

Annual Report

2025 - 26



Prepared April 2026

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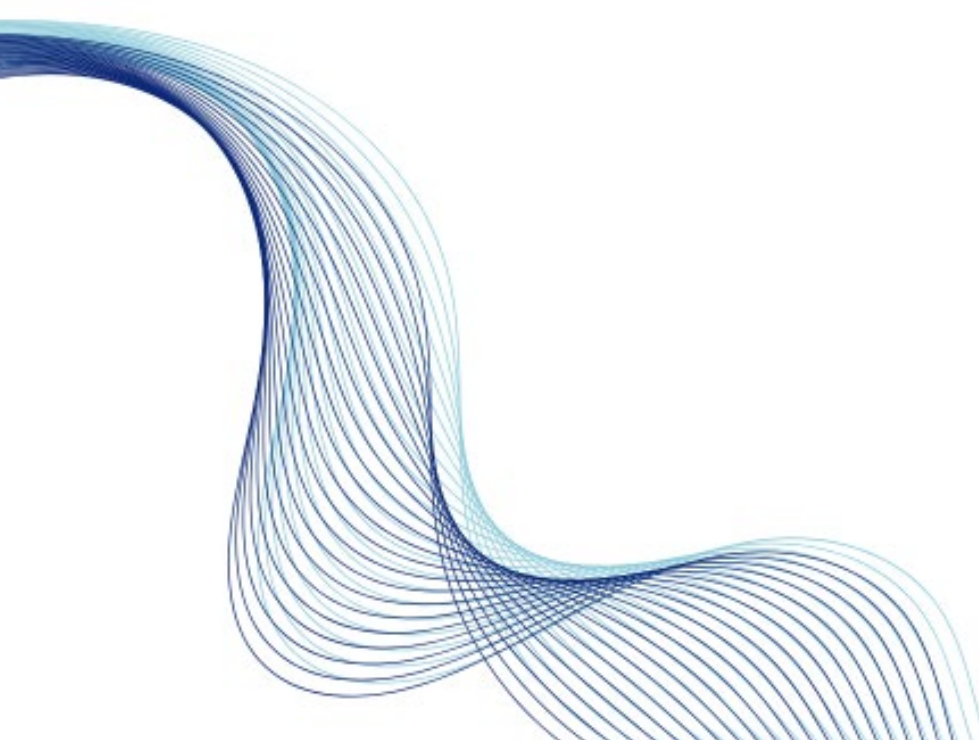
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Message from Leadership



Aileen Wong

Chief Operating Officer

Change and opportunity continued in 2025 as CapitalCare embraces an evolving health care sector while delivering on our purpose everyday: to provide high quality person-centred care. This year we have created substantial progress toward our Strategic Plan goals, providing high quality care that connects people to the right care in the right place and delivers specialized and innovative programs.

In September 2025 CapitalCare officially transitioned to Assisted Living Alberta, a change that maintains our position as a wholly owned subsidiary but provides us with new opportunities to build on our leadership in continuing care. We continue to build new relationships and advocate for strong, high quality care as this refocused health care sector takes shape. CapitalCare works to integrate the key priorities Assisted Living Alberta introduced in early 2026 including supporting aging in place, connecting patients to the right care, and fostering innovation.

While we experience this change, we continue to deliver high quality person-centred care. I see the evidence at our centres every day and the results of the Fall 2025 Accreditation survey confirm the good work that is going on around us. I want to thank all the staff whose work every day, and in the lead up to the survey, created results that had Accreditation Canada commenting on the “vibrancy of our staff, who are united in their desire to provide compassionate care.” Our staff remain focused on the mission and our residents, clients and patients benefit from their dedication and expertise.

This report demonstrates our work to advance the goals of the Strategic Plan and you will see those stories throughout. This year we advanced quality practice improvements and built learning opportunities for staff. We created spaces for transitions in care to get people the right care in the right place. We launched new digital programs such as the Reporting and Learning System and MySchedule. And we began the exciting work of the meal-time grant – a project that will improve mealtimes for families and residents based on their cultural and personal preferences.

