



# Resident and Family Handbook

*leaders in continuing care*

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# Welcome to CapitalCare

On behalf of everyone who lives, works and volunteers here, it is my pleasure to welcome you to CapitalCare. We look forward to getting to know you, your family and your friends, and supporting you to continue living your life in our care and comfort.

At CapitalCare, we have been providing quality care and services for over 50 years. Our innovative models of care have earned us a reputation as leaders in continuing care. Our journey towards excellence continues today.

We are evolving from an institutional model of care to a more social model of living. Our goal is to help you feel at home. We are making changes to our buildings to make them more home-like. By living our values, we aim to help you experience the fullness of life that comes from being surrounded by people who treat you with dignity and kindness.

We invite you and your loved ones to come on this journey with us, so that together we may become the community of people caring for people that we envision.

Warmly,

Francine Drisner,  
Chief Operating Officer

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## Vision

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

## Mission

We provide person-centred care with dignity and kindness.

## Values

Be Yourself

Be Present

Come From the Heart

Put People First

Act Responsibly

Empower Others

Work Together with Purpose

Balance Living with Safety

Grow and Learn

## Your Care at CapitalCare

People move into a continuing care centre because they require care and services beyond what can be provided in their own homes.

At CapitalCare, we follow person-centred care principles. This means we take your needs and preferences into consideration. We do this by:

- offering and respecting individuality and choice
- supporting independence
- ensuring privacy and dignity
- valuing relationships and partnering with family and community.

We recognize that not all residents are capable of communicating their needs. Our staff will work in consultation with your family and friends to honour your cultural traditions, personal preferences and values, family situations, social circumstances and lifestyles. We value and need family members to be involved in your care so that this CapitalCare centre can become your home.

## Life in Your New Home

When we think of places to live, it is important to distinguish between housing and home. While housing meets the human need for shelter, home nurtures growth and spirit. We know living in continuing care is not home, but we are committed to trying to make it as home-like as possible by creating an atmosphere that feels like home.

We recognize that your move means change for you and your family. Your new community will support your health, well-being, comfort and quality of life. You and your family will receive an orientation to the centre and the unit (house or neighbourhood) where you will live. You will be encouraged to be as independent as you can be. You will have help with the things that you need help to do, and you will become a part of the community along with your neighbours, who will also need varying degrees of help with certain things.

### Resident Rooms

Your comfort is important to feeling at home in your new surroundings. Your room should be a reflection and an extension of you; however, space and safety for movement of people and equipment need to be considered.

You will be provided with a bed, a bedside table and a small closet. If you have room, you may bring small pieces of furniture, like your favourite chair. To make your room comfortable, you may bring in personal belongings such as a favourite quilt, cushions, plants and pictures. Please discuss with the Care Manager before bringing personal furniture and belongings to the centre.

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

## Personal Belongings and Valuables

For personal comfort and safety, we recommend that the following items be brought to the centre when you move in.

### Clothing

- enough washable, dryable clothing to last 7 days (dresses, skirts, blouses, pants, sweaters, shirts and jogging/track suits)
- 5 undershirts or 3 brassieres
- 12 pairs of socks or stockings (no pantyhose)
- 7 undershorts or panties
- 4 night gowns or pajamas
- 1 house coat
- pair of walking shoes
- pair of non-slip slippers
- belt or suspenders
- outdoor clothes appropriate for the season

Keep in mind that clothing should be comfortable and easy to put on and take off. Adaptive clothing may be needed based on your abilities.

Families are encouraged to check clothing periodically and make any necessary repairs or replacements.

### Other Personal Items (all items must be labeled)

- wheelchair and any attachments such as leg rests, cushions
- walking aids such as canes, walkers
- assistive devices such as long handled shoe horn, special eating utensils
- deodorant, comb/brush, toothbrush, tooth paste, soap, lotion, shampoo, make-up, denture cup and/or tabs
- large and small nail clippers
- electric razor
- single bed quilt
- medication (to help verify what you were taking at home)
- small chest of drawers (check with the unit regarding size before bringing in)

Some things are hazardous and cannot be brought into a centre. These include:

- heating pads, hot water bottles, wheat bags, microwavable bean bags, or other warming devices
- non-electric razors

## **Glasses, Hearing Aids, Dentures and Prosthetics**

All glasses, hearing aids, dentures and prosthetics must be clearly labeled with your name upon move-in to a CapitalCare centre.

If these items are not labeled, please see the Unit Clerk who can provide you with the names of community professionals who can permanently label your items for a fee.

## **Television and Telephone Service**

Televisions (TVs) are available in the centre common areas. If you would like a TV in your room, please check with the Care Manager regarding size guidelines before purchasing or bringing in a TV.

There is a monthly charge for cable TV. You can arrange for this service through the business office at your centre.

Please use head sets or ear buds to listen to TV or radio programs without disturbing others. This is particularly important in shared rooms.

If you would like telephone service in the resident room, please contact Telus. Telus will bill you or a family member or trustee directly for this service.

## **Valuables**

CapitalCare does not assume responsibility for any property brought by residents or family to CapitalCare premises including clothing, jewelry, money, toiletry articles, and furnishings. You are responsible for the care and security of your belongings. You may wish to carry personal property insurance for your belongings in your new home.

CapitalCare tries to make its centres as secure as possible. However when living in a communal environment things can go missing.

For this reason items that have significant monetary or emotional value are best left with a trusted family member or friend. At some centres small valuables may be locked in a drawer beside the resident's bedside.

## **Donating Equipment and Personal Belongings**

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.

We are unable to accept donations of personal clothing or cloth-covered furniture. Please confirm with your Care Manager any other donations you would like to make.

