Supports for the Journey

a planning guide to aging in place

Camrose and District Support Services

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Margaret Holliston, CDSS Executive Director
January 2016

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CAMROSE AND DISTRICT SUPPORT SERVICES

Battle River Community Foundation

Canada

Preparing for "Aging in Place"

The Government of Canada defines Aging in Place is “having access to the health and social supports as well as the services you need to live safely and independently in your home or community as long as you wish and are able.”

Thinking about the future and being prepared will give more control over future decisions, enhance independence and improve quality of life. The earlier planning is started, the better prepared a person can be to respond to changes in health, social connections and mobility.

To plan ahead, start thinking about how you want to live as you age and what is needed to achieve and maintain that lifestyle. It is also important to think about the unexpected such as illness, financial changes or coping with a change in mobility.

It is helpful to consider the key parts of your life that contribute to independence and quality of life.

Home

If you wish to stay in your current home as you age, it might be helpful to consider what modifications are needed to increase safety. Installing handrails or a chair lift may increase the amount of time you can stay safely at home.

Consider location and proximity to services, family and friends. Are there transportation options available if you are unable to drive?

Considering current and future costs of staying in your own home, will you be able to afford to live there as you age?

Think about what kind of help is needed to maintain your home. Are there services available in your community and do you have the money to pay for services if they are needed?

What would lead to a decision to move into another housing option? Would health or housing features such as stairs or up keep be a major part of that decision? Is there a maximum age where you can visualize yourself in your own home?

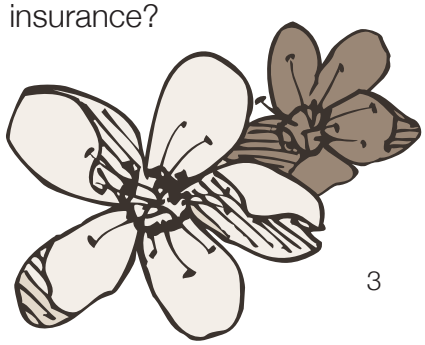
If you decide that you can no longer live safely and independently in your home or it no longer meets your needs, what are the different housing options in your community? What would be the costs and how would these costs be managed based on your financial resources?

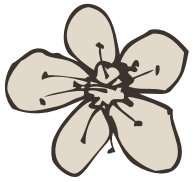
Finances

Will there be any anticipated changes in finances as you age? Are you able to live comfortably on your current income and do you have money set aside for unexpected expenses such as major home repairs or health supports? Do you plan to retire debt free and/or have you considered ways of transitioning to retirement to maintain or increase income?

Do you know what assistance and benefits are available? These benefits could include personal retirement savings, Canada Pension Plan, Old Age Security and private and public pension plans. There are provincial and federal tax credits as well as income supplements available to eligible seniors.

Who would be responsible for your financial affairs if you are not able to look after them and have you told your plans to the appropriate people in your life? Do you have a will and do your loved ones know where you keep your important documents such as a will and insurance?





Health

What can you do now to help ensure a healthy future? Eating well, being active and regular exercise can reduce the risk of health problems. If you haven't been active or have health concerns, speak to your health care professional before you start an exercise program.

What changes can you make to improve your diet to increase physical and mental well-being?

Have regular appointments for physical, vision, dental and hearing checkups been maintained? Would alcohol or tobacco use cause any health concerns? Are you managing medications as prescribed and is any assistance with medications needed?

Have you written down your wishes for care such as completing a personal directive or advance planning documents?

Community

Are you familiar with the services in your community? Do you know whom to contact and where the services are located? Do you know what services they offer to help you and how to access these services?

Are you able to manage your day-to-day needs such as shopping for groceries, attending medical appointments, accessing recreational resources and attending church or other activities you enjoy?

Are there services available for seniors such as Meals on Wheels, homemaking services, Home Care, equipment assessments and loans as well as senior specific community programs?

What other transportation options are available in your community such as public transportation, taxis, low cost transportation services or family and friends?

Safety

Do you feel safe in your home and neighborhood?

Do you know how to protect yourself from fraud and financial abuse? Do you know what to do if you suspect emotional or physical abuse?

Have you decreased the risk of falls by removing tripping hazards in your home and keeping walkways free of ice and snow?

Have you considered using a home monitoring system or a personal emergency response system to help you stay safely at home?

Supports

Supports and services needed may vary with age and circumstances. Supports to stay in your own home include house cleaning, prepared meal delivery, grocery shopping, snow removal, yard work, dog walking and personal grooming supports. In developing a plan to age in place, think about what supports are needed, where they are available in your community and how much they will cost.

Accepting help is not easy. It is important to consider what might help to maintain independence. It is wise to seek resources and supports before they are needed so there is time to consider all the available options. By planning ahead, a crisis can be avoided if the situation becomes urgent or you need to make a quick decision.

Make a list of questions. Information can be researched on line, by phone, in person or by referral. Check out the Camrose and District Help Book as a place to start looking at community resources. Make an appointment at the SOS Program Camrose (Service Options for Seniors) Society or visit their website.

Decisions

When making decisions about the options that are right for you, it is important to consider preferences. What do you value the most? Is access to certain resources more important? Do you have a preference for an urban or rural setting? Are you an introvert or extrovert? What social environment would best meet your needs?

What is your support network and how much help can your family or friends provide? Over time, you may need to rely more on your personal supports as well as service providers and agencies.

What is your eligibility for services? There is a process to determine eligibility for services such as government guidelines that identify how decisions are made and who the resource serves. Ask your health care provider or contact the organization directly to answer questions.

Think about the availability of the services in your community. Some resources are available provincially while some specialized services may only be accessible in larger centers. Where you live can affect the variety of available services.

What is affordable? Some services are free or have a lower cost to eligible recipients. It is possible to use a combination of family support, government and private agencies. There may also be subsidies for some services.

Timing is important. It is never too early to learn about the different types of housing available or financial supports you may need.

Resources

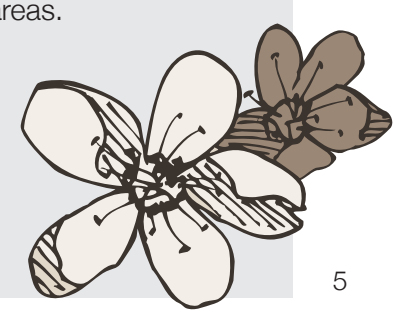
There are a number of resources you can use to help you develop your plan for aging in place. Through the Federal/Provincial/Territorial Ministers Responsible for Seniors, there are a number of booklets available to use as tools in the planning process. Visit www.seniors.gc.ca for tools and resources to help you. The resources on aging in place can be found under Federal/Provincial/Territorial Ministers Responsible for Seniors Forum.

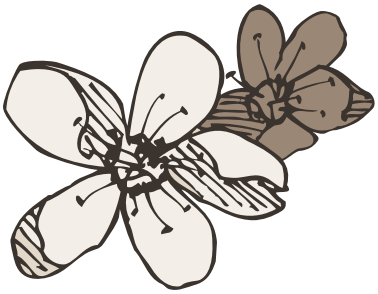
The Camrose and District Help Book can be found on line at www.camrosefcss.ca

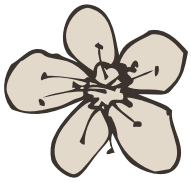
Hard copies can be found at various government locations, Camrose Chamber of Commerce and at the Camrose and District Support Services office.

SOS Program Camrose (Service Options for Seniors) Society website has links to a variety of websites relevant to seniors. You can call 780 672-4131 for an appointment or visit the website at www.soscamrose.com

The Checklist exercise on "Preparing for 'Aging in Place' in Appendix A is a quick summary to self assessing key life areas.







Healthy Aging

Susan read an article in the newspaper about "Aging in Place". She hadn't thought much about her future assuming she would always live in her own house. The article got her thinking about planning ahead while she was still relatively early in her retirement. She had completed a personal directive when her husband died ten years ago but had not really done anything else. As she had a yearly physical coming up, she thought a good place to start would be to talk to her doctor about her overall health. She would ask what she could do to improve her health in addition to her walks around Mirror Lake. She figured that health was a determining factor in her plans and getting an outside opinion was important.

Decision-making used to come easily when she was working and busy with her family but now it was hard to make decisions on her own. She missed talking things over with her husband as well as getting feedback from her friends at work. Susan decided she would look into some of the local activities listed in the newspaper after she talked with her doctor. Now that she was retired, she needed to find new activities and people to keep her healthy and happy.

What is the best way to age with grace?

Getting older is a natural process and everyone experiences it differently. How you will age depends on many factors, including family health history, lifestyle choices, and even how you manage change.

As you age, changes to your body are usually gradual. How fast your body can burn calories slows down so less food energy is needed to function. Sleeping patterns may change as well as eyesight and hearing ability.

What is the best way to age with grace? continued

Various parts of the body gradually become less efficient. Maintaining regular visits to your doctor ensures ongoing monitoring of your health.

Although it is impossible to stop the aging process, there are ways to slow down the impact of aging and protect health. The key to healthy aging is to stay mentally and physically active.

Being physically active helps maintain independence, improve physical and mental health, increases energy and self-esteem as well as reduces stress. The wide variety of physical activities available includes walking, gardening, Tai Chi, dancing, going to the gym, playing with grandchildren or doing stretching exercises. Make physical activity an important part of your regular routine.

Eat a balanced diet to ensure you are getting the nutrients needed to stay healthy.

Protect or improve emotional health by staying connected to family, friends and the community. Being connected to others is an important way to stay resilient and able to bounce back from setbacks.

Maintain a positive attitude in adjusting to life transitions. Being flexible and open to new experiences and perspectives helps to adapt to change over time. Ask for help from others when you notice negative changes in mood, confidence, sleep patterns or ability to concentrate. Getting assistance from friends, family or health professionals early on can protect your mental and emotional well-being.

Keep your mind active and challenged. Reading, doing crossword puzzles, surfing the Internet, hobbies, music and creative activities are all ways of keeping your mind active and alert. Finding new interests and skills is good for your mental health as well as delays or prevents the onset of memory loss or dementia.

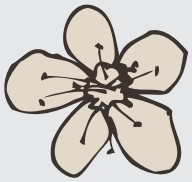
Strive for the best quality of life you can have by getting the most out of life for as long as possible. Keep an attitude of hope by believing that situations can and will work out. Having a perspective of hope impacts how events and experiences are viewed. Hope is a powerful force as it increases resiliency and the ability to cope through life transitions. Continue to find meaning in life by contributing to and staying connected with your community, family and friends. Having purpose and meaning beyond you is a good way to nurture resiliency.

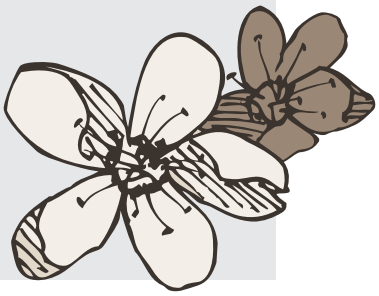
To find out more about local activities, use the following Resources

As a service, an on-line searchable database of Clubs and Organizations for Camrose and District is maintained by CDSS. Visit www.camrosefcss.ca

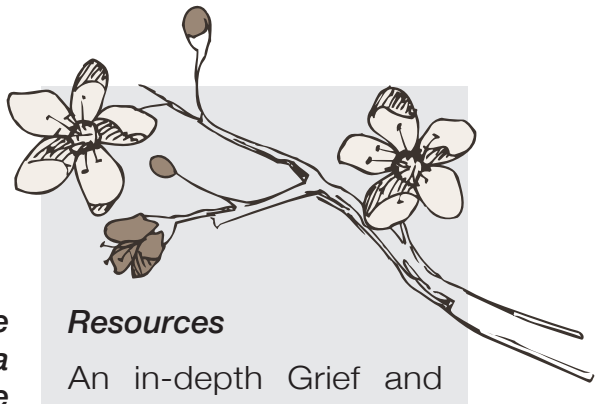
Check the Community Calendar for upcoming city sponsored events at www.camrose.com

Visit the Community Registration Night held yearly in early September for an opportunity to check out local activities and clubs





Grief and Loss



Fred moved to Camrose to be closer to his daughter to have more help. He moved into an apartment and had to leave a number of his possessions behind. He missed his wife as she had died six years ago. He had been able to work through his grief with the help of his pastor and family. With the move, Fred found himself missing the small things that were a part of his daily life in his old place. He was surprised that he grieved for the clock received as a wedding present. The sounding of chimes on the hour and half hour used to be a bother but he had gotten used to the sound over the years finding the chimes comforting when he woke up in the night.

