

November 23, 2018

Bridgeland Riverside Continuing Care Centre

These FAQs will be updated as new information, questions and answers become available. Please send your questions or comments to community.engagement@ahs.ca. Submitted questions will not be responded to individually; however, themes will be noted and responded to on this webpage.

Why is the Bridgeland Riverside Continuing Care Centre project so important?

There is an immediate and urgent need in Calgary to address a shortage of space for residents requiring continuing and complex care. Opening the new care centre will help reduce the number of persons waiting in hospital for an appropriate and safe place to live. Building a new care centre will create more bed capacity in Calgary hospitals by providing appropriate care in the community for those who require it.

Why is the care centre being built in Bridgeland?

We know that many seniors and Calgarians who need these health services are living in or near Calgary's inner city or in surrounding neighborhoods. The care centre will be easily accessible by transit and roadways for clients and healthcare personnel. It is also close to other medical centres including the Foothills Medical Centre, Peter Lougheed Centre and Rockyview General Hospital. The neighborhood and its amenities are also an ideal setting for care home residents, guests and staff.

Who will live in the Bridgeland Riverside Continuing Care Centre?

There will be about 200 clients living in the care centre. Approximately half will be on secure floors, and half on unsecured. There'll be a mixture of adults and seniors with a wide range of care needs from simple to complex. Those with more complex care could include dementia, brain injury, mental illness, addiction issues or developmental disability.

The most complex residents will reside and be restricted to within one of the secure units. They are only allowed to leave the facility under the supervision of staff. A secure outdoor space will be built into the overall design to meet their needs to access the outdoors in a safe manner.

Will criminals currently in the justice system reside in the care centre?

No. The new facility is not for persons in the justice system. Those individuals will continue to be cared for in a variety of other specialized secure facilities across the Calgary Zone and province.

Should neighbours and their families be concerned about their safety once the care centre opens?

AHS and Carewest are committed to protecting the safety of neighbours, residents, visitors and our staff. We've been providing complex care at other sites across Alberta for many years and have a very positive safety record with our neighbours and residents.

We have well-established and proven practices and procedures in place to ensure everyone is safe. Two of the four units in the centre will have controlled access features to prevent residents with complex needs from wandering or leaving their floor, or the building without supervision.

The healthcare staff who will work in this centre have specialized training in caring for residents with complex needs. In addition, in-house AHS protective services staff (peace officers) will also be on site at all times and available to assist should they be required.

What will be done to protect residents allowed to leave the care centre from being the victims of crimes?

The design of the building takes the safety of the centre's residents into consideration. Current site planning proposes areas of shared ownership such as community gardens, play areas, outdoor pathways and seating. Curfews and tracking measures are in place for mobile residents that can safely interact with the community. More vulnerable patients can only leave the centre with a caregiver. We closely monitor when residents leave and return to the centre. This will make the centre a part of the community and it is hoped they will assist us in keeping everyone safe.

What other services will be offered at the Bridgeland Riverside Continuing Care Centre?

In addition to long-term care, the site will offer the following continuing care services:

AHS Seniors Health Centre: fall prevention clinic, geriatric mental health clinic, health clinics for seniors with medical, mobility and cognitive impairments

Carewest Seniors Day Programs: Programs aimed at helping seniors remain independent and living at home. Includes Carewest C3 (Comprehensive, Community, Care) program which provides integrated care to seniors who need medical monitoring and support.

How many staff will the care centre employ?

The Centre will employ a total of 341 staff, but they will not all be on site at same time. There will be between 200-250 staff during peak periods on weekdays. Staff include physicians, registered nurses,

licensed practical nurses, health care aides, social workers and recreational therapists, along with other health support professions.

What is going to be done to accommodate parking for staff, guests and visitors in the area?

Parking will be made available at the site for staff, guests and visitors. We are working with the City and consultants on parking and traffic studies.

What will be done for parking to prevent staff and/or visitors from parking on the streets?

Parking for staff, guests and visitors will be made available on site. We recognize the community concerns about parking on the streets and will continue to work with the City to address the issue as best as we can. We are working with the City and consultants on parking and traffic studies.

Has there been any community input in the design, layout and location?

AHS, Alberta Infrastructure, Carewest have been working closely with the City of Calgary and the Bridgeland Riverside Community Association on developing design and plans for the care centre. Many changes to the design, layout, access points, pathways and ideas for the gardens and outdoor areas have incorporated feedback from representatives from the BRCA.

What were the guiding design principles for this project?

The project had to: contribute to a livable, walkable community; be sustainable and innovative, age-friendly; flexible, patient-centered design; adaptive to changing needs over time; integrated part of the community reflecting Bridgeland character and contribute to social and economic health of the community.

What are next steps or timelines for the Bridgeland Riverside Continuing Care Centre project?

The project is currently in the design phase, with community engagement underway. Demolition of the Cross Bow building will begin in late 2018. It's anticipated a Development Permit to City of Calgary will be submitted in early 2019. Pending approvals construction would begin in 2019/2020 and take approximately three years.

What's being planned for the rest of the Bridgeland site?

Though the focus right now is getting the Bridgeland Riverside Continuing Care Centre built, future discussions with the BRCA and community are planned to explore what healthcare community services, clinics and programs might be offered at the site. AHS is exploring future opportunities such as leading-edge outpatient and inpatient service delivery, research, training, educational activities and integrating technologies and research through partnering with academic and technical institutions. We remain committed to working with the community to look at other possible opportunities such as community and staff daycare, community therapy programs, community clinics, and some retail or commercial opportunities such as a yoga studio, pharmacy or medical offices. We will be reaching out to the community in 2019 to further these discussions.