## Laundry Service and Labeling of Clothing

Laundry service is available at the centre for an additional charge. If you or your family select this option, it is important to note that, due to the volume of laundry that is done on a daily basis, special care—such as hand-washing of clothing items—is not possible.

All clothing must be labeled whether or not it is laundered at the centre.

The centre will label your clothing for a nominal fee upon move in. New clothing brought in after the move-in should be given to the staff to ensure that all clothes have labels.

## Meals

CapitalCare staff endeavor to provide tasty meals to every resident in a clean, inviting environment with assistance to eat while the food is hot. Staff will assist residents who require help to eat safely and comfortably. Meals are served in the dining room unless residents are unable to attend.

Meal times can continue to be a special social time for families when they gather to visit and talk about activities of the day. We encourage families to assist at meal times, and we will provide education and support to those who wish to participate.

Menu boards in each centre give information about meal times and menu choices.

Some centres have family dining areas that can be reserved for special meals or celebrations. Please ask the staff if you or your family wish to order a meal or book a special event.

## Social and Leisure Activities

The recreation team plans activities and programs— including outings in the community—for a wide range of interests and abilities. There is a fee for community outings and some recreation programming.

A monthly calendar of activities and events is available at the centre, and is included with the monthly resident statement. Family members are encouraged to join their loved one at recreation programs or events. If the event has a fee, it is noted on the calendar.

Some centres have rooms that are available for private gatherings or celebrations. Please check with the Care Manager regarding the availability at your centre.

## Pets

Animals have been found to benefit people socially, psychologically, and physiologically. To that end, some CapitalCare centres may have resident pets or have regular pet therapy and visitation programs.

If you have allergies, phobias or a dislike of pets, you may notify the care team at your centre and they can note this on your personal care preferences. This can allow staff members to make reasonable and practical efforts to prevent unwanted contact with pets.

Family pets are welcome to visit the centre too. Family pets will be restricted to visiting only with the resident family member unless they have been screened through Volunteer Services.

## Absences from the Centre

If you are away from the centre for any type of leave, accommodation charges continue to be payable to the centre. This ensures your bed will be held for you during your absence.

### Hospital Leave

Residents transferred to hospital are entitled to 50 calendar days hospital leave per year (April 1 – March 31). After 50 days, the centre must release the bed to make it available for others awaiting a space in continuing care. When this happens, residents are placed back on the list for readmission once they are cleared for discharge from acute care.

### Social Leave

Residents are entitled to an unlimited amount of social leave. Social leave cannot be used to extend hospital leave.

You, your family members and friends are advised to let the staff know in advance if you are going out for a social visit so that medications can be prepared in advance. Also, please sign out when leaving the centre. Staff on the unit can explain the sign out procedure.

## Resident Rights and Responsibilities

While you live at a CapitalCare centre you and your loved ones have the right to expect certain things from us. Residents and their decision maker and family also have responsibilities.

Please remember that all of the residents in the centre have the same rights. Compromises must sometimes be made so that one person's choices do not interfere with the rights of another person living at the centre. It is important for you to understand the following:

<b>You have the right to:</b>	<b>You have the responsibility to:</b>
<ul style="list-style-type: none"> <li>• be treated with respect and in a courteous manner</li> <li>• be informed of adverse events which may or may not impact your health or quality of life.</li> </ul>	<ul style="list-style-type: none"> <li>• treat others (residents, staff, visitors and volunteers) with respect and courtesy</li> <li>• not abuse other residents, staff, visitors or volunteers</li> <li>• report any abuse</li> </ul>
<ul style="list-style-type: none"> <li>• have safe, quality care within the resources 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>• pay bills when they are due</li> </ul>
<ul style="list-style-type: none"> <li>• discuss concerns</li> </ul>	<ul style="list-style-type: none"> <li>• discuss concerns in a respectful manner using the Concerns Resolution Steps (see page 26)</li> </ul>
<ul style="list-style-type: none"> <li>• a comfortable, clean and safe environment</li> </ul>	<ul style="list-style-type: none"> <li>• participate in keeping your surroundings safe</li> </ul>
<ul style="list-style-type: none"> <li>• be free from restraints to the greatest extent possible</li> </ul>	<ul style="list-style-type: none"> <li>• respect the privacy of others and keep their personal information confidential</li> </ul>
<ul style="list-style-type: none"> <li>• participate in social, religious and cultural activities</li> </ul>	<ul style="list-style-type: none"> <li>• inform staff of your religious or spiritual practice preferences and beliefs so that they can be supported</li> <li>• respect the religions 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 leaving the centre and returning and take medication with you as necessary</li> </ul>
<ul style="list-style-type: none"> <li>• access your personal health information</li> </ul>	<ul style="list-style-type: none"> <li>• consider all information carefully in order to make informed choices</li> <li>• inform staff of inaccuracies in personal health information</li> </ul>
<ul style="list-style-type: none"> <li>• have visitors as you would have in the community</li> </ul>	<ul style="list-style-type: none"> <li>• ensure your visitors behave appropriately and respect that you are living in a communal care setting</li> </ul>

## The Care Team

Your care team is interested in your well-being as a whole person including your social, spiritual, mental and physical needs. Team members share information and ideas to provide a high standard of care and service with the goal of helping you to live as independently as possible.

You and your family members are important members of the team; we encourage you to participate in decisions involving your care.

Your care team may include doctors, psychiatrists, care managers, staff nurses, licensed practical nurses and health care aides; social workers, dieticians, pharmacists, recreation therapists, physical therapists, occupational therapists, therapy assistants and spiritual care staff.

There are also important members of the team who may not be directly involved in your care but contribute to your well-being. They are maintenance and environmental services staff, food services staff, unit clerks, business office and clerical staff.

