

Carewwrite

Carewest's Newsletter for Staff, Residents, Volunteers and Friends

CAREWEST DR. VERNON FANNING

Carewest volunteer earns prestigious award

Congratulations to **Jennie M. Steadman**, a pastoral and palliative care volunteer at Carewest Dr. Vernon Fanning. She was presented with the Outstanding Calgary Senior Award on June 4th by the Alberta Association on Gerontology, Calgary Chapter, in recognition of her volunteer work.

After the death of her husband when she was 53, Jennie found consolation doing volunteer work. She began as a companion to a new immigrant and her volunteer experiences

flourished from there. She has taught English to new Canadians, been a friend to battered women and new widows, spent time as a teacher's aide in a high school and helped others journey through the Catholic faith. Her experiences even took her to the West Indies and Honduras where she worked as a missionary.

"When I reached the age of 65, I thought that would be the end of my volunteer work. I was mistaken; I even doubled it," said Jennie. "Staying at home is very boring. My mind needs to interact with somebody and my body needs to move. I told myself I had to do something or be of use to somebody who might need me."



*Jennie M. Steadman with Mark Ewan,
Director of Transitional Care and
Support at Carewest Dr. Vernon
Fanning.*

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September 19th, 2005

WELCOME

FROM THE EXECUTIVE DIRECTOR

DALE
F O R B E S

Meet the New Executive Director

It's been a busy first few days for Carewest's new Executive Director. On his first day on the job, **Dale Forbes** spent most of it in orientation, along with other new Carewest staff members. His second day was spent meeting and greeting Administration Building staff and picking his way through the construction materials that currently obscure the path to his new office after a flood damaged the main floor of Admin. His third day was even more challenging; a fire broke out at Carewest Sarcee and he arrived to the very site he was to be touring that morning surrounded by fire trucks and ambulances. But none of this has succeeded in dampening Dale's outlook for Carewest. Following is a Q & A to find out what our new commander and chief has in store for us.

Q: What was your first day at orientation like?

A: I found orientation very enjoyable. It was an opportunity to interact with a variety of staff from all levels. I learned a lot of the commitment of staff and to staff within Carewest. Also evident was the commitment to residents and to health and safety.

Q: What are your immediate plans for Carewest?

A: Over the next few weeks I plan to visit the care centres and meet with the Executive Leadership Team members and just get to know Carewest. It's a huge job relative to the numbers of clients, residents and families who rely on the services of Carewest and the large number of staff who work for Carewest.

Q: Before you got this job, what did you like about Carewest?

A: I liked its place within the community and the recognition that it provided excellence and leadership in specialized programs for continuing care.

Q: What are your longer-term plans for Carewest?

A: Certainly there is no shame in continuing down the road Carewest has taken. It has earned a great reputation in the community and rightly so. What I would like to do is build on that in conjunction with the Carewest team, which is comprised of all staff, and move Carewest even further down that road of excellence and leadership.

Q: How does Carewest get to what you call "the top echelon" of care providers?

A: We get there by continued commitment to excellence, to service and improvement, and to teamwork. Those are the hallmarks of a good organization, as well as the perception of the organization by its many stakeholders (such as clients, residents, families, staff, the community and external organizations like the Canadian Council on Health Services Accreditation). I think those are reference points that are truly important in validating a position of excellence.

Q: Will you carry on the tradition of Keeping in Touch?

A: I would not want to tamper with any of the past activities that have been well received and obviously are seen as adding value to staff. In fact, the new Keeping in Touch sessions start in early October.

Q: Is there anything else you would like people to know about your vision for Carewest?

A: The next steps are really just to understand the breadth of services that Carewest offers, to get to know the staff in the coming weeks and months and to better understand the relationship between Carewest and the Calgary Health Region in planning service delivery and special programs for a very unique population.

*Lynne Koziey
Communications Coordinator*

EMPLOYEE PROFILE

dale forbes



Carewest employees and volunteers make up a vibrant community with diverse talents and dreams. Each of us has a story to tell and a difference to make. This month we profile Dale Forbes, Carewest's new Executive Director.

Dale Forbes has enough frequent flyer points to send him around the world several times. After more than three-and-a-half years of “commuting” from Kingston to Calgary, where his wife and young son were living, he deserves a little payback from the airline. But Carewest's new Executive Director doesn't plan to go anywhere for a while. The 46-year-old says he's quite happy to make Calgary – and Carewest – his home for some time to come.

Born and raised in Edmonton, Dale obtained a BA in Economics from the University of Alberta, and received his MBA from City University in Seattle, Washington through distance learning.

His background in insurance in risk management landed him a job as Director of Quality Improvement and Risk Management at the Alberta Hospital, Edmonton. Within five years of taking on that position, he moved into the role of Chief Operating Officer.

In a somewhat unexpected departure from his earlier career path, Dale and his wife then tackled a business venture running a Western art and furniture store in Bragg Creek.

Presented with another, much different career opportunity, Dale moved to Kingston to take on the role of Senior Vice President and Vice President, Mental Health Services at Providence Continuing Care Centre. It was from there that he commuted home to Calgary for the better part of four years before a chance to work for the Bethany Care Society as the Vice President and Chief Operating Officer brought him back to Calgary. After 15 months in that post, Dale accepted the job as Executive Director of Carewest.

“I felt it was time for that next stage of my career.”

