

The Resident and Family Handbook

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Welcome to CapitalCare

On behalf of our staff and volunteers, it is my pleasure to welcome you to CapitalCare. We are looking forward to getting to know you and your loved ones. At CapitalCare, residents, their family members or guardians and our Care Team are partners working together.

We encourage you to become as involved in your care as possible. We respect your right to be in charge of your life.

We recognize that family members and guardians play an important role in the health, well-being and care of their loved ones. We value and appreciate their involvement.

Our Care Team is committed to providing you with care and service, within available resources, to enable the best possible quality of life.

The people we serve are our most important focus. Our staff, families and volunteers are our most important resources. We are fortunate to have dedicated and compassionate caregivers. And we are equally fortunate to have the support of so many wonderful families.



A handwritten signature in black ink that reads "Iris Neumann". The signature is fluid and cursive, with a large initial "I" and "N".

Iris Neumann
Chief Executive Officer

Our Mission, Vision and Values

Our Mission

We are leaders in innovative and compassionate care, supporting the health and respecting the dignity of the people we serve.

Our Vision

We are a community of excellence in continuing care: teaching, researching and learning to enhance quality of life.

We Value

- the people we serve as our most important focus
- our staff, families and volunteers as our most important resources in fulfilling our mission
- partnerships in the community
- professional ethics in guiding our decision-making
- open and honest communication
- collaborative and cooperative teamwork
- lifelong learning, innovation and continuous improvement
- a safe, respectful environment within which to work, live and visit
- responsible use of resources, providing choices within these limits

Living at CapitalCare

This may be your first time living in a continuing care centre. The daily routine and the way things are done may seem different from what you are used to. It may not be home, but we try to make our Centres as home-like as possible.

It's normal for you and your loved ones to take some time to adjust to a new environment. Our goal is to make this transition as easy as possible.

You and your family will receive an orientation to the Centre and the unit where you will live. This handbook will give you some information about some things that may be different from home. We are pleased to answer your questions and help you settle into your new surroundings.

Your Room

To make your room comfortable and home-like, you may bring some personal belongings, such as a favourite quilt, cushions, plants and pictures. These items must fit with enough space for you and others to move easily about your room. Please discuss the items you wish to bring with your Care Manager before they are delivered.

Our maintenance staff must check all electrical devices to ensure they meet CSA standards, are safe and in good repair.

Your Clothing

We recommend you bring enough washable, dryable clothing (including some outer garments) to last seven days. Clothing should be comfortable and easy to put on and take off. All clothing must be labeled. For a small fee, we will sew labels on your clothing.

Your Centre will give you information about laundry service options and related fees.

Television and Telephone Service

Televisions (TVs) are available in the Centre. Cable TV services are provided in your room at no extra charge. If you would like your own TV in your room, we suggest a small (19") TV with a table stand. Please use earphones so you can enjoy your favourite TV and radio programs in comfort without disturbing others.

Telephones are also available in the Centre. If you would like telephone service in your room, please contact Telus. There is a monthly charge for this service. Telus will bill you, a family member or a trustee directly.

Meals

Your meals will be served in the dining room. Snacks will be provided on a regular basis. Your Centre will give you information on scheduled mealtimes, where you can find the choices for each meal and how you can provide feedback. Nursing staff, Food Services staff and/or volunteers will serve your meal. If necessary, they will also help you eat safely and comfortably.

Your family is welcome to join you for meals. Your Centre will provide you with information on the procedures and costs if family members wish to order a meal for themselves. In addition, most Centres have family dining areas that can be reserved for special meals or celebrations.

Social and Leisure Activities

We try to provide activities and programs for a wide range of interests and abilities. We also offer trips and special event celebrations. A monthly calendar of events is available in each Centre.

Your family is welcome to join us for any program. If you would like to hold a birthday party or any other private gathering or celebration, please speak to your Care Manager.

Please note there may be a charge for trips and fees may apply to some programs.

Pets

Some units may have live-in pets, such as fish, birds or cats. Animals may come to the Centre as part of recreation programs. Family pets are welcome to visit the Centre, too!

Absence from the Centre

While you are on any type of leave, your accommodation charges will continue to be payable to the Centre.

Social Leave

Continuing care residents are entitled to an unlimited amount of social leave. You will be charged the normal accommodation rate while you are away. Social leave cannot be used to extend hospital leave.

