

# Resident and Family Handbook



*leaders in continuing care*

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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.



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

receive a survey.

## 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"><li>• A comfortable, clean and safe environment</li></ul>  | <ul style="list-style-type: none"><li>• Participate in keeping your surroundings safe</li><li>• Pay bills when they are due</li></ul>  |
| <ul style="list-style-type: none"><li>• Be treated with respect and in a courteous manner</li></ul>  | <ul style="list-style-type: none"><li>• Treat others (residents, staff, visitors and volunteers) with respect and in a courteous manner</li><li>• Respect the privacy of others and keep their personal information confidential</li></ul> |
| <ul style="list-style-type: none"><li>• Have safe, quality care within the resources that are available</li></ul>                            | <ul style="list-style-type: none"><li>• Actively participate in your care and advise caregivers if you have concerns</li><li>• Consider all information carefully in order to make informed decisions</li></ul>                            |
| <ul style="list-style-type: none"><li>• Be free from restraints, verbal threats as well as physical, psychological or sexual abuse</li></ul> | <ul style="list-style-type: none"><li>• Report any abuse</li><li>• Not abuse other residents, staff, visitors or volunteers</li></ul>  |
| <ul style="list-style-type: none"><li>• Participate in social activities and in religious and cultural beliefs</li></ul>                     | <ul style="list-style-type: none"><li>• Inform staff of your practice preferences and beliefs so that they can be supported</li><li>• Respect the religious and cultural beliefs of others</li></ul>                                       |
| <ul style="list-style-type: none"><li>• Leave and enter the centre as appropriate</li></ul>  | <ul style="list-style-type: none"><li>• Tell staff when you are leaving and returning, and take medication with you as necessary</li></ul>   |
| <ul style="list-style-type: none"><li>• Discuss concerns with staff</li></ul>  | <ul style="list-style-type: none"><li>• Discuss your concerns with staff using the Concerns Resolution Process (see page 5)</li></ul>  |
| <ul style="list-style-type: none"><li>• Access your personal health information</li></ul>  | <ul style="list-style-type: none"><li>• Inform staff of inaccuracies in your personal health information</li></ul>   |

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

## Concerns 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 Care Manager or centre Administrator, or the Resident/Elder/Family Council. To protect privacy, individual care concerns should not be raised at Resident/Elder/Family Councils or Forums.

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

- Director, Integrated Facility Living, Alberta Health Services Tel: 780.496.7750

## 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 care agencies, such as nursing homes or other continuing care settings.

The Act defines abuse as

- causing serious bodily or emotional harm
- failing to provide adequate nutrition, medical attention or other necessities of life, without valid consent, resulting in serious bodily harm
- misappropriating money or other valuable possessions
- administering, withholding or prescribing medication for an inappropriate purpose resulting in serious bodily harm
- subjecting a person to unwanted sexual contact, activity or behaviour

Abuse may be caused by

- a spouse, family member or friend
- a service provider's employee
- a volunteer, contractor, other resident or person

To **report abuse**, call 1.888.357.9339 (toll-free), fax 780.415.8611 or mail to  
Protection for Persons in Care  
Alberta Seniors and Community Supports  
Station M, Box 476, Edmonton, AB T5J 2K1

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.

# 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 or Social Worker 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 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.

## **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 provide information about laundry service options and related fees.

On page 8 you'll find a list of recommended clothing and items to bring with you when you move in.

## **Television and Telephone Service**

Televisions (TVs) are available in the centre common areas. If you would like your own TV in your room, please check with the Care Manager regarding size guidelines before purchasing or bringing in a TV. Cable TV services are provided in your room. Please use earphones so you can enjoy your favourite TV and radio programs in comfort without disturbing others.

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. You will receive 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. 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 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. Family pets will be restricted to visiting only with you unless they have been screened through Volunteer Services.

## **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 for medical reasons. Residents are entitled to 50 days of hospital leave each year (April 1 to March 31). After 50 days, the centre must release your bed. Your name will be placed on the list for readmission.

## **Outside Appointments**

At times you may have to leave the centre for medical, dental or other appointments. Please arrange for a family member or private companion to go with you if required. If you need help with finding a service, please contact your Care Manager. Costs related to private companions and transportation are your responsibility.