Outside of work, Dale spends time with his wife and six-year-old son Sean, who started Grade 1 last week.

“It was hard for him but it was even harder for his mom,” sighed Dale. “We also have a dog Sally, who is a just-turning-nine-year-old Basset Hound and she's a lot of love.”

In addition to reading, Dale's hobbies include home renovations. In fact, he has completely renovated two houses single-handedly.

“I like the manual work because I used to do that when I was in high school and university, so I miss that component. It's a nice change of pace from the cerebral thinking that's required in this job.”

*Lynne Koziey
Communications Coordinator*

CAREWEST SARCEE

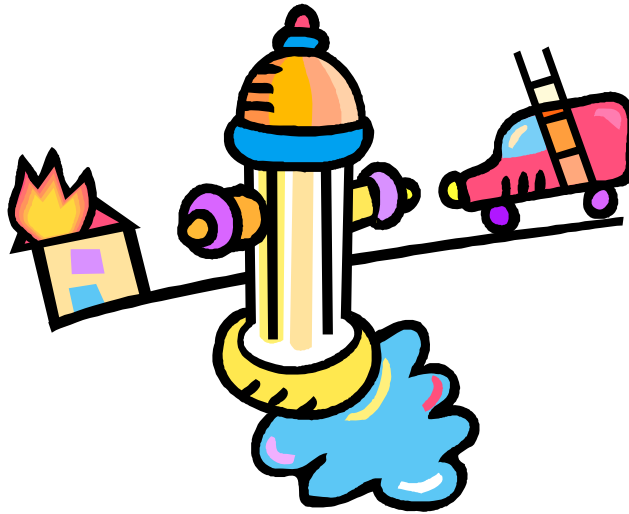
Roof repairs cause fire

In the early morning of Wednesday, September 14th, a small fire started smoldering on the roof of Carewest Sarcee.

Thanks to quick-thinking staff, no one was injured and all residents were promptly, efficiently and safely evacuated to another wing.

While everyone pitched in to help – including firefighters, paramedics and extra staff members called in from Carewest Glenmore Park – it was RN **Carmen Hoppener** who calmly took charge.

The evening prior, the roof had been repaired and tarred, so the smell of tar was lingering in the air. But when a stronger, more gaseous substance could be smelled, Carmen called in **Jan Naidu**, Sarcee's Physical Plant Services member, to investigate. It was then that Jan found the source of the fire, which he helped extinguish before calling 911.



Smoke could be smelled on units 1 and 2 and residents on those units were immediately moved to unaffected areas, where they were given extra blankets, juice, coffee and breakfast.

In total, 84 residents were moved off the two units, most of whom, in Carmen's words, were "amazingly calm."

By 7 a.m., staff had also started working the phones, calling all the families of Sarcee residents to let them know what happened at that their loved one was okay.

Large fans were brought in to remove the smoke and firefighters tested the air quality, giving the all clear. Residents were back in their rooms later that morning.

The fire started following repairs, including tarring, to the roof of Carewest Sarcee.

*Lynne Koziey
Communications Coordinator*

MESSAGE FROM MANAGEMENT

Teamwork saves the day

Now that we are back to normal, aside from the lingering smell, I wish to acknowledge the amazing job of everyone involved in the response to the roof fire on September 14th. You should all be extremely proud of yourselves. The calmness, efficiency, incredible team work and overwhelming compassion and concern for the residents and coworkers was evident not only during the evacuation but throughout the day. Thank you.

Carmen Hoppener led the way in such a calm, efficient manner; she is truly a great role model.

Jan Naidu from Physical Plant Services responded to the after-hours call, quickly identifying the problem and dousing the beginning of the fire, thus averting a much greater risk.

Continued on page 5.

Teamwork saves the day

Continued from page 4.

Everyone in the building that night immediately pulled together as a team and not only efficiently and quickly relocated residents to other locations in the building but also ensured that they, and others in the building, were well care for and comforted.

There was a tremendous response from EMS and the Fire Department – in number as well as in their professional, efficient but also very caring approach. It was greatly reassuring to everyone involved.

Bev Rosia responded as Administrator on Call and did a superb job of securing extra assistance, proving support and direction and generally ensuring that the important considerations were addressed. **Marg Marlin** also responded quickly and provided valuable support and direction. **Lynne Koziy** was also on site handling media interest.

Glenmore staff responded promptly, without hesitation, to the request for help and a contingent of staff arrived to assist. This was greatly appreciated.

Staff at home, upon hearing the news, also responded, even when not scheduled to work. Great commitment.

Day staff (all disciplines and departments), upon arrival, did not seem at all fazed by the change in circumstances and very calmly and efficiently proceeded with providing their usual excellent care to the residents, supporting the emergency procedures or ongoing site needs. Everyone either just knew what to do or took direction without hesitation. The focus throughout the day was consistently how everyone, as a team, could care for and comfort residents and assist with helping to get things back to normal.

Family members were called as soon as the residents were safely relocated in order to avoid any unnecessary worry. Family members who did arrive later were also calm and supportive.

The Comprehensive Community Care day program was cancelled and the staff, in between their necessary visits to community clients, pitched right in and helped with everything from providing care to cleaning and making beds.

Housekeeping staff from Sarcee and other sites responded quickly and helped with moving residents, preparing the units for the residents' return and anything else that was asked of them.