Fred missed being able to know exactly where he was in his old community. He found he couldn't place where he was when his daughter drove him for groceries. Somehow being a passenger wasn't the same and he missed being able to drive easily to familiar locations. Fred knew his move would be a change and he was grateful for the extra help his daughter could give him now that he lived closer. He just wasn't prepared for how much he missed his routine as well as familiar places and possessions.

What is grief?

As a natural response to loss, grief is the emotional suffering felt when someone or something you care for is taken away. Many people associate grief with the loss of a loved one, but grief is experienced after any important loss that affects a person's life. Grief can be experienced with the loss of a job, relationship, home, and pet as well as after a diagnosis of illness or health problem.

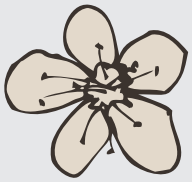
Any loss can cause feelings of grief. People can experience grief around the loss of independence, time spent with a person or a place, supports, familiar possessions and community. The more subtle losses are difficult to understand, as they are sometimes harder to identify and talk about with others.

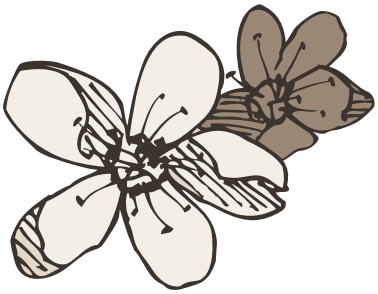
Seniors who are experiencing changes such as being moved into a new location or facility or are coping with changes in health and abilities may experience grief and loss of the familiar. It is helpful to understand that mourning what may seem the smaller things in a person's life can have great impact.

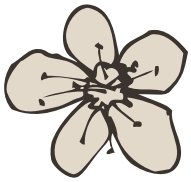
Being able to identify and start talking about these losses is a step towards transitioning into change. Family, friends, pastors or health professionals can provide support.

Resources

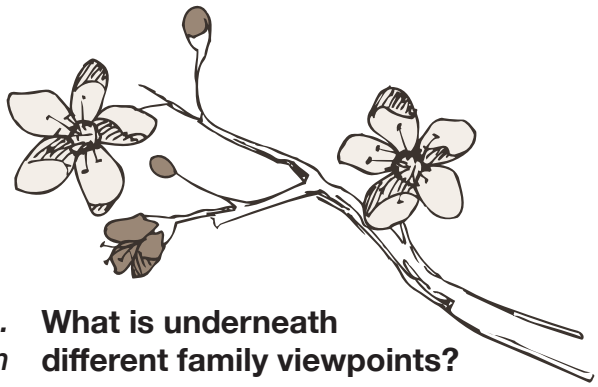
An in-depth Grief and Bereavement Resource List for Camrose and Area is available on the Camrose Primary Care Network web site. For more information on grief and bereavement support, visit www.camrosepcn.com/grief-and-bereavement-support.







Family Information



Sarah is a divorced 75 year old with three adult children. Each one of her children has a different view of Sarah's health and functioning capabilities. Her oldest son, John, lives in a different province and connects by weekly telephone calls and occasional visits. He thinks that his mom seems to be doing ok as she continues to live her life as she once did. Since there haven't been any serious health issues, John tends to think that everything should be left well enough alone until "something happens". Kathy is the middle child who lives in the same community and has close contact. She takes her mother out for weekly grocery shopping and accompanies her to any medical appointments. Kathy has noticed her mother is struggling more to be able to take care of the house and doesn't have as much energy as she used to have even a year ago. The youngest daughter, Jo, sees her mother not as frequently but tends to drop in when she is in town. She thinks her older sister is nosey and worries too much. Jo has her own problems and counts on financial help from her mother to cover extra expenses.

Sarah would like to stay independent but is noticing she gets tired taking care of the house and the yard. She misses her old energy levels when she could work all day without stopping. She doesn't want to burden any of her children so tries to keep things the same. She also worries that Kathy is balancing a full time job with a family and doesn't want to add to her responsibilities.

Sarah talked to her doctor who suggested it might be a good idea to start with a call to Home Care to complete an assessment. It would help to get an objective evaluation of what is occurring. Once the assessment is completed, Sarah thought she would try to arrange a family meeting to talk about next steps.

What is underneath different family viewpoints?

In conversations with local service providers, it was mentioned that family dynamics could be problematic.

In identifying common differences in roles, values and perspectives, family dynamics can be better understood. Having explanations for these differences might be helpful in sorting out family conflict.

Recent research indicates that personality is shaped by how a person is raised along with family expectations of roles and the maturation process. Families tend to organize themselves around taking on common roles and responsibilities, which leads to conflicting perspectives.

Examples of Common Roles

Responsible One

Tends to be a natural leader, reliable, conscientious and a perfectionist. They can be assertive but also can be a people pleaser not wanting to "rock the boat". They can also be model children with a strong need for approval.

Peace Keeper

They are the opposite of their older sibling in whatever ways asserts their differences. They may feel the older sibling gets all the glory while the youngest child "gets away with everything". They tend to read people well so can be peacemakers who are able to see all sides. They tend to be independent and inventive.

Family Clown

They can be charming, fun loving and enjoy attention. They may rely on others to take care of them. They may be more reluctant to take on the role of helping others based on their role in the family as the one others protect and don't tend to take seriously.

Acting Out or Scapegoat

Tends to be the one who seems to be in trouble. Other family members may rescue them initially but over time may close contact to avoid being drawn into the ongoing problems. There can be differing opinions in the family as to how this person should be treated. As a scapegoat, this family member may be the one to blame for problems. They also serve as a diversion to other issues in the family to shift focus on to themselves and away from the other concerns.

World View

Different perspectives are also influenced by history, cultural norms and values coming out of being raised according to the time period. The differences observed between seniors and subsequent generations can be understood when set in this context.

Builders or Veterans: Born 1925-1945

Influences from historical events include the World Wars, the Great Depression and the atomic bomb.

As seniors in our population, they are the parents of the baby boomers. They value dedication, commitment, sacrifice and duty. Family life is important and authority is to be obeyed. Family and church are important. They were expected to marry young and have children. They were grateful to have a job, believed in saving for a future, were hardworking, loyal and thrifty.

Baby Boomers: Born 1946-1964

Influences from historical events include the Cold War, the Civil Rights Movement, the Vietnam War and Feminism.

As the largest group in history, they tend to be more focused on self-fulfillment than duty and more likely to challenge authority. As they grew up in a time of prosperity, they are more likely to have developed a sense of entitlement. Key influencers are family and education. Work is considered as equaling personal fulfillment. Baby boomers tended to leave home in their late teens to pursue education and/or career responsibilities before marrying and having children. They are more likely to spend with credit rather than saving for the future. As there is a 20-year span, there are differences between early, middle and late boomers depending on life experiences, opportunities and focus.

Baby Busters: Born 1965-1980

Influences from historical events include the fall of the Berlin Wall, the Persian Gulf War and the spread of AIDS.

This group has experienced rapid change in family and social structures including the rise of the working mother. They tend to be self-reliant, value peer relationships and expect balance between work and personal life. They may remain in their parents' home for longer and may have children later than previous generations. They grew up with technology, social media and diversity. They tend to be more able to tolerate ambiguity rather than seeing situations as black or white.

Consider Help

Set aside sibling differences and listen to your parent's wishes. Try to understand differing points of view. Consider an independent and objective assessment by Home Care or the PCN Geriatric Assessment Program. The assessment will determine the level of care needed as well as services and resources to assist. If it is not possible to sort out the situation as a family, think about getting professional help. An objective perspective can come from a Home Care Case Manager, doctor, pastor, family therapist or counselor.

Resources

Home Care
Central Zone Home Care Services

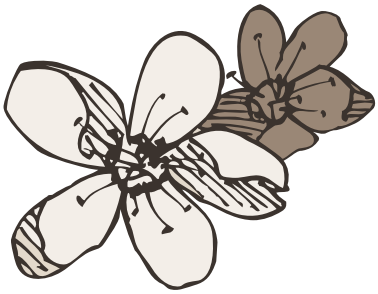
Call toll-free **1-855-371-4122**

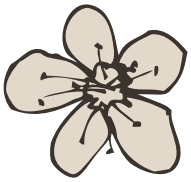
A referral will be made to the Camrose Home Care office. There, a Case Manager will work with the individual to create a plan of care once needs have been fully assessed. Additional referrals will be made to ensure the appropriate services are in place to meet needs.

Camrose Primary Care Network
Geriatric Assessment Program

Referral by Family Doctor

After a referral is received, the PCN Geriatric Team partners with a Mental Health Senior's Outreach Team Member to complete an initial assessment. An assessment is then made by the Care of the Elderly Physician. The Geriatric Assessment Program will work with the individual, family and family doctor to develop a personalized care plan.





Family and Caregiver Support

Marta has been running on empty for some time now as she has taken on a greater role in her mother's care. Her mother, Rose, was placed in an out of town facility awaiting a bed in her first choice location. Memory loss coupled with the effects of her most recent fall resulted in a placement at a care facility that could keep her safe. When she left hospital 3 months ago, her mother was at first happy to be gaining physical strength. Now that Rose is feeling better she is upset that she is so far away from her friends and church. Rose blames Marta for the move and doesn't understand the assessment process that identified she needed to live in a facility that could take care of her health concerns.

Marta understands her mother has just gone through a series of difficult changes that are beyond anyone's control but she wishes the anger wasn't directed at her. The time spent driving back and forth as well as trying to attend to her mother's emotional needs has been a strain. It is hard to get used to the reversal of roles with Marta now taking care of her mother. Both Marta and Rose are struggling with the change not quite understanding what is happening to what used to be a close relationship. The Home Care nurse told Marta about the Caregiver's Support Group. Marta has decided to attend the next meeting for support and a chance to meet others who might be able to help her adjust to this new role as caregiver.

What is happening in my family and where can I find caregiver and family support?

Primary Caretaker Role

The transition to primary caregiver tends to happen gradually as the parent(s) requires more assistance. The adult children living close by or have available time to attend medical appointments may start to help out as needs arise. As the time spent and responsibilities increase, the primary caregiver may become overwhelmed and resentful.

Role Transitions

Caring for a parent can be challenging now that the care giving role is reversed. A parent with memory loss may become frustrated or confused. They may be struggling with emotions of loss and grieving for the change in their independence, their declining health as well as the loss of their own place and familiar possessions. Recognize denial, stubbornness and complaining as defensive reactions to the changes. These reactions to loss may not necessarily be a reflection on the care they are receiving but rather a way to voice their grief. Treat with respect and dignity to help sort out feelings.

Caring for a partner can be difficult for any relationship. As a partner, you may be coping with the loss of companionship, intimacy, financial support and plans for the future. Attention is now focused on the care of your partner as the full responsibility of managing the household, finances and other family members shift to the caregiver. The weight of the changes can be overwhelming.

Adjusting to the changes in roles is difficult at first, as the "steps in the dance" seem unfamiliar. Flexibility is the key in working it out together. As a caregiver, ensure your personal needs are being met. Getting time to recharge your batteries and asking for and receiving help is important. Lines of communication need to be kept open. Find creative ways of maintaining normalcy by keeping your sense of humour and perspective. Make conscious decisions about what you can and cannot change by allowing yourself to let go of what is beyond your control. Be patient with yourself and others. Join a support group as a place for support and information as well as a social outlet and opportunity to network.

Self-care is the most important gift you can give to yourself and your loved one. It is easy to put yourself last but if you don't take care of yourself, you are unable to sustain taking care of others. If you don't plan for self-care, it likely won't happen. As you plan to take care of your loved one's needs, also take time to plan for yourself. There are a number of resources to help you stay healthy and supported. Reach out to them for help, support and information.

