



St. Michael's  
HEALTH GROUP

# Long Term Care Centre

Resident and Family Information



**St. Michael's Health Group**

7404 - 139 Avenue, Edmonton, Alberta T5C 3H7

Toll Free: 1.800.472.6169 | E-mail: [smeccs@smhg.ca](mailto:smeccs@smhg.ca) | [smhg.ca](http://smhg.ca)



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## ABOUT US

St. Michael's Health Group operates as a nonprofit charitable organization, dedicated to delivering high-quality care for seniors in the Edmonton region since 1976. Over the years, our organization has grown, offering a diverse range of care options and housing solutions across multiple facilities. Additionally, we provide a wide array of on-site and off-site programs, serving communities both within Edmonton and the surrounding areas.

The Long-Term Care residence, consists of 153 beds for long-term care, comprising 71 private rooms and 41 semi-private rooms.

On the first floor, you will find 75 of these long-term care beds. The majority of our residents on this floor enjoy a degree of mobility that allows them to independently access communal spaces. However, in cases where a resident is identified as having a potential safety concern related to wandering outside, we take proactive measures and arrangements are made to transfer the resident to the next available bed on the second floor.

The second floor of the property is home to 78 long-term care beds, primarily dedicated to residents who are often living with advanced dementia and require a more secure environment. To access and leave this floor, a security code is required. Residents on the second floor are welcome to move about, provided they are accompanied by a family member, staff member, or volunteer.

Both floors are organized with resident rooms situated along three main hallways, each thoughtfully color-coded to assist residents in locating their rooms. At the end of each hallway are shared dining rooms and lounge areas.

When new residents join us, they are typically admitted to semi-private rooms with the option of being transferred to a private room as availability permits.

## ADMITTANCE TO A LONG-TERM CARE CENTRE

Admission to long-term care is coordinated through Alberta Health Services (AHS), the entity responsible for managing the waitlist.

This waitlist includes the names of Albertans who have been assessed by AHS as requiring long-term care, regardless of whether they are presently at home, in the hospital, or at another senior's care-centre that is not their preferred location.

Once AHS confirms the need for long-term care, individuals and their families receive a list of senior's care-centres to visit, which could potentially meet their specific needs.

For individuals currently hospitalized, they are requested to select and provide AHS with their three preferences for senior's care-centre placement within a 72-hour timeframe. This includes a most preferred option, a preferred option, and a third choice where the individual may be temporarily placed until a bed becomes available at their more preferred senior's care-centre.

If individuals are residing at home, they are asked to provide AHS with their three choices for senior's care-centre placement within 7 days.

For those initially placed in a senior's care-centre that was not their preferred location, they will remain on a transfer list until one of their preferred choices becomes available.





## **STAYING IN TOUCH WITH OUR FAMILIES**

St. Michael's encourages open communication between residents, family members and the multidisciplinary team. While we prioritize providing quality care to our residents, it may not be feasible for our nursing staff to individually communicate with all family members and friends of each resident.

In cases where a Personal Directive has been activated or the Courts have appointed a Guardian, it's important to note that Alberta law requires us to contact these designated individuals when there are significant changes in a resident's health status.

If there is more than one agent named in the Personal Directive or if there is no Personal Directive enacted, families will be asked to identify one person who is willing to be the primary contact. This person is then responsible for updating or informing other family members.

## ST. MICHAEL'S MULTIDISCIPLINARY TEAM

Following admission, members of our multidisciplinary team will complete an initial assessment to identify resident needs and goals. From these assessments an individualized care plan is created. At St. Michael's, the members of the multidisciplinary team include:

**Case Manager** - Responsible for the overall management and operation of a unit on a 24 hour basis and for the nursing care provided to all residents on the unit. The Case Manager provides direction and coordination as required and ensures an appropriate nursing care plan is developed and implemented.

**Nursing Care** - Is provided by a team composed of Registered Nurses (RN's), Licensed Practical Nurses (LPN's) and Health Care Aides (HCA's).

**Health Care Aides** - Help residents with daily needs such as bathing, grooming, dressing, toileting, changing position or transferring, intake of food and/or fluids, making beds, etc. The HCA's also offer a great deal of emotional support to residents and can provide basic information to families regarding a resident's routine.