Food Services were, as always, flexible and supportive. They ensured that residents received necessary and comforting nourishment. The needs of staff and emergency personnel were also well met.

Throughout this emergency, residents remained very calm. I believe this is due primarily to the calmness and efficiency of our staff.

Many thanks to **Nichole Pardell** and Education Services for helping to prepare us for this day. It is so evident that the in-services, regular fire drills and your constant, patient reminders have paid off.

Physical Plant Services, our Facility Leader and Regional personnel promptly met with the contractors to review what had occurred and what steps needed to be taken to ensure the safety of the residents and the integrity of the building.

We are in the process of reviewing in detail what transpired. We will also be debriefing with Calgary Health Region Disaster Services, EMS and Fire. It is important to reinforce the strengths but to also recognize that there is always new learning in these situations, for us and for others. If you have any feedback, please let your leader know or contact me. Once we have completed the process we will share the learnings with you.

Again, thank you so much for a job well done.

*Joan Gilmour
Director, Special Assessment/Treatment
Carewest Sarcee*

CAREWRITE READER SURVEY

Positive response, some changes

“The customer is always right” and for *Carewrite*, the customer is you – the staff, residents/clients, volunteers and family members who read it.

Checking in with our readers is an important part of ensuring *Carewrite* hits the mark. In the June issue, we asked you what you thought about the content, format and availability of the Carewest-wide newsletter. Eighty-nine people filled out and returned the survey and here’s what they said.

Carewrite is easy to find throughout the organization, which is music to **Jean Stern’s** ears. She’s the person in Administration who prints, bundles and sends out at least 750 copies each month (we don’t publish over the summer).

At between 20 and 28 pages, readers think the publication is just the right length and they read all or most of it. We suspect that’s because it’s filled with contributions from peers, along with corporate information. That’s what makes *Carewrite* special... it’s written by the people, for the people. Our readers like the variety of topics in *Carewrite* and suggest that more humour would be a welcome addition. More focus on wellness topics such as weight management and warning signs for common diseases was another popular comment.

The layout is simple and friendly, and that’s what readers want. One person suggested we add page numbers to the table of contents on the front page, which we’ve done in this issue. In fact, readers offered many excellent suggestions. We’ve made a list and we’re working our way through it, incorporating great ideas as we go.

When asked how important it is to continue publishing *Carewrite*, the response was very positive. Most of the people who sent in surveys were staff and 100 percent said it is very or somewhat important. Readers said *Carewrite* lets them know what’s going on at other sites and helps them feel connected to the larger organization. They feel a sense of pride when they read about the achievements and dedication of staff.

We also asked our audience which topics they enjoy reading. There were a few surprises but it prompted us to make some adjustments. The three least favourite topics were Calgary Health Trust initiatives, Homie the Gnomie from Comprehensive Community Care and Big Money Rumble Winners. We’ve dropped the last item and Homie is conveniently off to ‘the big house’ for some privacy indiscretions that occurred last June (see page 19). The judge gave him a stiff sentence so he’s retired for the time-being. We remain committed to profiling Calgary Health Trust initiatives because they play such an important role at Carewest. This month, we feature a story that may help readers make the connection between the Health Trust and their work (see page 7).

Which topics are tops?

We asked *Carewrite* readers which topics they enjoy.

97%	Upcoming events or opportunities (e.g., fairs, courses)
96%	Strategic changes (e.g., new policies, site changes)
94%	Employee profile
94%	Human interest/positive news stories about Carewest
93%	Humour/jokes
92%	Articles about site-specific events (e.g., special dinners)
91%	Employee health and safety initiatives
90%	Health and wellness tips
89%	Employee Recognition Program winners
86%	Message from Executive Director
85%	Infection Prevention and Control initiatives
82%	ARAMARK Housekeeping Corner
76%	Alzheimer Society articles and events
76%	Oral health tips
64%	Calgary Health Trust initiatives
63%	Homie the Gnomie from C3
53%	Big Money Rumble winners

Congratulations to **Nicole Kershaw**, a driver with Bus Operations at Carewest Glenmore Park, whose name was randomly drawn from the 89 surveys received. She won a \$25 cash prize from *Carewrite* Editor **Divona Herzog**.

Divona Herzog
Carewrite Editor

GIVING

How the Calgary Health Trust benefits Carewest

“Gifts to the Calgary Health Trust support Carewest staff as well as residents.”

Every where you look and around nearly every corner, there are examples of the critical role giving has played, and continues to play, at Carewest.

At each site, giving takes a variety of forms. It encompasses everything from new and comfortable furniture in common areas to state-of-the-art lifts and other technology, including electric beds.

Over the past few months in Carewrite, we’ve shared stories about how donors have supported projects and areas close to their hearts. In this issue, we’ve given **Barry Knapp**, a Calgary Health Trust Development Officer who fundraises for Carewest, the opportunity to answer questions about giving and the role of the Calgary Health Trust at Carewest.



A conversation with Barry Knapp, Development Officer, Calgary Health Trust

Q: How does the Calgary Health Trust help Carewest staff?

A: Gifts to the Calgary Health Trust support Carewest staff as well as residents. Donors support leading-edge equipment such as electronic lifts and state-of-the-art electronic beds. The electronic lifts alleviate the physical stress of moving patients

manually. Also, with electronic beds, residents can raise and lower their beds independently, allowing staff to spend that time completing other tasks.

