



Client & Family Handbook Rehabilitation & Recovery

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WELCOME TO CAREWEST

Welcome!

On behalf of our staff and volunteers, it is my pleasure to welcome you to Carewest. If you are reading this, you or your loved one has just begun a journey in a Carewest subacute rehabilitation and recovery (R&R) program.

As Calgary's largest public provider of its type, Carewest operates 13 locations aimed at helping people live more independent lives. Our range of services is available to adults of all ages and includes long-term care, supportive living level 4, hospice, subacute rehabilitation and recovery services, day programs and community programs.

We know that you may have questions about your rehabilitation and recovery. If your questions are not answered in this handbook, please ask any member of your care team. Our dedicated staff are here to help in any way possible and we encourage you to speak with them if you have any questions, concerns or just need some additional information. Because there are staff on duty 24 hours a day, there is always someone for you to talk to.

Our goal is to make your stay here as pleasant and positive as possible. We recognize that this is a difficult time for you and your family. Coping with a health crisis and a new environment can be very stressful. It is our hope that the information in this handbook will help you settle onto the unit, into your rehabilitation program and make you more comfortable. We want to ensure that, by the end of your stay, you will be satisfied with the time you spent in our program.

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

Welcome and best wishes for a speedy recovery!

Sincerely,

Dwight Nelson
Chief Operating Officer

Our Vision, Mission and Values

Vision

Carewest: leaders in exceptional care, supporting those who need us most.

Mission

At Carewest, we support all clients in maintaining their quality of life as they transition through their health care journey. As the public provider of continuing care specialized services in Calgary, our staff work together to partner with clients, families and the community to provide:

- Programs to enable community living;
- Rehabilitation services to enable return to the community, and;
- Residential and support care services for complex medical and mental health needs.

Values

Caring: We care about all individuals. *We see the qualities that contribute to the whole person and honour them with kindness, respect and dignity.*

Relationships: We are stronger together. *We gain a better understanding of our clients and each other by listening as well as sharing.*

Learning: We are open to change and we encourage new ideas and thinking. *We learn from evidence, experience and each other.*

Responsibility: We lead with integrity and accountability. *We are responsive to our clients, and are trusted to use resources wisely.*

