

# Resident and Family Handbook Long Term Care



Welcome to CapitalCare .....	5
Chief Operating Officer Message.....	5
Vision, Mission and Values.....	6
Where to Find More Information .....	6
Moving in and Setting Up Your Space .....	7
Welcome Home.....	7
Personal Belongings .....	7
Personalizing Your Room .....	8
Security of Personal Belongings .....	9
Secure Spaces .....	9
Supporting Your Care .....	10
Resident Core Needs.....	10
Care and Care Planning.....	11
Signing up and Accessing MyChart .....	11
Staff Identification.....	11
Least Restraint Policy.....	12
Balancing Living with Safety .....	12
Dining.....	13
Social and Leisure Activities.....	13
Bathing Options.....	13
Pets.....	13
Social Leaves and Absences .....	14
Personal Directives and Goals of Care .....	14
Move-Out .....	14
End-of-Life Care .....	14
Your Care Team.....	15
Team Members.....	15
Volunteers .....	15
Students .....	15

Thanking Staff and Volunteers Gift/Giving Donations .....	16
Staff Involvement in Resident Personal Affairs of a Legal Nature.....	16
Communication Including with Care Team.....	17
Communication About Care Needs .....	17
Care and Centre Communication.....	17
Your Feedback: Compliments/Concerns/Suggestions.....	17
Life in Your New Home.....	18
Resident Rights and Responsibilities .....	18
Safe and Respectful Community.....	20
Emergency Codes .....	20
Smoke-Free Environment .....	21
Infection Prevention and Control.....	21
Immunization .....	21
Protections for Persons in Care.....	21
Family Information .....	22
Visiting Your Loved One .....	22
Assisting with Care .....	22
Supporting Residents with Dementia .....	23
Optional Services and Equipment with Costs.....	23
Television, Cable and Internet Services .....	23
Laundry Options .....	23
Medications .....	23
Personal Equipment .....	24
Private Companions and Other Private Services.....	24
Dental, Hearing, Vision and Foot Care Services .....	25
Outside Appointments .....	25
Hairdressing/Barber Services .....	26
Financial Information .....	26
Government Funding .....	26

Accommodation Fees.....	26
Monthly Payments.....	26
Resident Trust Accounts.....	26
Federal Government Assistance .....	27
Continuing Care Standards and Legislation .....	28
Standards and Legislation .....	28
Health Information Act.....	28
Protecting Resident Privacy.....	28
Care Team Staff Roles .....	29
CapitalCare Foundation .....	31
How You Can Help .....	31
CapitalCare Foundation Donation Page.....	33

# Welcome to CapitalCare

## Chief Operating Officer Message



On behalf of all our staff, residents and volunteers I would like to welcome you to the CapitalCare community. We look forward to getting to know you, your family and friends and supporting you in your care needs and your unique interests. We are committed to providing person-centred care focused on the unique needs of our residents and families.

As a part of our community we value your participation in our Resident Family Council meetings. These meetings provide a forum for residents and families to partner with the care centre to improve quality of life and participate in the decision-making process. We also welcome you to participate in our annual resident survey. We have a strong reputation of providing quality care that reflects your needs, and we hope to continue building that into the future.

Our goal is to make you feel at home. We aim to create spaces where you and your families can thrive. Our staff are focused on building mealtimes, family gathering spaces, social events and opportunities to gather and enjoy community.

Welcome to the CapitalCare community. We can't wait to get to know you, support you, and together build a community of people caring for people.

Welcome,

Aileen Wong

Chief Operating Officer

## Vision, Mission and Values

**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

## Where to Find More Information

Organizational news and updates can be found on:

- Our website: [www.capitalcare.net](http://www.capitalcare.net)
- Facebook and Instagram
- Centre newsletters – sign up form provided

Resource information for caregivers and families can be found at [www.capitalcare.net](http://www.capitalcare.net) under the “**Info for Families**” section.

# Moving in and Setting Up Your Space

## Welcome!

Settling into your new environment may take time. A good place to start is to ensure you have the personal items you need. Set up your space to work for you (within the limits of room size and safety guidelines). This process is an important part of making the space yours.

In your first week, different staff members will ask you lots of questions. Your answers help us to welcome you, know you better and provide you with quality care.

We will show you and your family around the centre and do our best to help you understand how things work so you can adjust smoothly.

Please feel free to ask any questions you may have.

## Personal Belongings

For personal comfort, safety and quality of life we suggest bringing the following items to the centre when you move in.

Please note that replacing or repairing clothing and personal items is your responsibility.