Hospital Leave

You may need to be transferred to a hospital. Residents are entitled to 50 days of hospital leave per year (April 1- March 31). After 50 days, the Centre must release your bed. Your name will be placed on the list for readmission.

Your Safety and Security

We are committed to providing a safe, respectful environment. We appreciate your help in following these essential safety measures.

In Case of Emergency

Our main concern is to ensure your safety during any emergency. The Centre has a Fire Safety Plan and has regular fire drills. During these drills, you will hear the fire alarm and messages over the loudspeaker. The Care Team will give you instructions and provide assistance.

The Centre also has a plan in place to deal with other emergencies that may require rescue or evacuation. If you would like more information, please ask your Care Manager.

If you have or notice an emergency in the Centre, use the call bell located in each room to alert the Care Team.

A Smoke-Free Environment

To protect the health of residents, staff and visitors, we are moving toward a smoke-free environment. Many Centres are now smoke-free. Visitors may not smoke in the Centres or on the property.

Falls

Our goal is to balance your personal safety with your independence and mobility. We try our best to minimize the risk of falls for our residents. For example, we make changes to the environment, such as adding handrails or reducing the glare from flooring. If falls are a concern for you, please speak to your Care Manager.

Least Restraint Policy

A restraint is a device that limits or controls movement or behaviour. In the past, restraints were used to restrict the mobility of residents at risk of falling. However, research shows that restraints are more likely to harm residents than protect them.

CapitalCare has a least restraint policy. This means that we will try all available alternatives before using a restraint.

A restraint may be needed in certain situations, such as if a resident becomes a danger to him or herself or others. If a restraint is needed, it will always be the least restrictive type of restraint and will be used for the shortest period of time possible. Residents and family members or substitute decision makers will be involved in discussions about restraints.

Secure Units

Some units at CapitalCare are secure. This means that a code is required to enter or exit the unit. This is to ensure the safety of residents who are at a high risk for unsafe wandering from the unit.

As you enter or exit these units, please ensure that residents who are leaving are accompanied by a staff or family member.

Your Personal Belongings and Valuables

You are responsible for the care and security of your personal belongings. Personal property insurance is an option.

Please do not bring items of significant monetary or emotional value. These items are best left with a trusted family member or friend. At some Centres, small valuables may be kept safely in a locked drawer at the resident's bedside.

Staff Identification

CapitalCare staff might not be wearing traditional nursing uniforms. This is to help our Centres seem more home-like. All staff members should wear a nametag at all times when they are on duty.

If you notice someone who is carrying out a staff role but is not wearing a nametag, please notify a member of the Care Team.

Introducing Your Care Team

Our staff members work together as a team. They share information and ideas to provide a high standard of care and to help you live as independently as possible. You and your family are vital members of the Care Team. We encourage you to participate in decisions involving your care.

Care Managers

There is a **Care Manager** on each unit. Care Managers supervise the Care Team and ensure your care follows best practices and CapitalCare policies. Your Care Manager will be happy to answer any questions or address any concerns you may have.

Nursing

CapitalCare employs a mix of nursing staff to encourage and support you to manage your personal care as independently as possible.

The **Registered Nurse (RN)** assesses, provides, plans and evaluates the nursing care you receive.

The **Licensed Practical Nurse (LPN)** works with the RN to provide nursing care tailored to your needs.

Health Care Aides (includes Care Guides, Nursing Attendants, Resident Companions, Community Home Support Workers and Care Housing Attendants) help you with activities of daily living such as dressing, transferring to and from your bed or chair, bathing, grooming and meals.

Medical Services

All of our doctors have a personal interest and professional expertise in caring for residents in continuing care. Capital Health approves each doctor to work in our Centres. Your doctor will consult with you and/or your family about your health care.

Pharmacy Services

Our pharmacists provide the medications your doctor has ordered. They keep an up-to-date record of your medications, medical conditions and allergies. They also work with the Care Team to review your medications regularly.

Food Services

The dietitian helps plan your meals according to your nutritional needs, likes and dislikes, religious practices and cultural customs. The dietitian reviews the Centre menus to ensure they are in accordance with the Canada Food Guide. The food services staff help prepare and serve food. They also help you have enjoyable mealtime experiences.

Pastoral Care

Spirituality is an important part of life for many residents. Pastoral care services are available at each Centre. You are welcome to attend the services offered regularly in the Centre. You may also visit a church or place of worship outside the Centre.

Environment Services

Housekeeping and maintenance staff keep the building clean and in good repair. Their work contributes to your safety and well being.

