

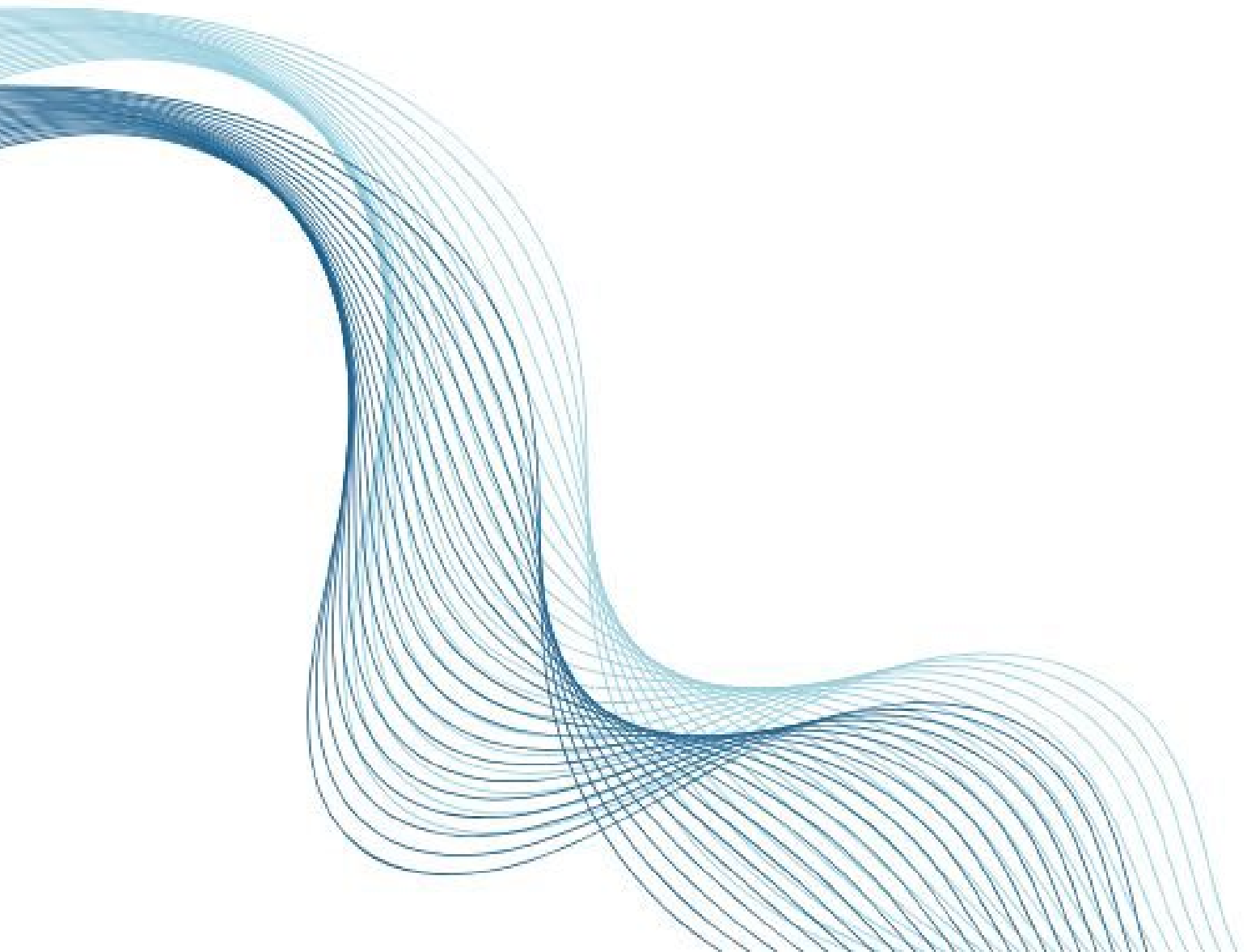
# Annual Report 2024 - 25



**Prepared for CCAC  
June 2025**

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# Message from Leadership



## Isabel Henderson, CapitalCare Advisory Committee Chair

I am thrilled to present the 2024 CCAC Annual Report. The past year has provided many opportunities for CapitalCare to expand its leadership in continuing care, build new connections and advance our priorities under our current strategic plan.