2026 will doubtless continue to provide us with new opportunities and new ways to grow and learn. As we face the future of health care we remain grounded in our commitment to provide high-quality person-centred care that recognizes the unique needs of every resident, patient, client and family member that comes to us.

About CapitalCare

Created in 1963 as the first publicly owned long-term care centre, CapitalCare has evolved to provide programs across the continuing care spectrum. CapitalCare believes in person-centred care that recognizes the dignity of our residents and patients and aims to empower people to live more independent lives. Our organization provides specialized long-term care, palliative hospice, rehabilitative and restorative service, mental health and day programs to support healthy independent living.

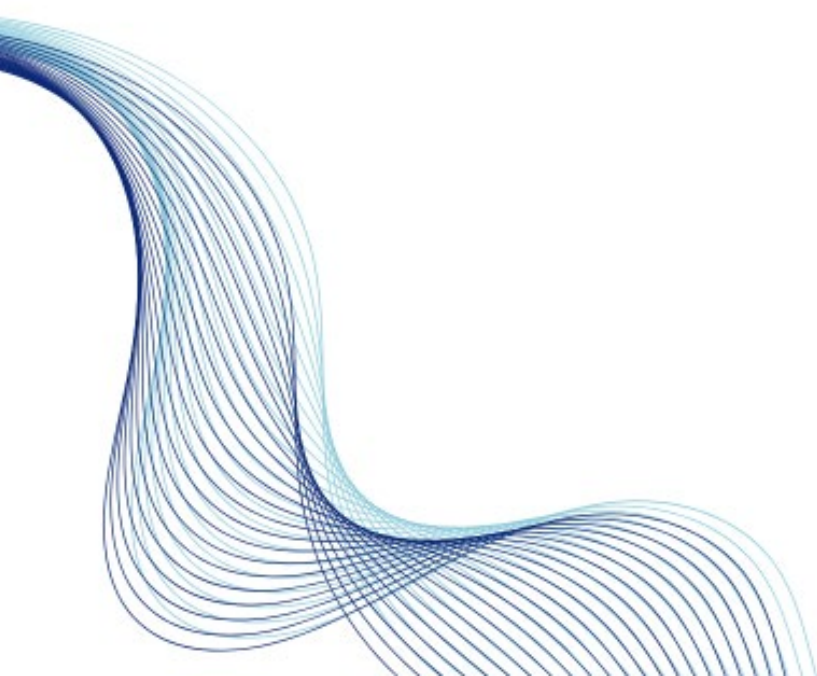
CapitalCare is a public organization led by a team of senior leaders. As a wholly-owned subsidiary of Assisted Living Alberta (ALA), CapitalCare reports to the Chief Executive Officer of ALA. We work in partnership with ALA, Alberta Health – Continuing Care, and continuing care organizations to ensure people living in the Edmonton Zone have access to high quality continuing care.

Mission

To provide person-centred care with dignity and kindness.

Vision

A community of continuing care excellence where people care for people.



Capacity and Occupancy Rates

1016 Continuing Care Type A (Long Term Care) spaces – 98% occupied
 208 Continuing Care Type B (Designated Supportive Living) spaces – 95% occupied

Many of our specialty programs operate at a high turnover with an average occupancy of 98%.

30 Continuing Care Type C (Palliative Care) beds
 135 Post-Acute Program spaces
 40 Transition spaces

Facts and Figures



3100 employees provide expert care and medical supports.
 14 years ranked on Alberta's Top Employers List



1011 volunteers provided
 53,982 volunteer hours across CapitalCare

Residents and Quality of Care

1389 residents live in our continuing care Type A and B programs.
 Over 500 individual community members access our 62 Day and 337 CHOICE program spaces on a weekly basis. Clients receive program support two or more days a week.

563 residents across CapitalCare provided responses in the 2025 Quality of Life survey.

