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Be wise - immunize! There are lots of opportunities. Check out the calendar...............Pg. 7

Cover photo: Elsie Lauzon, from the Residence at the Colonel Belcher, shows us all how to handle a squirmying baby goat, who settled right down in her arms. Elsie was attending the Carewest Colonel Belcher Stampede Petting Zoo, featuring armloads of loveable critters from Butterfield Acres.

Photo by Samara Sinclair
This month in Carewrite

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Carewest’s new leader

Dwight Nelson, Carewest’s new Chief Operating Officer, says he’s been so impressed with the hundreds of Carewest staff he’s met so far. “I look forward to meeting many more in the months ahead. I hope people will continue to come and say hi when they see me and tell me about the good work they’re doing. That’s very important to me.”

Photo by Samara Sinclair

Next issue

- Submission deadline: September 25
- Publishing date: October 31

Submissions are welcome from everyone. See the back cover for details.

Samara Sinclair
Manager, Communications

We recently sat down with Carewest’s new Chief Operating Officer (COO), Dwight Nelson, and asked him about his first impressions of Carewest and plans for organizational change. For his response, see Page 3.
First Impressions

Q: What are your first impressions of Carewest?

A: I’ve known about Carewest for many years, having worked in health care in Calgary and Alberta until 2001. Carewest has always had a very good reputation for the quality of what it does and for being a workplace of choice within the health system. Those first impressions are deepening each day I’m here.

Q: Describe the welcome you received from staff.

A: It couldn’t have been any better. Without a single exception, the welcome has been warm and friendly. I really appreciate it when so many staff come up to me and say, “Hello and welcome to Carewest”.

Q: What things stood out to you as different when comparing Carewest with other care organizations in which you’ve worked?

A: The level of pride staff have in both the work they’re doing and in being part of Carewest is the strongest I’ve seen anywhere. And I’ve seen a lot of workplaces over my 30-year career, so this is truly impressive.

Organizational Changes

Q: Do you already have plans for this organization and what would that look like?

A: My plans are to work with our people to maintain – and build upon – the special culture at Carewest that makes it unique. The focus on the people we serve is key and must be at the centre of what we do...and how we do it. I’m also absolutely passionate about the learning and growth of our staff, at every level of the organization. I want to see those opportunities increase in Carewest in the future.

Q: There are a few vacancies on the organizational chart. Is this a time you feel we should be looking at structure and why?

A: People usually expect a new leader to have a look at the organizational structure when they arrive. With several vacancies at the senior level, it’s a good time to review things.

Do we simply fill the vacancies or do we look more broadly to see if we have reasonable workloads and distribution of responsibilities? We’re sad to see good people leave when they’ve contributed so much to the organization over the years. However, we also wish them well in that next phase of their lives, whether it’s retirement or a new career experience.

We want to take the opportunity these changes offer to look at how we structure our organization to be even better positioned for the future.

Q: Looking towards the future, do you see any changes for Carewest on the horizon?

A: I expect the role of Carewest will change in a couple of ways. As a respected provider of continuing care services, we are likely to be asked to take on a deeper role for those with complex care needs.

Look for growth in areas ranging from cognitive and mental health to sub-acute care. I also believe Carewest will have opportunities to provide more long-term care services – and more residential beds, in the future. So I see the organization both growing and becoming more specialized at the same time.

Q: We’re nearing the end of our 5-Year Strategic Direction (2011-2016). In planning for a new strategic direction, who do you hope to include in those talks and what do those planning sessions look like?

A: We do need to revisit and update our strategic plan in the next year. We want to create an up-to-date road map for where Carewest is going in the years ahead.

It’s an important and exciting process. It has the best results when everyone – from the front line to the board level – has an opportunity to be involved. Carewest has a proud history and we need to make sure we have a terrific future, too. That’s really why I came here.
We are pleased and excited to announce the launch of a new-and-improved internal website. The password-protected internal site – affectionately known as Careweb – is accessible to all Carewest staff from any computer, inside and outside the organization. To use Careweb, you’ll need an up-to-date internet browser, such as Google Chrome. Many of the Carewest computers only have an outdated version of Internet Explorer, so we’ve provided instructions on Page 3 to help you install Google Chrome.