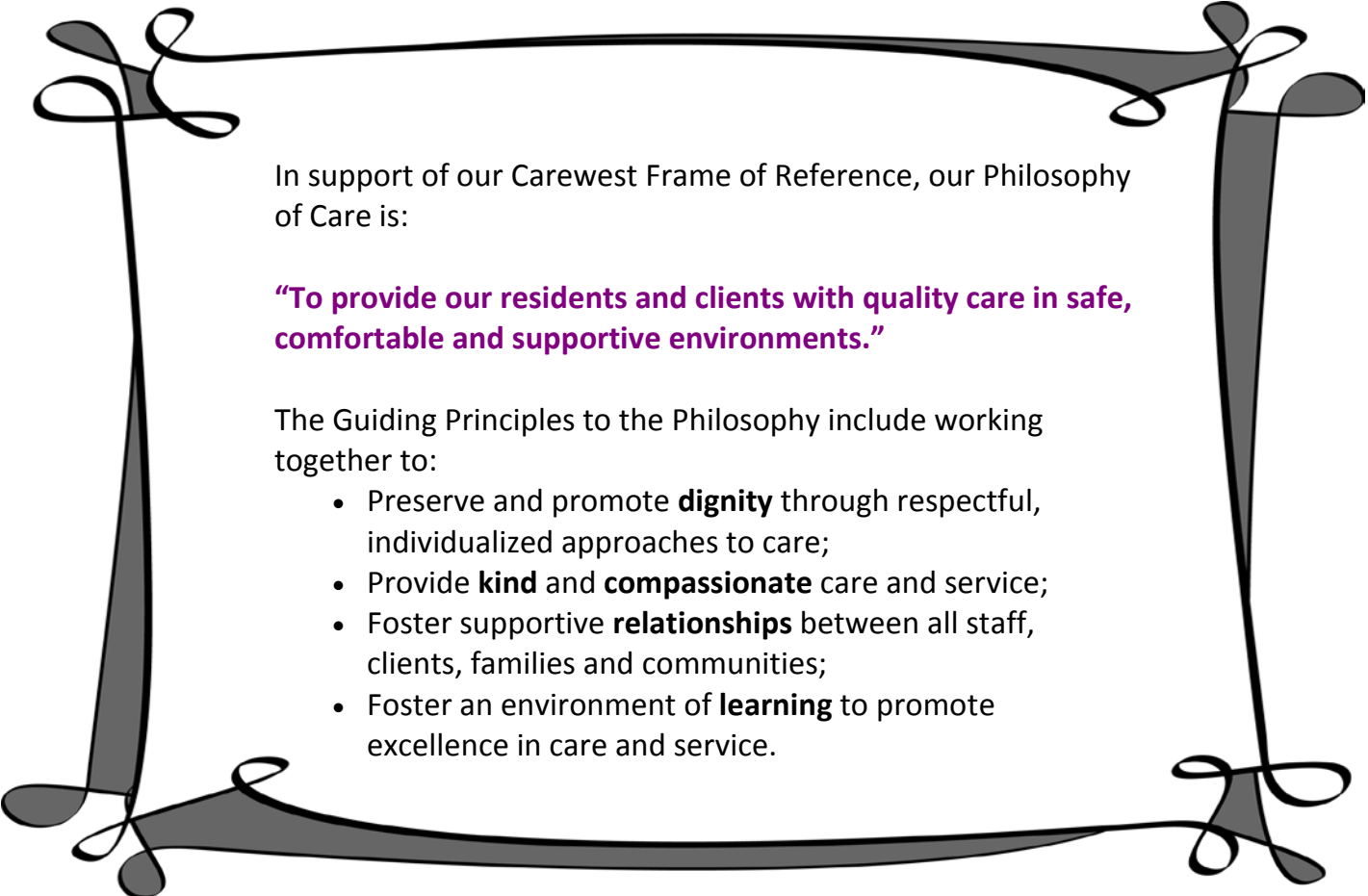
Orientation to the centre

This handbook has been developed to provide you with some helpful information and to assist you during your time with us. 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.

Daily routines may seem different from what you are used to.

Both you and your family will receive an orientation to the centre and the unit where you will be staying. 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.

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.

Your Rehabilitation Team

You

You and your family are the most important team members! We encourage you to participate in decisions about your care and will provide you with the information that will help you make those decisions.

You will be asked about your goals while you are here and the team will be working together with you to plan all aspects of your therapy, care and discharge.

Our staff work together to share information and ideas to provide a high standard of care to assist you throughout your recovery. Your rehabilitation team may include some or all of the following people:



Site Director

Each centre has a designated site director who acts as the site manager for that centre. The director oversees most of the administrative aspects of running the centre to ensure we meet our goal of providing excellent care within available funding for you, our client.

Client Service Manager

There is a client service manager for each unit. The manager supervises the rehabilitation team to ensure your recovery follows best practice and Carewest policies. Your client service manager will be happy to answer any questions or address any concerns you may have.

Team Leader

Most units have a team leader. The team leader is responsible for providing professional nursing expertise to improve and/or maintain your health through ongoing assessment, treatment and evaluation. They are responsible for providing leadership and guidance to the Care Team. They can answer any questions you may have about your care and can advise on how to maintain your health and wellness.

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 recovery.

The registered nurse (RN) assesses, plans, provides and evaluates the nursing care you receive.

The licensed practical nurse (LPN) works with the RN to provide the nursing care identified to meet your needs.

The health care aides help you with activities of daily living such as dressing, transferring to and from your bed or chair, bathing, grooming and meals.

Physicians

You will be assigned a physician who will provide your medical care related to your admission. The physician will provide information to your family doctor before you are discharged to keep your own doctor informed.

Pharmacy Services

Pharmacy Services provides you with the medications that your physician has ordered. The pharmacist reviews your individual medications and may provide you with medication counselling. The pharmacist or nurse will notify you and explain if there are any changes made to your medications. Please ask a nurse or pharmacist if you have any questions about your medications.

Unit Clerk

Unit clerks provide general information and clerical support to the unit and assist in booking appointments and transportation.