Q: How do donations to Carewest through the Calgary Health Trust make a difference to Carewest residents?

A: There are so many great and touching examples of donors making a difference in the lives of Carewest residents. Whether donors have supported one of the quality of life programs, including woodworking or gardening, or a new piece of technology like a lift or an electric bed, they have made a huge difference in the lives of Carewest residents.

Q: Give me some other examples.

A: The Rotary Club donated endless volunteer hours and more than \$100,000 towards equipment at Carewest. WestJet employees donated \$3,000 to purchase an electric bed and funded residents’ meals and the entertainment at the annual Christmas party. There are many other examples of families and friends who are grateful for the care their loved ones received and make a gift to say “thank you” to the caregivers at Carewest. All these donations come to Carewest through the help and hard work of the Calgary Health Trust.

Q: Historically, what has the relationship between the Calgary Health Trust and Carewest been?

A: Carewest had its own foundation, called the Carewest Development Council, for years before joining the Calgary Health Trust in 1996. At that point, all of the hospital and long-term care centre foundations merged to collectively fundraise for health care. Through the Calgary Health Trust, donors can give directly to Carewest by supporting priority projects and equipment. Donors give in a variety of ways, including leaving a bequest in their will or attending FunDFest, an annual event held in support of Carewest.

*Kelly Brownlee
Calgary Health Trust*

Fanning volunteer earns prestigious award

Continued from page 1

Jennie combined her volunteer work with civic and religious involvement. She joined the Rebekah Lodge, Order of the Royal Purple, Ladies Auxiliary, Catholic Women's League, Charismatic Prayer Group, RCIA, Cursillo Movement, and was an Associate Member of the Daughters of Jesus Order and the Franciscan Missionaries of Mary.

If that wasn't enough, she still felt something was missing. Jennie took training to work in the area of pastoral and palliative care and began volunteering with Carewest Dr. Vernon Fanning and the Peter Loughheed Hospital. She also works with her parish visiting sick parishioners, attending funerals, or just being in touch with anyone who needs somebody else's presence.

"I believe that God used me, a 'senior', as an instrument to help victims of life's storms so they will see the rainbow of hope," said Jennie.

*Based on writings of Jennie M. Steadman
Carewest Dr. Vernon Fanning volunteer*

INFECTION PREVENTION & CONTROL Influenza Campaign for Clients

The influenza vaccine campaign for clients will begin the end of October. Let's be 'Partners in Prevention'.



*Mary LeBlanc & Denise Monnette
Infection Prevention & Control*

HEALTH & SAFETY

Wellness coordinator retires

Eileen Watkins, a physiotherapist by profession, has worked at Carewest for the past 11 years. Her Carewest career has been spent working full-time as the Wellness Coordinator.

Employee Health & Safety marked her retirement by holding a celebration on August 18th. Many friends and co-workers came to the Administrative Building to wish Eileen well.

We would like to wish Eileen a fond farewell and congratulations as she begins a new journey into retirement.

Carewest Health & Safety



Eileen Watkins retired in August.



JACK JAMES/CAREWEST

Partnership program opens doors for student

“I want a better quality of life than what I had growing up...”

A partnership between Carewest and a Calgary high school has given one deserving student a chance to shine.

Alycia Tetz, a recent graduate of Jack James High School, spent July and August at the Carewest Administrative Building helping out wherever an extra hand was needed – whether it be sorting, filing or photocopying.

Alycia Tetz, a student from Jack James High School, spent the summer at Carewest.

Alycia, who is 18, came to Carewest as part of the Carewest Jack James High School Partnership, which gives students the chance to develop their employment skills through

genuine work experience while receiving high school credits. In the past, Jack James High School students have worked in the commissary at Carewest Dr. Vernon Fanning in addition to the Administrative Building.

“I really like it at Carewest. All the people are really nice,” said Alycia, who plans to upgrade at a community college before attending Mount Royal College in the university transfer program. She one day hopes to be a high school English teacher or a psychologist.

“I like figuring out why people do the things they do,” she said, “and I want a better quality of life than what I had growing up,” she said. “Working at Carewest has really helped open a lot of doors for me. It’s really meant a lot.”

Jack James High School caters to students with a variety of social, emotional and learning needs, and offers program that focus on employment skills and direct access to the world of work.

*Lynne Koziey
Communications Coordinator*



STAFF FLU CLINICS

Don't get caught Get the shot!

Influenza season is just around the corner. Staff clinics will be held in October so watch your site for updates and information.

*Shari Moynihan
Employee Health and Safety*

ALZHEIMER SOCIETY

Memory kits

The Alzheimer Society has created several theme-based Reminiscence Kits as a way for family or professional caregivers to prompt memory activity, and enhance visits with persons with dementia. Call 290-0110 for more information.

GARDEN COMPETITION

Horticulture program blooming

In honour of Alberta's 100-year birthday, Carewest sites held a Centennial Garden Competition. Gardens were viewed and assessed by independent judge, **Evelyn Salamanowicz**. Evelyn was previously a judge with the City of Calgary's Sprout and Grow Show and was well versed in her role. With the assistance of **Chris Makin**, Carewest Horticulturist, our judge persevered through a cold and rainy day to judge all nine Carewest sites.

