

**Summary of the Discussion of 'Continuing Care in the Edson Area:  
For Today and Tomorrow'**  
held on June 23, 2016

Edson, Alberta

July 2016



**UNIVERSITY OF ALBERTA**  
ALBERTA CENTRE FOR SUSTAINABLE  
RURAL COMMUNITIES



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## **Background**

On June 23, 2016, a community consultation event was held in Edson, Alberta at the Senior's Drop-In Centre Pioneer Cabin. The event was hosted by the Institute for Continuing Care Education and Research (ICCER), the Alberta Centre for Sustainable Rural Communities (ACSRC), and Alberta Health Services (AHS). It brought together residents of Edson, Evansburg, Jasper, Hinton, Grande Cache, Whitecourt, Fox Creek, Drayton Valley and neighbouring communities to discuss issues related to continuing care in these areas. The conversations also included discussion of how post-secondary institutions can contribute to continuing care through innovative programs and research.

The following document provides a summary of the day.

## **Methodology**

A planning committee was formed with two representatives from ICCER, one from ACSRC, and five from AHS in February 2016. The date of the event was established for June 23, 2016.

### **▪ Participant Selection**

At the initial meeting, the planning committee established that residents of Edson, Evansburg, Jasper, Hinton, Grande Cache, Whitecourt, Fox Creek, Drayton Valley, and neighbouring communities would be invited to the event. The invitation list included representatives from provider and community organizations, post-secondary institutions, and interested citizens.

The AHS planning committee members assisted in developing the distribution list based on their own contacts and knowledge of local community organizations and citizens. ICCER contacted its members from the University of Alberta and NorQuest College.

### **▪ Invitations**

In May 2016, approximately 75 invitations were sent via email to the contact list established by the planning committee. Additional invitees were added to the distribution list by the committee following the initial invitation. Reminder emails were also sent to the participants before the event.

In the weeks leading up to the event, members of the planning committee contacted those who had not yet registered by telephone and email to confirm whether or not they would be attending.

▪ **Background Materials**

Prior to the event, participants were given access to a background document that included a list of relevant documents on continuing care to help with the discussion ([http://iccer.ca/pdf/edson/BackgroundDoc\\_Edson\\_6jun16\\_rev.pdf](http://iccer.ca/pdf/edson/BackgroundDoc_Edson_6jun16_rev.pdf)). The document list can be found in Appendix A.

▪ **Consultations**

Using a café conversation technique, the discussion focused on six questions grouped into four rounds:

Round 1 – a) What continuing care (CC) is available here? What services, programs, and supports are people receiving here currently?

Round 2 – b) Who is providing CC? Who is doing what?  
c) What is working now for CC here – and why?

Round 3 – d) What are the gaps, issues, barriers, and realities for CC in our region?

Round 4 – e) How can the post-secondary institutions contribute to enhancing CC?  
f) What research or innovative initiatives could support best practices in CC?

The participants were randomly seated at one of five tables for the first round. Each table had an assigned table host who remained static. After each round of discussion, participants were asked to move to a new table to converse with a different group of people. Each round lasted about 45 minutes, followed by a short group discussion facilitated by Sandra Woodhead Lyons (ICCER), Lars Hallstrom (ACSRC), and Emily Dymchuk (ICCER). The key points were recorded during each group discussion.

▪ **Participants**

**Planning Committee:**

<b>Name</b>	<b>Organization</b>
Lars Hallstrom	Alberta Centre for Sustainable Rural Communities
Sandra Woodhead Lyons	Institute for Continuing Care Education and Research
Emily Dymchuk	Institute for Continuing Care Education and Research
Terri Woytkiw	Alberta Health Services
Lori Swanson	Alberta Health Services
Kate Butler	Alberta Health Services

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Name	Organization
Lorna Chisholm	Alberta Health Services
Tracey Correia	Alberta Health Services

**Facilitators:**

Name	Organization
Lars Hallstrom	Alberta Centre for Sustainable Rural Communities
Sandra Woodhead Lyons	Institute for Continuing Care Education and Research
Emily Dymchuk	Institute for Continuing Care Education and Research

**Table Hosts:**

Name	Organization
Tracey Correia	Alberta Health Services
Craig Hart	NorQuest College
Tara Hetherington	Good Samaritan Society
Lori Swanson	Alberta Health Services
Terri Woytkiw	Alberta Health Services

**Participants:**

Organization	Number of Participants
Alberta Health Services (not including the table hosts)	3
Community Care Foundation	4
Evergreens Foundation	8
FCSS (Edson, Fox Creek, Grande Cache, Yellowhead County)	5
Home Care (Edson, Whitecourt)	2
Lac Ste. Anne Foundation	1
Other	9
Town of Edson	1
Town of Grande Cache	1
Town of Hinton	1
Yellowhead County	1

## Analysis

The current programs and provider options in these communities can be categorized as social programs, facility programs, home care programs, and health care availability. The participants from Edson and surrounding areas identified strengths in their communities, including various social programs, Home Care and Lodges; however, there are also limitations associated with living in rural areas. Participants identified the lack of long-term care beds and specialized services as major challenges in their communities.

