



# Client and Family Handbook

*leaders in continuing care*

# Contents

## **Welcome to CapitalCare** **2**

Rights and responsibilities  
We want to hear from you  
Concern resolution process  
Meeting standards  
Changes in your care  
CapitalCare Foundation

## **CHOICE Programs** **6**

Socialization services and recreation therapy  
Noon meals and snacks  
Smoke-free environment and pets  
Transportation  
Advanced care planning  
Program fees  
What to bring

## **Services** **10**

Medical  
Pharmacy  
Medications  
Vacations / absences  
Nutrition  
Social Work  
Physical therapy  
Occupational therapy  
Home support  
Care beds

## **Locations** **14**

CHOICE Dickinsfield  
CHOICE Mental Health  
CHOICE Norwood  
CHOICE South Restorative

## **Welcome to CapitalCare**

CapitalCare operates 10 residential centres, four CHOICE Programs and four Day Programs. Whether you live in one of our centres or in the community, there are some common principles and practices that apply to all members of the CapitalCare community. These are outlined on pages 2 to 5.

CHOICE Program clients visit a program site to receive services.

We look forward to getting to know you, your family, and friends, and to helping you maintain your independence so that you can continue living in the community for as long as possible.

### **Vision**

A community of continuing care excellence where people care for people

### **Mission**

We provide person-centred care with dignity and kindness

### **Values**

- Be Yourself
- Be Present
- Come from the Heart
- Put People First
- Empower Others
- Act Responsibly
- Work Together with Purpose
- Balance Living with Safety
- Grow and Learn

### **Rights and Responsibilities**

While you attend a CapitalCare program, you, your family and/ or decision-maker have the right to expect certain things from us.

You also have responsibilities. Please remember that all program participants have the same rights. Compromises must sometimes be made so that one person's choices do not interfere with the rights of another person. It is important for you to understand the following:

<b>You have the right to:</b>	<b>You have the responsibility to:</b>
<ul style="list-style-type: none"> <li>• be treated with respect and in a courteous manner</li> <li>• be informed of adverse effects which may or may not impact your health or quality of life</li> </ul>	<ul style="list-style-type: none"> <li>• treat others (residents/clients, staff, visitors and volunteers) with respect and courtesy</li> <li>• not abuse other residents/clients, staff, visitors, or volunteers</li> <li>• report any abuse</li> </ul>
<ul style="list-style-type: none"> <li>• have safe, quality care within the resources available</li> </ul>	<ul style="list-style-type: none"> <li>• actively participate in your care and advise caregivers if you have concerns</li> <li>• pay bills when they are due</li> </ul>
<ul style="list-style-type: none"> <li>• discuss concerns</li> </ul>	<ul style="list-style-type: none"> <li>• discuss concerns in a respectful manner using the Concerns Resolution Process (see p.4)</li> </ul>
<ul style="list-style-type: none"> <li>• a comfortable, clean, and safe environment</li> </ul>	<ul style="list-style-type: none"> <li>• participate in keeping your surroundings safe</li> </ul>
<ul style="list-style-type: none"> <li>• be free from restraints, to the greatest extent possible</li> </ul>	<ul style="list-style-type: none"> <li>• respect the privacy of others and keep their personal information confidential</li> </ul>
<ul style="list-style-type: none"> <li>• participate in social, religious and cultural activities</li> </ul>	<ul style="list-style-type: none"> <li>• inform staff of your religious or spiritual practice preferences and beliefs so that they can be supported</li> <li>• respect the religious beliefs and cultural practices of others</li> </ul>
<ul style="list-style-type: none"> <li>• leave and enter the program as appropriate</li> </ul>	<ul style="list-style-type: none"> <li>• tell staff when leaving the program and returning and take medication with you as necessary</li> </ul>
<ul style="list-style-type: none"> <li>• access your personal health information</li> </ul>	<ul style="list-style-type: none"> <li>• consider all information carefully to make informed choices</li> <li>• inform all staff of inaccuracies in personal health information</li> </ul>
<ul style="list-style-type: none"> <li>• have visitors as you would have in the community</li> </ul>	<ul style="list-style-type: none"> <li>• ensure all visitors behave appropriately and respect that you are in a communal care setting</li> </ul>

## We Want to Hear from You

To provide a high standard of care, tailored to fit your individual needs, we need your support and involvement. After all, nobody knows your needs better than you and your family. Please let us know your thoughts and concerns, as well as your suggestions.

1. Staff member

Phone number

2. Supervisor/manager

Phone number

3. Program Manager/Director

Phone number

4. Chief Operating Officer

Phone number

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780.448.2400

## Concerns Resolution Process

Most concerns related to individual care and service can be resolved by speaking with staff members responsible for client care or service.

If you have a concern, please take the following steps:



If a concern cannot be resolved within CapitalCare, the matter can be forwarded to Alberta Health Services:

**AHS Patient Relations Department**

Phone: **1.855.550.2555**

E-mail: **Patient.Feedback@albertahealthservices.ca**

## **Meeting Standards**

CapitalCare is committed to compliance with government standards which ensure care in our programs meets a high standard of quality.

