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Calgary Health Trust
WELCOME TO CAREWEST

On behalf of Carewest’s more than 3,000 dedicated staff and volunteers, it is my pleasure to welcome you to Carewest.

As Calgary’s public sector provider of long-term care services, Carewest has been providing long-term care to the community for more than 50 years. During this time, we have seen the needs of our residents and their families change and evolve, with Carewest remaining firmly committed to changing and evolving to effectively meet those needs.

Our spectrum of care is available to adults of all ages and includes rehabilitation and recovery services and community programs and services, in addition to long-term care.

We know that you have probably asked numerous questions about long-term care over the past few months, and we are certain that you will have more questions to ask in the near future as you settle into your new surroundings. If your questions are not answered in this handbook, please do not hesitate to direct any question you may have to any member of your care team. With our care staff present 24 hours a day, there is always someone here for you to talk to if you have any questions, concerns, or just need some additional information.

We are looking forward to getting to know you and your loved ones as we work together to provide you with quality care in a safe, comfortable and supportive environment as reflected through our Philosophy of Care, which is visibly displayed in your room and throughout all of our facilities.

Our commitment to you is to enable you to experience a meaningful quality of life while you are a resident in one of our long-term care programs. To facilitate this, we encourage you to become as involved in your care as possible, further recognizing that family members or guardians play an important role in the health, well-being and care of their loved ones. We value and appreciate your involvement in not only your care, but in promoting a respectful environment, where everyone contributes to safe, quality, compassionate care.

The trust that you have placed in us to provide care and support to you is one that we take seriously, hence our commitment to you that we will continuously strive to meet your needs in a professional, compassionate, and respectful manner.

Sincerely,

Dwight Nelson
Chief Operating Officer
Our Frame of Reference

What We Strive To Be

Our Vision
Carewest, leading the way in innovative health care.

Our Mission
We provide specialized assessment, care and support in appropriate environments for adults who require:
- Residential care services for complex health needs
- Rehabilitation services to enable return to the community
- Programs to enable community living

How We Approach Our Work

Our Principles and Values
- “Whole person” approach to care
- Client choice and independence
- Team-based service delivery
- Ongoing quality improvement
- Client, staff, volunteer and visitor safety
- Continuous learning
- Healthy, productive and collaborative work environment
- Family and community partnerships
- Optimum use of resources

How We Conduct Ourselves

Our Ethical Foundation
Carewest aims to develop and maintain a reputation of trust, credibility and public accountability with our clients, staff and community.

We:
- Uphold client rights and responsibilities
- Help clients and families deal with difficult health care choices
- Operate with respect, honesty, fairness and integrity
- Adhere to the standards of clinical and business ethics

What We Strive To Achieve

Satisfied Clients
Provide services and foster relationships that achieve client satisfaction, positive outcomes and promote quality of life.

Targeted Service Development
Respond to changing client needs by supporting Alberta Health Services in providing accessible and sustainable quality care.

Progressive Work Environment
Promote a respectful, healthy and safe environment that supports quality improvement and customer service.

Cost-Effective Organization
Manage finances to ensure responsible and sustainable use of resources in service delivery.
Our Philosophy of Care

In support of our Carewest Frame of Reference, our Philosophy of Care is:

“To provide our residents and clients with quality care in safe, comfortable and supportive environments.”

The Guiding Principles to the Philosophy include working together to:

- Preserve and promote dignity through respectful, individualized approaches to care;
- Provide kind and compassionate care and service;
- Foster supportive relationships between all staff, clients, families and communities;
- Foster an environment of learning to promote excellence in care and service.
Living at Carewest

This handbook has been developed to provide you with some helpful information and to assist you with the transition of living in a long-term care centre. We recognize that the period of adjustment for you and your family can vary from person to person. It is normal to take some time to adjust to a new environment. Our goal is to make this transition as easy as possible for you.

Our staff are here to support and help you in any way possible and we encourage you to speak to them if you have any questions, concerns or just need some additional information.

Each care area has a Clinical Director who oversees most administrative aspects of the centre to ensure we meet our goals of providing care. They may also have a Site Manager designated specifically to that site to oversee day to day operations.

Your Care Team

Our staff work together to share information and ideas to provide a high standard of care to assist you to live as independently as possible. You and your family are an important part of the care team. We encourage you to participate in decisions about your care and will provide you with the information that will help you make those decisions. Your care team includes:

Client Service Manager
There is a Client Service Manager who leads the care to ensure that your care follows best practice and Carewest policies. Your Client Service Manager will be happy to answer any questions or address any concerns you may have.

Nursing Services and Personal Care Services
Carewest employs a mix of nursing staff who work collaboratively to encourage and support you to manage your personal care as independently as possible. You will be introduced to a care coordinator from this team who will be responsible for coordinating your care.

The registered nurse (RN) assesses, plans, provides and evaluates the nursing care you receive. When your care needs are complex or unstable, an RN will be consulted or will coordinate your care.
The licensed practical nurse (LPN) assesses, plans, provides and evaluates the nursing care you receive. The LPN works with the RN as necessary to provide the nursing care to meet complex or unstable needs.

The health care aides (includes nursing attendants and resident assistants) help you with activities of daily living such as dressing, transferring to and from your bed or chair, bathing, grooming and meals.

