

Where do we go from here?

Navigating the Alberta Health Care System for Dementia

Useful Website Links

Last updated 14 March 2018

1. Government

1.1 Canada

1.1.1 Health Canada

1.1.1.1 Main Link

- [Health Canada](#)

1.1.1.2 Services

- Information (see [Health Canada](#) top menu)
- [Dementia Friends Canada](#)

1.1.2 Senate of Canada

1.1.2.1 Main Link

- [Senate of Canada](#)

1.1.2.2 Studies and Reports

- [Dementia in Canada: A National Strategy for Dementia-friendly Communities](#)

1.1.3 Canada Parliament

1.1.3.1 Main Link

- [Canada Parliament](#)

1.1.3.2 Acts

- [Bill C-233: National Strategy for Alzheimer's Disease and Other Dementias Act.](#)

1.1.4 Revenue Canada

1.1.4.1 Main Link

- [Revenue Canada](#)

1.1.4.2 Services and Tax Credits

1. [Disability Tax Credit](#): This is a non-refundable tax credit for people with a disability which can also be transferred to their caregivers.
2. [Canada Caregiver Credit \(CCC\)](#): This is available to a caregiver who supports a family member with a physical or mental impairment.

1.1.5 General

- [Service Canada](#)

1.2 Alberta

1.2.1 Alberta Health

1.2.1.1 Main Link

- [Alberta Health](#)

1.2.1.2 Services

- Information
 - [My Health](#) is a very useful website developed by the Alberta Government and Alberta Health Services. It provides a wide scope of information and tools related to health issues.
- Concerns, Complaints, Feedback and Audits
 - [Complaints Mechanism](#) for SL and LTC accommodations.
 - [Accommodation Audits](#) for specific SL and LTC facilities. Type in information in “Accommodation Search” box.
 - The [Alberta Health Advocates](#) organization is a department of Alberta Health and falls under the [Health Advocate Regulation](#)
- Benefits and Subsidies
 - [Coverage for Seniors Benefit \(Alberta Blue Cross\)](#)
 - [Alberta Aids to Daily Living \(AADL\)](#), which covers a wide variety of [supplies](#). This benefit falls under the [Alberta Aids to Daily Living and Extended Benefits Regulation](#).

1.2.1.3 Acts, Regulations, Standards and Guides

1.2.1.3.1 Main Link

- [Legislative Documents](#)

1.2.1.3.2 Documents Relevant to Health Care and Information

- Health Care
 - Continuing Care
 - [Continuing Care Health Service Standards](#)
 - [Information Guide](#)
 - Home Care
 - [Co-ordinated Home Care Program Regulation](#)
 - Health Advocates
 - [Health Advocate Regulation](#)
 - Benefits
 - [Alberta Aids to Daily Living and Extended Benefits Regulation](#)
- Access to Information, Privacy and Protection
 - Information and Privacy
 - [Health Information Act](#)
 - [Health Information Act Guidelines and Practices Manual](#)

- [Alberta Freedom of Information and Protection of Privacy Act](#)
- Protection of Persons in Care
 - [Protection for Persons in Care Act](#)
 - [Protection for Persons in Care \(Ministerial\) Regulation](#)
 - [Protection for Persons in Care Regulation](#)

1.2.1.3.4 Documents relevant to accommodations

Supportive Living (SL)

- [Supportive Living Guide](#): This provides a good overview of the program.
- [Supportive Living Accommodation Licensing Act](#): This is the main act.
- [Supportive Living Accommodation Licensing Regulation](#): This provides regulations on the licensing requirements and the responsibilities of the Supportive Living facility operator.
- [Supportive Living Accommodation Standards and Licensing Information Guide](#): This provides more details on the regulations. It lays out the basis for government audits of facilities and is useful reading, particularly when residents (or family members) have complaints concerning the accommodations or services rendered.
- [Supportive Living Accommodation Standards and Checklist](#): This is a much more detailed document used for audits.

Long-term Care (LTC)

- [Nursing Homes Act](#) This is the main act.
- [Nursing Homes General Regulation](#): This document and the one below provide regulations on the licensing requirements and the responsibilities of the Long-term Care facility operator.
- [Nursing Homes Operation Regulation](#)
- [Long-term Care Accommodation Standards and Licensing Information Guide](#): This provides more details on the regulations. It lays out the basis for government audits of facilities and is useful reading, particularly when residents (or family members) have complaints concerning the accommodations or services rendered.
- [Long-term Care Accommodation Standards and Checklist](#): This is a much more detailed document used for audits.

