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WESTVIEW
CARE COMMUNITY
we care...



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we care...

Long-term Care Resident Information

Box 220
Linden, AB T0M 1J0
Ph# 403-546-3966
Fax# 403-546-4061

CONTACT INFORMATION

Following are the extensions to reach the different departments:

Front Desk	0
Westview Suites	1
General Manager	2
Nurse Manager	3
Charge Nurse & Resident Concerns	4
Kitchen	5
Recreation	6
Physio & Occupational Department	7
Scheduler	8
Laundry	9

The Front Desk hours are from 8:00-4:00. Evenings & weekends you will need to press 4 to speak to personnel other than kitchen.

Emails:

General Manager	shawn@westviewcare.ca
Office Manager	donnalynn@westviewcare.ca
Nurse Manager	donna@westviewcare.ca
Activity Manager	diane@westviewcare.ca

Westview Care Community Resident Information

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WELCOME TO WESTVIEW CARE COMMUNITY

Westview Care Community is dedicated to caring for the physical, social, psychological, and spiritual needs of the residents.

Westview Care Community is committed to providing the best possible care for all 37 long term care residents. Staff members strive to provide a home like environment and care programs are centered on family and resident participation.

Residents and family are encouraged to participate in social, educational and recreational programs to help maintain independence. In addition, the facility provides dietary, pharmacy, physical therapy, occupational therapy, recreational therapy, housekeeping, laundry, and maintenance services.

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 546-3966

Westview Care Community (Fax) 546-4061

Shawn Klassen (Managing Director)

Donna Loewen (Nurse Manager)

Lisa Jansen (Assistant Nurse Manager)

INTRODUCTION

A. History

Westview Care Community had its beginning in 1945. It was then known as the Linden Nursing Home. This was a two-story house that was moved from the Swalwell area to our present site. This served as a home to the elderly as well as a maternity ward. In 1964 a new structure was built, which we are still occupying. This building consists of 10 semiprivate rooms and 17 private rooms, making a bed count of 37. The maternity aspect was discontinued at that time. Continued renovations and additions have kept this facility attractive and comfortable for our long-term care residents.

In 2007 we opened a new wing which was termed independent living. Soon it became apparent that we needed to provide some light care to those folks. This became a supportive living unit. In January of 2014 we added 12 more suites to make this an 18 suite supportive living facility.

Westview Care Community is representative of the mission outreach of the three 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 name church is responsible for the proper operation of the facility.

B. Philosophy

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

We believe that every individual, no matter how incapacitated, no matter what race or religious persuasion, has the right to respect, dignity, a secure environment, medical treatment, and as much assistance as he/she needs to live as meaningful a life as possible.

C. Mission

Our mission is to compassionately care for the disabled and elderly, preserving dignity, respect, and independence without discrimination, in the physical, social, emotional, and spiritual aspects of life.

ACCOMMODATION/ADMISSION

The RAI assessment tool for placement will be conducted by a home care nurse. Contact the Home Care office in your area. This tool will then go to Central Placement and the name is placed on a waiting list.

Your choice of accommodation will depend on the availability of rooms. Private and semi-private (double) rooms are available. Residents may be moved from a semi-private room to a private room on the request of the resident and/or family, as private rooms become available. Private rooms are assigned to residents on this request list (on a first come first serve basis) or to other residents (when there is a greater need elsewhere within the facility or to accommodate new resident incompatibilities) at the discretion of the Nurse Manager.

Residents may be moved from a private to a semi-private room at the discretion of the Nurse Manager for the above stated reasons as well.

The purpose of this policy is to keep our beds full and thereby allow the residents and the community to receive the best use of our facility.

When a room is available applicants on the waiting list are notified for admission. Upon admission, and again six months after admission, a conference will be held with the resident and family to ensure that we can adequately meet each resident's specific needs. Family members are strongly encouraged to be present at these conferences.