Medical Services
You may continue to consult your family physician about your health care, provided that he or she has continuing care privileges (approval). Alberta Health Services has a rigorous review process that approves each physician who works in our care centres. If you don’t have a family physician, we’ll assist you to find one from a pool of physicians that work at the care centre. All physicians will collaborate with the Carewest medical director to assure quality medical services. Carewest’s medical director provides medical administrative leadership and advisory support.

How often a physician sees you will depend on your health needs. If you have a concern about your medical care, please speak with a member of the care team and ask to have your name added to the physician communication book. If your physician is not immediately available, there is an on-call schedule to make sure that there is physician support for the team at all times.

Pharmacy Services
Pharmacy Services, as part of your health care team, works to ensure that you receive the medications that are most appropriate for you – accurately and efficiently. Our pharmacists regularly review each client's medications and health history, and consult with clients, doctors, nurses, and other professionals to ensure ongoing need for each medication. The team will keep you informed of any medication changes. Please ask a pharmacist or nurse if you have any questions about your medications.

Unit Clerk/Receptionist
Unit clerks and receptionists help our centres run smoothly. They provide general information and clerical support to the unit and centre as a whole.

Therapy Services
Therapy services are provided based on assessed needs and available resources. You may not require the services of all therapy staff. Your care team works together to ensure the therapy needs identified are addressed in all aspects of the care we provide. Upon request, we can also provide you with information and contacts for programs and services available in the community.
Occupational Therapists (OTs) and Therapy Assistants help you to do as much for yourself as possible. Following assessment, this may include recommendations for assistive devices or supplies, developing a treatment plan, help with comfort while sleeping, seating and positioning and independence in activities such as dressing, grooming, mobility, eating or communicating.

Physical Therapists (PTs) and Therapy Assistants help you maintain or regain strength, balance, coordination and mobility. Following assessment, this may include a recommendation for individualized programs or participation in appropriate group programming.

Recreation Therapists (RecTs) will offer you the opportunity to participate in recreation and leisure activities planned for your unit or program. Following assessment, they may also be involved with you individually or work with other staff and volunteers to ensure that your recreation and leisure needs are met.

Some sites may also involve Music Therapists to provide a different approach to engage residents, either individually or in group activities.

**Social Work Services**
A Social Worker provides support to you and your family during your admission and can be consulted on an ongoing basis. The Social Worker at your care centre can assist you by providing resource information or referrals, help with substitute decision-making and financial issues as well as helping with complex family issues.

**Dietitian Services**
The Registered Dietitian (RD) may be involved in your care when you have any special diet or hydration needs or restrictions, including difficulties with swallowing. The RD will work with Food Services to ensure our menus follow the Canada Food Guide. They will decide, within our resources, how to adapt the menu for your special nutritional needs, religious practices, cultural customs and likes and dislikes.

**Your Hospitality Team**

Our hospitality staff work to provide you with a clean and comfortable living environment and ensures that all meal times are pleasurable.
**Housekeeping Services**
Housekeeping staff work to provide you with a clean, safe and comfortable environment, at the same time, always trying to respect your personal space. They do this while complying with infection control procedures and the Long-Term Care Accommodation Standards.

**Food Services**
Carewest strives to provide residents with quality food in a safe, pleasant and comfortable dining experience. The service works closely with dietitians to ensure that menus are adapted to specialized nutrition needs that you may have. The Food Services staff ensure that food products are handled and stored in a safe manner and all food preparation meets legislative requirements. There are suggestion boxes in each dining area so that you can provide ongoing feedback to help us continue to improve our menu items and service.

**Laundry/Linen Service**
Carewest has a contracted laundry service that ensures your bedding, towels and common linens are clean, fresh and in good condition. Your personal laundry can also be washed, for a fee, through the contracted laundry services. Some sites have a residential laundry room where you or your family may do your own laundry for a minimal fee.

**Physical Plant Services**
Maintenance staff (Physical Plant Services) keep the buildings, walkways and equipment safe and in good repair. If you choose to bring in electrical devices or equipment from home, they must meet the criteria on our approved list and be tested by our maintenance staff before they may be used in any of our sites.

**Environmental and Horticultural Services**
We take great pride in our grounds and gardens and realize that being outside is an important part of your day. Our coordinator of horticulture ensures that the indoor plants are healthy and well-cared-for and outdoor garden spaces of all our centres are safe, accessible and welcoming.

**Your Safety and Security**

**Commitment to Resident Safety**
Carewest promotes continuous learning, quality improvement and customer service to further residents’ quality of life. We recognize safety as a foundation upon which quality of care and service are built.
Carewest believes that safety is a key part of every job, at every level of the organization and strives to create a supportive environment in which safety hazards or incidents are readily reported.

We inform and educate residents and families about their role in safety, recognizing choice and independence must be balanced with potential risk to safety. Carewest encourages residents and families to help staff identify and report safety issues.

Carewest focuses on preventive approaches and making the necessary system changes along the way in order to better safeguard residents from harm.

**Creating a Safe and Respectful Environment**

Respect – everyone wants it; everyone deserves it; this is a place of respect for clients, visitors and staff. Carewest is committed to promoting a respectful environment, where everyone contributes to safe, quality, compassionate care. We believe that when we work together and live our values, we honour our rights and responsibilities.

Carewest 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 the relevant policies and legislation.

**Disrespectful Behaviour**

Disrespectful behaviour includes but is not limited to:

- Written or verbal comments and behaviours that are rude, degrading or offensive.
- Jokes that are demeaning and result in embarrassment or insult.
- Bullying, threatening or shouting, which demeans an individual.
- Attempts to discredit an individual by spreading false information about him or her.