1.2.2 Alberta Health Services (AHS)

1.2.2.1 Main Links

- [Alberta Health Services](#)
- [Provincial Zones](#)
- [Organization Chart](#)
- [Annual Report \(2016-2017\)](#)

1.2.2.2 Services

- [Health Link](#) Provides information and advice through its website and its 24/7 811 phone service.
- [Patient Relations Department](#) complaint, concerns and feedback mechanism.
- [Alberta Home Care \(Medicine Hat Office\)](#)
- [Dementia Advice](#)
- Hospitals

- [Medicine Hat Regional Hospital](#)
 - [Geriatric Assessment Team](#)
 - [Coordinated Access and Client Placement Office](#)
- Councils
 - [Health Advisory Councils](#)
 - [Palliser Triangle Health Advisory Council](#)
- Palliative Care:
 - [Palliative Care Program](#)
 - [Medicine Hat Regional Hospital](#)

1.2.2.3 Policies, Procedures, Guides and Strategies

- Continuing Care
 - [Continuing Care](#)
 - [Living Options Guidelines](#)
 - [Continuing Care Service Needs Determination Guide for Case Managers](#)
 - [Access to Designated Living Option in Continuing Care](#)
 - [Continuing Care Visitation and Family Presence Policy and Procedure](#)
 - [Guidelines for Outbreak Prevention, Control and Management in Acute Care and Facility Living Sites](#)
 - [Continuing Care Glossary](#)
 - [Alberta Dementia Strategy and Action Plan Working Group](#)
 - [Alberta Dementia Strategy and Action Plan](#)
 - [Palliative and End of Life Care, Alberta Provincial Framework](#)
- Placement in Facility
 - [Access to Designated Living Option in Continuing Care](#)
 - [Designated Living Option: Access and Waitlist Management in Continuing Care](#)
 - [Alternate Level of Care Accommodation Charges – Patients Waiting for Continuing Care](#)
- Behaviour and Antipsychotics
 - [Appropriate Use of Antipsychotics \(AUA\) Toolkit for Care Teams](#)
 - [Responsive Behaviour Tracking and Assessment Tool](#)
 - [Restraint as a Last Resort Policy](#)
- Concerns, Complaints, Feedback and Audits
 - [Alberta Patient Concerns Resolution Process Regulation](#)
 - [Patient Concerns Resolution Process](#)
 - [Brochure](#)
- Green Sleeve:
 - [Video](#)
 - [Goals of Care Designation \(GCD\) Order](#)

1.2.3 Health Quality Council of Alberta (HQCA)

1.2.3.1 Main Link

- The [Health Quality Council of Alberta](#) (HQCA) is an agency that falls under a specific Alberta Health [Act](#).

1.2.3.2 Services

- [Alberta Home Care Client Experience Survey](#) (Results posted 8 September 2016)
- [Long Term Care Family Experience Survey](#) (Results posted 28 October 2015)
- [Designated Supportive Living Family & Resident Experience Survey](#) (Results posted 12 July 2017). This includes [rankings of facilities](#).

1.2.4 Alberta Seniors and Housing

1.2.4.1 Main Link

- [Alberta Seniors and Housing](#)

1.2.4.3 Services

- [Office of the Seniors Advocate Alberta](#)
- [Alberta Seniors Benefit Program](#), which offers supplementary income to the Federal Old Age Security (OAS) and Guaranteed Income Supplement.
- [Dental and Optical Assistance for Seniors](#), which deals with dental work, eye exams and surgery, as well as optical devices.
- [Special Needs Assistance for Seniors \(SNA\)](#), to fund the cost of “appliances and some health and personal support”.
- [Seniors Property Tax Deferral Program](#).
- [Seniors Home Adaptation and Repair Program \(SHARP\)](#). This is a low-interest loan program.

1.2.4.3 Regulations

- [Social Housing Accommodation Regulation](#)

1.2.5 Alberta Community and Social Services

1.2.5.1 Main Link

- [Community and Social Services](#) (previously [Alberta Human Services](#))

1.2.5.2 Services

- [Alberta Adult Health Benefit](#), which provides dental care, eyewear, prescription drugs, ambulance services and diabetic supplies.
- [Assured Income for the Severely Handicapped \(AISH\)](#).
- [Residential Access Modification Program \(RAMP\)](#), which provides financial support for individuals with mobility challenges in their home.