- **Round 1 - a) What CC is available here? What services, programs, and supports are people receiving here currently?**

Social Programs	Facility Programs	Home Care Programs	Health Care Availability
Reflections - includes Day Programs for those with brain injury.	<u>Edson:</u> <ul style="list-style-type: none"> <li>• Parkland Senior Citizens Lodge (Evergreens Foundation)</li> <li>• LTC in hospital</li> </ul>	Home Care and Home Support services are available.	Hospitals- services include Palliative Care, OT, and PT.
Whitecourt Seniors Circle			
Meals on Wheels available but underutilized.	<u>Whitecourt:</u> <ul style="list-style-type: none"> <li>• Spruceview Senior's Lodge (Lac Ste. Anne Foundation)</li> </ul>	Seniors Apartments: <ul style="list-style-type: none"> <li>• Heatherwood Manor &amp; Heritage Court (55 units) in Edson</li> <li>• Heart River Housing Iosegun Manor - Fox Creek</li> <li>• Lion's Sunset Manor (32 units) in Hinton</li> <li>• Pine Grove Manor (32 units) in Jasper</li> <li>• Woodland Villa (16 units) in Whitecourt</li> <li>• Pembina Pioneer Haven (14 units) in Evansburg</li> </ul>	EMS
Good Samaritan Telecare (formerly LifeLine)			Primary Care Networks
Community Care Foundation of Edson & District	<u>Jasper:</u> <ul style="list-style-type: none"> <li>• Alpine Summit Senior's Lodge (Evergreens Foundation)</li> <li>• Home Care</li> </ul>		Pharmacies
Snow shoveling services			
FCSS	<u>Hinton:</u> <ul style="list-style-type: none"> <li>• Pine Valley Senior's Lodge (Evergreens Foundation)</li> <li>• Supportive Living (Good Sam)</li> </ul>		Medical Centres
Seniors Transportation Society Edson; West End Bus Program; Taxi Pass Program			Geriatric Clinic in Mayerthorpe
Income Tax Support Programs			Gerontologist visits lodge in Whitecourt

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Social Programs	Facility Programs	Home Care Programs	Health Care Availability
Golden Age Club in Grande Cache			Chronic Care Nurse in Grande Cache
Alberta Mental Health Board Help Line	<u>Grande Cache:</u> <ul style="list-style-type: none"> <li>• Whispering Pines Senior's Lodge (Evergreens Foundation)</li> </ul>		
Group Homes			
Edson Seniors' Drop In Centre Pioneer Cabin	<u>Evansburg:</u> <ul style="list-style-type: none"> <li>• Sunshine Place Senior's Lodge (Evergreens Foundation)</li> <li>• Supportive Living &amp; LTC (Good Sam)</li> </ul>		
Doo Drop-In Seniors' Centre in Hinton			
Adult Day Support Programs	<ul style="list-style-type: none"> <li>• Evergreens Foundation</li> <li>• Lac Ste. Anne Foundation</li> </ul>		
Brain Care Centre			
Oldtimers Recreation Centre Society Edson & District	Respite beds in Edson, Grande Cache and Hinton.		
Blue Heron Support Services Association			
Parkland Lodge Auxiliary			
Neighbourlink in Hinton			
BRIDGES in Hinton for those with mental illness.			

▪ **Round 2 - b) Who is providing CC? Who is doing what?**

Social Programs	Facilities/ Programs	Home Care Programs	Health Care Availability
FCSS – Caregiver Support Group in Edson; volunteer driver program is Whitecourt; home support programs.	<ul style="list-style-type: none"> <li>• Evergreens Foundation</li> <li>• Lac Ste. Anne Foundation</li> <li>• Good Samaritan Society</li> </ul>	Private caregivers	Alberta Health Services – Palliative and Acute care services.

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Blue Heron Support Services Association		Home Care available in all communities.	Hospitals
Meals on Wheels is available but underused.	Recreation Therapists, OTs, PTs in facilities.	Private physiotherapy	Pharmacists
Adult Day Programs	RNs, LPNs, HCAs provide care in facilities.		Family members provide care.
Brain Care Centre for those with brain injury.			Primary Care Networks monitor health, chronic disease management and provide palliative care.
Pioneer Cabin provides recreation for seniors.			Allied Health
			Telehealth

▪ **Round 2 – c) What is working for CC here – and why?**

Social Programs	Facilities/ Programs	Home Care Programs	Health Care Availability
Woodlands County has a grant that pays for transportation to Edmonton.	Supportive staff available to residents in facilities.	Home Care allows seniors to stay at home longer.	Pharmacies
FCSS - monthly interagency meetings.	Respite beds in most communities.		Monthly Seniors Clinic
Meal delivery allows seniors to stay in their homes.	New lodge being built in Edson (100 beds).		
Various Seniors Centres and Drop-In Programs are available in the area.			