We expect all staff, volunteers, residents, family members, visitors and other service providers to treat each other with respect, dignity, honesty and courtesy. Behaviour and/or situations that go against these expectations will not be tolerated. If you have a concern with the way anyone is being treated, we strongly encourage you to bring your concern forward to a member of the care team or the Client Service manager.
Infection Prevention and Control (IP&C)

Our goal is to prevent and control infections among our residents and staff. Our IP&C service provides expertise to all Carewest centres on infection control issues to support staff, volunteers and families in providing safe resident care. The service includes education, outbreak surveillance and management, consultation, resident immunization and policy development based on best practice evidence. The IP&C team also works collaboratively with Carewest’s Employee Health and Safety department and externally with Alberta Health Service’s Supportive Living and Public Health Areas.

There are some basic rules you can follow to substantially reduce the spread of germs and protect yourself and the health of all residents, staff, volunteers and visitors.

1. **Hand Washing:** Hand washing is strongly recommended for you, your family, visitors and staff as the best infection-prevention strategy. You will find numerous alcohol-based hand sanitizer dispensers as well as soap and water throughout the unit and care centre to support good hand hygiene practice. We strongly encourage you to wash your hands when leaving your room, before and after meal times, after washroom breaks and blowing your nose. Please encourage anyone entering and leaving your room to practice good hand hygiene as well.

2. **Respiratory etiquette:** Cover your mouth and nose when coughing or sneezing. Please sneeze into your sleeve or if you use a tissue, make sure you put the tissue in the garbage, followed by washing your hands.

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

During influenza season, which generally runs from October to March, you are vulnerable to developing influenza, and Carewest strongly promotes the influenza vaccine as a means to prevent against influenza illness and its complications. Each year, Carewest offers the influenza vaccinations to all people in our care, as well as our staff and volunteers. To help protect our residents, we also strongly encourage families and visitors to get vaccinated for influenza every year.

Residents are also at a high risk of developing pneumonia along with potential complications while in a long-term care facility. Those in care who qualify for the pneumococcal vaccine will be offered it upon admission.
Building Safety
Safety rounds are conducted on a regular basis to identify risks and ensure follow up with any recommendations from reported safety hazards or incident investigations. If you notice anything that may be a potential hazard, or that may cause concern or risk, please speak with any Carewest employee.

Each centre has its own unique monitoring systems. On some units, a call bell near your bed and in the washroom alert the care staff that you need their assistance. Some sites may connect this call system into a broader location/alert system to monitor the safety of our residents.

We are committed to providing you with a safe, respectful environment. Because of this, some exits and stairwells are alarmed or secured in our centres. Outside doors are locked at night with access to the care centre obtained by ringing a doorbell at the centre’s main entrance. We appreciate your help in following these essential safety measures to ensure the safety of not only yourself, but the centre’s other residents, staff and volunteers.

In Case of Emergency
Our main concern is to ensure your safety during any emergency. Each care centre has a Fire Safety Plan and conducts regular fire drills. During these drills, you will hear the fire alarm and messages from the overhead paging system. Please follow the instructions given by staff members. If you would like more specific information on emergency procedures, please ask staff or request to review the Emergency Response Manual, which is available within the centre.

A Smoke-Free Environment
For your safety and well-being, smoking regulations are enforced. Some Carewest care centres do have designated smoking rooms for resident use only. Outside of these designated rooms, smoking is not allowed anywhere on Carewest property as we comply with both City of Calgary bylaws and Alberta Health Services policies. Smoking cessation services are available to help you in your efforts to stop smoking.

Power Mobility Devices
Carewest recognizes that a number of residents may benefit from power mobility devices. Because Carewest centres used by many residents, staff and visitors, we require that all power mobility devices be driven with due caution and at low speeds. We reserve the right to review use of these aids and require alternatives if they are intentionally not driven in a safe manner. Resident use of power mobility may also be reassessed if their cognitive or physical status changes.
To ensure we are providing a safe environment for all of our residents, clients, visitors and staff, Carewest established a power mobility device policy. A set of guidelines has been developed for all Carewest sites, which outlines who can operate a power mobility device on Carewest property, what the operator’s responsibilities are, and how we’ll manage situations if a power wheelchair is used in an unsafe manner.

**Secure Units**
Some units are secure for those residents who may be unsafe if they leave the care area unaccompanied. This means that a code is required to enter or exit the unit. As you exit these units, please ensure that residents who are leaving the unit are accompanied by staff or a family member.

**Falls Risk Management**
Our goal is to balance personal safety with your independence and mobility. We try our best to minimize your risk of falling by providing handrails, adequate lighting, reduced glare on smooth-surface flooring and by keeping hallways and care areas clear of clutter or other hazards. We may also use fall mats, bed or chair alarms or recommend hip protectors when the team has assessed that you are at higher risk of falling.

**Least-Restraint Policy**
Carewest has a least-restraint policy and strives for safe and appropriate interventions that support your safety while maintaining your dignity, comfort and autonomy. This means that Carewest will try all available alternatives before considering the use of a restraint.

In the past, restraints were used to restrict the mobility of residents at risk of falling. However, research has shown that restraints and full bed side rails are more likely to harm residents than protect them.

A restraint may be needed in certain situations, such as if a resident becomes a danger to him/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. Residents and family members or assigned decision makers will be involved in discussions about restraints.

