

Frequently Asked Questions

Who should families contact first with questions?

Families are encouraged to first speak with a member of the care team or the Care Services Manager.

What is included in accommodation fees?

Accommodation fees generally include:

- meals and snacks
- housekeeping
- laundry services
- utilities and maintenance

What services may involve additional costs?

Additional services may include:

- foot care
- dental care

Residents are responsible for the following items:

- hearing aids
- eye glasses
- mobility/specialized equipment

Some wheelchair and Broda Chair rental may be available to rent through Bethany. Please speak with an Occupational Therapist.

How do care conferences work?

Care conferences are meetings between residents, families, and the care team to discuss care needs, goals, preferences, and any questions or concerns. A care conference is typically held within the first six weeks after move-in and at least annually after that, or more often if care needs change.

How do I raise a concern or share feedback?

Residents and families are encouraged to:

1. Speak with a member of the care team
2. Speak with the Care Services Manager if needed
3. Contact the Site Administrator for additional support

If these steps don't result in your desired outcome, you also have these options:

Contact Assisted Living Alberta Complaints:

1-888-357-9339, option 3
cclo@gov.ab.ca

Residents and families may also share experiences through Care Opinion Canada:
www.careopinion.ca

Can pets visit Bethany?

Yes. Family pets may visit with prior approval from the care team and must follow Bethany's pet visitation guidelines.

What should residents bring when they move in?

Residents should bring:

- comfortable clothing
- toiletries
- labelled personal items
- eye glasses or hearing aids
- mobility aids if needed
- meaningful personal belongings such as photos or small decorations

Where can we get help with legal documents?

Residents and families can speak with a Social Worker or Care Services Manager regarding:

- Personal Directives
- Enduring Power of Attorney
- Trusteeship or Guardianship information

Are families able to participate in activities and events?

Yes. Families are encouraged to participate in recreation programs, celebrations, outings, and community events whenever possible.