**Licensed Practical Nurses** - Complete assessments, administer treatments and medications, check vital signs and assist HCA's with meeting the daily living needs of residents. LPNs are nurses who can also provide information regarding a resident's condition and update plans of care.

**Registered Nurses** - The RN on each floor is the immediate Nurse-In-Charge 24 hours a day, 7 days a week. RN's supervise and direct the HCA's and LPN's, complete physical assessments of residents as required, plan and implement nursing interventions and evaluate the resident's response. RN's communicate resident health issues to physicians, the primary family contact person, other members of the health team and the Case Manager.



**Occupational And Physical Therapy** - Members of our therapeutics team, Occupational Therapists, a Physiotherapist, and Therapeutic Assistants, conduct: cognitive tests, swallowing assessments, determine a resident's ability to transfer from sitting to standing positions or to move independently, and identify resident needs for assistive devices/equipment. Residents are assessed on arrival and treatment plans are developed as appropriate, depending on goals. Some residents may be identified as able to participate in exercise or walking programs once or twice per week.

**Pastoral Care** - Our Pastoral Care Coordinator assesses spiritual needs and goals and informs residents and families of organized worship services and available supports. We currently hold Ukrainian Catholic, Ukrainian Orthodox, Roman Catholic, Anglican, Baptist and Interdenominational services on site. There is a Chapel on-site available anytime for prayer and for family functions and celebration services upon request.

**Recreation Therapy** - Comprised of Recreation Therapists and Assistants, these team members assess resident interest and ability to participate in various social, art and activity-based programs. Residents may choose to participate in social programs organized each day and evening Monday through Saturday. Some of these programs involve a group of residents while other programs are provided on an individual basis. St. Michael's has a wheelchair-accessible bus used for planned resident outings. A monthly calendar of events is shared with residents and families, and is posted on the St. Michael's website. Some activities such as the diner's club are of minimal cost to the resident and are funded through a resident's trust account.

**Pharmacist** - St. Michael's Long Term Care Centre has arranged for a Pharmacist to be on-site two days a week. The Pharmacist will review medication treatments on admission, and then every three months. As a resident's health needs change, the Pharmacist will provide any recommended adjustments to treatment plans.

**Dietitian** - After an initial assessment, the Dietitian develops and implements a nutritional care plan incorporating special diet needs (ie. diabetic, caloric intake, consistency), monitors weights, and in collaboration with Occupational Therapists conducts bedside swallowing assessments. Meals are prepared on site and delivered to resident care areas three times per day. Snacks for residents in between meals are provided twice in 24 hours - once in the afternoons and once in the evenings.

**Physicians** - Residents are assigned a physician upon admission who conducts an initial assessment. Collaborating with nurses and the healthcare team, the physician develops a comprehensive medical care plan tailored to the resident's needs.

While a physician visits St. Michael's at least once a month, this does not guarantee that each resident will be seen during that time. The Nurse-In-Charge keeps the visiting physician informed



about residents who have developed new health issues or concerns requiring medical assessment and intervention. In cases of urgent health issues between physician visits, the Nurse-In-Charge contacts the physician, communicates significant health changes, and implements any requested changes to the medical care plan.

For non-urgent matters occurring between physician visits, the Nurse-In-Charge documents these issues and conveys them to the physician during their next visit to the facility.

**Social Worker** - Our Social Worker assists with admissions, assesses resident income, ensures the resident has some type of substitute decision making in place and acts as a liaison between St. Michael's Long Term Care and the office of the Public Guardian and Public Trustee.

Twice a year, the social worker facilitates a dementia educational/support group for family members. The primary role of the social worker is to act as an advocate for the resident and family.

**Nurse Practitioner** - A Nurse Practitioner is assigned to St. Michael's by AHS and visits our site twice per week and works in collaboration with families, residents, nurses and physician.

**Director, Resident Care** - The Director oversees the coordination and provision of health, quality of life, and accommodation services for residents and their families in long-term care.