1.2.6 Alberta Ombudsman

1.2.6.1 Main Link

- [Alberta Ombudsman](#)

1.2.7 Ministry of Justice and Solicitor General

1.2.7.1 Main Link

- [Ministry of Justice and Solicitor General](#)

1.2.7.2 Services

- [Office of the Public Guardian and Trustee \(OPGT\)](#) provides services to those who have no-one to help them as Personal Directive Agent (Guardian) or Power of Attorney (Trustee).

- [Medicine Hat and other OPGT Offices](#)

1.2.7.3 Regulations

- [Alberta Powers of Attorney Act](#)

1.2.8 General

- [Alberta Supports](#)

1.3 Medicine Hat

1.3.1 Main Link

- [City of Medicine Hat](#)

1.3.2 Services

- [City of Medicine Hat Seniors Services](#)
 - [Meals on Wheels](#)

1.3.2 Document

- [Introduction to Seniors Housing or Lodging in Medicine Hat](#)

2. Organizations

2.1 Not for Profit

2.1.1 Alzheimer Society of Canada

2.1.1.1 Main Links

- [Alzheimer Society of Canada](#)
 - [Alberta and Northwest Territories](#)
 - [Medicine Hat Office](#)

2.1.1.2 Services

- [First Link](#) referral program.
- [Asant Café](#) online discussion forum.
- See Society websites or contact local office for other services.

2.1.1.3 Reports on the National Dementia Strategy

- [The Canadian Alzheimer's Disease and Dementia Partnership: Strategic Objectives.](#)
- [Improving Dementia Care Worldwide: Ideas and Advice on Developing and Implementing a National Dementia Program](#)
- [Canada's National Dementia Strategy](#)
- [Guide to the Act respecting a national strategy for Alzheimer's disease and other dementias](#)

2.1.2 Other Organization Relevant to Dementia, Caregivers and Seniors Concerns

- [Caregivers Coalition of Southeast Alberta](#)
- [Alberta Continuing Care Association \(ACCA\)](#)
- [Caregivers Alberta](#)
- [Carers Canada](#)
- [Canadian Alliance for Long Term Care \(CALTC\)](#)
- [Canadian Home Care Association](#)

2.1.3 Supportive Living and Long-term Care Facilities

- See [list of facilities](#) (non-profit and for profit) in Medicine Hat prepared by the [City of Medicine Hat Seniors Services](#)
- The Alberta Health [Accommodation Search](#) website can be used to obtain information concerning specific Albertan facilities. A list of facilities in a specific city is available on the website by entering the name of the city in the search box.
- [Rates](#) for Designated Supportive Living (DSL) and Long-term Care (LTC) facilities.

2.1.4 Day Programs

- [Senior Services Day Hospital](#)
- [Good Samaritan South Ridge Village](#)

2.1.5 Medical Equipment Loans

- [Canadian Red Cross](#)
- [AJ's Loan Cupboard](#)

2.1.6 Palliative Care

- [Covenant Health St. Joseph Home](#)

2.1.7 Companions

- [REDI](#) is a local organization that provides [Community Access to People in Continuing Care](#) grants for residents under 65 years of age in Long-term Care facilities. The grant allows residents to hire Companions to help them go out into the community and to participate in local events. The program can also bring events into the facility for residents with limited mobility.

2.2 For-profit Organizations

2.2.1 Supportive Living and Long-term Care Facilities

- See [list of facilities](#) (non-profit and for profit) in Medicine Hat prepared by the [City of Medicine Hat Seniors Services](#)
- The Alberta Health [Accommodation Search](#) website can be used to obtain information concerning specific Albertan facilities. A list of facilities in a specific city is available on the website by entering the name of the city in the search box.
- [Rates](#) for Designated Supportive Living (DSL) and Long-term Care (LTC) facilities.

2.2.2 Caregivers

- [Caring Hearts](#)
- [Collette Cares](#)
- [Extended Family Services](#)
- [Prime Time Senior Care Service](#)
- [Simply at Your Services](#)
- [We Care Home Health Services](#)

2.2.3 Other Services

A list of service suppliers in the Medicine Hat Area can be found in the “Medicine Hat: Community Services” pamphlet, which is available at the [Medicine Hat Home Care Office](#).