77% of residents said their quality of life is good or very good.

+15% positive increase in "I feel like I am part of a community here."

+15% positive increase to "Staff ask me how my needs can be met."

CapitalCare Foundation Supports Community and Connection Across Our Centres

CapitalCare Foundation supports the work and care provided at CapitalCare centres by providing funds to ensure residents have quality equipment, a home-like atmosphere and programs to live with dignity while in care.

Programs create moments that matter:

- Investments in specialized programming help residents and day program participants live with joy and purpose
- \$100,000 invested in music initiatives, including Concerts in Care, music therapy, and live performances
- Funding also supports initiatives in palliative care, mental health and recreation programs such as pet therapy, gardening and peer support

Creating a home-like atmosphere:

- Centre enhancements, refurbishments and specialized furnishings improve comfort for residents, families and participants to create inviting spaces for visiting and that feel like home.
- Recent projects include reimagining a Bistro mural at CapitalCare Strathcona
- More than \$100,000 invested in furnishings at CapitalCare Dickinsfield in 2025.

Supporting our most vulnerable seniors:

- The Christmas Angels Program delivered gifts to over 300 of our most vulnerable residents, thanks to 117 individuals, family and group donors.



CapitalCare Strathcona Site Director Darla Joinson welcomes people to the new bistro space.

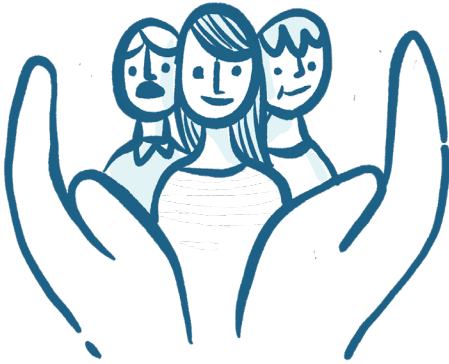
Building community and connection:

Through investments in furnishings, art, music and recreation, the Foundation fosters a strong sense of home and belonging—helping residents and families connect and enjoy meaningful time together.

The Foundation makes meaningful impact through the support of its generous donors and partners and is a community builder for seniors in care through one-of-a-kind events like Feast on the Field and the Charity Golf Classic presented by Gilead.

Visit the Foundation's [website](#) for additional information.

Advancing the CapitalCare Strategic Plan



CapitalCare continues work to advance the goals of the 2023 – 27 Strategic Plan. This plan was presented to the organization in August 2024 and guides our actions through a changing health care system and strengthens CapitalCare’s approach to person-centred care while preparing our organization to meet the evolving needs of the continuing care sector. The plan lays out three priority ways we will build to an advancing sector.

CapitalCare has made significant progress in advancing the goals of this plan as we enter its final year of implementation.

2025 – 26 Accomplishments

Healthy and Sustainable Living

CapitalCare continues to build on our high quality of life, and care, and strengthen our programs that provide choice, social connection and well-being. We engage residents and families as partners in care and create spaces where families, residents and partners thrive. CapitalCare continues work to build quality of care measures at or above our peers, while encouraging further family and resident involvement in care and their environment.

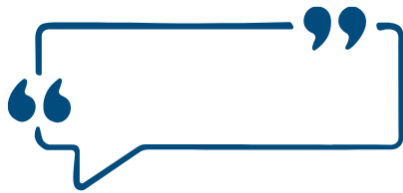
Accreditation Canada’s surveys are an important tool to continuous quality measurement and improvement for every continuing care centre.

CapitalCare once again received strong results in the current accreditation cycle. Surveyors visited CapitalCare centres in October 2025, reviewing CapitalCare’s practices, policies, and everyday life at the organization to ensure it meets internationally set standards for continuing care and reaches a high-quality care.



Members of the Quality team prepared CapitalCare for Accreditation.

