

CapitalCare staff shows a passion for compassion

Celebrating its 50th anniversary as an organization in 2013, CapitalCare has been leading the way in continuing care in Edmonton with innovative care models, and the recruitment and retention of caring staff dedicated to improving quality of life for the people it serves.

CapitalCare is proud of its 50-year legacy of caring, and that pride comes through with all of its staff members, who focus on providing person-centred care for CapitalCare residents.

Staff at all levels, whether they work in nursing, housekeeping or clerical, focus on what they can do to make each resident's day more meaningful. As one family member puts it: "It's those little things that staff care to do, because they care about the residents."

It is CapitalCare's staff who make it a home with their caring attitudes.

"We believe that staff create this environment by treating residents with respect, dignity, compassion and genuine love — like you treat your own family," says CapitalCare manager of recruitment and workforce planning, Natalie Zacharuk.

"This attitude makes families feel like they belong here too. Families tell us our facilities are warm and welcoming, and that it's like walking into a person's home."

Says CapitalCare director of human resources, Anne Forge: "At CapitalCare, we are very much about caring. We care about the residents who live in our centres, we care about their families, and our staff care about each other."

This has been the experience of Tammy De Souza, 28, a nursing attendant who works nights at CapitalCare Dickinsfield in northeast Edmonton. De Souza, who has been with CapitalCare for more than five years, works on a unit where most of the



Staff make CapitalCare long-term care centres "home" by treating residents with respect, dignity, compassion and love.

residents have end-stage dementia.

"What I like best is that we really work as a team to provide quality care for residents," De Souza says. "We understand each other, and we always communicate. I really love working there. It's a home-like environment for residents, and to me it really seems like top quality care."

It's no wonder that one of CapitalCare's most remarkable achievements throughout its 50-year history, has been its ability to attract and retain caring staff.

"We've got staff members who have only ever worked for CapitalCare for their entire careers," says Forge. "We believe they stay with us because the work is meaningful and offers its own intrinsic rewards.

"There is great pride in CapitalCare and we are very proud of our long serving staff, who are recognized each year at an awards program in their honor."

Thirty, 35 and even 40 years at one site is quite typical with these employees, Forge notes. "It's not just a job working for CapitalCare, it's a passion — it's a passion for compassion. Families tell us that CapitalCare staff do their jobs with grace and dignity, and they bring out the best in the residents."

Even if staff members leave CapitalCare to further their education, they are quick to return. And, many staff come back as volunteers after they retire.

"A very, very big thank you to all our staff," Forge says.

CapitalCare

■ YEARS IN BUSINESS:

Since 1963 — celebrating its 50th anniversary in 2013

■ NUMBER OF

EMPLOYEES: 2,700 (includes part time and casual) or 742 full time equivalents

■ LOCATIONS:

15 locations (see map on our website)

■ HEAD OFFICE

LOCATION: Edmonton

■ POSITIONS EMPLOYED:

Nursing (RNs, LPNs & HCAs), therapies (OTs, PTs, respiratory therapists, therapy assistants, pastoral care), support services cooks, cooks' assistants, laundry, food services, housekeeping), trades and maintenance workers and administrative services (finance, HR, management)

■ HIRING PROCESS:

Competitive wages, benefits, vacation, personal leave days, spending accounts, scholarships and bursaries

■ APPLICATION PROCESS:

www.capitalcare.net or in person at any of our sites



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