



Client and Family Handbook

leaders in continuing care

Contents

Welcome to CapitalCare	2
Rights and Responsibilities	2, 3
We Want to Hear from You	4
What Do I Do if a Concern Arises?	4
Concerns Resolution Process	4
Meeting Standards	5
Changes in Your Care	5
Palliative Care and End-of-Life Care	5
CapitalCare Foundation	5
 CHOICE and other Day Programs: A Partnership	 6
Socialization Services and Recreation Therapy	6
Hairdressing	6
Noon Meals and Snack	6
Smoke-Free Environment/Pet Policy	7
Transportation	7
Advanced Care Planning: Goals of Care Designation and Personal Directive	8
Program Fees	8
What to Bring	9
 More About the CHOICE Program	 10
Medical Services	10
Pharmacy Services	10
Medications	11
Vacations/Prolonged Absences	11
Nutritional Services	11
Social Work Services	11
Physical Therapy	11
Occupational Therapy	12
Home Support Services	12
CHOICE Care Beds	12

Welcome to CapitalCare

CapitalCare operates 10 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.

CHOICE Programs and Day Programs are similar in that clients visit the centre to receive services, however, there are important differences in the services provided. These are discussed on pages 6 to 9. Pages 10 to 12 apply only to clients of the CHOICE Program.

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:

You have the right to:	You have the responsibility to:
<ul style="list-style-type: none"> • be treated with respect and in a courteous manner • be informed of adverse effects which may or may not impact your health or quality of life 	<ul style="list-style-type: none"> • treat others (residents/clients, staff, visitors and volunteers) with respect and courtesy • not abuse other residents/clients, staff, visitors, or volunteers • report any abuse
<ul style="list-style-type: none"> • have safe, quality care within the resources available 	<ul style="list-style-type: none"> • actively participate in your care and advise caregivers if you have concerns • pay bills when they are due
<ul style="list-style-type: none"> • discuss concerns 	<ul style="list-style-type: none"> • discuss concerns in a respectful manner using the Concerns Resolution Process (see p.4)
<ul style="list-style-type: none"> • a comfortable, clean and safe environment 	<ul style="list-style-type: none"> • participate in keeping your surroundings safe
<ul style="list-style-type: none"> • be free from restraints, to the greatest extent possible 	<ul style="list-style-type: none"> • respect the privacy of others and keep their personal information confidential
<ul style="list-style-type: none"> • participate in social, religious and cultural activities 	<ul style="list-style-type: none"> • inform staff of your religious or spiritual practice preferences and beliefs so that they can be supported • respect the religious beliefs and cultural practices of others
<ul style="list-style-type: none"> • leave and enter the centre as appropriate 	<ul style="list-style-type: none"> • tell staff when leaving the centre and returning and take medication with you as necessary
<ul style="list-style-type: none"> • access your personal health information 	<ul style="list-style-type: none"> • consider all information carefully in order to make informed choices • inform all staff of inaccuracies in personal health information
<ul style="list-style-type: none"> • have visitors as you would have in the community 	<ul style="list-style-type: none"> • ensure all visitors behave appropriately and respect that you are in a communal care setting

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.

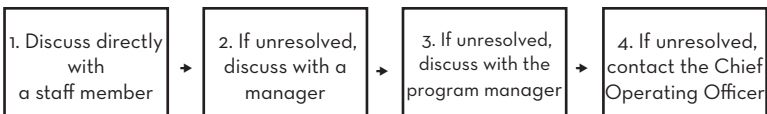
1. Staff member _____
Phone number _____
2. Supervisor/manager _____
Phone number _____
3. Program Manager/Administrator _____
Phone number _____
4. Chief Operating Officer _____
Phone number 780.448.2400

What Do I Do if a Concern Arises?

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

Concerns Resolution Process

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**](mailto:Patient.Feedback@albertahealthservices.ca)

Meeting Standards

CapitalCare is committed to compliance with government standards which ensure care in our centres 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 centre's compliance reports, please speak to the care manager.

