



WESTVIEW
CARE COMMUNITY

we care...

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Suites
Resident Information

Westview Care Community Resident Information

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WELCOME TO WESTVIEW CARE COMMUNITY SUITES

Westview Care Community (abbreviated as WCC) is dedicated to caring for the physical, social, psychological, and spiritual needs of the residents.

WCC is committed to providing the best possible care for all residents. Staff members strive to provide a home-like environment and care programs are centered on resident participation.

WCC provides dietary, housekeeping, laundry and maintenance services. Residents are encouraged to participate in the recreational activities provided by the Suites.

This folder has been prepared for your information and convenience. Please feel free to contact us regarding any concerns you may have.

Westview Care Community	Phone: 403-546-3966
Westview Care Community	Fax: 403-546-4061
Gideon Berniko (Managing Director)	ext. #2
Phyllis Wiebe (Office Manager)	ext. #0
Brenda Klassen (Nurse Manager)	ext. #0

INTRODUCTION

A. HISTORY

The first phase of the Westview Suites was completed in November of 2007. It was built for the purpose of independent living, with the Linden Nursing Home providing meals and housekeeping, but no care. As time went on it was soon apparent that we would need to provide some basic light care to these residents to bridge the gap between independent living and long-term care. As a result, we now are licensed to provide care up to a level that we deem is safe and practical. We have an HCA on duty 24 hours a day, with the care being administrated by an LPN. The Suites are owned and operated privately by the three local congregations of the Church of God in Christ, Mennonite, at Linden, Alberta. A Board of Directors, consisting of seven members who are elected by the above named Church, is responsible for the proper operation of the Westview Care Community.

B. PHILOSOPHY

Realizing the need for accommodations and light care for the aged in our area, we wish to render this service in an unselfish and humble manner, consistent with the teachings of Christ.

C. MISSION

Our mission is to provide suitable accommodations for the elderly, in a Christian environment; promoting care with compassion, preserving dignity, respect, and independence in all aspects of life.

RESIDENCY AGREEMENT

A. Personal Directive

A requirement of entrance is that the resident must have a Personal Directive that names an individual(s) to make health care decisions, if at some time the resident is unable to make decisions for themselves.

Please attach a copy of the Personal Directive to this document.

B. Enduring Power of Attorney

Another requirement of entrance is that the resident must have an Enduring Power of Attorney that names an individual(s) to make financial decisions.

Please attach a copy of the Enduring Power of Attorney to this document.

WCC Administration will be notified of any changes to designated decision maker information as soon as change occurs.

C. General Treatment

The resident (or legal representative) acknowledges that:

- Treatment and care is provided by the Suites health care providers or students under the supervision of health care professionals regulated under the *Health Professions Act*.
- He/she has been given information regarding the *Protection of Persons in Care Act*.

D. Release of Responsibility For Personal Property and Building Damage

The resident (or legal representative) assumes all responsibility for personal property brought with the resident or for the resident's use in the facility, including time when absent from WCC premises. Tenant Insurance is encouraged to cover contents.

The property referred to includes:

- Damage to the tenant's suite as well as related damage to the rest of the building deemed to be the fault of the tenant.
- Clothing, dentures, eye glasses, jewellery, toilet articles, hearing aides, etc.
- Furnishings, electric wheelchair and any other personal possessions.
- Money

The resident (or legal representative) hereby releases the facility, its medical staff and all employees and volunteers for the loss or damage to any of the said articles.

On vacating the room, personal belongings must be removed within 48 hours or at such time as is negotiated with management.

E. Notification of Next of Kin

In an effort to meet your needs, your families will be informed of care issues. The following is a guideline for conditions under which your families would be called:

- When you need or request the presence of a family member
- When you have fallen
- Any significant illness, incident or injury, admission or a visit to the acute care or the emergency department
- Death of resident

F. Accommodations

Residents are required to supply their own furnishings; furniture, bed, mattress, linens, etc.