# Personal Belongings

For your personal comfort and safety, please bring the following items with you when you move in:

- machine washable and dryable dresses, skirts, blouses, pants, sweaters, shirts and jogging suits (approx 7-9 outfits).
- adaptive clothing may be needed based on your abilities – please ask your care manager.
- 5 undershirts or 3 brassieres
- 12 pairs of socks or stockings (no pantyhose)
- 7 undershorts or panties
- 4 nightgowns or pajamas, 1 housecoat
- pair of walking shoes, pair of non-slip slippers
- belt or suspenders
- outdoor clothes suitable for the season
- dentures, eyeglasses and hearing aids (all items to be labeled – please see the unit clerk)
- wheelchair and any attachments such as leg rests, arm troughs, head rests, cushions. (labeled)
- walking aids such as canes, walkers (labeled)
- assistive devices such as long handled shoe horn, special eating utensils, etc. (labeled)
- deodorant, comb/brush, toothbrush/paste, soaps, lotion, shampoo, make-up, denture cup, and any other personal items (labeled)
- large and small metal nail clippers, nail file and container (labeled)
- electric razor (labeled)
- single bed quilt
- medication – to help verify what medications you were taking at home
- small chest of drawers – optional. Check with the centre regarding size before bringing in
- television – please discuss size with the centre before purchasing.

## **Please do not bring in**

- items with sentimental or monetary value, or breakables
- heating pads, hot water bottles, wheat bags, microwavable bean bags or other warming devices
- non-electric razors.

## **Notes**

- Any electrical item must be inspected by centre maintenance for safety prior to using.
- Families are advised to check clothing periodically and make any necessary repairs or replacements.

## Your Safety and Security

We inform residents and families about your role in safety, recognizing that independence and choice must be balanced with potential risk to safety.

CapitalCare focuses on preventative approaches, making the necessary changes to better safeguard you from harm. We encourage you and your family to help staff identify safety issues.

### A Safe, Respectful Environment

CapitalCare is committed to

- fostering a healthy, safe and caring environment for residents, staff, volunteers and all visitors
- creating an atmosphere of trust, respect and dignity in all our relationships
- protecting against disrespectful behaviour, abuse, violence, discrimination and harassment
- ensuring everyone follows the relevant policies and legislation.

Disrespectful behaviour includes, but is not limited to

- written or spoken comments and behaviours that are rude, degrading or offensive
- jokes that are demeaning and result in embarrassment or insult
- bullying or shouting that demeans a person
- attempts to discredit a person by spreading false information about him or her.

We expect all staff, volunteers, residents, family members, visitors and other service providers to treat each other with respect, dignity, honesty and courtesy. Behaviour or situations that go against these expectations will not be tolerated.

If you have a concern with the way you or another resident is being treated we strongly encourage you to speak about it with a member of the care team or the Care Manager.

### 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.

As in other health care facilities, your centre also has plans in place to deal with other emergencies. Some of our plans use emergency codes:

- Code Red - fire-related emergencies
- Code Yellow - missing person
- Code Grey - poor outside air quality
- Code Orange - mass casualty incident
- Code Purple - hostage incident
- Code Blue - medical emergencies
- Code Brown - chemical spills, hazardous materials
- Code White - violence/aggression
- Code Green - evacuation of part or all of the site
- Code Black - bomb threat.

If you hear an emergency code that affects your area, the care team will give you instructions and provide assistance. If you have an emergency or if you notice one in the centre, use the call bell located in each room to alert the care team.

If you want more information about the centre emergency codes or to view the emergency plans, please speak with your Care Manager.

## **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 add handrails where needed and reduce the glare from flooring. If falls are a concern for you, talk with your Care Manager.

## **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:

- Hand washing - Wash your hands thoroughly and often. Use the hand sanitizers provided.
- Respiratory etiquette - Cover your mouth and nose when coughing or sneezing. Put used tissues in the garbage.
- 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 Alberta Health Services. Please ask your Care Manager for more information.

## **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 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.

## **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 important 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 or floor. 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 nursing staff to encourage and support you to manage your personal care as independently as possible.