Changes in Your Care

We review your care six weeks into the program, at the annual care conference 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.

Palliative Care and End-of-Life Care

The website myhealth.alberta.ca/palliative-care provides information for clients, families and healthcare providers including:

- An introduction and overview of palliative and end-of-life care for patients, families and healthcare providers
- A search function for services and programs
- Symptom management tips for patients and families.

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 centres, 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 **780.448.2413** or visit www.capitalcarefoundation.net.

CHOICE and other 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.

Please note: Not all **Day Programs** offer the same therapy services. Check with your centre regarding the therapy services available.

Hairdressing

We ask that you continue using your regular hairdresser or barber as these services may not be available at all centres. Ask your manager.

Noon Meals and Snack

Noon meals and snacks will be served in the centre. 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 particular 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 centres 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.

Day Programs	CHOICE Programs
Day Program staff do not make home visits. Your Home Care case manager can communicate with Day Program staff regarding any needs or concerns in your home.	<p>If a staff member visits you in your home, please ensure:</p> <ul style="list-style-type: none">• there is no smoking one hour prior to the arrival of the staff member or during the visit.• pets are safely relocated to another area in your home during the visit.

Transportation

Day Programs	CHOICE Programs
<p>Day Program clients are responsible for transportation to and from the centre, and for any associated costs. Transportation options include:</p> <ul style="list-style-type: none">• Disabled Adult Transportation Service (DATS)• Strathcona County Mobility Bus• Seniors' driving services (i.e. Driving Miss Daisy)• Family member. <p>Please call the Day Program if you will be absent on your scheduled day.</p>	<p>CHOICE Programs provide transportation to and from the centre.</p> <p>It is important:</p> <ul style="list-style-type: none">• that a family member is available to receive you at the end of the day.• to contact CHOICE staff as soon as possible to cancel your bus ride if you are not able to attend the program on your scheduled day. <p>CHOICE South clients are responsible for transportation to and from the program, and for any associated costs.</p>

Advanced Care Planning: Goals of Care Designation and Personal Directive

Please provide a copy of your personal directive to be placed in your health records chart.

Please note: In the case of a life threatening condition or cardiac arrest, 911 will be called and staff, if qualified to do so, will start Cardiopulmonary Resuscitation (CPR), except when specifically requested through your Goals of Care (GOC) Designation or personal directive. We believe personal choice is important. Program staff can talk with you

Day Programs	CHOICE Programs
Day Programs clients wanting to complete a Goals of Care Designation should consult their doctor.	Clients of the CHOICE Program are required to complete a Goals of Care Designation upon admission. Your physician can assist you.

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. It does not cover such things as advanced foot care, dental services, audiology and vision care. You are responsible for costs related to these services, including any related transportation costs.

Invoices are sent monthly to the client or the person responsible for paying their bills. It may be possible to set up pre-authorized payments through the centre business office. You are required to pay your full program fee when absent from the program for any reason, including hospitalization.

Day Program fees are \$10.00 per booked visit. *

CHOICE fees are \$125.76/month.*

Additionally, **CHOICE** clients pay up to a maximum of \$100 for medications provided by the program, not including over-the-counter medication. Costs are shared between Alberta Blue Cross, the program, and the client. If you have any additional third-party health insurance, speak with your social worker.

* Fees current as of Jan. 1, 2016 and are subject to change.

What to Bring

On the days you attend your program, please ensure you bring all your required medications and medication dispenser or dosette. Please do not bring in medication unless it has been ordered by your doctor.

Depending on your requirements, it may also be necessary to bring incontinence products.

To prevent loss, we ask that you to label all your clothing and personal belongings, either with a laundry pen or with labels sewn onto clothes.

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.