With a focus on high quality, person-centred care, CapitalCare has also worked to implement new technologies including the successful launch of Connect Care which creates greater access to information and improved flexibility for CapitalCare's staff, residents and families.

This year we have seen continued change in the healthcare system and we look forward to participating in a sector that is ever evolving and one that will provide us with ongoing new opportunities. Through all of the change though, CapitalCare has remained focused on its core mandate: to provide high quality person-centred care to all of our residents. With a strong foundation in place and exciting new projects already in motion, I look forward to the opportunities that 2025 will bring - and to CapitalCare's continued leadership in the continuing care sector.

## Aileen Wong, CapitalCare COO

2024 - 25 has been a year of opportunity as we evolve with a changing sector. Every day I see the results of our work to prepare for major change management projects. Connect Care was a momentous undertaking, and I remain impressed at the level of focus, work and training staff took on to ensure we were one of the most prepared teams when Connect Care launched in November 2024.

We implemented e-People, the digital pay and benefits system in June. This Spring we implemented RLS, the incident reporting system, and in the Fall we will launch MySchedule a digital workforce management system.

All of this change and every day I continue to see staff remain focused on their primary purpose: providing the best quality care possible. I am excited to see what comes next as these strong foundations prepare us for new opportunities. We are working with government and health care leadership to ensure CapitalCare's place in a changing continuing care sector and we're actively participating as the Assisted Living Alberta agency is established.

New projects for 2025 are well underway with a substantial grant to build new menus and unique food for our residents, because we know food is one of the most important aspects of life for residents. This is a two-year long project to build menus with input from residents, families and the guidance of a red seal chef. It's evidence of our focus on quality of life while we continue to evolve, adjust to demand, and flexible in our approach. I look forward to the future and all we can do to provide the best possible experience across the continuing care spectrum.



# CapitalCare Advisory Committee Members

## **Representatives from Alberta Health Services Senior Leadership:**

Isabel Henderson, AHS Executive Director, Special Projects, Clinical Operations Services

Eleanor Risling, Executive Director, Continuing Care- Edmonton Zone

Bill Bright, AHS Executive Director, Finance

## **CapitalCare Executive Management Attendees:**

Aileen Wong, Chief Operating Officer

Ana Remesovscaia, Director, Finance

## **Public Committee Members:**

Marie Owen

Michele Perret

Sue Bohaichuk

## Facts and Figures



3100 employees provide expert care and medical supports.  
Ranked on Alberta's Top Employers List 13 years in a row.



1013 volunteers provided  
48,064 volunteer hours across CapitalCare



90% of staff would recommend CapitalCare as a place to work.  
75% of staff said they were satisfied with CapitalCare as a workplace.

2024 Staff Survey

## Residents and Quality of Care

1389 residents live in our continuing care Type A and B programs.

Over 500 individual community members access our 62 Day and 337 CHOICE program spaces on a weekly basis. Clients receive program support two or more days a week.

482 residents from across CapitalCare provided responses in the 2024 Quality of Life survey.

13% increase positive response to "I can explore new skills and interests"

81% "I decide how I spend my time."

Overall resident satisfaction at CapitalCare is 91%,  
above the peer average of 87%.