Resources

The Alberta Caregivers Association
www.albertacaregivers.org

ElderCare Canada
www.eldercarecanada.ca

Camrose Support Groups

Camrose Caregivers Support Group US (Understanding Support)
Phone: **780 672-9579**

A support group for caregivers of a loved one with a chronic illness

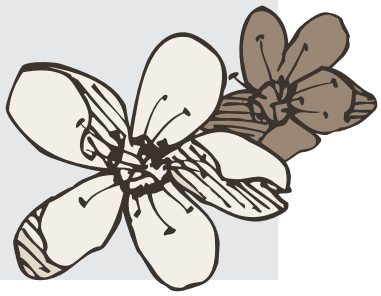
Caregiver's Support Group
Phone **780 679-3046**

A support group for family and caregivers of individuals with memory loss

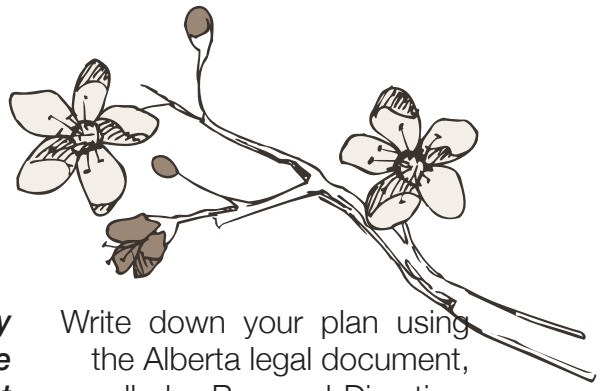
Meets the 3rd Thursday of each month, 1:30 – 3:30 pm at Rosehaven Care Centre, 4612-53 St., Camrose

Camrose and Area Stroke Recovery Association
Phone **780 608-6141**
for meeting schedule

A support group for stroke survivors and caregivers



Advance Care Planning



George is a widower living on his own. He is still healthy and independent. He wonders about his future and fears the loss of his ability to make decisions for himself. He didn't want to end up like his buddy in his coffee group who had a stroke and didn't have a plan. Nobody knew what he wanted when hard decisions had to be made. George decided he would make sure nothing like that ever happened to him. He didn't want his children to end up burdened by trying to figure out what he would want when he had never told them his wishes.

George decided that his son, Tom, would be the best person to be his spokesperson. Tom helped him find the information he needed to fill out a Personal Directive. They spent some time talking about what his wishes would be if there was a medical emergency. The Home Care nurse gave George a "Green Sleeve" explaining it is a plastic pocket that holds all his advance care planning documents. She said it should be kept on or near his refrigerator, as emergency medical services would know to look for it there if they ever needed to take him to hospital.

George and Tom went through all the information in the Green Sleeve making sure the "Goals of Care" instructions were filled out and kept together in the pocket. George and Tom also talked to the rest of the family so everyone knew what had been decided.

What is advance care planning?

Advance care plans or personal directives allow you to document your wishes for medical care should you be unable to speak for yourself.

Think about your values, wishes and goals for your medical care. Are there conditions that would affect your selection of types of treatment? Do you have personal beliefs that would influence your wishes?

Learn about your health so you can understand possible treatments and outcomes for your existing medical conditions.

Choose someone who knows and respects your values, wishes to speak on your behalf and can make decisions. Legally appoint this person as your agent.

Communicate your wishes and values about your health care with the person you have chosen as your agent. Continue the conversation with other family members so they know who will be acting on your behalf and what you have decided regarding your medical care.

Write down your plan using the Alberta legal document, called a Personal Directive. The Personal Directive will name your "agent" who has been selected to make health decisions on your behalf. Any other information about your wishes and values can be documented. The Personal Directive only comes into effect if you are unable to make decisions or speak for yourself. The Personal Directive can be helpful in reducing conflict or distress. It gives comfort to your loved ones as it clearly states your healthcare decision maker and provides guidance in honoring your wishes.

What are Goals of Care Designations?

Goals of Care Designations are the instructions that guide your medical team about your care and your preferred location for that care. In a medical emergency, your Goals of Care instructions helps your healthcare team to provide care that is timely, medically appropriate and in keeping with your values and wishes. If you move between locations of care, your Goals of Care Designation are an organized way for your care teams to communicate with each other.

What are Goals of Care Designations? continued

There are three general approaches to Goals of Care Designations: Resuscitative Care, Medical Care and Comfort Care.

Resuscitative Care provides your medical team with your wishes around extending or preserving life using any medical or surgical means, which also includes resuscitation and admission to Intensive Care.

Medical Care outlines your wishes around medical tests and interventions used to cure or manage an illness as well as possible without using resuscitative or life support measures. This Goal of Care is used when resuscitative and life support measures won't work or when a person has chosen not to receive these treatments. Medical care can be given in many locations depending on your wishes.

Comfort Care provides comfort to ease symptoms and maintain function when a cure or control of an underlying condition is no longer possible or desired.

Goals of Care Designations decisions are developed over time through conversations with your family (if you wish) and your health care team about your health condition, prognosis, current and future treatment options and future desires. There is help available through your doctor and other members of your healthcare team to work with you to select a Goals of Care Designation that best reflects your beliefs and values, your health condition and appropriate treatment options.

The Goals of Care Designation medical order and care decisions are documented on Alberta Health Services forms and kept in a *Green Sleeve*, a plastic pocket that is recognized by all health care teams in all areas of Alberta Health Services. This *Green Sleeve* will go with you when you move throughout the system so health care providers always know the decisions you have made and your Goals of Care Designation.

Speak to your healthcare provider or Home Care about how you can obtain a *Green Sleeve*. The plastic pocket contains a valuable guide called Conversations Matter.

The agreed location to keep your *Green Sleeve* is on or near your refrigerator. This is where Emergency Medical Services will look if they need to take you to hospital. Any time you go to hospital or to any health care provider take it with you and make sure to take it back home again to replace on or near your refrigerator.

You can review and/or change your Goals of Care Designation if there is any change in your health condition or circumstances.

Resources

In addition to 11 resources on Advance Care Planning, there are Health Tools available on the Alberta Health Services website to help you make the best health decisions around Goals of Care Designations. These tools provide a non-interactive decision point guide to sorting out the facts, options, feelings, decision as well as a quiz you can take to help think through these key areas. A summary completes the tool.

https://myhealth.alberta.ca/health

Under Health A-Z, there are 15 resources under the heading Advance Care Planning. The last 4 listed are the Health Tools described.

Office of the Public Guardian

Website **www.seniors alberta.ca/opg**

Call toll free **1-877-427-4525**

Your Conversation Starter Kit

The Conversation Project is designed to help people talk about their wishes for end-of-life care. Website **http://www.theconversationproject.org**

Legal Resources

Marian just got home from the hospital after having chest pains. Her doctor has ordered a series of tests. Marian saw this health crisis as time to review her legal documents and "get her affairs in order". She realized it was important to make decisions now while she had still had the ability to make good choices for herself and her family. She had an old will but needed to update it now that her kids are adults and she has grandkids to think about. She had talked to the Home Care nurse about a Personal Directive and had that paperwork as well as a "Green Sleeve" to write down her "Personal Care Designations". Her daughter, Julie was going to be her "agent".

In addition to Julie's help, Marian set up an appointment with her lawyer. During the meeting with the lawyer, they talked about all the legal areas she needed to consider such as preparing an "Enduring Power of Attorney" if she was unable to make decisions about her financial matters and property.

Marian was relieved she had sorted out all her legal affairs so she could now focus on following up on her health concerns.

What are some of the legal areas to consider?

Enduring Power of Attorney

An enduring power of attorney is not part of a personal directive. It is a separate document.

You may need the help of a lawyer, if you have a significant estate or if there is family disagreement. There are templates that can be used in simpler situations.

You can choose a trusted family member or friend to be your "attorney". This person would make decisions about financial matters or property if you were unable to make decisions on your own but were still living.

For more detailed information, visit the **Alberta Justice and Attorney General** website at **http://humanservices.alberta.ca**, and refer to Enduring Power of Attorney or call **1-877-427-4525**.

Guardianship and Trusteeship

When there is no personal directive or enduring power of attorney in place and there is an inability to make independent decisions, guardianship and trusteeship are the next steps. Guardianship is used for personal matters while trusteeship is used for financial matters and must be obtained through the courts.

Guardianship and Trusteeship continued

Avoid this situation by planning ahead; set up a personal directive and enduring power of attorney.

For more detailed information, contact the **Office of the Public Guardian and Trustee** at **http://humanservices.alberta.ca** and refer to Guardianship & Trusteeship or call **1-877-427-4525**.

Last Will and Testament

A will is a written document that allows you to state how your property will be distributed after you die. You are able to name a person to act as your executor after your death to ensure that your property is distributed according to your wishes. A will comes into effect after you die.

There are three different types of wills: a Formal Will which is prepared by a lawyer, a Holograph Will that is prepared by you in your own handwriting and a Will Kit which is a form obtained at a stationary store that you complete yourself.

If you require a lawyer or would like more information, you can contact the Lawyer Referral Service of the Law Society of Alberta by calling **1-800-661-1095**.

Elder Abuse

Elder abuse is any action or inaction that jeopardizes the health or well-being of any older adult.

Elder abuse can be physical, emotional, financial, sexual, medication abuse or neglect.

Elder abuse may involve physical injury, restraint, exploitation, or forced change in living arrangements.

Neglect as the refusal or failure to care for an older person whether intentional or unintentional is also considered abuse.

If you are a senior experiencing abuse or you know a senior experiencing abuse, you can call the **Family Violence Action Society** at **780-672-0141** or **Alberta Family Violence Info Line 24 hours** toll free at **310-1818**.

Protection for Persons in Care

The Protection for Persons in Care office addresses reports of abuse and administers the Protection for Persons in Care Act.

The act provides for the safety and well-being of adult Albertans who receive care or support services from publicly funded service providers. The act requires all service providers to protect clients from abuse and maintain a reasonable level of safety. The act also requires all abuse to be reported.

Publically funded service providers under the act include: hospitals, seniors' lodges, nursing homes, mental health facilities, shelters and other supportive living settings.

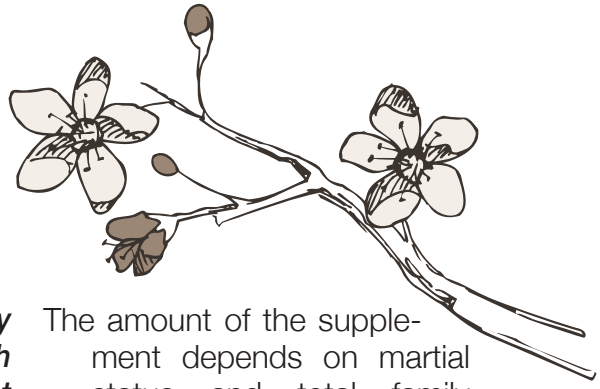
To report abuse, call the **Information and Reporting Line** at **1-888-357-9339** or visit **http://www.health.alberta.ca** and refer to **Health Care Concerns - Protection of Persons in Care**.

Alberta Securities Commission

The Alberta Securities Commission provides free, impartial information on investing and how to protect your money from investment fraud.

Visit their website at **www.albertasecurities.com** to check into a company or individual offering you an investment or to make a complaint. You can also call toll-free at **1-877-355-4488**.

Financial Information



William is on a fixed income and gets by with his old age security and CPP. If he is careful, he can make it to the end of the month but there isn't any extra money if something goes wrong. Last week the furnace stopped working and it looks like he will need to replace it before it gets any colder. William heard that Service Options for Seniors (SOS) might be able to help him figure out what to do. He called to make an appointment and was happy to hear that he qualified for the Special Needs Assistance for Seniors Program. The lady at SOS helped him fill out the forms and he was able to get help with the furnace replacement.

It was hard to have to ask for help after all these years of taking care of things himself but William was relieved there was money available for seniors to assist with unexpected expenses. He was also glad there were services like SOS who have the correct information and can give support to sort out the paperwork.

How do I find out what financial support is available for seniors?

An up to date tax return is essential to receive most Federal or Provincial financial support.

If you need assistance filing your income tax or have questions regarding financial assistance programs for seniors, call **SOS Program Camrose** (Service Options for Seniors) at **780 672-4131** or visit the website at **www.soscamrose.com**.

