



# LONG-TERM CARE ACCOMMODATION STANDARDS

Government  
of Alberta ■

Alberta ■

# Long-term Care Accommodation Standards April 2010

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Compliance with the long-term care accommodation standards is mandatory for long-term care accommodations under the *Nursing Home General Regulation*.

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 also required under the *Nursing Home General Regulation* to be in compliance with the Continuing Care Health Services Standards. These standards include assessed health and personal care services provided by nurses, therapists, health care aides and other health care professionals. Alberta Health and Wellness 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 Service Standards*.

## **Building Code Requirements**

### **Standard 1**

- 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*.

## **Safety Requirements**

### **Standard 2**

- 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.

## **Maintenance Requirements**

### **Standard 3**

- 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.

## **Environmental Requirements**

### **Standard 4**

- 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.

## **Personalizing Spaces**

### **Standard 5**

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

## **Window Coverings**

### **Standard 6**

- 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.

## **Bedding**

### **Standard 7**

- 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.
- Personal Laundry Services**

**Standard 8**

- 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.

**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 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.

## **Insurance**

### **Standard 10**

- 10(1) Without limiting any other liability to which an operator may be subject, an operator must insure the long-term care 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.

## **Contracted Services**

### **Standard 11**

- 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.

## **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 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.

## **Menu Requirements**

### **Standard 14**

- 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.

### **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 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.

### **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 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.

## **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 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.

## **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 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.

## **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.

## **Corporate Status**

### **Standard 20**

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

## **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 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.

## **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 Long-term Care 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 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.

**Concerns and Complaints**

**Standard 24**

- 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.

**Certificate Posted**

**Standard 25**

- 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.

**Criminal Record Check**

**Standard 26**

- 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.

## **Privacy and Personal Information**

### **Standard 27**

- 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.

## **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 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.

## **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.

For further information on the Long-term care Accommodation Standards please consult the Accommodation Standards and Licensing Information Guide located on-line at:

[www.seniors.alberta.ca/ContinuingCare/Licensing/InformationGuide.pdf](http://www.seniors.alberta.ca/ContinuingCare/Licensing/InformationGuide.pdf)