Results of the competition:

Best Raised Planters – Tie

Carewest Glenmore Park

Carewest Colonel Belcher – Family Court

Best Ground Planters

Carewest Nickle House

Best Raised Planters – Vegetables – Tie

Carewest George Boyack – Upper Garden

Carewest Colonel Belcher – Tecumseh

Best Ground Planters – Vegetables

Carewest Sarcee – C3 Program

Judge's Choice Award

Carewest Nickle House – Marigolds

Centennial Gardner

Anna Mlynczak, Resident, Carewest George Boyack

Judge's Special Awards

Carewest Colonel Belcher – Family Court – Best Kale

Carewest Signal Pointe – Best Window Boxes

Carewest Royal Park – Best Group Individual Planters

Carewest Fanning – Best Roof Top Garden

Thank you to all of the sites for participating. Our guest judge commented how nice all of the gardens looked and the effort that was evident with the gardening program. Thank you to Chris Makin for assisting our guest judge to all of the Carewest sites and to **Carla Ergang** and **Helen Retardo** for designing our certificates. It is nice to know that even as Carewest changes and evolves, the horticulture program continues to bloom!

*Lorraine Grover, Recreation Therapist.
Regional Community Transition Program
Carewest Glenmore Park*



Carewest Nickle House's best ground planters



Carewest George Boyack's winning vegetable planters



Judge Evelyn Salamanowicz

TAKE A CLOSER LOOK AT...

The Forms Committee

Without them, anarchy would prevail

Next time you fill out a form, spare a thought for the people behind the paperwork – the Forms Committee. Sure, they may seem like just another round table of make-work project creators, but without them, anarchy would prevail.

This dedicated group – whose members include **Joan Kowalewski, Jacqueline Albers, Sam Adu-Darko, Marian MacKenzie, Joan Stregger, Linda Margetak** (CHR Purchasing), and **Marnie Chernichan** (DATA Group) – is charged with the daunting task of ensuring every form you fill out is just as it should be.

It isn't easy.

Unofficial, photocopied, homemade, unsanctioned, illegible, even potentially illegal forms are still floating around Carewest, but in less dizzying numbers than they used to be.

It's the Forms Committee's job to not only make sure no one perishes under a pile of unnecessary paperwork, but to also ensure the forms we use are legal, appropriate for health record keeping and provide proper protection of privacy.

The committee also regulates and oversees ongoing forms development, implementation, and maintenance throughout Carewest, while linking the Carewest policies/procedures process where there are related forms.

Forms that are addressed by the Forms Committee include:

- All forms that are part of official personnel files or client health records;
- All forms that are affected by the Freedom of Information and Protection of Privacy Act (FOIPP) and/or the Health Information Act (HIA);
- All forms that are exchanged between departments, sites and/or programs and services within Carewest;
- All forms that are adapted from Calgary Health Region forms;and
- All forms that are released outside of Carewest

Worksheets that are internal to specific departments for the purposes of facilitating information flow are not within the purview of the Forms Committee.

So if you think filling out a form is a tedious task, consider for a moment those who make sure we all do the best job we can – with the right information recorded along the way.

If you have any questions about forms, please phone Information Management Coordinator **Marian MacKenzie** at 267-2938.

*Lynne Koziey
Communications Coordinator*



CAREWEST ROYAL PARK

Stampede fun

Stampede week was celebrated in style at Carewest Royal Park. The sun shone and the guitars kept the crowds humming.

*Marion Elliott
Activity Convener
Carewest Sarcee*

CAREWEST SARCEE

Gentlemen, start your engines

For several years now the Antique Automobile Club has been coming to Carewest Sarcee to show off their vintage vehicles. It's no surprise why they keep returning. Residents and families thoroughly enjoy the day with huge support from our volunteers and staff.

This year the event was postponed for a few days due to the rain, so when the sun did shine we were so grateful to have staff assist in getting the residents out to see the cars.

Thanks to **Harry Shae** for bringing the cars to Sarcee!



*Marion Elliott
Activity Convener
Carewest Sarcee*

*Members of the Automobile Club and guests at Sarcee
take a look under the hood of an antique car.*

CAREWEST SARCEE AND ROYAL PARK Canada Day celebration



It was a busy summer at Carewest Sarcee and Carewest Royal Park. The Red and White Canada Day bus paid a visit to both sites on June 27th. This enthusiastic group of volunteers brought flags, great entertainment and a beautiful cake for all to share.

A hearty thank you goes out to this group as they share their joy with as many seniors as possible.

Photo: Carewest Sarcee volunteers Rose Bennetts (left) and Agnes Cooke celebrate Canada Day with Red and White Bus volunteer Vic Ramsbottom (who is also a former volunteer with Sarcee).

*Marion Elliott
Activity Convener
Carewest Sarcee*

OCTOBER 20TH TO 31ST

United Way campaign ready for take-off

On September 1st, the city-wide United Way campaign was officially launched. At Carewest, we are busy planning our campaign, which will take place October 20th to 31st.

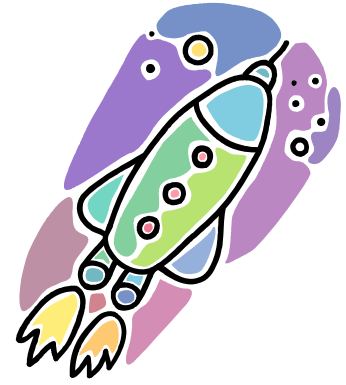
Last year, 24 percent of Carewest staff participated in the United Way campaign. This is a tremendous accomplishment, exceeding the Calgary Health Region participation rate as well as the national average. Each of you who contributed last year should be very proud.

