



Adult Relief Services

Handbook

December 2025

Introduction

Welcome to Adult Relief Services! Adult Relief is provided through Supported Lifestyles Ltd. for adults 18 and older with developmental disabilities who have PDD funding and have been unable to access other respite services. We offer respite at a purpose built, five-bed home in the North East called Vista .

Respite may be accessed on a planned basis, emergency basis or transitional basis. Respite stays may have a fixed end date or may be open-ended if the individual is in transitioning into a new home.

Respite stays may be up to 30 days in length with the option for extensions on an as needed basis.

Referrals are received directly from PDD

Our goal is to ensure that individuals have a safe and fun visit while at Vista. Adult Relief Services adheres to the Alberta Council of Disability Services (ACDS), Creating Excellence Together (CET) standards.

This handbook has been compiled to ensure that parents, guardians and individuals have all the necessary information for respite visits and/or transitional stays. Please contact us if there are further questions or if clarification is needed.

Contacting Vista

Vista:

Office: 403-207- 5115 ext. 298 – To reach Program Coordinator

Home: 403-291-4933 - To reach staff working directly in the home

Fax: 403-291-4935

Who is who?

Adult Relief has full-time Home Supervisor and a part-time Home Supervisor The supervisors share many duties, and you may speak to any one of them regarding urgent information. Both Home Supervisors also work directly with the individuals.

Adult Relief has one Program Coordinator responsible for all intakes and the program is overseen by a Program Director.

Profiles, Annual Authorizations, and Updates

Profiles

A written profile will be created which staff will use as a guide to working with the individual. This profile is created by the Program Coordinator in collaboration with the parents/guardians. The profiles will consist of: A face sheet (basic information such as name, date of birth, address, etc.), an introduction to the individual, communication information, medical information, emotional and behavioral support information, safety and emergency procedures, sexuality information, dietary considerations, personal care information including a bathing/showering procedure, daily routine information, supervision requirements, and likes and dislikes. This profile will be reviewed and updated annually (or as needed prior to each returning stay).

Annual Authorizations

Guardians/independent adults will be required to sign annual authorizations, which consists of the following documents:

- **Service Agreement**– this outlines the agency’s responsibilities and the guardians’ responsibilities
- **Annual Health Care Consent Form** - this grants the staff permission to administer medications and treatments prescribed by physicians; as well as permission to seek out emergency medical treatment in the event of an emergency where the parents/guardians cannot be reached
- **Photographic/Audio/Visual Release** – this grants permission to utilize the individual’s photograph to verify their identity in our medication administration procedure
- **Authorization for Outings** – this grants permission to take the individual on community-based excursions and/or recreational/leisure/educational activities, as well as grants us permission to transport the individual.
- **Confidentiality Within Shared Services** – this is acknowledgement that the agency will protect information relating to the individual, it is also acknowledgement from guardians that they understand the methods of obtaining information and to respect the confidentiality of information of other individuals that may become known.
- **Release of Information** – Allows for the sharing information with others involved in the individual’s life, such as PDD or their physician, other service providers etc.

Updates

Prior to each stay at Vista, the coordinator will call or email the guardian/independent adult to receive an update. This information is gathered to ensure consistency, and to ensure the most successful visit for the individual.

- Any updates to contact information
- Updates to any day program/ other relevant service provider information
- An emergency contact that is available if the guardians will be away or can’t be reached
- Medication and health updates (e.g. change to meds/ requiring new doctors’ orders)
- Any changes to behaviors or routines for the individual, as well as approaches being used
- Any other important information that staff should be made aware of

***NOTE** Prior to each stay you will be contacted to confirm the stay (via email first) and obtain an update
Failure to respond to confirmation 24 hours or more prior to the scheduled drop off time may result in the cancellation of your booking. *

Bookings

Vista

Bookings are done on a first come, first served basis. Weekends fill up very quickly. We understand that it is frustrating when you cannot get your requested dates, and we do make every effort to accommodate everyone's needs but it is not always possible. If we cannot accommodate a requested date, we will put your individual's name on a wait list if a space becomes available.