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

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

The **Health Care Aide** (includes Care Guide, Nursing Attendant, Community Home Support Worker and Care Housing Attendant) helps 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 professional expertise and a personal interest in caring for residents in continuing care. Alberta Health Services approves each doctor to work in our centres. Your Care Manager will assist with assigning a doctor, who will consult with you and 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 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.

## Spiritual Care

Spirituality is an important part of life for many residents. Spiritual 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.

## Environmental 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 provide general information and clerical support to help our centres run smoothly.

## **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 maintain strength, balance, coordination and mobility.

**Recreation Therapists and Attendants** will offer you choices for participating in leisure and recreation activities.

## **Social Work Services**

The Social Worker can provide supportive counseling to you and your family during your admission and may be consulted on an ongoing basis. The Social Worker provides resource information or referrals, helps with substitute decision-making and financial issues as well as helps with complex family issues.

## **Recognizing Staff and Volunteers**

Our staff members and volunteers 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 or a donation to the CapitalCare Foundation is always welcome.

## **Other Important People and Services**

**Volunteers** - 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.

**Student Placements** - CapitalCare hosts students from 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.

**Independent Service Providers** - If you wish to hire an independent service provider, such as a paid companion, you may do so at your own expense. Companions can help with social, leisure and some care activities. If you wish to involve a health care professional from the community you will need to discuss this with your Care Manager. We want to ensure your treatment is coordinated and focused on the same goals. Private companions must follow CapitalCare policies and standards.

**Dental Services** - You may choose to continue seeing your own dentist in the community or dental care can be arranged for those with special needs. Members of your care team can help you contract with and coordinate on-site dental services.

**Nail Care Services** - You will be screened on admission to determine if you require basic or advanced nail care. Mandatory Infection Prevention and Control standards require you to have a personal nail care kit. If you need advanced nail care you must contract a private nail care provider. Your Care Manager can give you information about providers.

## Your Care

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

### **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 for an initial resident care conference 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. 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.

Where appropriate, centres have nurse call systems that 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**

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.

### **Decision Making**

We encourage you to discuss your preferences for personal care, medical treatment, health care services, diet, religion and financial matters with your 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. If you do not have a personal directive, the Social Worker can give you information.

These documents indicate your preferences for medical treatment and health care if you are unable to make such decisions. You may also name a legally responsible person to act as an agent who can make decisions relating to personal matters in the event that you are no longer able to do so.

Please be aware that actions to restart a stopped heart, such as cardiopulmonary resuscitation (CPR) are 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, staff members and volunteers will not have any personal involvement in your financial (power of attorney, trusteeship, wills and estates) or non-financial (personal directives and guardianship) affairs.

Your Care Manager or Social Worker 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 with Residents and Families**

We value partnerships and collaborative, cooperative teamwork. You and your family are important members of the 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.

Several ways that your family can be connected to the centre and your care are

- the initial resident care conference
- the annual resident care conference
- information bulletin board
- recreation calendars
- notices distributed with resident account information
- People & Progress newsletter
- Resident/Elder/Family Councils
- Resident/Elder/Family Forums
- the CapitalCare website: [www.capitalcare.net](http://www.capitalcare.net).

An important way for your family to stay connected is to communicate with the care team. Their knowledge or feedback can help us make your 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.

## **Reviewing Your Care Needs**

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 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 developing a managed risk agreement, moving to another CapitalCare unit or centre, or transferring to 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, so we value and appreciate families' 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 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 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
- Lotions and soaps
- Adaptive clothing
- Slippers with good tread
- Lap board
- Magnifier
- Hobby supplies
- Gift certificates or prepaid cards for haircuts or other services
- Large print books
- Magazine or newspaper subscriptions
- Large dial or amplified telephone
- Rechargeable batteries and charger
- Puzzles, playing cards or games.

## Understanding 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.

About 70% of our residents have some form of dementia. Please be assured that we are very experienced with dementia care and offer a training program called Supportive Pathways to our staff. Our centres have special features to support residents with dementia to be as independent and comfortable as possible.

Many families experience difficulty coping with dementia. If you would like more information on dementia or the availability of support groups or other resources, please talk with the Care Manager or Social Worker.