To foster collaboration and address concerns, the Director helps to hold 'family council' meetings every three months. During these meetings, families and the Director work together to plan, discuss any concerns, clarify practices and processes, and assess whether changes are necessary to enhance the quality of care and services.

**Volunteers** - Are an integral part of our organization, and we are fortunate to have a dedicated group of individuals who contribute to our mission of enhancing the lives of our residents.

We classify our volunteers into four categories:

**Care and Support Volunteers** - These volunteers provide valuable assistance to residents and their families in Long-Term Care, enriching their overall experience.

**Fundraising Volunteers** - They actively participate in activities such as bingos, casinos, and special annual events. These efforts help raise crucial funds that directly support resident care.

**Agency Volunteers** - We collaborate with organizations like Goodwill, Chrysalis, Selection, and Catholic Social Services, providing meaningful opportunities for their clients to engage and contribute.

**Junior Volunteers** - Individuals aged 14 and above, who can volunteer independently. We welcome children who wish to volunteer or need to fulfill school volunteer work requirements. If interested, please contact our Volunteer Coordinator. You can find the Volunteer Office on the main floor, past the elevators near the cafeteria.



Upon admission, residents and their families will receive an Interdisciplinary contact list. This resource enables family members and legal representatives to easily reach out to the appropriate members of the Interdisciplinary team as questions arise or new needs emerge.

## CARE WITH LOVE & DIGNITY



St. Michael's aims to provide an environment that supports quality improvement and customer service.

We welcome your input and a form is available on the wall across from each nursing unit for you to share any compliments, suggestions for improvement, or report any concerns/complaints.

### **Our Mission "Care with Love and Dignity"**

This statement guides our daily work as we strive to provide the quality of care our residents deserve. Some examples include:

**Resident/Family Conferences** - Are held approximately 6 – 8 weeks following admission to jointly establish a plan of care. Participants include members of the multidisciplinary team, the Resident and Family/Legal Representatives. Conferences are then held annually and whenever there is a sudden change in health status.

**Care Plan Review** - These are held on-line by the interdisciplinary team approximately every 90 days (3 months). Family members will be contacted and if they wish to receive the updated Care Plan for their review and suggestions they will be provided with a copy.

**Wound Care Team** - Comprised of Nurses, Managers, Occupational Therapists and our Dietitian, this team regularly assesses resident skin care to assist in prevention and treatment of wounds. They evaluate the response to care and revise the plan as needed. Residents at St. Michael's have a low rate of pressure wounds, largely due to the efforts of our team.

**Fall Prevention Management Team** - Frail elderly are at risk of falls. An interdisciplinary team works together to identify those residents at risk of falling and to implement prevention strategies. Should a fall occur, the team reviews the incident to determine what may have contributed to the fall and what additional actions can be taken to prevent a reoccurrence.

We do not use bed alarms as they do not prevent falls, they can in fact startle the resident and cause a fall. We also have one of the least restrictive restraint policies and do not use physical restraints such as wheelchair seat belts as the risk outweighs the benefits. Some of the risks using wheelchair seatbelts are: skin breakdown, potential greater injury from falls if the wheelchair falls on top of the resident, increased agitation, depression and even strangulation.

We prevent falls by engaging residents whenever possible in small groups or individual activities.

**Emergency Preparedness** - St. Michael's has developed comprehensive strategies to ensure uninterrupted care for our residents in the event of unexpected disruptions to health services. These contingencies encompass various scenarios, including but not limited to fires, floods, power outages, and pandemic preparedness.

We have placed signage throughout our facility, clearly indicating our emergency 'codes,' enabling swift and effective responses during critical situations.

**Family Members** - Can visit 24 hours 7 days a week. For safety reasons, our front doors are locked when the front reception is closed during the late evening hours, (from 6 pm to 8 am and all day on statutory holidays). There is a buzzer by the door for recognized family members to gain access. Please bear in mind our dedicated nursing staff may be occupied with resident care, so your patience is greatly appreciated.

Additionally, family members have the option to apply for a security fob, which grants access after regular hours. A \$25.00 deposit is required for this service. It's essential to note that exceptions to visiting access may occur in the event of an infectious disease outbreak, such as COVID, in accordance with AHS guidelines.

