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Seniors' Care Discussion Forum Questions and Responses



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About albertapatients.ca

Alberta's doctors, through the Alberta Medical Association, have established albertapatients – an online community to give all Albertans a health care forum and a meaningful opportunity to engage in dialogue and help shape the future of our health care system.

The goal of albertapatients is to identify and examine the health care issues that matter most to Albertans.

This guide was developed to answer questions that albertapatients members had about seniors' care. They asked, and we went and asked the experts.

If you find this guide interesting, seniors' care is only one topic to explore in albertapatients.ca

If you're not already a member, come visit and join today.

About Seniors' Care in Alberta

albertapatients hosted an online Seniors' Care Discussion Forum in 2016. This forum focused on gathering interested albertapatients members' questions about aspects of seniors' care in Alberta in three topic areas:

- Seniors' Unique Medical Needs: e.g., dementia, geriatricians, complex health concerns and treatments, system accessibility for those with limited mobility or hearing/sight loss, palliative/end of life care, etc.
- Quality of Life: e.g., educational, recreational, and social programs, healthy eating, maintaining an active lifestyle when living with physical or mental limitations, supports available to family caregivers, etc.
- Navigation and Education: e.g., programs, services, supports, and coverage available to seniors, determining program costs and eligibility, accessing home care services, etc.

The intent of this discussion forum was not to work at the individual level or address specific cases, but rather to provide information and resources dealing with issues that many have in common and that can benefit as many patients as possible.

Acknowledgements

Questions gathered in the forum were reviewed by a panel of experts from the Alberta Seniors' Care Coalition (ASCC), and responses were prepared in collaboration with the following organizations:



Dementia

Questions and Responses

“How do I find information about dementia screening, including screening for early onset dementia? What are the tests that are offered and how do I access them?”

The primary purpose of screening tests is to detect early disease or risk factors for disease in large numbers of apparently healthy individuals.

The purpose of a diagnostic test is to establish the presence (or absence) of disease as a basis for treatment decisions in symptomatic or screen positive individuals (confirmatory test).

People with Young Onset Dementia and their carers often report that it takes years to receive the correct diagnosis. People can take a long time to present to a health professional. It can also be difficult for a health professional initially to make the diagnosis of dementia in a younger person because the condition is relatively rare (compared to depression, for example) and because behavioural symptoms can precede cognitive symptoms.

A health care professional should refer a person with suspected young onset dementia for specialist assessment. This may be done by someone who specialises in psychiatry, aged care, geriatrician or neurologist. The specialist will usually suggest that neuropsychological and other testing (e.g., brain scans) be performed to assist them in reaching a diagnosis.

Information on screening and diagnosis is available at:

<http://www.alzheimer.ca/en/ab/We-can-help/Resources/For-health-care-professionals/Screening-and-diagnosis>

The Alberta Health Services (AHS) Dementia Advice Line offers 24/7 telephone nurse advice for individuals and caregivers living with dementia and Alzheimer’s disease. When needed, callers will be referred to a specialized dementia nurse for additional support.

For more information, visit <http://www.albertahealthservices.ca/info/facility.aspx?id=1011654&service=1069001> or call 811 (811# on cell phones).

“What is the process for obtaining dementia care for myself or a family member? Are there specialized home care services or care facilities for dementia patients?”

Alberta Health Services, Community Care Access provides a variety of services for people living with dementia including care in the home and referral to appropriate levels of residential care.

Home Care services through Alberta Health services are found here:

<http://www.albertahealthservices.ca/cc/page4482.aspx>

As well, the nearest Alzheimer Society office will be able to provide you with local information, support and education.

<http://www.alzheimer.ca/ab> (all areas in the province other than Calgary)

<http://www.alzheimercalgary.ca/>

Health Link offers a Dementia Advice Service through 811 24/7. Nursing staff can assess you or your family member’s needs and provide immediate advice for your concerns. When needed, you will be referred to a specialized dementia nurse for additional advice.

“What is Alberta doing to ease seniors’ fears about dementia that may be preventing them from seeking early onset screening?”

Alzheimer Societies across Canada work to raise awareness and reduce the stigma of Alzheimer’s disease and other dementias. The province of Alberta recognizes the importance of this work and a provincial Dementia Strategy is being developed. Alberta Health continues to support the Alzheimer Society in raising awareness of the warning signs of dementia and the importance of timely diagnosis.

