



Carewest

INNOVATIVE HEALTH CARE

Welcome to
Orientation

Employee Orientation Handbook

The Carewest Employee Orientation Handbook is a 36-page booklet that supports the orientation process. Please read it and refer to it when noted in this presentation.

It has useful information that will help you in your early days with Carewest.

[Click here to link to the Employee Orientation Handbook.](#)

Carewest Sites

- Administration Centre Southport
- Sarcee
- Glenmore Park
- George Boyack
- Dr. Vernon Fanning Centre
- Colonel Belcher
- Royal Park
- Signal Pointe
- Nickle House
- Operational Stress Injury Clinic
- Garrison Green
- C3 Beddington North
- Rouleau Manor



Carewest Sites

Carewest operates 14 sites. 13 of those sites are in Calgary, with 1 site in Red Deer.

Find out all about Carewest by watching our corporate video.

[Click here to watch Carewest's corporate video.](#)

Philosophy of Care and Frame of Reference

The Carewest Philosophy of Care and Frame of Reference information on the next three slides are guiding principles set out to clarify “how” we all work together to meet the needs of our residents and clients.

More information on this and our Service Delivery Model and our Collaborative Care Delivery Model are found in the Employee Orientation Handbook, pages 6-8.

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.

Carewest Frame of Reference

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.

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.

Leadership

We are all leaders.

Leaders at Carewest empower people to listen and support each other.

Leaders build trusting relationships across the organization. We set the pace and direction of change to facilitate innovative care. We are accountable for our own actions.

Let's work together to create a shared vision we all understand, believe and strive towards.

Leaders care.

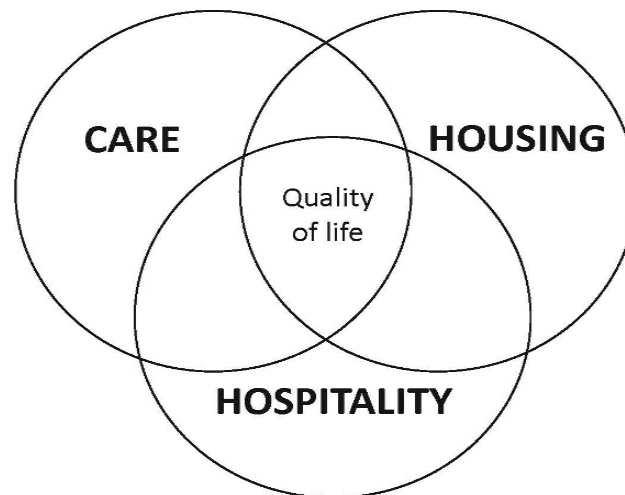
Frame of Reference



Service Delivery Model

How we work

Our Service Delivery Model



Carewest has adopted a philosophy of care, housing and hospitality for all our services. The focus of this philosophy is resident/client driven, optimizing quality of life.

The Service Delivery Model at Carewest is how we have taken this philosophy and put it into action to support our residents and clients.

It directs how we work in support of our residents and clients and is comprised of three interrelated parts: care, housing and hospitality.

Care:	At Carewest, we promote a collaborative care model supported by an operating structure that provides maximum advantages to our residents and clients. Our interdisciplinary teams work with our residents and clients to ensure care plans are individualized.
Housing:	We strive to make Carewest centres friendly and comfortable while supporting quality and safety in care.
Hospitality:	In addition to providing quality care and housing, other services are provided to meet broader needs – nutritious and enjoyable meals, access to laundry services, gift shops and hair salons.

These three integral aspects combine to form our Service Delivery Model. Our work stems from this philosophy, so look to it as a guide to support you in your new role with Carewest.

Carewest History

- Established in 1961 as the Calgary Auxiliary Hospital & Nursing Home District No. 7
- Adopted 'Carewest' as operating name in 1986
- **Care** represents our commitment to quality care, **West** because of the values and qualities associated with the west

See more details on Carewest programs and services in the Employee Orientation Handbook, pages 9-11

Carewest's Logo



- Carewest's Logo
- The colours orange and purple are vibrant, fresh and bold
- The three rings represent Clients, Carewest and Community, and illustrate movement, progression and connectivity

Making a Difference!

Carewest's Employee Recognition Program

- Service awards at 5,10, 15 +.....years
- Farewell events and recognition
- Staff Appreciation Week
- Thank You Cards

Recruitment

- Employees have a choice of many roles, opportunities, programs and sites at Carewest
- Employees have opportunities to apply for full-time, part-time and casual positions
- Many of our employees start out in casual roles and move into part-time or full-time roles
- View the employment posting board located at your site and on Careweb (our intranet site)

Recruitment

- Fill out an internal application on-line
- Submit the application **prior to the posting closing date**
- Positions that are not filled internally become external postings
- [You can see external positions at www.carewest.ca/careers](http://www.carewest.ca/careers)

Dress Code — Refer to Employee Handbook – Page 24

○ **Dress for the job you do professionally** (some occupations wear a uniform)

○ **Use good judgement** (e.g. no see-through clothing)

○ **Clothing & Footwear** – clean and in good repair; sturdy footwear

○ **Personal Hygiene:**
scent free; no gel/acrylic nails; hair net for food Service



NAME TAG – wear it!

Conflict of Interest

Carewest is committed to ensuring all staff maintain the public's confidence in the *integrity, objectivity, and impartiality* of our clinical and business activities. All of us are expected to behave honestly, strive for fairness and neutrality, and try to avoid bias in our decisions.

All staff must ensure they act ethically in the interests of those we serve without promoting our own personal business interest.

Please read the attached materials and complete the quiz on this important topic.

[Click here to read the Conflict of Interest learning module and complete the quiz.](#)