You are eligible for benefits under the Nursing Home Act if you have been a resident of Alberta for one year before you apply, if you have been a resident of Canada for 10 years or more, OR you have been a resident of Alberta for three consecutive years at any time in your life before you apply.

MISCELLANEOUS CHARGES

Monies put in the Resident Trust Fund cover these costs.

Hairdressing

Set.....	\$18.25
Hair Cut & Set	\$34.50
Perm.....	\$73.00
Hair Cut.....	\$16.00

Massage Therapy

15 Minutes.....	\$35.00 + GST
30 Minutes.....	\$60.00 + GST
45 Minutes.....	\$75.00 + GST
60 Minutes.....	\$90.00 + GST

Telephone

Phone Hook-up.....	\$15.00
Monthly Charge	approx. \$30.00/month
Long distance charges.....	\$0.04/minute

Foot Care

Foot Care.....	\$45.00
(Initial assessment is \$60.00)	

Guest Meals

	<u>Adults</u>	<u>Children (under 10)</u>	<u>Spouses</u>
Dinner	\$12.00	\$8.00	\$7.00
Breakfast & Supper	\$8.00	\$7.00	\$5.00
Children under 3 FREE			

Stockings

Stockings.....	\$5.00
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Hearing Aide Batteries

Hearing Aide Batteries.....	\$1.50
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Appointment Charges

Resident will be asked to reimburse Westview Care Community for travel costs & wage costs for accompanying staff.

ACCOMMODATION CHARGES

Rates effective November 1, 2022

- Semi-Private Room: \$62.60/day
- Private Room: \$72.35/day

Examples:

For a 30 day month

\$2235.50 Private Room

\$1943.00 Semi-Private Room

Plus a monthly personal care fee

Plus a monthly laundry fee

For a 31 day month

\$2307.85 Private Room

\$2005.60 Semi-Private Room

Plus a monthly personal care fee

Plus a monthly laundry fee

The above accommodation charges are set by Alberta Health. In the event of rate increases, you will be given 60 days' notice. **When a new resident is admitted, Westview Care Community will apply to Alberta Seniors Benefit for any income supplements available.**

If you feel that you are not receiving full Pension or other Social Assistance Benefits, it is recommended that you contact Human Resources Development Canada, Alberta Family and Social Services, and/or Veterans Affairs Canada (if applicable). Residents who are married may possibly qualify for increased benefits if one or both spouses are in a Nursing Home or Auxiliary Hospital. (See enclosed pamphlet, *INCOME SECURITY PROGRAMS*.)

In addition, each resident must assume financial responsibility for such items as dry cleaning services, barber and hairdressing services, drugs and medical supplies which are not covered by Alberta Blue Cross or Alberta Health Care.

If you are unable to meet the cost of your long-term care, you may apply for assistance to the Department of Social Services and Community Health.

Monthly payments are required in advance, by the first of the month.

ADDITIONAL CHARGES

Laundry Charge

There will be a charge of **\$50.00/month** to cover the cost of laundry services. This is a flat rate charge and will apply whether the services are utilized or not.

Personal Care Items

There will be a charge of **\$15.00/month** to cover personal care items. This is a flat rate charge and will apply whether the services are utilized or not.

The personal care charge covers such items as:

- Deodorant
- Facial Tissue
- Toothbrush, denture brush, toothette
- Toothpaste, Denture Cream
- Mouthwash
- Shampoo and body wash
- Hand lotion
- Sunscreen
- Comb
- Disposable razors

Items stocked at Westview Care Community and charged to resident's trust account as required:

- Hearing aid batteries
- Pantyhose

Examples of other items that include extra charges are such things as:

- Telephone charges
- Hairdressing charges
- Bus trips
- Restaurant meals
- Tuck shop items

ADMISSION DAY

1. You will be given a tour of the facility.
2. An assessment will be started by:
 - Nursing
 - Physiotherapy and Occupational Therapy
 - Recreation
 - Dietary
3. Admission tests include the following:
 - Blood tests as ordered by Physician
 - Fall Risk Assessment
 - Complete head to toe physical assessment by nurse
 - Eating and swallowing screening
 - Nutrition Assessment
4. You will be asked to sign the following:
 - Admission Consent for Procedures and Services
 - Personal Service Choices
5. You will also be introduced to our Disaster Evacuation Plan.