**Personal Belongings and Valuables**
You are responsible for the care and security of your personal belongings. We ask that you not bring valuable jewellery or large sums of money when you come to stay at Carewest. Personal property insurance is an option that we encourage you to consider.
Carewest reserves the right to inspect rooms from time to time to ensure the safety of the building. Illegal substances may be confiscated as a result. You may also be asked to reduce clutter.

Staff Identification
Carewest staff must wear visible nametags 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 your care team.

Your Identification
On admission your photo will be taken to assist with identification processes. Standards require staff to use at least two identifiers before providing any service or procedure such as delivering medications. You may also be asked by staff to state your name and date of birth to confirm accurate identity.

Disclosure
We value open and honest communication. If an incident occurs that may affect your wellbeing, we will let you know as soon as possible. We take incidents very seriously. We will investigate so that we learn from them and how we can prevent similar situations from happening again. We will work with you to help you understand the steps we are taking.

Your Rights and Responsibilities

While you reside at Carewest, you and your family have the right to expect certain things from us. You, your family or legal representative also have responsibilities. It is important for you to understand the following:

<table>
<thead>
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<th>You have the Right to</th>
<th>You have the Responsibility to</th>
</tr>
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| A comfortable, clean and safe environment | • Participate in keeping your surroundings safe  
• Pay bills when they are due |
| Be treated with respect and in a courteous manner | • Treat others (residents, staff, visitors and volunteers) with respect and in a courteous manner  
• Respect the privacy of others and to keep their personal information confidential |
| Have safe, quality care within the resources that are available | • Actively participate in your care and advise caregivers if you have concerns  
• Consider all information carefully in order to make an informed choice  
• Identify key family members whom you want to include in your care planning |
|---|---|
| Be free from restraints, verbal threats as well as physical, psychological or sexual abuse | • Report any abuse  
• Not engage in abuse of other residents, staff, visitors or volunteers |
| Participate in social activities and in religious and cultural beliefs | • Inform staff of your practice preferences and beliefs so that they can be supported  
• Respect the religions and cultural beliefs of others |
| Leave and enter the care centre as appropriate | • Tell staff when you are leaving and returning and take medication with you as necessary |
| Discuss concerns with staff | • Discuss your concerns with staff using the Resident/Client and Family Feedback Form |
| Access your personal health information | • Inform staff of inaccuracies in your personal health information  
• Follow Carewest policies to request access within the Health Information Act requirements |

**Life at Carewest**

**Your Room**
Carewest care centres have semi-private and private rooms. The room you move to depends on availability and your particular care needs. In a semi-private room, compatibility with your roommate will be a consideration.
To make your room comfortable, you may want to bring some personal belongings such as a favourite quilt, pictures or plants from home. Some small room furnishing such as a safe, comfortable chair with armrests may be considered if there is enough space for you and others to move about safely in your room. While we encourage you to personalize your room, your belongings must not limit movement throughout the room. While we encourage you to personalize your room, your belongings must not limit movement throughout the room. We also expect that the standard room millwork – such as counters, desks, armoires, etc. are not to be moved, removed or altered in any way. Installed items such as sharps containers and hand sanitizer must also not be moved or altered in any resident room. Please discuss the items you wish to bring with your care manager before you bring them in.

Your room will be cleaned daily, with waste removal and light dusting six days a week. It will be scheduled for a more thorough cleaning once a week that includes the bathroom and washing of floors.

**Your Clothing**

We recommend that you bring enough washable and dryable clothing (including outdoor garments) to last seven days. Clothing should be comfortable and easy to put on and take off.

A personal laundry service is available at each care centre. The business office can provide information on the fees that are charged for personal laundry service. You will be given at least one month’s notice of any changes to laundry charges. If you wish, you may send your laundry home with a family member. Some centres have a coin-operated laundry so you or a family member can do laundry at the centre. All clothing must be labelled with your name to minimize loss. We do provide this service, however there is a small, one-time fee.

**Hygiene**

During admission, you will be asked about your bathing preferences in addition to daily morning and evening hygiene. Bathing opportunities, including tub baths, showers and full body sponge baths, are offered at a minimum of twice a week unless contraindicated by a medical condition. To determine the best weekly hygiene plan for you, preferences are taken into account as well as skin type, pain management and response to being bathed or showered, along with availability of tubs and showers.

**Safe Bath and Shower Water Temperature**

Staff will check the water temperature of all tubs and showers to ensure that the safe temperature range of 38-43 degrees Celsius is maintained. You may be
invited to check the water temperature using your forearm. Let your care team know if you prefer a water temperature lower than 38 degrees Celsius. Temperatures above 43 degrees Celsius are not allowable due to a risk of scalds.

**Television, Telephone and Computer Service**

Televisions with DVD players are available in lounge areas of the care centre. Basic cable TV services are provided in your room at no extra charge. If you would like your own TV in your room we suggest a smaller TV (21”) or flat screen with a sturdy table stand or wall-mounted unit. We encourage you to use earphones so you can enjoy your favourite TV and radio programs in comfort, without disturbing others. You will be responsible to arrange for installation. Please contact maintenance staff to review and approve the installation method.

All resident rooms are wired for telephone service. If you would like telephone service in your room, please contact Telus to make arrangements for activation. There is a monthly charge for this service and Telus will bill you, a family member, or a trustee directly. Please check with staff before making these arrangements.

You may also be able to bring a small computer or laptop into your room. You will be responsible to coordinate payment of any fees for Internet service.

