



# Adult Day Program Handbook

*leaders in continuing care*

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## **Welcome to CapitalCare**

CapitalCare operates six residential centres, four CHOICE Programs and four Day Programs. Whether you live in one of our centres or in the community, there are some common principles and practices that apply to all members of the CapitalCare community. These are outlined on pages 2 to 5.

Day Program clients visit a program site to receive services.

We look forward to getting to know you, your family and friends, and to helping you maintain your independence so that you can continue living in the community for as long as possible.

### **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
- Empower Others
- Act Responsibly
- Work Together with Purpose
- Balance Living with Safety
- Grow and Learn

### **Rights and Responsibilities**

While you attend a CapitalCare program, you, your family and/ or decision-maker have the right to expect certain things from us.

You also have responsibilities. Please remember that all program participants have the same rights. Compromises must sometimes be made so that one person's choices do not interfere with the rights of another person. 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 effects which may or may not impact your health or quality of life</li> </ul>	<ul style="list-style-type: none"> <li>• treat others (residents/clients, staff, visitors and volunteers) with respect and courtesy</li> <li>• not abuse other residents/clients, 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 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 Process (see p.4)</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 religious beliefs and cultural practices of others</li> </ul>
<ul style="list-style-type: none"> <li>• leave and enter the program as appropriate</li> </ul>	<ul style="list-style-type: none"> <li>• tell staff when leaving the program 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 all 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 all visitors behave appropriately and respect that you are in a communal care setting</li> </ul>

## We Want to Hear from You

To provide a high standard of care tailored to fit your individual needs, we need your support and involvement. After all, nobody knows your needs better than you and your family. Please let us know your thoughts and concerns, as well as your suggestions.

1. Staff member \_\_\_\_\_

Phone number \_\_\_\_\_

2. Supervisor/manager \_\_\_\_\_

Phone number \_\_\_\_\_

3. Program Manager/Director \_\_\_\_\_

Phone number \_\_\_\_\_

4. Chief Operating Officer \_\_\_\_\_

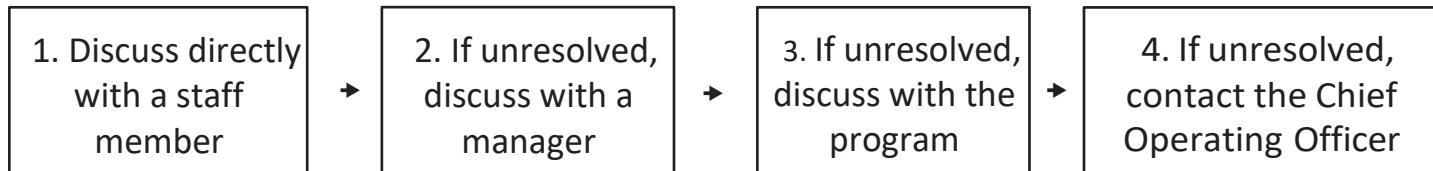
Phone number \_\_\_\_\_

780.448.2400

## Concerns Resolution Process

Most concerns related to individual care and service can be resolved by speaking with staff members responsible for client care or service.

If you have a concern, please take the following steps:



If a concern cannot be resolved within CapitalCare, the matter can be forwarded to Alberta Health Services:

### AHS Patient Relations Department

Phone: **1.855.550.2555**

E-mail: **Patient.Feedback@albertahealthservices.ca**

## **Meeting Standards**

CapitalCare is committed to compliance with government standards which ensure care in our programs meets a high standard of quality.

These standards and regulations include, but are not limited to:

- Continuing Care Health Service 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. For more information about the standards or to view the program's compliance reports, please speak to the care manager.

## **Changes in Your Care**

We review your care six weeks into the program, at annual care conferences, and when there are sudden changes in your care needs. Certain changes may mean 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 moving to a program or facility that can provide a higher level of care.

## **CapitalCare Foundation: Your Gift Can Make a Difference**

CapitalCare Foundation is a registered charity that raises funds to improve quality of life for residents and clients. Donations help to create more home-like environments in our programs, provide special equipment to assist in care giving, provide financial resources for staff education and training, and fund research to improve care practices. There are many ways to give and donations that qualify for a tax receipt are eligible for a tax credit with the Canada Revenue Agency.

