

# CapitalCare Norwood Palliative Hospice Handbook

*leaders in continuing care*

In cooperation with



Alberta Health  
Services



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## **Welcome to CapitalCare**

On behalf of our staff and volunteers, it is my pleasure to welcome you to CapitalCare. We look forward to getting to know you, your family and friends, and to making your stay with us as comfortable as possible.

At CapitalCare, we provide person-centred care with dignity and kindness. This means we value and appreciate your involvement in your care and put your individual needs and preferences ahead of our routines, schedules and tasks.

This handbook is intended to answer some of the questions you may have and to provide you with information about the Palliative Hospice Program. We hope you will find this handbook useful and we look forward to working with you and your family to make you feel at home.

Penny Reynolds  
Interim Chief Operating Officer

## **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
- Learn and Grow

# Rights and Responsibilities

While you are at CapitalCare, you and your loved ones have the right to expect certain things from us. You, your family and/or decision-maker also have responsibilities. 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. 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"><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 that are 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</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, 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 and cultural beliefs of others</li></ul>

<ul style="list-style-type: none"> <li>• leave and enter the centre as appropriate</li> </ul>	<ul style="list-style-type: none"> <li>• tell staff when leaving the centre 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 living in a communal care setting</li> </ul>

## Meeting Standards

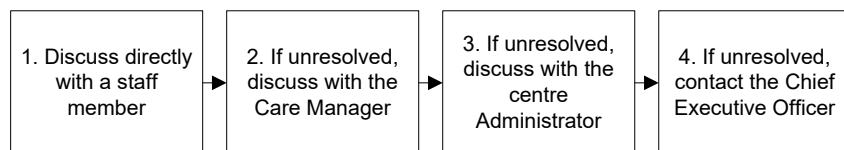
CapitalCare is committed to compliance with the standards set by government to ensure care and accommodations in our centres meet a high standard of quality. These standards and regulations include, but are not limited to:

- Continuing Care Health Service Standards
- Accommodation Standards
- Public Health Standards
- Occupational Health and Safety legislation
- Municipal fire regulations

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

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



If a concern cannot be resolved within the organization, the matter can be forwarded to an external agency:

1. Alberta Health Services Facility Living 780.735.3319
2. Community Care Access 780.496.1300
3. AHS Patient Concerns Office 1.855.550.2555

### **Protection for Persons in Care**

The Protection for Persons in Care Act promotes the safety and well-being of adult Albertans who receive services from care agencies, such as nursing homes or other continuing care settings.

The Act defines abuse as

- causing serious bodily or emotional harm
- failing to provide adequate nutrition, medical attention or other necessities of life, without valid consent, resulting in serious bodily harm
- misappropriating money or other valuable possessions
- administering, withholding or prescribing medication for an inappropriate purpose resulting in serious bodily harm
- subjecting a person to unwanted sexual contact, activity or behaviour

Abuse may be caused by:

- a spouse, family member or friend
- a service provider's employee
- a volunteer, contractor, other patient or person

To report abuse:

Tel. 1.888.357.9339 (toll-free)

Email: [health.ppc@gov.ab.ca](mailto:health.ppc@gov.ab.ca)

Mail: Protection for Persons in Care

Station M, Box 476

Edmonton, AB T5J 2K1

For more information: [Protection for Persons in Care | Alberta.ca](http://Protection for Persons in Care | Alberta.ca)

This will result in an external investigation of the circumstances. Failure to report abuse can result in charges.

Please note: This number is not intended to resolve complaints about unsatisfactory service. Inappropriate use of this number can result in fines.



## **Staff Identification**

CapitalCare staff might not be wearing traditional nursing uniforms. This is to help our centres seem more home-like. All staff members should wear a nametag at all times when they are on duty. If you notice someone who is carrying out a staff role but is not wearing a nametag, please notify a member of the care team.

## **In Case of Emergency**

Our main concern is to ensure your safety during any emergency. The centre has a Fire Safety Plan and has regular fire drills.

During these drills, you will hear the fire alarm and messages over the loudspeaker.

As in other health care facilities, your centre also has plans in place to deal with other emergencies. Some of our plans use emergency codes:

- Code Red - fire-related emergencies
- Code Green - evacuation of part or all of the site
- Code Blue - medical emergencies
- Code Brown - chemical spills, hazardous materials
- Code Grey - poor outside air quality
- Code Yellow - missing person
- Code White - violence/aggression
- Code Orange - mass casualty incident
- Code Purple - hostage incident
- Code Black - bomb threat.

If you hear an emergency code that affects your area, the care team will give you instructions and provide assistance. If you have an emergency or if you notice one in the centre, use the call bell located in each room to alert the care team.

If you want more information about the centre emergency codes or to view the emergency plans, please speak with your Care Manager.

## **Falls**

Our goal is to balance your personal safety with your independence and mobility. We try our best to minimize the risk of falls for our patients. For example, we add handrails where needed and reduce the glare from flooring. If falls are a concern for you, talk with your Care Manager.

## **Least Restraint Policy**

A restraint is a device that limits or controls movement or behaviour. In the past, restraints were used to restrict the mobility of patients at risk of falling. However, research shows that restraints are more likely to harm people than to protect them. CapitalCare has a least restraint policy. This means that we will try all available alternatives before using a restraint.

A restraint may be needed in certain situations, such as if a patient becomes a danger to him or herself or others. If a restraint is needed, it will always be the least restrictive type of restraint and will be used for the shortest period of time possible. Patients and family members or substitute decision makers will be involved in discussions about restraints.

## **Your Care Team**

The Care Manager will be pleased to answer any questions that you may have.

**Your Care Manager is**

**Phone number**

The Social Worker addresses psychosocial needs and is available to provide you and your family with supportive counseling. The Social Worker also assists with practical matters and provides advocacy to the patients and their families.