**Meals**

Your meals will be served in the dining room and there is a choice of entrees for each meal. Tray service is based on assessed need for those times when you are unable to safely go to dining room. Daily menus are posted and alternate choices are available to help with special dietary needs (i.e. diabetic, low salt, vegetarian). Refreshments and snacks are always available upon request or at refreshment stations on each unit, for your convenience.

Your family is welcome to join you for meals. Your centre will provide you with information on the procedures and costs if family members wish to purchase a meal for themselves. Family dining areas are also available for you to reserve for special meals or celebrations.

**Recreation and Leisure Activities**

Our care centres have recreation and leisure services that offer therapeutic activities as well as social or leisure activities and special events. Activity calendars are available and posted on each unit at each centre. We will encourage you to participate in the unit and centre activities as a way of becoming part of life at Carewest. We also invite and encourage family and friends to participate in organized activities, as volunteers or simply to take part in the fun.
You also have the opportunity to arrange your own outings and transportation, to stay involved with your previous community connections. Carewest offers some organized outings using our Transportation Services. There may be a charge for outings and some fees may apply for specific programs or activities.

If you would like to hold a special birthday party or any other private gathering or celebration, please speak to the centre’s Reception and they will direct you to the appropriate service supports.

**Gift Shops/Hair Salons**
Most Carewest care centres have a gift shop with a small selection of personal care items, confectionary and gift ideas. The revenue generated from the gift shops goes directly to a resident activity fund for the centre. Each Carewest centre also has a hair salon/barber service, where appointments can be made.

**Pets**
Family pets are welcome to visit. Your pet needs to be healthy, vaccinated and under control or on a leash during their visit. Pets are not allowed in any of the dining or café areas. Animals may also come to the care centre as part of a pet visitation program. Please check with your care manager to see if your pet is permitted on the unit.

**Personal Appointments or Absence from the Centre**

**Appointments**
Appointments or test procedures (such as lab tests and X-rays) that are requested by your physician or member of your care team will be arranged by Carewest staff. Elective appointments (dental, optometrist, etc.) should continue to be arranged by you, your family or guardian. Please let Carewest staff know about your arrangements. Arranging transportation is the responsibility of the resident. If you need assistance to attend your appointment, you are responsible to arrange that with a friend or family designate.

You may choose to continue seeing your own dentist in the community or your doctor may refer you to the Foothills Medical Centre Special Needs Dental Clinic if your dentist cannot accommodate your unique needs. The unit will make arrangements for you if your physician refers you to this clinic.

If your dentist or other provider gives you any prescriptions or treatment regimens, it is essential that you let your care team know so that we can address any medication interactions or other concerns.
Social Leave
You have the opportunity to be away from the care centre as needed. Because we’ll need to hold your room, you will be charged the normal accommodation rate while you are away. Please keep in mind that social leave cannot be used to extend a hospital leave.

Hospital Leave
The need may arise for transfer to hospital for additional medical care and/or treatment. Alberta Health allows LTC residents up to 50 days of hospital leave per year (April 1 – March 31). After 50 days, the centre must release your bed. If you require readmission, your name will then be placed on the list for readmission and arrangements will need to be made through Alberta Health Services Community Care Access (403-943-1920).

Other Important People and Services

Volunteer Services
Volunteers support us in many different areas. They assist with recreation activities and special events, pastoral care programs and run our gift shops. They also provide companionship and help with community outings. We welcome residents, families and friends who may be interested in volunteering to join this team. Carewest provides comprehensive orientation, training and support for those interested in volunteering. Criminal record checks are required to ensure our residents’ safety.

Student Placements
Students from various universities, colleges and high schools also support our services. 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 any part in your care.

Carewest Administration Services
Administration Services provides each Carewest care centre with daily support and 24-hour administrative on-call support to care centre staff.

Pain and Palliative Care
Should you experience pain management or end-of-life issues that require additional collaboration beyond your regular care team, we may consult with Pain and Palliative Care nurses who will meet with you to discuss your special circumstances and work with the team to modify your care plan.
Pastoral Care Services
We encourage you to continue your spiritual activities, whether it’s taking part in common church activities, receiving visits from clergy or Carewest’s Pastoral Care Services, or taking part in spiritual services offered at the care centre.

Nail Care Services
On admission, the nursing staff will determine if you require basic or advanced nail care. Due to mandatory Infection Prevention and Control standards, a standardized personal nail kit will be required. If advanced nail care is required, you or your family will need to contract and coordinate services of an independent nail care provider. This information can be found in directories and online under the headings of Foot Care or Podiatrists. If you experience difficulty accessing service, contact your Client Service Manager for information on how to connect with a podiatrist providing onsite service.

Independent Service Providers
Residents and families who wish to hire an independent service provider (paid companion) may do so at their own expense. These companions may help with social, leisure and some care activities. If you wish to involve a health care professional from the community, you will need to discuss this with your care manager. This will ensure your treatment is coordinated and focused on the same goals. Private companions must adhere to Carewest policies and procedures, including providing Carewest with a criminal record check.

Orientation to your Care

Developing Your Care Plan
Once you arrive at a Carewest care centre, you or your alternate decision maker will learn more about Carewest and how we will work together to support you in being as independent as possible while meeting your care needs. You will meet with your physician and with the rest of our care team to complete an initial assessment within the first six weeks of admission. Within this period, you will be asked if you wish to authorize the involvement of specified family or others in care planning and conferences. There will be an Admission Conference scheduled for you and authorized individuals to meet with the team to develop a care plan and set goals. Your care plan will be reviewed and updated regularly and an annual conference will be scheduled for further follow up.

