

Seniors and Continuing Care Provincial Advisory Council 2018-19 Annual Report



**Alberta Health
Services**

Seniors and Continuing
Care Provincial
Advisory Council

Healthy Albertans.
Healthy Communities.
Together.

Message from Alberta Health Services Board of Directors

Alberta Health Services values Advisory Council members as volunteers, leaders and partners in healthcare planning. With every year that passes, I see how our Councils continue to grow and expand. They challenge us and ask really great questions, they share the AHS story with their communities, their families and neighbours – helping Albertans everywhere to better understand our complex healthcare system – and they advise AHS on our planning, programs and services.



Dr. Brenda Hemmelgarn

We have a number of long-time members leaving Councils in 2019-20 and we would like to acknowledge their hard work, dedication and passion. While we will miss them, we also know it's important for new voices to join the conversation and we look forward to building new partnerships, relationships and connections. We hope our departing members will continue to share their advice as members of the public and share their knowledge of the healthcare system.

This year, we added 23 new members to the Advisory Council family, and we also added a new Council. We were pleased to support and nurture the development of the Sexual Orientation Gender Identity & Expression (SOGIE) Provincial Advisory Council.

Members have made many contributions in their local areas, and you'll learn more about them in this report. Here are a few general examples from across the province over the past year:

- **Evolution of the Wisdom Council:** new Terms of Reference will guide the work of the Wisdom Council and includes creation of an Elder Circle which gives an enhanced role to Elders in helping to advise AHS on programs and services to best meet the needs of Indigenous people.
- **Connect Care:** a number of members have joined the patient advisory committees.
- **Supporting more addiction and mental health services:** many Councils held information sessions and highlighted the importance of services; their efforts helped support the development of Edmonton's new Access 24/7 Addiction and Mental Health Clinic and enhance awareness on services and access.
- **Expanding relationships:** connecting with the LGBTQ2S+ community through the new SOGIE PAC, meeting with municipal leaders, and holding meetings at Métis Settlements.
- **Connecting with Albertans through [Community Conversations](#):** Health Advisory Councils partnered with AHS to host 12 events across the province, where Albertans shared their views about challenges and solutions to healthcare issues.
- **Highlighting top concerns:** based on feedback from their communities, all Councils advised us on local concerns. AHS tracks and responds to concerns at each Council meeting.
- **Participation in Community Engagement Committee of the Board meetings:** various Council Chairs joined the conversation and shared ideas.

Member satisfaction is important to us, and it was gratifying to learn through the Annual Satisfaction Survey that our members are feeling generally satisfied in their roles. They've also said there's a need for more clarity on their role, and we're listening. We have begun work on an overarching Health Advisory Council review to address some of the gaps, and to ensure all our members fully understand their role.

On behalf of the AHS Board of Directors, our leadership team, and our workforce, thank you for your passion and time. We look forward to continuing to work with you on improving healthcare for Albertans.

Sincerely,

Dr. Brenda Hemmelgarn
Vice Chair, Board of Directors; Chair, AHS Community Engagement Committee of the Board

Message from the Chair, Seniors and Continuing Care Provincial Advisory Council



Ray Clark

It was a visionary and forward thinking decision by the AHS Board a couple of years ago to create, among other initiatives, a new Provincial Advisory Council (PAC) dedicated to matters focusing on Alberta seniors' health and continuing care.

I believe I speak for all of our members when I say we are very proud of the job AHS did when they put together a 15-member Council of wide ranging expertise in seniors care, disabilities, housing, health and community initiatives. This new Council will advise AHS to address challenges resulting from the growing number of seniors.

Our Council is also very proud of the cohesive group of members of different ages, cultures and experiences. The Council wants to take action and work together, with the help of amazing staff who are a significant part of our team.

We continue to learn, discuss and form our goals and direction. We look forward to meeting with Health Advisory Councils (HACs) and other PACs and learn from them. There are undoubtedly many common goals in the work each Council is undertaking.

Our focus is to:

- Learn from as many sources as possible, including staff, to identify the key issues facing seniors today in healthcare, housing, and continuing care.
- Establish key communication objectives and connections. The array of work presently underway in our province by the private sector, charity and non-profit groups, AHS and its Councils should come together to reduce duplication.
- Focus our work to the direction given and as our Bylaw dictates.
- Specifically address aging and disability as we know it today and would see it in the future.

Council has initiated focus on:

- Aging and disability needs that change through the aging process.
- Transportation needs and how they change as we age.
- The needs of, and respect for cultures, newcomers etc.
- The impacts and changing needs of people with disabilities within the aging population.

Our first year has flown by. We continue to learn with the help of staff, from participation with our colleagues in HACs and PACs, and our individual associations through employment, volunteering and family. It is safe to say we are having fun. We have each made 14 new friends. Our meetings are free flowing and none are afraid to speak out and share thoughts and opinions. We all look forward to attending HAC and PAC meetings and connecting with other like-minded volunteer groups in the community.