*Clothing (all items must be labelled with the Resident's First and Last Name)*

- ☐ enough washable, dryable clothing to last 7 days (dresses, skirts, blouses, pants, sweaters, shirts and jogging/tracksuits)
- ☐ 5 undershirts or 3 brassieres
- ☐ 12 pairs of socks or stockings (no pantyhose)
- ☐ 10 briefs or panties
- ☐ 4 nightgowns or pajamas
- ☐ 1 housecoat
- ☐ pair of walking shoes
- ☐ pair of non-slip slippers
- ☐ belt or suspenders
- ☐ outdoor clothes appropriate for the season

The centre can label your clothing for a nominal fee upon move-in. (E.g. clothing brought in after the move-in should be given to the care staff to ensure that all clothes have labels.)

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.

Remember that resident clothing needs change with the seasons. We recommend changing clothing in closets with the seasons (at least twice a year), checking clothing periodically and making any repairs that are necessary.

*Other Personal Items (all items must be labelled with the Resident First and Last Name)*

- ☐ wheelchair and any attachments such as leg rests or cushions (if you are bringing your own)
- ☐ walking aids such as canes and walkers
- ☐ assistive devices such as long handled shoehorn, special eating utensils
- ☐ toiletries such as deodorant, comb/brush, toothbrush, toothpaste, soap, lotion, shampoo, make-up, denture cup
- ☐ large and small nail clippers
- ☐ electric razor
- ☐ single bed quilt

Some things are considered hazardous and cannot be brought into the centre including heating pads, hot water bottles, wheat bags, microwavable bean bags, electric blankets or other warming devices and non-electric razors.

## Personalizing Your Room

In your room you will have a single bed, small closet and a bedside table. You may be in a private room or in a shared room with another resident.

You are welcome to bring items such as small furniture, quilts, artwork and family pictures. Many smaller shared rooms do not allow for the movement of furniture or additions from home. Please check with the Care Manager regarding this possibility. Refer to size guidelines before purchasing or bringing in a television (TV).

Please note: any electrical devices must be checked by CapitalCare maintenance staff to ensure they meet the Canadian Safety Association (CSA) standards, are safe and in good repair.



## Security of Personal Belongings

CapitalCare works to make our centres as secure as possible. However, things can go missing when living in a communal care setting.

CapitalCare does not assume responsibility for any property brought by residents or family to CapitalCare premises including clothing, jewelry, money, toiletry articles, and furnishings.

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. You may wish to carry personal property insurance for your belongings in your new home.

All glasses, hearing aids, dentures and prosthetics must be clearly labelled with your name upon move-in to a CapitalCare centre. If you require new dentures, please ask your dentist to engrave your name on the dentures.

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

## Secure Spaces

You or your loved one may be moving to a neighbourhood that is considered a "secure space." This means that a person's ability to exit the area is limited by a device such as a lock, keypad, or wander alert.

Not all residents require a secure space. If you or your loved one do not require this service, your Care Team will work with you to develop a plan that will support your movement on and off the neighbourhood. This plan may include providing you with a passcode for a keypad, assisting you to leave upon request or helping you to move to an area with less security.

CapitalCare values a balance between living and safety. Therefore, secure spaces are used only when appropriate. The need for the secure space will be reviewed with you during the annual resident conference, if your health changes, or any time you request. Please contact your Care Team if you have questions or concerns about the use of a secure space.

# Supporting Your Care

## Resident Core Needs

At CapitalCare, we provide care with dignity and kindness. This means we will meet your care needs, get to know you as an individual and as much as possible work to tailor what we do to best meet your individual needs and preferences. Some people who live with us are unable to communicate their needs and preferences, and this is where we work closely with loved ones to make sure we are on the right track.

The care we give is guided by what we call Core Needs:

**Care for Me:** This need is met by providing the personal, mental, social, health and emotional care you need with dignity and kindness, being mindful of your comfort and need for reassurance.

**Know Me:** We meet this need by getting to know you as a person and honouring what we know about you when we give care. We ask that you assist us in getting to know you better by sharing your lifelong habits, likes, dislikes and daily routines. We will be asking about your life story so that we get to know you better. We have a life story or information sheet for you to complete to help us with this goal.

**Let Me Be Me:** We support this need by offering you choices, honouring your requests, and encouraging independence. We encourage you to bring items from home that will make your room look and feel like 'home.'

**Involve Me:** We will ask for your opinion and ideas. We support you to engage in activities that matter to you and participate in the many activities that are going on in the centre. We also encourage you and your loved ones to be involved in the centre community.

**Keep Me Connected:** Staying connected with your loved ones and building connections with staff and other residents will help living at the centre feel like home. We will support this by encouraging friends and family to become involved in the centre community and supporting you to meet other residents.

**Help Me Have Meaning:** Even if this move to our centre is planned, it is still a move and therefore can be stressful and even overwhelming at times. If it is unplanned, it can be more difficult and involve a longer adjustment period. We will honour the feelings you may be having about this move and do our best to support you as you settle in. Learning what is meaningful to you is important to us. We will work hard to help you experience the little things that make life enjoyable.

