



Resident and Family Handbook Long-Term Care



Table of Contents

Welcome from the Chief Operating Officer	Page 3
The Carewest Difference	Page 4
The Carewest Priorities	Page 5
Diversity, Equity and Inclusion Statement of Commitment	Page 6
Your Care Team	Page 7
<ul style="list-style-type: none">• Director of Care• Nursing and Personal Care Services• Medical Services• Pharmacy Services• Unit Clerk/Receptionist• Therapy Services• Social Work Services• Dietitian Services	
Your Hospitality Team	Page 9
<ul style="list-style-type: none">• Housekeeping Services• Food Services• Laundry/Linen Service• Physical Plant Services• Environment and Horticulture Services	
Your Safety and Security	Page 9
<ul style="list-style-type: none">• Commitment to Resident Safety• Creating a Safe, Respectful and Inclusive Environment• Disrespectful Behaviour• Infection Prevention and Control• Building Safety• In Case of Emergency• A Smoke-Free Environment• Power Mobility Devices• Secure Units• Falls Risk Management• Least-Restraint Policy• Personal Belongings and Valuables• Staff Identification• Your Identification• Disclosure	
Your Rights and Responsibilities	Page 13

Life at Carewest

Page 14

- Your Room
- Your Clothing
- Hygiene
- Safe Bath and Shower Temperature
- Television, Telephone and Computer Service
- WIFI
- Meals
- Recreation and Leisure Activities
- Gift Shops/Hair Salons
- Pets
- Drugs, Alcohol and Substance Use
- Absence from the Care Centre

Other Important People and Services

Page 17

- Volunteer Services
- Student Placements
- Pain and Palliative Services
- Pastoral Care Services
- Nail Care Services
- Independent Care Providers

Orientation to Your Care

Page 18

- Developing your Care Plan
- Goals of Care
- Decision Making
- Communication and Providing Feedback
- Recognizing Staff
- Protection for Persons in Care
- Protecting your Privacy

Information for Families

Page 20

- Visiting
- Smoking
- Keeping Up to Date
- Living and Visiting in a Diverse Environment
- Creating a Resident and Family Council at Carewest

Financial Information and Responsibilities

Page 22

- Care Funding
- Accommodation Fees
- Resident Accounts
- Trust Accounts
- Pensions, Seniors Benefits and Financial Assistance
- Other Financial Responsibilities

Meeting Standards and Accreditation

Page 24

Measuring our Success

Page 25

Calgary Health Foundation

Page 25

WELCOME TO CAREWEST

On behalf of our more than 3,500 dedicated staff and volunteers, it is my pleasure to welcome you to Carewest.

As Calgary's public sector provider of continuing care services, Carewest has been providing long-term care to the community for more than 60 years. During this time, we have seen the needs of our residents and their families change and evolve, with Carewest remaining firmly committed to effectively meeting those needs.

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

We know that you have probably had numerous questions about long-term care over the past few months, and you may have more questions to ask in the future as you settle into your new surroundings.

If your questions are not covered in this handbook, please direct any question you may have to a member of your care team. With our care staff present 24 hours a day, there is always someone here for you to talk to or obtain information from.

We look 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 vision, mission and values, which is visibly displayed 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.