Therapy Services

Therapy services are provided based on assessed needs and available resources. You may not require the services of all therapy staff. Your rehabilitation team works together to ensure the therapy needs identified are addressed in all aspects of the care plan, which is tailored to your specific needs.

Through assessment and treatment, your therapy team will gain a comprehensive understanding of your rehabilitation needs and your tolerance to treatment. Therapists work together with the entire team to provide instruction to team members so that each activity maximizes your abilities. This allows you to learn directly from the therapists during their individual or group treatment sessions and then practice during other daily activities with a variety of staff.

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, help with comfort while sleeping, seating and positioning and independence in activities such as dressing, grooming, self-care, and other daily activities.

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) and therapy aides 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 to ensure that your recreational needs are met.

Speech language pathologists (SLPs) evaluate and treat any problems clients may have with speech, language, voice, cognition, thinking or swallowing.

Therapy assistants (TAs) assist with treatment and therapy under the direction of the OT, PT, RecT or SLP.

Transition Services Coordinator

A Transition Services Coordinator is an Alberta Health Services nurse who arranges services for individuals who need further care in the community, i.e., admission to a continuing care facility, Home Care services, access to supported living options or other community resources.

Registered Dietitian Services

The registered dietitian helps plan your meals according to your nutritional and hydration needs, appropriate textures for swallowing, likes and dislikes, religious practices and cultural customs, within our available resources. The registered dietitian reviews the centre menus to ensure they are in accordance with the Canada Food Guide.

Social Work Services

The social worker at your centre can assist you by providing resource information or referrals as well as helping with complex personal or family issues. Social workers may evaluate your living situation, discuss financial and living arrangement options and provide emotional and social support for both clients and families. Social workers also explore legal situations when necessary.

Activity Convenors

The activity convenor will coordinate some centre's special events and social activities that you are welcome to join.

Other Specialists

During your stay, your care team may also include psychiatrists, psychologists and podiatrists.

Your Hospitality Team

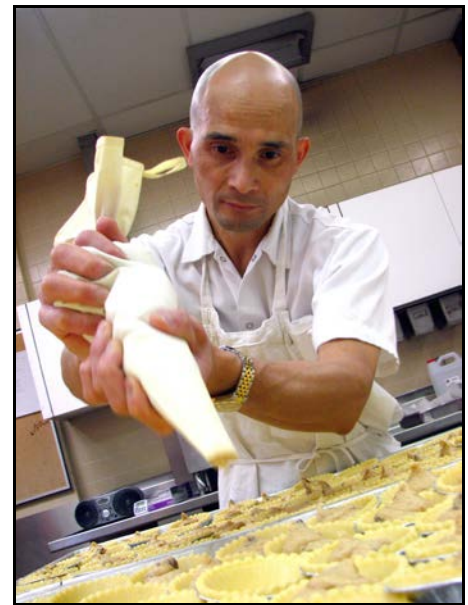
Our hospitality staff work to provide you with a clean and comfortable living environment and ensure that all meal times are pleasurable.

Housekeeping Services

Housekeeping staff work to provide you with a clean, safe and comfortable environment.

Food Services

Mealtime provides not only a social opportunity but ensures a nutritional plan that supports your rehabilitation. The Food Services staff ensure that food products are handled and stored in a safe manner and all food preparation is in accordance with legislative requirements.



Physical Plant Services

Maintenance staff (Physical Plant Services) keep the buildings, walkways and equipment safe and in good repair. If you bring any electrical items from your home, the maintenance staff are required to test those electrical items to ensure they meet safety codes.

Your Safety and Security

Commitment to Client Safety

Carewest is committed to promoting a safe and respectful environment, client satisfaction and quality improvement to enhance our clients' quality of life. We recognize safety as a foundation upon which quality of care and service are built.



We will inform and educate clients and families about their role in safety, recognizing choice and independence must be balanced with potential risk to safety. Carewest encourages all clients and families to help staff identify and report safety issues. You may also be asked by staff to state your name and/or date of birth regularly to confirm accurate identity.

Disclosure

We value open and honest communication. If an error should occur, we will investigate so you are aware of what happened and develop an action plan so we can prevent similar situations from occurring in the future.