## Care and Care Planning

The first six weeks after move-in provide time for us to get to know you, perform different assessments and develop a care plan in collaboration with you and/or your alternate decision maker(s). This is also the time for you to meet all the different members of the Care Team. (Please see the section about the Care Team beginning on page 15.)

Care plans are flexible and updated as needed. As your health needs change, we will repeat assessments and adjust your care.

## Signing up and Accessing MyChart

CapitalCare uses an electronic healthcare information system called Connect Care.

MyChart is a secure, online tool that interfaces with Connect Care and allows you direct access to your health information.

MyChart can be used to:

- Communicate directly with your Care Team
- View your treatment and appointment schedule
- Fill out questionnaires ahead of time for your convenience
- Easily join video and/or telephone visits
- View your health information such as laboratory results, medication lists and past visit summaries
- Support family members in their care through proxy access

You can access your MyChart account if you have an Alberta.ca verified account and login to MyHealthRecords. If you don't have access to MyHealthRecords, you can set up an account.

If you need help, go to [www.albertahealthservices.ca/connectcare](http://www.albertahealthservices.ca/connectcare). Under the Quick References there are several links to information about MyChart including how to sign up and patient and family frequently asked questions. You can also call 1-844-401-4016 for help.

## Staff Identification

All CapitalCare staff wear nametags with their name and position so you can identify them throughout the centre. Staff who are specifically providing care will introduce themselves and explain what care or service they are providing.

## Least Restraint Policy

CapitalCare has a least restraint policy. This means that we will try all available alternatives before using a physical or medication restraint.

A restraint is a device, medication or environment that limits or controls movement or behaviour. Physical restraints have historically been 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.

In certain situations, a restraint may be needed such as if a resident becomes a danger to him or herself or others. CapitalCare is committed to safe and appropriate use of antipsychotic medications through regular reviews and reduction when appropriate. 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.

Some CapitalCare centres have secure supportive environments for residents who are at high risk of unsafe wandering from their unit/neighbourhood. As you enter or exit, please ensure that residents who are leaving are accompanied by staff or a family member.

If your loved one lives in a secure neighbourhood and no longer needs this, a plan will be developed to support your loved one to move out of this neighbourhood. The need for a secure neighbourhood will be reviewed with you annually and upon request.

## Balancing Living with Safety

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.

CapitalCare recognizes and respects the rights of residents and decision makers to make informed personal choices that affect a resident's quality of life, even when those decisions may pose a significant risk to his or her health and/or safety. When this happens, we will work with you through a problem solving and consensus building process to clarify and identify the resident's and/or family's preference or choice, outline the site/neighbourhood's ability to meet the preference choice, discuss the potential harm or health risks, and, if possible, identify alternatives with less risk. We will develop something called a Managed Risk Agreement that outlines the shared responsibilities to support resident independence and choice while managing the risk.

## Dining

CapitalCare staff endeavour to provide tasty meals to every resident in a clean, inviting environment. Care 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. Menu boards in each centre give information about mealtimes and menu choices.

Mealtimes can continue to be a special social time for families when they gather to visit and talk about activities of the day. We welcome families to assist their loved one at mealtimes. If you would like to enjoy a meal with your loved one, you can purchase a meal voucher from staff.

Please check with care staff when you want to share food that you have brought in with other residents.

## Social and Leisure Activities

The recreation team plans activities and programs — including outings in the community — for a wide range of interests and abilities. Family members are encouraged to join their loved one at recreation programs or events.

A calendar of activities and events is available at the centre on each neighbourhood. We welcome visitors to join in activities, play games or musical instruments when visiting. Activities outside the centre usually involve a fee. Please speak to the Recreation Therapist for more information.

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

## Bathing Options

Our goal is to provide you with a bathing experience that provides personal choice, dignity, privacy and enjoyment. In accordance with the Alberta Health Standards, you will be offered bathing twice a week. Bathing can be provided in different ways, including tub bath, shower, or bed bath according to your preferences. Family members are welcome to assist with bathing once provided with instruction by staff.

## Pets

Some CapitalCare centres may have resident pets or have regular pet therapy and visitation programs. If you have allergies, fears or a dislike of pets, you may notify the Care Team at your centre and they can note this on your resident/family care preferences. This can allow staff members to make reasonable and practical efforts to prevent unwanted contact with pets.

Family pets (excluding exotic pets/birds, rodents and reptiles) are welcome to visit. Please contact our Coordinator of Volunteer Services prior to your visit with your pet to ensure your pet has been screened and is up to date on vaccinations. Visiting animals must be on a leash and are not allowed in the resident dining or eating areas.