Decorations and alterations; the resident has the option to decorate their suite as desired, following the guidelines provided by WCC administration. Structural or physical changes to the suite may not be done unless expressly approved in writing by WCC administration.

G. Resident Responsibilities

The resident will abide by the responsibilities outlined in this information package. Staff will assist with coordination of services as required.

H. Charges

The resident (or legal representative) assumes responsibility for any charges applicable, for the services provided at the facility.

The resident (or legal representative) agrees to assume responsibility for any other costs that may be incurred, subject to the exclusions or limitations of those guidelines.

Applicable charges may include:

- Rental accommodation
- Medication
- Toiletries
- Residential services such as telephones and/or internet services
- Medical supplies and equipment

Please refer to the *Financial Responsibility Agreement* on page 20

Westview Care Community may change the base rent, and applicable fees and charges as the Board of Directors deems reasonable. A three month notice will be given in advance of this increase.

In rare occasions it may be necessary to request a resident to move to an alternative suite. Westview Care Community reserves the right to so.

Extended leaves of absence for longer than 30 days are not encouraged. Where this becomes necessary discussion must take place with the Managing Director of the Suites.

I, _____ do agree to the above.

Signature of Resident (or Legal Representative)

Date

TERMINATION OF THE AGREEMENT

A. By the Resident (or legal representative)

This agreement may be terminated by the resident at any time, with or without cause, by giving thirty (30) days prior written notice to Westview Care Community through the Managing Director. Exception to this would be an unexpected exit that is not in the control of the resident such as a death or a sudden deterioration of health. The general rule in such cases would be for the rent to continue to be their responsibility for 7 additional days. Notification must identify *the date* when the termination is to become effective.

B. By Westview Care Community

Westview Care Community may terminate this agreement at any time, as outlined below:

- Health needs cannot be met in a practical and safe manner as deemed by management.
- Incontinence complex to manage.
- Significant cognitive impairment.
- Risk of wandering.
- Complete meal assistance.
- Abusive to others.
- Failure to comply with house rules.
- Failure of the resident to pay the rental fees and additional charges for services.

Signature of Resident (or Legal Representative)

Relationship to Resident

Signature of Witness

Date

IMPORTANT CONTACT PEOPLE

PERSONAL DIRECTIVE AGENT

Name: _____
Address: _____
City: _____
Province: _____
Postal Code: _____
Phone Number: _____
Cell Number: _____
Email: _____

ENDURING POWER OF ATTORNEY

Name: _____
Address: _____
City: _____
Province: _____
Postal Code: _____
Phone Number: _____
Cell Number: _____
Email: _____

FINANCIAL CONTACT PERSON

Name: _____
Address: _____
City: _____
Province: _____
Postal Code: _____
Phone Number: _____
Cell Number: _____
Email: _____

SERVICES INCLUDED IN BASE RENT

The following is a listing of the services available or accessible to each resident at the Facility and included in the Base Rent. A central principle of Supportive Living is the maintenance and enhancement of independence, therefore each resident is encouraged to do as much as possible themselves. The services available include:

A. Business Office

The business office is open from 8:00 AM to 4:00 PM, Monday to Friday, excluding Statutory Holidays. All your business is transacted here, including payments for accommodation and other business matters relating to your life here in the facility. Payments for accommodation are requested one month in advance and are accepted preferably before the 10th day of every month. Mail will be delivered to resident rooms by a volunteer or by office staff.

B. Residential Services

Housing Services

- A private suite and access to group areas
- Room features independent heat thermostat
- Water, Gas, Electricity
- Suites are not air conditioned
- Maintenance of Facility, equipment and grounds
- Operation of Facility respects privacy, safety and security of residents, staff and general public

Meal Services

- Provision of 3 meals per day plus snacks
- Meals provided in accordance with special diets - including diabetic, gluten-free, and other allergy exceptions.
- Meals served in the Facility dining room except in rare cases where a resident's medical condition does not permit he/she to come to the dining room
- Starting on the 8th day of absence, meals will be deducted from the monthly rental fee.