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 clients at risk of falling. However, research has shown that restraints and full-bed side rails are more likely to harm clients than protect them. Clients and family members or assigned decision makers will be involved in discussions about restraints.

Positive Culture

We work diligently to create and sustain a positive, respectful environment for clients, families, friends and staff. If you experience or observe behaviour or language that you feel is not respectful, please talk to that person. If the concern is not resolved to your satisfaction, talk to a team member about giving feedback using the “Resident/Client and Family Feedback Form”.

Disrespectful Behaviour

Some examples of disrespectful behaviour that we do not tolerate include:

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

Infection Prevention and Control (IP&C)

Our goal is to prevent and control infections among our clients and staff.

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

1. Hand washing: Hand washing with soap and water is strongly recommended for you, your family, visitors and staff as the best infection prevention strategy. You will also find numerous alcohol hand-sanitizer stations throughout the unit and centre to support good hand-hygiene practice.
We strongly encourage you to wash your hands before and after meal times, after washroom breaks and after blowing your nose. Please encourage anyone entering your room to remember 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 encourage your family not to visit if they 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. Each year, Carewest offers vaccinations for influenza to all people in our care and strongly promotes it as a means to prevent against illness.

Bacteria and viruses can cause pneumonia, along with potential complications. Those in care who qualify for pneumococcal vaccine will be offered it upon admission.

Building Safety

We are committed to providing you with a safe environment. Because of this, some exits and stairwells are alarmed or secured in our centres. Please check with staff for the access codes of secure doors. Outside doors are locked at night with access to the centre obtained by pressing a buzzer 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 clients, staff and volunteers.

If you notice anything that may be a potential hazard or cause some level of concern or risk, please speak with any Carewest employee.

Secure Units

Some units are secured for those clients who may be unsafe if they left the area unaccompanied. This means that a code is required to enter or exit the unit. As you exit these units, please ensure that clients who are leaving the unit are accompanied by staff or a family member.

Falls Prevention

Carewest staff are committed to providing a safe environment that reduces the risk of falls and falls-related injury. Your team will assess your individual risk for falling and may recommend specific strategies to reduce this risk. While we encourage you to work towards independence as part of your rehabilitation, you may be provided with aids such as walkers, or asked to call for assistance when getting out of bed to enhance your safety until you are more mobile.

In Case of Emergency

Each 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 that is available within the centre.

A Smoke-Free Environment

For your safety and well-being, smoking regulations are enforced. Some sites have designated smoking rooms for residents only. We ask that our rehabilitation clients refrain from smoking on Carewest property. Smoking cessation services are available to help you in your efforts to stop smoking.

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. If you choose to keep valuables in your room, you will be asked to fill out a Valuables and Personal Effects Record. Valuables are kept in the room at your own risk. Money should not be kept in your room. If you bring hearing aids or dentures with you during your stay, please inform staff because these items can easily be misplaced. We ask that all personal belongings be removed from the room at the time of discharge.

Your Identification

You will be asked upon admission if your photo can 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.

Your Stay at Carewest

Your Room

The room you will be admitted to depends on availability and your particular needs. Your room will be cleaned daily, with waste removal, cleaning of accessible surfaces, light dusting, floor dry/wet mopping and washroom area cleaned six days a week. It will be scheduled for a more thorough cleaning once a week that includes high dusting and spot washing of walls. During your stay, it is possible that you may be required to relocate to another room. If there is a need to relocate you, we will do our very best to minimize any disruption this may cause. We always strive to provide for your comfort and we would only ask you to move if absolutely necessary.



Your Clothing and Belongings

Clothing should be comfortable and easy to put on and take off. Please bring footwear appropriate for rehabilitation (e.g. non-slip and comfortably fitting running shoes). A personal laundry service is available at some centres. Most families take the clients' clothes home for washing, using their own bag and hamper. Some centres have a coin-operated laundry so you or a family member can do laundry at the centre. We encourage your clothing to be labelled with your name to minimize loss. Ask staff if you have any questions. Please make sure all clothing and belongings are removed from the room upon discharge.

Personal Electronics in our Centres

Televisions: Televisions are available in lounge areas of the centre. Some sites allow you to bring your own television. Any electronics you bring in must be checked by our Physical Plant Services staff to ensure it meets CSA guidelines. We encourage you to use earphones so you can enjoy your favourite TV and radio programs in comfort, without disturbing others. Some units also have computers and devices with Internet access.