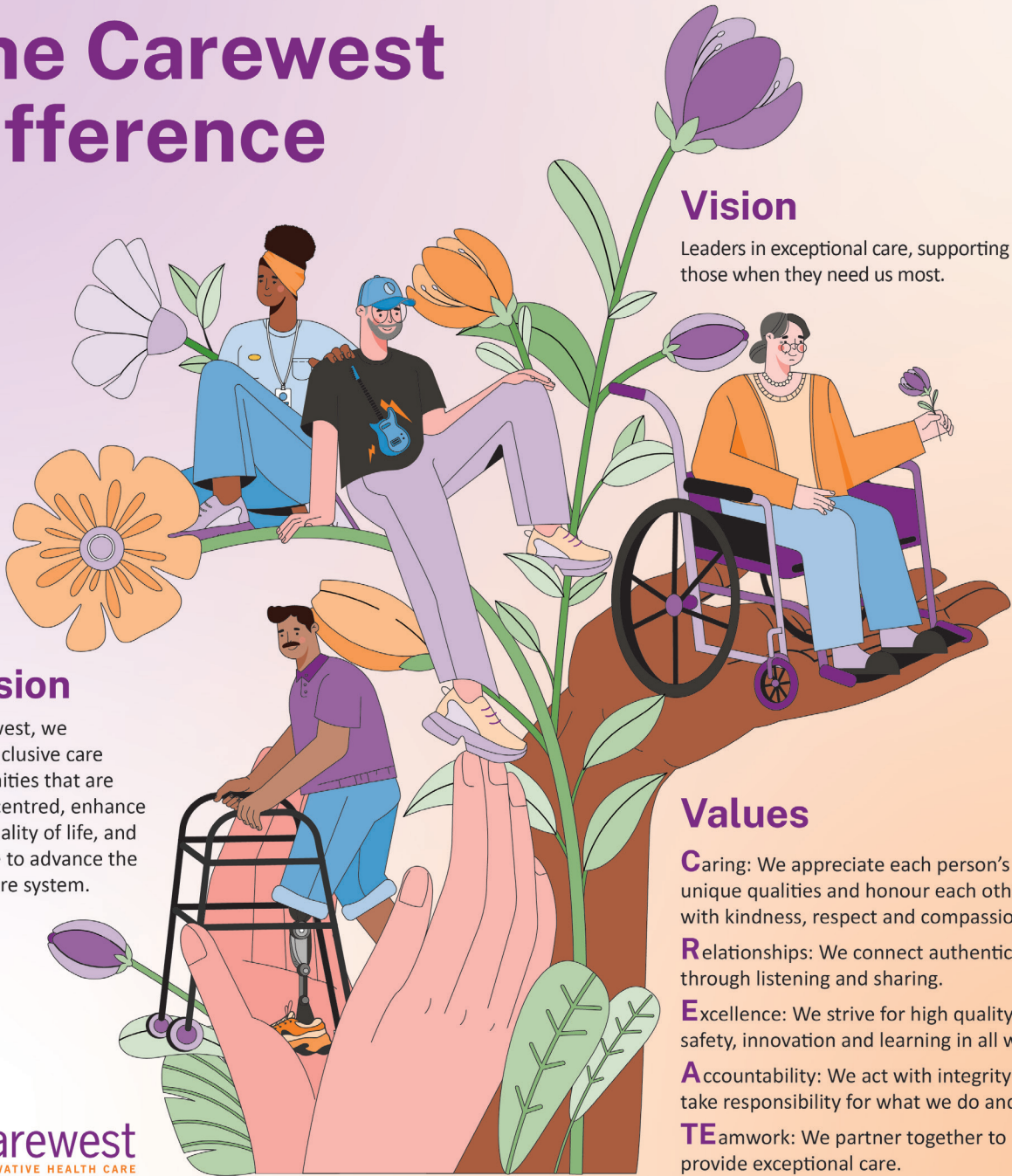
We encourage you to become as involved in your care as possible, and we recognize that family members or guardians can play an important role in the health, well-being and care of their loved ones. We also value and appreciate your active involvement in not only your care, but in helping to promote a 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. Our commitment to you is that we will always strive to meet your needs in a caring and respectful manner.

Sincerely,

Barb Kathol
Chief Operating Officer

The Carewest Difference



Mission

At Carewest, we create inclusive care communities that are person-centred, enhance client quality of life, and innovate to advance the healthcare system.

Vision

Leaders in exceptional care, supporting those when they need us most.

Values

Caring: We appreciate each person's unique qualities and honour each other with kindness, respect and compassion.

Relationships: We connect authentically through listening and sharing.

Excellence: We strive for high quality, safety, innovation and learning in all we do.

Accountability: We act with integrity and take responsibility for what we do and say.

TEamwork: We partner together to provide exceptional care.

The Carewest Priorities

Each day, the people of Carewest work toward a better future by following these nine strategic objectives.

Client Experience

- We strive to improve client quality of life
- We achieve excellence in quality safe care delivery
- We build communities in our care centres

Healthy Workplaces

- We are a workplace of choice
- We create leaders
- We embrace technology

Agile System Integration

- We are leaders in specialized programs for adults
- We support system capacity with adaptive service delivery

Financial Sustainability

- We optimize the use of our resources



Carewest is a publicly operated charity offering long-term residential care, post-acute and community programs and services in Calgary and Red Deer.



Diversity, Equity and Inclusion Statement of Commitment

Diversity Equity and Inclusion Statement of Commitment

Carewest is committed to creating an environment where diversity is celebrated.

We acknowledge, honour and advance diversity, equity and inclusion (DEI) work at Carewest, raise awareness of issues of DEI and encourage staff and clients to achieve a common understanding through listening and sharing. Carewest believes each person's unique lived experience should be accepted and embraced.

Our residents, clients, families, staff, physicians and volunteers are representative of many different backgrounds, cultures, experiences, gender identification and sexual identities. Everyone is supported, welcomed and celebrated for all the diversity they bring to Carewest.

We will continue to strive to further Carewest as a diverse, equitable, inclusive and safe place to live, receive care and work. We will learn the different ways in which we can make everyone feel included and welcomed. We will build caring relationships so that Carewest creates a community of choice for residents, clients, family members, staff and the community.

Everyone is welcome at Carewest.



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 site has an Executive Director who oversees most administrative aspects of the centre to ensure we meet our goals of providing care. There may also be a Director of Care designated to oversee day-to-day operations at our smaller sites.

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:

Director of Care

There is a Director of Care who leads the care to ensure that your care follows best practice and Carewest policies. Your Director of Care 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.
- There is a Clinical Support Coordinator who supports the clinical leadership team to ensure the care follows best practice and Carewest policy.

Medical Services

You may continue to consult your family physician about your health care, provided they have 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) 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 or work with other staff and volunteers to ensure that your recreation and leisure needs are met.

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. Feedback to help us continue to improve our menu items and service can be brought forward by having a conversation directly with your Food Services Manager or through site Resident Forums.

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 is committed to promoting a safe and respectful environment, resident satisfaction and quality improvement to enhance our residents' quality of life. We recognize safety as a foundation upon which quality of care and service are built. 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 all residents and families to help staff identify and report safety issues.

Our focus is on making system improvements through a spirit of learning and quality improvement. We believe that input from residents and families will help us further improve and optimize the quality of care provided. At Carewest, we believe that safety is an important part of every job, at every level of the organization and strives to create a supportive environment in which safety hazards are identified and acted on. Resident safety is further addressed through expectations for the care team to assess for and address safety based on the individual resident's needs. We also work together to implement evidence informed practices that support system improvements for safe care.

Creating a Safe, Respectful and Inclusive Environment

Respect – everyone wants it; everyone deserves it; this is a place of respect for residents, 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.

Carewest wants all residents, families, visitors and staff to feel safe and welcome when they are at Carewest sites, and this includes those people from all walks of life. We all have roles to play in creating safer and more welcoming care environments, including respecting the uniqueness of each person and practicing inclusive and welcoming behaviours. We value each person's diversity and strive to provide inclusive care environments.

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 encourage you to bring your concern forward to a member of the care team or the Director of Care.

Infection Prevention and Control (IP&C)

Part of keeping you safe is to prevent and control infections among our residents and staff. We have a dedicated resource to provide education to reduce risks, monitor potential risks and work with the sites to minimize outbreaks when they may happen.

There are some basic rules that you can follow to protect yourself and the health of others:

1. **Regular Hand Washing/Sanitizing:** There are hand-washing stations throughout our sites along with soap and water as well as sanitizing stations with hand sanitizer for good hand hygiene. We encourage you to wash your hands when you leave your room, before and after meals, after using the washroom 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:** If you are feeling ill or have flu-like symptoms... please limit your contact with others until your nurse can assess you and advise family to limit visits if they have similar symptoms.
4. **Keeping Immunizations up-to-date:** Carewest residents are offered the influenza vaccine annually as well as pneumococcal vaccine on 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. You may hear other codes from time to time that are usually drills to keep our staff aware of safety measures. When you hear a code announced, check with staff as to whether you need to follow any steps. Sometimes, we may ask that you participate, even if it is a drill to help everyone learn more from the practice.