Federal Government Programs

The Government of Canada administers the Old Age Security Program, Guaranteed Income Supplement, the Allowance for the Survivor and the Canada Pension Plan.

Old Age Security Pension (OAS)

To be eligible, you must be at least age 65, be a legal resident of Canada and have lived for a minimum of 10 years in Canada after the age of 18.

You must apply for this pension. If possible, send in your application 6 months before your 65th birthday.

Guaranteed Income Supplement (GIS)

The Guaranteed Income Supplement is available to seniors who receive the OAS pension and have little or no other income.

To be eligible, you must be a resident of Canada and need to submit an application.

The amount of the supplement depends on martial status and total family income in the previous calendar year.

The GIS is added to the federal OAS payment each month.

To continue to receive GIS benefits each year, file an income tax return by April 30 or submit a renewal form.

Allowance/Allowance for the Survivor

The allowance is paid to the spouse or common-law partner of a senior receiving GIS.

To be eligible, you must be age 60 through 64, have lived in Canada a minimum of 10 years after the age of 18, must not be voluntarily separated or divorced from your spouse or common-law partner and meet legal residence requirements.

The amount depends on a couple's combined income in the previous calendar year.

This allowance can be applied for during the age time frame of 60 to 64 years and a yearly income tax return must be filed by April 30.

The Allowance for the Survivor is available to widowed spouses or surviving common-law partners who have little or no other income and meet the age requirement of 60 to 64 years.

Canada Pension Plan (CPP)

The federal government administers the Canadian Pension Plan. You contribute to CPP through employment or self-employment.

Retirement Pension

You may be eligible for a retirement pension if you worked and have made at least one valid contribution to CPP. The pension may start at age 65 or as early as the month following your 60th birthday, at a reduced rate.

A spouse, or common-law partner can apply to share CPP retirement pension payments if both are aged 60 or older. The pension can be shared even if only one partner has contributed to CPP.

Survivor Benefits

The CPP death benefit is a one-time payment to, or on behalf of, the estate of a deceased CPP contributor.

The survivor pension is a monthly pension paid to the surviving spouse or common-law partner of a deceased contributor.

The surviving child's benefit is a monthly benefit for dependent children of a deceased contributor. Children must be under the age of 18 or attending school full time from ages 18 to 25.

For more information about Federal Government Programs, call 1-800-277-9914, or visit www.servicecanada.gc.ca

Veterans Affairs Canada

Canada offers a number of services and benefits to qualified veterans and certain civilians as well as their dependents and survivors. These services include disability pensions for service related injuries, financial support allowances and benefits such as home help care, health care, funeral and burial assistance.

For more information, call 1-866-522-2122 or visit Veterans Affairs Canada Website at www.veterans.gc.ca.

Provincial Government Programs

The Government of Alberta offers a number of financial assistance programs for seniors.

To be eligible, you must be 65 years or older and have lived in Alberta for at least three months prior to applying, are a Canadian citizen or have been admitted into Canada for permanent residence as a landed or sponsored immigrant.

The Alberta Seniors Benefit, Dental and Optical Assistance for Seniors and Special Needs Assistance for Seniors are income based. Your applicable income information is obtained directly from the Canada Revenue Agency with your permission and is used to determine your eligibility for assistance. You must complete a Seniors Financial Assistance application form. You need only apply once.

To apply for the Seniors Property Tax Deferral program, you must complete a Seniors Property Tax Deferral application and agreement form. This program is not income based.

Alberta Seniors Benefit

The Alberta Seniors Benefit program provides a monthly income supplement to federal incomes sources including Old Age Security and Guaranteed Income Supplement.

Eligibility is determined by the type of accommodation you live in, your marital/co-habitation status, your income including combined income with you spouse or partner and having lived in Canada for 10 years and are receiving the federal Old Age Security pension.

As of 2014, this benefit income eligibility for a single senior was annual income of $26,200 or less and couples with a combined annual income of $42,500 or less.

Special Needs Assistance for Seniors

This program provides a lump-sum payment to eligible low-income seniors to provide assistance with allowable extraordinary personal expenses. Allowable special needs include appliances, essential home repairs and some medical expenses.

A senior's total annual income and the expense requested are used to determine the amount funded. The maximum assistance available is $5,000 in a benefit year.

You must have applied to the Alberta Seniors Benefit Program or submit a Seniors Financial Assistance application. The annual income eligibility is the same as the Alberta Seniors Benefit.

Dental and Optical Assistance for Seniors

The Dental Assistance Program provides basic dental coverage, according to an approved benefit schedule to the maximum of $5,000 every five years.

The Optical Assistance for Seniors program provides assistance to a maximum of $230, towards the purchase of prescription eyeglasses every three years.

Seniors who receive the Alberta Seniors Benefit are automatically enrolled. The amount of coverage is based on your total annual income. The Seniors Financial Assistance application form must be completed.

As of 2014, assistance is available to a single senior with a total annual maximum income of $31,675 or a senior couple with a total annual maximum income of $63,350.

Alberta Blue Cross processes the dental and optical claims. You will need to submit your Personal Health Number.

Alberta Blue Cross either issues payment to the service provider or the senior depending on how the claim is submitted. If there is a difference between the amount covered by the program and the cost, you are expected to pay the difference.

You can call Alberta Blue Cross at **1-800-661-6995**, to find out how much of your dental/optical work is covered. If you pay the full bill, you can obtain an Alberta Blue Cross Claim Form from your service provider or online at www.ab.bluecross.ca.

Seniors Property Tax Deferral Program

The program allows eligible senior homeowners to defer all or part of their annual residential property taxes through a low-interest home equity loan with the Alberta Government.

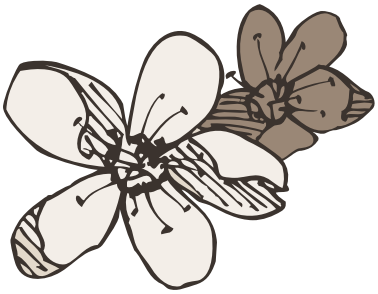
To qualify, your home must be your primary residence and you must have a minimum of 25% equity in your home. All charges registered against your home in a Land Titles Office cannot exceed 75% of your home's assessed value as shown on your municipal assessment.

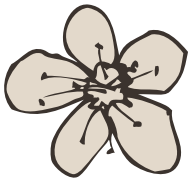
Interest charges start from the date the program pays your residential property taxes to your municipality on your behalf. Interest ends when your loan has been repaid in full. The interest rate is variable and reviewed every six months in April and October.

To apply, you must complete a Seniors Property Tax deferral application and agreement form. It is recommended that you apply as early as possible before residential taxes are due to avoid late penalties.

All registered owners must sign the application form.

For more information on provincial government financial assistance programs for seniors or to request a Seniors Financial Assistance application, contact, Alberta Seniors by calling 1-877-644-9992 or visit the website at www.seniors.alberta.ca





Health Resources and Services

Cora had a fall, breaking her hip and hitting her head. While she was in hospital, it was clear she would need to reassess where she was going to live as she now needed help managing. The Home Care Case Manager came to see her in hospital to set up proper supports for Cora to return home. Her daughter, Beth, was able to come and stay with her for a few weeks while everything was sorted out. Once she was at home, the Case Manager came and completed an assessment. Cora, Beth and other family members sat down with the Case Manager to discuss the assessment results and what they meant. Since Cora was facing a long recovery and had been struggling with memory loss, it was determined that a move was needed. The next step in the process was to research preferred living option sites. Cora had discussed this possibility with the family at an earlier time, so they were aware of her past and current preferences and needs. They were able to contact the sites and arrange tours and meetings on site to ask questions. They used the AHS new "Information and Decision Making Guide for Patients and Families", finding it helped them follow the necessary steps as well as have a place to record their research findings.

The fall changed Cora's health and housing choices sooner than she had planned. It was hard to give up her house, garden and independence but Cora knew she now needed more help. The Home Care Manager's support, the services she was able to put in place to assist in the transition time and the process for moving into the right living situation helped to make everything easier.

What are the care and supports available to meet health needs?

Your changing health circumstances may require additional health resources and services.

Alberta's health care system has a range of programs and services in place to help. Continuing care includes home care, supportive living, long-term care, hospice and end of life care.

The entry to the Continuing Care System is through **Home Care** by calling **1-855-371-4122**. You can also dial **811** to speak to a health professional at the Alberta Health Services **Health Link**.

Home Care

Home Care is a provincially funded personal and health care service for clients of all ages living in a private residence or other private residential settings such as a suite in a retirement residence.

Anyone living in Alberta with a valid health care card can receive Home Care services as long as their needs can be safely met in their place of residence.

Home Care is a good starting point to help figure out health and social services available and right for your needs.

Home Care helps Albertans who are ill or whose health has declined significantly to remain well, safe and independent in their own homes for as long as possible.

The Home Care Program provides health promotion, assessments, treatments, rehabilitation and home support.

When you enter the Home Care Program, you will be assigned a Home Care Case Manager to help you find the services you need.

Home Care Case Manager uses standardized assessment tools to identify your needs and will link you with the services that are right for you and are available in your community.

They also assist in accessing medical supplies or equipment that you might need.

Together with your Case Manager, you will develop a personal care plan.

Health Care services will be provided to you by a team of skilled individuals who support you to continue living in the community with you and your family as active partners in the care team.

How are decisions made as to what support and care is needed and/or whether a move to a different setting is needed?

Seniors Living Options Assessment

If possible, assessments are completed at home with you and your family actively involved in the process. The goal is to keep you at home if at all possible or to identify the type of care setting that would meet your needs if you can no longer manage at home.

Alberta Health Services uses the interRAI Assessment tool to measure clinical status.

The Home Care Case Manager and a team of health-care professionals build the comprehensive assessment of health needs on this tool as a foundation and are able to make an objective recommendation.

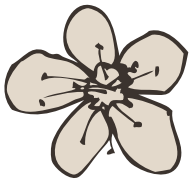
The interRAI assessment, RAI-HC is used across Canada, the U.S, Europe, Asia and Australia. It was developed by a panel of geriatric specialists and is updated on an ongoing basis.

The Home Care Case Manager uses this standardized assessment tool to help identify your strengths, abilities and challenges in a single test.

The assessment can help identify problems you may be having and strategies to address these problems.

Using the information from the assessment, and in consultation with you, your family and other members of your health care team, your Case Manager will compare your needs to available living settings and make a recommendation about the most appropriate care level for you.

Your Case Manager will then give you information about specific living options that provide the level of care you need in the community where you want to live. You and your family will be given time to visit some of these living options and will be asked to name your most preferred site.



Seniors Living Options Assessment continued

If there is no space immediately available in the living option you prefer, your name will be placed on a waitlist for that site. If you urgently need to move or if you are in an acute care hospital, you may be asked to move to a temporary living option other than the one you prefer while you wait for space in your most preferred site. If this is not acceptable, your Case Manager will work with you to identify alternative temporary solutions while you wait for your most preferred location. It is important to know that you will not be able to wait in acute care.

After you have been assessed and your name placed on a wait list, it is important that the move to the right level of care takes place as soon as possible. The Case Manager is available to help find information and answer questions.

What is Continuing Care?

There are differences between the various levels of supportive living facilities in Alberta. Each level provides an increase in the amount or level of care required for residents.

Residential Living
(Also known as Supportive Level 1 or SL1)

Residential living settings are private accommodations in seniors housing facilities, run by a private operator. Residents pay for security, ground care and private accommodation.

Residents provide their own medication, medical supplies, furniture, toiletries and daily living aids such as walkers or assistance devices for toileting.

Scheduled care such as bathing, help with medications and wound care is provided by Home Care.

Additional services such as light meals or housekeeping may be available for an additional fee.

Lodge Living
(Also known as Supportive Living Level 2 or SL2)

Lodge living is designed for functionally independent individuals who are able to arrange, manage and plan their own care and can manage day-to-day activities.

Lodges are privately run and vary in the level of services provided.

They offer social, leisure and recreational opportunities.

In a lodge living setting, residents live in a private suite. 24-hour non-medical staff is available on site.

A private suite, meals and maintenance are included in the monthly fees.

Residents provide their own medication, medical supplies, furniture, toiletries and daily living aids.

