



# **LONG-TERM CARE ACCOMMODATION STANDARDS AND CHECKLIST**

*Alberta*   
Government

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

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

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

The long-term care operators under a nursing home contract are required under the Nursing Home General Regulation to be in compliance with the Long-term Care Accommodation Standards and Continuing Care Health Service Standards. These standards include assessed health and personal care services provided by nurses, therapists, health care aides and other health care professionals. Alberta Health is responsible for these standards.

There is a separate set of accommodation standards that apply to supportive living accommodations. The supportive living operators that have publicly funded health care and personal care services must also comply with the Continuing Care Health Standards.



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## **Standard 1: Building Code Requirements**

- 1(1) Any changes that are made to the physical structure of a building that houses a long-term care accommodation or to the long-term care accommodation itself must meet the requirements of the Alberta Building Code.
- 1(2) Where changes are made in the use of, or to the population residing in, a building that houses a long-term care accommodation, the building must continue to meet the requirements of the Alberta Building Code.

## **Standard 2: Safety Requirements**

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

## **Standard 3: Maintenance Requirements**

- 3(1) An operator must ensure that the building that houses the long-term care accommodation, the long-term care accommodation itself and any equipment and operator-owned furnishings are well maintained and in good working order.
- 3(2) An operator shall develop, maintain and implement a scheduled preventative maintenance and repair program to inspect the condition of the long-term care accommodation, the building that houses it and its equipment and operator-owned furnishings and ensure that repairs, service and, where applicable, replacements are provided as needed.

## **Standard 4: Environmental Requirements**

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

## **Standard 5: Personalizing Spaces**

- 5 An operator shall ensure that each resident of a long-term care accommodation has the opportunity to personalize the resident's room.

## **Standard 6: Window Coverings**

- 6 An operator of a long-term care accommodation shall ensure that appropriate window coverings are provided in the long-term care accommodation as necessary for the comfort and privacy of the residents, including in each resident's room.

## **Standard 7: Bedding**

- 7(1) The operator provides bedding, towels or other linens for the use of residents and shall ensure that they are clean, fresh, dry and in good condition and changed at least weekly to ensure a clean living environment for each resident.
- 7(2) When the operator provides bedding and towels for residents, the operator shall do so in keeping with the particular needs of each resident.

## **Standard 8: Personal Laundry Services**

- 8(1) The operator shall ensure either
- a) that personal laundry services are provided, or
  - b) that personal laundry facilities are made available for the residents' personal laundry, to be done on site.
- 8(2) Where the operator provides laundry equipment for the personal use of residents, their representatives or their service providers, the operator shall ensure that the equipment and the laundry area are appropriate, clean and in good repair.

## Standard 9: Personal Choice Services

- 9(1) In this section, “personal choice services” includes optional services that may be provided or offered to residents of a long-term care accommodation such as hairdressing, barbering, manicures, pedicures, massages and facials.
- 9(2) Where an operator provides or offers personal choice services, the operator shall ensure that the personal choice services
- a) are offered or provided based on the needs and preferences of the residents,
  - b) are provided in a space that is appropriate for the purpose, and
  - c) are provided by a person who holds the required licence or other certification, if any, for the provision of those personal choice services.

## Standard 10: Insurance

- 10(1) Without limiting any other liability to which an operator may be subject, an operator must insure the long-term accommodation under a contract of general liability insurance in accordance with the *Insurance Act* and in an amount of not less than \$2 000 000 per occurrence in respect of the following:
- (a) bodily harm;
  - (b) personal injury;
  - (c) property damage, including loss of use of the property.
- 10(2) Where an operator operates long-term care accommodations at more than one location, the requirements of subsection (1) apply in respect of each location separately.
- 10(3) If an operator holds money of personal property of a resident that has monetary value, the operator must obtain a comprehensive crime insurance policy in an amount covering the operator’s potential liability for loss resulting from theft, fraud and other similar offences, whether committed by employees of the operator or other persons.
- 10(4) An operator must provide a detailed certificate of insurance to the director annually and at any other time when requested by the director to do so.



## **Standard 11: Contracted Services**

- 11 Where an operator contracts for services to be provided in a long-term care accommodation, the contract must include, at a minimum,
- (a) the nature and scope of the service to be provided,
  - (b) who will provide the service,
  - (c) that person's qualifications to provide the service, if applicable,
  - (d) a requirement that the contractor carry any required insurance, and
  - (e) a provision that addresses the handling of personal information about the residents of the long-term care accommodation.