Contact the nearest Alzheimer Society office for information about working with your family member and options that may be available to address this issue. It is very common for individuals to deny that they are experiencing problems but there are some strategies that may be helpful. It is also important to seek support for yourself and the local society can help you with this (www.alzheimer.ca).

“I would like to learn more about how I can help my family member who is living with dementia. Are there any courses or support groups that could benefit me? What supports exist for families and caregivers? Is there someone in the health care system I can talk to for direction and connection to resources as we need them?”

Whether you are living with dementia, or supporting someone who is, First Link® is an early intervention service designed to connect you to health services and information in your community, from the time of diagnosis throughout the progression of the disease. First Link® is about helping you and your family make informed choices so you can live better with dementia at every stage of the disease. Contact your local Alzheimer Society or call 1-866-950-5465 for information. The Alzheimer Society also offers a number of programs including learning opportunities, support groups and one-to-one support as well as assistance in navigating the health care system.

ASANT Café is an online learning platform with information, resources and/or education programs about Alzheimer’s disease and other dementias. Seeds of Hope Family Learning Series can be found here:

<https://www.asantcafe.ca/learn/>

You can also call Alberta Health Services Dementia Advice line for guidance – the provincial number is 811. The following is a PDF with more information.

<http://www.albertahealthservices.ca/assets/about/scn/ahs-scn-srs-dementia-advice-faq.pdf>

<http://www.albertahealthservices.ca/scns/Page12938.aspx>

Many organizations offer support for caregivers in Alberta. For example, the Golden Age Society has many drop-in centres throughout Alberta, many of which offer Alzheimer’s Support Groups.

The Alberta Government publishes a Directory of Seniors’ Organizations in Alberta, many of which provide support and advice for caregivers. Please visit: <http://www.assembly.ab.ca/lao/library/egovdocs/2007/als/171050.pdf> to view the Directory.

“What kinds of programs (recreational therapy, social groups, fitness, etc.) are there for seniors with dementia?”

Programs for people living with dementia in the community vary across the province. Contact your local Alzheimer Society for information.

<http://www.alzheimer.ca/ab> (all areas in the province other than Calgary)

<http://www.alzheimercalgary.ca/>

The Alberta Government publishes a Directory of Seniors’ Organizations in Alberta, many of which provide support and programs for seniors living with dementia. Please visit: <http://www.assembly.ab.ca/lao/library/egovdocs/2007/als/171050.pdf> to view the Directory.

“What housing/care options are available for patients with early onset dementia or Alzheimer’s disease? Many assisted care residences do not accept anyone under 65 years of age.”

Alberta Health Services – Community Care Access will assist people to find the most appropriate care residence available. Visit Alberta Health Services website for Assisted Living.

<http://www.health.alberta.ca/services/supportive-living.html>

The following PDF may offer some help as well:

<http://www.seniors-housing.alberta.ca/documents/Seniors-ProgramsServices-English.pdf>

For some general information (not young-onset specific), the following link is a good resource:

<http://www.alzheimer.ca/en/Living-with-dementia/Caring-for-someone/Long-term-care>

The Alberta Seniors Citizens Housing Association offers an on-line searchable housing registry and general information on the seniors housing industry.

Alberta Seniors Citizens Housing Association (ASCHA):
Telephone: 780-439-6473
Email: ascha@ascha.com
Website: www.ascha.com

Alberta Seniors and Housing is another resource. They can be reached via telephone through the Alberta Supports contact centre: Toll-free 1-877-644-9992

Programs, Supports, and Transportation

Questions and Responses

“There is a lot of information about programs and supports on the Alberta Health Services website, but it only helps if you know exactly what it is that your family needs. Can seniors access a big list of everything that is available with contacts they can call or email for more information?”

www.informalberta.ca is a website of Albertan health, government and social services. You can search by topic, but there are two directories of seniors’ programs that group the services together for Edmonton and Calgary for ease of use.

Resources for Seniors and Older Adults – Edmonton:

<https://informalberta.ca/public/common/viewComboList.do?comboListId=1002053>

Calgary Seniors’ Guide – Calgary:

<https://informalberta.ca/public/common/viewComboList.do?comboListId=1002002>

A list of programs and services for seniors can be found on the AB Government website:

www.seniors-housing.alberta.ca/seniors/; OR the Government of Canada website:

www.canadabenefits.gc.ca (select ‘I am a senior’).