WHAT TO BRING ON ADMISSION DAY

List of Suggested Items of Clothing and Personal Effects:

MEN

7 shirts
7 trousers
7 undershirts, under shorts
4 pairs pajamas, 1 dressing gown (long)
7 pairs of socks
1 pair non-skid slippers
1 pair oxford shoes
2-3 cardigans (washable)
belt/suspenders
electric razor/shaving equipment

WOMEN

4 undershirts/bras
7 pairs of panties
4 slips
4 nightgowns
7 dresses and/or 7 skirts, blouses
and/or
7 pants and tops
1 pair non-skid slippers
7 pairs stockings and/or socks

Other Personal Effects Could Include:

bed comforter (double bed size and washable)
clock, calendar, pictures

See also “Guidelines for Selecting Clothing” under “Policies and Guidelines” in this document.

RESIDENTS' ACCOUNTS and OTHER FINANCIAL INFORMATION

Upon admission to Westview Care Community, the person responsible for the accommodation payments makes arrangements at the Business Office to pay the monthly charges. Our current policy is that accounts are payable in advance, by the first of every month.

Please make monthly payments by Pre-Authorized Debit. The forms are available at the Business Office. Make cheques payable to: Westview Care Community. If paying in person, all payments are to go to the Business Office at the main entrance of Westview Care Community. If paying by mail, send to: Westview Care Community, Box 220, Linden, AB T0M 1J0.

We encourage residents to set up a Trust Fund with Westview Care Community for “comfort money”. The Trust Fund is used to pay for services not included in the accommodation fees, such as hairdressing, telephone charges, footcare, massage therapy, transport to appointments, etc. The resident states the maximum amount for the Trust Fund on the Pre-Authorized Debit Agreement. The Trust Fund will be replenished as needed by adding the authorized amount to the monthly debit. The Nursing Home Act prohibits us from keeping a balance of more than \$500 in a trust account for more than 30 days.

Year-end statements for Income Tax purposes are not issued automatically. If you require a Statement of Attendant Care Expenses, please ask for one at the Business Office.

Legal representatives responsible for the financial affairs of residents (in the form of Trustee or Power of Attorney) are required to provide us with a copy of the legal documents. This is for the protection of the resident and the trustee, as well as Westview Care Community.

Government pension cheques, if received in the business office, will be returned to the family or legal representative. Important documents such as a will, jewelry, and other valuables may be deposited in the safe or taken home for safekeeping.

Upon death/discharge, all moneys remaining in the resident’s trust account, including the unused portion of the accommodation charge, may be held for a period of up to thirty (30) days. After this time, these funds will be returned to the designated individual in charge of the resident’s financial affairs.

If there are any further questions regarding resident accounts that have not been answered here, please feel free to contact the Business Office. Administration personnel will be pleased to assist you.

POLICIES and GUIDELINES

Alcoholic Beverages

The use of alcoholic beverages by residents is not allowed in the facility or on the grounds thereof, with the exception of a physician's written order for medical purposes.

Appointment Charges

In the event that Westview Care Community is responsible for the transportation of residents to appointments outside of the facility, the resident will be asked to reimburse the facility for the following:

- travel costs
- wage costs for accompanying staff

Employee Involvement in Residents' Personal Affairs

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

Witnessing the signing of legal forms regarding the residents' functional abilities may be done by the Managing Director or the Nurse Manager.

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.

Acceptance of Gifts from Residents

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 be used to increase quality of care for the resident. Gifts of gratitude under \$50.00 may be accepted after discussion with the supervisor.

Guidelines for Selecting Clothing

- all articles of clothing must be machine washable and "no iron"
- residents are encouraged to dress in their own clothes
- shoes should be comfortable and provide adequate support with a non-skid sole
- clothing should be of appropriate size, loose fitting, front opening, etc. to make dressing easier
- all items of clothing and personal effects must be clearly labeled with the resident's name
- suitable outdoor clothing should include: coat, mitts, cap for winter, sun hat for summer
- clothing caravan purchases are made available from time to time

Laundry

Machine washable personal clothing and slippers will be laundered for residents. All clothing is clearly marked by laundry staff. Dry cleaning services are available through local agencies and will be arranged by the facility staff or by your family, but payment of charges for such services will be your responsibility.

Westview Care Community will not be responsible for damage to, or loss of your clothing. Losses should be reported immediately. Every effort will be made to avoid loss of clothing. Repair of clothing will be done as much as possible by Westview Care Community. Alterations are the resident's family's responsibility, though there is someone available to do these alterations on request. Towels, washcloths, sheets, etc. are supplied and laundered by the facility.

Money/Trust Fund

It is recommended that not more than \$5.00 be kept at the bedside. Comfort money should be left at the Business Office for deposit to the resident's trust account. A sum of \$50-\$100.00 per month is suggested and should be sufficient for most of the resident's personal requests which include telephone, hairdressing, massage therapy, foot care, appointment charges, etc. Funds held in trust will be returned to the resident/representative upon request.

Musical Instruments/Radio

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 rooms or in the sunroom/family room with minimal disturbance to their roommate and the other residents. Earphones would be greatly appreciated.

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 new or unusual treatment eg. catheterization, intravenous therapy
- any significant illness, including pneumonia, admission or a visit to the acute care or the emergency department
- any significant incident or injury that requires sutures, X-ray, or other intervention
- any addition of medication for behavior changes
- any consultation with a specialist
- any use of or the requirement for a restraint e.g., a belt in a wheelchair
- death of resident

Personal Effects/Possessions

Westview Care Community cannot assume any responsibility for damage or loss of any items. Every effort will be made to protect them, but we cannot assume any liability when items are not placed in our custody. It is recommended that:

- the Nursing Staff be informed of any articles of value that are brought in or removed from the facility
- for items of value, a safety deposit box at a bank should be used or the items left at home;
- all clothing and other personal items should be clearly marked with the resident's name to prevent loss, eg. pictures, jewelry, toothbrushes, combs, brushes, shoes. We mark glasses and arrange to have dentures and hearing aides marked.

Limited space is provided at the bedside for personal possessions. Feel free to bring small items such as pictures, plants, etc. with you to make your room look and feel like home. However, it is suggested you check first with the Nurse Manager.

Personal Furniture, Items and Storage

Rooms are furnished with a bed and a bedside table. If a resident would like to use some of his/her own furniture, families are asked to discuss this with the Nurse Manager. Please do not purchase furniture without the approval of the Nurse Manager.

As space permits, you are encouraged to bring a few pieces of your own furniture and knickknacks from home. We accept no responsibility for personal possessions in your room. The only storage space is in your room.

Pets

All visiting pets must be clean, in good health and current with vaccinations. They must be kept under control by use of appropriate restraining devices (collar and leash, cage, etc.). Clean up after animal is expected whether inside facility or on the grounds. WCC has the right to refuse the entrance of any pet that would in their judgment not be deemed safe.

Resident Escort

Persons escorting residents to appointments are responsible for the administration of medication to residents. Staff must be informed of the departure and of the return of the resident. This must be documented in the unit logbook.

Smoking

Smoking, or the use of tobacco in any form, is not allowed in or on the grounds of the facility.

Telephones

Telephone lines are rented through Westview Care Community. The resident is responsible to pay a hookup charge and the monthly charges including long distance charges.

Television

The use of television is not allowed.