A Smoke-Free Environment

For your safety and well-being, smoking regulations are enforced. Some Carewest care centres do have designated smoking areas for resident use only. Outside of these designated areas, 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. Each area will have guidelines posted.

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 do our best to reduce your risk by assessing individual falls risks and recommending steps to support your safety.

We try to reduce the risk in the building by providing handrails, keeping floors clean and dry and reducing clutter. We also assess each person for their risk of falls or related injuries and may provide falls mats, bed or chair alarms or recommend hip protectors that allow you independence while reducing the chance of injury.

Least-Restraint Policy

Restraints are documented to be unsafe and do not support a person's dignity, comfort or autonomy. This includes the use of medications, seatbelts that someone cannot undo themselves or even bed rails that have been shown to cause higher risks of strangulation or falls with injury.

At Carewest, we are proud of our early adoption of a policy of least restraint. We will try all available options before considering the use of a restraint and if it is the last resort, we follow specific Provincial standards to monitor for safety and find other interventions to ideally reduce the need for restraints.

If a restraint is indicated, it will be the least restrictive and will be used for the shortest period of time. Residents 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.

Please note, all personal furniture and belongings must be removed from resident's room at time of discharge or death within 72 hours. If there are items that you would like to donate, please speak to a leader on site. Generally, any furniture or personal items are not accepted. We ask that you do not remove any Carewest property from the room including cable boxes.

Staff, Volunteer and Contractor Identification

Carewest staff, volunteers and contracted service providers must wear visible photo ID badges at all times when they are on duty. If you notice someone who is carrying out a staff role but is not wearing a photo ID badge, 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:

Everyone has the RIGHT to...	If you are a client or family member, you have the responsibility of...
Be treated with respect Be listened to and heard	<ul style="list-style-type: none"> • Treating others with respect and dignity • Considering that other clients may also need help
A safe physical, emotional, and psychological environment	<ul style="list-style-type: none"> • Using a calm voice and non-threatening body language • Reporting unsafe or potentially unsafe conditions • Understanding your role in your safety and how you contribute to ensuring a safe environment
Be part of a care team	<ul style="list-style-type: none"> • Understanding your care needs • Letting your care team know when you don't understand, asking questions and expressing concerns • Understanding your role in your care plan to the best of your ability
Information to provide or receive care Confidentiality Privacy	<ul style="list-style-type: none"> • Providing relevant information to your care team • Telling us who you want your information shared with to help provide you with support • Maintaining confidentiality of other clients' personal information • Obtaining permission from a staff member if you wish to take a picture or make a recording to support the privacy of others
Have their unique lived experience accepted and embraced Be supported, welcomed and celebrated for the diversity they bring to Carewest Feel included and welcomed	<ul style="list-style-type: none"> • Being inclusive, respectful and kind in all interactions • Letting us know if you face specific challenges that impact your ability to receive care, so we may explore options to support you • Sharing your beliefs, values, cultural practices and what matters to you, to help us shape more inclusive and supportive care together
Discuss your concerns Provide feedback	<ul style="list-style-type: none"> • Telling us what's helped in your care and how we can improve • Sharing feedback regarding the healthcare services and supports: <ul style="list-style-type: none"> • By talking to your healthcare provider or unit manager directly • Through our Resident, Client and Family Feedback Form • Through AHS Patient Relations
Discuss concerns with staff Access your personal health information	<ul style="list-style-type: none"> • Discuss your concerns with staff using the Resident/Client and Family Feedback Form. • 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 furnishings such as a safe or comfortable chair with armrests may be considered if there is enough space for you and others to move about safely in your room. When purchasing or considering items for resident spaces, choose items that are cleanable and durable enough to withstand cleaning and disinfection with products used in the facility, so that spills or any accidental leaks can be easily wiped off. Choose items that allow effective cleaning, e.g. that are smooth and in good condition with no chipped, worn or torn surfaces. Check woven fabrics to be sure they are smooth, solid and don't allow spills or leaks to enter. Do not bring in items that require additional staff time for care, cleaning or maintenance. 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 Clothing

We recommend that you bring enough washable and dryable clothing (including outdoor wear) to last seven days. Clothing should be comfortable and easy to put on and take off. For better laundering results Polyester/cotton fabric and “wash and wear” articles that are colourfast and washable in higher water and dryer temperatures are recommended for all clothing articles. 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. All clothing must be labeled with your name to minimize loss. We do provide this service, however there is a small, one-time fee. Most centres have a resident laundry room so you or a family member can do your personal laundry at the centre. You may also send your laundry home with a family member.