Home Care provides scheduled care for services such as bathing, help with medication and wound care.

Other services such as housekeeping, personal laundry services and recreation are available at an additional cost.

Designated Supportive Living (Also known as Supportive Living Level 3, 4 or 4-Dementia or SL3, SL4 or SL4D

SL3 is designed for individuals who are medically stable, may be living with mild dementia with no known risk of wandering, able to move independently or with support from one person, can use a call system for help and are experiencing increased care needs.

Designated supportive living settings are provided through a partnership with an operator, with funding by Alberta Health Services for the health care support services.

Designated Supportive Living (Also known as Supportive Living Level 3, 4 or 4-Dementia or SL3, SL4 or SL4D continued

Entry is based on an assessment of the individual's needs and is a collaborative process between Alberta Health Services and the housing operator.

SL3 or Supportive Living 3 facilities provide accommodation and meals, as well as on-site services such as medication assistance and personal hygiene care.

Residents provide their own medications, medical supplies, furniture, toiletries and daily living aids.

Health care aides that are on-site 24 hours a day to support other needs provide scheduled care such as bathing or medication assistance.

Home Care provides professional health services. A Registered Nurse is available 24 hours on call for support to the on-site health care aides.

Supportive Living Level 4

SL4 is best suited for residents who have complex medical needs that are predictable and can be safely managed with onsite, professional nursing (Licensed Practical Nurse) and the direction of a Home Care Case Manager.

There may be complex physical needs or chronic disease management requiring more intensive assistance with daily activities such as meal assistance, mechanical lift transfers, mobility assistance and toileting care. There may be varying levels of dementia.

SL4 facilities provide accommodation and meals as well as personal hygiene and medication assistance. Room cleaning is provided.

Residents can decorate and personalize their living space with bedroom furnishings and special belongings.

Supportive Living Level 4D

SL4-Dementia residences are designed for individuals with moderate to severe dementia, who may have a high risk of wandering and unpredictable behaviors but are not a safety risk to others.

Dementia Cottages have the same level of care provided as SL4 but are able to provide added safety to protect the individual and other people.

Long Term Care

Long-term care facilities are designed for individuals with complex and unpredictable health needs who require 24-hour on-site Registered Nurse assessment and/or treatment.

Long-term care may be the right place if there is: serious fluctuations in health status requiring immediate professional health assessment, medication management, and/or unpredictable or unstable behavior that place the individual or another at risk.

Rooms are furnished with a hospital bed, dresser and closet with residents being encouraged to bring small, special items from home to create a more personalized space.

Accommodation and meals are provided as well as most medications and healthcare supplies.

What is the Difference between publicly funded and privately funded care?

When entering the continuing care system, there is an assignment of a Home Care Case manager, who will work with the individual to assess unmet healthcare needs.

The healthcare services (including personal care) required to meet assessed healthcare needs are provided by Alberta Health Services at no cost to the individual. These services are publicly funded.

Privately funded care refers to any healthcare services that an individual chooses to purchase for him/herself. These services may be outside of the assessed need of the individual as identified by a Home Care Case Manager but are identified and paid for entirely at the discretion of the individual.

Both private and publicly funded healthcare continuing care facilities are available in Alberta.

Privately funded care facilities can be accessed without a referral from an AHS Case Manager. Individuals apply to the independent housing operator and become a tenant in a residential setting. The housing operator sets services and fees and the resident pays directly to the operator.

An individual can still receive publicly funded home care services and supports while living in their own home or privately funded facility. A Case Manager will assess the unmet needs of the individual and authorize personal care and health services. These may be contracted to an agency to supply the service but will be provided as publicly funded services.

When more intensive supports are needed, a publicly funded supportive living or long term care option may be required. A Home Care Case Manager helps coordinate the application for this level of care, which will provide a higher level of personal care support and assistance with health care.

Some people also chose to move into supportive living settings and pay for additional personal and/or health care services privately. They may receive a combination of publicly funded services based on need and the private services they have coordinated for themselves. Individuals receiving publicly funded care and private services may reside in the same setting.

Palliative and End of Life Care

Is a philosophy and approach to care that enables individuals with a life limiting and/or life-threatening illness to receive integrated and coordinated care.

This care incorporates patient and family values, preferences and goals of care spanning the disease process from early diagnosis to end of life, including bereavement.

Palliative care aims to improve quality of life for patients and families through the prevention and relief of suffering using early identification, comprehensive interdisciplinary assessments and appropriate interventions.

Resources

To access any of the **Continuing Care Programs**, call **Home Care** at **1-855-371-4122** or dial **Health Link** at **811** to speak with a health professional who will assess the best plan for you and assist in taking the next step.

There are a number of resources available to help you access and move through the available Alberta Health Services Continuing Care services. One of these resources is an excellent **Information and Decision Making Guide for Clients moving to a Designated Living Option** from the community or hospital.

These resources are available on the Continuing Care HomePage at: **www.albertahealthservices.ca/continuingcare**.

Crossroads Day Program

The Crossroads Day Program is a service for people in the community who need support and assistance to maintain their independence in their own home.

Program participants continue to live at home and come to the program during the day for a variety of social programs. The program operates out of the Rosehaven building and is scheduled from midmorning to midafternoon.

The program provides socialization, recreation and leisure activities as well as special diets and family education and support.

To be eligible to attend, participants must be registered as a Home Care client and be assessed as requiring a type of Wellness Services. Participants also need to have ongoing supervision from a local doctor, be able to function in the group, be able to attend on a regular basis and be living in the community.

The program welcomes individuals with memory problems and chronic health issues.

Anyone can refer to the program; however, Home Care can assist with the referral process.

For more information, call the Coordinator at **780 679-3045/3046**.

Geriatric Assessment Program – Camrose Primary Care Network

The Geriatric Assessment Program is available to patients who are 65 years and older and are experiencing frequent falls, signs of memory loss or established dementia, bladder concerns, decreased mobility and difficulty coping in their own home or community.

Once a referral has been received from your family doctor, the PCN Geriatric Team partners with a Mental Health Seniors' Outreach Team member to complete an initial assessment. An assessment is then made by the Care of the Elderly Physician.

The Geriatric Assessment Program will work with the individual, family and family doctor to develop a personalized care plan.

Talk to your family doctor for a referral or contact the PCN at 780 **780-672-5034**.

Alberta Health Services – Community Addiction and Mental Health

Seniors Mental Health Services

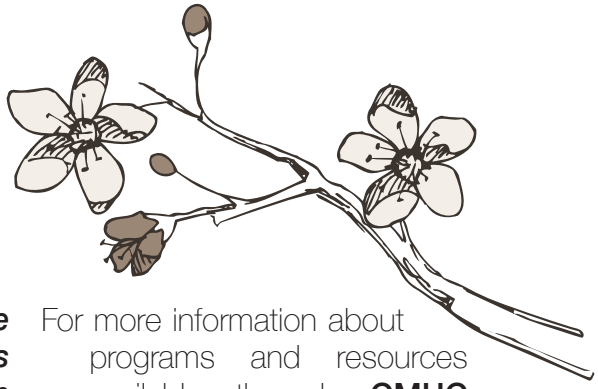
Services are voluntary and provided to individuals generally over the age of 65 who may have experienced cognitive, behavioral and/or functional changes and are presenting with complex mental health disorders.

Services include assessment, treatment, referral and consultation to other service providers. Home visits are provided if needed as well as psychiatric consultation and medication monitoring and counseling.

A Personal Health Care Number is required to receive services.

For more information, please call **780-679-1241**.

Housing Options



Vera has lived in her house for the last 20 years. She likes the location and her neighbors but is finding the 3 flights of stairs more difficult to manage. Snow shoveling was a challenge in winter and maintaining the yard was a burden at the other times of the year. Her health has been stable so Vera was looking at housing options for seniors who were able to live independently. Her friend, Becky, had just moved into an apartment in a senior's facility. When Vera went to visit Becky, she was impressed with her friend's new living space as it had features that Vera was looking for in downsizing.

Vera talked to her family and they came with her to tour the seniors housing options available in Camrose. After the tours, Vera and her family sat down to look again at the information they collected and talk about what Vera wanted and needed in her new home. They finally decided on the best option and went ahead in the next steps in the process in applying to live in her first choice.

Vera was pleased she was making this move when she was still healthy and able to enjoy her time more without the worries of taking care of her house. She will miss her neighborhood and garden. New opportunities to meet people and take part in some of the fun activities available in her new living space have helped make the transition easier.

Where do seniors live?

According to the Long Term Care Canada website, there were 4,945,000 seniors in Canada in 2012.

92.1 % lived in their own homes, 7.9% lived in collective dwellings, 0.8% lived in other collections, 7.1% lived in special care facilities, 4.5% lived in nursing homes, chronic care or long-term care hospitals and 2.6% lived in residences for senior citizens.

Your choice of where to live hinges on whether you wish and are able to stay in your current home and community or prefer to live in a location that requires lower maintenance and provides additional support.

Canadian Mortgage and Housing Corporation, Canada's national housing agency, has programs such as the **Home Adaptations for Seniors Independence Program** to help pay for home adaptations such as handrails, storage and door handles, bathroom modifications and installing reachable cupboards.

There is an excellent free booklet available from CMHC called **Maintaining Senior's Independence – A Guide to Home Adaptations**.

For more information about programs and resources available through **CMHC** call **1-800-668-2642** or visit the website at **https://www.cmhc-schl.gc.ca** under Information on Aging in Place

What are the seniors housing options in Camrose?

There are two organizations that provide health and housing services for seniors in Camrose.

A non-profit organization, The Bethany Group operates as a management body maintaining a strategic partnership with local community boards and the Government of Alberta. The Bethany Group manages programs and services in over 20 communities across central Alberta.

Sunrise Village is a private supportive living residence serving seniors 60 and over and is professionally managed by Continuum Health Care. Sunrise Village has locations in Camrose, Lethbridge, Olds, Ponoka, Wetaskiwin and High River.

What are the seniors housing options in Camrose? continued

The Bethany Group

Under Housing Services, The Bethany Group provides a wide range of housing options for seniors including Lodge Living, Seniors Self Contained Apartments, Independent Living and Residential Living. Housing services are accessed by directly applying to The Bethany Group.

Under Health Services, The Bethany Group operates Long-Term Care and Designated Supportive Living. Health Services are accessed through the Alberta Health Services Home Care Assessment process.

Visit the website at www.thebethanygroup.ca to download Information Brochures on specific living options.

The Bethany Group Housing Services - Lodge Living

Rosealta Lodge has undergone an expansion of 40 units to the existing 65-room lodge.

Services provided include basic room furnishings if required, weekly housekeeping including laundering of towels and linens, three meals a day as well as daily snacks, resident laundry room, building security, 24-hour non-medical staffing, access to community-based services and activities.

The local management body sets the Lodge rates.

All applications are rated according to a provincial priority rating system based on the following five areas including income, risk in current housing situation, degree of independence, housing needs and special circumstances.

Call **780-679-0851** for more information.

Seniors Self-Contained Apartments

The Bethany Group is the management body for subsidized apartment housing for low-to-moderate-income seniors who are able to live independently.

The three buildings available in Camrose are Heritage Manor, Parkview Place and Wildrose Villa.

Services provided are: private suites, maintenance, security, elevators, laundry facilities as well as lounge and hobby areas.

Rent is based on 30% of a household's adjusted income. In the case of a couple or two people sharing an apartment, the rent is based on their combined incomes.

Heat, water, sewer and garbage removal is included in the rent. Electricity, telephone, parking and TV charges are the responsibility of the tenant.

To be eligible, seniors must be functionally independent with possibly some support from community based services such as Home Care and whose income is not sufficient to rent private sector accommodations.

An application for accommodation and medical information form must be completed before taking part in a personal interview, which will determine eligibility.

Eligibility is based on a point-scoring system set by the Government of Alberta with placement determined by need rather than date of application.

Call the Housing Office at **780-679-2002** for more information.

Independent Living/ Life Lease Living

Life-lease housing is available to individuals and couples 55 years and older. The Bethany Group owns 3 life-lease buildings in Camrose: Lakeside Village, Hillside Village and Brookside.