Vacating the Room

When a resident is discharged, the room should be vacated within 48 hours. Note: a move to the Palliative Care Room is not considered a discharge.

Valuables

Westview Care Community will not be responsible for money or valuables kept in your room. Money can be deposited into your Trust Account and will be made available to you when it is needed. Other valuables may be put into safekeeping in the Business Office until your family can make other arrangements for them.

Visitors

Visitors are welcome at any time, but due to the time needed to give you the care you need, the afternoon and evening are preferred for visitors. Your family is welcome to take you out for visits as well. Children are welcome but must be supervised.

If you have visitors who wish to stay for a meal, please notify the dietary staff ahead of time, preferably before 10:00 AM of that day. Meal charges are as follows:

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

Resident's spouse is \$7.00 for dinner & \$5.00 for supper.

RESIDENT SERVICES PROVIDED

Alberta Aids to Daily Living (AADL)

If you are over the age of 65 and your doctor and the nursing staff have assessed your situation and have found that you need a physical aid (such as wheelchair, walker, cane, etc.), these aids can be obtained at no charge through the Alberta Aids to Daily Living program.

Business Office

The business office is open from 9:00 AM to 4:00 PM, Monday to Friday, excluding Statutory Holidays. All your business is transacted here, including payments for accommodation, deposits to and withdrawals from the resident's Trust Account, and other business matters relating to your life here in the facility. Payments for accommodation are paid in advance with Pre-Authorized Debit. Mail will be delivered to resident rooms by a volunteer or by office staff.

Dental Care

Arrangements for you to see your dentist or denturist are primarily your responsibility, or your family's. Assistance will be given if needed by Westview Care Community staff.

Food Services

Food services are provided under the direction of a dietitian. Special diets will be provided as ordered by your physician. You will be expected to maintain and cooperate with your diet if you are on a special diet.

Special event meals (eg. Christmas) will be provided.

All residents are encouraged to have their meals in the dining room. Bedridden residents will be served in their rooms when necessary. If you need assistance with your meals, you will receive this service.

Although it may not be possible to cater to each individual preference, every consideration will be given to special likes and dislikes, as well as to requirements of religious beliefs. Any problems should be discussed with the dietitian and/or cooks.

Hairdresser and Barber Services

Hairdresser and barber services are provided but charges for these services are your responsibility. If you prefer, you may make appointments with the hairdresser or barber of your choice, in which case transportation to and from the appointment, as well as charges for the appointment, are your responsibility.

Housekeeping Services

Housekeeping services are provided for all areas of the facility. Thorough cleaning of your room will be done quarterly. You and your family are requested to cooperate with the staff in maintaining a clean and sanitary environment.

The housekeeping department will water plants if resident are unable to do so.

Maintenance Services

Equipment and facilities of Westview Care Community are kept in good condition by the maintenance staff.

Maintenance staff will hang pictures, clocks, plants, mirrors, etc.

If you or your family notices anything in the environment that is unsafe or does not function properly, please report this to the nurse in charge so that a safe and efficient environment can be maintained.

Please have the maintenance department inspect electrical equipment brought in, before using it.

Medical Care

A physician will be assigned to each resident on admission and will visit Westview Care Community every other week and will see any of the residents who need medical attention.

Nursing Care

Westview Care Community is staffed 24 hours by Registered Nurses and/or Licensed Practical Nurses with an RN on call. All care for the residents is coordinated by the Nurse Manager.

All of our Health Care Aides are trained and certified.

Assistance will be given when necessary in washing, bathing, dressing and other activities of daily living. Assistance will also be given in maintaining motivation to live a meaningful life. Every effort is made to promote independence as much as is possible. This will not only help to maintain your abilities but contributes to a feeling of self-respect. Thus, even though it may take longer for you to do things for yourself, the role of the nursing staff and visitors is to assist and encourage wherever possible rather than “take over” for you.

Please direct personal concerns of resident and/or family to the Managing Director or Nurse Manager.