## **Standard 12: Social or Leisure Activities**

- 12(1) Where an operator provides social or leisure activities for residents, the operator shall
- (a) provide activities that address the needs and preferences of the residents,
  - (b) periodically solicit and consider the opinions of residents in planning and providing social or leisure activities, and
  - (c) respond to residents' opinions and comments regarding social or leisure activities.
- 12(2) An operator shall ensure that information about social or leisure activities is communicated to residents in an appropriate manner.
- 12(3) An operator shall ensure that employees or service providers, who are required to plan, develop, coordinate and deliver social or leisure activities have the necessary education and knowledge to do so in a way that meets the needs of the residents.

## Standard 13: Nutritional Requirements

- 13(1) An operator of a long-term care accommodation shall ensure that a menu for residents is prepared and that;
- (a) the meals, fluids and snacks are
    - (i) palatable, safe and pleasingly presented, and
    - (ii) provided in sufficient quantities to ensure adequate hydration and that the residents' nutritional needs are met, and
  - (b) the menu and times at which the meals, fluids and snacks will be served are communicated to each resident in an appropriate manner.

## Standard 14: Menu Requirements

- 14(1) The operator of a long-term care accommodation shall ensure that the menu provided for residents
- (a) offers variety and seasonal variation,
  - (b) provides residents with a choice from within at least one food group at every meal, and
  - (c) as far as is reasonably practicable, recognizes residents' food preferences, religious practices and cultural customs in the planning, preparation and service of meals.
- 14(2) Where substitutions must be made respecting items on a menu, those substitutions must be
- (a) from within the same food groups and provide similar nutritional value as the original menu items, and
  - (b) communicated to the residents.
- 14(3) An operator shall ensure that residents' opinions and feedback regarding meals, fluids and snacks are collected at least yearly and considered in the development of the menu.
- 14(4) An operator shall ensure that residents are consulted on a periodic basis respecting the times of the day at which meals, fluids and snacks are to be provided or made available to them and shall respond to the residents' comments or concerns.

## **Standard 15: Cleaning Requirements**

- 15(1) An operator shall ensure that a clean and comfortable environment is provided for residents, employees, volunteers, service providers and visitors.
- 15(2) A long-term care accommodation must be thoroughly cleaned on a regularly scheduled basis and the level of cleanliness must be maintained as necessary between regularly scheduled cleanings while respecting the preferences of the residents as much as possible.
- 15(3) Written cleaning procedures must be established and followed at all times to ensure a clean living environment.
- 15(4) Appropriate mechanisms must be used to minimize unpleasant odours in the long-term care accommodation.

## **Standard 16: Continuation of Services**

- 16(1) An operator shall develop, maintain and implement as necessary contingency plans to provide for the continuation of necessary services as set out in the long-term care accommodation standards to residents in the event of the failure of electrical power or other utilities, the breakdown of essential equipment, extreme weather conditions, employment disputes and other disruptions.
- 16(2) A contingency plan must
  - (a) mitigate the impact of the disruption on the residents,
  - (b) be communicated and made available to residents and their representatives, visitors, volunteers, employees and service providers,
  - (c) be practicable in the circumstances in which it is intended to be used, and
  - (d) be reviewed on an annual basis to ensure that it remains effective.

## **Standard 17: Prevention of Abuse**

- 17(1) An operator shall develop and maintain written processes that
- (a) promote the prevention of abuse of the residents of the long-term care accommodation, and
  - (b) provide information respecting the reporting of suspected abuse to the proper authorities.
- 17(2) An operator shall ensure that all employees receive appropriate education respecting the identification and reporting of suspected abuse and the prevention of abuse of residents.
- 17(3) An operator shall ensure that information respecting the identification and reporting of suspected abuse and the prevention of abuse of residents is provided to residents, their representatives, volunteers and service providers.

## **Standard 18: Resident Safety and Security**

- 18(1) An operator shall develop and maintain written processes that promote the safety and security of residents, including processes that
- (a) account for all residents on a daily basis, and
  - (b) ensure that monitoring mechanisms and personnel are in place on a round-the-clock basis.
- 18(2) Where a long-term care accommodation has a security system, the security system must be maintained, inspected and tested as recommended by the manufacturer of the security system.
- 18(3) Where a long-term care accommodation has a communication system or an emergency call system, the system must be one that is appropriate to the type of building in which it is located and suitable for the needs of the residents and must be maintained, inspected and tested as recommended by the manufacturer of the system.
- 18(4) Any incident within the long-term care accommodation or its grounds in which the safety or security of a resident is breached must be documented and reported to the director along with the actions taken to address the incident or remedy the breach, as the case may be.