Administrative Support

Unit Clerks and receptionists help our Centres run smoothly. They provide general information and clerical support to the Centre.

Rehabilitation Services

Services are provided based on assessed needs and available resources. You may not require the services of all rehabilitation professionals. We can also provide you with information and contacts for programs and services available in the community.

Occupational Therapists (OTs) and Attendants help residents do as much for themselves as possible. This may involve advising on assistive devices or supplies to help with activities of daily living, such as seating, mobility, eating or communicating.

Physical Therapist (PTs) and Attendants will help you develop strength, balance, coordination and mobility.

Recreation Therapists and Attendants will offer you the choice to participate in leisure and recreation activities.

Social Work Services

A social worker may provide supportive counseling to you and your family during your admission and may be consulted on an ongoing basis. This may involve providing resource information or referrals, help with substitute decision-making and financial issues as well as helping with complex family issues.

Other Important People

Volunteers work in many different areas. They help with recreation and pastoral care programs and run the tuck shops. They also provide companionship and help with community outings. **The Auxiliary** is a volunteer group involved in a wide range of activities in most of the Centres. You and your friends and family are welcome to join!

CapitalCare hosts **students** from various universities, colleges and programs. You may meet students who work with our Care Team as a part of their educational experience. Students are fully supervised and will be introduced to you if they play any part in your care.

Gift Giving Policy

Our staff members appreciate your gratitude. However, they cannot accept personal gifts from you, your family or any organization. If you would like to show your appreciation, a personal or handwritten thank-you is always welcome.

Your Care

Our goal is to assist you to do as much for yourself as possible and to enjoy life to the fullest.

Developing a Care Plan

After you arrive at the Centre, you and your family will be learning about CapitalCare, and we will be learning about you. Continuing care residents usually meet with the Care Team within six weeks of admission. This gives you and your family the chance to ask questions, raise concerns and develop a care plan with the Care Team. Your care plan will be reviewed and updated regularly.

Accessing Medical Care

When you first arrive at CapitalCare, you will meet with one of our physicians to complete an initial medical assessment. Consultations with other health professionals may be scheduled if necessary.

How often a doctor sees you will depend on your health needs. Doctors visit sub-acute and transition units daily. If you have a concern about your medical care, please ask a member of the Care Team to add your name to the doctor's appointment book.

The call bell near your bed will alert the nursing staff that they are needed in your room. We have an on-call schedule to ensure a doctor is always available to assist the Care Team.

Taking Your Medications

All medications must be obtained through CapitalCare's pharmacy. No medications purchased elsewhere may be taken while you are living here, including pain medication, cold remedies, vitamins, and laxatives.

Our Care Team will keep track of all your medications and make sure you get the right dose at the right times. We will notify you and explain if there are any changes made to your medications. Ask a nurse or pharmacist if you have questions about your medications.

Infection Prevention and Control

Our goal is to prevent and control infections among our residents and staff. There are three simple things you can do to substantially reduce the spread of germs and protect the health of our residents and staff:

1. **Hand washing:** Wash your hands thoroughly and frequently. Use the hand sanitizers provided.

2. **Respiratory etiquette:** Cover your mouth and nose when coughing or sneezing. Put used tissues in the garbage.
3. **Responsible visiting:** Please do not visit if you are feeling ill or have symptoms of vomiting, diarrhea or influenza (fever, cough, sore throat, generalized aches and pains).

We strongly recommend that you and your family receive a flu shot in the late fall or winter months every year. Residents receive their flu shots from a CapitalCare Nurse. Family and friends may be immunized at any of the flu-shot clinics offered by Capital Health. Please ask your Care Manager for more information.

Decision-Making

We encourage residents to discuss their preferences for personal care, medical treatment, health care services and financial matters with their families.

We ask that all residents and their families or guardians write a personal directive or complete the advance healthcare form before admission. If you already have a personal directive, we will place a copy on your health record.

These documents indicate a resident's preferences for medical treatment and health care in the event he or she is unable to make such decisions. The resident may also name a substitute decision-maker or agent who can make decisions relating to personal matters when the resident is no longer able to do so.

Please be aware that actions to restart a stopped heart (such cardiopulmonary resuscitation, or CPR) is not routinely given to continuing care residents except when it is specifically requested in advance. On the transition and sub-acute units, the CHOICE program and the Young Adult Duplexes, CPR will be given unless otherwise indicated. Your doctor can best explain CPR and help you decide whether it is a suitable choice for you.

