

STANDARD ACCOUNTABILITIES/MEETING STANDARDS

Our Government has the responsibility for overseeing the provision of services in Alberta's communities. Your chosen Long-Term Care (LTC) Centre is guided by the Accommodation Standard Licensing Act and Continuing Care Health Services Standards.

Accommodation Standards

Alberta Seniors and Community Supports monitor all LTC facilities regularly for compliance with the Accommodation Standards. The Accommodation Standards ensure the LTC facilities maintain a high quality of accommodation services that promote the safety, security and quality of life of Albertans living in those facilities.

These standards focus on:

- Physical Environment
- Hospitality Services
- Safety Services
- Personal Services
- Coordination and Referral Services
- Residential Services
- Human Resources
- Management and Administration

You can inquire about the centre's Accommodation Audit results by asking a manager or the detailed Accommodation Standards Report results for your site can be found on the Alberta Government's public reporting link below:

<https://standardsandlicensing.alberta.ca/>

*A certificate which confirms that this LTC centre meets the Accommodation Standards is posted near the entrance of each Carewest LTC facility.

Continuing Care Health Service Standards

Alberta Health monitors all LTC facilities regularly for compliance with the Continuing Care Health Service Standards and applicable Infection Prevention and Control Standards. The Continuing Care Health Service Standards ensure that LTC facilities maintain a high quality of continuing care health services that take into consideration the individual needs, preferences and abilities of each client. The standards are divided into two parts:

- Putting Individual first: providing quality continuing care health services
- Quality Improvement and Quality Assurance

The Alberta Government has a public reporting link that details Standard compliance for each LTC facility in Alberta.

The detailed Continuing Care Health Services Standards document and Infection Prevention and Controls Standards along with the public reporting link are below.

- <https://www.alberta.ca/continuing-care-accommodation-and-health-service-standards.aspx>
- <https://www.alberta.ca/assets/documents/tr/tr-ipcmarch2016.pdf>