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. If you want basic cable TV services, they can be provided in your room for a fee. You will be responsible to coordinate payment of any fees for additional cable service. If you would like your own TV in your room we suggest a smaller TV 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.

WIFI

Free WIFI is available in most of the common areas at the sites. Open your device settings and select “healthspot” from the list of available networks. Open your web browser (ie: Internet Explorer or Safari) and enter the address of the desired website. You will be redirected to AHS Acceptable Use Policy screen. Read acceptable use policy, and click “Accept”. Once sign-on confirmation is received, you will be able to enter any web address, such as google.ca into the browser address bar and have wireless Internet access.

Meals

Your meals will be served in the dining room and there is a choice of entrees for each meal. Tray service is reserved only for those times when you are unable to safely go to the 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. To cover the cost of bus operations, residents will be charged a fee per round-trip. 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 Carewest revenue account that supports each site’s recreation budget. 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.

Drug, Alcohol and Substance Use

Carewest has a responsibility to provide residents with the best possible care and service and ensure all services are delivered effectively and, at the same time, take all reasonable precautions to protect the health and safety of employees and others in the workplace.

Carewest respects and supports residents' choice by safely providing access to medical cannabis while respecting the rights, safety, health and comfort of other residents, staff and volunteers within our care centres. To keep residents safe from injury or harm and to ensure safety of everyone in our care centres:

- Carewest will make reasonable efforts to accommodate residents who have an authorization issued from Health Canada to possess dried cannabis for medical purposes.
- Residents are to check with site administration if there is a designated area for eligible residents to smoke or vaporize medical cannabis.
- All use of medical cannabis requires a review by the attending physician to determine if the use of cannabis is contraindicated due to the resident's current medical condition and treatment plan.
- Residents shall use their own supply of medical cannabis, obtained through a licensed producer, under the 2018 Cannabis Act for Medicinal Purposes section. Carewest Pharmacy Services shall not supply medical cannabis.
- Carewest respects and supports residents choice by safely providing access to alcohol or cannabis while respecting the rights, safety, health and comfort of other residents, staff and volunteers. The buying, selling, sharing or bartering of alcohol or drugs is not permitted on Carewest property.

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, arrangements will need to be made through the Transition Services Team at the hospital to have your name placed on the waiting list.

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 Nurse Consultants who will meet with you to discuss your special circumstances and work with the team to modify your care plan.

Spiritual 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 Spiritual 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 Director of Care for information on how to connect with a foot care specialist providing onsite service.

Independent Care Providers

Residents and families who wish to hire an Independent Care Provider (ICP) may do so at their own expense. ICPs include both paid social companions and external healthcare providers (private physiotherapy, for example). If you wish to hire an ICP you will need to discuss this with your Director of Care. This will ensure that your treatment is safe, coordinated, and focused on consistent goals. ICPs must adhere to Carewest Policies and procedures, as outlined in the Independent Care Provider Release Agreement.

Recommended questions to ask when looking to hire an Independent Care provider

Carewest does not recommend any specific companion services. Should you wish to hire an Independent Care Provider, please complete a "Request to bring in Independent Care Provider Service" form and submit to your Director of Care.

- Ask if the individual has a current Criminal Record check, and ask to obtain a copy
- Ask for references
- Inquire about the cost of service as pricing can vary greatly
- Ask to see proof of liability insurance

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 Director of Care 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 carewest.ca/providing-feedback

Please completed feedback form online and it will be sent to the appropriate person. If you have a significant and urgent concern, we encourage you to contact the Director of Care 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 Foundation. [You can also post recognitions on our website by filling out the Shine Some Light form online.](#)

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.

Assisted Living and Social Services

Assisted Living Alberta is responsible for publicly funded continuing care health services and development the Continuing Care Health Service Standards. The Minister of Assisted Living and Social Services 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 Protection for Persons in Care. 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 “Access to Information Act”, “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 Director of Care.