Health Quality Alberta, 2022-23

## Financials

Total Revenue 2024-25: \$215 million

Government Funding	\$178.4 million
Fees and Charges	\$32.3 million
Ancillary Operations	\$1.1 million
Other Income	\$2.79 million
Donations	\$505,000

CapitalCare keeps administrative costs at 3%

## Capacity and Occupancy Rates

1016 Continuing Care Type A (Long Term Care) spaces – 98% occupied

208 Continuing Care Type B (Designated Supportive Living) spaces – 95% occupied

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

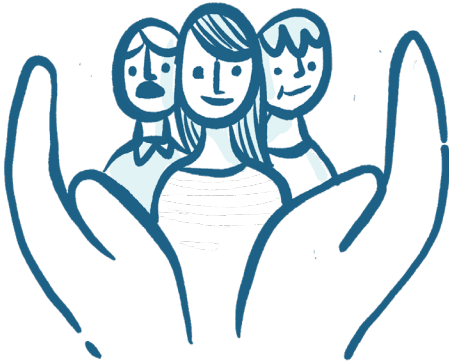
30 Continuing Care Type C (Palliative Care) beds

135 Post-Acute Program spaces

40 Transition spaces



# CapitalCare Strategic Plan 2023 - 27



The Strategic Plan for 2023 – 2027 was presented to the organization in August 2024. This Strategic Plan guides our actions through a changing health care system to ensure our focus remains centred on quality person-centred care as the organization evolves.

We are actively working together with our community to tackle future demand for continuing care by enhancing the services we provide and expanding community-based programs. We are creating working environments that attract, retain and engage talent. This strategy will ensure that quality of life sits firmly alongside organizational considerations in all our decision-making – putting people at the centre of everything we do.

## 2024 – 25 Accomplishments

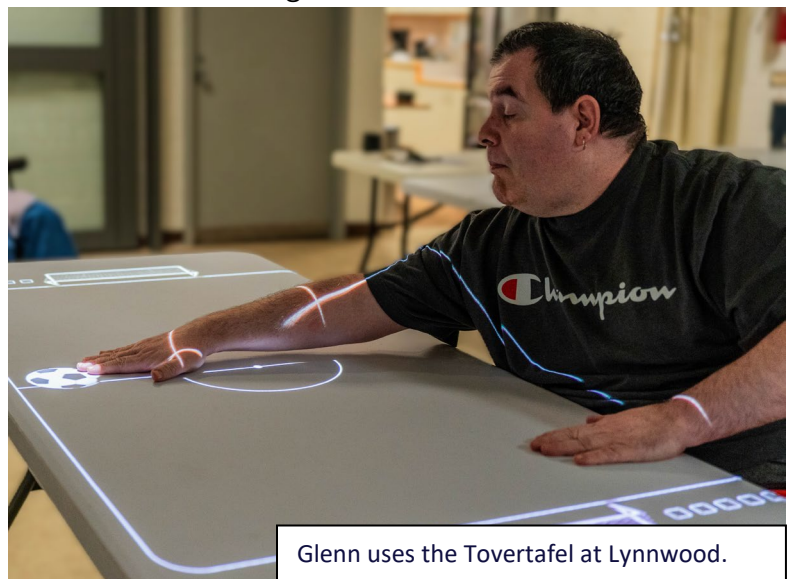
### Healthy and Sustainable Living

CapitalCare is committed to providing a high quality of life, creating spaces where people thrive, supporting an engaged community and building on programs that provide choice, social connection and well-being.

As a part of measuring quality, we are building key performance indicators to improve and maintain a high quality of care. This includes creating new centres of practice for staff and increasing focus on the Continuing Care Health Service Standards in particular the standards related to restraint management (chemical and physical), medication management, and staff training.

We are an active member in the provincial Quality of Life task force and associated working groups including Measurement, Framework and Toolkit.

New technology is being integrated across our centres including the use of Tovertafel, a digital gameboard. With the support of the CapitalCare Foundation we are able to expand Tovertafel use to Lynnwood, Grandview and Dickinsfield.



Glenn uses the Tovertafel at Lynnwood.

The annual resident survey continues to provide important feedback on the state of resident quality of life. This feedback helps to identify areas for improvement and ensure care is tailored to their needs and preferences. This year we talked to 482 residents across our centres. Survey results are provided to our centres, resident family councils, and person-centred care committees for ideas on improvement and integration.