### Management

Each centre has an Administrator who is responsible for the operation of the centre.

Each unit (house or neighbourhood) has an assigned Care Manager who is responsible for your care, ensuring that it follows best practices and CapitalCare policies. Your Care Manager will be happy to answer any questions or address any concerns you may have.

### Doctors

Each CapitalCare centre has a group of doctors who regularly visit residents. These doctors have professional expertise and a personal interest in caring for residents in continuing care. Your Care Manager will assist with assigning you a doctor who will oversee your medical care.

### Volunteers

Volunteers are a vital part of CapitalCare. They help residents maintain their independence and enhance quality of life for residents. Volunteers assist in many areas of the centres including recreation, spiritual care, and the gift shops. They provide companionship and assist with mealtimes and community outings. Some centres have an Auxiliary, a structured volunteer group that initiates some of the fundraising for resident comforts within the centre and participates in a wide variety of other activities.

CapitalCare provides ongoing support and training to volunteers and offers flexible day time and evening volunteer opportunities. If you are able to give the gift of time, visit [www.capitalcare.net](http://www.capitalcare.net) and click on Volunteers for more information, or see the Coordinator of Volunteer Services at the centre.

## Students

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

## Thanking Staff and Volunteers

Our staff and volunteers appreciate your gratitude, however, they cannot accept personal gifts from residents, families or any organization. If you wish to show your thanks, a personal note or a donation to the CapitalCare Foundation is appropriate and greatly appreciated.

## Safety and Security of Residents Living at CapitalCare

At CapitalCare independence and choice are balanced with potential risk to safety for residents and staff to achieve quality of life. It is the responsibility of staff, residents and their families to identify safety issues and keep CapitalCare centres safe places to live and work. To that end, CapitalCare observes appropriate practices and procedures to provide a safe environment.

### 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.

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

If you have concerns with the way anyone is being treated in a CapitalCare centre, we strongly encourage you to speak about it with the Care Manager or another member of the team.

## Emergencies

CapitalCare's main concern is to ensure the safety of residents, staff and visitors in the building during any emergency. All centres have fire sprinklers and fire safety plans with regular fire drills. During these drills, you may hear the fire alarm and messages over the loud speaker.

The centre also has plans in place to deal with other emergencies, designated as codes:

Code Red: Fire related emergency	Code Blue: Medical Emergency
Code Yellow: Missing person	Code Black: Bomb threat
Code Grey: Poor outside air quality	Code White: Violence/Aggression
Code Orange: Mass casualty incident	Code Purple: Hostage Incident
Code Green: Evacuation of all or part of the centre	
Code Brown: Chemical Spills, Hazardous Materials	

If you hear an emergency code that affects your area, the 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 team. If you wish to see the plan for dealing with emergencies, please ask your Care Manager.

## A Smoke Free Environment

CapitalCare promotes a tobacco and smoke-free work and living environment. Residents are screened for tobacco use and/or smoking, and are encouraged to participate in a tobacco/smoking cessation program. The offer of support including the use of Nicotine Replacement Therapy (NRT) will be made to the resident.

Residents who refuse NRT, or residents who are unable to understand or comply with a no tobacco/smoking policy will be permitted to use tobacco or smoke cigarettes only in the designated resident area, provided that they are able to access the designated area independently or with the assistance of a volunteer, friends or family.

Residents choosing to leave CapitalCare facilities to smoke do so at their own risk.

CapitalCare employees will not facilitate resident use of tobacco products; this means that staff will not purchase tobacco products on behalf of residents or take residents to the designated tobacco use/smoking area. Volunteers, if available, may offer to assist, but are not required to facilitate tobacco use.

If the care team, in working with the resident, deems that the resident is no longer able to use tobacco or smoke in a safe manner, support will be provided to cease smoking (including provision of medication, NRT), and the smoking privileges will be revoked.

Visitors may not smoke in the centre or on CapitalCare property.

## Resident Photos

When you move into your new home, we will ask to take your photo. Photos are used to assist with identification for medication administration and for resident safety. Your photo will be kept in your chart.

## Staff Identification

CapitalCare staff are not required to wear traditional uniforms. This is to help our centres feel less institutional. Staff members are required to wear their name tag at all times when on duty.

If you notice someone who is carrying out a staff role but is not wearing a name tag, please notify a member of the care team.

## Falls

CapitalCare's goal is to balance your personal safety with independence and mobility. We try our best to minimize the risk of falls for our residents. If falls are a concern for you, please talk with the 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. Research has shown, however, 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 possible. Residents and alternate decision makers or family members will be involved in discussions about restraints.

## Secure Units and Wanderguard

Some CapitalCare sites have secure units or Wanderguard systems. This is to ensure the safety of residents who are at high risk for unsafe wandering from the unit or building.

A secure unit means that a code is required to enter or exit the unit. As you enter or exit these units, please ensure that residents who are leaving are accompanied by a staff or family member.

Wanderguard units involve the resident wearing a bracelet that sets off an alarm if the resident wanders beyond the safety of the unit or building.

## Infection Prevention and Control

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

### Clean Your Hands

- Keeping hands clean is the best thing you can do to prevent the spread of infections.
- Help stop germs by using the alcohol-based hand rubs located throughout the centre or washing your hands thoroughly with soap and water. If you need assistance, please ask.
- If you don't know whether your caregiver has cleaned their hands before coming into contact with you, it's okay to ask them to do so.
- Remind others—such as your family members or friends—to clean their hands.

### Cover Your Cough

- Cover your mouth and nose with a tissue, or cough or sneeze into your elbow.
- Put used tissues in the garbage.
- Clean your hands with soap and water or alcohol-based hand rub.

### Visit Responsibly

- Clean your hands when you arrive at the centre prior to visiting, and frequently use the hand sanitizers provided throughout the centre.
- 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).