Residents purchase the exclusive right to occupy an apartment for the rest of their lives. After paying an initial life-lease payment, monthly fees pay for the operation and maintenance of the building including property taxes, parking, utilities, yard care, snow removal and janitorial services. Monthly fees are based on the size of the unit.

Independent Living/Life Lease Living continued

If health status changes and higher levels of care are needed, The Bethany Group will work with the resident to find a more appropriate home.

Services include: elevator, common lounge, security features, balconies and decks, parking spaces, emergency call system and storage.

Call the Life-lease and Residential Manager at **780-679-5464** for more information.

Residential Living

Deer Meadows in Camrose offers 80 self-contained suites ranging in size from studio to two-bedroom.

Each suite has a fully equipped kitchen, wheelchair accessibility and a sit-down shower.

There are common areas throughout the building where residents can participate in a variety of activities as well as entertain guests and visit with other residents.

The core service package includes: one home-cooked meal per day, suite rental, utilities, parking, emergency response system, laundry facilities, access to common lounges and activities.

Additional fee-for-services such as in-suite housekeeping and laundry and breakfast and/or evening meals can be arranged on an individual basis.

For more information, call the Life-lease and Residential Manager at **780-679-5464**.

The Bethany Group Health Services

Designated Supportive Living (DSL) and Long-Term Care

Designated Supportive Living and Long-Term Care are part of the Alberta Health Services Continuing Care System, which was described in the Health Resources and Services Section.

The entry access point to the Continuing Care System is through **Home Care** by calling **1-855-371-4122**.

The Bethany Group operates DSL Level 3 at Faith House and Viewpoint in Camrose.

DSL Level 4D is offered at Memory Lane and Level 4 is provided at Bethany Meadows (Pine and Spruce cottages).

Bethany Meadows offers Long-Term Care to 65 residents at Oak & Maple, Cedar & Willow and Aspen & Birch Cottages.

Sunrise Village

Sunrise Village offers private Supportive Living as well as Designated Supportive Living in conjunction with Alberta Health Services.

The 82 Designated Supportive Living (SL4) units are accessed through **Home Care** by calling **1-855-371-4122**.

Private Supportive Living

One and two bedroom suites are available for individuals and couples. Apply directly to Sunrise Village to access the private supportive living suites.

Services provided include staff available 24 hours and an on-site Manager, weekly housekeeping and linen service, maintenance, emergency response system, resident laundry facilities and utilities including phone and cable.

Three home cooked meals are provided daily along with snacks.

Common areas include a tea room, fitness and spa rooms as well as dining room and multipurpose lounge.

The Activity Coordinator organizes a wide variety of on-site fitness and leisure programs.

Private Supportive Living continued

Fee-for-service amenities include hair salon, guest dining, and personal laundry and ironing, foot care, plug-in parking, day trips and special crafts.

Guest suite rental is also available as well as guests are welcome to come for a meal with 24 hours notice and a small meal fee.

Depending on accessed needs, some personal care may be provided by Home Care or can be purchased separately from Sunrise Village.

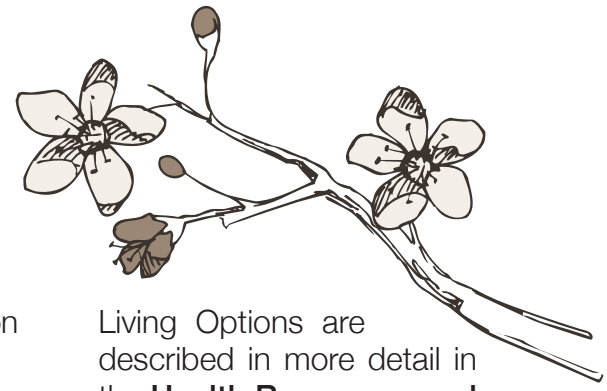
To become a resident, arrange to meet with the administrative staff to review floor plans and available suites. A completed Suite Reservation Agreement and a fully refundable deposit will be required to hold a suite.

Once suite selection has taken place, an application package is provided. The Application Package contains a number of forms to be completed including an Application for Residency and Physicians Health Assessment. A current family doctor must complete the Physicians Health Assessment. The completed forms are returned to the Manager for review. An interview will take place with the Manager to complete the application process.

The Guest Suite can be used for respite care for short-term assistance such as post surgery care or to cover off caregiver vacation time. Contact Sunrise Village for information on this option.

Call **780-672-2746** for more information. Visit the website at **www.sunrisevillages.com/camrose**.

Navigating the System



There are a number of **entry points** in the system depending on your circumstances and needs at the point of transition.

Finding the right place to start the process can be challenging but once an initial call has been made, services have a process to assess and sort out your needs. If you require different types of service, most organizations are able to redirect you to the right resource.

The system entry points have been organized around **Health, Housing and Community**.

Health

Home Care/Continuing Care

If your needs are health based or you have not been assessed through Home Care, the entry point for a health-based assessment and referral through the Continuing Care System is started by calling **Home Care** at **1-855-371-4122**. You can also call the **Alberta Health Services Health Link** at **811** to speak to a health professional who will arrange for your assessment.

When you enter the Home Care Program, you will be assigned a Home Care Case Manager to help you find the services you need by using a standardized assessment tool to identify your strengths, abilities and challenges.

If you are able to stay in your current living situation, your Home Care Case Manager will develop a personal care plan that will link you to the services that are right for you and available in your community.

The assessment may identify your current home is not the best place for you. Using the assessment information and in consultation with you, your family and health care team, the Case Manager will compare your needs to available living settings and make a recommendation about the most appropriate care level for you.

If there is no space immediately available in the living option you prefer, your name will be placed on a waitlist for that site. If you urgently need to move or if you are in an acute care hospital, you may be asked to move to a temporary location while you wait for space in your preferred site. Your Case Manager will work with you to find an alternative temporary solution while you wait for your most preferred location.

Designated Supportive Living and Long Term Care are only accessed by referral from **Home Care**. The Levels of Care Living Options are described in more detail in the **Health Resources and Services Section**.

Contact your Home Care Case Manager if your health circumstances change as the assessment can be repeated to identify any changes that might require an updated personal care plan and new recommendations regarding your care.

Geriatric Assessment Program – Camrose Primary Care Network

To access the Geriatric Assessment program talk to your family doctor about making a referral. You can also call the **Primary Care Network** at **780-672-5034** for more information.

Once your family doctor has made a referral, the PCN Geriatric Team partners with a Mental Health Seniors Outreach Team Member to complete an initial assessment.

An assessment is then completed by the Care of the Elderly Physician.

The Geriatric Assessment Program will work with you; your family and family doctor to develop a personalized care plan which will include any necessary referrals to other services. Follow up is provided at regular intervals throughout involvement with the Geriatric Assessment Program.

Housing

The Bethany Group Housing Services

If your needs are not health related and you are considering housing options available through **The Bethany Group**, you will need to contact the appropriate housing service to enter the housing system. The Bethany Group is a non-profit organization that operates as a management body maintaining partnerships with local community boards and the Government of Alberta.

To apply to **Rosealta Lodge**, call **780-679-0851**.

To apply for **Subsidized Seniors Apartment Housing, (Heritage Manor, Parkview Place and Wildrose Villa)**, call the **Housing Office** at **780-679-2002**.

To apply to **Life Lease Living, (Lakeside Village, Hillside Village and Brookside) and Residential Living (Deer Meadows)**, call the **Life-Lease and Residential Manager** at **780-679-5464**.

Sunrise Village

If your needs are not health related, apply directly to **Sunrise Village** to access the private supportive living suites by calling **780-672-2746**. Sunrise Village is a private supportive living residence and is professionally managed by Continuum Health Care.

Community

Camrose and District Home Support Services

If you require assistance for household tasks and meal preparation to maintain your independence in your own home, The Home Support Program provides in-home support on a short term and long term basis.

Home Support is a registered society operating under Camrose and District Support Services (CDSS).

The Homemaker Service will assist with routine cleaning, laundry, shopping, meal preparation and emotional support.

The cost is identified on an income assessment based on the net household income from line 236 on your most recent income tax return. 2015 rates range from $15 to $18 per hour based on your income and are reviewed yearly.

The Home Support Program maintains a list of private housekeepers and other household assistance such as snow shoveling. Any providers on this list must submit references and a criminal record check. This list is updated on a regular basis.

Meals on Wheels is a registered society operating under Camrose and District Support Services providing hot nutritious meals delivered during the noon hour by volunteers Monday to Friday (not including statutory holidays).

Frozen main course entrees are available for pick up or can be delivered to anyone receiving the hot meal program. The 2015 rate for the hot lunch is $8 while the frozen meal is $7.

For more information and to speak to the Director, call 780 672-0141.

Community continued

Service Options for Seniors Camrose (SOS Program)

If you require information and assistance accessing programs and services for seniors, the **SOS Program**, can help you sort out financial, legal and support services you may be eligible for to maintain your independence.

A free information, referral and advocacy program, **SOS** is a registered society serving seniors and other community members who may benefit from support.

Assistance is given to seniors to access and apply for needed programs, services and supports to help maintain independence.

Information is available on a wide number of local, provincial and federal programs geared towards seniors.

Community information presentations are provided on Senior Services Information, Fraud Prevention and Awareness as well as on Wills, Personal Directives and Power of Attorney.

SOS offers a volunteer income tax program for low-income seniors, individuals and the disabled.

For more information and to make an appointment, call **780-672-4131**.

The Difference Between Publicly Funded and Privately Funded Care

When entering the Continuing Care System, you will be assigned a Home Care Case Manager, who will work with you to assess your unmet healthcare needs.

The healthcare services (including personal care) required to meet assessed healthcare needs are provided by Alberta Health Services at no cost to you. These services are publicly funded.

Privately funded care refers to any healthcare services that you choose to purchase for yourself. These services may be outside of the assessed need as identified by your Home Care Case Manager. Since you have chosen to purchase these services, they will be paid for privately at your discretion.

Both private and publicly funded healthcare continuing care facilities are available in Alberta.

Privately funded care facilities can be accessed without a referral from an Alberta Health Services Home Care Case Manager. You apply to the independent housing operator and become a tenant in a residential setting. The housing operator sets the service and fees, which you pay directly to the operator.

You can still receive publicly funded Home Care services and supports while living in your own home or privately funded facility. Your Home Care Case Manager will assess your unmet needs and authorize personal care and health services. These services may be contracted to an agency to supply the service but will be provided as a publicly funded service.

When more intensive supports are needed, a publicly funded supportive living or long term care option may be required to meet your assessed needs. Your Home Care Case Manager will help coordinate the application for a higher level of personal care support and assistance with your health care.

You may chose to move into a supportive living setting and pay for additional personal and/or health care services privately. You can receive a combination of publicly funded services based on the assessment of your needs and the private services you have coordinated for yourself. You may receive publicly funded care and private services in your living option setting or your own home.

Working Effectively with your Healthcare Team

Your health care professionals are key players in assisting you and your family as the appropriate diagnosis and treatment can make a big difference in your quality of life.

Good communication is essential in ensuring that everyone is able to work effectively together with you to provide the best care plan to meet your needs.

Your family is also an important support to you as you navigate through the system.

Your family and/or friends can supply "collateral information" by providing their observations and can help you write down a list of questions. They can also be a second "set of ears" to hear what the doctor says and help you review the information after your doctor's visit.

Start a notebook that helps you keep track of medical information as well as a place to write down your questions and the answers to your questions.

If you don't understand something, ask for clarification.

When you have a concern, take some time ahead of the conversation to organize your thoughts and approach the situation with curiosity.

Stay calm and polite using "I statements" when you are speaking rather than making it personal.

Listen to understand the other person's point of view.

Work towards trying to find a solution that meets your needs and avoids the fears of everyone involved.

In organizing your thoughts, ask what is the **Situation**? What is the relevant **Background** to consider? What is your **Assessment** of the issue and need? What is your **Request**, **Referral** or **Recommendation**?

Ask your healthcare professionals to explain their roles and how they can help you. It is beneficial to know who is the most likely to be able to help you solve specific problems.