Housekeeping Service

- Housekeeping services provided to each suite on a once a week basis (including damp mop floors and cleaning the bathroom fixtures, kitchen counter)
- Garbage in the room emptied daily and as required
- Windows in the suite cleaned twice per year and as needed
- Fridge defrosted 1 time per year

- Common areas cleaned and maintained by the Facility

Laundry Services

- Laundry facilities are available for use by a resident or family

C. Personal Services

Assessment and Care/Service Planning

- There will be an initial assessment of the resident's status, capabilities and needs in order to develop a Care/Service Plan, meeting the individual service needs of a resident.
- There will be a review and revision of the Care/Service Plan annually or more frequently if required because of change in a resident's status, capabilities or needs.

Life Enrichment and Social Support Services

- Life enrichment services (including social and recreational activities) are designed to meet preferences and lifestyles of residents. You are encouraged to join the other residents for activities such as group exercises, games, BBQ's, evening devotions, and singings, etc. These activities are posted daily in the dining room area.

Resident Assistance Services

- Resident care assistance is available to help individuals with tasks they cannot perform independently that may require support or assistance in the following areas:
 - Eating - set-up only
 - Dressing
 - Grooming
 - Bathing
 - Medication
 - Ostomy Care

Incident reporting by HCA

Where incidents occur such as sudden illness, falls, change of consciousness, acute wounds etc. the HCA on duty will call 911. In all cases, the family will be contacted and where possible will be involved in decision making. The charge nurse in Westview Care Community is not responsible for the residents in the suites.

D. Health Services

Physician Services

- Prior to moving in, you must arrange to be under the care of a physician. Your physician will provide orders for directing the medical care of you. You have the option of coming under the care of our facility doctors. They visit the Suites every Wednesday.

Nursing Services

- Nursing services* available as part of the Core Services include:
 - Basic assessment by LPN. Upward referral as needed. (In house RN or Home Care nurse.)

- Monitoring specific conditions and medications
 - Non blisterpak medications.
 - Isolation precautions
 - Dressing changes
- *some activities may be performed by other caregiver

Therapeutic Services

- For therapeutic services required, a resident can arrange it on their own, or if unable to do so, staff will assist a resident in arranging for such services.

Pharmacy Services

- All residents that need assistance with medication delivery will be required to purchase all medications through the pharmacy company designated by Westview Care Community. This assures that medication will be provided safely and in a pre-approved format.
- Residents have a duty to notify and disclose any and all medications, vitamins, herbals taken and medication changes.

ADMISSION PROCESS

(Family/applicant may schedule a tour of the suites at any time in this process)

1. Submit application.
2. A LPN will do an assessment to determine suitability for the suites.
3. A family conference will be held with the managing director and nurse manager of the suites.
 - a. Review information booklet.
 - b. Sign rental contracts.
 - c. LPN will begin care assessment.
 - d. Dietary needs will be assessed.
4. Admission of resident.
5. LPN will complete care plan.

POLICIES AND REGULATIONS

Westview Care Community reserves the right to amend, delete or add to the following terms from time to time when deemed necessary. Residents may submit suggested amendments in writing to Westview Care Community for consideration. All tenants will be advised in writing of any changes made.

All residents are requested to carefully read this whole document. Ignorance of any provision herein will not be accepted as a reason for non-compliance.

1. GENERAL

- a. Ownership of the building, including each suite, all supplied fixtures and major appliances, etc. shall remain with Westview Care Community. However, it is expected that residents will take pride in their residence and cooperate in keeping the building and outside areas clean and tidy.
- b. Westview Care Community assumes responsibility for all maintenance of WCC owned property.
- c. The Managing Director, who is responsible to Westview Care Community, shall be in charge of the day-to-day operation. He will be the residents' contact with Westview Care Community. Residents may deposit notes, letters, etc. at the front reception desk.
- d. A resident may appeal in writing to Westview Care Community regarding any Management action taken against the resident as a result of violation of these Rules and Regulations.