**The Alberta Room** - Located on the 2nd floor, is available for family functions at a small cost to cover housekeeping services.

**Palliative/End of Life Care** - Is provided at St. Michael's Long Term Care. During this crucial phase in your loved one's journey, we are dedicated to providing comprehensive care and support not only to the resident but also to their family members. We extend the opportunity for families to stay with their loved ones in the resident's room around the clock.

**Medical Assistance in Dying (MAID)** - These services are not available at St. Michael's however staff and physicians will respond to any inquiries by providing referral information to the AHS MAID coordinating team.



## **LONG TERM CARE FEES**

Long-Term Care costs are covered in part by the provincial government, and in part by the resident.

The Government of Alberta allocates funding to Alberta Health Services to cover some specific costs of approved health services. Alberta Health Services in turn contracts and funds St. Michael's to provide these health services to residents. Examples of care costs covered by government include nursing services, pharmacy services, physiotherapy and occupational therapy, social worker, dietitian, recreation therapy as well as medical-surgical supply costs.

## **RESIDENT ACCOMMODATION FEES**

Resident accommodation fees are determined by the Government of Alberta. These accommodation fees are the same in all Long-Term Care Centres across Alberta and remain the second lowest of any province in Canada. The Government of Alberta sets these rates; facilities do not.

Seniors living in long-term care in Alberta may have sufficient funds from their government and private pensions to pay for a semi private room and will have approximately \$250 – \$350 left each month. This depends upon the combined incomes a couple may have.

If a senior receives a cash benefit from Alberta Seniors while in the community, they may be eligible to receive the Supplementary Accommodation Benefit (SAB) when moving into long-term care. This is determined by the resident's income which would also include interest income from Savings/GIC/RRIFs, etc.

Accommodation fees are due on the first of the month and cover the costs of:

- Room – private or semi-private
- Meals
- Laundering of towels and linens
- Housekeeping services social and leisure activities
- Utilities
- Routine maintenance

**As of October 1, 2023 Accommodation fees are:**

Semi-private \$ 64.85 per day

Private room \$ 74.95 per day

**Resident Trust Account** - A dedicated trust account is established for every resident, containing funds ranging from \$100 to \$200. These funds are set aside to cover expenses related to supplementary services, including transportation, foot care, and hairdressing services, among others.

## **ADDITIONAL SERVICES**

St. Michael's offers supplementary services to our residents, which come at an additional cost. Please note that these services are not covered by government funding or included in the monthly accommodation fees.

**Mobile Denturist Services** - Oral hygiene in elderly can significantly impair the nutritional status of a resident. Families are encouraged to arrange for dental assistants/denturists to come onsite to assess resident needs. Unit clerks can provide additional contact information.

**Personal Laundry** - Fees are \$45.00 per month, if a family wishes St. Michael's to look after a resident's personal laundry.

**Cable TV** - Basic cable costs \$37.00 per month. The cost for additional channels are not included in the basic television package.



**Telephone Fees** - The resident or family can arrange to have the telephone in the residents' room connected for personal use and make arrangements for direct billing of monthly fees.

**Foot Care** - The Unit clerk can schedule appointments for foot care at the request of the resident or family member. A foot care specialist comes on site to provide care. Payment for foot care services is processed through the resident trust account.

**On-site Hair Dresser Available** - A Unit clerk will schedule appointments upon request. Costs vary depending upon service. Payment for hair dresser services is processed through the resident trust account.

**Mobility Aid Fees** - The Alberta Aids to Daily Living program provides mobility aids and accessories. Fees are determined according to the individual's income on a cost-share basis. Occupational Therapy and Physical Therapy staff can assist with the application but fees are the responsibility of the resident/family.

**Off-Site Leisure and Social Activities** - Along with associated travel costs, there may be fees for off-site activities and events.

**Special Equipment Rental Fees** - If a resident requires special equipment e.g: air mattresses, Broda chair etc., a monthly fee of \$20 will be charged to cover the costs of maintenance and repairs.