### Get immunized

We strongly recommend that you and your family receive a flu shot in the late fall or winter months every year. You can receive your flu shot from a CapitalCare nurse. Your family and friends can get their flu shots at any Alberta Health Services flu shot clinic, or at many community pharmacies.

For more information or to see our policies on infection prevention and control, please speak with your Care Manager or the infection control designate at your centre.

## Frequently Asked Questions for Residents

The following questions are frequently asked by new residents and their families. We hope the information answers your questions. If you have other questions, your Care Manager can help.

### How can I let my care team know my preferences for care?

We encourage discussion between you and your family regarding your preferences for personal care, medical treatment, health care services, diet, religion and financial matters.

We recommend you complete a personal directive before move-in if you are able to make your own decisions. A personal directive provides your preferences for medical treatment and health care should you become unable to make your own decisions.

If you have a personal directive, we will request a copy for placement in your chart. Your doctor will discuss your care with you and complete a Goals of Care Directive that will guide staff in your care.

Please be aware that actions to restart a stopped heart, such as cardiopulmonary resuscitation (CPR) are not routinely performed except when it is specifically requested in your Goals of Care Directive. Please discuss your wishes with the doctor.

### How are my care needs identified?

Communication amongst you, your family and care staff is essential to maintaining a collaborative and comprehensive approach to your goals of care.

The first eight weeks after move-in provide time for us to get to know you, perform assessments and develop a care plan in conjunction with you and/or your alternate decision maker(s).<sup>1</sup>

During this time, a care conference is held with you or your decision maker. The care conference provides a formal opportunity to ask questions, raise concerns and review your care plan. Residents who are their own decision makers may request that family attend this conference as well.

The initial conference is attended by those team members involved in your care, and as requested by you and your family, including your appointed doctor.

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<sup>1</sup> Alternate Decision Maker means a person who is authorized to make decisions with or on behalf of a resident. These may include Guardian, a 'nearest relative' in accordance with the Mental Health Act, an Agent in accordance with a Personal Directive or a Spokesperson in accordance with the Guardianship, Trusteeship, Attorney or Spokesperson policy.

### **How often are my care needs reviewed?**

Care conferences are held upon admission, annually, and as required under special circumstances (special conference). Special conferences may be held any time a significant concern or issue arises.

When your care needs change, we will provide you with information about available options. This may include developing a managed risk agreement, moving to another unit, house or centre, or transferring to hospital.

### **Who will take care of my medical needs?**

When you move into a CapitalCare centre, a doctor will be assigned to oversee your medical needs and perform an initial medical assessment.

How often a doctor visits depends on your health needs. If you have a concern related to medical care, you can request that the doctor visit.

Consultation with other medical professionals such as specialists may be scheduled if necessary. These consultations usually require a visit to the specialists' offices, or in some cases the hospital. In the case of residents who are not their own decision maker, a family member is required to accompany the resident to appointments outside of the centre.

### **How are my medications managed?**

Most medications are provided by the CapitalCare pharmacy as long as they are ordered by the doctor. There are occasional exceptions to this, in which case, family or a friend may be asked to fill a prescription at a local pharmacy.

We ask that you do not bring in medication unless it has been ordered by your doctor. A member of the nursing staff will keep track of your medication and make sure that the right dose is given at the right time.

You will be notified if changes are made to your medications. The nurse or pharmacist will be able to help you with any questions you have about medications.

### **What are my options for bathing?**

Our goal is to keep you clean and free of odor, as well as provide you with options that support a safe, comfortable bathing experience—in accordance with standards outlined by Alberta Health Services—that allows personal control, dignity, privacy and pleasure.

Bathing can be provided in different ways including a tub bath, a shower, or a bed bath. You are given the opportunity for bathing at minimum twice a week.

Bathing type and frequency will be determined upon admission in consultation with you and your family. Bathing needs are assessed based on past lifestyle and preferences as well as your current condition, self-care abilities and desires.

As your care needs change, so may your bathing routines including all types of baths (tub, shower or bed bath). Bathing needs will be reviewed at least once a year during your annual care conference.

We consider the following in determining a bathing routine specific to your needs.

- Requiring assistance with bathing is a sensitive issue; you may be fearful of falling or becoming chilled.
- Older adults may only desire a full bath once a week and a partial bath on other days.
- As we age, our skin becomes thinner or drier; frequent bathing can cause further drying.

Here are other things to consider when discussing your bathing preferences.

- Hot water and harsh skin care products should be avoided.
- Soap can dry and irritate the skin, and needs to be rinsed completely.
- No-rinse cleansers work well on fragile skin.
- Dry skin should be treated with moisturizers.

### **What role will the rehabilitation team play in my care?**

Rehabilitation staff includes Occupational Therapists, Physical Therapists, Recreation Therapists and Therapy Assistants.

Occupational Therapists assist you to be as independent as possible. This may involve advising you on assistive devices or supplies to help with activities of daily living such as seating, mobility, eating or communicating.

Physical Therapists help you maintain balance, strength, coordination and mobility.

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

Therapy Assistants provide support to you based on the assessment by a therapist.

The goal of the rehabilitation team is to help you maintain a reasonable level of function. Should you wish to have more aggressive restorative therapy, you are welcome to contract directly with a private provider to provide those services.

### **Can I hire a private companion or other private service to come to a CapitalCare centre?**

Some residents or families choose to hire a private service provider such as a paid companion or therapist.

If you wish to engage a private provider, we ask that you speak with the Care Manager. CapitalCare wants to ensure that all treatment is coordinated and focused on the same goals.

In addition, private providers must follow CapitalCare policies and standards, including maintaining appropriate licensure and insurance, Workers Compensation Board coverage and a criminal record check clearance.