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

## **Standard 19: Trust Accounts**

- 19(1) Where an operator holds funds on behalf of a resident for a period longer than 31 days, the operator shall
- (a) deposit those funds into a trust account opened and maintained for that purpose, and
  - (b) provide a receipt for each transaction.
- 19(2) An operator shall ensure that easily understandable records are maintained in respect of the trust account showing opening and closing balances and make those records available for inspection by residents or their representatives free of charge.
- 19(3) An operator shall return funds held in trust to the resident or the resident's representative on receiving a request in writing to do so.

## **Standard 20: Corporate Status**

- 20 An operator of the long-term care accommodation shall provide confirmation of the current corporate status, if applicable.

## Standard 21: Water Temperature

- 21(1) An operator shall ensure that the temperature of flowing water provided for personal use in areas used by the residents does not exceed the maximum safe level established in the Alberta Building Code.
- 21(2) An operator shall ensure that safe water temperatures for the personal use of residents are maintained through
- (a) employee and resident training and education,
  - (b) proper maintenance and monitoring of equipment, and
  - (c) appropriate risk mitigation procedures.
- 21(3) An operator shall ensure that all maintenance personnel and employees involved with the water system are sufficiently knowledgeable in the function and proper operation of the water gauges, water mixing valves and therapeutic tub controls, if any, to maintain safe water temperatures.
- 21(4) Where a long-term care accommodation has one or more therapeutic tubs, the operator of the long-term care accommodation shall ensure that a sufficiently knowledgeable employee or service provider tests the temperature of the hot water flowing into each therapeutic tub each day prior to the first bath of the day and documents the temperature in a log book or on a log sheet kept in the tub room for that purpose.

## Standard 22: General Information

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

## **Standard 23: Information Respecting the Long-term Care Accommodation**

- 23(1) An operator shall provide on request to applicants, residents and their representatives current information and, where necessary, forms respecting the operation of the long-term care accommodation, including:
- (a) the process of moving in and orientation,
  - (b) basic accommodation and service charges on a monthly basis,
  - (c) available personal choice services and their charges,
  - (d) cleaning and maintenance schedules,
  - (e) the notice period applicable to rate increases,
  - (f) the house rules of the long-term care accommodation and circumstances that could lead to the termination of residency,
  - (g) information respecting the measures taken by the operator to protect the privacy and personal information of residents,
  - (h) information respecting trust accounts, if applicable
  - (i) information respecting the results of required inspections of the long-term care accommodation, and
  - (j) the written process for resolving concerns or complaints.
- 23(2) An operator shall ensure that a residential services agreement is signed by each resident or the resident's representative and by an authorized representative of the long-term care accommodation.
- 23(3) A residential services agreement
- (a) may be a separate document on its own or may form part of another document, and
  - (b) must clearly state
    - (i) the residential services provided,
    - (ii) the rates charged for those services, and
    - (iii) the notice periods that apply to rate increases and the termination of services or residency.

## **Standard 24: Concerns and Complaints**

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

## **Standard 25: Certificate Posted**

- 25 An operator shall post the certificate regarding the long-term accommodation standards issued to the operator, in a prominent place in the long-term care accommodation to which it pertains.

## **Standard 26: Criminal Record Check**

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

## **Standard 27: Privacy and Personal Information**

- 27(1) An operator shall ensure that the privacy and personal information of residents are protected.
- 27(2) An operator shall develop and maintain written policies respecting the protection of residents' privacy and personal information and shall
- (a) train employees and volunteers in implementing the policies, and
  - (b) ensure that residents and their representatives are informed respecting the policies.



## **Standard 28: Policies Respecting Safety and Security**

- 28(1) An operator shall create and maintain policies and procedures related to the safety and security of residents to be followed by employees.
- 28(2) An operator shall ensure that all employees are aware of and have access to the policies and procedures referred to in subsection (1).

## **Standard 29: Job Descriptions**

- 29(1) An operator shall ensure that a written job description is prepared and made available for each employee employed in the long-term care accommodation.
- 29(2) The job description referred to in subsection (1) must set out
  - (a) the job qualifications,
  - (b) the responsibilities of the position, and
  - (c) the scope of the position.

## **Standard 30: Residents' Personal Affairs**

- 30(1) An operator shall develop and maintain written policies respecting the involvement of employees or volunteers in the personal affairs of residents.
- 30(2) The written policies referred to in subsection (1) must at a minimum address
  - (a) the accepting of gifts by employees or volunteers from residents,
  - (b) the involvement of employees or volunteers in the financial affairs of residents, including matters relating to powers of attorney, wills and estate planning, and
  - (c) the involvement of employees or volunteers in the non-financial affairs of residents, including matters relating to personal directives, decision-making and guardianship.
- 30(3) The written policies referred to in subsection (1) must be provided to residents, their representatives, employees and volunteers

## **Long-Term Care Accommodation Standards Monitoring Visit Preparation Checklist**

The Monitoring Visit Preparation Checklist is designed to assist operators to prepare for an accommodation standards monitoring visit. The questions are intended to prompt operators to determine what standards are applicable to the accommodations and in what areas evidence of compliance will be reviewed. Further information on each standard and the methods and evidence of compliance can be found in Section 9 of the Information Guide.

### **Mini Monitoring Visits**

For accommodations that have been successful in obtaining a multi-year certificate, mini visits will be completed annually, until the year the certificate expires. The standards that are applicable on a mini visit have been highlighted throughout this checklist. It is at the Licensing Inspector's discretion to review other standards that may be warranted in certain accommodations (e.g. new renovations). Any non-compliance found during the completion of a mini visit will result in a full checklist being completed. See Section 8 of the Information Guide – Certificates Issued for more details on multi-year certificates.

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

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

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

<b>Standard 4: Environmental Requirements</b>		
		Comments
Is the temperature of the accommodation, where residents are unable to adjust the temperature, maintained at a level that supports the safety of all the residents and the comfort of the majority?	Y	
	N	

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

<b>Standard 6: Window Coverings</b>		
		Comments
Are there appropriate window coverings in each area of the accommodation (resident rooms and common areas) provided by the operator?	Y	
	N	

<b>Standard 7: Bedding</b>		
		Comments
Are the bedding, linens and towels maintained in a good condition?	Y	
	N	
Is there evidence of at least weekly changes of the bedding, linens and towels?	Y	
	N	
Are there sufficient quantities of bedding, linen and towels for the utilization needs of each resident?	Y	
	N	
Are as needed changes of the bedding, linens and towels provided or arranged for as per the needs of the residents?	Y	
	N	

<b>Standard 8: Personal Laundry Services</b>		
		Comments
Is there a laundry service or facility available for residents to have their personal laundry completed?	Y	
	N	
Are residents informed of the availability of a service or a space for their personal laundry to be done on site?	Y	
	N	
Is a space with laundry equipment provided for residents, their representatives or their service provider's use?	Y	
	N	
<b>If Yes, proceed to the next question.</b> <b>If No, proceed to the next standard.</b>		
Is the space and equipment appropriate, clean and in good repair?	Y	
	N	

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

<b>Standard 10: Insurance</b>		Comments
Does the organization have insurance coverage that includes general liability coverage in respect of bodily harm, personal injury and property damage for an amount not less than \$2 000 000 per occurrence?	Y	
	N	
Does the organization operate a long-term care accommodation at more than one location?	Y	
	N	
<b>If Yes, proceed to the next question.</b> <b>If No, skip the next question.</b>		
Does the general liability insurance coverage apply in respect of each location separately?	Y	
	N	
Does the operator hold money or personal property of residents that has a monetary value?	Y	
	N	
<b>If Yes, proceed to the next question.</b> <b>If No, skip the next question.</b>		
Does the organization hold a comprehensive crime insurance policy?	Y	
	N	
Is a detailed certificate of insurance provided annually to the Director of Accommodation Standards and Licensing?	Y	*Mini monitoring visit item*
	N	

<b>Standard 11: Contracted Services</b>		Comments
Are there contracts in place for services within the long-term care accommodation?	Y	
	N	
<b>If Yes, proceed to the next question.</b> <b>If No, proceed to the next standard.</b>		
Does the contract include: a) the nature and scope of the service; b) who will perform the service; c) the persons qualifications; d) requirement for insurance; and e) a provision for the handling of personal information of the residents?	Y	
	N	