Addy and Doris connect after a meeting of the members of the Lynnwood Resident Council.

We continue work to build meaningful activities for our residents. Java Club is an innovative approach to prevent loneliness by connecting residents through structured peer support and mentoring. And the pilot project Neighbourhood Time is a leisure support program that empowers older adults to choose leisure activities that reflect unique interests and recognize the unique needs of people living with dementia.

CapitalCare co-hosted the national Walk With Me conference with the Research Institute for Aging (RIA) in Ottawa, Ontario. During this innovative national conference older adults, residents in long-term and continuing care centres, family members, researchers, educators and health care workers gathered to discuss quality improvements and innovations, changing the culture of aging and improving seniors' care across the country.

CapitalCare staff, volunteers and residents helped to make the conference a success and bring home the ideas to inspire and improve care at our centres.



Bonnie, Kipnes site director, leads a session at Walk With Me.



## Healthy Spaces

As specialists in continuing care, we aim to provide a service mix that meets evolving demand and creates care to meet people where they are at.

We continue to work on expanding a right care, right place and right time approach. We are partners in improving transitions in care and strengthening integration with community, health and social services.

The Gene Zwozdesky Centre welcomed more residents in 24 - 25 and reached its full occupancy. As active partners we have temporarily transitioned 20 of Laurier House Lynnwood's life lease beds to short stay beds. This option demonstrates our partnerships to improve transitions in care and alleviate some of the pressures on the health care system.



We continue to build partnerships in community with over a dozen community groups who provide connections, faith days, collaborative art programs, and socializing opportunities across our centres. Partnerships with 11 schools including Norquest, NAIT, the UofA and Metro College, as well as high school and junior highs across the city provide intergenerational experiences for our residents.

## Healthy Organization

The expertise and commitment of our staff create CapitalCare's exceptional care. We will build on the strength of our staff by prioritizing their health and well-being. We are actively integrating advanced technologies and exploring innovative solutions to enhance our services and care delivery.

CapitalCare staff have undertaken major change management initiatives to integrate technology to improve efficiency and access to information. The digital pay, benefits and recruitment management system, e-People, was launched in June 2024. We continue to work on integrating the e-People system into our processes across the organization.

According to a Staff Technology Use Report in 2024 there was a 16% improvement in technology use across the organization and 80% of staff reported being more confident in work-related computer use. In preparation for Connect Care we built learning tools to support the greater use of technology. Microlearning experiences, simple materials, and site-based peer coaches focused on transferrable digital skills.



Connect Care, the province-wide health information system, launched in November 2024. Staff across the organization were involved in over 33,000 hours of training in the months leading up to the launch. This ensured our staff were prepared for process and workflow changes when the system launched.

The launch went smoothly with teams coming together to troubleshoot and collaborate on any issues that arose. Since the implementation staff have worked hard to integrate the new processes

and troubleshoot any additional changes that need to be made to ensure Connect Care works for continuing care across the sector.

CapitalCare continues to support staff upgrading and career expansion. With the support of the CapitalCare Foundation \$20,000 was distributed in education bursaries in 2024 - 25. With a total of 29 applicants, 20 were approved to receive financial support from across the spectrum of CapitalCare staff including health care aides, social workers and support staff.

CapitalCare has completed a governance review to ensure the organization aligns with best practice according to MNP recommendations and accreditation standards. This was a process years in the making, and we have completed work that included reviewing governance bylaws, creating an orientation manual for new board members and ensuring policies and processes aligned with best practice.

Support for learning and development and building on the expertise of our staff has continued as we developed and implemented a management centre of practice where managers can learn and share their knowledge.

## **Conclusion**

This year CapitalCare has integrated new technologies, aligned and refined processes, and created new opportunities. All of this lays a solid foundation for CapitalCare, our staff, residents and families. The past year has brought a lot of change, but we are ready to evolve. We continue to build on our reputation and are working with continuing care leadership, families, residents and staff to provide high quality continuing care with residents, clients, and community in mind.