However, let's not rest on our laurels. This year we would like to increase our participation rate to 27 percent. To do that, you need to fill out a pledge card. No matter how little or how much you can afford to give, every person and every dollar makes a difference

Did you know?

- One in three Calgarians will use a United Way-funded service in their lifetime. Your contribution will not only help the Calgary community, but probably someone you know personally.
- You can make your United Way donation to the Calgary Health Trust in support of Carewest clients (it's called a direct donation).
- Donations are eligible for tax credits, which reduce the amount of income tax you pay each year.
- Payroll deductions are possible, which reduces the pain of having to make a lump sum donation (e.g., five dollars per paycheque equals a donation of \$130 per year).

Let's pull together and make this the best United Way campaign ever. If you have any questions or would like to assist, please contact your United Way site coordinator.



Carewest United Way Site Coordinators

Administration	Debbie Chaisson
Fanning	Lynne Johnson
George Boyack	Clare Cooper
Sarcee	Helen Stuart
Glenmore Park	Pat Almond
Colonel Belcher	Jeannine Vouriot
Signal Pointe	Jennifer Cumpstone
Royal Park	Shirley Teeling



Joan Gilmour
Director, Special Assessment/Treatment
Carewest Sarcee

CAREWRITE ERROR **Mary Rolfe recognized (finally)**

In the last issue of *Carewrite* we featured five pages listing the names of employees who received Service Recognition Awards this year. Somehow we missed **Mary Rolfe**, Typist Receptionist with Carewest Sarcee. We apologize for the error and extend to Mary a hearty congratulations on five years of service!

Divona Herzog
Carewrite Editor

HOSPICE PALLIATIVE CARE
NURSING

**Congratulations
Maureen and Kerstin**

Please join Carewest Sarcee Hospice in congratulating **Maureen Jones** and **Kerstin Littlejohn** in successfully challenging the Canadian Nurses Association exam in Hospice Palliative Care. This is a very comprehensive exam and the successful completion is a milestone in their careers.

Congratulations Maureen and Kerstin for a job well done.

*Jennifer Lee, Client Service Leader
Carewest Sarcee Hospice*

CANADIAN ASSOCIATION OF
WOUND CARE

**Carewest Skin and
Wound Inter-
disciplinary Team
awarded scholarship**

The Carewest Skin and Wound Interdisciplinary Team is the first recipient of the Heather Louise Orsted Scholarship for team development. We would like to thank **Heather Orsted** for supporting us in our application for the \$2,500 scholarship.

The Canadian Association of Wound Care (CAWC) scholarship gave us the opportunity to continue to learn and grow as wound care professionals. We attended the CAWC Conference in

Calgary last November and the International Interdisciplinary Wound Care Course (IIWCC) in Toronto earlier this year. It has helped us achieve the goals of IIWCC to enhance wound care delivery for continuing care residents within Carewest.

As a nursing and occupational therapy interdisciplinary team, we share Heather's passion for wound care and delivery of best practice. Heather has ignited and embraced our passion for wound care from our first skin and wound assessment and treatment (SWAT) module and nurtured our growth and development. Her on-going support and transfer of skills has led us to be wound care educators in continuing care in the Calgary Health Region. Her ongoing guidance and optimism has greatly enhanced our skills, expertise and confidence – so much so that we participated as regional opinion leaders in the S Series CAWC in Calgary this April!

*Jenny Juchymenko, Occupational Therapist
Carewest Dr. Vernon Fanning
Christine Willey, Client Service Leader
Carewest Dr. Vernon Fanning*

*Photo: (left to right) Christine Willey,
Heather Orsted and Jennifer Juchymenko.*



GET INVOLVED

Volunteer opportunities

Have you ever thought of volunteering? Do you know someone who might be interested? If so, there are a lot of opportunities in Carewest to consider.

Most of our volunteer opportunities take place on weekdays from 9:00 a.m. to 4:00 p.m. All Carewest volunteers receive a general orientation and more extensive training is offered for mealtime assistants, gift shop and hospice volunteers.

Some of the areas we will be recruiting volunteers for now and in the fall are:

- Carewest George Boyack – gift shop operator
- Carewest Fanning – too many opportunities to mention
- Carewest Glenmore – greeter or hospitality volunteer
- Carewest Sarcee – medical appointment escort
- Carewest Royal Park – activity support
- Carewest Signal Pointe – visiting volunteers

If any of the above volunteer opportunities interest you or someone you know, please call:

Gail Benjamin – 686-8123

- Carewest Glenmore Park
- Carewest Sarcee
- Carewest Royal Park
- Carewest Signal Pointe

Debby Clegg – 267-2930

- Carewest Dr. Vernon Fanning
- Carewest George Boyack
- Carewest Colonel Belcher

*Gail Benjamin
Coordinator, Volunteers and Pastoral Care*

RN/LPN NEEDED

Walk For Veterans

On Sunday, September 25th, Carewest is sponsoring the 2005 Steps Wellness Walk for Veterans at Confederation Park.

We are expecting up to 150 participants. The event will start at 10:00 a.m. and conclude with a picnic lunch ending at 1:30 p.m.

