding Vulnerable Adults from Abuse

**Protection for  
Persons in Care Act**



## Reporting Abuse

The *Protection for Persons in Care Act* (PPCA) states that anyone who believes that there is or has been abuse involving a client must report that abuse as soon as possible. Failure to report abuse is an offence.

However, clients who experience abuse are not required to report the abuse unless they choose to do so. If clients choose to report abuse, they must do so within two years from the date the alleged abuse occurred.

Anonymous reports cannot be accepted. The complainant (person reporting the abuse) must provide their name and contact information. The identity of the complainant will be disclosed if:

1. The abuse report is referred to the police or other body for investigation;
2. If the matter is appealed; or
3. When required to do so by law.

## Review of Abuse Report

Every abuse report received is reviewed by a complaints officer who decides if an investigation is necessary.

The complaints officer may decide to make inquiries or take other action.

If the abuse report is investigated, the investigator will interview the client, service provider and any other person who can provide information. The investigator will also review any documents relevant to the investigation.

Investigators must submit a final report to the Protection for Persons in Care (PPC) director, stating whether the abuse was founded or not founded, and may make recommendations.

## The Decision of the PPC Director

After reviewing the investigator's final report, the director makes a decision about the abuse report and may direct the service provider or the individual involved (any person who allegedly abused a client or who allegedly failed to prevent abuse of a client) to take specific action to prevent abuse.

In the decision, the director will specify the action that the service provider or the individual involved must take to prevent abuse, and may approve or reject the investigator's recommendations.

It is an offence to fail to comply with the director's decision.

## Appealing the Director's Decision

Decisions made by the director may be appealed to an appeal panel.

The following persons may appeal the director's decision within 15 days of being notified of the decision:

- complainant
- service provider
- client
- individual involved

The appeal panel may confirm, reverse, or vary the director's decision. The decision of the appeal panel is final.

## You are protected

If you report abuse or assist with the investigation of an abuse report, you are protected.

- The PPCA states that service providers cannot take adverse action against people for reporting abuse.
- There is also protection for people who comply with inquiries from a complaints officer.
- The PPCA sets out offences for service providers and other people who take adverse action against an individual.



abuse report



complaints officer review



investigation or other action is taken



after investigation, the PPC director issues a decision

## Olds Bottle Depot



An integral part of the town of Olds recycling and waste management

systems, keeping over 7 million containers out of the landfills annually.

Provides a significant source of fund-raising for many community initiatives and groups.

### Service Options:

- \* We sort while you wait
- \* Drop Off Service
- \* Bottle Drives with no fees
- \* Recycling Ranger for events

**Hours: Monday—Saturday 10 am to 4 pm**  
4318 - 50 Avenue, Olds, AB  
Phone: 403-556-3818

## Recycling Ranger



Groups can generate income and promote responsible recycling. The ranger can be used **free of charge** for:

Community Events, Bottle Drives, Sports Events, Weddings/Reunions, etc.

Just call to book the ranger for your event!

**Olds Main Office**  
4322-50 Avenue  
Box 3940  
Olds, AB  
T4H 1P6  
Phone: 403-556-4110  
Fax: 403-556-6480



**Strathmore Office**  
Bay 104, 95 Brent Blvd  
Strathmore, AB  
Phone: 403-901-1951  
Fax: 403-901-0540

**Airdrie Office**  
44 Gateway Drive NE  
Airdrie, AB  
Phone: 403-863-2690  
Fax: 403-556-6480



All General Inquiries can

Be forwarded to :

Box 3440

Olds, AB T4H 1W6

Toll Free: 1-866-556-4122

[www.asc-mva.ab.ca](http://www.asc-mva.ab.ca)



ACCREDITED SUPPORTS TO THE COMMUNITY



**“Always Serving Community”  
through:**

**Disability Services for Children & Adults**  
**Acquired Brain Injury Supports**  
**Companion Supports For Seniors**  
**C4E - Careers For Everyone**  
**Healthy Families Services**  
**PCAP-Parent-Child Assistance Program**  
**FUNTIMES and A Little R & R Respite Days**  
**The Olds Bottle Depot**

## Adult Services

### Disability Services:

\*Community Living— Enables people to live as independently as possible in their homes in the communities where they want to live.

\*Community Access— Focuses on inclusion by helping people to develop relationships and social connections, volunteer, and participate in recreation, community events and educational pursuits.

**Acquired Brain Injury**— Supports for people to re-learn skills, make connections and live as independently as possible.



**Companion Support for Seniors**— Provides companionship, community connections and incidental supports for seniors.

## Careers 4 Everyone (C4E)

A Division of Adult Services

**Provides employment services for people with disabilities to gain and maintain employment**

- \*Pre-employment / employment readiness
- \*Job matching
- \*On-site job coaching
- \*Post employment support for employees and employers



ACCREDITED SUPPORTS TO THE COMMUNITY

## MISSION

We support people to work, to learn, to lead and to play.

## VISION

Excellence through listening, learning and leading.

## PRINCIPLES

We believe in honour, dignity and respect.

## Family Support Services

### Children's Disability Services

\*Supports provided directly in family homes and in the community

\*FUNTIMES day activities provide group respite for families and social connections for their children

\*Triple P Positive Parenting Program

\*"Teens 2 Adults" Programs for young people transitioning to adulthood



**A Little R & R-** Provides respite for families of children with Fetal Alcohol Spectrum Disorder (FASD) through fun day camps.

### Parent-Child Assistance Program (PCAP)-

The primary goal of PCAP is to prevent future births of alcohol and drug exposed children. Trained Mentors provide home visitation and support for up to 3 years.

**Healthy Families-** A home visitation service that helps families by building trusting relationships, teaching problem solving skills, encouraging positive parent-child relationships and supporting healthy child growth and development.



## 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.**

ISBN 978-0-7785-8411-7, Print  
ISBN 978-0-7785-8412-4, PDF

## 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/astraj](http://www.asalreporting.gov.ab.ca/astraj)

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.