Similar to the former Careweb, the new-and-improved Careweb requires a username and password to sign on, but you can now choose your own password. The new Careweb has all the bells and whistles of the former website but is much faster, more responsive and easier to navigate. It also features lots of imagery and animation to help you find what you are looking for.

On Careweb, you’ll find an internal staff phone directory, all of our policies and procedures, an online suggestion box and benefits claim forms. You’ll also find all our communications products (brochures, handbooks, Carewrite archives), a career opportunities page and educational videos.

Logging on to Careweb

Go to www.carewestintranet.ca to find the login page:

1. Your username is your firstnamelastname. For example, if your name is John Smith, your username will be johnsmith. If you have more than one given name, try just your first name with your last name. Symbols like hyphens and apostrophes may be part of your username.

2. Your password will be carewest

3. If you are unable to login, please contact Samara Sinclair, Manager, Communications at samara.sinclair@albertahealthservices.ca or at 403-943-8158.

Scenario

Darlene and Kathryn are preparing for the lunch crowd. Darlene washes her hands and then helps Kathryn accept payment for somebody’s lunch. She resumes her place on the serving line.

Hey Darlene – you forgot to wash your hands!

I just washed them when I came in today.

But you just handled money...

Oh – you’re right! I forgot! I’ll go wash up right now!

Helpful Approaches

It’s hard to keep track of everything we touch, but there are certain high-touch areas that require special consideration. Certain things like doorknobs, light switches, debit machines, money and telephones are all things that have been touched many times by many people. It’s a good idea to wash your hands often when serving food, especially if you handle things like currency or even if you touch your face or hair.

“Oh – you’re right! I forgot! I’ll go wash up right now!”

Avoid

• Using the washroom without washing your hands
• Forgetting to wash your hands before and after assisting residents with meals
• Touching money without washing your hands afterwards

Positive Talk

Communicating in a positive manner with staff, residents, clients and families is something we strive for at Carewest. We created the Positive Talk series of booklets to help. If you’d like copies of the Positive Talk booklets, contact Carewest Communications at 403-943-8158 or email samara.sinclair@albertahealthservices.ca.

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Continued from Page 4

When you log on for the first time, you’ll be taken to your Dashboard where you can access your Profile. There, you can confirm the spelling of your name, change your password and check that your e-mail address is correct.

- Please make sure your correct e-mail address is in the system, as it will be important for different functions later on. Your default e-mail address will be firstname.lastname@albertahealthservices.ca. If you do not have an AHS e-mail address, please fill in your personal e-mail address.

- Please change your password from “carewest” to something you can easily remember. Hackers try to gain access to protected websites and the more complicated your password the better protected our website is. Just make sure you write it down somewhere, in case you forget it!

After you login, you will notice a dramatic difference to the look and feel of Careweb.

Please remember that Careweb is an evolving entity and can be changed and modified to better serve you. If you have any ideas or suggestions about how to make Careweb more relevant, please contact Carewest Communications at 403-943-8158.

We hope you enjoy your browsing experience!
risk of experiencing complications from those with chronic illnesses, are at higher

“Vulnerable populations, such as seniors or the safety of the group – that’s how group “Those who aren’t vaccinated jeopardize those close to them – from the highly contagious virus, which can be spread through contact with contaminated surfaces.

The Carewest influenza blitz for staff, volunteers and contracted service providers spans 2.5 weeks and provides a multitude of opportunities for everyone to protect themselves – and, in doing so, those close to them – from the highly contagious virus, which can be spread through contact with contaminated surfaces.

The vaccination is free for everyone and Carewest will be offering clinics at every site. If you aren’t able to visit the clinics during the blitz, please see a designated nurse (anyone with an orange name tag) to administer the vaccine up until the end of March 2016.

If you are a Carewest resident or client, you don’t need to attend a clinic to become immunized. You will be offered the vaccine at the site. If you aren’t able to visit the clinics this blitz can still receive their immunization from any care provider on site.

Roxanne McKendry, Manager, Employee Health & Safety (EH&S), says the message, “Be wise - immunize” is a reminder that the responsibility to help protect everyone from catching this potentially deadly virus rests with your actions.

“Those who aren’t vaccinated jeopardize the safety of the group – that’s how group immunity works,” she says.