The Accreditation results were released in December 2025 with CapitalCare scoring highly in all areas. Accreditation reviewed eight standards, 18 priority processes across seven sites. Surveyors recorded CapitalCare as a “Trusted and valued partner in the community,” and as a true partner in helping to address patient flow through the system with surge capacity and ALC beds in place.



“There is palpable energy felt across programs with staff going above and beyond to meet the needs of their residents or patients.”

Accreditation Canada

Employee development was listed as a strength with a commitment to structured orientation process and a strong culture of growth and professional advancement highlighted. Individualized care plans were emphasized in Long-Term Care demonstrating a strong commitment to resident choice, independence and quality of life. Surveyors also highlighted the opportunity to create a corporately led and organization-wide quality improvement plan, including the use of data analytics, and strengthening IPC planning and delivery throughout the organization.

Community of Practice: Quality practice improvements are being made to continuously evaluate and improve care delivery. A weekly quality community of practice has been established and connects care leadership teams across CapitalCare with best practices. A majority of CapitalCare’s care leadership teams participate in these sessions, focused on driving best practice by utilizing Connect Care workflows, reviewing incident report trends, audits and standards to identify key areas to improve.

Reporting and Learning System: In the Spring of 2025 CapitalCare joined the provincial RLS, Reporting and Learning System. The tracking system will provide greater access to information on incidents and improved learning opportunities on resident and patient safety.

Audits: All sites at CapitalCare have completed Continuing Care Health Service Standards audits, an important evaluation mechanism to ensure provincial standards for care are being met. With dedicated education and awareness specific improvements were seen in care outcomes related to wound care and falls.

Access to Information: Families and residents have greater access to information with the 2024 implementation of Connect Care and the introduction of MyChart. MyChart creates online access to personal medical information including test results, medications, and appointment information and updates.

The 2025 Resident Quality of Life Survey

Resident input is an important way CapitalCare integrates person-centred care. The annual resident survey continues to provide valuable direct feedback from residents on the care they receive and their care environments, including ways they feel we are doing well, and opportunities to better support them. The 2025 resident quality of life survey showed distinct improvement in residents' perspectives on the care they receive.

- **563** residents surveyed, *the highest number ever.*
- **77%** said their quality of life is “good or very good” an increase of 11%
- **15%** increased positive response to “I feel like I am part of a community here”
- **15%** increased positive response to “staff ask how my needs can be met”



Residents like Addy at CapitalCare Lynnwood, provide feedback through the resident council.

2025 also saw the re-introduction of the Family Survey. The survey ran April 7 - 28, 2025.

- **82%** of families reported being satisfied with their role in decision-making regarding the care of their loved ones.
- **77%** satisfied with the quality of care loved ones receive

Building Better Mealtimes

In 2025 CapitalCare received a provincial government grant to improve mealtime experiences. The \$575,000 grant is one year into its two-year funding.

The project creates opportunities for residents, families and staff to be consulted in creating new mealtime options and provide feedback on developed recipes. This engages our residents and families to create spaces where they feel at home and can thrive. This innovative approach addresses one of the most important issues for our residents: mealtime experiences that reflect their idea of home and community.

The project team has nearly completed the first stage of its work at Strathcona and Kipnes and is looking forward to expanding the project to Dickinsfield and Grandview, with the hope that the learnings will be used across the organization.

Meaningful activities to build engagement and improve quality of life continue to be created for residents. The integration of Tovertafel happened across more centres. As well, Java Club, the innovative peer support approach that connects residents and prevents loneliness, and Neighbourhood Time, leisure activities that reflect unique interests and needs of residents with dementia.



The mealtime grant project team at CapitalCare Strathcona.

Feature Story:

CapitalCare's over 1000 volunteers contribute to activities and events that recognize the unique interests of residents.

Volunteer Crystal Haché has helped over 50 veterans receive a "Quilt of Valour" handmade quilts for Canadian veterans. [Read More.](#)



Crystal Haché with 100-year-old veteran and Kipnes Centre for Veterans resident Jack Manson.