2. RESIDENT RESPONSIBILITIES

- a. It is the responsibility of each resident, to the best of their ability, to maintain the integrity of his/her suite by keeping it reasonably clean and in good condition at all times. Resident suites will be cleaned once weekly. This includes cleaning of all bathroom and kitchen fixtures, mopping of floors and wiping **uncluttered** horizontal surfaces, cleaning of the window exteriors shall be the responsibility of Westview Care Community.
- b. If required for mobility, small electric scooters are allowed in the building. Electric scooters must be stored inside the resident's suites. Residents are responsible for ensuring that wheels are clean prior to entering the building.
- c. Residents shall be totally responsible for the conduct of their guests or visitors and shall ensure the provisions of these rules and regulations are observed.
- d. Westview Care Community promotes a scent free environment. The use of scented products, including perfumes, essential oils, liniments, etc, must be restricted to where it is not readily noticed by the other guests or visitors. If it is noticed outside of the resident's room then it is too strong.

- e. When repairs are required to anything owned by the facility, the resident shall report the problem to Management as soon as possible. Outside of regular business hours, residents should contact the Managing Director only in case of an emergency.
- f. Management shall maintain a master key, which will enable them to enter each suite if necessary. This key will be used only in case of an emergency.
- g. Privacy is important to you and your family as it is with others. We ask that you, your family and visitors respect the privacy of others by not disclosing information you may have access to or inadvertently have seen or overheard while at Westview Care Community.

3. COMMON AREAS

- a. The Common Areas shall be defined as being all areas outside of residents' suites including all hallways, dining areas, sitting rooms, laundry rooms, exterior walkways, passages, parking areas, green-space, etc.
- b. The personal patio areas in the hallway are to be attractively decorated. They are not to be used as a storage area for walkers, wheelchairs, electric scooters etc.
- c. **Absolutely No smoking** will be allowed within the building or on the outside premises.
- d. Parking areas, other outdoor areas, and indoor common areas shall be kept free of any resident's personal property.
- e. Residents shall be responsible to Westview Care Community for the conduct of their guests and shall be held fully accountable for any breach of these rules and regulations by such visitors.

4. PARKING

- a. No parking of vehicles is allowed in the pick-up area at the building entrance except for delivery vehicles or moving vans while loading or unloading.
- b. Resident is granted the use of parking space by the building for the purpose of parking one vehicle during the term of this lease. Residents must ensure that they park their vehicles in an orderly manner on the north side of the building in their designated space.
- c. Resident may only have a vehicle on site if they have a current driver's license. Upon loss of driver's license the resident's vehicle must be removed.
- d. Westview Care Community will not be responsible for any damage to vehicles parked on WCC property.

5. DISTURBANCE OF OTHER RESIDENTS

- a. Residents shall be considerate of others in the building at all times so that all may have quiet enjoyment of the building. Residents shall not unreasonably interfere with or disturb others.
- b. In the event that a resident feels that another tenant is unreasonably disturbing them on a continuing basis, it is recommended that a direct approach be made to the offending

neighbor. The offended party should be reasonable and, preferably, have another resident verify that there is a problem. If this situation occurs, both parties are expected to act and respond in a responsible and courteous manner and to make every effort to resolve the situation satisfactorily. If the problem cannot be resolved between the two parties, a written complaint should be forwarded to the Managing Director who will investigate the situation.

6. SECURITY AND FIRE SAFETY

- a. All unattended exterior doors shall be kept closed and locked at all times.
- b. Access code should be only given to necessary parties.
- c. Moving shall be restricted between the hours of 8:00 AM and 8:00 PM.
- d. Residents are fully responsible for the security of their own suites. No additional locks are to be installed. **If re-keying becomes necessary, the resident shall consult with management.**
- e. Residents are reminded to purchase content and personal liability insurance.
- f. If the fire alarm sounds, all residents should remain where they are until instruction is received from the staff.
- g. Any electrical appliance brought into the facility must be inspected by maintenance before use of the item.