Call **587.782.3727** or visit [www.capitalcarefoundation.net](http://www.capitalcarefoundation.net).

## **Day Programs: A Partnership**

In CapitalCare, clients and families are partners working together with staff to provide quality care and support. Our goal is to assist you to do as much for yourself as possible so you can continue living in the community for as long as possible. Family caregivers may also benefit from the respite while you attend our programs.

As a client, we encourage you to become actively involved in your care. In collaboration with you and your family, we continuously evaluate your needs, service plans, and the ability to provide for your increasing or changing care needs.

As family members, your participation in the well-being of your relative is necessary. You may be called upon, at times, to assist with the care and/or needs of your family member. Please identify a spokesperson to represent the family as this simplifies communication for all of us.

## **Socialization Services and Recreation Therapy**

A variety of leisure and socialization activities are provided to suit various levels of abilities. You are encouraged to advise staff of any activities you would like added to the social calendar.

When special events are planned, there may be a charge if the event has an administration fee. There may be a minimal charge for special projects to cover additional costs of the activity.

## **Noon Meals and Snack**

Noon meals and snacks will be provided for programs where the client attends the full day. The menu is planned according to the Canada Food Guide and will provide a variety of foods. Let the program staff know if you have food allergies, likes or dislikes.

## **A Smoke-Free Environment/Pet Policy**

To protect the health of our clients and staff, we offer a smoke-free environment. Smoking is not allowed on CapitalCare property.

Some CapitalCare programs may have pets living with residents or have regular pet therapy and visitation programs. If you have allergies, phobias, or a dislike of pets, please inform the staff and they will make reasonable efforts to prevent unwanted contact with pets.

## **Transportation**

Clients and families are responsible for booking and paying for transportation to and from the program.

## **Advanced Care Planning: Goals of Care Designation and Personal Directive**

If you have a personal directive or an Enduring Power of Attorney, please provide a copy to your home care case manager for your Connect Care electronic health record.

Day Program clients are required to have a recent Goals of Care Designation on file. Your community physician can assist you in completing or updating your Goals of Care Designation. Please provide a copy to your home care case manager for your Connect Care electronic health record.

## **Program Fees**

Fees are set by the Alberta Government and pay for things like the client's meals and meal services. Alberta Health Services pays the cost of your care while you attend your program. This includes staff wages, supplies and some social or leisure activities.

Invoices are sent monthly to the client or the person responsible for paying their bills. You are required to set up pre-authorized payments through the program business office. You are required to pay

your full program fee when absent from the program for any reason, including hospitalization.

**Adult Day Program** fees are \$15.00/day\*

\*Fees current as of March 2025, and are subject to change.

## **What to Bring**

On the days you attend your program, please ensure you bring all your required medications, including as needed and over-the-counter medications. All medications must be clearly labelled with the client's name on it. Medications must be in a blister/bubble pack. Please do not bring in medication unless it has been ordered by your doctor.

Clients of the Day Program may be required to bring a change of clothing, depending on their incontinence needs. Depending on your requirements, it may also be necessary to bring incontinence products.

Items considered hazardous cannot be brought in. These include heating pads, hot water bottles, microwavable bean bags, wheat bags or other warming devices, non-electric razors.

## **Vacation / Prolonged Absences**

Please notify the program at least two weeks in advance with the dates you plan to leave and return. If you plan to be away for more than two weeks, please speak directly to the Adult Day Program Coordinator.

If you wish to discharge from the program, please speak directly to the Adult Day Program Coordinator.

## **Adult Day Program Locations**

### **Young Adult Day Program (YADS)**

14225-94 Street NW  
Edmonton, AB T6E 6C6  
Phone: 780.371.6548

### **Dementia Day Program (McConnell Place North)**

9113 – 144 Avenue NW  
Edmonton, AB T5E 6K2  
Phone: 780.371.6680

### **Adult Day Program Kipnes Centre for Veterans**

4470 McCrae Avenue NW  
Edmonton, AB T5E 6M8  
Phone: 780.442-5722  
ADP Manager: 780.442.5705

### **Adult Day Program Strathcona**

12 Brower Drive  
Sherwood Park, AB T8H 1V3  
Phone: 780.417.4347