We are looking for a volunteer registered nurse/licensed practical nurse to be in attendance, as a safety precaution only, for the event.

We'd love to have you join us! The deadline is September 19th.

Please call **Sandy Stoutenburg** at Carewest Colonel Belcher 944-7849, or e-mail her at: sandy.stoutenburg@calgaryhealthregion.ca.

*Sandy Stoutenburg Team Leader
Carewest Colonel Belcher*

TEAMWORK

Patients bring skills to the table

Congratulations to Neuro Rehab patients **Lee, Ingrid, Archie, Bill W., Peter T., Dennis and Paul** at Carewest Dr. Vernon Fanning who refinished a maple table from 2 East yellow pod.

Every Thursday morning for the past four months, this industrious group could be found down in the basement storage area hand-sanding the surface of the table. A couple of gentlemen then used the electric palm sander in the woodwork shop to speed up the process and we are now putting the final finishing coat on this week.

Many thanks to the staff from the Woodwork Shop, Seating Fabrication and Maintenance for their ongoing support. This was a great team project.

*Patty Rhodes Brink
Recreation Therapist, Neuro-Rehab
Carewest Dr. Vernon Fanning*

CAREWEST SARCEE

A day in the life...

Here's a glimpse into a typical day in the life of some of our staff and volunteers at Carewest Sarcee, where anything happens and usually does as we care for our clients.

At 10:00 a.m., I met volunteers **Norma, Steffie, Phil** and **Irene** in the craft room where we were to gather before heading out to go visit **Marion Elliott**, Activity Convener. Marion had recently moved into her own brand new condo and we were anxious to make an inaugural visit.

In the craft room, we found Food Services Team Leader **Rachelle Koch**, Infection Prevention and Control Coordinator **Mary LeBlanc** and residents **Ruth H., Florence D. and Alice W.** busy peeling and slicing fresh peaches for homemade pie, which was to be dessert at supper.

By 10:30 a.m., the ladies and I headed for the front entrance for our visit. We encountered plenty of hustle and bustle in the front room as **Diana Wiebe**, Recreation Therapist for Supportive Pathways, gathered a group of residents for a bus outing. They were headed for a little drive around the community, just get out of the house (so to speak) to see the leaves on the trees and the gardens in the neighborhood.

Later in the day, after a visit to Marion's and the pie-making process had moved into the kitchen for final preparation, I chatted with resident **Doris** about the bus trip. I asked her if she enjoyed the sunshine on her face and Doris replied, "Yes, I do". Doris may not remember the bus trip tomorrow, but today she enjoyed the sunshine on her face. Doesn't that say it all? I've said it before and I'll say it again, our staff and volunteers have the right stuff.

*Gail Benjamin
Coordinator, Volunteers and Pastoral Care*

CAREWEST COLONEL BELCHER

Play it again, Jim

Every Thursday after **Jim Webber** visits his wife **Frances** at Carewest Colonel Belcher, he tickles the ivories and plays some jazz tunes.

As he taps his feet and sings along, resident **Jack Andrews** says it's, "one of the best day of the week!"

Mona Chiu, Receptionist, Carewest Colonel Belcher



Jim Webber (right) tickles the ivories as Jack Andrews (left) looks on.

Canada Day at Royal Park



Jan Whisson, Debby Young, Sydney McGuinness, Anne Marie Klein and Claire Berman.

FALL 2005
**Keeping in Touch
 schedule**

Glenmore Park	Friday, October 7 th 2:30 p.m. to 3:30 p.m. Day Hospital Dining Area
Dr. Vernon Fanning	Dale Forbes will attend unit meetings with Mark Ewan to discuss issues.
George Boyack	Wednesday, October 12 th 2:30 p.m. to 3:30 p.m. Chapel
Signal Pointe	Thursday, October 20 th 2:00 p.m. to 3:00 p.m. Library
Colonel Belcher	Tuesday, October 18 th 1:30 p.m. to 2:30 p.m. Auditorium
Admin Centre	Thursday, October 20 th 9:00 a.m. to 10:00 a.m.
Royal Park	Wednesday, October 26 th 1:30 p.m. to 2:30 p.m. Multipurpose room
Sarcee	Tuesday, October 11 th 2:30 p.m. – 3:30 p.m. Chapel
Nickle House	Wednesday, October 19 th 2:30 p.m. to 3:30 p.m.

As the name suggests, Keeping in Touch sessions are an opportunity for management to keep in touch with the staff of Carewest by --

- Providing an opportunity for employees to address and discuss issues.
- Keeping employees informed of current Carewest business plans.

**HANDI-BUS AND ACCESS
 Fanning residents
 thank drivers**

On July 28th, the Carewest Dr. Vernon Fanning Residents' Council handed out thank you cards, coffee and doughnuts to about 45 Handibus and Access Calgary drivers.

The Residents' Council declared the 28th Handibus & Access Calgary Appreciation Day to show how grateful and appreciative they are to the well-trained and courteous drivers who take them to their medical appointments, to church services, family visits and other activities outside the centre.

The residents had as much fun as the drivers, who were also very thankful to have been thanked and acknowledged. This is the second year Fanning residents have done this.

*Helen Retardo
 Receptionist
 Carewest Dr. Vernon Fanning*



Linda Lemke, President of the Carewest Dr. Vernon Fanning Residents' Council, hands thank you cards to two Handibus drivers while Larry Findlater and Joanne Vetter look on.