“Vulnerable populations, such as seniors or those with chronic illnesses, are at higher risk of experiencing complications from influenza. The rates of serious illness and death are generally highest in people over 65 and in people with underlying medical conditions.”

The immunization schedule for staff, volunteers and contracted service providers on Page 7 will be circulated at the sites, posted on Careweb and attached to staff pay stubs as the campaign approaches. It features the main EH&S clinics, as well as the site-based clinics run by each site’s designated nurses.

New this year are the Influenza Fast Facts sheets – a series of five information sheets about the staff and client influenza programs, the vaccine, proper storage of the vaccine and injection techniques.

These can be found in the Influenza Resource Manual (in the orange totes on the Most Responsible Units) or on Careweb.

Also new this year are the Site Point of Contacts – people at your site responsible for helping the influenza program run as smoothly as possible. You can ask them any questions about the program or vaccine itself. Their names are listed on the right.

Please get vaccinated – for yourself and those you care for.

Samara Sinclair
Manager, Communications

Be wise – immunize.

It’s a new call to action, reminding each and every Carewest employee, resident and client to become immunized against influenza during this year’s campaign, which starts Oct. 14.

The importance of action in fighting influenza cannot be understated – sitting back and hoping you don’t get sick does nothing to protect your family, your colleagues and, very importantly, those with vulnerable or compromised immune systems who rely on you to keep them healthy.

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Please get vaccinated – for yourself and those you care for.

Letter to Residents & Clients

Lisa Mackey
Infection Control Practitioner

As a Carewest resident or client, you may have a weakened immune system, be at high risk of getting influenza, or have a significant illness like pneumonia and may not be able to fight off the virus. Getting the influenza vaccination helps fight against getting influenza or pneumonia.

The flu shot protects against three strains of influenza virus that are circulating throughout the year. These strains are different every year, which means the influenza vaccination must be given every year. You cannot get influenza from getting a flu shot because the vaccine is inactivated.

Site Point of Contacts

The Immunization Program Site Point-of-Contact is exactly that – someone appointed at each site who you can go to with questions, concerns or problems that need to be solved.

These people ensure all RNs, LPNs and pharmacists are knowledgeable about the current immunization program and its guidelines.

They are responsible for creating the site-specific immunization clinic schedule, for communicating with the Site Operations team about the program as it’s evolving and for ensuring the vaccine is stocked at the site.

Your site’s point of contacts are:

• Carewest Dr. Vernon Fanning – Raquel Giron
  – Parveen Mehrani
  – Carewest Glenmore Park – Nicter Chang
  – Carewest Sarcee – Yaro Kiselev
  – Carewest Garrison Green – Evelyn Graupner
  – Carewest George Boyack – Annalyn Liu
  – Carewest Rouleau Manor – Annalyn Liu
  – Carewest Royal Park – Ryan Falkenberg
  – Carewest Signal Pointe – Chris Arum
  – Carewest C3 Beddington – Jennie Hollings and Sandra Stone
  – Carewest Nickle House – Margaret Usherwood
  – Carewest OSI Clinic – Roxanne McKendry
October immunization clinics for staff, volunteers and service providers

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<thead>
<tr>
<th>Monday</th>
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<th>Saturday</th>
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<tr>
<td>Did You Know... Influenza immunizations are FREE for all staff, residents, clients, volunteers &amp; contracted service providers.</td>
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Note... Those who aren’t vaccinated during this blitz can still receive their immunization from any designated nurse at their site up until March 31, 2016.
Global Corporate Challenge Success

It’s been a long journey. One hundred days, to be exact.

Back in May, more than 400 Carewest staff tightened their laces along with 300,000 other participants from around the world to take on the Global Corporate Challenge (GCC).

Congratulations to all participants! You’ve made it 100 days of logging your steps, scrutinizing your nutrition and maximizing your sleep.

The GCC tested our mettle and put us through our paces as we logged record amounts of exercise that propelled us virtually all over the world through the GCC website.

We logged our daily nutrition intake and our sleep and competed in challenges. Carewest staff collectively logged **514 million steps** in 100 days (or 329,000 km), which amounts to:

- **127,858** glasses of wine
- **43,216** cheeseburgers
- **124,362** cans of pop

It also equates to walking around the world 8.2 times.

We collectively burned over **20.7 million calories**.

And we started at an average of 12,096 steps per day and ended – 100 days later – at 16,215 steps per day, on average.