Goals of Care
In a medical emergency, the “Goals of Care Designations” guide the care team to provide timely care that is both medically appropriate and that meets your personal values and wishes. If you already have these in place, your care team will review and update if needed. If not already decided, your physician will help
you decide on the Goals of Care Designations that best reflect your goals of care. If your goals deem that resuscitation is required in a medical emergency, trained staff will respond appropriately. Emergency Medical Services (EMS) is notified to provide advanced life support if necessary.

**Decision-Making**

We encourage you to discuss your preference for personal care, medical treatment, health care services and financial matters with your family. We would encourage you to write a personal directive or complete a My Voice workbook before admission. A copy of your personal directive will be placed in your health care record.

These documents indicate your preferences for medical treatment and health care in the event you are unable to make such decisions. You may also name a legally responsible party to act as an agent who can make decisions relating to personal matters in the event that you are no longer able to do so.

Staff will provide you with information on options related to your personal affairs. However, they will not have any personal involvement in your financial (i.e. power of attorney, trusteeship, wills and estates) or non-financial affairs (i.e. personal directive and guardianship). Your Client Service Manager or Social Worker can give you more information. Please discuss this with your loved ones and feel free to ask questions or raise any concerns with your care team.

There may be times when care needs of residents require that we move people to other rooms. We only do this when absolutely necessary and will discuss the changes with you in advance. Management will discuss these changes with you and we will do our very best to minimize any disruption this may cause.

**Communication and Providing Feedback**

We encourage open and respectful communication and welcome you to come forward with any concerns, compliments or suggestions for improvements. Please identify one key spokesperson for your family, who will act as the contact between your family and the care centre.

Carewest has a “Resident/Client and Family Feedback Form” that allows you to document your feedback for the appropriate manager’s response. These forms can be found at each centre’s main entrance in the brochure rack or on each unit. An online version is also available on www.carewest.ca
Please forward the completed feedback form to any Carewest employee and they will forward it to the appropriate manager. If you have a significant and urgent concern, we encourage you to contact the manager immediately.

In order to safely manage an environment of multiple complex care needs and eliminate errors and disruptions to nursing care routines, we would ask that you try to contact the unit or floor when we are the least busy with nursing routines that require safe practice, such as medication delivery. The times that staff may not easily be available will be around meal times and during shift change (7:00 a.m., 3:00 p.m. and 11:00 p.m.).

Recognizing Staff
Our staff members and volunteers appreciate your feedback. However, they cannot accept personal gifts or money from you, your family or any organization. Carewest has an employee recognition program that anyone can use to recognize staff members. You will find thank-you cards at the administrative areas in your centre that you can use to recognize staff. Another way to recognize staff is to make a donation to Carewest through the Calgary Health Trust.

Alberta Health Services
Responding quickly to complaints to resolve issues openly and honestly is important at Carewest. If you feel Carewest has not addressed your issue or concern, there are additional resources available through the Alberta Health Services Office of Patient Relations, who can be reached at 1-855-550-2555.

Alberta Health
Alberta Health is responsible for publicly funded continuing care health services and development the Continuing Care Health Service Standards. The Health Minister implements a regular process to review and update the standards and also responds to concerns about the standards.

The Alberta Ombudsman also responds to complaints of unfair treatment by the Patient Concerns Resolution Process and can be reached at 403-297-6185.

Carewest supports and enforces the Protection for Persons in Care Act (PPCA) that provides protection from abuse for people in our care.

All staff members have the duty to protect people in the care centre from abuse and to maintain a reasonable level of safety. All staff members are required to report any allegations of abuse against a resident that comes to their knowledge to the Minister of Seniors and Community Supports. Any individual who has a reasonable basis to believe someone is being abused may also file a report.
For more information or to report abuse, call the Protection for Persons in Care information and reporting line at 1-888-357-9339. You can also visit the website www.seniors.gov.ab.ca or send mail to:

Alberta Health  
Attn: Protection for Persons in Care  
Station M, Box 476  
Edmonton, AB  
T5J 2K1

**Protecting your Privacy**  
We are committed to safeguarding your personal and health information. Carewest maintains the confidentiality and privacy of your information in compliance with the “Freedom of Information and Protection of Privacy Act” and the “Health Information Act”.

The intent of these Acts are to provide only necessary information to authorized representatives. The Resident Service Admission Agreement outlines specific situations in which Carewest may disclose limited information about you to others.

If you have questions about how your personal information is collected, used or disclosed, please ask your Client Service Manager.

**Information For Families**

Families play an important role in the health, well-being and care of their loved ones. We know that families also experience a period of transition when their loved one moves into one of our care centres. This section contains information and helpful tips to assist families with the transition.

**Visiting**  
We encourage family and friends to visit as often as possible and visiting hours are flexible. Children and pets are always welcome. Meals and snacks are available for purchase at most care centres. Please check with the unit staff for the best times to visit and check with the main entrance receptionist for details about visitor parking.