**Transportation Fees** - It is the responsibility of the family to arrange for transportation and accompaniment of the resident for appointments such as medical specialists, dentist/denturist, optometrist, etc. Either family or St. Michael's staff can schedule the appointments.

**Personal Use Products** - Incontinent products, personal items, meal supplements other than the products supplied by St. Michael's are an additional cost.

**Labelling Fees** - Clothing is labelled upon admission at a one-time cost of \$25.00.

If a family brings in new clothing and the form with the clothing description, after admission, these should be given to the unit clerk who will send it to laundry for labelling.

There are 153 residents at St. Michael's, so clothing may go missing or be misplaced in another resident's room in error. Labeling clothing items helps minimize such errors.

We do suggest expensive personal items or jewelry not be brought to the site and left with the resident.

The resident may misplace the item, give the item to another resident, accidentally flush or dispose of it in the garbage or a napkin; or another resident with dementia may walk off with the item believing it is theirs.

## ADDITIONAL INFORMATION

For the comfort of the residents and to provide a 'home-like' environment, residents need to bring the following:

- Personal clothing including day and night attire.
- Non-slip shoes and slippers.
- Personal toiletries including soaps, shampoos, creams, toothbrush, toothpaste, comb, brush, razor, aftershave lotion, tissues, etc. For the safety of all residents, these items are to be in a locked cupboard in the resident's bathroom when not in use.

We also encourage additional items to personalize the resident's room such as pictures, a favorite chair, television (no larger than 40"), radio, clock, small dresser, bookshelf, etc.

If needed, a bedside lamp will be provided by St. Michael's. Please do not bring any glass, ceramic or breakable items.

We understand families want their loved ones to have a comfortable living environment, and we appreciate your assistance in the following areas:

**Closet and Dresser Organization:** We encourage families to periodically reorganize residents' closet and dresser drawers. This helps in removing clothing items that are no longer suitable or items the resident may no longer wish to keep.

**Refrigerator Maintenance:** If there is a fridge in the room, it falls under the family's responsibility to regularly clean it. This ensures the resident does not inadvertently consume spoiled or expired food items.

**Decorative Items:** While our housekeeping staff takes care of cleaning the bathrooms, floors, and main areas of the room, we kindly request that families assist in cleaning decorative items, knick-knacks, and similar personal belongings within the room.



Your partnership in maintaining a comfortable and safe environment for our residents is greatly appreciated.

Resident mail being delivered to St. Michael's may be picked up at the nursing desk in a dedicated file folder. We encourage families to check their mail folders periodically.

Family or the legal decision makers are asked to inform the Unit clerk when there is a change in address, phone number and email.

## **FAMILY COMMUNICATIONS**

A regular biweekly family communication newsletter is sent out via email. Please ensure you provide an email contact on admission to ensure you receive the information.

We also have a Family Portal on the SMHG.ca website, which has valuable information including: resident handbook, resident forms, visitation guidelines, newsletters, Family Council meeting minutes, education, research, etc. Please ask your Case Manager to provide the password once your loved one has been admitted to St. Michael's.



# FAQS

## Frequently Asked Question Regarding Long Term Care

### **What is the first step in beginning the process of placing a loved one into long-term care (LTC)?**

To initiate the process of placing a loved one in long-term care, contact the Continuing Care Access line at 780-496-1300. Your loved one will undergo an assessment to determine the appropriate level of care required, whether it be a long-term facility care, supportive living, or home care.

### **How long is the waiting list?**

As the waitlists are managed by AHS, we do not have this information. You can contact the Continuing Care Access line to inquire 780-496-1300.

### **How many rooms are there in St. Michael's LTC? Can we get a private room right away? How long does someone wait for a private room?**

SMHG LTC offers a total of 112 rooms, consisting of 71 private rooms and 41 semi-private rooms. Upon admission, residents are initially placed in a semi-private room. They have the option to request a transfer to a private room and will be added to the waitlist. Please note that obtaining a private room may take several months.