Telephones: You may have a cell phone, use common phones on the unit or have a personal line hooked up in your room. There is a charge for the hook-up and a monthly charge for phone use. Contact Telus to make these arrangements.

Heat sources: Heat sources such as magic bean bags, heating pads, etc., are not allowed on the unit due to changes in client sensation and risk of severe burn. If you decide to bring in a Magic Bag, etc., against medical advice, you must notify a staff member and it will be documented that you are using it at your own risk.

Meals

Your meals will be served in the dining room and there is a choice of entrees for each meal. Daily menus are posted and alternate choices are available to help with special dietary needs, i.e., diabetic, low salt, vegetarian.

A dietitian may be required to meet with you to discuss any special needs or concerns you may have. Refreshments and snacks are always available upon request or at refreshment stations on each unit, for your convenience.

The dining room is only open to clients due to space limitations. If you wish to eat with your family member, please speak to staff about other arrangements.

On some units, it is mandatory or strongly recommended that you eat in the dining room so staff may observe as part of your rehabilitation.

Sharing of Food

Please do not offer to share food with other clients or leave food out on unit tables. Due to a variety of health conditions, eating the wrong food or the wrong texture of food can be life-threatening to some clients. Keep food labelled with a name and date in a closed container.

Gift Shops/Hair Salons

Most Carewest centres have a gift shop with toiletries, snacks, assistive devices and gift ideas for clients and visitors. The revenue generated from the gift shops goes directly back into Carewest programs and services. Some Carewest centres also have a hair salon/barber service – provided by a contract service – where appointments can be made.

Rates in effect are posted outside the beauty salon/barber shop. Carewest Glenmore Park does not offer hair care services. Due to public health and safety, hair cuts, colours and services are not allowed in client rooms.

Pets

Family pets may be 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 Food Service areas. Animals may also come to the centre as part of a pet visitation program. Every site has a pet policy. Please check with your client service manager to see if your pet is permitted on the unit.

Personal Appointments or Absence from the Centre

Appointments

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 client. If you need assistance, alternate arrangements may be made with Carewest staff. Family or friends may be asked to attend appointments, as required.

Medically necessary appointments or test procedures, such as lab tests and X-rays, that are requested by your physician or member of your rehabilitation team will be arranged by the unit (including the transportation) and family or friends may be asked to accompany or assist with transportation if you are able to travel by car.

Passes

We acknowledge that your wellbeing is part of healing and encourage you to pursue leisure activities at home and in the community during your stay on our unit. Guidelines have been established for decision-making regarding passes so you will not be at risk while out of the centre. Passes may be issued at the discretion of your physician and rehabilitation team. This allows for assessment of your needs, your mobility, medication, diet or swallowing concerns. Exceptions may be made for clients who have been visiting home from hospital, prior to admission to our unit.

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 work in our gift shops. They also provide companionship and help with community outings.



We welcome clients, 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 clients' safety.

Student Placements

Students from various universities and colleges also support our services. You may meet students who work with your rehabilitation team as part of their educational experience. Students are fully supervised and may be introduced to you and we encourage you to involve them in your rehabilitation.

Pastoral Care Services

Pastoral Care is non-denominational and supports all faiths and spiritual beliefs.

Nail Care Services

On some units, you may be screened on admission to determine if you require basic or advanced nail care. Due to mandatory Infection Prevention and Control standards, a standardized personal nail kit may be required. If advanced nail care is required, you or your family will be connected with services of an independent nail-care provider.

This information can be found in the Yellow Pages 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.

Dental Services

Unless deemed medically necessary by your rehabilitation team or physician, arranging dental services is the responsibility of the client.

Independent Service Providers

Clients and families who wish to hire an independent service provider (paid companion) may do so at their own expense. If you wish to involve a health care professional from the community you will need to discuss this with your client service manager and sign a waiver of liability.

Private companions must adhere to Carewest policies and procedures, including providing Carewest with a criminal records check.

