

Key Messages – Temporary Measure Implementation

Preparation:
(TC)

Acute and Post-Acute TC's:

- The Chief Zone Operating Officer has initiated a Temporary Suspension of the ADLO policy to address Edmonton Zone acute capacity pressures.
- **Discharge clients using Destination Home process/protocols whenever possible.**
- In an ALC client is waitlisted from acute, the client/agent **must accept** the first publicly funded temporary site that can meet their assessed care needs.
 - **If they refuse, they will be required to find an alternative private option in the community the next business day.** This can be a private site option or home with home care or family support.
- TC are to choose with, or on behalf of the client, a preferred geographic area and a minimum of one preferred site **at the time of assessment** (for PathWays system matching purposes only).
 - Involve families when possible, **however no additional time will be provided for them to make this choice.**
 - Communicate to the client/agent that their most preferred choice can be added/updated **after** they transfer to a temporary site from acute care. **Acute is not the location to be making this decision.** Decisions can be made **after** transfer to a temporary site.
- **Tours, PAV's and the process of "accepting" a bed is suspended while the Temporary Measures are in place.**

Bed Hub Process:

- Bed Hub will still attempt to match a preferred site if there is a bed available.
 - If there are no beds available, bed hub **will attempt** to match to **a preferred geo location** based on the preferred sites selected.
- Bed hub will take into consideration requests for reunification or requests for cultural/religious preferences if approved by Bed Hub Manager based on TC submission of the *Special Consideration Request Form*.

Community TC's:

- Immediate placements from community should follow the same process as Acute and Post-Acute. **The client/agent must be willing and ready to accept the first available bed offered.**
- For initial moves from community and transfers, clients/agents **must be ready and willing to accept a bed** when it is offered.
 - **If a client/agent declines a bed offer** as they are not ready or wanting to move at that time, **the client will be removed from the waitlist** and a new waitlist date will be provided when they are ready to move.
 - To be waitlisted from community, **clients must be ready to move within 48 hours.**

Family/Client:
(TC)

Destination Home:

- A home Living Health Professional (SCM) can be consulted to confirm if your home can be **optimized to safely meet your care needs.** This option offers individuals some time to convalesce at home prior to being assessed for Continuing Care Home.
 - Some clients recover and do not require transfer;
 - some are able to wait for one of their preferred sites if they are able to be cared for within the provincially set number of Home Living hours available; and

	<ul style="list-style-type: none"> ○ Some still require immediate transfer from home to a first available bed in a Continuing Care Home if the number of care hours exceeds the provincial standard. <p>Waitlist Management</p> <ul style="list-style-type: none"> – There is a lower supply of new sites in Edmonton. <ul style="list-style-type: none"> ○ These sites have very long waitlists and are matched in a transparent and equitable process which relies heavily on your initial waitlist date. ○ Because you need care NOW, we close these waitlists to initial admissions. However, once you are in a temporary site, we then work with you to select which of these high demand sites you would like to wait for. At any time, you may decide to stay where you are. – If you are being waitlisted for Supportive Living from Acute Care or Post-Acute, purchase a new bed as soon as you are approved to be put on the waitlist. Typically, sites require a new twin bed to be purchased. Make arrangements and back-up plans for transportation to your new residence. Your TC can provide additional advice regarding what else to prepare. <p>Transfer List Follow-up:</p> <ul style="list-style-type: none"> – Your temporary site will check in with you to confirm your wishes in four to six weeks. <ul style="list-style-type: none"> ○ They will confirm and communicate your preferences to Community Bed Hub team's Transfer Clerk.
<p>Prepare for Initial Transfer: (TC)</p>	<ul style="list-style-type: none"> – You will receive a call from a site who has reviewed your profile and accepted you into their care. You will be required to sign a contract for admission and begin paying accommodation fees. <ul style="list-style-type: none"> ○ Have all necessary legal and financial information and documents ready. ○ It is expected that you will be admitted within 24 hours of being accepted. ○ Have all personal belongings and toiletries ready. ○ Have an alternative contact listed to prevent delays and support your move when your primary contact is unavailable.
<p>Discuss transfer process with client and family during initial placement discussion: (TC)</p>	<ul style="list-style-type: none"> – If you are transferred to a temporary site, you will remain on the waitlist for your most preferred site. – If you want to move sooner, you may add multiple additional preferred site options. Once you are accepted to one of these preferred choices, you will be removed from the waitlist. – To find out your waitlist ranking, you may call the Community Bed Hub Transfer Clerk after your initial move. Transfer clerks will not be able to provide a waitlist ranking while you are still in acute care. – Waitlist ranking can shift when people change their preferred site options which you can do at any time by calling the Transfer Clerk. – If a client/agent declines a bed offer as they are not ready or wanting to move at that time, the client will be removed from the waitlist and a new waitlist date will be provided when they are ready to move. – If a client is matched to a preferred site and later wants to move to an alternate site, they will be given a new waitlist date which is the date the request is made to transfer.