These standards and regulations include, but are not limited to:

- Continuing Care Health Service Standards
- Public Health Standards
- Occupational Health and Safety legislation
- Municipal fire regulations.

CapitalCare is audited by external auditors on a regular basis for compliance with the above standards and legislation. For more information about the standards or to view the program's compliance reports, please speak to the care manager.

## **Changes in Your Care**

We review your care six weeks into the program, at the annual care conference and when there are changes in your care needs. Certain changes may mean your current arrangements no longer suit your care needs. If this happens, we will provide you and your family with information about the available options. This may include moving to a program or facility that can provide a higher level of care.

## **CapitalCare Foundation: Your Gift Can Make a Difference**

CapitalCare Foundation is a registered charity that raises funds to improve quality of life for residents and clients. Donations help to create more home-like environments in our programs, provide special equipment to assist in care giving, provide financial resources for staff education and training, and fund research to improve care practices. There are many ways to give and donations that qualify for a tax receipt are eligible for a tax credit with the Canada Revenue Agency.

Call **587.782.3727** or visit **[www.capitalcarefoundation.net](http://www.capitalcarefoundation.net)**.

## **CHOICE Programs: A Partnership**

In CapitalCare, clients and families are partners working together with staff to provide quality care and support. Our goal is to assist you to do as much for yourself as possible so you can continue living in the community for as long as possible. Family caregivers may also benefit from the respite while you attend our programs.

As a client, we encourage you to become actively involved in your care. In collaboration with you and your family, we continuously evaluate your needs, service plans, and the ability to provide for your increasing or changing care needs.

As family members, your participation in the well-being of your relative is necessary. You may be called upon, at times, to assist with the care and/or needs of your family member. Please identify a spokesperson to represent the family as this simplifies communication for all of us.

## **Socialization Services and Recreation Therapy**

A variety of leisure and socialization activities are provided to suit various levels of abilities. You are encouraged to advise staff of any activities you would like added to the social calendar.

When special events are planned, there may be a charge if the event has an administration fee. There may be a minimal charge for special projects to cover additional costs of the activity.

**Please note:** Not all **CHOICE Programs** offer the same therapy services. Check with your program regarding the therapy services available.

## **Noon Meals and Snack**

Noon meals and snacks will be served for programs where the client attends the full day. The menu is planned according to the Canada Food Guide and will provide a variety of foods. Let the program staff know if you have food allergies, likes or dislikes.

## **A Smoke-Free Environment/Pet Policy**

To protect the health of our clients and staff, we offer a smoke-free environment. Smoking is not allowed on CapitalCare property.

Some CapitalCare programs may have pets living with residents or have regular pet therapy and visitation programs. If you have allergies, phobias, or a dislike of pets, please inform the staff and they will make reasonable efforts to prevent unwanted contact with pets.

If a staff member visits you in your home, please ensure: there is no smoking one hour prior to the arrival of the staff member or during the visit.

Pets are safely relocated to another area in your home during the visit.

## **Transportation**

CHOICE program clients are encouraged to arrange their own transportation to and from the program and for any associated costs. We will be working with you and your family to provide options for transportation on your days of attendance. Options may include:

Family member

Disabled Adult Transportation Service (DATS)

Seniors' driving services (i.e. Driving Miss Daisy)

CHOICE contracted transportation service

CHOICE South Restorative clients are responsible for transportation to and from the program, and for any associated costs.

## **Advanced Care Planning: Goals of Care Designation and Personal Directive**

Please provide a copy of your personal directive to be placed in your health records chart.

CHOICE Program clients are required to complete a Goals of Care Designation upon admission. Your physician can assist you.



## **Program Fees**

Fees are set by the Alberta Government and pay for things like the client's meals and meal services. Alberta Health Services pays the cost of your care while you attend your program. This includes staff wages, supplies and some social or leisure activities. It does not cover such things as advanced foot care, dental services, audiology, and vision care. You are responsible for costs related to these services, including any related transportation costs.

Invoices are sent monthly to the client or the person responsible for paying their bills. It may be possible to set up pre-authorized payments through the program business office. You are required to pay your full program fee when absent from the program for any reason, including hospitalization.

**CHOICE** fees are \$125.76/month\*

Additionally, **CHOICE** clients pay up to a maximum of \$100 for covered medications provided by the program. Costs are shared between Alberta Blue Cross, the program, and the client. If you have any additional third-party health insurance, speak with your **CHOICE** pharmacist.

\*Fees current as of February 01, 2024, and are subject to change.

## **What to Bring**

On the days you attend your program, please ensure you bring all your required medications, including as needed and over-the-counter medications, and medication dispenser. Please do not bring in medication unless it has been ordered by your doctor. CHOICE Programs have nursing staff who can assist you to take medications, if needed.

If shower assistance is part of your care plan, we ask that you bring the following items:

- Toiletries, cosmetics,
- shampoo, facial tissues
- and non-prescription soaps (used when receiving baths)
- A change of clothing
- Dental and mouth care
- products, including toothpaste.

