Meal Services
Our menus are created by Red Seal chefs and change daily. Meal times are:
Breakfast: 8am - 9am
Lunch: 12pm - 1pm
Dinner: 5pm - 6pm
Meal vouchers for friends and family can be purchased from the reception desk on the main floor (2 hours notice is required).

Laundry Services
A washer and dryer is available on the unit for patients to use. Please provide your own detergent, etc.

Telephones & WiFi
Cell phones are encouraged. Telephones for making local calls and Shaw Go Wifi are available in the common rooms.

Television
Cable can be set up in your room for a fee. Price lists, terms and conditions are posted on the unit information board by the elevator. Cable must be pre-paid at the front reception desk on the main floor.

Smoking
We are smoke-free, indoors and out. Smoking is allowed in a designated outdoor area at the back entrance. Staff are unable to porter patients to the area.

Hairdressing
Services can be purchased at reception. Price lists are on the unit information board. The unit clerk books your appointment once you provide them with the voucher.

Additional Amenities
Cafeteria (Chatters)
Main floor North Pavilion. Open Mon - Fri from 9am - 12:45pm. Cash only.

Store (Tuck Shop)
Main floor by the front entrance. Hours vary. Cash only.

Vending Machines
Main floor by the front and back entrances.

Parking
Hourly and daily parking; purchase from meters by the front entrance. Weekly and monthly passes; purchase at front reception on main floor.
Welcome to CapitalCare
We are a publicly-funded continuing care organization providing long and short-term care in Edmonton and area.

Welcome to CapitalCare Norwood
Once a traditional long-term care centre, CapitalCare Norwood now specializes in complex continuing care. The Post-Acute Unit is located on the 4th floor of the Angus McGugan Pavilion (4 AMP). A Restorative Care Unit is on the 3rd floor (3AMP). The majority of Norwood’s long-term care residents live on the 2nd floor (2AMP). A Palliative Care Hospice is on the main floor (1AMP).

Welcome to 4AMP
When on 4AMP, you will have your own personalized rehabilitation program geared towards your needs.

Regaining your Independence
It is an expectation that you try walking to and from meals and participate in your own care including; washing, dressing, grooming and toileting.

If necessary, a physiotherapist (PT) and/or occupational therapist (OT) will introduce additional exercises and skills to assist you in regaining back your strength and independence.

What to Bring
- comfortable street clothes, pajamas, housecoat, slippers;
- closed heel walking shoes;
- personal toiletries (toothbrush, toothpaste, body wash, shaving supplies, brush, deodorant, incontinent products, etc.);
- supplies for pre-existing medical conditions (eg. CPAP machine);
- medication that cannot be supplied by our on-site pharmacy;
- neccessary equipment such as hearing aids, glasses, dressing aids, walkers, canes, etc.
- prosthesis if available

Please send any items of value home with your family or friends.

About your Room
There is a bathroom, closet and nurse call bell in every room. We also provide a lockable nightstand for securing your personal belongings. Request a key from a staff member and ensure you return it when you are discharged.

Private rooms are required for those individuals who require isolation precautions, have complex wound care needs, require closer monitoring, or require palliative care. (Room changes are possible at any time, especially when occupying a private room).

The white board in your room helps keep track of: your planned discharge date; upcoming appointments; rehabilitation/exercise schedule; mobility/assistance needs.

Your Care Team
Your care team consists of many different health care professionals:
- Physicians
- Physiotherapists (PT)
- Occupational Therapists (OT)
- Registered Nurses (RN)
- Licensed Practice Nurses (LPN)
- Health Care Aides (HCA)
- Social Workers
- Dietician
- Pharmacists

Your family is also an important part of your care team!

No specific visiting hours are set in place. For safety and security reasons, the main doors to the building lock at 7:30pm.

Discharge Planning
The discharge process starts on the day you are admitted. We work with you and your family to ensure your needs are met prior to going home.

You or your family will need to arrange:
- transportation home
- getting your prescriptions to your pharmacy
- any equipment that needs to be picked up for home use
- any follow up appointments

Our care team will arrange:
- home care (if required)
- blood work collection (if required)
- forwarding information to your family physician

When it comes to your muscles, “use it or lose it” says it all! With prolonged immobility, you can lose one to three percent of your muscle strength daily.