Healthy Spaces

CapitalCare works to provide the right care, in the right place at the right time. To meet the evolving needs of a changing health care sector we adjust the service mix to meet demand and support people where they are at. As specialists in continuing care we are able to improve care and meet complex needs.

Alternate Level of Care – To improve transitions in care and support the government’s initiative to improve access to alternate level of care beds CapitalCare transitioned 31 beds in Laurier House Lynnwood to be short stay beds for those patients who no longer need acute level care and are waiting for transfer to the most appropriate level of care.

The Gene Zwozdesky Centre integrated 10 step-down post-acute beds for clients waiting to move to their next step in the health care system. These beds alleviate the needs of the acute care sector, help to connect patients to the right care, and to support transitions in care.

The CHOICE program helps people to age in place and stay in their communities. CHOICE has reviewed its existing programs to meet the needs of the community and has started on operational guideline updates to meet evolving needs. CHOICE South Restorative’s rehabilitation programming has seen significant demonstrated positive outcomes in decreasing a reliance on emergency room and inpatient admissions – strengthening peoples’ ability to stay in their homes and communities and connect patients to the right care.

Specialized Care: CapitalCare has run education for staff on dementia and resident care, Gentle Persuasive Approaches (GPA), for over seven years. The course encourages staff to reframe how residents with dementia respond to the world to better understand their behaviour and needs. Recent improvements to course consistency and delivery, has resulted in 269 staff attending the dementia care education sessions in the first half of 2025.

As specialists in continuing care delivery we are focused on enhancing staff skills through educational opportunities and developing a digital road map to create standardized learning opportunities.

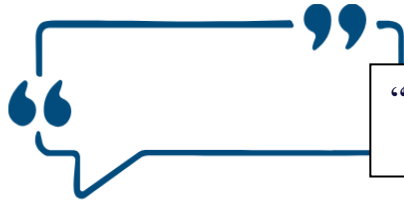
Feature Story: Dementia care education creates more effective communication with residents. [Read more.](#)



Staff attend a GPA session at Gene Zwozdesky Centre in 2025.

Healthy Organization

Our staff's expertise and commitment create the exceptional care our residents and clients receive. We are committed to strengthening this solid foundation by creating educational opportunities for staff, prioritizing their well-being, and introducing technology and innovative workforce solutions.



“The organization’s people are a clear strength.”

Accreditation Canada surveyors, 2025

CapitalCare launched **Infor(WFM) MySchedule**, a new workforce management and scheduling system, in November 2025. Infor(WFM) moved workforce management to a fully digital system. Staff training and education created a successful launch with work continuing to fully integrate the new system into workforce processes.

CapitalCare has once again successfully passed the **Partners in Injury Reduction (PIR)** audit achieving a Certification of Recognition. The program reinforces workplace safety and helps to fund health and safety initiatives across the organization. PIR helps to prioritize the health and safety of staff and create a workplace where staff have the information they need to work safely.

To promote internal learning and support and development for managers, a manager community of practice was implemented this past year with 9 sessions held attended by a majority of managers.

In partnership with the CapitalCare Foundation \$19,000 in bursaries have been distributed to staff who applied.

The recipients represent a full range of staff expertise from maintenance technicians to recreation therapists, physiotherapists and health care aides. This bursary program is supported by donations through the CapitalCare Foundation and helps to improve the skills of our staff to meet the complex and changing needs of residents.



Conclusion

This past year CapitalCare has advanced its strategic goals in ways that continue to build on the quality of care that our residents receive. We have built on opportunities to connect residents and patients to the right care in the right place and our CHOICE and day programs continue to strengthen people's ability to remain in their communities. We continue to work to integrate new technologies that will improve daily care as well as staff experience.

As leaders in continuing care, we look forward to building on our strengths providing person-centred and specialized care for complex needs. The health care sector is evolving, and we continue to work with continuing care leadership, families, residents and staff to provide high quality continuing care with residents, clients, and community in mind.