Orientation to your Rehabilitation

Developing Your Care Plan

Once you arrive at a Carewest centre, you will meet with your rehabilitation team to complete an initial assessment. Within this period, you will be asked if you wish to authorize the involvement of specified family or others in care planning and conferences.

You may be required to attend 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.

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 do not already have a personal directive, we would encourage you to write one or to follow the steps in the Conversations Matter guide before admission. Your rehabilitation team will help you decide on the Goals of Care Designations that best reflect your goals of care.

These documents indicate your preferences for medical treatment and health care in the event you are unable to make such decisions.

Accessing Your Personal Information

As a client you may make a request to access records containing your own personal health information. Applications to view your health record must be made in writing and any fees are applied as set out in the *Health Information Act*. Please phone Carewest Information Management and Privacy at 403-520-6744 for more information.

Communication and Providing Feedback

You and your family are valued members of our rehabilitation team. We encourage open 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 primary contact between your family and the centre.

Carewest has a “Resident/Client and Family Feedback Form” that will support your discussions and document your feedback for the client service manager to track and follow up.

These forms can be found at each centre’s main entrance in the brochure rack, on each unit or on carewest.ca. Please forward the completed feedback form to any Carewest employee and they will forward it to the appropriate client service manager.

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.

Keeping up to Date

Keeping informed is everyone’s responsibility. Carewest offers many different ways of keeping clients and families informed.

Carewrite

Carewrite is an in-house magazine published quarterly. 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 clients and family members. Please contact Carewest Communications at 403-943-8158 for more information.

Website

Carewest’s website (carewest.ca) offers comprehensive information about all of our programs and services and includes videos of services offered.

Protection for Persons in Care

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 centre from abuse and to maintain a reasonable level of safety. All staff members are required to report any allegations of abuse against a client that comes to their knowledge. 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 PPCA 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

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. Another way to recognize staff is to make a donation to Carewest through the Calgary Health Trust.

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*.

Transfers and Discharges

On admission to the unit, the team begins reviewing discharge planning goals. During this process, the team will communicate with you about your potential discharge date and will monitor that date throughout your stay to determine when you are physically capable and safe to be discharged.

If your discharge involves an assisted-living setting or care facility, you will be guided through the process by the Alberta Health Services Transition Services Coordinator. The team meets regularly to discuss your progress and tries diligently to give you and your family enough notice for discharge.

However, a discharge date sometimes can be determined within days, if needed. Discharge times are set by the unit but are generally between 9:30-11:30 a.m. Your belongings must be removed from the room upon discharge as the unit is not able to store them, due to space limitations. If you need assistance to return home and friends/family are not available in the morning, you are welcome to wait in one of our lounges.

Financial Information and Responsibilities

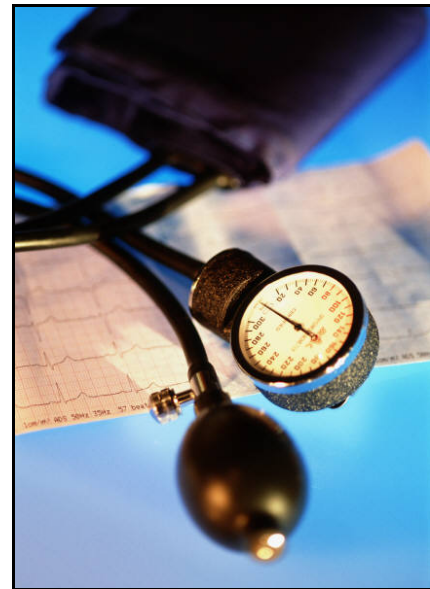
Accommodation Fees

Clients in a Carewest rehabilitation and recovery program are not required to pay accommodation fees. However, if the client is assessed as needing long-term care placement or other supportive living settings (e.g. lodge, personal care home, designated assisted living, etc.) and completes the rehabilitation and recovery program but continues to occupy a bed until a space opens in a long-term care setting, they are required to pay accommodation fees.

The Alberta Government regulates the accommodation rates for long-term care and supportive-living environments.

Measuring Our Success

We invite feedback from you through client 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 upon discharge. We encourage you to respond when a survey is provided.



Calgary Health Trust

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 Close to Home campaign, memorial donations in honour of a loved one through the Grateful Families program, 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

