



ALBERTA  
SENIORS AND HOUSING

*Office of the Minister  
MLA, Edmonton-Riverview*

MINISTERIAL ORDER NO. 001/2016

WHEREAS it is desirable for the Minister to continue a board, committee or council to be known as the Seniors Advocate that will support seniors, their families and caregivers by providing them with information and resolution support, navigation, and referral services;

WHEREAS it is desirable for that Seniors Advocate to have the ability to continue to refer reports of abuse to an investigator, and request inspections, and quality and safety assessments; and

WHEREAS the Minister wishes to appoint and specify the term of the Seniors Advocate;

THEREFORE, I, LORI SIGURDSON, Minister of Seniors and Housing, pursuant to section 7 of the *Government Organization Act*, do hereby:

1. appoint Sheree T. Kwong See as the Seniors Advocate for a term commencing on September 1, 2016 and expiring on December 31, 2019, or until earlier removed at any time without notice at the discretion of the Minister;
2. establish the Seniors Advocate with the powers, duties and functions set out in the attached Appendix;
3. continue the office of the Seniors Advocate until further Order;
4. authorize expenses for the Seniors Advocate in accordance with the attached Appendix; and
5. effective August 31, 2016, rescind any previous Ministerial Orders dealing with the Seniors Advocate, including Ministerial Order No. 006/2015.

This Ministerial Order is effective

Dated at Edmonton, Alberta the 30<sup>th</sup> day of August, 2016.

Lori Sigurdson  
Minister of Seniors and Housing

## SENIORS ADVOCATE: ROLES AND RESPONSIBILITIES

### PURPOSE:

The purpose of the Seniors Advocate is to provide information and resolution support to seniors and their families on issues relevant to them and advise government on trends and systemic issues that impact seniors.

The Seniors Advocate reports and is accountable to the Minister responsible for Seniors and will provide the Minister with an annual report. The Advocate will meet regularly with the Minister and Ministry key officials such as the Deputy Minister and the Assistant Deputy Ministers, to provide information on the work of the Advocate.

The Seniors Advocate operates in accordance with the broader policy and legislative structures on a variety of issues that impact seniors.

- *Freedom of Information and Protection of Privacy Act*
- *Health Information Act*
- *Protection of Persons in Care Act*
- *Financial Administration Act*
- *Public Service Act*

The Advocate accomplishes its work through a number of functions including information and resolution support, public assurance, and advice to government.

As it carries out its duties and responsibilities, the Seniors Advocate will be guided by the principles of dignity, accountability, inclusion and collaboration.

### FUNCTIONS OF THE SENIORS' ADVOCATE:

- Information and Resolution Support:
  - Provide customized information and issues management support, including conflict resolution processes where appropriate, to inquiring seniors and their caregivers regarding government funded programs and services.
  - Maintain up to date knowledge and awareness of leading practices, systems and programs that impact seniors locally and globally.
  - Collaborate with the Mental Health Patient Advocate and the Health Advocate, as appropriate.

- Public Assurance:
  - The Seniors Advocate will receive concerns from seniors and their caregivers regarding government funded supports and services and will:
    - Forward these concerns to the appropriate body or service area for follow-up and attention. This will include referrals under the *Protection for Person's in Care Act* when appropriate.
    - Request as appropriate the inspection of provincial facilities including supportive living accommodations, long-term care accommodations, auxiliary hospitals, nursing homes or any place under the jurisdiction of an existing health authority or regional health authority as set out in applicable provincial legislation.
    - When other channels do not exist and when directed by the Minister, participate in or lead the review of specific concerns and report back to the Minister.
  
- Advice to Government:
  - Identify, analyse and make recommendations on trends and systemic issues that impact seniors.
  - Provide policy advice and programmatic guidance to the Minister regarding potential improvements to seniors programs and services based on insights and perspectives gained from interactions with seniors, families and caregivers.

As soon as possible after the end of each fiscal year, the Seniors Advocate shall prepare and submit to the Minister a report summarizing the Seniors Advocate's activities in that year. On receiving a report, the Minister shall lay a copy before the Legislative Assembly if it is then sitting, and if not, within 15 days after the commencement of the next sitting.

The Seniors Advocate shall hold quarterly meetings with the Deputy Minister to provide a verbal update and discuss emerging issues and trends.

The Seniors Advocate is entitled to receive reimbursement of expenses necessarily incurred in the course of performing his or her duties, in accordance with the *Public Service Relocation and Employment Expenses Regulation* and the Government of Alberta's Travel, Meal and Hospitality Expense Policy.