The Food Services Department will be pleased to assist you with your special dietary needs.

Occupational Therapy is available to address concerns related to enhancing mobility, comfort and swallowing abilities.

## **Welcome to the Palliative Hospice Program**

Our commitment is to help you feel as comfortable as possible by providing you and your family and friends with physical and emotional support.

We value and appreciate the involvement, support and assistance family members and friends provide. We appreciate having an identified spokesperson to represent the family as this simplifies communication for all of us.

### **Information for You and Your Family**

The first few days in a new setting may seem strange. For this reason, we have put together the following information to help you and your family settle in.

We have 23 private rooms - all with wheelchair accessible washrooms, showers, individually controlled thermostats and large windows that open.

Common areas include a solarium, an outdoor patio off a private dining room and a family lounge with courtesy phone.

### **A Smoke-Free Environment**

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

### **Visitation/Pets Policy**

Family and friends are most welcome to visit at any time and to take part in care giving if they wish. Cots, bathing and kitchen facilities are available.

Visiting hours are 24 hours a day. After 9:40 pm please use the front entrance. An intercom phone is linked to the Palliative Hospice and a staff member will open the door.

Family pets with up-to-date vaccination shots are welcome. A copy of the vaccination records must be submitted to the Care Manager or Charge Nurse.

### **Laundry**

There is a washer and dryer on the unit which can be used at no charge to launder patients' personal clothing. Use only laundry detergent recommended for the machine.

### **Cable TV**

Cable service is free of charge at this time.

## **Parking**

Meter parking is available and managed by Alberta Health Services (AHS). Weekly/ monthly passes are available. See the Main Front Reception to arrange weekly or monthly parking. Costs are as follows and payable by cash or cheque.

**Weekly:**

**Monthly:**

## **Guest Meal Tickets**

Tickets may be purchased at the Main Front Reception Desk. Please give two hours prior notice. Cost per meal is:

## **Telephone**

The patient or responsible party is responsible for arranging telephone hook-up between regular business hours (Monday-Friday, 8 am to 4 pm). Service can be ordered by calling Telus at 780.310.2255. Telus will bill you directly.

Telus uses a voice prompt system. For quicker service say "Telephone service installation" after the first voice prompt. Explain to the operator that you are calling to connect a phone on the Palliative Hospice at CapitalCare Norwood.

Telus will ask you for the address and the room number. They will also ask for billing and credit information. If possible, please provide Telus with a residential billing address rather than having the bill mailed directly to the patient at CapitalCare Norwood.

## **Electrical Appliances**

All personal electrical appliances (such as television sets, curling irons, razors, etc.) must be checked and safety approved by our Maintenance Department before being used. Humidifiers and heating pads are not permitted for safety and infection control reasons.

## **Infection Prevention and Control**

here are three simple things you can do to substantially reduce the spread of germs and protect the health of our patients and staff:

Hand washing - Wash your hands thoroughly and often. Use the hand sanitizers provided.

Respiratory etiquette - Cover your mouth and nose when coughing or

sneezing. Put used tissues in the garbage.

Responsible visiting - Please do not visit if you are feeling ill or have symptoms of vomiting, diarrhea or respiratory illness (fever, cough, sore throat, generalized aches and pains).

We strongly recommend that you and your family be immunized.

Patients receive their vaccine from a CapitalCare nurse if requested.

Family and friends may be immunized at any of the clinics offered by Alberta Health Services. Please ask your Care Manager for more information.

## **Length of Stay**

Expected length of stay is approximately three to four months or less, however exceptions are anticipated.

In some cases, the patient's condition and symptoms stabilize to the point where specialized palliative care is no longer required. In these situations, alternate placement options will be discussed with both the patient and the family. Options may include a discharge to home or transfer to long term care (this may involve transfer to another facility). If discharge is deemed appropriate, the multidisciplinary team will assess the patient's care needs, and every effort will be made to ensure that an alternate placement will meet the needs of the patient.

## **Personal Items**

Property/personal items must be removed at the time of discharge. Any items left in rooms after discharge will be recycled by house-keeping/unit staff when the room is given its final cleaning. We request that families do not bring furniture to the Palliative Hospice.

## **Transfer to an Alternate Palliative Hospice Site**

If the patient/family requests a transfer to one of the other palliative hospice sites, they will be required to pay all costs for transfer. Please speak with the Care Manager or Admission Nurse.

Palliative Care Units in Edmonton and Area include:

- CapitalCare Norwood
- Edmonton General
- Rivercrest Care Centre (Fort Saskatchewan)
- St. Joseph's Auxiliary Hospital
- Westview Health Centre (Stony Plain)
- Youville Nursing Home (St. Albert)

## **We Want to Hear from You**

We are committed to providing a high standard of care, tailored to fit your special needs. To do this, 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.

## **The CapitalCare Foundation**

CapitalCare Foundation is a registered charity that raises needed funds that add to the quality of life of residents/clients. Donations help to create a more home-like environment in our centres, provide specialized equipment to assist in providing care and enhanced quality of life for many of our residents/clients, provide financial resources that help our staff access training and educational opportunities, and fund research that will lead to improved care practices.

There are many ways to give:

Individual donations

Corporate contributions

Ongoing pledges

Bequests

Memorial gifts

Participating in special events

Gifts in kind

Sponsorships

### **Your gift can make a difference.**

We will direct your contribution to the area of highest need or to a specific centre that you request. Donations that qualify for a tax receipt are eligible for the full tax credit allowed under Canada Revenue Agency law.

Please call CapitalCare Foundation at 780.448.2413 for more information or online at [www.capitalcarefoundation.net](http://www.capitalcarefoundation.net).