

Commonly Asked Questions

Here are some answers to commonly asked questions:

When can my friends and family visit?

Family, friends and children are welcome at any time. Visitors who come between 8 p.m. and 6 a.m. are asked to use the Youville Entrance (100 Avenue) and to ring the bell to gain entrance. All entrances are locked during these hours for safety. Please ask your RCM about pets visiting.

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Where can my visitors park their vehicles?

Several parking options are available to guests, including metered parking on the street, hourly parking in the north parking lot on Jasper Avenue and monthly passes which can be purchased. Contact your Resident Care Manager for details.

How do I pay my bill?

Please consult with your Social Worker or RCM for current fee information.

You may choose from the following methods of paying your monthly bill:

In person--paid by cash, cheque, credit card, debit card, or money order at the Discharge Office in the lobby near the Gift Shop. Contact the Discharge Office at 482-8219 for hours of operation.

By Direct withdrawal--you can make arrangements with any major bank to have your fees automatically withdrawn from your account.

By cheque--you may send a cheque each month to:

Caritas Health Group
Edmonton General Continuing Care Centre
Finance Department
11111 Jasper Avenue
Edmonton, Alberta T5K 0L4

Is there a convenient and safe place to keep money for my personal use?

Personal items, including cash, are your responsibility for safekeeping. We recommend you keep a maximum of \$20 in a locked cupboard on your unit.

You may open a Trust Account at the Discharge Office, where you can keep a maximum of \$500. You may withdraw money from your Trust Account from the Discharge office during office hours. For a withdrawal of more than \$100, please allow 48 hours to prepare the cheque.

A voucher system is available to reduce your need to carry cash with you. Please talk with your RCM or Social Worker for information on this.

As well, for your convenience, an automated teller bank machine is located in the lobby

of the main floor near the Youville entrance.

How is my laundry done?

You have several laundry options:

- Ask a family member or friend to take your clothing home to wash
Use the washer and dryer on your unit. You need to provide your own soap and fabric softener.
- Use our personal laundry service at a monthly charge. All items must be labeled.

How can I arrange for transportation to and from the Edmonton General?

DATS (Disabled Adult Transportation System) is a public transportation service can provide door-to-door service for your recreational outings or appointments. To access this service, apply directly to DATS for a registration number. Your Resident Care Manager can supply you with the necessary forms for this. Wheelchair accessible private taxicabs are also available.

I'd like to attend church. What are my options?

The Edmonton General , located in the Oliver community, offers convenient access to a number of nearby churches. The Edmonton General Chapel is also host to Roman Catholic Mass, the Ukrainian Divine Liturgy and interdenominational services. Contact Spiritual Care at 482-8029 for more information.

Where may I smoke cigarettes?

The Edmonton General is a smoke-free environment. Please speak with your Resident Care Manager for more information.

Can I take over-the-counter medications?

Over-the-counter medication are medicines you can receive without a prescription and include herbal remedies. Because medications can conflict with one another, it is important that you have your doctor's approval before taking over-the-counter medications or remedies.