

Your New Home

Preparing For Your Arrival

Once your move to Bethany is confirmed, our care team will contact you to arrange a date and time to complete the necessary forms and answer any questions you may have.

You will need to arrange transportation to your new home on move-in day. If you are moving from a hospital, staff there will help coordinate your transfer.

In your first few weeks, our care team will help you get settled. We will introduce you to your home, daily routines, and activities, and make sure you know who to go to for support.

Within the first six weeks, members of your care team will complete assessments and work with you to develop a care plan based on your needs and preferences. You and your family will be invited to a care conference to talk about your care and what matters most to you.

Please refer to your Bethany Move-In Checklist as you prepare for your move.

General Medical Services

Medical services in continuing care are publicly funded, with benefits determined by the Government of Alberta.

While living at Bethany, you will have access to essential health services, including on-call care support, hospital care, and ambulance services when needed. Additional health benefits may be available through Alberta Blue Cross for those who qualify.

Helpful Reminders

Personal Belongings

Please ensure all clothing and personal items are labelled to help prevent loss.

Visiting

Families and friends are welcome to visit and participate in community life, recreation programs, and special events.

Questions & Concerns

If you have questions at any time, please speak with:

1. A member of the care team
2. The Care Services Manager
3. The Site Administrator if additional support is needed

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

Your First 30 Days at Bethany

Moving into a new home takes time, and every person's experience is unique. During your first few weeks at Bethany, our care team will work with you and your family to help you settle in, get to know your routines and preferences, and answer questions along the way.



Getting Settled

During your first few days, employees will help you become familiar with:

- your room and shared spaces
- daily routines and schedules
- meals and dining areas
- recreation programs and activities
- how to request support or assistance



Meeting Your Care Team

You will be supported by an interdisciplinary care team that may include:

- nurses
- health care aides
- physicians
- therapists
- recreation employees
- spiritual care practitioners
- social workers
- dietitians

Your care team will work together to support your health, comfort, and quality of life.



Assessments & Care Planning

During the first several weeks, assessments will be completed to help the care team better understand your needs, routines, preferences, and goals.

A care conference is usually scheduled within the first six weeks after move-in. This meeting gives residents and families an opportunity to:

- ask questions
- discuss care needs
- review goals of care
- participate in care planning decisions

Making Yourself at Home

Residents are encouraged to personalize their space with photos, small decorations, and meaningful belongings that help create comfort and familiarity.