## Social Leaves and Absences

You are welcome to spend time away from the centre. Please inform care staff in advance if you are going out for a social visit or for a short overnight visit or longer so that medications can be prepared in advance. For longer absences please give two days' notice to prepare your medications. Also, please sign out when leaving the centre. Care staff will explain the sign out procedure.

If you are away from the centre for any type of leave, accommodation charges continue to be payable to the centre.

## Personal Directives and Goals of Care

A personal directive provides your preferences for medical treatment and health care should you become unable to make your own decisions.

We recommend you complete a personal directive before moving in if you are able to make your own decisions. If you have a personal directive, we will request a copy for placement in your chart. If you do not yet have one, the Nurse or Social Worker will assist you to complete a Goals of Care Directive that will guide care 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 witnessed by care staff and is specifically requested in your Goals of Care Directive. Please discuss your wishes with the Physician, Social Worker or Nurse.

## Move-Out

When a resident moves out of a centre or passes away, all personal belongings such as furniture and TVs must be removed by family or friends within 48 hours as the healthcare system may require this room to help ease bed pressures in long term care.

## End-of-Life Care

It is our goal to provide end-of-life care with dignity and kindness that provides comfort to you and your family. Your end-of-life preferences will be reviewed with you when you move in, as your health changes, at your annual care conference and any time that you would like to have a conversation about end-of-life care. Your choices will be documented so that your Care Team is aware and will follow your direction.

# Your Care Team

## Team Members

Your Care Team will provide person-centred care and services to help you experience the best quality of life possible.

You and your family members are important members of the team. You are partners in the decisions that are made involving your care.

Your care staff may include nursing staff (Health Care Aides, Registered Nurses, Licensed Practical Nurses) other team members (Occupational Therapists, Physical Therapists, Recreational Therapists, Dietitians, Social Workers, Pharmacists, Spiritual Care staff, etc.) and your Physician. To help you understand the role of each member of your Care Team, there are brief descriptions on page 31 of this Handbook.

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 service staff, unit clerks, business office and clerical staff.

Each centre has a Site Director who is responsible for the centre, and each neighbourhood has a Care Manager who coordinates your care.

One of our Physicians will work with you to support your health care goals. You can speak with the Registered Nurse or Licensed Practical Nurse if you would like to meet with the Physician at the centre or call his/her clinic.

## Volunteers

Volunteers are a vital part of CapitalCare. They help residents maintain their independence and enhance quality of life for our residents. Volunteers assist in many areas of the centres including recreation, spiritual care and the gift shops. They provide companionship and receive Loving Spoonful training if assisting with meals and community outings.

CapitalCare provides ongoing support and training to volunteers and offers flexible daytime 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 Gift/Giving Donations

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 donation to the [CapitalCare Foundation](http://www.capitalcarefoundation.net) ([www.capitalcarefoundation.net](http://www.capitalcarefoundation.net)) is appropriate and greatly appreciated. You can find more information about the Foundation on page 33.

Families are also encouraged to give donations specifically to the centre if they want to recognize staff. This ensures all team members, not individual employees, receive the recognition. The donation is often used to purchase food, treats, coffee, etc., for staff on all shifts. Families will also receive a tax receipt for their donation.

## Staff Involvement in Resident Personal Affairs of a Legal Nature

Employees, volunteers and students cannot have any personal involvement in the financial affairs of residents (e.g. power of attorney, trusteeship, wills and estates) or in other legal decision making of residents (e.g. personal directives or guardianship). CapitalCare employees, volunteers and students cannot witness personal documents, e.g. wills, or any other legal documents.

CapitalCare Site Directors, Care Managers, Social Workers and Nurses may witness CapitalCare forms related to Admission, Personal Directives and Advanced Health Care Directives.



# Communication Including with Care Team

## Communication About Care Needs

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

The first six weeks after move-in provides time for us to get to know you, perform assessments and develop a care plan in collaboration with you and/or your alternate decision-maker(s). 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 doctor. You and your legal representative can request a copy of their care plan. Care conferences are held upon move-in, annually, and as required under special circumstances (special conference). Special conferences may be held any time significant changes or questions arise.

When your care needs change, we will provide you with information about available options to assist you in your decision making.

## Care and Centre Communication

Ways that we communicate with you and your family include:

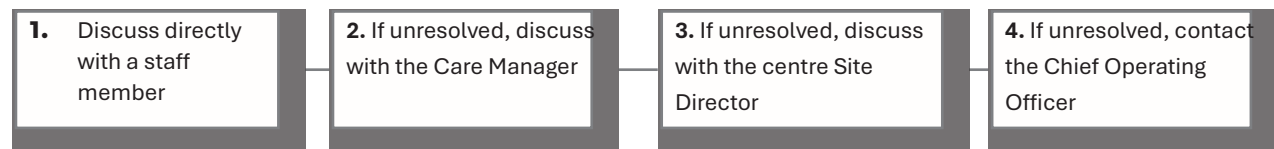
- Direct contact with centre and neighbourhood staff
- Care conferences including initial, annual and special conferences
- In-centre information such as information bulletin boards and activity calendars
- Resident/Family councils
- Resident/Family information sessions
- Centre email newsletter

## Your Feedback: Compliments/Concerns/Suggestions

Your feedback is important to us. We invite feedback to the Care Manager or team members at any time. 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.

