



# WEEKLY ROLLOUT

ROLLING OUT KEY INFORMATION & UPDATES FOR OUR MEMBERS

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## In the News

[Honouring volunteers for service to seniors](#) (GoA)

[Province to help communities recover from disaster](#) (GoA)

[Honouring volunteers for service to seniors](#) (GoA)

[Tough call for the province: Residents lobby against mega-shelter model for homeless](#) (Edmonton Journal)

[Senior support welcome](#) (Innisfail Province)

[B.C. provincial government commits \\$240 million to improve care for seniors](#) (Global News)

[App to help families plan loved ones' care launches on National Seniors Day](#) (Simon Fraser University)

['Weed' like to know panel discusses impacts of cannabis legalization on seniors' care](#) (Vancouver Sun)

[New CMHC guidelines could open doors to financing for self-employed](#) (Globe and Mail)

[Statement by the Minister of Seniors on National Seniors Day](#) (Canadian Newswire)

## Executive Director Tidbits

I am thankful for all of you and your commitment to helping Albertans age well in community – you are an inspiration! I trust you all had a wonderful Thanksgiving and I hope to see all of you at region meetings.

## PRIORITY DRIVEN PROGRESS

### Advocacy & Public Relations

#### Ministers Annual Continuing Care Forum

On Oct. 5, Irene Martin-Lindsay and ASCHA Board Member at Large, Stephanie Miller attended the annual Ministers Continuing Care Forum on behalf of ASCHA. This year's forum focused on ways to truly achieve person-centred care and culture changes within the continuing care system. The forum was chaired by Minister of Health, Sarah Hoffman, with various high-level representatives from both Alberta Health and Alberta Health Services in attendance. A panel discussion on person-centred care was led by key researchers and academics in the health and social services sectors, where stakeholders and association representatives were asked to identify the systemic barriers preventing true person-centred care. Another discussion was facilitated to explore ways to empower culture shifts within continuing care so that services could be more self-determined and purpose-driven for those being served. ASCHA was able to address outstanding items such as the Home Care Act review and other regulatory decisions impacting continuing care service delivery. We thank Alberta Health for the opportunity to engage in these important conversations and look forward to advancing much needed changes to the system.

### Strategic Leadership

#### 2018 APHAA Fall Conference

The Alberta Public Housing Administrators Association (APHAA) held their fall conference in Banff from Oct 1 – 4. Irene Martin-Lindsay, Jeanette Leafloor, and Jenny Grant from the ASCHA team were in attendance to represent the association and present on ASCHA's Advocacy Campaign Messaging. It was a great opportunity to connect with the leadership teams of many of our member associations, and connect with organizations operating non-seniors housing to find ways to align on common issues. Thank you APHAA for a wonderful event and letting us share our advocacy work with your members!

#### Upcoming Board Elections

We are happy to announce our [list of candidates](#) for consideration at our upcoming Board Elections at our fall region meetings. Thank you to everyone who put forth nominations and for showing an interest in the governance of your association.

## Resources

[Charlie & Hazel Blog](#)

[2018 Affordable Housing Budget Expenditure Highlights in Canada \(CHRA\)](#)

[CCSA News Letter](#)

[Edmonton Seniors Coordinating Council Link Letter](#)

## Upcoming Events

### Oct. 11

South Region Meeting  
[Register](#)

### Oct 12

Central Region Meeting  
[Register](#)

### Oct. 19

North Region Meeting  
[Register](#)

### Oct. 30

[ASCHA's Provincial Election Advocacy Webinar for Members](#)

### Nov. 17

[Music Care Conference](#)

## Employment Opportunities



[2019 ASCHA Convention and Tradeshow](#)  
April 15 – 17, 2019

## Membership Engagement

### Customer Service in Seniors Housing - NEW Tutorial for ASCHA Members



We are delighted to announce that we have developed a new tutorial for our members called "Customer Service in Seniors Housing". Upon completion of this course, your employees will be able to explain their role in customer service, identify the importance of first impressions, demonstrate a proper way of greeting and answering the phone, list several active listening techniques and explain the LEAD process for communicating with customers. This tutorial is now posted in The Learning Centre as a mandatory training for all employees in the calendar for the month of Oct. If you have any questions about this new tutorial please contact us at [education@ascha.com](mailto:education@ascha.com).

### Webinars for ASCHA Members

- Oct. 30 ASCHA's Provincial Election Advocacy [Register Now!](#)
- Nov. 27 Caregiver Fatigue [Register Now!](#)

The recording of "Creating Happy Workplaces" webinar is now available in the Members' Area of ASCHA Website and in The Learning Centre for Senior Living.

## Other Information

### Complimentary Webinar: Introduction to CARF Aging Services Accreditation

To help your organization become familiar with the CARF accreditation process, CARF is offering this complimentary webinar. Attend to receive an introductory look at what CARF is, how the survey process works, and the benefits of accreditation. We invite staff and management from aging services organizations of all sizes and types, including long-term care, designated supportive living, networks, home care, adult day services, and independent senior living.

**When:** Nov. 30 from 11:00 a.m.–12:00 p.m. (MST) **Presenter:** Jill Allison, Accreditation Advisor, CARF Canada.

**To register,** email [CARFCanadaTeam@carf.org](mailto:CARFCanadaTeam@carf.org) or call (888) 281-6531 x 3013.

### Dementia Care Matters

We can all 'Be the Change' and impact seniors care with positivity, fun, love, life and laughter. This Culture Change Course will provide you with the skills and capability to embrace a truly person-centred approach where feelings matter most in your care setting. The course is internationally accredited by The University of Surrey for Masters Level Recognition of Prior Learning and will challenge your thinking around **being** versus **doing** person centeredness. The courses are running in Toronto, Edmonton and Vancouver. [For more information](#)

### Cannabis Legalization in Alberta

The Government of Alberta has prepared information in preparation for the legalization of cannabis on Oct. 17. Learn the [rules and regulations](#) that will come into effect upon the federal government's legalization of recreational cannabis and how it applies to the province of Alberta.

### Community Talk about Dementia

Apple magazine, Alberta Health Services, and Health Link invite you to join a community talk about dementia. Learn what it is and where to find help if you and your family are dealing with it. Call 811 for more [information](#). Admission is free.