7. EXTERIOR APPEARANCE OF BUILDING

- a. It is the policy of Westview Care Community to maintain an attractive, uniform appearance of the exterior of the building. Therefore no resident shall allow any personal items such as laundry, clothing, garbage containers, equipment, etc. to be visible from the outside of the building.
- b. No shades, awnings, supplementary heating or air conditioning devices, etc. may be used or installed in or about the building without the written approval of the Administration.

8. PAINTING, DECORATING AND ALTERATIONS

- a. Residents shall undertake no painting, decorating or alterations of any kind without prior written permission from the Managing Director. Residents should submit their plans in writing together with samples to the Management. Residents may be asked to sign an agreement with Westview Care Community that the suite will be returned to its original state at the resident's expense when vacating their suite.
- b. Care must be taken to avoid damage to walls and woodwork when hanging fixtures, pictures, etc. No nails or screws of any kind are to be used on any wood surfaces or counter tops in the unit. On wall surfaces, normal, small nail holes or molly-type screw holes, which can easily be repaired, will not be considered as damage. No adhesive-type hangers are allowed on walls.

- c. Individual suites will be repainted and flooring replaced at Westview Suite's expense when required due to normal wear and tear. If necessary, a resident should request this in writing to the Managing Director specifying which area is in need of attention. If the request, upon review, appears to be based on reasonable grounds, arrangements will be made to complete the work.
- d. No wires, electric lights, ceiling fans, television or radio connections or otherwise are to be introduced, nor the position of any existing wires altered, without the written consent of Westview Care Community. The telephone shall be permitted only at the place in the premises provided for same.
- e. Window coverings are supplied by Westview Care Community. Any other window coverings must be approved by the Managing Director and installed by a professional drapery installer.

9. PETS

Pets are allowed in the facility for the purpose of visitation only.

All pets must be free of contagious disease and infection and all vaccinations must be up to date. All of the following are also applicable:

- a. Must be clean and well groomed
- b. Must be on a leash or caged while in the common areas
- c. Must not be in dining rooms during meal times
- d. Must not have any behavioral issues or temperamental problems
- e. Any excrement is to be cleaned by the person(s) responsible for the animal, and housekeeping is to be informed as soon as possible for a final washing of the contaminated area.

10. UPON VACATING A SUITE

- a. Residents/families are asked to leave the suite ready to clean and paint with all resident's belongings removed.
- b. As a general rule, alterations made, or fixtures or other equipment installed by a resident which, when removed, would be deemed to cause unreasonable damage to the suite, shall, at Westview Care Community's discretion, either (a) be left intact and become part of the suite or (b) be removed and repairs made at the resident's expense.
- c. Outgoing residents may be required, at management's discretion, to remove special decoration materials (e.g. wallpaper, tile) and to leave the walls in good condition. Prior permission granted by management for such decoration shall not release the resident from his/her responsibility to comply. General appearance and condition of the decoration will be factors in management's decision.
- d. All belongings must be removed from the suite within 48 hours of the resident vacating the suite, or as negotiated with Management.

11. GIFT GIVING

- a. Gifts of money should not be given to individual employees or volunteers, rather donations may be given to the facility to be shared by all the staff or to used to increase quality of care for the resident. Gifts of gratitude under \$50.00 may be accepted after discussion with the supervisor.

12. COMPLAINTS RESOLUTION

- a. Concerns and complaints are welcome and valued as a method of continuously monitoring the organization with a view to improvement. Westview Care Community is committed to ensuring the process is fairly and consistently applied. If the resolution outcome is unsatisfactory to the complainant, efforts will be made to direct them to alternative means of resolution if desired.
- b. Concerns should be discussed with the Managing Director in person or in writing using the forms available in the main lounge.