Now it’s time for a much-needed rest basking in the glow of a job well done, a pat on the back and a foot massage.

Congratulations to Agony of DeFeet from Carewest Glenmore Park for having the most steps: Moana Rasmussen, Kaitlyn Kashman, Kris Kovatch, Zach Strauss, Al Qaiser Alqatrani, Jacquelin Jones and Christine LaForge for walking a collective total of 10,166 km.

Congratulations to Stepsual Healing for being the most improved, at 28 per cent improvement from start to finish.

Congratulations to The Weapons of Mass Reduction, from Carewest Sarcee for winning the random draw for the running shoes.

All Carewest GCC participants will have access to the website all year-round to continue the journey towards a healthier, fitter lifestyle.

Don’t forget to fill out your GCC participant survey through the GCC website and please note that this isn’t the end – this is only the beginning. Stay tuned for more information about the GCC Sprint in December 2015.

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**Carewest Staff Activity Levels**

- **129** staff (Active [10,000-12499 steps])
- **45** staff (Moderately Active [7500-9999 steps])
- **18** staff (Somewhat Active [5000-7499 steps])
- **12** staff (Inactive [Under 5000 steps])
- **209** staff (Highly Active [12500+])

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Samara Sinclair
Manager, Communications

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Global Corporate Challenge Letters

“I just want to say thank you for the opportunity to get moving - with the sponsorship from Carewest, the support of coworkers on my team, other teams and all through the workplace, my family and my friends and even from people around the world... I have rediscovered some of my past confidence and physical fitness, built stronger relationships and now am planning to enter three runs in the next three months; a 5 K, a 10 K and a half marathon. I may have chosen to get fit on my own at some point, but this was much more fun! Now I am looking forward to comparing before and after pictures together with my team. Thank you all!”
- Kelly from Team Green

“Well, 100 days of the GCC challenge is wrapping up. It has flown soooo fast and was a fun time. I would like to thank Carewest for the opportunity to participate, my teammates for keeping the challenge alive and fresh with new walks and hikes and, of course, all my co-workers at various sites that encouraged and/or shamed each other into a walk to increase those steps. Great job to all the Carewest walkers.”
- Dawne from The 7 Global Wonders

“This has been a really interesting experience! I didn’t think 100 days of exercise would be so hard. I’ve really enjoyed the opportunity to participate in this challenge. I thank my employer for allowing us to enter and my teammates for their camaraderie and encouragement. We’ve had some bumps along the way, but we’ve made it to the end and everyone participated to the best of their abilities. Go team go!! I’ve also learned some things about myself and my own capabilities / limits.”
- Gwyneth from I Want to Get Physio

“Oh behalf of my members, I would like to say thank you to Carewest for sponsoring us to join this GCC. We really had fun!!” - Pilar from 3East Carewest Team

“I would just like to say good job to my GCC team, be proud of what we have accomplished in 100 days. I hope everyone’s experience has been positive. Our effort shows in our results.”
- Kris from Agony of DeFeet

We collectively burned 20.7 MILLION calories

Team photo of Agony of DeFeet, the winning team with the most steps!

Photo Courtesy Kris Kovatch
Resident Profile

Peter Hinchley
Carewest Signal Pointe

Samara Sinclair
Manager, Communications

When you’ve spent years of your life building submarines, aircraft carriers and battle ships, you never forget those skills – or at least, Peter Hinchley didn’t.

The 61-year-old resident at Carewest Signal Pointe holds up a perfectly assembled model battleship – the USS Arizona – that he just finished applying a fresh coat of paint to.

The USS Arizona was sunk during the attack on Pearl Harbour in December 1941, and although it wasn’t one of the ships that Peter built during his days working in the shipyard, he feels a connection to the history through his models.

He began building model ships as a young man in his 20s, after undergoing dental surgery that required multiple days of recovery.

“I had root canals and was out of commission for a while. That’s when I started building model ships. I wasn’t working and it was something I could do from home,” says Peter.

“I’d do it until 3 a.m. I had all the little tools.”

Born and raised in England, Peter started working in the shipyard at the age of 15, building aircraft carriers and destroyers to be used in military operations.

He said, at the time, he knew very few people in high school and even at his young age, found it easy to obtain work.