### **What is the ratio of care?**

The Main and 2nd floors each consist of three units: blue, green, and red. Each unit accommodates 24-27 residents. During the Day shift on each floor, there is one Registered Nurse (RN) and two Licensed Practical Nurses (LPNs), along with a floating LPN. Additionally, there are 12 Health Care Aids (HCAs), with four assigned to each unit. Each HCA is responsible for caring for 6-7 residents. During the Evening shift per floor, the staffing includes one RN and two LPNs, along with nine HCAs (three per unit) and

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a floating HCA. Each HCA is assigned to care for 8-9 residents. For the Night shift per floor, the staffing comprises one RN and three HCAs, with one assigned to each unit.

### **Can we eat with our loved one?**

Yes, family members have the option to dine either in the cafeteria or in the resident's room. During meal hours, family members can purchase their meals in the cafeteria. The mealtimes and prices are clearly displayed in the cafeteria. Additionally, family members and staff can enjoy a cup of coffee, tea, or juice for just \$0.50.

### **Is the food prepared on site?**

Yes, food is prepared in the main kitchen and brought to each unit dining area during meal times.

### **Where do residents eat? Can my loved one eat in their room or in bed?**

Residents are served meals in the dining area located on each unit. Due to the complex care needs of most residents, if they opt to have their meal in their room or bed, a staff member must be present or within sight to monitor them during mealtime.

### **Is there a nearby location where their spouse could stay?**

We do not have rooms/spaces for spouses to stay in the LTC centre. Some spouses choose to live in the Millennium Pavilion Seniors Lodge (MPSL). Please call 780-472-4526 to inquire for vacancies and eligibility criteria.

### **Is there available parking beside the street that we could pay for?**

There is limited street parking available. Northgate Lions Seniors Recreation Centre is our neighbour. If you are 55+ you can become a member and you will be able to park on their parking lot.

# FAQS

## **Is there Wifi access?**

If you have a Shaw account at home you can use your personal Shaw account to access WiFi at St. Michael's. We do not currently provide St. Michael's WiFi for residents and families.

## **Is there Computer access?**

There are two personal computers residents can use: in the Four Season's Lounge and at the 2nd floor Nursing Station area.

## **What additional furniture items can families bring into a resident's room?**

A preferred Resident Chair with washable surfaces (optional). Please consult with the Case Manager to ensure it allows for a safe transfer for the resident. Fold up chair for family member when visiting (optional). Note: All electrical appliances will need to be checked and tagged by our Maintenance team to ensure items are safe and in good repair.

PLEASE, DO NOT Bring: Furniture, except small items (due to limited space and need to use lifting equipment) – please consult with your Case Manager; TV sets larger than 40 inches measured diagonally; valuable items or jewellery; scented products (due to allergies of others); Listerine or denture tablets; bedside lamps, glass vases, or other easy breakable items; numerous knick-knacks.

## **What size of TV can fit on the dresser?**

TV sets 40 inches or smaller measured diagonally.

## **How often does the doctor see the residents?**

At least once monthly.

## **FAQS**

### **What spaces are available to enjoy a visit with a resident?**

Four Seasons Lounge; cafeteria; Chapel in the basement; outdoor patio beside the cafeteria, Family garden; dining area and TV area on each unit, resident room. Families are also welcome to participate in recreational activities and churches services with residents.

### **What is the maximum amount of visitors allowed at one time?**

Currently, there are no restrictions in place. However, if a resident resides in a shared room, kindly obtain consent from the roommate before allowing family members to visit in the room.

### **Are families allowed to bring in food items for the resident?**

Yes food items can be brought in. If the food is not consumed during the visit, it should be stored in a labeled container with the resident's name and the date.

### **What is the difference between Supportive and/or Assisted Living vs Long Term Care Centre services?**

Please check the Government website: <https://www.alberta.ca/about-continuing-care>.

### **What medications are covered?**

Most medications are covered under the Provincial LTC Formulary. If a resident requires medication not in the Formulary, for example different brand of Tylenol, the pharmacist will discuss the cost with the family.





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7404 - 139 Avenue

Edmonton, Alberta T5C 3H7

Toll Free: 1.800.472.6169

E-mail: [smeccs@smhg.ca](mailto:smeccs@smhg.ca)  
[smhg.ca](http://smhg.ca)