The Alberta Government publishes a Directory of Seniors’ Organizations in Alberta that provide a wide variety of support, advice and services. Please visit: <http://www.assembly.ab.ca/lao/library/egovdocs/2007/als/171050.pdf> to view the Directory.

“How can someone who doesn’t have access to a computer or who has a disability like hearing/vision loss find out what programs are available in various communities? Is there someone they can call or an information package they can request to have mailed out to them?”

Albertans can contact:

- Health Link (811) for assistance with health services
- 211 for government and social services
- Alberta Seniors and Housing through the Alberta Supports contact centre (Toll-free: 1-877-644-9992)

Additionally, SAGE (Senior’s Association of Greater Edmonton) and the Kerby Centre in Calgary may do mail outs of resources they have.

SAGE: 780-423-5510

Kerby Centre: 403-265-0661

“Is there any kind of course or educational program oriented toward adults and caregivers to help them know what to expect as they and their parents get older, educate them about what services are available, and help them come up with a plan for aging?”

Health Link (811) can help connect Albertans with these types of programs, and they can also contact:

- Tri-Community Adult Learning and Literacy Association (caregiver support courses)
Perc Building
Suite 16, 5413 51 Street, Stony Plain, Alberta T7Z 1Y2
Telephone: 780-591-3355
- Alberta Caregiver College

A resource and education program that teaches caregivers how to meet the needs of a loved one with an injury, illness or disability.

Glenrose Rehabilitation Hospital
10230 111 Avenue NW, Edmonton, Alberta T5G 0B7
Telephone: 780-735-7912
www.caregivercollege.org

- Caregivers Alberta
Telephone: 1-877-453-5088
www.caregiversalberta.ca
- Eldercare Edmonton
Telephone: 780-444-CARE (2273)
www.eldercareedmonton.ca
- www.seniors.gc.ca or Alberta Seniors <http://www.seniors-housing.alberta.ca/seniors> (videos, checklists, etc.)
- Doctor’s office to talk about goals of care designation/green sleeve
www.conversationsmatter.ca
- Continuing Care information on the Alberta Health Services external website
<http://www.albertahealthservices.ca/cc/Page13154.aspx>
- Covenant Health Inventories of Resources and Supports for Caregivers in Alberta
<http://www.shapeseniorscare.ca/resources-for-caregivers1/documents/3529/download>

“Are there any courses available about self-managing care for people with reduced mobility, or courses that might help someone stay in your own home for as long possible? How do I find them? Who can attend? Are there any costs?”

Each of the listed services below will assess people in their homes for equipment needs and provide assistance on independent living.

- Community Aids for Independent Living
<http://www.health.alberta.ca/services/aids-to-daily-living.html>
- Self-Managed Care program – Community Care Access
<http://www.albertahealthservices.ca/assets/info/seniors/if-sen-self-managed-care-brochure.pdf>
- The Mobility Guides developed for the Edmonton and Calgary areas provide valuable information to help promote health and independence and include information on organizations and businesses that provide in-home services and transportation. The majority of organizations listed have a focus on seniors and/or offer seniors a discount toward the services they offer.

Edmonton and Area Mobility Guide:

http://mard.ualberta.ca/en/Resources/~media/mard/Mobility_Guide_7th_Edition_Feb_8.pdf

Calgary and Area Mobility Guide:

http://mard.ualberta.ca/en/Resources/~media/mard/Calgary_mobility_guide_2014_updated.pdf

“What kind of financial assistance is available for seniors? Is there a book or website that covers everything available so that seniors don’t end up paying for things that they could have otherwise had covered?”

- Alberta Supports Centre, through the Ministry of Human Services, can identify social-based programs for support, such as monthly income supplements, basic dental coverage, vision coverage, etc.