After several years, one of his friends approached him with an idea for a career change.

“My friend who worked in the shipyard came to me and said, ‘Why don’t we try the army – the infantry.’ I remember the day I was leaving to go away – I had girl friends that were all crying. They thought I was going to get killed,” says Peter.

He was deployed overseas and eventually promoted to corporal.

The British Army came to Canada when Peter was 25 and he decided he loved the country so much that he didn’t want to leave.

“My mom said, ‘Let me get this straight – the British army is coming back to England and you’re still there’. I liked the girls. I liked Canadian women,” says Peter.

Peter avoided arrest for being an illegal immigrant by working drywalling and painting jobs “under the table”.

But after six years, Peter decided he was tired of running.

With no identification and no social insurance number, Peter turned himself into the Canadian Military Police.

“Continued on Page 11"
Food Services Update: Quality Dining Initiative

Amanda Osbourne
Essential Skills Assessor

Carewest Garrison Green, Carewest Royal Park, Carewest Rouleau Manor and Carewest Glenmore Park have rebranded Carewest’s Food Services model. Those who have visited the sites may have noticed new posters with a new logo and new aprons in the dining rooms.

The Quality Dining Initiative was put into place to support the re-brand and food culture at these sites. The initiative promotes and supports a sustainable performance-driven culture of self-motivation, through a combination of ongoing communication, education and feedback/measurement.

The Quality Dining Initiative will focus on the following components that make up a quality dining experience at Carewest:

- **Food** – The food must be the right food at the right temperature, the right diet in a timely manner, and must be presented appetizingly to our residents and clients.

- **Customer-focused service** – Service will be provided with compassion, keeping in mind the needs of the resident and client.

- **Physical environment and socially engaging atmosphere** – There will be a dining ambiance that is warm and welcoming. While engaging our customer through nurturing and engaging conversation, our goal is to be responsive and present to the residents’ and clients’ needs.

Staff training will be delivered during and after meal service, which provides the opportunity to train on a real-time basis. There will also be “Quick Time” meetings where care staff and Food Services staff gather for two to five minutes to talk about what went well during service, what could have gone better and how we can do better next time.

Real-time assessments will provide coaching and guidance as situations arise, and additional training is underway and is being provided to care and Food Services staff right in the dining room. This is a collaborative and team-driven learning approach, where sharing experiences will create knowledge and where learners share a common purpose and depend upon each other for their own success.

Future Carewest sites are slated to receive the Quality Dining training over the next two years.

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Resident Profile: Peter Hinchley
Continued from Page 10

“They took me to the Currie Barracks and held me there until the British Army picked me up and transferred me to Suffield, down by Medicine Hat. They took me to a jail and I had to get my beard shaved off and my long hair cut and then they sent me back to England. I was about 31,” says Peter.

“I had two girls, and a boy on the way, and I didn’t think the Canadians would let me back in the country. But they said, ‘He’s done no crimes and all he’s done is work illegally, so he can come back’. Normally it takes two years to go back to a country. But Canadian Immigration already had the papers. It took three months.”

Back in Canada, Peter supported his family by doing building security.

He raised his children as a single father and worked for his whole life until lung disease caused by asbestos exposure took its toll.

“I couldn’t breathe and I could hear the ambulance coming,” he says.

Peter was taken to the hospital where he was diagnosed with lung disease and told he had to quit smoking.

“I’ve given it up now – it’s been seven weeks. I feel a lot better,” he says.

He came to Signal Pointe and was asked by Therapy Aide Betty Hunt if model shipbuilding would interest him.

“I came here and they asked me what I liked doing, so they helped me get started building my own ships,” he says.

Betty coordinated the donation of model ships, tools and materials, and Peter sat down to work.

“His inspiration is to make these beautiful models for his granddaughters. Peter has such great patience and problem-solving skills that he’s learned through years of experience building models,” says Betty.

Peter speaks very highly of his eldest daughter, who lives in Calgary and brings his four granddaughters to visit whenever she can.

“I just saw them on Monday,” he says. “They are the light of my life.”
Eva Stolz was born in Slovakia, part of former Czechoslovakia. She made her decision to live in Canada after watching the 1988 Olympic Games on TV.

“I just can’t help it – I fell in love with the place,” she says.