Prescription drugs, other medication, and dressing supplies will be provided by Westview Care Community. All medications are obtained from a pharmacy and are administered by the nursing staff as prescribed by the physician.

Optical Care and Hearing Assistance

Eye examinations can be arranged when necessary, by Westview Care Community.

Hearing testing can also be arranged with the visiting Hearing Aid Company. Hearing aid servicing and repairs will be arranged when necessary.

Foot Care

A foot care nurse visits Westview Care Community approximately every 6 weeks. These charges are your responsibility and will be taken from the resident's trust fund.

Religious Services

Personal Chaplain services from any denomination are welcome so you may arrange visits from your own minister if you so desire. You may register your own minister's name on the Chaplain list kept at the nurses' station.

Worship services are held in the front lounge of Westview Care Community regularly by the Church of God in Christ, Mennonite, and everyone is welcome to attend.

Rehabilitation Services

Rehabilitation is the "restoration of an individual disabled by disease, injury or congenital abnormality to an optimal state of medical, social, psychological and vocational functioning."

The goal of rehabilitation is to assist the disabled person to achieve and maintain the highest level of physical and mental well-being according to his/her needs and ability. This is accomplished through the combined efforts of an Occupational Therapist and Physical Therapist. Both of these services are offered and designed to enhance the lives of the residents at Westview Care Community.

Physical Therapy and Occupational Therapy Consultation

Physical and Occupational Therapists visit Westview Care Community on a regular basis for assessment and consultation.

Recreational Activities

You will be encouraged and given every opportunity to maintain your existing hobbies and to become interested in new ones. Westview Care Community employs a full-time Activity Coordinator and facilities are provided for you to take part in varied activities. Outings are arranged (handi-bus available) to various places and activities from time to time. Your family is encouraged to visit regularly and whenever possible take you with them to social functions in the community or home for a visit, etc. Birthdays are recognized.

The Recreation Department encourages families to participate in ongoing activities, outings, and special events. We ask that you leave “comfort” money at the Business Office for outings and for miscellaneous costs. This money is kept in a Resident Trust Account.

Westview Care Community has a Volunteer Program.

PATIENT/RESIDENT PASSES, LEAVE of ABSENCE

When it is deemed appropriate for a patient/resident’s well being, the WCC accommodates a properly authorized leave of absence or pass from the facility. The leave of absence is monitored by each program/facility.

1. Residents of Westview Care Community are entitled to unlimited passes (social leave).
2. Accommodation rates are applied during any leave of absence.
3. Passes may be authorized by the nurse-in-charge.
4. Residents are entitled to medical leaves of absence, totally not more than 50 days per calendar year.
5. Residents going on pass are entitled to receive prescribed medications, which are dispensed and labelled by Pharmacy or Nursing.
6. Appropriate instructions are provided by nursing staff to resident/families prior to leaving on pass (e.g. medications, diets, etc.)
7. Nursing staff informs other disciplines involved with the resident of the absence.
8. The absence is recorded in the resident’s health record and the “Release of Responsibility While On Pass” logbook.

VISITOR INFORMATION

Visitors are welcome at Westview Care Community. Visiting hours are flexible to encourage continued involvement with the family and the community. Visiting the elderly can be a very rewarding experience and the residents look forward to visits from family and friends.

Privacy is important to you and your family as it is with others. We ask that you, your family and visitors respect the confidentiality of others by not disclosing information you may have access to or inadvertently have seen or overheard while at the Care Centre.

QUESTIONS and CONCERNS

If you have any questions, suggestions, or concerns, please direct them to the nurse on duty, to the Nurse Manager, or to the nurse in charge. They will endeavor to resolve the concern immediately or, if this is not possible, they will document the issue and direct it to the appropriate personnel.

Inspection Reports

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

Service/Emergency Plans

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

LEGISLATION

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 dependant 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 dependant 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 at www.healthlinkalberta.ca