

# Carewrite

Carewest news and information for everyone



## Families create beautiful gardens and planters

Spring has sprung at Carewest Signal Pointe for the annual family spring planting day. Family, friends and loved ones gathered at the care centre to adorn the outdoor gardens, planters pots and flower boxes with different types of flora. Here, Erika Berg, right, Alexander, Allen and Carol lend a helping hand. Photo by Samara Cygman

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## September issue

- Submission deadline: September 10
- Publishing date: September 17

Carewrite is not published during the months of July and August

### **Submissions are welcome from everyone...**

staff, residents/clients and their families, volunteers, students, etc. Please see the back cover for submission details.

# The Amazing Wheelchair Race And other great events in celebration of Staff Appreciation Week



Carewest Staff Appreciation Week was full of fun and frivolity as employees took part in site breakfasts, wheelchair races and trivia contests.

Staff at Carewest Administration raced down the halls in hospital gowns, trying to control their laughter and beat out the opposing teams. In first place were Theresa Valadka, Health and Safety Nurse, Geoff Poelman, Education Association and Samara Cygman, Communications Coordinator.

In the photos above, Angela Beran, Recruiter, Volunteer Services (left photo) and Jessica O'Connor, HR Associate (right photo), race around a table and down the hallway at Carewest Administration in an attempt to score the best time during The Amazing Wheelchair Race. Photos by Samara Cygman.

*Samara Cygman  
Communications Coordinator*

*For more photos, please see Pages 3 and 4.*



## Carewest Glenmore Park races for the finish line

Rain didn't stop Carewest Glenmore Park from celebrating Staff Appreciation Week with wheelchair races. Five teams entered the big event. "Rosse's" team from 1 East Rehab was the winner and the second floor Rehab "Spoiled Linens" won for best cheers.

Everyone was happy to see the Admin Office participate and we cheered Bev Rosia on (pictured left) as she made her way through the course. What great team spirit Carewest Glenmore Park has. Way to go!

*Cindy Randall, Therapy Aide  
Carewest Glenmore Park*



## Start your engines!

Carol Dallaire (left) and Blair Phillips (right), both of Carewest Administration, race down the hall at the Southport office. Carol wisely donned safety glasses for the fast-paced event.

Photos by Samara Cygman

# Nametag is a must-have on the job

You may not think the little yellow nametag bearing your name, title and affiliation to Carewest is an important part of your daily ensemble.

Not only is it important but it is a must-have when on the job at Carewest.

Part of the Carewest culture, the yellow nametags are necessary when communicating to residents, clients and families while on duty.

Carewest Dress Standards policy states that Carewest name tags must be worn by all on-duty employees. There are a number of reasons why.

When caring for individuals suffering from dementia or other cognitive disorders, wearing your nametag is a necessary part of the provision of care. When memory is affected in the individual you are caring for, the consistent reminder of who you are can reduce anxiety and provide comfort.

When speaking with residents, clients and their families, the nametag gives you the credibility of a professional Carewest employee. This comes in handy if one of our residents, clients or their family members has a question and is wondering who they can talk to.

It also helps build relationships between Carewest staff and those who use our services.



If you are a new employee or if you have any new employees working on your unit or in your department, the nametags are a great first step towards getting to know one another.

Should an emergency ever occur, your nametag becomes an important identifier as someone who can help, someone who needs to be accounted for or someone who can direct emergency services.

Although the nametag may be the last thing you put on before walking through our doors, it's one of the most important. Please make sure they occupy the prominent spot they deserve.

If you've lost or broken your nametag, print off the Name Badge Requisition form on Careweb (on the Forms page) and fax it to Jean Stern at 403-943-8188.

*Samara Cygman  
Communications Coordinator*



## Twist those hips!

Instead of a wheelchair race, Carewest Signal Pointe held a hula-hoop contest to celebrate Staff Appreciation Week.

It's harder than it looks! Pictured here are Letty Miguel and Ormelida Licudo.

*Cecilia D'mello  
Carewest Signal Pointe*

# Medication Reconciliation

## aimed at preventing errors

Medication Reconciliation is here, thanks to the many dedicated Carewest staff who helped get this important initiative off the ground.

Bev Rosia, Director, Rehabilitation and Recovery Services, says this fall, all of the Carewest sites will be practicing Medication Reconciliation.

“So many people contributed to get Medication Reconciliation off the ground and I’d like to thank everyone for the extra effort employed to incorporate one more priority for the safe care of our clients,” says Bev.

“Obtaining this vital information reduces discrepancies and prevents potential errors.”

Medication Reconciliation is the formal process of:

- At admission, obtaining a complete and accurate list of each client’s current and pre-admission medications – including name, dosage, frequency and route to create a Best Possible Medication History (BPMH).
- Using their BPMH to create admission orders or comparing the list against the client’s admission orders, identifying and bringing any discrepancies to the attention of the prescriber for resolution.
- Any resulting changes in orders are documented and communicated to the relevant providers of care and to the client (or family members wherever possible).



Members of the Medication Safety Quality Council stop to say thank you to everyone who participated in bringing Medication Reconciliation to Carewest.  
Photo by Samara Cygman

Scott Gelfand, Carewest Clinical Pharmacist, says Medication Reconciliation is required for accreditation as a patient safety standard.

“Carewest initially started work on it in February of 2006, first creating an action plan, and then collecting baseline data that summer. Pilot studies were conducted initially on Glenmore Park 2W, and then also at Carewest Colonel Belcher,” he says, adding that Carewest had been collecting a BPMH since September 2008 and using that as a basis for admission orders.

“This has been a much more efficient method, since it more closely resembles the previous way we obtained orders, while collecting more complete medication histories. By doing this check, the number of medications, which may have been previously missed, should be decreased.”

*Samara Cygman  
Communications Coordinator*

# Alberta Occupational Health Nurses Association names Roxanne McKendry Nurse of the Year

The Nurse of the Year Award, bestowed upon one person in the province of Alberta on an annual basis, has landed within the Carewest ranks.

The Alberta Occupational Health Nurses Association (AOHNA) award was this year given to Roxanne McKendry, Carewest's Manager of Employee Health and Safety.

The plaque was presented on May 28 at the AOHNA annual conference and banquet in Calgary in recognition of Roxanne's demonstrated extraordinary involvement and achievement in occupational health nursing.

"I was proud – this award is for volunteerism and a commitment to nursing," says Roxanne.

"I encourage my kids to volunteer and become involved and I invited them to the banquet with the intention to demonstrate through example, that volunteerism, commitment and hard work culminate in recognition."

Roxanne became an AOHNA member in 1992 and began volunteering with the association a couple of years later.

Throughout the years, she wore a number of hats, from marketing coordinator and later, president at the chapter level and then president at the provincial level.