Bookings (once Initial intake has been completed):

- Ongoing Respite:
 - One month prior to desired stay
- Planned Vacation Respite:
 - Up to 3 months in advance

While staying at Vista individuals are required to have a day program (0900 – 1500) and to attend their day program Monday-Friday. Staff are not available during this time to support the individual.

Cancellations, Pick Up and Drop Off, Illness

Cancellations

Please give us as much notice as possible so that we can offer your spot to another individual.

For a Vista overnight visit the drop off time and pick up time should be the same (for example you drop off your individual at 5pm Friday and pick them up at 5pm Sunday).

Illness

For serious injuries or illness, we will call 9-1-1 and have EMS assess the individual. A respite staff member will be sent with your individual (following the ambulance in their own vehicle) and the parent/guardian or emergency contact must be available to meet the staff at the hospital.

Medications

Medications and Treatment Plans

We have very strict medication administration policies that must be adhered to. Please understand that while it may seem excessive compared to what may be done at a private home, we have a very large number of clients to keep track of most of whom receive medications. Our policies are in place to ensure the safety of the individual.

The Agency follows a safe medication administration formula. The formula is as follows: 7 RIGHTS X 2 DOCUMENTS X 3 TIMES. In order to adhere to this formula, we must have the following two documents: a valid and current Pharmacy label on the medication and a Medication Administration Record (MAR) sheet completed by us or the dispensing Pharmacy. These two documents must match in order for us to administer the medication.

Doctor's Orders (Prescription copies) and Pharmacy Labels

Doctor's orders can be provided but are not necessary. We need a valid and current pharmacy label on each prescribed medication bottle/vial/bubble pack/sachet in order to administer it to the individual. The supposition is that if there is a valid pharmacy label there is a valid prescription at the pharmacy. If you do provide doctor's orders, we strongly prefer typed printouts to handwritten orders to prevent confusion.

A valid and current Pharmacy Label must include:

- The individual's full name
- Name of medication the individual is prescribed (e.g., Intuniv)
- The specific time(s) of day that the medication, vitamin/herbal remedy, or supplement is being given (e.g., three times daily)
- The strength of the medication (e.g., 4mg)
- The dose of the medication (e.g., two (2) tablets of Intuniv 4mg – dose is 8mg)
- The route in which each medication is being given (e.g., by mouth, PO)
- The reason for taking each medication (e.g., for agitation)
 - Sometimes this is not able to be provided on the pharmacy label
- If the medication is a PRN (as needed), the maximum amount that can be given per day (e.g., PRN up to 3 times daily)
- The name of the prescribing Doctor or Pharmacist's printed name
- Pharmacy contact information
- Date the medication was filled
- Number of refills remaining
- Be current (within one year)

The Doctor's orders must include:

- The individual's name
- Each prescription medication the individual is prescribed,
- State the name of each vitamin/herbal remedy or supplement the individual is being given (includes multivitamins and supplements such as Melatonin),
- The specific time of day that each medication, vitamin/herbal remedy, or supplement is being given,
- The dose of each medication that is being given,
- The route in which each medication is being given (i.e., By mouth)
- The reason for taking each medication,
- If the medication is a PRN (as needed), the maximum amount that can be given per day,

- If there are any special administration instructions (i.e., Pill must be crushed, dissolved in juice, etc.)
- The Doctor or pharmacist's printed name and signature.
- The contact information of the provider
- Be current within one year

Medications must be in their original bottle/vial/bubble packs/sachet.

Over the counter products and non-prescription medication

Non-prescription medications still require proper documentation. Common types of medication that may be forgotten including pain killers, sleep aids such as melatonin, medicated creams, multivitamins, dietary supplements such as Ensure, homeopathic medications, laxatives, and Afterbite. This list is not exhaustive. Any items that contain medicinal ingredients must come with a Dr.'s order. If you explain to your doctor the reason for this requirement, they should be happy to accommodate you. The only items we can administer without Dr.'s orders are sunscreen, bug spray, and mouthwash.

Medication administration

We will create a medication administration guide which will outline how the individual is prescribed to take their medication, as well as any preferences they have, for example, taking meds with chocolate milk. This procedure allows us to reduce any errors in administration and to ensure consistency. This guide will be updated annually or when medications are added or changed, in collaboration with guardians. We also require a photograph of the individual; this photograph is used for identity verification purposes during our medication administration procedure. We may ask for an updated photo as we are required to update the photo annually.

Treatment Plans

A medical professional (e.g., physician, neurologist, dietician, occupational therapist etc.) may prescribe a Treatment Plan to address a specific medical concern. It is the Agency's preference that the medical professional will develop the treatment plan and provide the training to the Agency staff.

Additionally Medical Treatment Plans are needed for any of the following (but not limited to): seizure protocols, range of motion exercises, Epsom salt soaks, administration of suppositories, participation in exercise programs, catheter changing and care, ostomy bag changing and care, repositioning in bed to prevent pressure sores, skin integrity assessment, glucose testing, use of oxygen, insulin administration, etc.

Personal Belongings

We complete a personal effects record documenting all the individual's belongings upon their arrival at the Vista/Braeside for overnight visits. We make every effort to make sure that all their belongings are sent back home with them. We strongly recommend labeling their belongings, especially if your individual is unable to identify their own things. **Valuable items are sent at your own risk. Again, we make every effort to keep these items safe, but due to the nature of the services we provide, objects are prone to being lost, damaged, or destroyed. The agency does not replace personal belongings under any circumstances.**

Clothing

When you are sending the individual for overnight visits, please make sure you send a sufficient amount of clothing and supplies for the duration of their stay. In general, if it is a weekend visit, we ask you to

send enough clothing for the entire weekend; if it is an extended visit, we will wash their clothing regularly, so an excessive amount does not need to be sent. We usually try to send your individual's clothing home clean as a courtesy, but it is not always possible. If your individual is prone to soiling their clothing, or getting very dirty, please send extra clothes as sometimes there is a lot of laundry, and we may not be able to wash their clothing immediately.

Please remember to send weather appropriate items with your individual. Keep in mind that not all of our staff are able to drive, and it is often necessary for us to take transit. We need to ensure that the individuals are dressed appropriately for all types of weather before we can take them on outings.

Adult incontinence products/period products

If the individual uses adult incontinence products or period products, they are responsible to bring enough for their entire stay. If the individual runs out during their visit, we will call you to bring in more, so we strongly recommend that you send extras.

Bedding and Towels

Bedding and towels are provided here, so you do not need to send these items. However, if you feel that having their own bedding from home would be best for the individual, feel free to send it with them.

Hygiene Items

Please ensure that all necessary hygiene items are sent with the individual, such as a toothbrush, toothpaste, shampoo, conditioner, body wash, bubble bath and deodorant. It is also recommended that you send the individual with their own sunscreen and bug spray during the warmer months of the year.

Spending Money

You may choose to send some spending money with the individual. Please let us know what your expectations are for the spending money when you drop off your individual. The money will be kept in a secure (locked) location and staff will ensure that receipts are obtained when they take the individual out for activities or snacks.

Electronics

If the individual will be bringing any of their personal electronic devices please be advised that there is a risk that the items could get damaged or broken and, should the individual's electronic devices become damaged or broken, the agency will not be responsible for the cost of repair or replacement. We aim to minimize the risk of damage by having electronic usage be directly supervised by staff or for the individual to use their electronic devices in their bedroom. Staff can also lock up the individual's electronic devices when not in use if you or the individual would like in order to decrease risk of damage.

Prohibited Items

For the safety of all the individuals please do not send any items with your individual that could be used or interpreted as weapons or violence related. Illegal drugs and/or paraphernalia related to the use of illegal drugs are also prohibited.