Day Programs	CHOICE Programs
Clients of the Day Program receive reminders to take their medication; staff may not assist you in any way to take them.	CHOICE Programs have nursing staff who can assist you to take medications, if needed.
Clients of the Day Program may be required to bring a change of clothing, depending on their incontinence needs.	<p>CHOICE Program clients have a small storage space within the centre to keep personal belongings and supplies if needed.</p> <p>If shower assistance is part of your care plan, we ask that you also bring the following items:</p> <ul style="list-style-type: none">• Toiletries, cosmetics, shampoo, facial tissues and non-prescription soaps (used when receiving baths)• A change of clothing• Dental and mouth care products, including toothpaste.

CHOICE Programs

Medical Services

The CHOICE Programs, excluding CHOICE South Restorative, provide 24-hour emergency medical services. If you are not feeling well, you are encouraged to call the program and speak to the nursing staff. Space is available in the CHOICE clinic for clients who may need to rest. If you are ill and it is after 4:00 p.m. on Monday to Friday or over the weekend*, contact our answering service first by calling:

- CHOICE Dickinsfield 780.371.6642
- CHOICE Mental Health 780.944.8668
- CHOICE Norwood 780.944.8662

*CHOICE South does not provide after hours or weekend services.

Professional RN staff from Alberta Health Services – Community Care Access will talk to you about your concerns and provide suggestions, advice or further direction regarding symptoms and needs. If necessary the on-call CHOICE RN may visit your home to provide further support.

Pharmacy Services

All of your medications are ordered by the CHOICE doctor and provided by the CHOICE pharmacy. Medications are selected from the Alberta Health and Wellness Drug Benefit List. You may be prescribed a different, clinically-equivalent medication, or you may see no change in your medication.

The pharmacist keeps an up-to-date record of your medications, medical conditions and allergies to ensure your health and safety. The pharmacist will also answer your questions and help you learn more about the medications the doctor prescribes.

Please discuss with the pharmacist any over the counter medications, vitamins, or herbal remedies that you are currently taking.

CHOICE South staff consult with community pharmacies on an as-needed basis.

Medications

You will pick up your medications at the CHOICE centre on the days you attend. If you are unable to attend on your “medication day,” please make arrangements for a friend or family member to pick up your medications before 4:15 p.m. If you are unable to pick up your medications on your day of attendance and are not able to arrange for a family member or friend to pick them up, we can send your medications by taxi at your expense if requested.

CHOICE South Restorative clients will continue to have medications provided by their community pharmacy.

Vacation / Prolonged Absences

Please notify the program at least two weeks in advance with the dates you plan to leave and return. This will allow us to make arrangements such as canceling transportation and home support services during your absence, as well as arranging for your medications.

Please note: Medications will be provided for two-week absences only. If you will be away longer than two weeks, please make arrangements with the pharmacist and doctor to obtain your prescriptions.

Nutritional Services

You may require the services of a dietitian if you have specific, acute nutritional needs. A dietitian is available with a referral from program staff.

Social Work Services

A social worker may provide you and your family with supportive counseling, financial and resource information, referral and help with personal issues. The social worker will discuss substitute decision making such as enduring power of attorney, personal directives, care planning and consent forms with you upon admission.

Physical Therapy

The physical therapist will do an initial assessment to identify your need for treatment. Based on assessed needs, the physical therapist will help you to maintain your strength, flexibility, balance, endurance and coordination. An individual exercise program may be set up for you to do at home or at the program site. The physical therapist will review your program with you as needed.

Occupational Therapy

An initial assessment — either in the CHOICE centre or in your home — will be completed to identify your strengths and help you to do as much as possible for yourself in your activities of daily living such as dressing, bathing or eating. The occupational therapist may recommend adaptations and equipment to help you improve your safety and ability to move around in both the centre and at home.

Home Support Services

Home support services are assessed and determined by the CHOICE team and case manager in discussion with you and your family. These services are based on need and may include personal care, medication assistance and help with meal preparation.

CHOICE Care Beds

There may be times when your care will require you to spend the night with us in accommodations known as care beds. Your stay in a care bed can:

- Help you get well
- Help you regain your strength
- Help family caregivers with respite

All CapitalCare CHOICE care beds are located at CHOICE Dickinsfield.