She continued to sit on the provincial executive as past president and currently works as marketing coordinator.

Sue Hocken, past president with the AOHNA, says during Roxanne's career, she has exhibited a high degree of professional ability in the area of occupational health nursing with an emphasis on practice, education, and/or research.



Holding the Alberta Occupational Health Nurses Association (AOHNA) award for Nurse of the Year, Carewest Manager of Employee Health and Safety Roxanne McKendry reflects on years of volunteer service with the AOHNA.  
Photo by Samara Cygman

"Roxanne has, through participation, leadership and innovative achievement, made an outstanding individual contribution to the profession which has resulted in improvement of the quality of standards of practice and furthered the profession of occupational health nursing at the provincial, national and international levels," she says.

"She is positive and enthusiastic. Her experience and expertise as an AOHNA Executive member is an invaluable asset."

*Samara Cygman  
Communications Coordinator*

# Paraplegic dog does rounds with Hospice doctor who helped him regain his mobility

No one could ever say the accident that claimed his ability to walk three years ago stopped 11-year-old Logan from strutting his stuff.

The blond, friendly golden retriever is one of the most popular visitors at the Carewest Sarcee Hospice, where he can be seen on a weekly basis, hanging out, wagging his tail and receiving pats on the head from residents and their families.

Logan was hit by a car three years ago, sustained a spinal cord injury and lost all feeling in his hindquarters.

Rather than put him down, his owner Paul Lloyd decided that he would do what he could to ensure Logan had the best quality of life possible.

He enlisted in the help and advice of friend Dr. Ian Kroll and together they nursed

Logan back to health. With the aid of a specialized wheelchair and catheter, Logan lives a full life and will often accompany Dr. Kroll on his rounds at the hospice.

“People are just drawn to him. He helps them forget about their pain and suffering and enhances their quality of life. People go from one week to the next, looking forward to Logan’s visit,” says Dr. Kroll.



Logan, an 11-year-old paraplegic dog, visits residents at the Carewest Sarcee Hospice and receives a pat on the head from resident Carmel MacSephney. Logan’s owner, Paul Lloyd, right, brings Logan in on a weekly basis to do rounds with Dr. Ian Kroll, left. Logan was hit by a car three years ago and now gets around in a wheelchair, supporting his back legs. Photo by Samara Cygman

“And having Logan with me is a really nice way to meet people that isn’t a doctor-going-to-deal-with-physical-illness scenario.”

Hospice resident Carmel MacSephney says it’s a pleasure when Logan comes to visit.

“He brightens my day when he visits,” she says.

“He’s beautiful and sure is loved here.”

*Samara Cygman  
Communications Coordinator*

# EMPLOYEE Cathy Reesor

# PROFILE

Carewest employees and volunteers make up a vibrant community with diverse talents and dreams. This month we profile Cathy Reesor, Nursing Attendant at the Hospice at Carewest Sarcee.

Carewest Nursing Attendant Cathy Reesor believes laughter is the best medicine.

One might think that working at the Hospice at Carewest Sarcee might be a humourless job but Cathy, 49, says it's just the opposite.

"I think laughter is very important and many people don't think there can be laughter in the hospice but there can be," she says, adding she once took an Introduction to Clowning course.

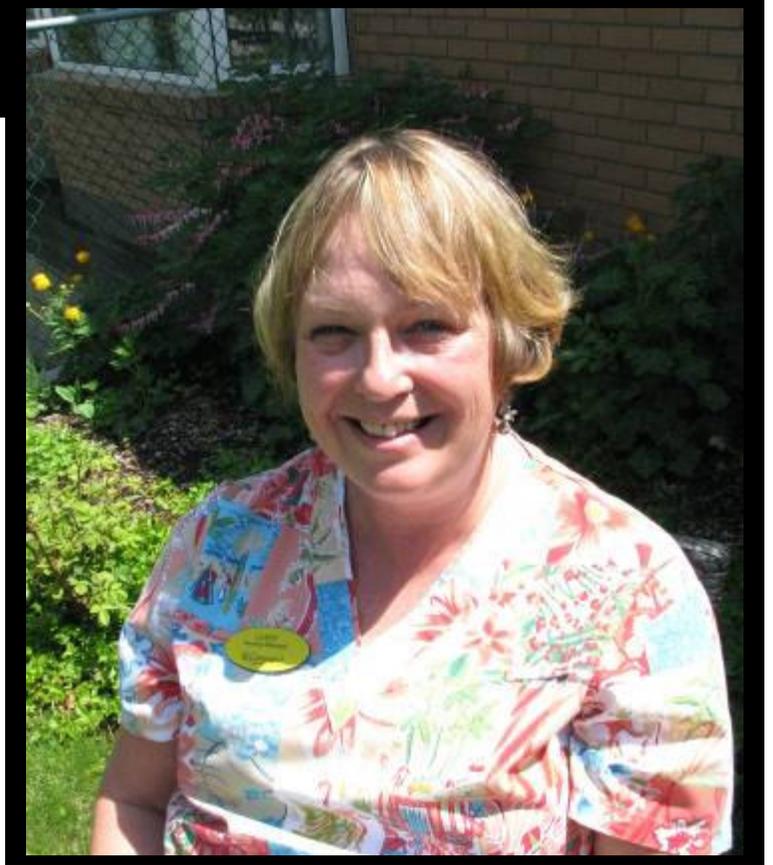
Born and raised in Calgary, Cathy was the youngest of five siblings – all of them brothers.

Her mother, a registered nurse since 1944, was diagnosed with MS when Cathy was four and she grew up accustomed to helping her mom with personal tasks and household duties.

Although Cathy was always encouraged to enter into the health care profession, she instead dreamed of working in an administrative position and raising a family of her own.

Out of high school, Cathy secured a job at Dome Petroleum as an executive assistant, and it was there that she met her husband, Ken.

"When he walked out of the elevator, I turned to my co-worker and said there's the man I'm going to marry. It was so weird," she laughs.



"He worked in the maintenance department and I offered to take us all out for a drink, but everyone knew I just wanted to meet him. Nobody showed up but him, and I just stuck with him. That was 28 years ago."

Together, Cathy and Ken backpacked around Kananaskis, settled down on an acreage north of Calgary and bought several horses.

They had two sons, who are now 18 and 24 years old. After her second son was born, Cathy ran a day home for children out of her house for 10 years.

*Continued on Page 9.*

## Employee Profile: Cathy Reesor

*Continued from Page 8.*

“During that time, I lost a lot of my clerical skills because I didn’t have a computer. I was feeling like I needed a change from the day home. I also had just undergone a transition where I was caring for my mother more and more,” she says.

“So I took the Health Care Aide course. I was hired at Carewest eight years ago.”