Although she had been working with children as a pediatrician for 25 years, Eva did not hesitate to leave the oppression in Slovakia during the communistic regime. In 1990, she and her family moved to Canada, a move that would change their lives forever.

When Eva first came to Canada, she worked with seniors — three years with Home Care and two years as a nursing aide at Carewest — while taking care of her ailing husband and two sons.

She decided to pursue a formal education in nursing and, through hard work, dedication and patience, she graduated from the University of Calgary’s Faculty of Nursing in 1998.

From then on, she worked as a Registered Nurse (RN) in the Cardiac Unit at the Rockyview General Hospital for five years, and then moved to the Musculoskeletal Unit (MSK) at Carewest Glenmore Park, where she has worked for the past 21 years.

“Actually, I was working with Carewest for 23 years, since I worked as a nursing aide before I became an RN,” says Eva.

As an RN in MSK, Eva often deals with patients not only with broken bones, but also with broken hopes and dreams in the midst of a life crisis.

Eva’s genuine care for her clients makes a big difference, as she is truly dedicated to their well-being. An advocate and courageous, she acts as the voice of clients when they do not speak, and their legs when they are unable to stand. She does her job with grace and makes a point to treat everyone with the principle of respect, earning her the title “the nurse with the golden heart.”

With so much experience under her belt, Eva often shares her knowledge and skills with the new nurses and co-workers who need her help.

Janet, her co-worker, said, “I can always ask her questions. She’s never annoyed, and not sarcastic even once; she is so humble.”

In Eva’s spare time, she enjoys playing with her grandson, reading, gardening and painting. This year, she joined the painting exhibition “From the Easel” and sold four of her paintings.

She has a passion for traveling, often back and forth to Europe, and recently to China. “It was an eye-opener. There’s so much to see out there, just amazing!”

“Canada embraces the different cultures and I really appreciate it. I hadn’t met people from other nations until I came here. I learned and realized that although we are different, we have lots in common too,” she says.

Looking back, she is extremely appreciative. “I am grateful for all the life experience, endless possibilities and a better life. Thank you, Canada.”

When she decided to formally retire in September 2015, Eva’s co-workers begged her not to go, to which she replied, “July 23, 2015 marks my fiftieth year working in health care. Nursing is my pleasure. I enjoyed my co-workers and loved my unit.”

She is the nurse with a golden heart.
Because you care about Alzheimer’s. And Calgary. Are you in?

5 km walk 5 km run 10 km run
alzheimerwalkrun.ca
What’s up, doc?
Carewest Activity Convenor Tasha Olson cradles a baby bunny for resident Bob Edwards at the Carewest Colonel Belcher Stampede Petting Zoo.
*Photo by Samara Sinclair*

Off to the races
Staff race their personally-decorated chuckwagons around the parking lot at the Carewest Stampede Event this summer at Carewest Administration.
*Photo by Samara Sinclair*

O Canada
Staff on the Musculoskeletal Unit (MSK) at Carewest Glenmore Park are a patriotic group. They’re pictured here on Canada Day.
*Photo courtesy Nicter Chang*

Giddy up
Musculoskeletal Unit (MSK) staff from Carewest Glenmore Park celebrate Stampede in their best western gear!
Yee haw!
*Photo courtesy Nicter Chang*
around Carewest

New leadership graduates

Congratulations to Cohort 4 – the fourth group of Carewest leaders to graduate from the Leadership Development program. The seven-month certificate program, offered in partnership between Carewest, Conestoga College and the Schlegel-UWaterloo National Research Institute for Aging, was offered to 125 Carewest staff, with all tuition being paid for by Carewest. Over the last seven months, these staff spent 120 hours learning about Carewest’s philosophical foundations, different approaches to leadership, skills and techniques to manage people, and leadership in quality improvement. From left to right are (back) Gary Hanson, Magdy El-Beheiry, Elizabeth Rollheiser, Tamara DeStefani, Stacey Hagkull, Alan Wong, (middle) Stephanie Keys, Coleen Manning, Annalyn Liu, Maxine Johnston, Shaunna Samulak, Erica Lee, Marney Riendeau, (front) Ana Tinoco. Dennis Feria, and Lisa Mackey. Missing: Heather Cano, Kelly Clavette, Anna Habermel, Jeanine Kimura, Doug Stuart and Mary Watkins.