You may also complete the Resident & Family compliments, concerns or suggestions form which is available at each centre or on our website [www.capitalcare.net](http://www.capitalcare.net) (Information for Families).

If you have a concern about care or services, we ask that you speak directly with those involved. If you are not satisfied, the next steps in the concerns process is as follows:



If a concern cannot be resolved by CapitalCare, the concern can be brought to Alberta Health Services Patient Concerns Office at 1.855.550.2555. If you have completed the Concerns Resolution steps and still feel your concerns are not resolved, then the Ombudsman's Office may be contacted at [www.ombudsman.ab.ca](http://www.ombudsman.ab.ca), at 780.427.6185 in Edmonton, or toll free at 1.888.455.2756 from elsewhere.

## Life in Your New Home

### 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.

Residents have the right to form a resident and family council. This is a supportive group that works with management for positive change in the centre. One of its main goals is to improve quality of life for residents.

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.

## *Your rights and responsibilities include:*

### **You have the right to:**

- Be treated with respect, dignity and kindness.
- Have safe, quality care.
- A comfortable, clean, and safe environment.
- Have your confidentiality maintained in accordance with the appropriate legislation.
- Have your privacy acknowledged and respected.
- Be free from restraints to the extent possible.
- Have your beliefs, values, and preferences respected.
- Leave and enter the centre as appropriate.
- Discuss concerns and ask questions.
- Maintain personal independence which includes accepting responsibility for your actions and choices.
- Access personal health information.
- Be informed of adverse events which may or may not impact your health or quality of life.

### **You have the responsibility to:**

- Ensure your visitors behave appropriately and respect that you are living in a communal care setting.
- Respect the privacy of other residents, that of other individuals, and the centre's rules and policies.
- Participate in keeping your surroundings comfortable, clean, safe and secure.
- Pay bills when they are due.
- Treat others (residents, staff, visitors and volunteers) with respect, kindness and dignity.
- Respect the rights of staff and management to work in an environment that is free from harassment and abuse.
- Ensure your actions do not interfere with other residents' rights.
- Refrain from behaviour that is dangerous or threatening to yourself or others.
- Actively participate in your care and advise caregivers if you have concerns.
- Consider all information carefully to make informed choices.
- Report any abuse (verbal, physical, financial) (see page 21-22).
- Not abuse other residents, staff, visitors or volunteers.
- Inform staff of your religious or spiritual practice preferences and beliefs so that they can be supported.
- Respect the beliefs, values and preferences of others.
- Tell staff when leaving the centre and returning and take medications with you as necessary.
- Discuss concerns using the Concerns Resolution Process (see page 17-18).
- Inform staff of inaccuracies in personal health information.

## Safe and Respectful Community

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 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.

## Emergency Codes

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

**Code Red:** Fire related emergency

**Code Yellow:** Missing person

**Code Grey:** Poor outside air quality

**Code Orange:** Mass casualty incident

**Code Green:** Evacuation of all or part of the centre

**Code Blue:** Cardiac arrest/medical emergency

**Code Black:** Bomb threat

**Code White:** Violence/aggression

**Code Purple:** Hostage incident

**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, alert a team member, or in the case of a fire, pull the fire pull station located at frequent intervals throughout the centre.

All residents/families are welcome to access each centre's emergency response manual and contingency plans. Please ask the Care Manager or Registered Nurse for a copy.

## Smoke-Free Environment

CapitalCare promotes a tobacco and smoke-free work and living environment. Residents who use tobacco, vapes, cigarettes or e-cigarettes are encouraged to participate in a tobacco/smoking cessation program. Support including the use of Nicotine Replacement Therapy (NRT) will be offered to residents. Residents who choose to continue smoking can do so only in designated areas.

## 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.

Wash your hands when you arrive at the centre prior to visiting your loved one and frequently use the hand sanitizers provided throughout the centre. Residents should also wash their hands frequently or our staff will assist.

Please do not visit if you are feeling ill or have symptoms of vomiting, diarrhea, influenza or COVID-19 (fever, cough, sore throat, generalized aches and pains). In the event of an outbreak you will be notified of an outbreak and precaution measures.

## Immunization

We strongly recommend that you and your family receive recommended vaccinations including an annual influenza vaccine. All residents can receive their influenza vaccine at the centre by a CapitalCare Nurse or Public Health Nurse in Supportive Living. Your family and friends can get their influenza vaccine through Alberta Health Services Immunization Clinics or Community Pharmacies.