Respectfully,

Ray Clark

Chair, Seniors & Continuing Care Provincial Advisory Council

About our Council

2018 - 2019 Council Members

Ray	Clark (Chair)	Calgary
Fred	Bosma	Lethbridge
John	Erkelens	Lloydminster
Linda	Grant	Cold Lake
Lou	Henderson	Camrose
Jim	Hubbard	Calgary
Julie	Kelndorfer (Vice Chair)	Edmonton
Gabrielle	Kirk	Fort Macleod
Judy	Long	Lethbridge
Joan	Monson	St. Albert
Irene	Pirie	Wabasca
Diahann	Polege-Aulotte	Heinsburg
Della	Robertson	Cochrane
Susan	Sommerfeldt	Edmonton
Teresa	Willigar	Rocky Mountain House



Back Row L-R: Fred Bosma, Jim Hubbard, John Erkelens, Lou Henderson, Ray Clark
Front Row L-R: Judy Long, Gabrielle Kirk, Joan Monson, Julie Kelndorfer, Teresa Willigar, Linda Grant, Della Robertson
Missing: Irene Pirie, Diahann Polege-Aulotte, Susan Sommerfeldt

Our priorities

- Promote awareness of the Seniors & Continuing Care PAC
 - Council has established relationships with AHS Advisory Councils through shared memberships and invitations of participation for topics of interest
 - Members attended local seniors and continuing care events as representatives of Council
- Increase knowledge of seniors and continuing care services delivery and availability
 - Council received presentations on AHS Continuing Care, Enhancing Care in the Community, and Strategic Clinical Networks
 - Council toured an AHS-contracted continuing care facility in Calgary and were provided the opportunity to converse with the residents

Council members participated in Alberta Seniors Communities & Housing Association (ASCHA) Community Collaboration workshops in Calgary, Edmonton and Red Deer

Lived experience perspective provided to AHS Provincial Seniors Health team resulted in positive patient-focused refinements to the draft *Integrated Housing and Health Services Strategy and Action Plan*

Council toured AHS-contracted continuing care congregate living facility and shared High Tea and conversation with residents



For more information about Provincial Advisory Councils [visit ahs.ca](https://www.ahs.ca)

Our activities

- Participated in *Face It: Elder Abuse Happens – Community of Practice, Taking Action* conference in Edmonton, April 30th - May 02nd, 2018
 - Sponsored by the Alberta Elder Abuse Awareness Council, this conference focused on various types of elder abuse and how diagnoses and caregiver reliance lend to the issue
- Participated in *2018 Grey Matters: Our Community Gathers – Listening Learning Leading* conference in Calgary, September 25th-26th, 2018
 - Co-sponsored by Alberta Seniors & Housing and the Alberta Association of Seniors Centres, this conference featured speakers and breakout sessions that highlighted issues of import to seniors and supports
- Attended Alberta Seniors Communities and Housing Association (ASCHA) Community Collaboration workshops
 - Calgary, February 21st, 2019
 - Red Deer, February 22nd, 2019
 - Edmonton, March 1st, 2019
- Three Edmonton-based Council members presented an overview of the Seniors & Continuing Care Provincial Advisory Council to the AHS Edmonton Zone Continuing Care Client & Family Advisory Council
- Represented continuing care system-access perspective on:
 - AHS Provincial Continuing Care Policy Review & Implementation Panel
 - AHS Medical Equipment and Supplies Working Group
 - AHS Continuing Care Appeals Panel
 - AHS Home Care Development Steering Committee
 - AHS Seniors Health SCN Appropriate Prescribing and Medication Use Strategy for Older Albertans
 - AHS Advanced Care Planning/Goals of Care Review Working Group
 - Integrated Housing and Health Services Strategy & Action Plan Working Group
 - Ad hoc groups participation as requested/required

A look ahead

At our first meeting of 2018, our initial focus was placed on establishing relationships with AHS Health Advisory Councils; AHS Addiction & Mental Health Provincial Advisory Council and AHS Cancer Provincial Advisory Council. In addition, we committed to a year of increasing member knowledge of seniors and continuing care services delivered across Alberta.

In 2019-2020 we will continue to expand our knowledge and understanding of services available and our ability to identify gaps and make recommendations.

Council will receive presentations and share learnings; effectively engage with other Advisory Councils and AHS subject matter experts to best inform recommendations; and actively participate on committees and working groups both current and as requested/required. We plan to:

- **Promote awareness of the AHS Seniors & Continuing Care Provincial Advisory Council**
 - Strengthen established relationships with AHS Advisory Councils through Council member participation in local HAC meetings as well as Cancer and/or Addiction & Mental Health PAC meetings
 - Establish a strong connection with AHS Sexual Orientation Gender Identity and Expression PAC to best understand LGBTQ2S+ perspective as it relates to Albertans in continuing care and to share system access perspectives
- **Advance Council member knowledge of seniors and continuing care services and subjects of interest**
 - Medical Assistance in Dying
 - Cannabis and Continuing Care
 - Continuing Care Health Service Standards, Long Term Care Accommodation Standards, Supportive Living Accommodation Standards, and Nursing Home Act
 - Tour additional continuing care congregate living facilities to better understand levels of care and continuing care designated living option action process
- **Flexibility and adaptability**
 - Provide feedback on and participate in existing and emerging issues or initiatives

About the Seniors and Continuing Care Provincial Advisory Council

Quick facts

- 15 volunteers with lived experience with seniors and /or continuing care
- Meets quarterly alternating between Calgary and Edmonton
- Represents perspectives of urban and rural Albertans.
- Studies issues related to seniors and continuing care.
- Responds to requests for stakeholder input and feedback from the system access perspective related to continuing care.
- Identifies opportunities to improve quality, access and sustainability of publicly funded continuing care services in Alberta for AHS Board, CEO and Executive Leadership.

Get involved

- Visit ahs.ca/advisorycouncils
- Email cc.pac@ahs.ca
- Check out our Twitter and Facebook accounts, by searching AHS Advisory Councils



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