## 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 Fees

Each month you will receive an invoice for your room and board, or what is called an accommodation fee. The accommodation fee is set by the Alberta government and covers approximately one-third of the total cost of care and support per month in a long term care centre. Services funded through accommodation fees pay for your room, building operations and maintenance, meals and meal services, housekeeping supplies and services, laundering of towels and linens, utilities, and social and leisure activities.

### Resident Accounts

The business office in the centre will set up your resident account. All resident fees are to be paid at the business office. When the account is set up you will receive a list of the monthly basic accommodation charges, the notice period for any increases as regulated by the Alberta government, and a list of available services and their monthly charges.

Payments can be deducted from a chequing or savings account to pay your CapitalCare account. You will receive monthly statements of charges in advance of the payment date, so you always know what amount will be deducted from your bank account. For more information about this option, please speak to the business office clerk/cashier during office hours.

### **Trust Account**

You are encouraged to manage your own financial affairs. You can open a trust account in your Centre and deposit a limited amount of funds for comforts. This will allow convenient access to small amounts of spending money during office hours. You or your designated representative can make withdrawals. You can also complete a trust agreement authorizing the centre to withdraw money from this account on your behalf for specified charges such as recreation programs and personal expenses like hairdressing or gift shop purchases.

### **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](http://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 [www.vac-acc.gc.ca](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 780.427.7876 (Edmonton) or 1.800.642.3853 (toll-free) or view online at [www.seniors.gov.ab.ca](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)

If you would like assistance understanding the information about these programs, please speak with your Social Worker.

### **Removal of Personal Belongings**

When a resident leaves the centre, personal belongings such as furniture and TVs must be removed as soon as possible after discharge. We ask that all belongings be removed within 72 hours. If you are unable to remove the belongings, our staff will remove them and a packing and disposal fee will be applied to the last bill.

## Other Financial Responsibilities

**Transportation** - You are responsible for the cost of Disabled Adult Transport System (DATS) and taxis.

**Equipment supplied through Alberta Aids to Daily Living (AADL)** - This program provides basic medical equipment and supplies for residents who have been assessed and approved. The equipment includes items such as manual or power wheelchairs, wheelchair cushions, walking aids and support hose.

If you want an upgraded item, you are responsible for the additional cost. If you require custom or specific equipment not provided by the program, you must purchase this directly or arrange alternate funding sources.

The AADL is a cost-share program. Low income residents may be exempt from cost-sharing. Residents with low taxable income can apply to the program to qualify for exemption. As your Occupational Therapist or Social Worker for an application form.

**Drugs and natural health supplements** - Medications and supplements listed in the Continuing Care Formulary (list of all drugs carried by CapitalCare) are provided to residents at no charge. Non-formulary medications may not be approved by Alberta Health Services for coverage. To continue receiving the non-formulary medication, you can have your physician write a prescription for you to purchase it through a pharmacy in the community.

Non-physician prescribed natural health products will not be supplied by Pharmacy Services. If you wish to use these products you or your family are required to supply and administer them.

**Hairdresser or barber** - At CapitalCare, hairdressing and barber services are provided by a contract service. You are responsible for paying the hairdresser or barber directly or by payment from your trust account.

**Personal grooming aids** - You must provide your own personal grooming aids such as combs, toothpaste, toothbrush, and electric razors. Replacement or repair of these items is also your responsibility.

**Other personal items** - You are responsible for the cost of personal items such as telephone, newspaper, magazines and gift shop purchases.

## Meeting Standards

### High Standard of Quality

CapitalCare is committed to meeting the standards set by government to ensure that providers are compliant in providing care and accommodations that meet a high standard of quality. These standards and regulations include, but are not limited to the following:

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

If you would like more information about the standards or to view the centre's compliance reports, please ask your Care Manager.

## **Measuring our Success**

We invite feedback from you and your family to the Care Manager or care team at any time. We also send out satisfaction surveys every two years. It is important for CapitalCare to hear from you and your family to continue to improve the services we provide. We encourage you to respond when you

## **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 greatest need, or to a specific centre, program or project 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 online at [www.capitalcare.net](http://www.capitalcare.net) Click on Foundation.

### **Donating Equipment**

We appreciate donations of gently used equipment or aids such as walkers or wheelchairs that are no longer required. The Care Manager can arrange for an appraisal and a tax receipt.