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

<b>Standard 13: Nutritional Requirements</b>		
		Comments
Are the meals, fluids and snacks palatable, safe and pleasingly presented?	Y	*Mini monitoring visit item*
	N	
Are meals, fluids and snacks served in sufficient quantities for the residents' nutritional and hydration needs to be met?	Y	*Mini monitoring visit item*
	N	
Are the menus and meal times communicated to residents in an appropriate manner?	Y	*Mini monitoring visit item*
	N	

<b>Standard 14: Menu Requirements</b>		Comments
Do the menus offer variety and seasonal variation?	Y	
	N	
Are residents provided with a choice from one food group at every meal?	Y	
	N	
Do the meals served take into consideration residents' food preferences, religious practices and cultural customs?	Y	
	N	
Are menu substitutions made from within the same food group and provide similar nutritional value?	Y	*Mini monitoring visit item*
	N	
Are substitutions communicated to residents?	Y	*Mini monitoring visit item*
	N	
Are residents' opinions regarding meals, fluids and snacks collected at least yearly and considered?	Y	
	N	
Are residents' opinions regarding meal times periodically collected and considered?	Y	
	N	
Are residents' opinions on meal times responded to?	Y	
	N	

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



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

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

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

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

<b>Standard 20: Corporate Status</b>		
		Comments
Is the organization a company under the Companies Act, a corporation under the Business Corporations Act, a partnership under the Partnerships Act or a Society under the Societies Act?	Y	*Mini monitoring visit item*
	N	
<b>If Yes, proceed to the next question.</b> <b>If No, proceed to the next standard.</b>		
Is the organization in good standing under Alberta law?	Y	*Mini monitoring visit item*
	N	

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

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

<b>Standard 23: Information Respecting the Long-term Care Accommodation</b>		Comments
Is information (a-j below) available for applicants, residents and their representatives?	Y	
	N	
a) The process of moving in and orientation	Y	
	N	
b) Basic accommodation and service charges on a monthly basis	Y	
	N	
c) Available optional personal choice services and charges	Y	
	N	
d) Cleaning and maintenance schedules	Y	
	N	
e) Notice period applicable to rate increases	Y	
	N	
f) House rules of the accommodation and circumstances that could lead to termination of residency	Y	
	N	
g) Information on the measures taken to protect the privacy and personal information of residents	Y	
	N	
h) Information respecting trust accounts, if applicable	Y	
	N	
	N/A	
i) Information on the results of required inspections to the accommodation	Y	
	N	
j) Written process for resolving concerns or complaints	Y	
	N	
Is a residential service agreement signed by each resident or the resident's representative and an authorized representative of the accommodation?	Y	
	N	
Does the agreement include the residential services to be provided, the rates for those services, and notice periods for rate increases and termination of services or tenancy?	Y	
	N	

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

<b>Standard 25: Certificate Posted</b>		
		Comments
Is the certificate regarding the long-term care accommodation standards posted in a prominent place in the accommodation to which it pertains?	Y	*Mini monitoring visit item*
	N	

<b>Standard 26: Criminal Record Checks</b>		
		Comments
Has a new employee, volunteer or service provider been retained after March 31, 2007?	Y	
	N	
<b>If Yes, proceed to the next question.</b> <b>If No, proceed to the next standard.</b>		
Is there evidence that a criminal record check was completed and the results were considered for each new employee, volunteer and service provider?	Y	
	N	

<b>Standard 27: Privacy and Personal Information</b>		
		Comments
Is the privacy and personal information of residents protected?	Y	*Mini monitoring visit item*
	N	
Are written policies developed and maintained regarding the protection of residents' privacy and personal information?	Y	
	N	
Are employees and volunteers trained in implementing these policies?	Y	
	N	
Are residents and their representatives informed respecting the policies?	Y	
	N	

<b>Standard 28: Safety and Security</b>		
		Comments
Are policies and procedures related to the safety and security of residents created, maintained and followed?	Y	
	N	
Are employees aware and have access to policies and procedures related to the safety and security of residents?	Y	
	N	

<b>Standard 29: Job Descriptions</b>		
		Comments
Are written job descriptions prepared and made available for each employee at the accommodation?	Y	
	N	
Do the job descriptions include the job qualifications, responsibilities of the position and the scope of the position?	Y	
	N	

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



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

Standards Compliance and Licensing Branch  
Alberta Health  
10025 Jasper Avenue NW  
PO Box 1360 Stn. Main  
Edmonton, Alberta T5J 2N3  
Phone 780-644-8428 (310-0000 Toll free)  
Fax 780-644-8729

This document is also located on-line at:

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

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

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

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