CapitalCare staff will provide you with information on options related to your personal affairs. However, they will not have any personal involvement in your financial (i.e., power of attorney, trusteeship, wills and estates) or non-financial affairs (i.e., personal directives and guardianship).

Your Care Manager or Social Workers can give you more information. Please discuss this with your loved ones and feel free to ask questions or raise any concerns with the Care Team.

Communication

We value partnerships and collaborative, cooperative teamwork. You and your loved ones are important members of our care team. If you have any concerns or questions about your care, please feel free to raise them with any member of the Care Team any time.

Communicating with Families

There are several ways that families can be connected to the Centre and their loved one's care:

- The CapitalCare website: www.capitalcare.net
- Centre newsletters distributed regularly
- Notices distributed with resident account information
- Quarterly *People & Progress* newsletter
- Resident and Family Councils
- Resident and Family Forums

An important way to stay connected is to communicate with the Care Team. You know your loved one best. Your knowledge or feedback can help us make their life at CapitalCare as pleasant and comfortable as possible.

In our experience, it works best if families choose one person to be the primary contact for the Care Team. This means the Care Team only has to make one call and can spend more time on resident care. The family representative can then consult with other family members or friends.

Disclosure

We value open and honest communication. If an error occurs, we will let you know as soon as possible. We take our errors very seriously. We will investigate so you are aware of what happened and so we can prevent similar situations from occurring in the future.

Transfers and Discharges

We review your care on a regular basis and when there are sudden changes in your care needs. Certain changes may mean that your current arrangements may 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 another CapitalCare unit or Centre, or a hospital.

Protecting Your Privacy

We are committed to safeguarding your personal and health information. CapitalCare maintains the confidentiality and privacy of your information in compliance with the *Freedom of Information and Protection of Privacy Act* and the *Health Information Act*.

The intent of these Acts is to provide the least amount of information necessary to authorized representatives only. The General Admission Agreement outlines specific situations in which CapitalCare may disclose limited information about you to others.

If you have questions about how your personal information is collected, used or disclosed, please ask your Care Manager.

For Families

Families play an important role in the health, well-being and care of their loved ones. We value and appreciate your involvement. We know that families also experience a period of transition when their loved one moves into our Centres. This section contains information and tips to help families deal with the transition.

Visiting

Our visiting hours are flexible. Most families visit between 8:00 am and 9:00 pm. Children are welcome to visit, too. There are quiet lounges in most Centres, which family and friends are welcome to use.

You may wish to visit with your loved one outside of the Centre. Please let the staff know as far in advance as possible so they can prepare necessary medications. Family members, friends or residents must sign out if a resident will be leaving the centre. Please ask the Unit Clerk to explain the sign-out procedure on your unit.

Tips for Making the Most of Your Visit

It's normal to feel a little uncomfortable about visiting your loved one in a new situation. There will be a period of adjustment for everyone. It is important to maintain regular contact to provide reassurance that your loved one is still an important part of your life. Here are some tips for making the most of your visit:

- **Plan visits in advance** so your loved one can enjoy the anticipation of a visit.
- **Make a routine with other visitors** so the resident can look forward to regular visits with a variety of people. This also helps family members find time to visit.
- **Do activities** that your loved one enjoys, such as needlework, painting, gardening and going for walks. If you need to do activities that can be done while sitting together, try playing cards or games or reading out loud.
- **Get involved!** Participate in recreation programs or consider volunteering.
- **Offer a change of scenery** by taking your loved one on an outing, if appropriate, to run errands, keep appointments (such as dental work or x-rays), or even just for a car ride.

Tips for Communicating

As people age, physical changes may affect their ability to communicate or interact with others. Here are some tips for enhancing communication:

- Place yourself at eye level
- Show respect with your words and actions

- Be aware of changes in a resident's mood and behaviour during your visit and adjust what you do and say
- Use facial expressions and gestures to emphasize your meaning
- If someone is hard of hearing, move close and try to speak louder without shouting
- Be patient and give time to respond
- If someone has difficulty remembering, offer a suggestion before answering for them

Remember: The important thing is that you are spending time together. You don't have to fill every moment with talk. Sitting quietly together is another way of communicating.

Gift Ideas

You may want to consider different kinds of gifts than you've given in the past. Try to think of gifts that will make life easier, more enjoyable or safer. Consider activities that you could enjoy doing together or that your loved one enjoys or that are part of the social life surrounding him or her. And don't forget that the gift of time is the greatest gift of all!