Cathy started at Carewest Signal Pointe and worked there for seven years before she decided she wanted a change of scenery.

She transferred to the Hospice at Carewest Sarcee in January 2009.

“When I did my schooling, I learned that dementia was one of the areas in which I could work and I fulfilled myself in that area. After that, I knew I wanted to work in Palliative Care and I have never been happier – I love my job,” she says.

“I’m a comforter and a hugger and I can’t say enough about the team I’m working with here.”

Cathy works part-time hours and finds that her days are filled with doing rounds, bathing, feeding and generally caring for residents and their families. “Here, you work with families, just as much as the clients,” she says.

“Giving hugs is my favourite part, and knowing that you’ve looked after everyone and done a good job.”

*Samara Cygman  
Communications Coordinator*



### **Rose Doering retires after 17 years with Carewest**

Staff at Carewest Nickle House recently held a farewell/retirement party for Rose Doering. Rose was the cook at Nickle House for two-and-a-half years and has worked with Carewest for 17 years.

Rose has moved to Grande Prairie to be with her son and his family. We will miss her great home cooking and the caring spirit she shared with us at Nickle House.

## **New ECO buzzwords**

### **Precycle**

To precycle is to minimize the amount of waste that enters the home. In the way that we now recycle our papers and plastics, precycling aims to get citizens thinking about packaging and products before even making their purchases.

### **Ecosexuality**

Ecosexuality refers to individuals who select their partner based on their shared environmental concerns. For example, a vegan may choose to only be with another vegan because of their similar food choices and opinions about the state of the Earth.

### **Energyxia**

Energyxia is a combination of energy and anorexia. It refers to a situation in which people follow an extremely strict carbon-footprint-shrinking regimen. It was first used by *The New York Times* in October 2008.

*www.green.sympatico.msn.ca*

# ? Did you KNOW

**Research conducted by the Mayo Clinic has found that speaking positively can be good for your health.**

## **Did you know... that Carewest has introduced a series of Positive Talk booklets to help you live more positive lives – at work and at home?**

Positive Talk 1 and 2 were created with the intention of helping you, our staff, communicate more effectively with your coworkers, residents, clients and their families.

These techniques can be used at work or even outside work.

The purple and orange booklets were distributed to all staff and are now available at each site, in the front brochure racks by the main reception.

We are hard at work on Positive Talk No. 3: A Resource for Carewest Residents, Clients and their Families.

This booklet is intended to help residents, clients and families become a more productive part of the health care team by encouraging the use of positive language, problem solving techniques and appropriate responses to certain scenarios that commonly occur within a health care setting.

Thanks to all the families and residents who participated in the focus groups.

Positive Talk No. 3 has an anticipated release date of this summer.

*Samara Cygman, Communications Coordinator*



## **Artists from all Carewest sites participate in annual art show**

Louise Losam and Robert Addie, residents at Carewest Colonel Belcher, made the trip down to Carewest Dr. Vernon Fanning for the annual Fanning Art Show.

Artists from all Carewest sites were on hand to show their work and admire talent from across Carewest. For more photos, please see Page 16.

Photo by Samara Cygman



# What's new on Careweb this month?

Username:

Password:

[» Forgot your password?](#)

## Liko Mechanical Lift Training

Lifting safely is an important part of the job for many Carewest employees. Here, you can watch video clips that illustrate how to lift residents and clients using the Liko Mechanical Lift devices. You can find this page under the Education tab.

## Accreditation info

Accreditation is here! Accreditation is an opportunity for Carewest to measure its policies and practices against standards of excellence that are applicable to almost all areas of health care, along with some unique to specific clinical teams. Take part by visiting the new Accreditation page, under the Resources tab, to complete the Patient Safety Culture Survey.

## PeopleSoft Pay Advice

On June 30, 2009 you will receive a new and improved pay advice (stub). This pay advice is the first indication of a transition occurring Carewest wide to the new PeopleSoft web-based pay system. Pay advices will be presented in a new format and be much more detailed. Included in those details are employee and employer benefits costs, taxable benefits and your vacation bank. Visit the home page to see a sample of your new pay advice and how to read it.

Read more at  
[www.carewestintranet.ca](http://www.carewestintranet.ca)



## Annette Peal retires

Carewest staff gathered at the Carewest Dr. Vernon Fanning Centre to wish Social Worker Annette Peal a happy retirement. Annette has been with Carewest for over 25 years and has worked at various Carewest sites. Throughout the years, Annette has left a significant impact on both her co-workers and clients alike, and will be missed by all. Photo courtesy Kate Ceglarek

Face it – elder abuse happens. Let’s talk about it.

That’s the tagline from the Kerby Centre’s elder abuse awareness campaign – designed to shed some light on the subject of elder abuse.

And with the recent marking of World Elder Abuse Awareness Day on June 15, people are taking the opportunity to recognize local and regional efforts being made to raise awareness of abuse of older adults – efforts like the Kerby Centre’s Elder Abuse Line and the Kerby Rotary House Shelter.

Tariq Darr, Counsellor at the Kerby Centre, says the Kerby Centre provides education and services in an attempt to tackle elder abuse.

“The Kerby Rotary House Shelter operates for seniors fleeing abusive situations and provides 24-hour-a-day, seven-day-a-week crisis counseling, as does the Elder Abuse Line,” he says.

“We try to provide safe, independent housing, financial support and try to extract the person out of the abusive situation and educate them about abuse.”

Robert Storrier, Public Affairs Officer with Alberta Seniors and Community Supports, says Protection for Persons in Care – an organization responsible for investigating reports of abuse involving adults receiving care services from publicly funded agencies – receive about 500 reports of abuse every year.



**Let’s talk about it.**

“If the complaint is criminal in nature, the matter is referred to the police,” he says.

“An investigation involves gathering information to determine what occurred, and to identify if any recommendations are warranted. The recommendations are made to agencies to prevent abuse from occurring in the future, to increase safeguards and to improve the safety and well-being of clients.”

Abuse can happen to anyone of any culture, gender, demographic or age.

Abuse of older adults refers to actions that harm an older person or jeopardize the person’s health or welfare. It can be a single or repeated act. It can occur in any relationship and can be inflicted by anyone – spouses, children, grandchildren, siblings, care workers, friends, neighbours or any individual in a position of power, trust or authority.

*Continued on Page 13.*

## Face it – elder abuse happens

*Continued from Page 12.*

Abuse in older adults can take many forms, including physical, emotional, financial, sexual, violation of rights, spiritual and neglect.

- **Physical:** includes violence or rough treatment, even if it doesn't leave an injury. It can also be a threat of physical force. A push that might not hurt a younger person can be very harmful to an older adult. Physical abuse can also include inappropriate use of medications or restraints.
- **Emotional:** includes name calling, intimidation, threats, yelling, ignoring or socially isolating an older person. Emotional abuse is often a form of control. It can also be known as verbal, mental or psychological abuse.
- **Financial:** this form of abuse is the most common among older adults. It can involve illegally or improperly using a person's money, assets or property without the person's permission or knowledge. It is often a form of theft or fraud.
- **Sexual:** is sexual contact with an older adult without that person's consent. It can include pressuring an older adult for intimacy, fondling, touching and sexual assault. Sexual abuse can also include sexual comments, jokes or leering.
- **Violation of rights:** means ignoring older adults' entitlement to basic rights and freedoms that other adults often take for granted. Violation of rights may include restricting visitors or restricting a person's liberty, freedom, rights to privacy, access to information or available community supports. It can also include making decisions about an older adult's health, personal care or finances without the person's consent.

- **Spiritual:** means restriction or loss of a person's spiritual practices, customs or traditions. It also includes using an older person's religious or spiritual beliefs to exploit them, attacking a person's spiritual beliefs and not allowing the older person to attend church, synagogue or temple of his or her choice.
- **Neglect:** can be physical, emotional or financial. It refers to situations where a person has a responsibility to provide care or assistance to an older adult but does not. Abandoning a person is another form of neglect.

*(Source: World Elder Abuse Awareness Day, Factsheet No.3)*

"The more people are informed, the more abuse can be prevented," says Tariq.

If you or your loved one are a victim of abuse, or if you'd like more information, please phone the Kerby Elder Abuse Line at 403-705-3250 or Protection for Persons in Care at 1-866-331-3933.

You can also visit the Canadian Network for Prevention of Elder Abuse at [www.cnpea.ca](http://www.cnpea.ca)

*Samara Cygman  
Communications Coordinator*

## New words in English

1. **Coffee** (n.), the person upon whom one coughs.
2. **Flabbergasted** (adj.), appalled over how much weight you have gained.
3. **Flatulence** (n.), emergency vehicle that picks you up after you are run over by a steamroller.
4. **Balderdash** (n.), a rapidly receding hairline.
5. **Negligent** (adj.), describes a condition in which you absentmindedly answer the door in your nightgown.

# Supportive Pathways training takes staff on enlightening journey

There were few dry eyes but lots of smiles throughout the two-day Supportive Pathways Train the Trainer session as about 20 Carewest staff took an educational and emotional journey through carefully prepared course materials, videos and exercises that illustrate what it might be like to have dementia, how to care for someone with dementia and popular misconceptions about people suffering from dementia.

The eye-opening course, led by Director, Chronic Care – Supportive Pathways Marlene Collins and Client Service Manager Lynn-Ann LeClair, was held at Carewest Signal Pointe and offered a glimpse into a world that few people truly understand.

Marlene says that all Carewest staff are encouraged to take the Supportive Pathways course to enhance their knowledge and be able to better support a person with dementia.

“Even if you don’t work directly on a dementia care unit, the Supportive Pathways program will give you valuable insight into Carewest’s philosophies of care and skills in providing care for the whole person,” she says.

“This philosophy can be applied in all areas of your life.”

Whether you were thinking about yourself or your parents or grandparents, the Supportive Pathways program lent a face to this common and progressive disease as well teaching participants how not to depersonalize those who require care. Using entertaining exercises, personal anecdotes, engaging videos and informative slides, participants learned how to enter into the reality of someone with dementia – how to accept, understand and support the individual pathways someone may take in the progression of the disease or any other condition that requires a care relationship.

Marlene says the Supportive Pathways philosophy encompasses the thought that people always have a say in how they live their day – which should be driven by the wants of the individual instead of the wants of the caregiver.



New graduates from Carewest’s Supportive Pathways program hold up their certificates. The group, which included directors, managers, therapists and nursing staff, took the two-day Train the Trainer session. Photo by Samara Cygman.

“In Supportive Pathways, we use the ‘Path of Least Resistance philosophy’, which says if a resident says ‘no’, it means no – unless it creates a safety issue,” says Marlene.

“So what if I don’t want to go to bed now, eat now or bathe now? The philosophy of care is a quality-of-life, person-centred way of bringing our residents through their day in the most dignified, caring way possible. That is job No. 1.”

*Continued on Page 15.*

# Tenacious fundraiser expresses gratitude for support

Dear friends, family and everyone who has supported me for the MS Walk:

Last Sunday was the MS Walk and the weather was not the best for the event. But with the support of Tracy Baraluk, Deana (my daughter and her family), Jason and Spencer we braved the cold and completed the walk. Through your continued support the unofficial count that I've raised is \$4,880.

This event is extremely important to me in that it helps me give back to the MS Society for all that they have done and continue to do for me.

It has been 37 years since I was first diagnosed with this disease. I moved into Carewest Dr. Vernon Fanning 1 East 21 years ago and was independent enough to manage a manual chair and to feed myself. However, the disease has progressed and I now need full assistance.

With the help of the occupational therapist and physio, I maintain some mobility. I now manage to drive my wheel chair with a chin control (thank you Sandra Hunter).

I am so grateful for the support that I have here at Fanning. You are my LIFE LINE. The word thank you never seems enough.

For all those that supported me in this fund raiser, I am forever grateful. I would like to name each and everyone to thank you for your support but that would be too many to list. Know that you are in my thoughts and I appreciate all that you have done.

*Donna Thurber  
Resident  
Carewest Dr. Vernon Fanning*



Donna Thurber has again raised a remarkable amount of money for the MS Walk.

## Supportive Pathways training

*Continued from Page 14.*

Comments from the multi-disciplinary group of participants in the two-day Train the Trainer session, held at the end of May included:

- “There is no absence of joy and humour while caring for an individual with dementia.”
- “Wonderful teachings, very enthusiastic and enlightening.”
- “I have even more tools in my toolbox to help deal with any situation.”
- “Thank you so much for your enthusiasm and passion.”
- “The concepts from Supportive Pathways will help greatly in enhancing the care and quality of lives of our residents.”

For more information about Supportive Pathways phone Marlene at 403-260-5441 or e-mail [marlene.collins@albertahealthservices.ca](mailto:marlene.collins@albertahealthservices.ca) or to register for the next course, please call Wendy MacLellan at 403-943-8181 or e-mail [wendy.maclellan@albertahealthservices.ca](mailto:wendy.maclellan@albertahealthservices.ca)



## Art instructors proud of their students' accomplishments

Art instructors from Carewest Sarcee and Carewest Royal Park proudly pose with two of their students at the annual Fanning Art Show. Pictured on the left are Amanda and Violet from Carewest Sarcee. In the photo on the right are Moy and George from Carewest Royal Park. The event features art from all Carewest sites.



## Gerontological Nursing Conference in Banff

Coleen Manning, Jennie Hollings and Janice Ebbert and I had the great opportunity to attend the 15th National Conference on Gerontological Nursing – Making Moments Matter. We met more than 300 people including clinical nurses, nurse practitioners, educators, managers and researchers from cities across Canada and over 10 cities in the world.

There were numerous concurrent sessions to share experience and information. The conference was successful and rewarding in giving me the inspiration and knowledge. I will continue to use best practice, education, research to provide best care, serve our older adults and improve quality of life. Please refer to the web site of CGNA to see more detail of the conference.

Thanks to Carewest for giving me the precious moments to attend the conference. Special thanks to Alberta Gerontological Nursing Association and Canadian Gerontological Nursing Association for organizing such a wonderful conference!



(Left to right) Coleen Manning, Jennie Hollings, Janice Ebbert and Halley Leung stand in front of a majestic mountain at the Banff conference.

*Halley Leung*

*Carewest Pain and Palliative Care Consulting*



## Staff elated about elevator

Carewest Sarcee staff gather around to celebrate the opening of the new and improved elevator after months of repairs (see photo on the left). A temporary elevator had been operating in the interim to transport residents, clients, families and staff between the first and second floor of the care centre. Unfortunately for Adrian (see photo on the right), the temporary lift chose to malfunction and became stuck for about 45 minutes. Luckily, his co-workers took pity on him and made sure he had food and an iPod to help him pass the time. Photos by Samara Cygman and courtesy of Margaret Bates.



## Mock fire triggers practice evacuation

Lucille Manley, Carewest George Boyack resident, enjoys a Popsicle with Dennis Teeling, Transportation Services, and Educator Wendy Weerstra after an evacuation drill at the care centre.

A mock fire saw residents on the second floor evacuated to Carewest buses in the parking lot. The evacuation took 25 minutes. Photo by Samara Cygman

# Carewest staff support quality care through giving

The recently instituted “Jean Friday” is a great initiative and participants are helping make a difference.

Through this creative type of employee giving, the Calgary Health Trust received a \$1,000 donation from the Carewest Administration Social Club. Funds will be directed to Carewest Greatest Needs.



Carewest Administration Social Club member, Debbie Chaisson, hands the Calgary Health Trust's Candace Lacina a \$1,000 donation.

Another great way to give is now available to Carewest staff. Carewest payroll recently transitioned to People Soft and staff can now participate in the Calgary Health Trust's Employee Giving Program.

The program allows Alberta Health Services-Calgary employees the opportunity to show support to quality health care in our community by contributing through payroll deductions. An easy and convenient way to give, deductions can be made from each pay or you can make a one-time lump sum donation.

All donations are eligible for a tax receipt and every dollar you contribute is invested in the project and facility of your choice. Areas of support can include equipment, staff education, or programs and services.

To enroll in the Employee Giving Program email [employeeegiving@thetrust.ca](mailto:employeeegiving@thetrust.ca), call 403-943-0615 or visit the iweb and click on the Calgary Health Trust Employee Giving link on the right hand corner of the web page.

Every donation makes a difference. Thank you for your continued support.

*Calgary Health Trust*

## Keep this in mind when forwarding a donation to Calgary Health Trust....

In order to express gratitude for the gifts and/or notify the next of kin in a timely fashion, all donations received at all Carewest sites via mail, telephone or walk-in need to be forwarded to the Calgary Health Trust as soon as possible.

If you have any questions about process or the proper donation form, please check with your Manager or contact Calgary Health Trust Development Officer Candace Lacina at 403-943-3703 ext. 2.

Things to keep in mind when submitting a donation:

- You can send them directly through the internal mail system. Send Attn: Candace Lacina, Calgary Health Trust, Rockyview Site Office.
- Donors can also mail or drop off their gifts at the Calgary Health Trust site office. Calgary Health Trust, c/o Rockyview Hospital, 4th Floor, Fisher Bldg, 7007- 14th St. SW T2V 1P9.
- You can call 403-943-3703 ext. 2 to coordinate the pick up of larger donations or to discuss any gift-in-kind donations, such as artwork.
- Please include all envelopes and cards with the donation, as well as any notes regarding the donor's wishes.
- If a donation is made by credit card (over the phone or at the site), please fill out a Calgary Health Trust donation form.

Thank you for your support in this process!



## Bumper crop of tomatoes coming

No matter which way you say it, tomatoes will be enjoyed by all at the Carewest Sarcee Comprehensive Community Care (C3) program after these tomato plants grow. Working on the plantings, from left, are Agnes Nottell, Inez Goudy, Elizabeth Vigh and Mara Shkolnik. Photo by Samara Cygman



Master's student Rachel Hanna is doing her practicum at Carewest Glenmore Park.

## Sockless Rachel Hanna

Rachel Hanna hates socks. She refuses to wear them, even in the dead of winter.

“I’ve learned to accept shoes,” she says.

Besides her aversion for footwear, Rachel has many other interesting characteristics.

The 23-year-old student from Queen’s University in Kingston, Ont. has two bachelor degrees and is currently working on a Masters of Science in Occupational Therapy. And she’s doing it from Carewest Glenmore Park.

“This has been a really good experience for me,” she says, adding that she’s five weeks into an 8-week practicum.

“I’ve really enjoyed the multi-disciplinary approach and that’s very strong here. I’ve learned a lot from the other professionals.”

*Continued on Page 29*



## Let’s hear it for Fathers

Carewest Royal Park residents celebrate Father’s Day with ice cream sundaes and a little homemade music.

*Jan Whisson, Activity Convenor, Carewest Sarcee and Royal Park*

# Overnight suite an oasis of privacy

Being intimate with a loved one or getting some quality alone-time with your family can be difficult in a long-term care setting.

Especially if one or more of those family members has a disability.

But now, residents at Carewest Dr. Vernon Fanning have a place to go for a little privacy with the opening of the new Overnight Suite.

Therapy space by day, this multi-purpose room on the second floor will act as a sanctuary for families and couples on the weekends.

Katie Gerke, Dr. Vernon Fanning resident, says without the proper equipment and a little bit of privacy, it's difficult for couples at the care centre to be intimate.

"I have a boyfriend and there was no intimacy because there really wasn't any place to go because there wasn't the equipment to support us," she says.

"At Fanning, there are many couples – husbands and wives, boyfriends and girlfriends, significant others – and to have this opportunity gives them life. When we told them about this overnight stay suite, they were ecstatic."

Equipped with an overhead ceiling lift, the Overnight Suite offers amenities like a queen-sized Murphy bed, flat-screen television, table and chairs and additional cots for family members.



Before and after shots of the room developed to be Carewest Dr. Vernon Fanning's Overnight Suite. Residents and their families will be able to use this room on weekends for a bit of privacy and quality time alone. Photos by Samara Cygman

There is plenty of room in which to navigate and the room is tastefully decorated to give it a home-away-from-home feeling.

Nilima Parikh, Client Service Manager, says using the Overnight Suite will give some residents discharge training – a bit of practice to see what living independently will be like.

"We wanted to provide the equipment and training for family members to promote independence," she says.

"It also provides privacy to the residents who live here and aren't able to go home. We're telling them we acknowledge your needs and will provide for these needs."

*Samara Cygman  
Communications Coordinator*

# “The book lady”

## Nominated for Outstanding Calgary Seniors Award

For a long time Norma High was known as the book lady – and for good reason too.

Back in the days when Carewest Glenmore Park was known as the Glenmore Auxiliary Hospital, Norma started doing her rounds, every two weeks, on every unit.

She was a nurse by trade but adopted quite a different role at the care centre.

In 1974, Norma began volunteering at the library and joined their Homebound Readers Program (now known as Readers in Residence).

In 1975, she began making regular visits to the residents and clients at Carewest Glenmore Park with a trolley of books for all types of readers.

And today, at the age of 76 years old, Norma still visits the care centre every two weeks, sometimes with helpers in tow.

“My grandkids, Taylor and Matthew, started here on Fridays, once a month, when they were off school,” says Norma.



Norma High, who has been volunteering at Carewest Glenmore Park since 1975, displays her certificate of nomination for the Calgary Chapter of the Alberta Association on Gerontology’s Outstanding Calgary Seniors Awards. Photo by Samara Cygman

“They would come here and push the cart and learn to talk to the clients. They would also attend library appreciation events and it was an eye-opener for them to see other young teens there.”

Norma was recently nominated for the Calgary Chapter of the Alberta Association on Gerontology’s Outstanding Calgary Seniors Awards.

A short biography written about Norma to recognize her contributions highlighted her dedication.

“Norma’s interest in the clients extends beyond the literary preferences. Her interaction is about much more than providing library resources,” it read.

“Norma fills the social needs by discussing the books and getting to know the residents as people. She remains enthusiastic about her volunteer work.”

During this time, Norma also worked as a travel tour director for Cardinal Travel Tours and traveled all over North America from the Gulf of Mexico to Tuktoyaktuk and retired in 2005.

*Samara Cygman  
Communications Coordinator*

# Mila Prout helps nursing staff build skills

Nursing staff at Carewest Glenmore Park have been given a little more support with the addition of Nurse Clinician Mila Prout.

Hired into the new role to advise and mentor nursing staff, Mila will be available to everyone from Registered Nurses to Nursing Attendants, to educate about anything that may arise.

“It’s a new position for us and it’s different from an education position because it’s not done purely in the classroom,” explains Mila.

“It’s very hands-on, working with staff to improve their skill sets, knowledge and walking through it all at the bedside.”

Before taking the position at Carewest, Mila worked as a clinical counselor at Chronic Disease Management for Home Care.



Mila Prout, Nurse Clinician.

She also worked as a clinical instructor for second- and third-year nursing students at Mount Royal College for nine years and worked at the renal dialysis unit at the Foothills Medical Centre (FMC) for 10 years.

Her experience also extends to the cardiology unit as staff nurse at the FMC and in various other units.

Bev Rosia, Director, Rehabilitation and Recovery Services, says besides bedside nursing skills, Mila will also be available with various pilot projects.

“What we really want to achieve with Mila is to improve clinical assessment skills, medication knowledge – things our staff need to know right now,” she says.

“Also, she will be taking the lead with a lot of our Quality Improvement initiatives and projects.”

*Samara Cygman  
Communications Coordinator*



## Young dancers delight Carewest Sarcee

Calgary Dance Alive (ages seven to 14 years) entertained Carewest Sarcee residents with a variety of tap, jazz, ballet and contemporary dance styles. After the show, they stayed and chatted with the residents. It was a perfect way to spend a Saturday morning.

*Jan Whisson, Activity Convenor  
Carewest Sarcee & Carewest Royal Park*

# Tips on Wound Care Supplies – Handling

- All wound care supplies must be stored in a clean utility area. Separate sterile supplies (disposable dressing sets) from clean supplies and label clearly.
- Wound care supplies for a resident should be stored at their bedside in a labeled and dated hard plastic disposable container or a secure zip –loc plastic bag. Every MONTH wipe the outside of the hard container with disinfectant or replace the zip-loc bag. Stock only enough supplies for the NEXT TWO CHANGES to avoid wastage.
- DO NOT carry wound care supplies from one room to another or back to the clean utility room.
- DO NOT return to the clean utility area for additional stock during a wound care procedure without first removing gloves and performing hand hygiene. Don new pair of gloves to continue the procedure.
- DO NOT share the cleanser between resident. Discard the bottle once wound care is no longer required.
- Soiled dressing and gloves must be disposed in a sealed plastic bag.
- Any supplies in resident’s room no longer required for wound care must be discarded and CANNOT BE USED for another resident.
- Use of a dressing cart to move stock supplies from one room to another is NOT recommended.

*Janice Sharpe and Debbie Hart  
Carewest Skin and Wound Committee members*



## Father’s Day at Carewest Sarcee

Carewest Sarcee's gentlemen were treated to a BBQ lunch and entertained by the lively Dwayne Fettig with a medley of familiar tunes on his accordion.

Dwayne has a wonderful rapport with the residents. He played well past his hour performance and no one wanted him to finish!

*Jan Whisson  
Activity Convenor  
Carewest Sarcee & Carewest Royal Park*

## False alarm proves to be good learning experience

The only Code Black emergency ever handled at Carewest was a false alarm.

This was much to the relief of Director, Clinical Support and Community Services Joan Gilmour who, in her second week on the job 14 years ago, was tasked with coordinating the steps that needed to be taken during what was thought to be Code Black emergency at the Carewest Dr. Vernon Fanning Centre.

Back in those days, the nursing stations were surrounded by Plexiglass, with a small opening in front of the unit clerk, through which people could talk or pass materials.

“A staff member was sitting at the nursing station when a card with ‘Bomb Threat’ written on it, appeared in front of her, just as someone walked by the desk. Thinking the individual dropped the note to indicate a bomb threat she appropriately called a Code Black,” says Joan.

“Later it turned out the card had fallen off a shelf and landed in front of her. Cards with the message ‘Bomb Threat’ had been made and left at each of the nursing stations at Fanning, to be used in a real emergency.”

The intention was that if someone received a bomb threat over the phone, they could communicate the emergency to others by waving the card at their colleagues, while maintaining contact with the caller.

When the Calgary Police arrived on scene, to Joan’s surprise, they explained that the police do not do the search for bombs (suspicious objects) – that staff need to do so. Their explanation was that staff better knew the facility and knew what should or should not be in the facility. If a suspicious item was to be found, the police would take over at that point. They also advised that doors and cupboards could be safely opened to inspect for objects.

# Code Black

## A bomb threat or other threatening phone call



### What to do in a Code Black emergency:

1. Use the orange bomb/threatening-call sheet to ask questions and record notes if you receive a bomb threat phone call.
2. Have someone passing by inform MRP (Most Responsible Person) and call 911 by waving the report at them.
3. Turn off all cell phones and pagers.
4. MRP will organize a search using checklists.
5. Look for suspicious objects or sounds.
6. Search rooms by looking around the top of the room, the middle and then the bottom.
7. Do not move or touch suspicious objects.
8. After searching a room, mark door with tape.
9. Report back to MRP.

“They explained that care facilities are considered low risk environments and because they are occupied 24/7 it would be extremely unlikely that someone could install a high tech electronic device that you see in movies,” says Joan.

“That was our big learning experience – and it afforded us with the opportunity and guidance to revisit our policies and create a section about doing a bomb search safely.”

# Code Black Search Guidelines

*Note:* Do not use walkie-talkies, cordless phones, cell phones, pagers or other air-wave-based communication devices (i.e. Tunstall system) during a Code Black. Use plug-in phone or a runner (staff member) to relay messages. All staff must stay and help with the search, even if their shift is over or has not yet begun. The MRP must note all staff helping with the search (who are on duty and not on duty) for a complete role call at the end of the search.

Upon direction of the Zone Search Leader, systematically search assigned area for anything unusual. Turn lights on or off and use a flashlight for more confined areas like closets.

When searching:

- STOP at the doorway
- LOOK for suspicious object
- LISTEN for unusual sound
- ENTER cautiously

Visually divide the room into three layers:

- TOP LAYER: Ceiling, top third of walls and spaces in between
- MIDDLE LAYER: Middle third of wall and spaces in between
- BOTTOM LAYER: Bottom third of wall, floor and spaces in between

Do not move things. Look behind doors and curtains and into waste containers and under furniture. Do not open and close windows but very carefully open cupboards and drawers. Do not touch or move an unusual or suspicious object. Report its location immediately to the Zone Search Leader and restrict staff, resident and visitor access to the suspicious area.

After searching a room, leave the door jamb open and mark the doorjamb using tape.

If any suspicious objects are found, do not touch or move the object and report to the Search Coordinator by runner or phone – the police will then respond to the area where the object is located.

Information courtesy of Geoff Poelman and Nichole Pardell, Education Associates

*Samara Cygman  
Communications Coordinator*

## Canadian Cancer Society Patient Care Kits

The first trip to the cancer centre after being diagnosed can be overwhelming and leave clients feeling unsure of what to expect next. These feelings of isolation and confusion led the Canadian Cancer Society to develop the *Patient Care Kit*.



The kit contains information about cancer and support services. It also has some practical items (stress ball, notepad, tissues and gum) to help clients and their families cope with the diagnosis of cancer. These kits are supplied through the generosity of Lil Faider. Mrs. Faider is a volunteer who has been active in the Canadian Cancer Society since 1958.

If you think this kit may be helpful to a client or family member who has newly diagnosed cancer, you may contact your palliative care nurse to send one to your client.

Special Thanks to the Canadian Cancer Society for preparing the Patient Care Kits.

*Halley Leung  
Carewest Pain and Palliative Consulting Service*

## MS Friendly Visiting Program is looking for volunteers

Please contact Allison Pilon, Community Connections  
Coordinator at the MS Society, at 403-520-6631 or  
Allison.pilon@mscalgary.org



The Friendly Visiting Program is designed to provide informal support for personas living with multiple sclerosis (MS) that reside in long term care, supportive living and home environments.

The program provides support, increased awareness of community resources, engaging in shared activities and, in some cases, provides a means of respite care for caregivers of persons with MS.

If you would like to receive a visit or would like to volunteer your time, please contact the Community Connections Coordinator.



Edmonton Chapter  
780-471-3034  
info.edmonton@mssociety.ca

Calgary Chapter  
403-250-7090  
info@mscalgary.org

www.mssociety.ca

[www.carewestintranet.ca](http://www.carewestintranet.ca)

Did you know that you can find the following Infection Prevention and Control (IP&C) information on Careweb's Intranet?



**Pandemic Influenza Plan**

**How to obtain a  
naso-pharyngeal swab**

**Fact sheets including:**

**Bugs  
C. difficile  
Group A Strep  
Hepatitis  
Listeriosis  
MRSA  
Norovirus  
Scabies  
Shingles  
VRE  
West Nile Virus**

# Carewest Service Awards

## 5 Years

Linda Sorensen  
Felina Mission  
Emily Fernandez  
Tanis Lamonte  
Linda Campbell  
Gail Kalanchey  
Patricia Fink  
Lois Haugen  
Andja Sterl  
Brenda Kuper

Sandra Morin  
Candida Bielak  
Shirel Salcedo  
Ema Arabejo  
Emilisa Guanzo  
Rita Mbugua  
Janice Mcbride  
Deborah Chenier  
Xin Cui  
Myrth Soriano

Mojisola Olowe  
Ross Mccuaig  
Denise Monette  
Sinbon Khuong  
Terry Gawryluk  
Kris Kovatch  
Dolores Del Rosario  
Parmjit Kang  
Cassy Gibeau  
Joyce Llar

Nenita Venezula  
Jennifer Adem  
Mary Lindemann  
Vanessa Madrid  
Almas Parvez  
Josephine Sampang  
Zekira Caus  
Sharon Glass

## 10 Years

Alfe Tubera  
Maria Cherrington  
Rachelle Snider  
Kimberley Walker  
Marlene Kennedy  
Colleen Tetz

Anna Idzikowska  
Elisa Mabazza  
Melissa Nurse  
Jewell LaBorde  
Helen Dragoescu  
Gina La Rose

Louise Graham  
Perlina Johnson  
Tracey Clark  
Shelley Cross  
Andrea Lebel  
Joy Samuel

Sukhinder Jaswal  
Manuta Limbu  
Virginia Paull  
Menzi Hanson  
Gilles Mallet

## 15 Years

Charlotte Weis  
Ilona Glass

Norda Jordan  
Bev Rosia



Carewest Colonel Belcher luncheon

# 20 Years

Barbara Delarue  
Sheila Lal  
Elvira Atienza  
Janice Woodhouse  
Patricia Borden

Tracy Toney  
Carol Ryz  
Annette Peal  
Sitara Majid  
Jolene Bouma

Theresa Valadka  
Jean Racine  
Tim Sherba  
Dianna McDonald  
Deanne Donahue

Cheryl Voszler  
Nasreen Moledina  
Kerry Graham

# 25 Years

Mary Fredin  
Mariquita Sanvictores

# 30 Years

Urlanda Hernandez  
Katherine Brown  
Nadine Fralick



Infection Prevention and Control



Carewest Colonel Belcher, Carewest Glenmore Park  
and Carewest George Boyack



Carewest Signal Pointe and Carewest Royal Park



Carewest Dr. Vernon Fanning

# *Team Excellence Award Neuro Performance*

- Carolyn Spotowski
- Heather Zygun
- Catherine Lasuita
- Kerstin Hurd
- Alice Chan
- Gwyneth Cook
- Tracey Clark
- Chelsea Fourtney
- Melissa Auclair
- Sharon Speers
- Lara Fowler
- Kelly Graham
- Amy Kerr
- Charlene Olm
- Sharon Boucher



Neuro Performance Team Excellence Award

# Neuro-Rehab Unit wins Performance Award

The Neuro-Rehab Unit on 2E at Carewest Dr. Vernon Fanning has been involved in a Stroke Rehabilitation study called SCORE-IT for the past year.

As part of their involvement, therapy staff and nursing staff have reviewed and discussed many recommendations from the project for implementation of best practice on our unit.

As a result of this review, a gap in service in the area of care for the hemiplegic shoulder became apparent. The care for our patients who have shoulders at risk of injury crossed all disciplines, and it was decided that this should be the first focus for developing our program.

The physiotherapists and occupational therapists worked together with physiatrist Dr. Sean Dukelow to present a two-and-a-half hour workshop to all unit staff. Dr. Dukelow presented 30 minutes of background information in a classroom setting and the therapy staff, with the help of the therapy assistants, developed a hands-on workshop component involving the use of slings, bed mobility and recommended positioning, and recommended supports when sitting in a wheelchair. The workshop component involved three stations set up in the therapy gym which all ran simultaneously, with staff rotating through each station.

The entire workshop was repeated twice, back-to-back, to facilitate attendance by the maximum number of day and evening staff.

The Alberta Provincial Stroke Strategy generously offered to assist with this presentation, and created a professional quality video of the classroom and each station of the workshop, which will be made available online for the benefit of other clinicians throughout the province.

The time and work that was involved in organizing and planning the workshop stations, teaching at each station, setting up the equipment and

reorganizing the gym after involved an effort and commitment from these therapy staff that was commendable.

A total of 51 staff from the Neuro-Rehab Unit attended this workshop in one day. Efforts to improve the awareness of hemiplegic shoulder care are ongoing on the unit, including a bulletin board for staff, clients and families to read, as well as weekly monitoring of incidence of shoulder pain.

For the many contributions made by the physiotherapists, occupational therapists and therapy assistants to make this event such a success, we extend a heartfelt thank you.

*Liz Reimer  
Client Service Manager, Neuro-Rehab  
Carewest Dr. Vernon Fanning*

## **Sockless Rachel Hanna**

*Continued from Page 19*

As part of her degree, Rachel has had to take on three practicums. Her first two involved working with children. But this one was a little different.

“This was my first time working with adult and senior populations and I really enjoyed this,” she says. “I’m surprised at how much I’ve loved it.”

Born and raised just outside Toronto, Rachel made time whenever she could to volunteer and has coached teams for the Special Olympics and worked with adults with disabilities.

“That’s where I met people who introduced me to a different world,” she says, adding she had always wanted to work with children but has really enjoyed working with adults.

Rachel aspires to work in the remote northern regions of Canada, like Whitehorse or Nunavut but says Calgary is a very close second.

*Samara Cygman  
Communications Coordinator*



# Coffee Break



Now you can enjoy *Carewrite* in an interactive way with puzzles and word searches.  
Samara Cygman, Communications Coordinator

## Word Search

Theme: Accreditation

```

r e n i e a e r a e n n s u d m n n m
t a l t u i s s s c t t a s r u m p t
m o d i u i l c s a d s f i l c n a m
r i n s t r u m e n t s e t n e s s s
m m u n s s p e s e c i t c a r p t r
e p c o i e e t s u o m y n o n a r l
s r a i m a f r m m r t t t e n o s c
n o i t a t i d e r c c a a d i m n d
o v g a d t l v n s u c q a n u l o r
p e c z n i k m t s i e r u t l u c s
s m w i s n r t i d e d n n a y i e u
e e m n a e o n n s s r e i m l o a r
r n s a a e w i e i s m n l o i t v
u t n g p r c s t t q e w o t n n t e
s s t r e n g t h s e o u p n s o r y
a n e o r c t r a c e r i u p e a a s
e m f s n o u d p d y u e e e y e u o
m h e o i n c c d t i e q s e r h n r
a n t a e m s d i g u i g a s a u m r

```

accreditation	anonymous	assessment	clients
culture	improvement	indicators	instruments
measure	online	organization	practices
momentum	quality	questionnaire	residents
response	safety	standards	strengths
survey	tracer	worklife pulse	

## Sudoku

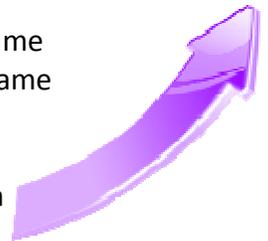
	8				3		2	4
9			5					7
2	1				7	6	5	
		6					4	
		9		1		5		
	2					8		
	7	1	9				3	2
4					2			5
6	3		4				1	

This is an example of a 3x3 square

## How to play Sudoku

Sudoku is easy to learn. It doesn't require any math skills or calculations. It is essentially a game of placing numbers in squares, using simple rules of logic and deduction. The object of the game is to fill all the blank squares with the correct numbers.

Fill in the game board so that every row and column of numbers contains all digits 1 through 9 in any order. Every 3 x 3 square of the puzzle must include all digits 1 through 9, as well.



There's no need to guess – just eliminate numbers and you'll find the solution!



# Carewest Staff Family Barbeque

Hosted by the Carewest  
Employee Recognition Committee



## When:

11:30 am to 3:30 pm

Saturday, August 29th

## Where:

Green space between the Cross  
Bow & George Boyack

## How:

Pick your free ticket up from  
Site Reception! We want to  
make sure we have enough food  
so be sure to sign up!

All this is Free!

Hamburgers & Hot Dogs! Music! Face Painters!  
Family Entertainment! Butterfield Acres Petting Zoo! Games!  
Volleyball Tournament! Craft Tent! Astro Jump!  
Clowns...Clowns...Clowns!

# Carewrite

Carewrite is produced monthly. We welcome your submissions.

Please contact Divona Herzog

Tel: 403-254-1672 | Fax: 403-256-2148 | Email: [divona@herzog-associates.com](mailto:divona@herzog-associates.com)

Please send photos to Jean Stern Administrative Office Services through interoffice mail.