You may wish to visit with your loved one outside of the centre. Please let the staff know as far in advance as possible so they can prepare necessary medications and explain how and when to give them. Family members, friends or residents must sign out if a resident will be leaving the centre. Please ask the unit clerk to explain the sign-out procedures on your unit.
Family and visitors – tips for making the most of your visit
It is important to maintain regular contact to provide reassurance that your loved one is still an important part of your life. Here are some tips for making the most of your visit:

- Plan visits in advance.
- Get involved. Participate in centre activities or consider volunteering.
- Make a schedule with other visitors so your loved one can look forward to visits with a variety of people. If you would like to plan a group activity, ask on your unit about arranging for space at the centre. Family dining rooms are available for booking at some of our sites.
- Do activities that your loved one enjoys such as going for walks, needlework, painting or watching movies. If you need to do activities that can be done while sitting together, try playing cards, reading aloud or playing a game.
- Offer a change of scenery by taking your loved one on an outing, visit our gift shop, keep appointments with them or even just take them for a car ride. Please ask the staff first to make sure you are aware of any safety issues.

Keeping Up To Date
Keeping informed is everyone’s responsibility. Carewest offers many different ways of keeping residents and families informed. From time to time, forums are held at the sites for residents and families to provide input and feedback about Carewest services.

Carewrite
Carewrite is an in-house magazine published monthly from September to June. It provides news and information about Carewest. You can find Carewrite on the units throughout the centre or on the brochure racks at the main entrance of each centre. We welcome submissions from residents and family members. Please contact Carewest Communications at 403-943-8158 for more information.

Centre Updates
Many of the centres offer site-specific quarterly updates as inserts in Carewrite, to keep you and your family members informed about site-specific information and activities.

Website
Carewest’s website (www.carewest.ca) offers comprehensive information about all of our programs and services and includes videos of services offered.
**Living with Dementia**
Dementia involves the loss of memory, judgment, reasoning and social skills as well as changes in mood and behaviour. It is usually caused by damage in the brain from diseases such as Alzheimer’s disease or vascular disease (strokes).

At Carewest, residents who have a diagnosis of dementia live in a safe and supportive setting in our Supportive Pathways program. Supportive Pathways is a concept of care that includes an education program for staff, based on more than 10 years of development by Carewest, incorporating research, best practice and experience. Our Supportive Pathways education program is shared province-wide as the approved dementia education curriculum.

Some families experience difficulty coping with dementia. Please be assured that our staff are very experienced with dementia care and have received the Supportive Pathways training. If you or someone else in your family would like more information on dementia or the availability of support groups or available resources at your care centre, please talk with your care manager or social worker.

**Living and visiting in a Diverse Environment**
Carewest offers services to a diverse LTC population who vary in age, culture and diagnoses. In addition to dementia, Carewest residents are admitted here because of a mix of complex physical and cognitive impairments, including but not limited to brain injuries, and mental health diagnoses; and Multiple Sclerosis. The residents may not all look nor act like your family member because of their specific impairments and disabilities. They are all here because they have been assessed as needing the level of care that this Carewest site offers. We foster an environment of acceptance of individual differences.

**Financial Information and Responsibilities**

**Care Funding**
The Alberta Government pays the “care” portion of all long-term care services. Care funding provides Carewest with the professional and support staff, supplies and medications, personal care services, emergency transportation and special equipment needs.

**Accommodation Fees**
The Alberta Government also regulates the Accommodation Rates (payable by the resident through the accommodation fees) for long-term care and supportive-living environments.
Services funded through accommodation fees pay for your room and hospitality services that include building operations and maintenance, meals and meal services, housekeeping supplies and services, laundering of towels and linens, utilities and social and leisure activities.

From time to time, Alberta Seniors and Community Supports may adjust the Accommodation Rates. Changes to the accommodation fees will be posted in Carewest care centres when the information is received from Alberta Seniors and Community Supports. Our Resident Services Admission Agreement indicates that residents will be given a 30-day notice period prior to any changes to the accommodation fees.

**Resident Accounts**
Setting up your resident account will be done at the care centre’s Business Office. All resident fees are to be paid at the centre’s Business Office.

Payments may be made by pre-authorized payment, cheque, money order, cash or withdrawals from a trust account. The payment may be submitted by mail, in person or through the night deposit box, located at the Business Office.

You or your legal representative will be responsible for paying the accommodation fees on a monthly basis. Payment is due on or before the fourth business day of each month.

Carewest will refund accommodation charges, by cheque within six weeks of discharge. A balance of $10 or less will not be charged or refunded.

A penalty is charged for late payments received after the fourth business day of each month and a $30 service charge will be levied for each NSF (Not Sufficient Funds) cheque. These charges will appear on the following month’s invoice.

Failure to pay accommodation charges may result in the initiation of legal proceedings or referral to a collection agency.

Tax statements are provided in February of the following calendar year. Request for tax statements from previous years will be subject to an administrative fee.

**Trust Accounts**
Residents are encouraged to manage their own financial affairs; they may open a trust account in the care centre and deposit a limited amount of funds for comforts. This will allow for convenient access to small amounts of spending money during office hours. Withdrawals can be made by the resident or a legal representative such as a trustee or a person holding power of attorney.
In addition, a trust agreement can be completed authorizing the centre to withdraw money from this account on your behalf for specified charges (i.e. recreation programs and personal expenses such as hairdressing or gift shop purchases).