Here are some suggestions:

- Flowers
- Gift certificates or prepaid cards for haircuts or other services
- Lotions and soaps
- Large print books
- Magazine or newspaper subscriptions
- Adaptive clothing
- Slippers with good tread
- Large dial or amplified telephone
- Lap board
- Rechargeable batteries and charger
- Magnifier
- Hobby supplies
- Puzzles, playing cards or games

Private Companions

Some residents or families may hire Private Companions to provide social visiting or to offer extra assistance with activities of daily living. Private Companions must adhere to CapitalCare's policies and standards of care. Please ask your Care Manager about these policies and standards of care prior to hiring a Private Companion.

Coping with Dementia

Dementia involves the loss of memory, judgment, reasoning and social skills as well as changes in mood and behaviour. It is usually caused by damage in the brain from diseases such as Alzheimer's disease or vascular disease (strokes).

Some symptoms may be treated, but dementia is a progressive, chronic illness and there is no cure.

Many families experience difficulty coping with dementia. Please be assured that we are very experienced with dementia care. About 70% of our residents have some form of dementia and our staff are trained to provide care for seniors with dementia. Our Centres have special features designed to support those with dementia to be as independent and comfortable as possible.

For more information on dementia or the availability of support groups or other resources at your Centre, please talk to your Care Manager, Social Worker or contact the following organizations:

- **Capital Health**
<http://www.capitalhealth.ca/YourHealth/default.htm>
Click on "Diseases, Disorders and Conditions" and you will find information sheets on dementia, coping with dementia, and Alzheimer's disease
- **Alzheimer Society of Alberta and North West Territories**
www.alzheimer.ab.ca
Tel: 780.488.2266
Toll free: 1.866.950.5465
Email: info@alzheimer.ab.ca
- **The Alzheimer Society of Canada**
www.alzheimer.ca
Toll-free: 1.800.616.8816
E-mail: info@alzheimer.ca

Financial Arrangements

Care Funding

The Alberta government pays the care portion of long term care. Care funding provides professional and support staff, supplies and medications, personal care services, emergency transportation and special equipment needs.

Accommodation

Each month residents receive an invoice for their room and board, or what is called an accommodation fee. The accommodation fee is set by the provincial government and covers approximately one-third of the total cost of care and support per month in a long term care centre. The accommodation fees pay for a room, building operations and maintenance; food and housekeeping staff and services; and administration of financial services for residents.

Resident Account

Your Centre will provide a list of the monthly basic accommodation charges, the notice period for any increases, and a list of available services and their monthly charges.

These charges are paid at the Centre's Business Office.

Pre-Authorized Payment Plan

Payments can be deducted from a chequing or savings account to pay your CapitalCare account. You will always know what amount will be deducted from your bank account. You will receive monthly statements of charges in advance of the payment date.

For more information about this option, please speak to the Business Office Clerk/Cashier during office hours.

Trust Account

Personal trust accounts are available for residents to deposit a small amount of money (up to \$500). The Centre's Business Office maintains these trust accounts. They will hold resident funds according to provincial regulations. The person responsible for the resident's financial affairs will receive a monthly statement of all account activities.

You may also wish to continue using your community bank.

Financial Assistance

The following **Canadian Federal Government** Income Security Programs may apply to you. For more information, call Human Resources Development Canada at 1.800.277.9914 or visit www.servicecanada.gc.ca and click *Seniors*.

- Old Age Security Pension
- Guaranteed Income Supplement
- Allowance Program
- Allowance for the Survivor
- Canada Pension Plan

Veterans Affairs Canada also offers support for qualified veterans and centre civilians, as well as their spouses or dependants. For more information, contact 1.866.522.2122 or visit <http://www.vac-acc.gc.ca>

There are also several **Alberta Provincial Government** Income Support Programs which may apply to you. For more information, call 427-7876 (Edmonton) or 1.800.642.3853 (toll-free) or visit <http://www.seniors.gov.ab.ca>.