Photo by Samara Sinclair

Calgary twister

The Calgary weather event that had everyone talking – the tornado touchdown – was clearly visible from the windows at Carewest Administration.

Photo by Samara Sinclair

Good luck Sandi

Sandi Charron celebrates her retirement with coworkers after 15 years in the Business Office at Carewest and Alberta Health Services.

Photo courtesy Rosanna Ricciardi
The importance of understanding the Why

A good organizational vision reminds us WHY we come to work everyday.

Understanding the WHY helps you get out of bed in the morning and come to work with a great attitude that comes with believing in the work you do.

An organization’s vision is a broad statement of purpose (the WHY) that is so essential to an organization that it rarely changes.

It provides everyone with a shared sense of destiny – a clear vision, motivating everyone in the organization and community in the right direction.

It helps people in the organization to see the importance of what they do every day.

You, as Carewest employees, are important. No matter what your role, no matter what your title. You work everyday to help us lead the way in innovative health care.

For more on the importance of WHY, see Bring your heart to work on Page 17.

Letter from grateful C3 spouse

Arta Johnson
Spouse of C3 Client

I am thankful for Carewest Sarcee respite care for different reasons.

On Monday, the Home Care occupational therapist and the physical therapist came to visit to help me figure out how we can make my place more accessible for me, as I am preparing to get a new hip. By Wednesday, I was off to see my own doctor for help adjusting my medications, since my hips are getting so bad that one of them will have to be replaced.

I would like to thank you for the daily help. Besides taking care of Kelvin, the caregivers help me put on an ordinary sock on one foot, and they help me slip on my shoe on the other leg. Those two acts wouldn’t seem like much to ordinary people, but for me, they give me inestimable help as I get dressed in the morning.

This morning when Boki helped me with shoes, she said, “Oh, I can hear cracking.”

I broke down and cried.

“Oh, please don’t cry,” she said.

I was crying with gratitude, because she was doing what Comprehensive Community Care (C3) workers do best — they acknowledge that either times are hard or that our pain is real. I could have inserted any one of the 12 names of the people who come to help: Jessa, Darlene, Norman, Kim ... we know all of their names. I recognize their tender mercies and thank them.

It is hard to measure how much help we get, and I think there should be an organization called ‘Wives of C3’. Then we could all get together and talk about it.

As I have tried to express to you before, I do not feel that I have words to express my gratitude for your help.

A thank you is all I have to give.
When Olivia McIvor, bestselling author of The Business of Kindness, surprised a roomful of Carewest staff and management during a Management and Leadership Session at Carewest Colonel Belcher, she made it clear that kindness must be part of everyday mindset and practice.

She said employees in a workplace must hear about it consistently to enable them to practice it on the job. This can be done via newsletters, e-mails, and observing it being practiced by managers and supervisors. With that in mind, Olivia has allowed an excerpt from her literature to be included in Carewrite every month, from now on.

Victor Frankl, famous psychiatrist, endured the horrors of a Nazi Germany concentration camp and went on to develop a theory of “therapy through meaning” – our ability to define our attitude and rise above one’s outward fate by believing that your life holds potential meaning regardless of the circumstances we are under.

Frankl says that when people understand the “why’s” in their life, they can live with, and bear, any “how”. We can hardly compare our worst working environment to a concentration camp, but the theory still applies.

Therapy through meaning gives hope and helps us to understand the importance of communicating the “why’s” of our work. People need to know why they need to do whatever is being asked of them, because when they get an explanation they can then explore how to achieve it.

Frankl survived emotionally, as did many others in the camps, because he was able to reframe his life circumstances, make meaning from what seemed meaningless, and shift his state of thought to one as positive as possible under the conditions.

ATTITUDE

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Donations needed: Help build a future

Looking to get rid of your Duplo, Mega Blocks or Lego?

Carewest is currently accepting donations of these new or gently used items, as they are utilized in our hand therapy program.

If you have any items you would like to donate, please contact Elizabeth Reimer at 403-520-6761.

Smiling in the rain

Anna Jimmy
Food Services Assistant

It was raining heavily last Sunday.

I saw one of our residents enjoying that heavy rain. It looks like she forgot all her disabilities and enjoyed the beauty of the rain.

She smiled, and it came to my mind that the rain was singing her a lullaby, and beating upon her head like silver liquid drops. I can tell the rain refreshed her mind.