## Protections for Persons in Care

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

- causes serious bodily harm and/or 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 offence. 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 website: [www.health.alberta.ca/services/protection-persons-care.html](http://www.health.alberta.ca/services/protection-persons-care.html)

## Family Information

### Visiting Your Loved One

Families are encouraged 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 others. Most families visit between 8 am and 9 pm. There are living room areas available for visits with friends and family in addition to the resident's room.

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.

- 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 favourite game or listening to music.
- Mealtime visits can improve food intake and make meals a more social experience for your loved one. If mealtime assistance is required, the care staff can show you how to assist your loved one.
- Plan your visits around recreational activities and events.

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 if your family member is unsettled, you may find it helpful to have a friend or family member join you when you visit.

### Assisting with Care

We encourage family involvement in care where it is safe and supportive for the residents. This could mean assisting your family member at meals, with dressing, or other care needs as long as safe practices are observed. It is important that you connect with the Nurse or Care Manager beforehand regarding any involvement that might have safety concerns.

## Supporting Residents with Dementia

Dementia involves the loss of memory, judgement, reasoning and social skills as well as changes in mood and behaviour. It is caused by damage in the brain from diseases such as Alzheimer's disease, or vascular diseases (strokes).

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

Staff receive specialized Dementia Care training called Gentle Persuasive Approaches that supports the care of persons with cognitive impairment.

## Optional Services and Equipment with Costs

### Television, Cable and Internet Services

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. Headsets or earbuds may be required to listen to TV or radio programs if others are disturbed by the noise.

If you would like telephone or internet services in your room, please contact TELUS and/or SHAW. TELUS and/or SHAW will bill you or a family member or trustee directly for this service. There is limited WIFI throughout the centre and if you have a SHAW account you will be able to use a laptop or tablet.

### Laundry Options

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 done on a daily basis, special care – such as hand washing of clothing items – is not possible. All clothing must be labelled whether or not it is laundered at the centre.

### Medications

Medications are provided by the CapitalCare pharmacy in specialized packaging to reduce medication errors. One of our Pharmacists will review all of your drugs, including supplements and herbal products, for effectiveness interactions and appropriateness,



while a member of the care staff will keep track of your medication and make sure that the right dose is given at the right time.

Your pharmacist will make an effort to tailor your medications to best meet your needs and personal goals. To prevent drug interactions and duplicate treatments, please do not bring in any outside products, including over-the-counter items (e.g. Tylenol) and supplements. If questions or concerns arise regarding your medication therapy, please do not hesitate to ask, we are here to help.

In **Long Term Care**, medications and supplements listed in the Provincial Drug Formulary are provided to residents at no charge. If you are on a non-formulary medication or supplement that has been approved by your physician, you are responsible for the costs associated with this product and will receive a monthly invoice. You may be able to submit your receipt/invoice to any insurance coverage that you have. CapitalCare does not direct bill insurance for non-formulary drugs for Long Term Care residents.

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 inform the healthcare team of this choice and be responsible for supplying, administering and securely storing these products.

## Personal Equipment

Alberta Aids to Daily Living (AADL) is a cost-share program that provides basic medical equipment and supplies for residents who have been assessed and approved. The equipment includes manual or power wheelchairs, wheelchair cushions, walking aids and support stockings. You will be asked to provide your private insurance provider's information so that the Occupational Therapy team can assist with ordering equipment.

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 other funding sources.

Low-income residents may be exempt from cost sharing. Residents with low taxable income may apply to the program to qualify for exemption. The Social Worker or Occupational Therapist can provide an application form.

Note: Equipment ordered and cost-shared through AADL must be returned at the end of your stay at the centre.

## Private Companions and Other Private Services

Some residents or families choose to hire a private service provider such as a paid companion or therapist. If you wish to hire a private provider, we ask that you speak with the Care Manager. Private providers must follow CapitalCare policies and standards.



CapitalCare wants to ensure that all treatment is coordinated and focused on the same goals.

CapitalCare has a list of providers which have met basic requirements. The contract for services is between you and the person or company you hire. You are to ensure that the person or company you are hiring has WCB coverage and the person has a current clear criminal record check.

You are entirely responsible for the cost of these services.

## Dental, Hearing, Vision and Foot Care Services

Elective appointments (dental, optometrist, audiology etc.) should continue to be arranged by you, your family or alternate decision maker. Please let the staff know of upcoming or planned appointments. If you need assistance to attend your appointment you are responsible for arranging that with a friend or family designate. There are also hearing and vision care providers screened and approved to provide service at CapitalCare. Please see our services providers list on our website [www.capitalcare.net](http://www.capitalcare.net) (Info for Families).

