



SUPPORTIVE LIVING ACCOMMODATION STANDARDS

Government
of Alberta ■

Alberta ■

Supportive Living Accommodation Standards April 2010

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This document comprises a re-printing of the accommodation standards as presented in Schedule 1 of the Supportive Living Accommodation Licensing Regulation. Compliance with these standards, the Supportive Living Accommodation Licensing Regulation and the *Act* is mandatory for accommodations licensed under the *Supportive Living Accommodation Licensing Act*.

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

The purpose of the accommodation standards is to ensure that all supportive living 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 supportive living 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.

There is a separate set of accommodation standards that apply to long-term care accommodations.

Schedule 1

Building Code Requirements

Standard 1

- 1(1) Any changes that are made to the physical structure of a building that houses a supportive living accommodation or to the supportive living 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 supportive living accommodation, the building must continue to meet the requirements of the *Alberta Building Code*.

Safety Requirements

Standard 2

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

Maintenance Requirements

Standard 3

- 3(1) An operator must ensure that the building that houses the supportive living accommodation, the supportive living 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 supportive living 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.

Environmental Requirements

Standard 4

- 4 In a supportive living accommodation where residents are unable to adjust the temperature in their rooms and in the common areas of any supportive living 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.

Personalizing Spaces

Standard 5

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

Window Coverings

Standard 6

- 6 An operator of a supportive living accommodation shall ensure that appropriate window coverings are provided in the supportive living accommodation as necessary for the comfort and privacy of the residents, including in each resident's room if the resident has not provided his or her own window coverings in accordance with section 5.

Bedding

Standard 7

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

Laundry

Standard 8

- 8(1) Where residents of a supportive living accommodation provide their own bedding and towels, the operator shall ensure either
- (a) that laundry services are provided, or
 - (b) that laundry facilities are made available for the residents to do their own laundry,
- and shall inform the residents regarding the services provided or the facilities available, as the case may be.
- 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.

Personal Choice Services

Standard 9

- 9(1) In this section, “personal choice services” includes optional services that may be provided or offered to residents of a supportive living accommodation such as hairdressing, barbering, personal laundry services, 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.

Medication Assistance or Medication Reminders

Standard 10

10(1) In this section,

- (a) “medication assistance” means assistance with taking prescribed medication that is provided to a resident who recognizes the need to take the medication and who consents to the assistance provided, but does not include monitoring or coordination of the medical regime for that resident;
- (b) “medication reminder” means a reminder given to a resident to take prescribed medication, but does not include medication assistance.

10(2) Where an operator provides medication assistance or medication reminders to residents, the operator shall develop and maintain written processes that

- (a) support and promote the safe self-administration of medication for residents,
- (b) ensure secure storage of medications,
- (c) specify the training or education required for employees involved in delivering medication reminders or medication assistance to residents, and
- (d) address procedures for dealing with errors in the provision of medication reminders or medication assistance.

Contracted Services

Standard 11

- 11 Where an operator contracts for services to be provided in a supportive living 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 supportive living accommodation.

Social or Leisure Activities

Standard 12

- 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.

Nutritional Requirements

Standard 13

- 13(1) An operator of a supportive living accommodation who provides residents with a meal, fluids and a snack daily shall ensure that a menu for residents, representing at a minimum a 3-week cycle, is prepared and that
- (a) the meals, fluids and snacks provided meet the current nutritional requirements of the Canada Food Guide,
 - (b) 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
 - (c) the menu and times at which the meals, fluids and snacks will be served are communicated to each resident in an appropriate manner.
- 13(2) In addition to the requirements of subsection (1), an operator of a supportive living accommodation that accommodates 11 or more residents shall ensure that the menu referred to in subsection (1) is reviewed and approved as meeting the current nutritional requirements of the Canada Food Guide by a registered dietitian or a food and nutrition manager registered with the Canadian Society of Nutrition Management.

Menu Requirements

Standard 14

- 14(1) The operator of a supportive living 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 periodically collected 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.
- 14(5) An operator shall ensure that a record is created of meals served and any substitutions made to the menu and that the record is maintained for at least 3 months.