- Alberta Aids to Daily Living
- Alberta Seniors Benefit Program
- Special Needs Assistance for Seniors
- Supplementary Accommodation Benefit
- Assured Income for the Severely Handicapped (AISH)

Your Rights and Responsibilities

Resident Rights and Responsibilities

While you are at CapitalCare, you and your loved ones have the right to expect certain things from us. You and your family or decision-maker also have responsibilities. It is important for you to understand the following:

You have the right to	You have the responsibility to
<ul style="list-style-type: none"> A comfortable, clean and safe environment 	<ul style="list-style-type: none"> Participate in keeping your surroundings safe Pay bills when they are due
<ul style="list-style-type: none"> Be treated with respect and in a courteous manner 	<ul style="list-style-type: none"> Treat others (residents, staff, visitors and volunteers) with respect and in a courteous manner Respect the privacy of others and to keep their personal information confidential
<ul style="list-style-type: none"> Have safe, quality care within the resources that are available 	<ul style="list-style-type: none"> Actively participate in your care and advise caregivers if you have concerns Consider all information carefully in order to make an informed choice
<ul style="list-style-type: none"> Be free from restraints, verbal threats as well as physical, psychological or sexual abuse 	<ul style="list-style-type: none"> Report any abuse Not abuse other residents, staff, visitors or volunteers
<ul style="list-style-type: none"> Participate in social activities and in religious and cultural beliefs 	<ul style="list-style-type: none"> Inform staff of your practice preferences and beliefs so that they can be supported Respect the religions and cultural beliefs of others
<ul style="list-style-type: none"> Leave and enter the Centre as appropriate 	<ul style="list-style-type: none"> Tell staff when you are leaving and returning and take medication with you as necessary
<ul style="list-style-type: none"> Discuss concerns with staff 	<ul style="list-style-type: none"> Discuss your concerns with staff using the Concern Resolution Process (see page 19)
<ul style="list-style-type: none"> Access your personal health information 	<ul style="list-style-type: none"> Inform staff of inaccuracies in your personal health information

Please remember that each of the other residents in the Centre also has the same rights as you do. Compromises must sometimes be made so that one person's choices do not interfere with the rights of another person living in the centre.

Concern Resolution Process

Most concerns related to individual care and service can be resolved by speaking with staff members responsible for resident/care or service. If you have a concern, please take the following steps:

1. Discuss the concern with a staff member who will try to find a solution.
2. If the staff member is unable to find a solution, it can be referred to the Care Manager.
3. If the concern is not resolved at this level, it can be referred to the Centre Administrator.
4. If still unresolved, it will be forwarded to CapitalCare's Chief Executive Officer.

Concerns related to a specific site or to many residents may be addressed by contacting the following:

- Care Manager or Centre Administrator
- Resident Family Council

Please note: To protect privacy, individual care concerns should not be raised at Resident Family Council or Resident Family Forums.

If a concern cannot be resolved within the organization, the matter can be referred to the following external agencies:

- Manager, Quality Improvement and Consultation Services
Tel: 780.735.3312
- The Health Facilities Review Committee (Alberta Health & Wellness)
#250 Garneau Professional Centre
11044 – 82 Avenue
Edmonton, AB, T6G 0T2
Tel: 780.427.4924
Fax: 780.427.0806

Protection for Persons in Care

The Protection for Persons in Care Act promotes the safety and well-being of adult Albertans who receive services from publicly funded agencies, such as nursing homes or other continuing care settings.

The Act defines abuse as intentionally:

- causing physical or emotion harm
- failing to provide adequate nutrition, medical attention or other necessities of life, without valid consent
- stealing money or other valuable possessions
- administering or prescribing medication for an inappropriate purpose
- subjecting a person to unwanted sexual contact, activity or behaviour

To report abuse, call 1.888.357.9339 (toll-free). This will result in an external investigation of the circumstances. Failure to report abuse can result in charges.

Please note: This number is not intended to resolve complaints about unsatisfactory service. Inappropriate use of this number can result in fines.

Giving and Giving Back

CapitalCare Foundation

The CapitalCare Foundation is a registered charity that helps to enrich the lives of CapitalCare residents. Donations help to:

- create a more home-like environment in our centres,
- provide specialized equipment to assist in providing care and enhanced quality of life for many of our residents,
- provide financial resources that help our staff access training and educational opportunities, and
- fund research that will lead to improved care practices.

There are many ways to give:

- individual donations
- corporate contributions
- ongoing pledges
- bequests
- memorial gifts
- participating in special events
- gifts in kind
- sponsorships

Your gift can make a difference.

We will direct your contribution to the area of highest need, or to a specific centre or program that you request. Donations that qualify for a tax receipt are eligible for the full tax credit allowed under Canada Revenue Agency law.

Please call the CapitalCare Foundation at 780.448.2413 for more information or go to www.capitalcare.net Click on Foundation.