### Foot Care

Upon move-in, the nursing staff will determine if you require basic or advanced nail care.

Every resident requiring basic foot care shall have their own set of nail clippers capable of being cleaned in soap and water. Nail clippers must be labelled and cannot be shared between residents. If advanced nail care is required, you or your family will need to contract and coordinate services of an independent nail care provider. Many of our centres have a visiting podiatrist or foot care nurse with whom appointments may be made.

## Outside Appointments

It is your responsibility to make arrangements for your loved one to be accompanied to appointments outside the centre. Care 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.

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.

## Hairdressing/Barber Services

Hairdressing and barber services are provided at the centres by a contract service provider. 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/barber schedule.

## Financial Information

### Government Funding

Assisted Living Alberta pays the care portion of long-term care. Care funding provides professional and support care staff, supplies, most medications (for Long Term Care see section on drugs and natural health supplements), personal care services, emergency transportation and some equipment needs. Care funding is based on the assessed needs of the residents in the centre. Assessment scores are submitted to Assisted Living Alberta regularly. A formula is used by Assisted Living Alberta to determine the funding based on the assessment scores of the residents at each centre.

### Accommodation Fees

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.

### Monthly Payments

Monthly payment will be set up upon move-in for Pre-Authorized Payment (PAP) from a chequing and/or savings account. Payments will be withdrawn from your account on the 5<sup>th</sup> of each month. You will receive a detailed invoice to reflect charges and payments mid-month. You will receive 30 days notice of any increase to the cost of monthly services.

### Resident Trust Accounts

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 everyday 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. A monthly trust statement detailing which items have been charged to this trust account is provided on a monthly basis.

## Federal Government Assistance

The following Canadian Federal Government Income Security programs may apply to you. For more information, call Service Canada at 1.800.277.9914. 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 (Edmonton Area) offers support for qualified veterans and centre civilians, as well as their spouses or dependents. For more information contact 1.866.522.2122 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 780.644.9992 (Edmonton) or 1.877.644.9992.

- Alberta Aids to Daily Living
- Alberta Seniors Benefit Program
- Special Needs Assistance for Seniors
- Supplementary Accommodation Benefit
- Assured Income for the Severely Handicapped (AISH)

# Continuing Care Standards and Legislation

## Standards and Legislation

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 audit
- Municipal fire regulations

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

## Health Information Act

CapitalCare is a custodian of your health information under the Health Information Act and will properly handle health information and take reasonable steps to secure the health information in its custody or control. If you wish to access your health information while living in a CapitalCare centre, the Care Manager will be able to assist you with this request.

## Protecting Resident Privacy

Your privacy is important to us. CapitalCare complies with the Protection of Privacy Act (POPA) and the Access to Information Act (ATIA). You direct what and how much is disclosed and to whom. If you would like to review your health record please speak to the Registered Nurse or Care Manager.

# Care Team Staff Roles

**Care Manager:** oversees the daily operations of a neighbourhood (unit). Manage staff and coordinate care while ensuring residents receive high-quality, safe and comfortable care. Works closely with families/loved ones to meet residents' needs.

**Prescriber:** provides leadership and oversees resident care, manages complex medical needs and plays a role in addressing end-of-life care and psychosocial matters.

**Nurse/Registered Nurse (RN):** provides direct nursing care, focusing on residents with long-term convalescence, geriatric, respite or cognitive impairment needs, as well as those receiving palliative care. Responsible for administering medications, monitoring vital signs and assisting with therapeutic treatments. Educate and support both residents and their families.

**Licensed Practical Nurse (LPN):** provides direct nursing care including medication administration, wound care, monitoring resident health, assessing and reporting changes and acting as a resident advocate.

**Health Care Aide:** provides assistance with activities of daily living to residents including basic care, personal hygiene and mobility.

**Pharmacist:** optimizes medication regimens, ensures appropriate drug use and minimizes medication-related issues for residents. Works collaboratively with the Care Team to identify and address potential drug therapy problems, educate staff about medication management and provide consultations on medication selection and dosing.

**Dietitian:** optimizes resident nutrition and well-being by assessing nutritional needs, creating personalized care plans and nutrition interventions, monitoring progress and educating residents and staff on healthy eating. Work as part of the interdisciplinary team to ensure a coordinated approach to care.

**Social Worker:** advocate for residents' rights and dignity and focus on mental health and social well-being of residents as part of comprehensive care designed especially for residents. Assists residents and families in understanding goals of care. Help residents and families navigate the healthcare system and financial matters and access additional resources.

**Spiritual Care Coordinator:** supports residents' spiritual well-being and needs. Facilitate spiritual care practices, programs and religious services while also providing individualized support, listening and presence to residents and their families.