Telephone: 1-877-644-9992

- Alberta Aids-to-Daily-Living can provide financial support for seniors or those with disabilities to access medical equipment or supplies (wheelchairs, medical beds, bath rails, raised toilet seats, diabetic supplies)
- Alberta Blue Cross – Government Sponsored Coverage

Telephone: 1-800-661-6995

- Covenant Health’s Inventories of Resources and Supports for Caregivers in Alberta document offers information on government supports available for caregivers in Alberta.

www.shapeseniorscare.ca/resources-for-caregivers1/documents/3529/download (pages 46-48)

“Are there any financial assistance programs specifically for single seniors living on one income/pension? Senior couples both get pension and benefits but the cost to live is not double what it costs to live alone. There are things my family member cannot do because of being on a single income.”

The Allowance for the Survivor is a non-taxable monthly benefit paid to a surviving spouse or common-law partner who has low income. Either benefit may be paid until you turn 65 years of age. It will then be replaced with an Old Age Security pension, if you qualify.

Telephone: 1-800-277-9914

Online application: <http://www.servicecanada.gc.ca/fi-if/index.jsp?app=prfl&frm=isp3008&lang=f>

“What low-cost educational and recreational programs are available for seniors to access? Are there information sessions offered that cover things such as an overview of what supports are available, nutrition, stimulating programs, coping with health challenges, alternatives to medications, access to support groups, etc.?”

- Active anytime anywhere – Alberta Health Services Edmonton zone offers group exercise sessions and presentations for low income adults: 780-735-3342
- Alberta Senior citizen sport and recreation association: 403-700-0454
- City of Edmonton 311 or City of Calgary 311 for municipal recreation programs
- Seniors’ information phone line: 211
- The Recreation and Wellness Directory for Older Adults provides an overview of arts, fitness, technology, health and recreational activities for adults 55+ in the Edmonton area. The directory is produced by the Edmonton Seniors Coordinating Council (ESCC) and is available at local seniors’ organizations. Copies can also be picked up at the Edmonton Seniors Coordinating Council (#255 Bonnie Doon Shopping Centre).
- The Alberta Government publishes a Directory of Seniors’ Organizations in Alberta that provide a wide variety of recreational supports and services:

Please visit: <http://www.assembly.ab.ca/lao/library/egovdocs/2007/als/171050.pdf> to view the Directory.

- Visit your local Seniors’ Centre for a wide range of programs, services and activities (there are several centers throughout Alberta)

“Does AHS have a list of local for-hire companies that can offer assistance to seniors? Many seniors would pay for some help but are not able to find it.”

AHS does not keep a list of private companies. Local seniors’ associations may be able to provide a list of contacts. The Alberta Government publishes a Directory of Seniors’ Organizations in Alberta that provide a wide variety of supports and services:

Please visit: <http://www.assembly.ab.ca/lao/library/egovdocs/2007/als/171050.pdf> to view the Directory.

“My family member needs rehab therapy but the wait time is very long in my community. Many people have suggested that we go to a hospital in a major city instead but we need a referral for that. Doctors here haven’t been able to refer us, is there some other way to get the referral?”