13. MUSICAL INSTRUMENTS/RADIO

- a. Residents, and their visitors, who wish to use the radio, music recorders of any form or musical instruments must do so in the privacy of the resident's own room with minimal disturbance to the other residents. Earphones would be greatly appreciated.

14. LAUNDRY

- a. Machine washable personal clothing and slippers may be laundered for residents as a personal choice option for an additional fee. All clothing is clearly marked by laundry staff. Dry cleaning services are available through local agencies and will be arranged by WCC staff or by your family, but payment of charges for such services will be your responsibility.

15. GUEST MEALS

- a. If you have visitors who wish to stay for a meal, please notify the dietary staff ahead of time, preferably before 9:00 AM of that day. Meal charges are as follows:

	<u>Adults</u>	<u>Children (under 10)</u>
Dinner	\$12.00	\$8.00
Breakfast & Supper	\$8.00	\$7.00
Children under 3	free	free

- c. Resident's spouse is \$7.00 for dinner & \$5.00 for supper.
- d. *Residents from LTC may only come to the Suites for meals if they are accompanied by family/friends other than a Suites resident.

Note: Charges are subject to change. Changes will be posted appropriately.

16. EMPLOYEE INVOLVEMENT IN RESIDENTS' PERSONAL AFFAIRS

- a. Witnessing the signing of legal documents for residents will be done exclusively by the Managing Director. Legal documents include but are not limited to the following:
 - Power of Attorney
 - Wills and Estates
 - Guardianship
 - Personal Directives
- b. Witnessing the signing of legal forms regarding the residents functional abilities may be done by the Managing Director or the Nurse Manager
- c. Witnessing the signing of consents for treatment may be done by regulated nursing staff. Care must be taken to ensure that the resident, legal guardian or agent understands what he/she is consenting to.

17. Westview Care Community has a **MANAGED RISK-NEGOTIATED AGREEMENT** in place for any situation of which the facility deems a risk but which the resident is requesting.

18. **INSPECTION REPORTS**

Inspection reports from the various authorities are available on request at the Business Office.

19. **SERVICE/EMERGENCY PLANS**

The continuation of services/emergency plans are available on request at the Business Office.

FINANCIAL RESPONSIBILITY AGREEMENT

Resident Name: _____

Admission Date: _____

Unit #: _____

In consideration of being admitted to Westview Care Community, I understand and agree to the following:

1. To pay no later than the tenth (10th) business day of each month the charges for basic rent and my optional services requested below that Westview Care Community provides. In case of occupancy of less than a full month a daily fee amount shall be charged.
2. That I am required to pay for all other charges incurred by myself which are not the responsibility of Westview Care Community and are payable immediately upon receipt of a statement of such charges. (Examples: Pharmacy service and medications, ambulance transport, incontinent supplies, oxygen therapy, newspapers, etc.)
3. That I am responsible for making arrangements independent of Westview Care Community for the payment of personal goods and services received from external sources or organizations.
4. I request the following services from Westview Care Community for which I agree to pay the charges as noted on the next page:

Signature of Resident (or legal representative)

Relationship to Resident

Signature of Witness

Date

RESIDENT CHARGES

Description	Monthly Charges	Resident's Initials
Basic Service Rates:		
Suite	\$2,555	
Extra Person	\$1,278	
Care added level 2	\$200	
Care added level 3	\$500	
Care added level 4	\$1200	
Optional Services:		
Telephone (internet phones)	\$20.00	
Telephone	\$25.00	
Long Distance Charges	\$0.05/minute	
Personal Laundry Services	\$50.00	
Total Amount:		
Signature:	Witness Signature:	
	Date:	

ADDITIONAL SERVICES AND CHARGES

The following section describes the Additional Services which are available or accessible to each resident on a contract basis, providing a resident agrees to assume sole responsibility for all related costs, and agrees to pay any such charges on a monthly basis.