CHOICE Program clients have a small storage space within the program to keep personal belongings and supplies if needed. To prevent loss, we ask that you to label all your clothing and personal belongings, either with a laundry pen or with labels sewn onto clothes.

Depending on your requirements, it may also be necessary to bring incontinence products.

Items considered hazardous cannot be brought in. These include heating pads, hot water bottles, microwavable bean bags, wheat bags or other warming devices, non-electric razors.

## **Services**

### **Medical Services**

The CHOICE Programs includes access to a physician and/or Nurse Practitioner onsite at the program to support your medical needs. They will work with you and your team to optimize care and help you achieve your goals.

In addition, most\* CHOICE Programs, provide after-hours emergency medical services. If you are not feeling well, you are encouraged to call the program and speak to the nursing staff. Space is available in the CHOICE clinic for clients who may need to rest. If you are ill and it is after 4:00 p.m. on Monday to Friday or over the weekend\*, contact our answering service first by calling:

- CHOICE Dickinsfield 780.371.6642
- CHOICE Mental Health 587.460.2845
- CHOICE Norwood 587.460.2844

\*CHOICE South Restorative does not provide after hours or weekend services.

Professional RN staff from Alberta Health Services – Community Care Access will talk to you about your concerns and provide suggestions, advice or further direction regarding symptoms and needs. If necessary, the on-call RN may visit your home to provide further support.

### **Pharmacy Services**

Your CHOICE pharmacist provides person-centred services that reflect your needs and preferences. They will meet with you when you visit the program and help support you in making informed medication choices. The pharmacy keeps an up-to-date record of your medications; please discuss with the pharmacist any over the counter medications, vitamins, or herbal remedies that you are currently taking. The pharmacist will answer your

questions, help you learn more about your medications, and work with your prescriber to help achieve your goals.

CHOICE South Restorative clients and staff consult with community pharmacies on an as-needed basis.

## **Medications**

All your medications are ordered by the CHOICE doctor and provided by the CHOICE pharmacy. You will pick up your medications at the CHOICE program on the days you attend. If you are unable to attend on your “medication day,” please arrange to have a friend or family member to pick up your medications before 4:15 p.m. If you are unable to pick up your medications on your day of attendance and are not able to arrange for a family member or friend to pick them up, we can send your medications by taxi at your expense if requested.

CHOICE South Restorative clients will continue to have medications provided by their community pharmacy.

## **Vacation / Prolonged Absences**

Please notify the program at least two weeks in advance with the dates you plan to leave and return. This will allow us to arrange medications and cancel home support services and/or CHOICE contracted transportation during your absence, as well as arranging for your medications.

## **Nutritional Services**

You may require the services of a dietitian if you have specific, acute nutritional needs. A dietitian is available with a referral from program staff.

## **Social Work Services**

A social worker may provide you and your family with supportive counseling, financial and resource information, referral and help with personal issues. The social worker will discuss substitute decision making

such as enduring power of attorney, personal directives, care planning and consent forms with you upon admission.

### **Physical Therapy**

The physical therapist will do an initial assessment to identify your need for treatment. Based on assessed needs, the physical therapist will help you to maintain your strength, flexibility, balance, endurance and coordination. An individual exercise program may be set up for you to do at home or at the program site. The physical therapist will review your program with you as needed.

### **Occupational Therapy**

An initial assessment, either in the CHOICE program or in your home, will be completed to identify your strengths and help you to do as much as possible for yourself in your activities of daily living such as dressing, bathing or eating. The occupational therapist may recommend adaptations and equipment to help you improve your safety and ability to move around in both the program and at home.

### **Home Support Services**

Home support services are assessed and determined by the CHOICE team, social worker, nursing staff and case manager in discussion with you and your family. These services are based on need and may include personal care, medication assistance and help with meal preparation.

## **CHOICE Care Beds**

There may be times when your care will require you to spend the night with us in accommodations known as care beds. Your stay in a care bed can:

- Help you get well
- Help you regain your strength
- Help family caregivers with respite

All CapitalCare CHOICE care beds are located at CHOICE Dickinsfield.

Clients staying in CHOICE Dickinsfield care beds are encouraged to attend their regular program on scheduled days. This will help you stay connected with your primary care team.

If you stay in a care bed over the weekend or on a holiday, you remain at the Dickinsfield site.

## **CHOICE Program Locations**

### **CHOICE Dickinsfield**

14225-94 Street NW  
Edmonton, AB T5E 6C6  
Phone: 780.371.6642

### **CHOICE Mental Health**

10508 – 111 Avenue  
Edmonton, AB T5G 0B9  
Phone: 587.460.2845

### **CHOICE Norwood at the Gene Zwozdesky Centre**

10508 – 111 Avenue  
Edmonton, AB T5G 0B9  
Phone: 587.460.2844

### **CHOICE South Restorative**

9839 – 31 Avenue NW  
Edmonton, AB T5N 1C8  
Phone: 780.613.7252