CapitalCare screens private providers for these minimum requirements, and has available a list of providers who meet the requirements. This screening does not constitute a contract with the provider, nor does it mean that CapitalCare sanctions or monitors the services provided.

It is very important that you do your own due diligence, as the contract for services is between you and the person or company you hire, and you are entirely responsible for the cost of these services.

### **Who is responsible if dental, hearing and vision care services are needed?**

The need for these services will be identified and reviewed at your initial and annual care conferences.

Oral care is provided twice a day. We encourage you to have an annual dental examination. You may choose to see a community dentist or, for residents with special needs, dental care may be arranged with the dental clinic at the Glenrose Rehabilitation Hospital.

There are hearing practitioners and vision care providers on the list of screened providers that may come into a CapitalCare centre.

These services are not provided or funded by Alberta Health Services continuing care health services programs. Arrangements and payment for dental, hearing or vision care appointments and related transportation are your responsibility.

### **How are foot care services provided?**

Residents are screened on admission to determine whether they require basic or advanced foot care. Basic care will be provided by the care team. Infection Prevention and Control Standards require you to have your own personal nail care kit. Please discuss what is required with the Care Manager.

If you require advanced foot care, this must be arranged with a private community provider in consultation with the Care Manager. You are responsible for costs related to these services and related transportation costs.

### **Can centre staff or volunteers accompany me on outside appointments?**

It is your responsibility to make arrangements to be accompanied to appointments outside the centre. Staff or volunteers are not permitted to accompany residents on outside appointments.

Costs related to private companions or transportation to appointments are your responsibility.

If you need help finding a service, please contact the Care Manager.

## How will my caregivers communicate with me?

We value partnerships, team work and open honest communication between you, your family and your caregivers. We are committed to providing you with information to make decisions regarding your care, keeping you informed of your health status and disclosing adverse events.

We take errors seriously. In the event of an error we will investigate and communicate so that you are aware of what happened and so that we can prevent similar situations from arising in the future.

If you have any concerns or questions about your care, please feel free to approach a member of the team.

This handbook was designed to answer questions that may come up at any time during your stay with us. However, there may be changes to our policies and practices, or to government legislation and standards, which are not captured here. This information may be communicated through the following means, and the most up-to-date version of this handbook is available on our website.

Ways that we communicate with you and your family are:

- the initial care conference
- annual care conference
- information bulletin board
- recreation calendar
- notices distributed with resident account information
- Resident/Family Councils
- Resident/Family information sessions
- Updates to our website [www.capitalcare.net](http://www.capitalcare.net)
- Facebook, Twitter, YouTube.

## How is my privacy protected as a resident of CapitalCare?

CapitalCare maintains compliance with the Freedom of Information and Protection of Privacy Act (FOIP) and the Health Information Act (HIA). These Acts restrict us to releasing the least amount of information necessary, to authorized representatives only.

You may share as much or as little information with your family and friends as you wish. When you move in you will be asked to name someone as a primary contact who may be called in times of emergency. It is up to you to decide what information staff may share with your primary contact. You may change your mind at any time. Just make sure the care team is aware of your wishes.

The General Admission Agreement outlines specific situations in which CapitalCare may disclose limited information about you to others. If you have any questions about how your personal information is collected, used or disclosed, please ask your Care Manager.

## Frequently Asked Questions for Families

### How does CapitalCare support residents with dementia?

About 70 percent of our residents have some form of dementia. Please be assured that we are very experienced with dementia care. Our staff are required to attend a training program called Supportive Pathways that supports the care of persons with dementia, cognitive impairment or mental health needs.

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 treatable, but dementia is fatal. The disease not only robs people of their memory, it destroys brain cells, so the body forgets how to do what it needs to do to survive, such as talk, move, or eat.

Many families experience difficulty coping with the changes their loved one experiences as dementia progresses. If you would like more information on dementia, or the availability of support groups or other resources, please talk with your Care Manager or Social Worker.

### How can I participate in the care of my loved one?

Maintaining relationships with family and friends is an important part of a resident's health and well-being. Families can be a great help to the resident and care team by:

- Sharing information with the care team about the past routines and preferences of their loved one
- Assisting in the communication of information if there is a language or cognitive barrier
- Adding social and emotional meaning by treating your loved one with special attention, favourite foods or activities
- Assisting with specific tasks such as laundering special items, helping at mealtimes or purchasing clothing or other personal items for your loved one.

### When can I come to visit?

We expect families to visit regularly and provide support to their loved one in care. Families are welcome at any time providing that the visit does not disturb other residents and that behaviour of visitors is respectful to residents and staff. Most families visit between 8 am and 9 pm. There are lounge areas available for visits with friends and family in addition to the resident's room.

## What can I do to make visits meaningful for my loved one?

Following move-in there will be a period of adjustment for both you and your loved one. It is important to maintain regular contact to provide your loved one with reassurance and support. Here are some tips for making the most of visiting.

- Plan visits in advance so that your loved one can enjoy the anticipation of a visit.
- Make a routine with other family members and friends so that your loved one receives regular visits with a variety of people; this also helps you make time to visit.
- Do activities that your loved one enjoys such as needlework, painting, gardening and going for walks; activities that can be done while sitting together include playing cards, reading, watching a movie, using a photo album to reminisce, playing a favorite game or listening to music.
- Mealtime visits can improve dietary intake and make meals a more social experience for your loved one; if eating assistance is required, the staff can show you how to assist your loved one.
- Plan your visits around recreational activities and events or consider volunteering.
- Offer a change of scenery by taking your loved one on an outing to run errands, attend appointments or even just for a car ride.
- Offer a manicure or pedicure.