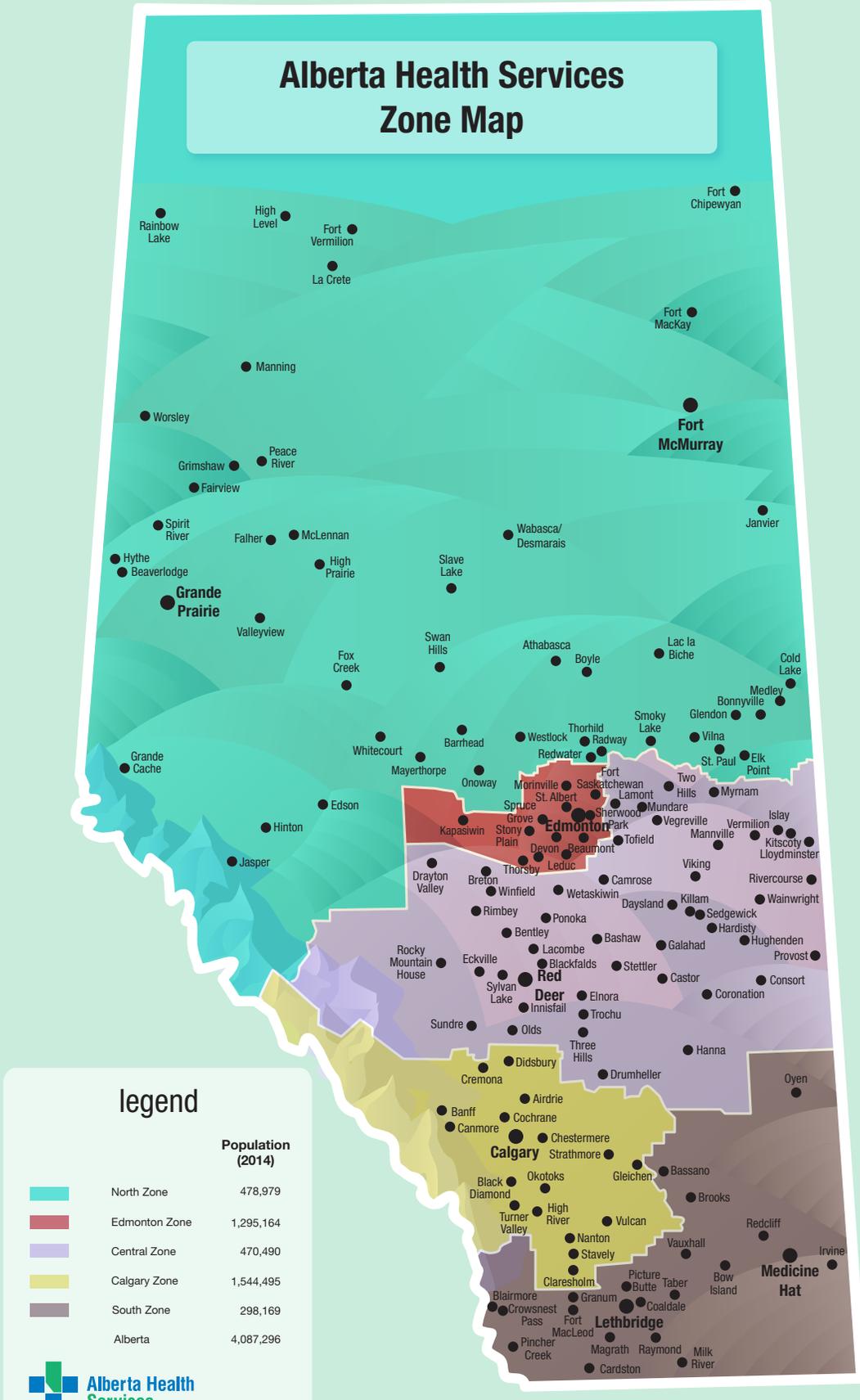
Provincially funded physiotherapy is based on certain eligibility criteria set out by Alberta Health Services. An AHS representative has been assigned to each zone for callers who would like more information about accessing physiotherapy:

- South Zone: Denise Paice 403-388-6220
- Edmonton Zone: Carson Lai 780-735-3093
- Calgary Zone: Kira Ellis 403-943-8204
- Central Zone: Janis Carscadden 403-314-6080
- North Zone: Dalique Van Der Nest 780-849-5101 (ext 585)

Please see the map on page 9 to determine your health zone.

Private, fee-for-service physiotherapy may also be an option.

Alberta Health Services Zone Map



“Are there any plans to expand Comprehensive Community Care programs and allow more people to access them, not just those with complex medical needs? Many seniors could benefit from having access to medical and support staff offering medical and social care.”

Please Contact Community Care Access for more information:

<http://www.albertahealthservices.ca/info/service.aspx?id=1001464>

Telephone: 780-496-1300

The Alberta Government publishes a Directory of Seniors' Organizations in Alberta that provide a wide variety of supports and services. To view the Directory:

<http://www.assembly.ab.ca/lao/library/egovdocs/2007/als/171050.pdf>

“My family member was recently diagnosed with cancer, what kind of programs and services are available during their treatment and how do we access them?”

There are programs, activities, support groups and counseling services that can support those who are going through treatment. The Community Cancer Support Network keeps health professionals and patients informed of upcoming opportunities and resources. They also provide information for cancer education, initiatives, and research being done in Alberta.

- Contact Glenda Armstrong for more information on the initiative: glenda.armstrong@ahs.ca

Canadian Cancer Society has a telephone and online peer support program that is designed to put cancer patients and caregivers in touch with someone who has already been through what they're facing.