**Pensions, Seniors Benefits and Financial Assistance**
Residents may be eligible to receive funds from government sources. For more information call Human Resources Development Canada at 1-800-277-9914 or visit [www.servicecananda.gc.ca](http://www.servicecananda.gc.ca) and click on “Seniors”. The following Canadian Federal Government Income Security programs may apply to you:

- Old Age Security Pension
- Guaranteed Income Supplement
- Allowance Program
- Allowance for the Survivor
- Canada Pension Plan

**Veterans Affairs Canada** also offers support for qualified veterans and centre civilians, as well as their spouses or dependants. For more information call 1-866-522-2122 or visit [http://www.vac-acc.gc.ca](http://www.vac-acc.gc.ca)

There are also several Alberta Provincial Government Income Support Programs (below) which may apply to you:

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

For more information, call 1-877-644-9992 (toll-free) or visit [http://seniors.gov.ab.ca](http://seniors.gov.ab.ca)

If you would like some assistance understanding the information on these programs, please contact your social worker or the Business Office.

**Other Financial Responsibilities**

**Transportation**
The cost of taxis and Access Calgary commuting is the responsibility of the resident.

**Equipment Supplied through AADL Program**
The Alberta Aids to Daily Living (AADL) program provides basic medical equipment and supplies for residents who have been assessed and approved.
This equipment includes manual or power wheelchairs, wheelchair cushions, walking aids and support hose, etc. If you want an upgraded item, you are responsible for the additional cost. If you require custom or specific equipment not provided by the AADL, you must purchase this directly or arrange through alternate funding sources.

The AADL program is a cost-share program. Low income residents may be deemed exempt for cost-sharing. Those with a low taxable income need to apply to the AADL program to qualify for exemption. You may obtain an application form for full benefit assistance from the occupational therapist or social worker.

**Drugs and Nutritional Supplements**

Medications and nutritional supplements listed in the Continuing Care Formulary (list of drugs carried by Carewest) will be provided to residents at no charge. Medications not listed in the formulary that fall under the guidelines of Alberta Health Services and may be provided without charge. Other medications are the responsibility of the resident.

**Hairdresser/Barber**

At Carewest, hairdressing and barber services are provided by a contract service. Residents are responsible to pay the hairdresser/barber directly or by payment from their trust account. Rates in effect are posted outside the beauty salon/barber shop.

**Personal Grooming**

Residents shall provide their own personal grooming aids such as combs, toothpaste, toothbrush, tissues, electric razors, etc. Replacement and/or repair to these items are also the responsibility of the resident.

**Personal telephone, newspaper, magazines and gift shop items**

Residents are responsible for the cost of these personal items.

**Meeting Standards and Accreditation**

Our Government has the responsibility for overseeing the provision of services in Alberta’s communities. Carewest centres are guided by the Accommodation Standards licensing Act and Continuing Care Health Services Standards and Nursing Home Act.

**Accommodation Standards**

Alberta Health, Standards Compliance and Licensing Branch monitors all LTC centres regularly for compliance with the Accommodation Standards. These Standards ensure that LTC centres maintain a high quality of accommodation
services that promote safety, security and quality of life of Albertans living in those facilities. These standards focus on:

- Physical Environment
- Hospitality Services
- Safety Services
- Personal Services
- Coordination and Referral Services
- Residential Services
- Human Resources
- Management and Administration.

You can learn about the centre’s Accommodation audit results by asking the Client Services Manager for the detailed Accommodation Standards report results for this centre. Results can also be found on the public reporting link on the Internet at www.asalreporting.gov.ab.ca/astral

A certificate confirming that site meets the Accommodation Standards is posted near the entrance of each Carewest centre.

**Continuing Care Health Services Standards**

Alberta Health monitors all LTC facilities regularly for compliance with the Continuing Care Health Services Standards and applicable Infection Prevention and Control Standards.

The Continuing Care Health Services Standards ensure that LTC centres maintain a high quality of continuing care health services that consider the needs, preferences and abilities of each resident.

The standards are divided into two parts:

- Putting individuals first: providing quality continuing care health services
- Quality Improvement and Quality Assurance

There is a public reporting link that details Standards compliance for each LTC centre in Alberta. You may also ask your manager to review the copy of the most recent compliance audit results.

The detailed Continuing Care Health Services Standards document and Infection Prevention and Controls Standards along with the public reporting link can be found online at www.asalreporting.gov.ab.ca/astral
Accreditation

Alberta Health also has a directive that all health care organizations participate in an accreditation process. Carewest follows Accreditation Canada standards and participates in regular surveys to maintain accreditation with that organization. From time to time, these surveys may also involve residents and their families. Your participation is encouraged to ensure all perspectives are considered but is also voluntary.

Measuring Our Success

We invite feedback from you through resident experience surveys that are administered throughout all our programs. It is important for Carewest to hear from you and your families to continue to improve the services we provide. These surveys are given at different times, depending on the program. We encourage you to respond when a survey is provided.

Calgary Health Trust

The Calgary Health Trust connects donor passions with health care needs by raising funds for advanced technology, programs and services at Calgary’s three acute care hospitals, Women’s Health, Carewest continuing care centres and other community health programs and facilities.

Government funding through Alberta Health Services focuses on covering the cost of basic care and services. The Calgary Health Trust raises funds for additional needs which enhance client and resident care, increase comfort, dignity and well-being.

Each Carewest care centre benefits from donations made through the Calgary Health Trust. Gifts come in various forms including general and designated donations, gifts made through the Grateful Families and Residents program; memorial donations in honour of a loved one, as well as gifts-in-kind and bequests.

To make a donation or for more information on the Calgary Health Trust, Carewest fundraising priorities and the different ways you can give, please call 403-943-0615 or visit www.calgaryhealthtrust.ca
Notes: