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# Accessing a Designated Living Option from the Community

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An Information and Decision-Making  
Guide for Clients

## Patient Information

Name: \_\_\_\_\_

Alternate contact person or decision maker: \_\_\_\_\_

Assessed level of care: \_\_\_\_\_

## Case Manager Information

Case manager name: \_\_\_\_\_

Contact number: \_\_\_\_\_

Alternate contact: \_\_\_\_\_

# Moving to a New Home in Continuing Care from the Community: What to Expect

## The Journey in Continuing Care

Alberta Health Services (AHS) understands that moving to a new home in continuing care is a significant life event that often involves complex and emotional conversations between clients and their families. It is influenced not only by health care needs, but also by what is needed mentally, socially, psychologically, culturally and spiritually. Each person's experience is unique, and AHS is committed to working with people and those who support them to make sure all needs are met. This guide will provide information on what to expect during a transition to continuing care living option, and help support decision making.

## Discussing the Need for a Move

Before discussing the possibility of a move, it is a good idea for people and those supporting them to come together and think about what their needs are. These discussions can be difficult, but having them will help to make sure the care team knows what is important in each unique situation. Resources to help with understanding continuing care, the services offered, and living options can be found on the **AHS Continuing Care Website** or in paper form from the case manager.

## Resources in this Guide

- Decision Making Worksheet
- Living Option Site Worksheet
- Transition process information
- Concerns resolution information

# Identifying Care Needs

## Assessment by a Case Manager

An AHS case manager is assigned to every person who needs an assessment for continuing care. In hospital, a case manager may also be referred to as a transition coordinator or placement coordinator. This person performs the assessment and is the main contact person throughout transition. There is space in the front of this guide to write down the case manager's name and phone number.

### What to expect:

- Home is the best place for an assessment whenever possible. Life changing decisions like moving to a living option are better made in a comfortable and familiar place.
- Clients are actively involved in assessments. It is a time to discuss important needs with the case manager, and one of many opportunities to ask questions.

## When the Assessment is Complete

The case manager will go over the assessment results, and what they mean. If a move is needed, the case manager will help gather information about individual sites.

### What to expect:

- After an assessment, it is important that the move to the right level of care occur as soon as possible.
- The case manager is available to help find the right information and answer questions.

# Choosing a New Home

## Choosing Preferred Sites

After being assessed, the next step is to research preferred living option sites. This is the time to consider what is most important and then determine which site is *most preferred*, as well as which sites would be acceptable temporarily. The **Decision Making Worksheet** and the **Living Option Sites Worksheet** are included to help with this.

### What to expect:

- The case manager needs to be notified of one or more preferred sites, chosen from sites that meet assessed care needs. A person's preferred sites can be chosen anywhere in the province.
- Researching multiple sites and choosing more than one makes it more likely an offer can be made for a preferred site. One of the choices can be identified as a most preferred site.
- The case manager must be notified of choices within seven **days**.

# Choosing a New Home: Decision Making Worksheet

This information can help to make decisions about:

- Preferred living option sites, chosen from those that meet assessed needs; and
- Accepting an alternate option temporarily if the most preferred is not yet available.

## Step 1: Bring together everyone that will be helping with decisions.

- Family members: \_\_\_\_\_  
\_\_\_\_\_
- Appointed alternate decision maker (if applicable): \_\_\_\_\_
- AHS care team members: \_\_\_\_\_  
\_\_\_\_\_

## Step 2: Review the assessment.

- Questions about assessment results:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- Questions about living options:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Step 3: Consider what is most important in a living option.

Take some time to think about personal needs and preferences. The care team will try to accommodate what is most important, whenever possible.

- Is it important to live in a certain community?  
\_\_\_\_\_

- Is there a spouse or partner to remain close to or live with?

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- Does the site need to be easily accessible to visitors?

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- Are there any special considerations, e.g. cultural, language or religious preferences?

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- Do there need to be specific services offered on site? What are they?

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- Are there any extra costs for services that need to be considered?

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#### **Step 4: Learn about the sites.**

The case manager can help with researching sites. Please use the **Living Option Site Worksheet** to help keep track of site information, including costs.

- Inquire about site tours, virtual or in person.
- Review written information, either online or in brochures.
- Make a list of all furniture and care supplies (including medications) that must be provided by the client.
- Ask about approximate wait times.

#### **Step 5: Consider costs.**

- Make a list of extra costs associated with the site.
- Make a list of extra costs associated with moving.
- Consider steps that need to be taken for financial planning.

#### **Step 6: Make a decision.**

- Determine which site is most preferred, as well as others that would be acceptable temporarily.
- Notify case manager by: \_\_\_\_\_
- Review what will happen after being waitlisted.
- Review what will happen if the most preferred option is not available.

# Living Option Site Worksheet

Site Name	Visit Date	Info Reviewed (brochure/website)	Furniture/Supplies Needed	Costs	Wait Times	Important Factors (from step 3)



# Living Option Site Worksheet (continued)

Site Name	Visit Date	Info Reviewed (brochure/website)	Furniture/Supplies Needed	Costs	Wait Times	Important Factors (from step 3)

# While on the Waitlist

## Being Added to the Waitlist

When preferred sites are identified, the case manager places a client's name on the waitlist. The waitlist is organized by both priority and waitlist date. People stay on the waitlist until they have either moved to their most preferred site, asked to be removed, or been removed because they no longer need to move.

### **What to expect:**

- If the most preferred site is not available, a temporary option may be offered while waiting.
- The case manager will stay in contact while clients are waiting. Clients can also contact the case manager at any point if anything changes.
- People who have been assessed as needing immediate placement (designated on the waitlist as “Immediate from the Community”) may receive an offer to move within 48 hours.

# When a Space Becomes Available

## Being Offered Space at a Preferred Site

If a preferred site has space available, the person at the top of the waitlist will receive an offer from their case manager. Clients should be ready to make a decision, and prepared to make the move.

### What to expect:

- Up to 48 hours is available to make a decision about accepting the offer.
- If the offer is accepted, the case manager will help to determine a move in date, and ensure a smooth transition.
- If this site offered is not the client's first choice, the client will be prioritized on the waitlist to be transferred when their most preferred option becomes available. Requests to transfer to a different room within the most preferred site can be requested after moving in.
- If this offer is not accepted, the need to be waitlisted will be reviewed.

## Being Offered Space at an Alternate Site

If no preferred sites have space available, clients are asked to move to an alternate site while waiting. Every effort will be made to consider the things that were identified as being most important when the preferred sites were decided on.

### What to expect:

- When offered an alternate site, there will be up to **48 hours** to consider the option, ask any questions, and make a decision.
- When the offer has been accepted, the case manager will help to determine a move in date, and ensure a smooth transition.
- Clients accepting a temporary option are prioritized on the waitlist to be transferred to their most preferred site.
- If the offer is not accepted, the reasons should be discussed with the case manager, and another solution can be negotiated.
- The option to choose purchased care and increase family support, or to make a move to a private pay site, is also available.
- If the offer is not accepted by clients who have been assessed as Immediate from Community, and no other acceptable solution can be agreed to, the case manager will review needs and circumstances.

# Concerns Resolution

## Raising a Concern

Clients have the right to raise a concern at any time. It is important to know who the key contact person is, so if a concern does come up, there is someone to turn to for assistance. When transitioning to a continuing care living option, this contact person will most likely be the case manager, transition coordinator, or placement coordinator. Make sure that the contact person's name and phone number is written down on the contact information page of this guide.

### Who to talk to:

- Concerns can always be addressed simply by raising them during ongoing discussions with the case manager.
- If the case manager is not able to adequately resolve a concern, clients can request for the transition or area manager to assist. Depending on the concern, this person may request input from the Director.
- In some cases, if the concern is complex, clients can engage the AHS Patient Relations Department. A patient concerns consultant may assist during discussion with the case manager and others who are involved.

Contact the Patient Relations Department by telephone, fax, mail or online:

- **Telephone:** 1-855-550-2555
- **Fax:** 1-877-871-4340
- **Mail:**  
Patient Concerns Officer and Executive Director, Patient Relations  
Mail Slot #57, 11111 Jasper Avenue  
Edmonton, Alberta T5K 0L4
- **Online feedback form:** <https://www.albertahealthservices.ca/273.asp>

# Notes

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