Residential Services

1. Housing Services
 - a. Internet
 - b. Telephone
2. Housekeeping Services
 - a. Additional Housekeeping
3. Laundry Services (Personal)
 - a. Assistance

Other Services

1. Incontinence Supplies
2. Personal Care Items
3. Foot Care

MISCELLANEOUS PRICES

Massage Therapy

15 Minutes	\$30.00
30 Minutes	\$50.00
Bi-weekly or Weekly	

Foot Care

Foot Care	\$30.00
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Stockings

Stockings	\$5.00
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Hearing Aide Batteries

Hearing Aide Batteries	\$1.50
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FOIP/HIA CONSENT

On October 1, 1998, Alberta's *Freedom of Information and Protection of Privacy Act* (FOIP) became legislation and restricted the way we use personal information about our residents. The *Health Information Act* (HIA) was proclaimed on April 25, 2011 which protects personal health information. This consent form gives you the opportunity to decide what information we can use and how we can use it.

Yes No

- You have my consent to post my name on the signboard at each entrance.

- You have my consent to post my name to announce special occasions like my birthday and anniversaries.

- You have my consent to give out my *room number or phone number* to people who call for me.

- You have my consent to post my name in the facility's newsletters, as is appropriate, whether it be for news articles or on the roll call.

- Upon death, you have my consent to post my *name* for memorial purposes.

Signature of Resident (or Legal Representative)

Signature of Witness

Date

LEGISLATION

Health Facility Review Committee

The Health Facilities Review Committee came into effect 1973 and is an active participant in Alberta's health care system as it reviews the provision of services and the delivery of programs in health care facilities. The Committee's main activities include complaint investigations and unannounced reviews of facilities.

Persons initiating a complaint may contact the Committee in person or by calling or writing at:

Alberta Health Facilities Review Committee

590 First Edmonton Place

10665 Jasper Avenue NW

Edmonton, AB T5J 3S9

Phone 780-427-4924

Ombudsman Service

The Alberta Ombudsman determines administrative fairness.

The Alberta Ombudsman responds to complaints of unfair treatment by provincial government authorities and some professional organizations.

For more information, visit the Alberta Ombudsman website at <http://www.ombudsman.ab.ca>.

Personal Directive to Direct Your Wishes Regarding Medical Intervention

A personal directive is a legal document for adult Albertans that ensures someone appointed by you, whom you trust, makes significant personal, non-financial decisions in the event you are unable to do so yourself. A personal directive contains personal wishes on issues such as medical treatments, living arrangements and personal activities.

For more information, contact Westview Care Community Administration.

Protection for Persons in Care Act

On January 5, 1998, a law concerning the protection for persons in care came into effect. The *Protection for Persons in Care Act* is legislation that promotes the safety of adults in care by requiring you to report incidents where you have reasonable and probable grounds to suspect that there is, or has been, abuse against a resident.

The purpose of the law is to protect the safety and well being of adults being cared for in a facility. Anyone who reasonably believes a person in care has been abused has the responsibility to report the suspected abuse.

Call 1-888-357-9339 (toll free)

Monday – Friday

8:15 a.m. to 4:30 p.m.

Office of the Public Trustee

Alberta's Office of the Public Trustee protects the financial interests of vulnerable Albertans by administering estates of dependent adults, deceased person and minors when there is no one else to act.

Call (780) 427-2744

Monday – Friday

8:15 a.m. to 4:30 p.m.

Guardianship

Guardianship is the legal process which gives an individual, a guardian, the legal authority and responsibility to make or assist in making decisions about non-financial personal matters on behalf of a dependent adult.

Call (780) 427-0017

Monday – Friday

8:15 a.m. to 4:30 p.m.

Health Link Alberta

The Health Link provides Albertans with 24 health information and advice.

Call 1-866-408-5465 (LINK) (toll free)

Or Access the Health Canada Website