▪ **Round 3 – d) What are the gaps, issues, barriers and realities for CC in our region?**

The gaps, issues, barriers and realities for continuing care in the participating communities can be categorized based on four different themes. First, the distance/density of living in rural Alberta impacts continuing care in these communities, including the availability of beds at all levels of care, transportation to access services, and long wait times. A greater awareness and understanding of the current realities of continuing care in these





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<b>Theme</b>	<b>User</b>	<b>Provider</b>	<b>Community</b>
<b>Knowledge</b>	Technology barrier for seniors looking for services in their communities.	Staff in rural communities are not offered the same educational and training opportunities as urban.	Lack of knowledge in the community on continuing care and how to navigate the system.
	Lack of awareness of the costs of services and care.	Addressing differences in cultures between those who live and work in facilities.	Need for educational opportunities and resources for informal caregivers.
	Physicians do not understand the different levels of continuing care and how to access them.		
<b>Collaboration</b>		Need for greater collaboration between programs and various providers; Services are currently in “silos.”	Greater inclusion of First Nations communities needed.
<b>Capacity</b>	Patients are being kept in acute care beds who should be in continuing care facilities.	Staff turnover is common.	Municipalities need to plan for seniors’ needs.
	Patients are placed in the wrong level of care because the appropriate beds are full.	Need for more recreation services in facilities.	Aging infrastructure; communities are not built to be accessible to seniors or those with disabilities.
	Lack of Social work services.		
	Long wait lists due to lack of services for mental health and addictions.	Need for more transitional units.	Need for greater family/caregiver support.
	Not enough low-income housing.	Need for increases in Home Care resources.	Difficult to recruit volunteers; many volunteers are seniors themselves.
	Need for greater Home Support services.		Differences in services offered between communities (ex: FCSS).
	Absence of hospice care.		Need for greater access to respite care across communities.

- **Round 4 – e) How can the post-secondary institutions contribute to enhancing CC?  
f) What research or innovative initiatives could support best practices in CC?**

In the final round of discussion, participants were asked to identify the ways in which post-secondary institutions (PSIs) can contribute to improving continuing care, as well as the types of research or initiatives that could help the field. Participants spoke about improving the awareness of the potential career opportunities in continuing care starting at the high school level. Many high school and university students are not aware of the possibilities in continuing care and therefore do not pursue further education in this field. The incorporation of rural practicum placement for students in post-secondary education would further support this initiative. Increasing rural education opportunities for both formal and informal caregivers was also identified. In terms of research, the participants recommended more work be done on supporting aging in place and how to incorporate universal, age-friendly design within their communities.

<b>Post-secondary Institutions/Education</b>
Provide more incentives and opportunities for students to have rural practicums (ex: living allowance).
Develop more hands-on education programs for Health Care Aides.
Include rural practice in curriculum; explain differences between urban and rural practice settings.
Shift the perception of the continuing care service setting to be more positive.
Improve education on the levels of continuing care within the community.
Enhance Social Work programs.
Improve understanding of the different roles in continuing care/interprofessional collaboration.
Engaging First Nations and Métis communities in education.
Work on improvements in student orientation before working on the floor.
Provide local education and training opportunities for informal caregivers; improvements to online resources.
Connect with high school students to encourage careers in continuing care (ex: job fairs, “employer spotlight”).
Provide ongoing education and professional development for staff.
Educate Physicians on the different levels of continuing care and the requirements of each.
Incorporate mandatory volunteering for high school and university students.
Reconsider the use of language in continuing care (ex: “facility/institution” vs. “nursing home”).
Incorporate specialized services in rural practicum settings (ex: ophthalmology, foot care, dialysis).

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<b>Research/Initiatives</b>
Explore the role of “friendly visitor” and similar programs for seniors’ quality of life.
Research best practices in supporting couples to stay in the same place rather than be separated.
Incorporate “Dementia Villages” in our communities.
Implementation of a “universal design” of public and private spaces to make them accessible to all.
Multi-generational housing – house university students with seniors in vacant suites.
Research various care models with resident involvement.
Support technology literacy among seniors.

## **Summary**

This community consultation event provided an opportunity for members of Edson, Evansburg, Jasper, Hinton, Grande Cache, Whitecourt, Fox Creek, Drayton Valley, and neighbouring communities to discuss continuing care in their area and how it can be improved. At the end of the session, the group discussed their next steps using the new information and connections they made. In addition to the recommendations below, some members of the group exchanged contact information in order to work together towards putting these next steps into place.

▪ **Recommendations for moving forward:**

- a) Continue to celebrate the successes in each community and strengthen the partnerships between those involved in the session.
- b) Work to keep residents informed on what is going on in their communities.
- c) Explore the idea of creating a local continuing care directory for the area.
- d) Contact Edson Town Council regarding FCSS supports for seniors.

## Appendix A – Background Materials

### Background Document:

Background Document prepared for the Discussion of Continuing Care in the Edson Area: For Today and Tomorrow” [http://iccer.ca/pdf/edson/BackgroundDoc Edson 6jun16 rev.pdf](http://iccer.ca/pdf/edson/BackgroundDoc%20Edson%206jun16%20rev.pdf)

### Additional Reading:

Alberta Health. June 2012. Moving Continuing Care Centres Forward: A Concept Paper.

Alberta Health Services. Understanding Continuing Care.  
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