Room and Board Costs

When your individual is booked for an overnight visit, all food costs are covered in the room and board fee of

- \$16.00 per day

Activities and Outings

We want to ensure that the individual has a great time while accessing Vista, and we endeavor to take them for outings in the community as much as possible. Outings may include activities such as visits to playgrounds, walks, swimming, museums, bowling, movies, bus rides, etc., and will take place within city limits-or just outside in the case of Calaway Park, Granary Road, Corn Maze, Cochrane, and potentially others. Outings will be dependent on weather conditions, staffing, transportation, individual behaviors and other factors. The individual's likes and dislikes will be taken into consideration when planning activities, and as much as is possible staff will ask for their input. Please talk to supervisors if you have concerns about specific activities or if there are activity restrictions in place for your individual.

For trips significantly out of the city (such as Bragg Creek, Banff, Drumheller, etc.), prior approval and written consent will be requested from parents/guardians and a detailed trip plan will be created by staff.

Please note: Cost of entrance fees, snacks, lunches out will be the responsibility of the individual.

Transportation

Please note, we are unable to provide transportation to and from family's homes/individual's primary residence or to and from day programs for Vista respite visits. Parents/guardians will have to pre-arrange transportation for the individual.

When participating in outings at Vista individuals will be transported by staff in their personal vehicles or by city transit.

Summary of Stay

A summary of stay will be completed at the end of each stay (or monthly in the case of transition respite user), which will briefly summarize the individual's visit including information on what activities they participated in and their general behavior, health, and well-being. If you would like information on specific topics, please do not hesitate to let a supervisor know ahead of time and we will advise the staff to include that information in the summary.

Payment

Vista overnight clients will be charged a per night room and board fee. (see Room and Board Costs)

The person responsible for payment (e.g. guardian or trustee) will receive an invoice at the end of the month. The invoice payment is due upon receipt.

Payment by Cheque: Make the cheque out to "**Supported Lifestyles Ltd.**"

If you would like to pay by e-transfer - please let us know and we will provide you the information.

Unpaid room and board fees may result in suspension of services until payment has been made.

Damage to Vista/Braeside or Staff Personal Property

If damage is caused to the Vista/Braeside property, the individual/guardian/trustee may be responsible for covering the cost of replacement/repair for these items.

If the individual damages certain personal items of staff, the agency may assist in requesting reimbursement from the individual/guardian/trustee to repair or replace those items.

If your individual is likely to engage in behaviours that can cause excessive damage to Vista/Braeside property or staff personal property, please let us know ahead of time so we can take reasonable precautions to minimize this risk and to prevent you as parents/guardians from being held financially accountable.

Abuse Policy

It is the policy of The Agency that no form of abuse directed at individuals in service will be tolerated; be it emotional, physical or sexual abuse, exploitation, negligence, or inappropriate use of restrictive procedures. Staff actions considered to be abusive will result in disciplinary action up to termination of employment. If staff actions are criminal acts, the agency will report these actions to the police (e.g., theft, assault).

Every employee who works with the agency has a role in promoting ways they can help prevent abuse towards individuals from occurring. For those who work with individuals this could include:

- Assisting to educate individuals in service in areas such as: knowing their rights, understanding what abuse is and who they can talk to, and safety training in areas of risk for them.
- Assisting individuals to communicate what they want or don't want by: encouraging individuals to make choices instead of making choices for them; encouraging them to express themselves; developing a communication tool(s) for those who are non-verbal.
- Assisting individuals develop relationships and friendships in their communities and assist them to be part of their community.

Any employee who becomes aware or suspects any form of possible abuse has two legal responsibilities (witness it, reported by client or another person, evidence/indicator of wrongdoing):

1. Responsibility to Report Abuse
2. Stop The Abuse

The Directors of the Agency will immediately assess what is needed to keep the individual(s) safe and free from further possible abuse. Once an allegation has been made, this will include removing (suspending) the alleged abuser from contact with any vulnerable person while an internal review of the incident occurs.

If the situation occurred from a member in the community, other safeguards will be reviewed with the team.