Telephone: 1-888-939-3333

www.cancer.ca

Canadian Cancer Society also offers a volunteer driver program, financial help, support groups, hospice resources, travel and accommodations. Please contact an information specialist through Cancer Society:

Telephone: 1-888-939-3333 1-886-786-3934

Family doctors and oncologists are able to refer patients to navigation services within the cancer program to assist with understanding treatment and supports available.

“There are diabetic exercise programs available complete with an exercise room and equipment, but according to staff, you can only use it twice. Why can it not be made available in off times for seniors, or add seniors if the class is not full? Is there a way to find out who runs these programs?”

The Alberta Healthy Living Program provides workshops and services to Albertans interested in gaining confidence and building skills to manage chronic disease and develop healthier lifestyles. Family members and support people are welcome to attend.

For more information or to look up contact numbers for your zone, please visit InformAlberta:

<https://informalberta.ca/public/service/serviceProfileStyled.do?serviceQueryId=1062406>

“We found a wonderful resource: Vecova, a hot water pool for rehab in northwest Calgary. Are there any other facilities like this in Alberta? Some aquatic centers have similar pools intended for moms and tots, do any have Vecova-type pools for seniors?”

No other Vecova facilities could be found other than Calgary. In Edmonton, the Glenrose Rehabilitation Hospital offers a therapeutic swimming pool which is open for the general public's use. For more information, please contact their information desk at 780-735-8205.

The warmest pool in Edmonton (32.5 degrees Celsius) is the ACT Aquatic and Rec centre (290 9 -113 Ave NE).

You can also request more information about aquatic centers from the City of Edmonton or City of Calgary by calling 311.

“I have chronic health issues and was part of an AHS healthy living program where I attended weekly supervised physical activity sessions. The program might be called Alberta Healthy Living, now. My current GP has never mentioned this program to me, so either she is not aware of it or she is of the mind that it is not up to her to recommend it. My physio has never mentioned this program either. Does this program still exist, or is there another program like it?”

The Alberta Healthy Living Program is still an active program. Access to the program varies by individual zones/region. Please call within your health services zone for more detailed information.

- Edmonton Zone: 780-401-2665 (BOOK)
- Calgary Zone: 403-943-2584
- Central Zone: 1-877-314-6997
- North Zone: 1-877-349-5711
- South Zone: 1-866-795-9709 (Brooks & Medicine Hat), 1-866-506-6654 (Lethbridge)

“Does the geriatric assistance rehab program (GARP) still exist?”

The Geriatric Assistance Rehab Program (GARP) does still exist in Calgary at the Rockyview General Hospital. You need to be referred by physician. Community referrals can be made through the Seniors Health One Line Referral at 403-955-1525. Website: www.ahs.ca/garp

“How do I find out how to access services like housecleaning, lawn care, and snow removal for low income seniors?”

Community seniors’ services keep lists of these types of services. These are private services and can set their own rates, so prices can vary.

211 can also help to find services, and Alberta Supports (Toll-free: 1-877-644-9992) can help with funding.

“Are there any other services like the Kerby Centre for seniors?”

SAGE (Seniors Association of Greater Edmonton) is the closest thing to Calgary’s Kerby Centre. SAGE can be reached at 780-450-2113 and is located at 15 Sir Winston Churchill Square (on the corner of 102A Avenue and 100 Street). SAGE may refer clients to various senior centers throughout the city for more specific services.

Edmonton Seniors Centre has different classes and sessions going on a daily basis. They also have outreach services.

Telephone: 780-342-8625

You can also contact SeniorConnect for more information.

Telephone: 403-266-4357 (24 hr toll free)

“What financial aid and supports are available for family caregivers, especially ones on a low income? Is there anything for respite and to cover the cost of the work, stress, expenses, etc.? Can caregivers access the kinds of supports available to low income seniors (housecleaning, lawn care, snow removal, etc.)?”