Cleaning Requirements

Standard 15

- 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 supportive living 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 supportive living accommodation.

Continuation of Services

Standard 16

- 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 this Schedule 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.

Prevention of Abuse

Standard 17

- 17(1) An operator shall develop and maintain written processes that
- (a) promote the prevention of abuse of the residents of the supportive living 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.

Resident Safety and Security

Standard 18

- 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 or personnel are in place on a round-the-clock basis.
- 18(2)** Where a supportive living 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 supportive living 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 supportive living 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 supportive living accommodation.

Trust Accounts

Standard 19

- 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.

Safeguarding of Personal Possessions

Standard 20

- 20 Where an operator agrees to safeguard personal possessions for a resident, the operator shall develop and maintain written policies for the safeguarding of those personal possessions.

Water Temperature

Standard 21

- 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 supportive living accommodation has one or more therapeutic tubs, the operator of the supportive living 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.

General Information

Standard 22

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

Information respecting the Supportive Living Accommodation

Standard 23

- 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 supportive living accommodation, including:
- (a) eligibility requirements,
 - (b) the application process,
 - (c) the capacity of the supportive living accommodation and the services provided to accommodate the needs of residents,
 - (d) the process of moving in and orientation,
 - (e) basic accommodation and service charges on a monthly basis,
 - (f) available personal choice services and their charges,
 - (g) cleaning and maintenance schedules,
 - (h) the policy respecting the giving of gifts by residents to employees and volunteers,
 - (i) the policy respecting involvement by employees or volunteers in the financial or non-financial affairs of residents,
 - (j) the notice period applicable to rate increases,

- (k) the house rules of the supportive living accommodation and circumstances that could lead to the termination of residency,
- (l) information respecting the measures taken by the operator to protect the privacy and personal information of residents,
- (m) information respecting
 - i) a risk management process, if the operator has established a process,
 - ii) trust accounts, if the operator maintains trust accounts, and
 - iii) services to safeguard the personal possessions of residents, if the operator provides such services,
- (n) information respecting the results of required inspections of the supportive living accommodation, and
- (o) 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 supportive living 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.

Concerns and Complaints

Standard 24

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

Assessment

Standard 25

- 25 An operator shall develop and maintain written processes for the assessment of applicants for residency in the supportive living accommodation, including the assessment of
- (a) applicants' physical, emotional and cognitive abilities in relation to the physical design and available services of the supportive living accommodation,
 - (b) applicants' behaviours in relation to the needs of current residents, and
 - (c) the suitability of available services in relation to the needs, safety and security of applicants.

Reassessment

Standard 26

- 26 Where a resident's physical, emotional or cognitive condition changes, the operator of the supportive living accommodation shall ensure that the resident's needs are reassessed in relation to the supportive living accommodation and its available services and the needs of the other residents.

Risk Management

Standard 27

- 27(1) An operator shall advise each resident or the resident's representative of the limitations of the services offered in the supportive living accommodation and ensure that the resident or the representative, as the case may be, is aware of and acknowledges the increased risk associated with living in the supportive living accommodation given the resident's identified needs and capabilities.
- 27(2) An operator may enter into a written agreement with a resident or the resident's representative to manage risk to the resident based on the resident's identified needs and the capacity of the supportive living accommodation to meet those needs.
- 27(3) An agreement referred to in subsection (2) must be reviewed and, if necessary, amended each time a resident is reassessed in accordance with section 26.

Policies respecting Safety and Security

Standard 28

- 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).

Job Descriptions

Standard 29

- 29(1) An operator shall ensure that a written job description is prepared and made available for each employee employed in the supportive living 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.

Residents' Personal Affairs

Standard 30

- 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.

Criminal Record Check

Standard 31

- 31 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.

Privacy and Personal Information

Standard 32

- 32(1) An operator shall ensure that the privacy and personal information of residents are protected.
- 32(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.

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:

www.seniors.alberta.ca/ContinuingCare/Licensing/InformationGuide.pdf

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.