Client's staying in Dickinsfield CHOICE care beds are encouraged to attend their regular program on scheduled days. This will help you stay connected with your primary care team.

If you stay in a care bed over the weekend or on a holiday, you remain at the Dickinsfield site.

Welcome to CapitalCare!

CHOICE and Day Program Locations

CHOICE Centres

2 CHOICE Mental Health 780.944.8668 14225 – 94 Street NW Edmonton, AB T5E 6C6	3 CHOICE Dickinsfield 780.371.6642 14225 – 94 Street Edmonton, AB T5E 6C6	5 CHOICE Norwood 780.944.8662 10404 – 111 Avenue Edmonton, AB T5G 3A2	6 CHOICE South Restorative 780.613.7252 9839 - 31 Avenue Edmonton, AB T5N 1C8
--	--	--	--

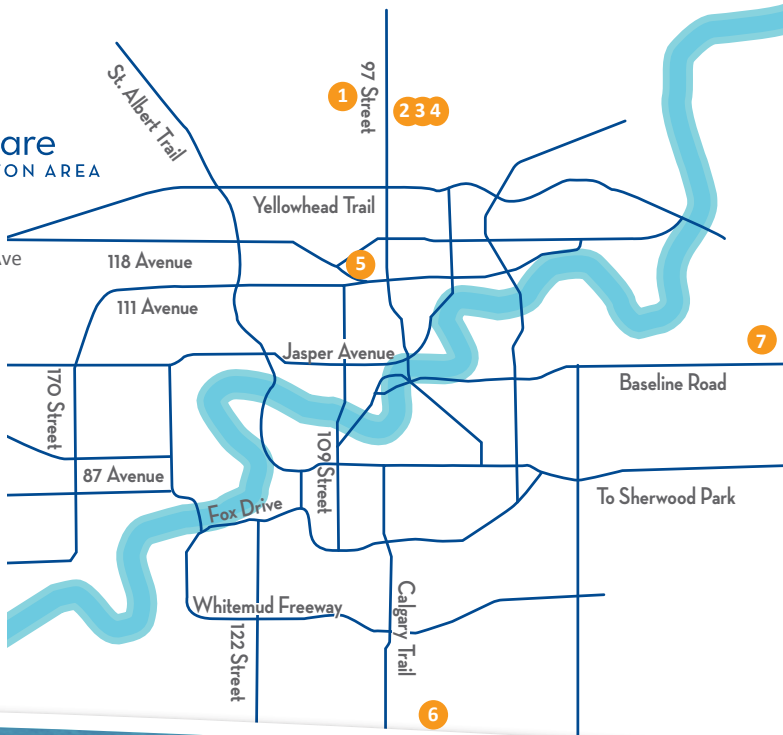
Day Programs

1 Kipnes Centre for Veterans 780.442.5722 4470 McCrae Avenue Edmonton, AB T5E 6M8	4 Dickinsfield 780.371.6548 14225 – 94 Street NW Edmonton, AB T5E 6C6	7 Strathcona 780.417.4347 12 Brower Drive Sherwood Park, AB T8H 1V3
--	--	--



CN Tower
Suite 2100, 10004 - 104 Ave
Edmonton, Alberta
T5J 0K1

Tel: 780.448.2400
Fax: 780.496.7148
info@capitalcare.net



Website
www.capitalcare.net



Facebook
[capitalcare.edmonton](https://www.facebook.com/capitalcare.edmonton)



Twitter
[@capitalcareYEG](https://twitter.com/capitalcareYEG)



YouTube
www.youtube.com/user/edmontoncapitalcare

**CapitalCare
Foundation**

Suite 2100, 10004 - 104 Avenue, Edmonton, Alberta, T5J 0K1
Tel: 587.782.3727

ccfoundation@capitalcare.net

www.capitalcarefoundation.net

Twitter: @capcarefdtn