New dental program for seniors

The new Dental Assistance for Seniors program pays for up to \$5,000 of basic dental work every five years. Dental work that may be covered includes checkups, cleanings, fillings, extractions, root canals and basic dentures.

The amount of coverage you will receive is based on your annual income (see table below).

Most single seniors with a yearly income less than \$30,000 will qualify for this program. Most senior couples with a yearly income less than \$60,000 will also qualify.

To find out how much of your dental work is paid for, you or your dentist can call Alberta Blue Cross at 1-800-661-6995. Your Personal Health Number is required when you or your dentist submits a claim or has a dental claim question.

The dental work will be paid by one of two ways:

1. Dentist bills Alberta Blue Cross directly:
This program will pay the dentist for the amount that is covered by the program. If there is a difference between the amount covered by the program and the dental bill, you need to pay the difference. For example, if your dental bill is \$280 and this program covers \$230, you pay \$50 (\$280 - \$230 = \$50).
2. Dentist does not bill Alberta Blue Cross directly:
You pay the full dental bill. Then, you can apply to get money back later by submitting an Alberta Blue Cross Dental Services Claim Form (available from your dentist or online at www.ab.bluecross.ca).

*Lea Russell
Dental Hygienist, Oral Health Calgary Health Region*

	If your yearly income is:	You may get up to this much coverage:
Single	\$0 to \$20,000	Maximum
	\$20,001 to \$30,000	Partial
	Over \$30,000	Not eligible
Couple	\$0 to \$40,000	Maximum
	\$40,001 to \$60,000	Partial
	Over \$60,000	Not eligible



Dental Program Details

To Qualify

You must:

- Be 65 years of age or older;
- Live in Alberta for at least three months before applying; and
- Be a Canadian citizen or admitted to Canada for permanent residence (landed immigrant).

Application Information

If you have already applied for the Alberta Seniors Benefit program or the Optical Assistance for Seniors program, you are automatically enrolled in this program and do not need to apply.

If you have *not* applied for the Alberta Seniors Benefit program or the Optical Assistance for Seniors program, you need to apply for the program. To get an application form, please call 1-800-642-3853 or visit www.seniors.gov.ab.ca

For More Information

Phone: Toll free 1-800-642-3853
 Web: www.seniors.gov.ab.ca
 Mail: Seniors Services Division
 Box 3100, Station Main
 Edmonton, AB T5J 4W3

COMPREHENSIVE COMMUN

Homie the Gnomie jailed for privacy breach



Homie the Gnomie, investigative reporter for Carewest’s Comprehensive Community Care (C3) program, was sentenced to prison yesterday for contravening the Health Information Act.

In the June issue of *Carewrite*, Homie reported that he had “poured through” C3 client files in search of a critical clue in an undercover investigation. At the time, he suspected two 100-year-old C3 clients of pulling off a heist that netted them a bounty of gold medallions. The information Homie accessed in the client files was confidential and he should not have used it to satisfy his curiosity or solve mysteries.

The Health Information Act – Section 107 (2) states that no person shall knowingly gain or attempt to gain access to health information in contravention of this Act. The Act also states that a person who contravenes Section 107 is guilty of an offence and liable to a fine of not more than \$50,000.

Editor’s Note

We recently conducted a survey with *Carewrite* readers to find out which regular features they most enjoy reading. Although Homie the Gnomie was a favourite with some readers, his overall ratings were low. Homie’s prison sentence coincides with our decision to retire his regular column. It is with regret that he hangs up his keyboard and heads for ‘the big house’. Happy trails, Homie.

In his statement to the judge, Homie said, “I did not examine those files with the intention of harming anyone. In fact, I was trying to protect the good people of Carewest. What if those grannies had turned out to be hardened criminals? We have a right to protect ourselves!”

With his integrity as an investigative journalist at stake, Homie refused to pay the fine. The judge had no alternative except to hand him a prison sentence. In an unusually bold move, the judge sentenced him to 10 years behind bars.

“I thought Martha Stewart was a scapegoat,” said Homie, “but this takes the homemade double fudge cake.”

Homie the Gnomie voluntarily resigned from his post as investigative reporter for C3 today, stating that his indiscretion should not tarnish the stellar reputation of the dedicated people who work there.

*Vicki Davies, Recreation Therapist, C3
& Divona Herzog, Carewrite Editor*



Homie the Gnomie packs his guitar in preparation for an extended stay in prison. As a parting gift, staff and clients at C3 presented him with sheet music for the song “Jail House Rock”.

WE WELCOME YOUR
SUBMISSIONS
Carewrite schedule

October

Submission deadline: October 7th
Publishing date: October 13th

November

Submission deadline: November 3rd
Publishing date: November 10th

HAPPY BIRTHDAY ALBERTA
100 years ago...

- Plutonium, insulin, and antibiotics hadn't been discovered yet.
- The average life expectancy was 47.
- Scotch tape, crossword puzzles, canned beer, and iced tea hadn't been invented.
- Sugar cost four cents a pound.
- Marijuana, heroin, and morphine were all available over the counter at corner drugstores. According to one pharmacist, "Heroin clears the complexion, gives buoyancy to the mind, regulates the stomach and the bowels, and is, in fact, a perfect guardian of health."

www.naute.com/stories/100years.phtml