## How can I make communicating with my loved one easier?

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 in your words and actions.
- Use facial expressions or gestures to emphasize your meaning.
- If someone is hard of hearing, move closer, make eye contact when talking louder but do not shout.
- Be aware of changes in your loved one's mood and behaviour and adjust what you do or say.
- Ask targeted questions that can be answered with a few words instead of open ended questions; a question calling for a short answer gives the person a chance to feel successful, whereas the person may feel embarrassed and frustrated over the inability to formulate and keep in mind a lengthy answer.
- Be patient and give time to respond.
- If someone has difficulty remembering, offer a suggestion before answering for them.
- Even if the person does not speak at length, it's fine to give information; some people who have difficulty expressing themselves understand everything you say.

Remember, the important thing is that you are spending time together. You don't have to fill every moment with talk. Sitting quietly together and using touch are other ways of communicating. If visiting is emotionally difficult, or there are unpredictable behaviours to consider, you may find it helpful to have a friend or family member join you when you visit.

### **Can I bring food items into the centre?**

People always enjoy receiving food from family and friends; however, residents in long-term care are at greater risk of food-borne illness due to their age or weakened immune systems. It is important to consider the type of food you are going to bring for your loved one. Food that is brought in should only be served to your loved one.

Please notify care staff that you have brought food items in. If you are unsure of your loved one's special diet needs, please speak with the care staff.

### **What gifts would be appropriate now that my loved one is in care?**

You may want to consider gifts that will make life a little easier, more enjoyable or safer. Consider activities that you could enjoy doing together or that your loved one enjoys. And don't forget that the gift of time is the greatest gift of all. Here are some suggestions:

- flowers (some sites have scent restrictions due to allergies)
- gift certificates for haircuts or other services
- mild soaps or lotions
- large print books
- adaptive clothing
- magazine or newspaper subscriptions
- non-slip slippers
- rechargeable batteries and charger
- lap board
- puzzles, playing cards or games.
- iPod/iPad

### **How can I get advice if I'm faced with a difficult ethical situation regarding the care of my loved one?**

Discuss the situation with the Care Manager who supports your loved one's care. The Care Manager will assist you in contacting Alberta Health Service's Clinical Ethics Service. Clinical ethicists are available to support staff and families when difficult ethical circumstances arise.

All ethics consultations and reports are confidential. The clinical ethicist's role is advisory only. The final decision about a health-related issue lies with the resident (or designated decision maker) and the resident's doctor.

# Frequently Asked Questions about Financial Responsibilities

## What does the government pay for?

Alberta Health Services (AHS) pays the care portion of long-term care. Care funding provides professional and support care staff, supplies, most medications (see section on drugs and natural health supplements), personal care services, emergency transportation and special equipment needs.

Care funding is based on the assessed needs of the residents in the centre. Assessment scores are submitted to Alberta Health Services regularly. A formula is used by AHS to determine the funding based on the assessment scores of the residents at each centre.

Care funding does not cover such things as advanced foot care services, dental services, audiology, and vision care. Residents or their families are responsible for costs related to these services, as well as any transportation costs related to these services.

## What do the accommodation fees pay for?

Each month an invoice is sent to the resident or the person responsible for paying their bills. This invoice is for room and board, or what is called an accommodation fee.

The accommodation fee is set by the Alberta Government and pays for the resident's room, meals and meal services, maintenance and building operations, housekeeping services and supplies, laundering of towels and linens, utilities, and some social and leisure activities. You will receive 30 days notice of any increase should the government revise accommodation fees.

## How can the monthly fees be paid?

The business office in the centre will set up a resident account at the time of move-in. All resident fees are to be paid at the business office. When the account is set up, a list of the monthly basic charges and a list of available services (such as laundry and cable TV) and their monthly charges will be provided. You will receive 30 days' notice of any increase to the cost of monthly services.

Payments must be deducted from a chequing or savings account to pay the CapitalCare account. Monthly statements of charges are sent out in advance of the payment date. This allows the resident or the person responsible for paying their bills to be aware of what will be deducted from the account in advance.

## Can money be held at the centre in safe keeping for residents?

Residents or their decision makers are encouraged to manage their own financial affairs. A trust account can be opened at the centre for depositing a limited amount of funds for every day spending. This allows convenient access to small amounts of spending money during office hours. The resident or their authorized representative can make withdrawals.

A trust agreement can be arranged, which authorizes the centre to withdraw money from this account on behalf of the resident for specified charges such as recreation programs, hair dressing or gift shop purchases.

### **Who is responsible for resident-related transportation costs?**

The cost of non-emergency transportation is the responsibility of the resident or their decision maker. Examples of this would be the use of inter-hospital transport, DATS or taxis to attend appointments or social outings.

### **How is the cost of wheelchairs and other medical devices funded?**

Alberta Aids to Daily Living (AADL) 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 stockings.

If an upgraded item is requested, the resident is responsible for any additional cost. If custom or specific equipment not provided by the program is required, it must be purchased directly by the resident or requests can be made to alternate funding sources.

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

### **Do residents pay for medication and natural health supplements?**

Medications and supplements listed in the Continuing Care Formulary (a list of all drugs approved by Alberta Health Services and 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, a doctor may write a prescription for the resident to purchase it through a pharmacy in the community. The resident or their spokesperson is responsible for the drop off/pick up and payment for non-formulary medication.

Non-physician prescribed natural health products will not be supplied by the CapitalCare pharmacy, or administered by CapitalCare staff. If a resident wishes to use these products, the resident or their spokesperson is required to supply and administer them.

### **Is there a hair dresser or barber at the centre?**

Hair dressing and barber services are provided at the centres by a contract service. Residents are responsible for paying the hairdresser or barber directly or by payment from their trust account. Please check with the centre staff regarding the hairdresser or barber schedule.