Financial support may be available to caregivers through:

- Caregivers Alberta: 1-877-453-5088
- Employment Insurance through Service Canada provides temporary financial assistance to unemployed Canadians who become a full time care giver for a family member who is seriously ill (1-800-206-7218)
- Family and Community Support Services (FCSS)

<http://www.fcssaa.org/sites/default/files/ALL%20Programs%20Contact%20List%2C%20Jun%20%2716.pdf>

- Compassionate Care Benefits are Employment Insurance (EI) benefits paid to people who have to be away from work temporarily to provide care or support to a family member who is gravely ill and who has a significant risk of death. A maximum of 26 weeks of compassionate care benefits may be paid to eligible people through the Government of Canada (www.canada.ca - select Employment Insurance Compassionate care benefits).
- Family Caregiver Amount (FCA): If you have a dependent with an impairment in physical or mental functions, you may be eligible to claim an amount on your taxes with Canada Revenue Agency.

Additional Caregiver resources/contacts:

- Health Link (811)
- Tri-Community Adult Learning and Literacy Association (caregiver support courses)
Telephone: 780-591-3355
- Alberta Caregiver College

A resource and education program that teaches caregivers how to meet the needs of a loved one with an injury, illness or disability

Glenrose Rehabilitation Hospital
Telephone: 780-735-7912
www.caregivercollege.org

- Caregivers Alberta
Telephone: 1-877-453-5088
www.caregiversalberta.ca
- Eldercare Edmonton
Telephone: 780-444-CARE (2273)
www.eldercareedmonton.ca
- www.seniors.gc.ca or Alberta Seniors <http://www.seniors-housing.alberta.ca/seniors>
(videos, checklists, etc.)
- Doctor's office to talk about goals of care designation/green sleeve
www.conversationsmatter.ca
- Continuing Care information on the Alberta Health Services external website
<http://www.albertahealthservices.ca/cc/Page13154.aspx>

“What transportation services are available to seniors who need to travel to appointments, for dialysis or other treatment, to recreation programs, etc. if their family members cannot help?”

Alberta Health Services does not provide transportation services. These services can be accessed through volunteer groups, senior services, and non-profit organizations.

- In Edmonton, there is the Society of Seniors Caring About Seniors (<https://informalberta.ca/public/organization/orgProfileStyled.do?organizationQueryId=1031090>) and Lifestyle Helping Hands (<https://informalberta.ca/public/organization/orgProfileStyled.do?organizationQueryId=1031467>)
- LIFT offers door to door assisted transportation for seniors in Edmonton who need to get to various appointments. You may qualify for a ride if you are 65 years and over, have difficulty using public transportation services, are able to enter and exit a vehicle with limited assistance, and have an annual income under \$35,000 if single, under \$60,000 if a couple.. Exceptions may apply; call for further information at 780-424-LIFT (5438) or visit www.drivehappiness.ca.
- Everyday Task Assistance: 403-256-7887

“Where can I find information about volunteer drivers? Is there a system where I can book an appointment with a driver to avoid parking expenses or taxi fare?”

- LIFT accepts volunteer drivers and appointments for drivers
Telephone: 780-424-LIFT (5438)
www.drivehappiness.ca
- Edmonton Seniors Coordinating Council
Telephone: 780-423-5635
- Canadian Cancer Society offers driving support for cancer appointments
Telephone: 1-886-786-3934
www.cancer.ca
- Everyday Task Assistance
Telephone: 403-256-7887

“Is there a transportation service similar to DATS that can offer a higher level of assistance, such as helping a senior get from their front door into the bus?”

- LIFT accepts volunteer drivers and appointments for drivers
Telephone: 780-424-LIFT (5438)
www.drivehappiness.ca
- Private services like Driving Miss Daisy
Telephone: 780-462-4580
<http://www.drivingmissdaisy.ca/>
- Edmonton Seniors Coordinating Council
Telephone: 780-423-5635
- Everyday Task Assistance
Telephone: 403-256-7887

“Is there any financial assistance or low-cost alternatives for seniors who need help with transportation but cannot afford it?”

There are no specific financial assistance programs for transportation. Please contact Alberta Supports (Toll-free: 1-877-644-9992) to discuss financial support options.

“I would like to offer a weekly low-cost transportation alternative for seniors who need to attend specialist appointments outside of our community. Do I need AHS’s approval or support? How can I pursue this initiative?”

You don’t need to have approval of AHS to pursue this. This may be considered a ‘business’ service so you would need to research those proper avenues.

Environmental Public Health New Business and Plan Approval:

Telephone: 780-735-1800

You can also visit <http://www.albertahealthservices.ca/about/Page207.aspx> if you would like to become a vendor with AHS.