If you are advocating on behalf of your parent, be aware that confidentiality prohibits healthcare professionals from revealing private healthcare information about another person. If possible, the best way for everyone to work effectively together is to ensure that your parent is a part of the conversation. If this is not possible, then your parent will need to give their written permission or there be a legal arrangement in place such as you acting as your parents' agent in the case of Advance Care Planning or you having Power of Attorney.

Office of the Seniors' Advocate

As a part of the Office of the Health Advocate, the Seniors' Advocate helps seniors, their families and their caregivers navigate the health care and continuing care systems and provides information on support programs and services for seniors. The Seniors' Advocate also receives concerns and complaints about systems and services as well as making referrals to the appropriate channels for resolution.

The Seniors' Advocate helps seniors and their families understand and access seniors' services, requests inspections and investigations related to care in senior's facilities and provides education on the rights and interests of seniors.

For more information or to contact the Office of the Seniors' Advocate, call **780-422-1812** or visit the website at www.albertahealthadvocates.ca.

APPENDIX A Preparing for "Aging in Place"

Checklist Exercise

The Government of Canada defines Aging in Place as "having access to the health and social supports as well as the services you need to live safely and independently in your home or community as long as you wish and are able".

Thinking about the future and being prepared will give you more control about your future decisions, independence and quality of life. The following exercise may be helpful for you to determine what is best for your future.

My Home

- ☐ My home is near services, family and friends
- ☐ I have transportation options if I am unable to drive
- ☐ It would be helpful to have modifications like handrails or a chairlift to make it easier to live at home
- ☐ I can afford to continue living in and maintaining my current home if finances change
- ☐ My home is designed so I can live safely if my mobility changes and I can no longer manage stairs
- ☐ I can make my home safer by removing loose rugs or cords to avoid falls
- ☐ I feel safe in my home and community
- ☐ I have or would like to have a home monitoring system or personal response system
- ☐ My community is senior friendly and easy to navigate
- ☐ I know what other housing options there are in my community and who to contact for more information

My Finances

- ☐ I have the finances to pay for services I may need such as cleaning or maintenance
- ☐ I know what assistance and benefits I am able to receive
- ☐ I have named a Power of Attorney if I become unable to look after my finances
- ☐ I have an up to date will
- ☐ A trusted family member or friend knows where I keep my important papers
- ☐ I know how to protect myself from financial abuse or who to call if I have questions
- ☐ I know which services are free and what has a cost

My Health

- ☐ I know my diet is important and I eat well and wisely
- ☐ I have regular appointments with my medical doctor, dentist, hearing and eye care health professionals
- ☐ I know what my medications do and take them as required
- ☐ My Personal Directive is in place to assist if I enter a care situation and am unable to make decisions for myself
- ☐ I have a Green Sleeve with my up-to-date Advance Care Planning documents kept on or near my refrigerator
- ☐ I could get Meals on Wheels or other food service if I desire
- ☐ I know what is offered by Home Care or Homemaking Service
- ☐ I know how to access loaner equipment from Home Care
- ☐ I am familiar with senior specific community programs

My Supports

- ☐ I know about Service Options for Seniors (SOS Program Camrose) and how it can help me
- ☐ I have a copy of the Camrose and District Help Book
- ☐ I have help if needed with grocery shopping, pet care, personal grooming, getting to my medical appointments, church or other recreational or social activities
- ☐ I know what to do if I feel threatened by fraud, emotional or physical abuse
- ☐ I have friends and family that I see on a regular basis
- ☐ Accepting that I need help may not be easy, but if I find out about services before I need them, it will help me make decisions before there is an emergency or crisis

My Resources

Camrose and District Help Book (Camrose and District Support Services – CDSS)

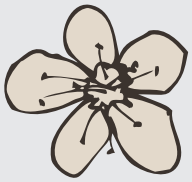
Meals on Wheels
Home Support Program
780-762-0141
www.camrosefcss.ca

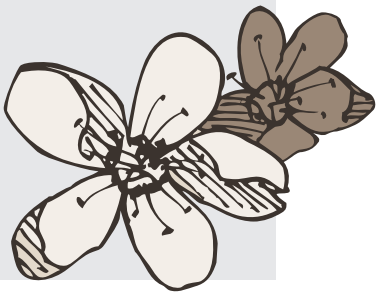
Home Care
1-855-371-4122

Service Options for Seniors
(SOS Program Camrose)
780-672-4131
www.soscamrose.com

Government of Canada
www.seniors.gc.ca

Government of Alberta
www.seniors.alberta.ca





Supports for the Journey

Community and Information Supports

Alberta Caregivers Association

Provides information and support to caregivers in Alberta through information, workshops and community caregiver groups.
Telephone: **780-453-5088**
website **www.albertacaregivers.org**

Alberta Council on Aging

An independent non-profit organization, the Alberta Council on Aging works to improve the quality of life for seniors through education of seniors and the public as well as advising government on issues affecting seniors.
Telephone: **780-423-7781**
website **www.acaging.ca**

Alberta Supports

Information is provided on social-based programs and services offered by the Government of Alberta. There is a comprehensive section on services to seniors.
Toll-free: **1-877-644-9992**
website **www.albertasupports.ca**

Camrose and District Senior Centre Society

Located at the Mirror Lake Centre, the recreational centre for seniors 50+ offers a variety of activities and activity groups.
Telephone: **780-672-7022**
website **www.camroseseniorcentre.com**

Camrose and District Support Services

The FCSS program for Camrose and area, CDSS services provide information and referral as well as a wide variety of programs to strengthen individuals, families and communities. CDSS also publishes the Camrose and District Help Book. The on-line searchable database for local Clubs and Organizations and the Help Book are located on the CDSS website.
Telephone: **780-672-0141**
website **www.camrosefcss.ca**

Camrose Public Library

The services provided include lending books, magazines, electronic books, movies, music and public use of computers. The library offers programs and special events. Camrose City Membership is free.
Telephone: **780-672-4214**
website **http://cpl.prl.ab.ca**

Camrose Women's Shelter

Operates a 22-bed residence for women and children experiencing domestic violence or crisis. Offers counseling, groups, information and referral as well as outreach transition services.
Crisis line: **780-672-1035**

ElderCareCanada

Provides information for family members seeking advice and assistance in caring for aging parents.
Telephone: **416-487-6248**
website **www.eldercarecanada.ca**

Emergency Clothing and Furniture Depot

Clothing, furniture and housewares are provided to anyone in need upon referral from a Human Service Agency or Church.
Telephone: **780-608-1681**
website **www.centracam.ca**

Family Violence Action Society

Provides information and support services around elder abuse as well as individual and group counseling for men (Changing Ways) and women (Choices). Community information presentations are also available.
Telephone: **780-672-0141**
website **www.camrosefcss.ca**

Neighbor Aid Center/Food Bank

Neighbor Aid Center works with churches and the community to help those in need with transportation and referrals as well as operating the Food Bank held on Tuesdays, Wednesdays and Thursdays from 9:00-11:30 am. Martha's Table, provides lunches 3 days a week at various churches.
Telephone: **780-679-3220**
website **www.neighboraid.ca**

Rose City Handivan Society

Provides specialized transportation for people with mobility aids, senior citizens with physical disabilities and other residents who are unable to use other more typical modes of transportation.
Telephone: **780-672-8777**

Supports for the Journey

Seniors Advisory Council for Alberta

As a government appointed body, the Seniors Advisory Council for Alberta consults with seniors and seniors' organizations to gather suggestions and gives feedback to Government on policies and legislation affecting seniors, programs and services for seniors.

Telephone: **780-422-2321**

website **www.seniors.alberta.ca**

Seniors Programs and Services – Government of Alberta

The website provides information about provincial programs and services for seniors.

website **www.seniors.alberta.ca**

Service Options for Seniors (SOS Program Camrose)

Provides information and assistance accessing Federal, Provincial and local programs and services for seniors. SOS offers a volunteer income tax program as well as community information presentations on topics of interest to seniors.

Telephone: **780-672-4131**

website **www.soscamrose.com**

Counseling Supports

Addictions Helpline (Alberta Health Services)

A toll-free confidential service, the Addiction Helpline provides information, support and referral regarding alcohol, tobacco, other drugs and program gambling 24/7.

Toll-free: **1-866-332-2322**

Alberta Health Services – Community Addiction and Mental Health

Provides assessment, counseling, information and referral to individuals and family members around alcohol, drugs, tobacco, and problem gambling concerns.

Telephone: **780-672-1181**

website **www.albertahealthservices.ca**

Alberta Health Services – Community Addiction and Mental Health, Seniors Mental Health Services

Provides voluntary assessment, treatment and referral services to seniors as well consultation to other professionals.

Telephone: **780-679-1241**

Toll-free Mental Health Helpline:

1-877-303-2642

website **www.albertahealthservices.ca**

Canadian Mental Health Association – East Central Region

Provides assertive outreach support to individuals who are not receiving other supports and independent living support providing ongoing service to individuals whose mental illness has resulted in significant disability. CMHA operates a resource centre with drop in, educational and referral services available.

Telephone: **780-672-2570**

website **www.camrose.cmha.ab.ca**

Covenant Health St. Mary's Hospital – Psychiatry Unit

Offers a full range of inpatient and outpatient services including Adult Group Program Services. The Outpatient Walk-In clinic is held on Tuesdays on Unit 3 from 9:00 am to 4:00 pm.

Telephone: **780-679-6131**

website **www.stmaryscamrose.com**

Financial Assistance Supports

Please note that you must have an up-to-date tax return to be able to apply for and receive federal or provincial benefit programs. If you need help completing your income tax or need more information about programs and services for seniors, call the SOS Program Camrose at 780-672-4131.

Federal Government Programs

The Government of Canada administers the Old Age Security Program, Guaranteed Income Supplement, and the Allowance for the Survivor and the Canada Pension Plan.

Toll-free: **1-800-277-9914**

website **www.servicecanada.gc.ca**

Provincial Government Programs

The Government of Alberta administers the Alberta Seniors Benefit, Special Needs Assistance for Seniors, Dental and Optical Assistance for Seniors and the Seniors Property Tax Deferral Program.

Toll-free: **1-877-644-9992**

website **www.seniors.alberta.ca**

Veterans Affairs Canada

Veterans Affairs administers services and benefits to qualified veterans, their dependents and survivors as well as certain civilians. Services include disability pensions and financial support allowances and benefits such as home help care, health care and funeral assistance.

Toll-free: **1-866-522-2122**

website **www.veterans.gc.ca**

Money Mentors

Money Mentors is an Alberta based, not-for-profit credit counseling organization providing financial guidance through counseling, coaching and seminars. They are the exclusive provider of the Orderly Payment of Debt Program in Alberta.
Toll-free: **1-888-294-0076**
website **www.moneymentors.ca**

Health Supports

Alberta Aids to Daily Living

The Government of Alberta offers the Alberta Aids to Daily Living (AADL) program to assist Albertans with long-term disability, chronic illness or terminal illness. AADL helps in maintaining independence in the community by providing basic medical equipment and supplies to meet clinically assessed needs. AADL is a cost share program with provision for exemption for qualifying low-income Albertans. An assessment determines the clinical need for medical equipment and supplies. In Camrose, Home Care provides the assessment for clinical needs for this program.
Toll-free: **1-855-371-4122** for the local Home Care office or **1-877-644-9992** for the provincial program.
website **http://www.health.alberta.ca/services/aids-to-daily-living.html**

AB Brain Injury Network – North Central Region

Supports adults experiencing the effects of acquired brain injury. Assists survivors, their families and caregivers to access supports and resources in the community.
Telephone: **780-672-0257**

Alberta Health Services – Camrose Home Care

Provides Health Support Services for individuals living in their homes, community or supportive living settings to help maintain independence. Telephone assessment is completed to determine program eligibility. Services include Palliative Care, wound care, coordination of community and continuing care services as well as assessing for Alberta Aids to Daily Living products and equipment lending.
Toll-free: **1-855-371-4122**
website **www.albertahealthservices.ca**

Alberta Health Services – Community Rehab/Healthy Living Centre

The Healthy Living Centre is a central point for the community to access health information, programs and services in the areas of prevention and promotion, clinical rehabilitation and chronic illness. Services focus on facilitating client self management of their health, injury or illness through the services of occupational and physical therapy, speech pathology, respiratory, kinesiologist, dietician and a registered nurse.
Telephone: **780-608-8683**
website **www.albertahealthservices.ca**