## What other costs are the responsibility of the resident?

Residents must provide their own personal grooming aides such as combs, toothpaste, toothbrushes and electric razors. Replacement or repair of these items is the responsibility of the resident.

Residents are also responsible for the cost of other personal items including clothing and newspaper subscriptions.

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.

## Is there financial assistance available to help with costs?

The following Canadian Federal Government Income Security programs may apply to you. For more information, call Service Canada at 1.800.O-Canada (1.800.622.6232) 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 offers support for qualified veterans and centre civilians, as well as their spouses or dependants. For more information contact 1.800.642.3853 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.

- 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 the Social Worker.

## Meeting Standards

CapitalCare is committed to compliance with the standards set by government to ensure care and accommodations in our centres meet a high standard of quality. These standards and regulations include, but are not limited to:

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

CapitalCare is audited by external auditors on a regular basis for compliance with the above standards and legislation. If you would like more information about the standards or to view the centre's compliance reports, please speak to the Care Manager.

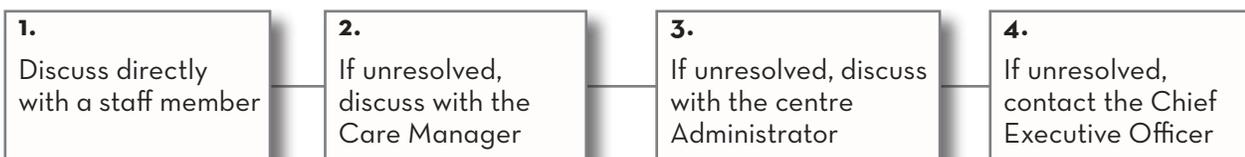
### Feedback (Compliments, Concerns or Suggestions)

CapitalCare believes that respect for our residents and families' means, in part, receiving and responding to feedback with a view to reinforcing positive staff actions, achieving resolution to concerns, examining suggestions and making improvements. Feedback, comments, compliments and concerns are welcomed as opportunities for growth and change. Listening to, understanding and acting upon your feedback about the quality of health care services is important to us.

We invite feedback to the Care Manager or team members at any time. You may also complete the Resident and Family Compliments, Concerns or Suggestions form which is available at each centre or on our website [www.capitalcare.net](http://www.capitalcare.net) (click on Information for Families).

You may receive surveys from CapitalCare or the Health Quality Council of Alberta regarding the care and services received at your centre. We encourage you to respond to these.

From time to time, concerns arise that are best resolved by speaking directly with the care team. If you have a concern please take the following **Concerns Resolution Steps**:



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

- Alberta Health Services Facility Living 780.735.3319
- Community Care Access 780.496.1300
- AHS Patient Concerns Office 1.855.550.2555

## Office of the Alberta Health Advocates

Alberta's health system is complex and people don't always find or receive the kind of care they are looking for. The Office of the Alberta Health Advocates brings together Alberta's Mental Health Patient Advocate and the new Health Advocate and Seniors' Advocate. It's a place where Albertans can come to for advice and help in dealing with their issues. People will be helped to find their way to the services and patient concerns offices they need. You don't have to know which Advocate you need before calling. The Office will help people sort through the issues and solve problems. Call 780.422.1812 or visit the web site at: [www.albertahealthadvocates.ca](http://www.albertahealthadvocates.ca).

## Alberta Ombudsman

The Alberta Ombudsman responds to complaints of unfair treatment and investigates the actions and decisions of:

- Alberta government departments, agencies, boards and commissions
- Designated professional organizations, including health professions
- The patient concerns resolution process of Alberta Health Services

Before the Ombudsman can review your complaint, you should try and resolve it directly with CapitalCare. If you have completed the Concerns Resolution Steps and still feel you were treated unfairly, then the Ombudsman's office may be contacted at [www.ombudsman.ab.ca](http://www.ombudsman.ab.ca) or 780.427.6185

## Protection for Persons in Care

Your safety and well-being is further protected by the Protection for Persons in Care Act (PPCA). It defines abuse as an act or omission that:

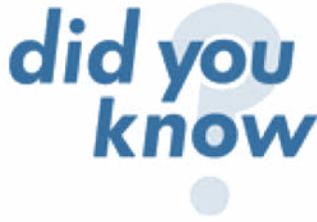
- causes serious bodily harm
- causes serious emotional harm
- subjects the client to non-consensual sexual contact, activity or behaviour
- results in failing to provide adequate nutrition, adequate medical attention or another necessity of life without a valid consent, resulting in serious bodily harm
- involves misappropriating money or other valuable possessions
- results in the administration, withholding or prescribing of medication for an inappropriate purpose, resulting in serious bodily harm

Anyone who believes there is or has been abuse involving a resident must report it as soon as possible. Failure to report abuse is an offense. Service providers cannot take adverse action against people for reporting abuse and there is protection for people who comply with inquiries from a complaints officer.

To report abuse or for more information call 1.888.357.9339 or visit the web site: [www.health.alberta.ca/services/protection-persons-care.html](http://www.health.alberta.ca/services/protection-persons-care.html)







## You can help change the lives of residents at CapitalCare

CapitalCare Foundation was incorporated in 1989 to support the goals and needs of CapitalCare through private philanthropy and giving of donors, community leaders, volunteers and friends. All projects the Foundation supports represent the needs of residents living at CapitalCare.

Did you know, people like you have deeply affected the lives of residents at CapitalCare just by providing financial support? From tables and chairs to renovated dining rooms to specialized beds and lifts, when you make a donation to CapitalCare Foundation you are changing lives. Forever.