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. 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. And please remember, if you are feeling ill or have symptoms of vomiting, please limit visits to the care centre.

Parking

Parking at Carewest differs between our sites, depending on location. If you have any questions about parking at the site you are visiting, please ask the front receptionist.

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 take them for a car ride. 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 newsletter published quarterly. It provides news and information about Carewest. You can find Carewrite online at carewest.ca/carewrite. We welcome submissions from residents and family members. Please contact Carewest Communications at 587-794-4438 for more information. Some of the centres offer site-specific quarterly updates to keep you and your family members informed about site-specific information and activities.

Website

Carewest's website (carewest.ca) offers comprehensive information about all of our programs and services and includes virtual tours of all our care centres.

Social Media

Carewest has a presence on [Facebook](#) and [LinkedIn](#) for residents, families and staff to follow. We communicate regularly through our social media channels, so please "Follow" and "Like" our channels to receive notifications for new content.

Living and visiting in a diverse environment

Carewest offers services to a diverse LTC population who vary in age, culture and diagnoses. Carewest residents are admitted here because of a mix of complex physical and cognitive impairments, including but not limited to brain injuries, 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.

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.

Several of our sites offer Complex Mental Health Care services to provide comprehensive care for adults with complex behaviours, whose primary diagnosis includes mental illness or other cognitive disorders.

Additionally, our team reflects a rich tapestry of multicultural backgrounds, languages, and accents. We kindly ask for your patience and understanding as we work together to celebrate and embrace these unique differences.

Creating a Resident and Family Council at Carewest

Carewest is committed to engaging its staff, residents and their families to share information, identify opportunities for improvement and make collaborative decisions in order to improve the quality of life for all of our residents. One of the ways this engagement takes place at our sites is through meetings such as Resident Forums, Family Forums, Resident and Family Activity Forums or Resident and Family Councils. A version of the Resident / Family Forums occur at all of our long-term care sites currently.

The Forums are chaired by site management and serve the purpose of providing an opportunity to discuss resident activities, identify quality-improvement opportunities and provide an update on important information regarding the facility in general.

These Forums are also an opportunity for residents and families to give staff and management general feedback.

A Resident Family Council may be established at any time by residents and/or families as a self-governing council within a long-term care program. Councils provide an opportunity for residents and families to partner with site management to discuss measures that will enhance quality of life at the care centre. This can also be an opportunity for staff, residents and families to work through concerns, resolve issues and work together to find solutions. Carewest will support residents and families to create such councils using available resources. Please contact site administration to find out when the Resident/Family Forum takes place at your site. If you are interested in forming a Resident Family Council at your site please, ask site administration and review the link below to find out how you form a council.

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, the government may adjust the Accommodation Rates. Changes to the accommodation fees will be sent to you with your monthly statement when the information is received from Assisted Living and Social Services. 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. All resident fees are to be paid there.

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 care centre.

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 Old Age Security Canada at 1-800-277-9914 (toll-free) or 1-800-255-4786 (TTY) or visit canada.ca/en/employment-social-development.html and click on Pensions. 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 dependents. For more information call 1-866-522-2122 or visit veterans.gc.ca/eng

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>

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 Continuing Care Act.

Accommodation Standards

The Alberta government 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 many different aspects of accommodation, including:

- Physical environment
- Hospitality services
- Safety services
- Personal services
- Coordination and referral services
- Residential services
- Financial services
- Privacy and personal information

You can learn about the centre's Accommodation audit results by asking the Director of Care for the detailed Accommodation Standards report results for this centre. Results can also be found on the public reporting link on the Internet at standardsandlicensing.alberta.ca/

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

Continuing Care Health Services Standards

The Alberta government monitors all LTC facilities regularly in collaboration with AHS 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.

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 standardsandlicensing.alberta.ca

Accreditation

The Alberta government 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 Foundation

The Calgary Health Foundation raises money for health care to ensure the best care is available for those who need it through support of Carewest continuing care centres, Calgary's four acute care hospitals 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 Foundation 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 Foundation. 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 Foundation Carewest fundraising priorities and the different ways you can give, please call 403-800-4200 or visit calgaryhealthfoundation.ca/carewest

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