Alberta Health Services – Public Health

Provides services to families, individuals and communities to promote wellness and prevent illness. Routine immunizations are provided by appointment as well in through adult clinics and travel health clinics. The annual influenza campaign offers immunization to all eligible individuals. Other services include: communicable disease surveillance, follow up and prevention management as well as health promotion and nutrition services.
Telephone: **780-679-2980**
website **www.albertahealthservices.ca**

Camrose Primary Care Network

Working within the Camrose PCN, family physicians and other health professionals develop individualized patient health plans. Programs include: Atrial Fibrillation, Geriatric Assessment, Cancer Support, Pharmacist, Social Worker, Dietician, Grief and Bereavement Support, Mental Health Liaison, Weight Management, Fall Prevention Program, Palliative Care and Risk Reduction Program.
Telephone: **780-608-4927**
website **www.camrosepcn.com**

Covenant Health St. Mary's Hospital

An acute care hospital, St. Mary's provides diagnostic and therapeutic services such as Laboratory, Occupational Therapy, Physiotherapy, Rehabilitation Therapy, Pharmacy, Psychiatry, Respiratory Therapy, Fluoroscopy, Radiology, Ultrasound and Computed Tomography (CT). See the website for the full range of in-patient and outpatient services.
Telephone: **780-679-6100**
website **www.stmaryscamrose.com**

Crossroads Day Program

Provides social programs for older adults with chronic disease, memory impairment, chronic health problems and/or disabilities who are living in the community. Socialization leisure activities are offered.
Telephone: **780-679-3045/679-3046**
website **www.thebethanygroup.ca**

Gemini Health Centre

Medical clinic providing Family Medicine, Plastic Surgery and Psychiatry.
Telephone: **780-672-9850**
Plastic surgery: **780-672-9886**

Health Link Alberta

Health Link Alberta is a 24 hour, 7 days a week service providing telephone advice and health information by Registered Nurses. Advice and information about health symptoms and concerns as well as information and referral is also provided. Dementia Advice is a new service. All calls are confidential and free.
Telephone: **811**

Hospice Society of Camrose and District

As a registered society, their mission is to provide compassionate care of the dying as well as support for their loved ones in a home-like and peaceful setting. Services provided are community education as well as a trained Volunteer Program, which provides support for the dying as well as their loved ones.
Telephone: **780-608-0636**
website **www.camrosehospice.org**

Office of the Seniors' Advocate

As a part of the Office of the Alberta Health Advocates, the Seniors' Advocate helps seniors, their families and caregivers navigate the health care and continuing care systems and provides information on support programs and services for seniors. The Seniors' Advocate also receives concerns and complaints about systems and services and makes referrals to the appropriate channels for resolution.
Telephone: **780-422-1812**
website **www.albertahealthadvocates.ca**

Smith Clinic

Medical clinic combining family practice with various specialties. The separate City Centre Walk-In clinic (4823-51 St.) operates from 2:00 – 7:00 pm Monday – Thursday and Saturdays from 10:00 am – 2:00 pm.
Appointments: **780-672-2423**
Other departments: **780-672-2425**

Therapeutic Lifestyle Essentials

Sells specialized medical products as well as specialized services for fittings of these products. Provides lifestyle education for women's health and groups education/ workshops. Third party insurance is available through WCB, AISH, AADL and Veterans Affairs.
Telephone: **780-672-5020**

Total Footcare

Provides in home foot care services as well as teaching and advice regarding footwear, prevention and self-care. Fee for service.
Telephone: **780-672-3993**

Home Services Supports

Camrose and District Home Support Society

Provides experienced Home Support workers to assist individuals and families with homemaking, shopping, meal preparation and emotional support. Services are preventative and supportive. Fees are on a sliding scale based on income.
Telephone: **780-672-0141**
website **www.camrosefcss.ca**

Camrose Meals on Wheels

Provides a Hot Meal Program delivering nutritious meals during the weekday noon hour by volunteers. The Frozen Food Program provides main course entrees available for pick up or delivery can be arranged for Camrose residents receiving the Hot Meal Program. Fees are reviewed yearly.
Telephone: **780-672-0141**
website **www.camrosefcss.ca**

Good Samaritan Telecare

Telecare offers a waterproof call button worn on the wrist or around the neck. Call for fees and an appointment to set up the service.
Toll-free: **1-800-676-8397**
website **www.telecarehomemonitoring.com**

Philips Lifeline

Philips Lifeline provides a Personal Help Button, worn on the wrist or pendant that will connect with a trained Personal Response Associate to send help. In partner-ship with The Bethany Group. Cost may vary according to location. Subsidy options may be available as well as AB Seniors Benefit Program may fund partial costs.
Toll-free: **1-800-543-3546**
website **www.lifeline.ca**

Plan It Consulting Inc.

Services include in-home support and household management including monitoring care, visiting and personal management. Community support with shopping, appointments, attending community and recreational activities are offered as well as respite care to give caregivers a break.
Telephone: **780-672-0063**
website **www.planitconsult.ca**

Wild Rose Co-op Ltd Grocery Home Delivery Service

Provides grocery home delivery for a cost. Telephone and email orders are accepted.
Telephone: **780-672-3107**
e-mail **wedeliver@wildrosecoop.ca**

Supports for the Journey

Housing Supports

Canadian Mortgage and Housing Corporation (CMHC)

Canada's national housing agency offers programs such as the Home Adaptions for Seniors Independence Program to help pay for home adaptations such as handrails, bathroom modification and reachable cupboards.
Toll-free: **1-800-668-2642**
website **https://www.cmhc-schl.gc.ca**

Sunrise Village

Professionally managed by Continuum Health Care, Sunrise Village provides private supportive living suites as well as Designated Supportive Living in conjunction with Alberta Health Services. Sunrise Village gives residents the opportunity to enjoy their own private suite adding additional supports and options as desired. Meals, weekly housekeeping and planned activities are provided.
Telephone: **780-672-2746**
website **www.sunrisevillages.com/camrose**

The Bethany Group

Community Social Housing Affordable Housing

Provides subsidized rental housing for low-to-moderate-income families, seniors and individuals. Applicants are assessed for eligibility based on need.
Telephone: **780-679-2002**
website **www.thebethanygroup.ca**

Continuing Care

Care is provided for individuals with complex needs who are unable to stay at home or in supportive living and require 24-hour Registered Nursing care. Continuing care is provided at Bethany Meadows and Louise Jensen Care Centre.
Bethany Meadows: **780-679-1000**
Louise Jensen: **780-679-3097**
website **www.thebethanygroup.ca**

Designated Supportive Living

Provides security of 24-hour care and support dependent on level of care at Bethany Meadows, Faith House, Memory Lane and Viewpoint in Camrose.
Telephone: **780-679-2000**
website **www.thebethanygroup.ca**

Life Lease and Residential Living

Life-Lease Living is offered at Hillside Village, Lake Side Village and Brookside providing community, independence and services to respond to changing needs. Residential Living is provided at Deer Meadows for independent seniors in a supportive environment.
Telephone: **780-679-5464**
website **www.thebethanygroup.ca**

Rosealta Lodge

The Bethany Group manages Rosealta Lodge, which provides affordable accommodation for seniors who are independent with or without the assistance of community services.
Telephone: **780-679-0851**
website **www.thebethanygroup.ca**

Seniors Self Contained Housing

Offers independent living for low-to-moderate income seniors in self contained private apartments.
Telephone: **780-679-2002**
website **www.thebethanygroup.ca**

Legal Services Supports

Lawyer Referral Service

Operated by the Law Society to assist people in finding a lawyer to provide legal services. This information service is not connected with Legal Aid nor does it provide any form of financially subsidized legal service.
Toll-free: **1-800-661-1095**

Legal Aid Alberta

Legal Services Centres offer free legal information and referrals. Fees are charged as per Legal Aid Alberta Tariff.
Toll-free: **1-866-845-3425**
website **www.legalaid.ab.ca**

Office of the Public Guardian and Trustee

Provides assistance and services relating to personal directives for capable Albertans, substitute decision making options for adults unable to act on their own behalf and will act as guardian and/or trustee for adults who are unable to manage their own personal or financial affairs due to a mental disability.
Toll-free: **1-877-427-4525**
website **http://humanservices.alberta.ca/guardianship-trusteeship.html**

Recreation Supports

Camrose Arts Society

Camrose Arts Society is a not-for-profit organization that promotes, nurtures and supports the arts at a community level. Arts and recreation classes and workshops are available September through June.
Telephone: **780-672-9949**
website **www.camrose.ca/140/Chuck-MacLean-Arts-Centre**

Supports for the Journey

Camrose and District Craft Centre

Provides facilities, equipment and instruction for the development of craftsmanship in the community. Crafts include pottery, weaving, woodworking, spinning, kumihimo (Japanese round braiding), silk fusion, jewelry making and knitting.
Telephone: **780-672-4857/672-2551**
website **www.camrosecraftcentre.ca**

Clubs and Organizations for Camrose and District

Maintained by CDSS, this on-line searchable database provides information about clubs and other recreation organizations.
website **www.camrosefcss.ca**

Support Groups

Bereavement Support Group

Two eight-week sessions are offered per year to help individuals who have experienced a death in their family. There is no charge for the course offered through St. Mary's Hospital.
Telephone: **780-679-2793**

Camrose and Area Stroke Recovery Association

As a support group for stroke survivors and caregivers, information is provided on therapies, financial issues, driving and recreation as well as providing time to socialize.
Telephone, Sandra: **780-608-6141**

Camrose Caregivers Support Group US (Understanding Support)

As a support group, "Understanding Support" is provided for people who are or have been the caregiver for a loved one with chronic illness. US supports caregivers through issues that cause stress and burnout as well as provides help/suggestions for coping with day-to-day caregiving.
Telephone: **780-672-9579**

Caregiver's Support Group

Providing support for family and caregivers of individuals with memory loss, the group meets the third Thursday of each month from 1:30-3:30 pm at Rosehaven Care Centre.
Telephone: **780-679-3046**

Empowerment Support Group

The 12-week group program for women sexually abused as children is provided twice a year dependent on interest. A screening interview is required and provided through the weekly Walk-In Clinic on the Psychiatry Unit at St. Mary's Hospital.
Telephone: **780-679-6131**

Multiple Sclerosis Society

Referrals, advocacy, information, education, support and local programing are provided through two afternoon time frames and an evening group on the last Wednesday of the month.
The community group meets at Public Health office from 11:00 am to 12:00 pm and 3:00 to 4:00 pm.
The evening group meets at the Camrose Public Library from 6:15 to 7:45 pm.
Toll-free: **1-800-268-7582**
website **https://beta.mssociety.ca/alberta/contact.htm**

Parkinson Support Group

The Camrose support group for individuals with Parkinson disease and their caregivers meets the first Wednesday of each month from 4:30-6:30 pm at the Camrose Fire Hall. The annual membership is $25 with no charge for the support group.
Telephone: **780-425-6400**
Toll-free: **1-800-561-1911**
website **www.parkinsonalberta.ca/edmonton-region**

Schizophrenia Society Camrose Branch

SSA Camrose Branch provides support and resources for people suffering with schizophrenia as well as their families, spouse and friends. There is a $20/yearly membership. Drop-in peer support is offered Mondays (1:30-4:30 pm), Wednesdays (3:00-5:00 pm) and Fridays (12:30-4:30 pm).
Telephone: **780-679-4280** or Tony at **780-608-0278**. The Family Support Network is a support group designed for families.
Phone, Susan: **780-672-1859**
Toll-free: **1-800-561-1911**
website **www.schizophrenia.ab.ca**

Visually Impaired Persons Club

Support group and social club for individuals living with a visual impairment as well as families, spouses and friends. A variety of activities and events are offered. The $10/year fee may be waived. Meets at 1:00-3:00 pm on the first Monday of the month September to June at the Camrose Public Library.
Joyce: **780-672-7420/608-9351** or
Randy: **780-672-1408**

A project of Camrose and District Support Services (CDSS) with funding provided by the Battle River Community Foundation

CAMROSE AND DISTRICT SUPPORT SERVICES

Battle River Community Foundation

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Canada