*Recreation Therapist:* enhances residents' quality of life and well-being by promoting physical, cognitive, social and emotional health through purposeful recreation and leisure activities. Help address barriers to participation and support residents to maintain skills, independence and a sense of purpose for as long as possible given diagnosis and decline.

*Recreation Therapy Aide/Attendant:* assists Recreation Therapists in planning and delivering therapeutic recreation programs and activities. Work with residents in group activities and one on one sessions to improve their physical, mental and emotional well-being when possible through various recreational activities.

*Occupational Therapist:* helps residents maintain their ability to perform activities of daily living when possible given diagnosis and decline by addressing physical, cognitive and emotional challenges. Work with residents, families and other healthcare professionals to develop personalized plans and interventions focused on promoting independence, dignity and quality of life.

*Centre Practice Leader:* guides and improves quality care practice by supporting and developing staff, promoting evidence-based practices and collaborating with other professionals.

*Behavioural Consultant:* helps understand and address challenging resident behaviours, improve resident well-being and support staff in managing behaviours effectively to create a more positive and supportive environment for residents. Conducts assessments to understand the root causes of behaviours, develop personalized interventions and provide ongoing support and training.

# CapitalCare Foundation

## How You Can Help

CapitalCare Foundation was incorporated in 1989 to support the goals and needs of CapitalCare through philanthropy, giving of donors, community leaders, volunteers and friends. Our job is simple: we raise funds to make life better for residents and participants at CapitalCare.

## Did You Know Your Support Can Change Lives?

Thanks to generous donors like you, residents enjoy things that make life more comfortable—like cozy furniture, renovated dining rooms, and special equipment such as lifts and beds. When you make a donation to CapitalCare Foundation you are changing lives. Forever.

CapitalCare is where residents LIVE. The Foundation's goal is for residents and day program participants to experience a space that feels warm and welcoming, just like your own home. Government funding covers the basics, but we go further—adding the little (and big) things that improve quality of life.

## Your Donations Help Provide:

- Recreation activities within the centres and outings for residents
- Specialized equipment
- Homelike furnishings
- Education for staff
- Spiritual care
- Music therapy
- Centre improvements and special projects in the centres

## Giving is Easy! Choose What Works Best For You:

### *Annual and Monthly Giving*

You can make regular donations to CapitalCare Foundation—monthly, quarterly, semi-annually or annually are all options available to you. Online, by mail, or in-person donations are accepted and can be done by credit card, automatic withdrawal, cheque, or cash.

### *Planned Giving*

Plan now, give later through planned giving. You can give special support to a new or existing 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*

It's possible to celebrate and honour the life of a loved one for a birthday, anniversary, special occasion or in memory. A gift through CapitalCare Foundation celebrates the life of a loved one and leaves a lasting legacy for residents and clients at CapitalCare centres. We provide donation pamphlets, family notifications, and thank-you cards for donors.



# CapitalCare Foundation Donation Page

Founded in 1989, CapitalCare Foundation is a registered charity in Alberta that supports the goals and needs of residents in long-term care at CapitalCare through private philanthropy and giving.

**Yes, I will join today and help provide the comforts of home to residents in care!**

**Here is my gift of:**

☐ \$30    ☐ \$60    ☐ \$120    ☐ Other \$ \_\_\_\_\_

I would like my donation to support:

☐ Where most needed **OR,**

<input type="checkbox"/> Dickinsfield <input type="checkbox"/> Grandview <input type="checkbox"/> Lynnwood <input type="checkbox"/> Norwood <input type="checkbox"/> Strathcona <input type="checkbox"/> Kipnes	<input type="checkbox"/> McConnell Place North <input type="checkbox"/> Adult Duplexes <input type="checkbox"/> McConnell Place West <input type="checkbox"/> Laurier House Lynnwood <input type="checkbox"/> Laurier House Strathcona	<input type="checkbox"/> CHOICE Program unspecified <b>OR</b> <input type="checkbox"/> CHOICE Norwood <input type="checkbox"/> CHOICE Mental Health <input type="checkbox"/> CHOICE Dickinsfield <input type="checkbox"/> CHOICE South
--	--	---

**I would like to donate by:**

- ☐ Online (visit [www.capitalcarefoundation.net](http://www.capitalcarefoundation.net)) or Scan QR CODE
- ☐ Cheque (payable to CapitalCare Foundation)
- ☐ Cash
- ☐ Credit Card



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

Card Number (Visa, MC, AMEX): \_\_\_\_\_ Expiry Date \_\_\_\_/\_\_\_\_

Send my charitable tax receipt to:

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

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

Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

2100 CN Tower

10004 104 Avenue

Edmonton AB T5J 0K1 | (587) 782-3727 [ccfoundation@CapitalCare.net](mailto:ccfoundation@CapitalCare.net)

Charitable Registration Number: 13874 8835 RR0001



Scan the QR code to access a digital version of the handbook.