CapitalCare is where residents LIVE. The Foundation strives to create a comfortable environment that helps residents to be comfortable by providing comforts of home. CapitalCare Foundation is a registered charity that raises needed funds that add to the quality of life of residents. We take over where government funding ends.

Funds raised support the following:

- Recreation activities within the centres and outings for residents
- Specialized equipment
- Homelike furnishings
- Education for staff
- Spiritual Care
- Music Therapy
- Enhancements and projects at our centres

Contributing is easy with options to suit each individual.

### **Annual and Monthly Giving**

This program allows you to make regular monthly, quarterly, semi-annual or annual donations to CapitalCare Foundation. Both online, mail in, or in person donations are accepted and can be done by credit card, automatic withdrawal, cheque or cash.

### **Planned Giving**

Planned giving allows you to commit now and gift later. You can give special support to an existing or new program, or finance a specific project. Your planned gift contribution may be a one time donation or a pledge. You may wish to make a gift of personal property, trust funds, annuities, life insurance policies, or name CapitalCare Foundation in your estate.

### **In Celebration and Memory Giving**

Celebrating and honoring the life of a loved one for birthdays, anniversaries, a special occasion or in memory is possible. A gift through CapitalCare Foundation will celebrate the life of a loved one and leave a legacy for residents and clients at CapitalCare centres. The In Celebration and Memory program provides donation pamphlets, family notification, and thank you cards for donors.



Yes, I'll help people who need care and support. Here's my tax-creditable gift to CapitalCare Foundation for the benefit of those receiving care:

- \$30       \$60       \$120       Surprise us \$\_\_\_\_\_

I would like my donation to support:

- Where most needed

Or, specifically to:

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li><input type="checkbox"/> Dickinsfield</li> <li><input type="checkbox"/> Grandview</li> <li><input type="checkbox"/> Lynnwood</li> <li><input type="checkbox"/> Norwood</li> <li><input type="checkbox"/> Strathcona</li> <li><input type="checkbox"/> Laurier House Strathcona</li> </ul> | <ul style="list-style-type: none"> <li><input type="checkbox"/> Kipnes Centre for Veterans</li> <li><input type="checkbox"/> McConnell Place North</li> <li><input type="checkbox"/> McConnell Place West</li> <li><input type="checkbox"/> CHOICE Program</li> <li><input type="checkbox"/> Laurier House Lynnwood</li> <li><input type="checkbox"/> Adult Duplexes</li> </ul> |
|--|---|

- Yes, please send me the monthly donation agreement!

CapitalCare Foundation is a registered charity. Eligible donations qualify for a receipt for income tax purposes and are eligible for the full tax credit allowed under Canada Revenue Agency law. The charitable registration number is 13874 8835 RRO001.

CapitalCare Foundation does not rent, sell or share its donor list.

Send my tax receipt to:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Prov: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Please make your cheque payable to CapitalCare Foundation and mail to:

CapitalCare Foundation  
6th floor, 10909 Jasper Avenue NW  
Edmonton AB T5J 3M9

Phone: 780.448.2413 Fax: 780.496.7148

Donations can also be made by VISA MasterCard or AMEX

Card # \_\_\_\_\_

Expiry \_\_\_\_\_ / \_\_\_\_\_ Signature \_\_\_\_\_

To make an easy, secure online donation visit: [www.capitalcarefoundation.net](http://www.capitalcarefoundation.net) and click on "DONATE NOW" in the top right corner.



## CAPITALCARE RESIDENTIAL CENTRES

### **Adult Duplexes** 780.496.3335

9935 - 178 Avenue NW  
Edmonton, AB T5X 5X2

### **Dickinsfield** 780.371.6500

14225 - 94 Street NW  
Edmonton, AB T5E 6C6

### **Grandview** 780.496.7100

6215 - 124 Street NW  
Edmonton, AB T6H 3V1

### **Kipnes Centre For Veterans** 780.442.5700

4470 McCrae Avenue NW  
Edmonton, AB T5E 6M8

### **Laurier House Lynnwood** 780.413.4712

16815 - 88 Avenue NW  
Edmonton, AB T5R 5Y7

### **Lynnwood** 780.341.2300

8740 - 165 Street NW  
Edmonton, AB T5R 2R8

### **McConnell Place North** 780.496.2575

9113 - 144 Avenue NW  
Edmonton, AB T5E 6K2

### **McConnell Place West** 780.413.4770

8720 - 165 Street NW  
Edmonton, AB T5R 5Y8

### **Norwood** 780.496.3200

10410 - 111 Avenue NW  
Edmonton, AB T5G 3A2

### **Strathcona & Laurier House Strathcona** 780.467.3366

12 Brower Drive  
Sherwood Park, AB T8H 1V3

## CHOICE PROGRAMS

### **CHOICE Dickinsfield** 780.371.6642

14225 - 94 Street NW  
Edmonton, AB T5E 6C6

### **CHOICE Norwood** 780.944.8662

10404 - 111 Avenue, NW  
Edmonton, AB T5G 3A2

### **CHOICE Mental Health** 780.944.8668

14504 - 118 Street NW  
Edmonton, AB T5X 1T3



6<sup>th</sup> Floor, 10909 Jasper Avenue  
Edmonton, Alberta, Canada T5J 3M9  
Tel: 780.448.2400  
Fax: 780.496.7148  
info@capitalcare.net



6<sup>th</sup> Floor, 10909 Jasper Avenue  
Edmonton, Alberta, Canada T5J 3M9  
Tel: 780.448.2413  
Fax: 780.496.7148  
ccfoundation@capitalcare.net  
www.capitalcarefoundation.net

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@CapitalCareYEG

 See us on YouTube  
edmontoncapitalcare

**W** [www.capitalcare.net](http://www.capitalcare.net)