We all have hardships and sufferings in our worldly life, but our approaches towards these afflictions make our lives happier and more beautiful.
July, August, and September’s Service Award winners have provided kind and compassionate care and service to Carewest residents and clients for 5, 10, 15, 20 and even 35 years. Thank you for your service, commitment and dedication!

**35 Years**
Patria Wilma Holem
Elizabeth Rodriguez Solis
Debbie Rae Bosch

**30 Years**
Evelyn Margaret Laverty

**25 Years**
Jesua Cordero-Santos
Karin Marianne Kettner-Smith
Susan Fortaleza Battad
Judy Yee-Steffensen
Cecilia Kaura
Robyn Maerz

**20 Years**
Carly Tam
Juliana Onulov
Jeanette Rempel
Rene Gripping
Chau Luong
Jacqueline Brazeau
Dennis Feria
Joan Nickel

**15 Years**
Tsegie Gebru
Sonia M Vergara
Carmen Sesaldo Sesante
Kelly Marie Graham
Evelyn Felix Abad
Indranee Rany Whittingham
Kelly Clavette
Christine Siu Har Chan
Linda Marie Sandonato
Marlene Lynn Crawford
Biserka Petkovic
Phyllis Gail Arsenault
Parkash Malhi
Mary Ann Mojica
Angelita Nunez Nisperos
Sophia Awe Abdu
Melanie Sanico Dacula
Calixta Pituc

**10 Years**
Damian Banny
Catherine Carag Sacro
Erlinda Tibay
Gurdeep Kaur Mangat
Molly Joseph
Sally Banig Timmangen
Edelyn Buis Thompson
Harolda Cole
Gerald Adelard Boucher
Aisa Basilio
Jayashree Kubavat
Cipriana Sophie Manganaan
Mary Ruth Dayao Sangalang
Shelane Rogers
Marjorie Mee Ying Low
Leonisa Dela Veg
Sisay Sibilu
Darlene Sumastre
Edna Soriano
Doreen Tabingo
Amy Leigh Martin
Michela Therese Smith

*Continued on Page 19*
Coffee Break
Samara Sinclair, Manager, Communications
Sources: www.armoredpenguin.com & www.sudokusessentials.com

Word Search
Global Corporate Challenge

chall enge
communi ty
con pe ti tion
corpo rate
global
health

heart
leader board
league
locations
log
nutrition

pulse
sleep
stats
steps
teamwork
trophies

c a n a s s t y t p e r t a
l i i t r t a l s u y o m
d n y a e e e n t n l s o
s r e t a r o p r o c s t
l h a s i i t i s o l n e
e s e o t n o o e e s u a
e a g a b a u s r h y t m
p h g l r o m a o e r w
n o i t i t e p m o c i o
l e a g u e h d t o n t r
e l e g n e l l a h c i k
e r h t r o p h i e s o k
 e d c a g g g l o b a l n i

Sudoku
Level: Medium

How to play Sudoku
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.

Service Awards: 5 Years

Mohammad Salam Ul Alam
Christina Magdalena
Vivian Dela Vega
Jonalyn Ancheta
Dennis Cera
David Pargeter
Stephen Ward
Joseph Jorem Villarojo
Messeret Mamo
TiGu Mu Shba
Eufer Carpentero
Jocelyn Acuna
Maristel Laud
Thelma Fris Corbito
Sherwin Butay

Haide Tecson-Garay
Julita Ladrillono
Hong Trang Nguyen
Mary Cheryl Militante
Ryan Christopher Bouvier
Emmeline Vallecer Santos
Sara Lissette Vall
Mabel Itohan Osaze
Valente Va Carayungan
Lilian Morales
Yvette Yulionsiu Kong
Elizabeth Deng Turok
Dianne Beatty
Marion Persaud
Balwinder Dhaliwal

Nedeljka Vukovic
Helen Doria
Yetnayet Dinberu
Derek Fulton
Sahra Esse
Chime Yankey
Marineth Villostas
Arlen Mejia
Zeneba Musadil Mohamed
Wilma Olalia Garcia
Marie Christine Mercado
Angela Eggleston
Marie Jean Baduria
Mathew Sese Tubanimi
Ellaine June Ellurig

Teodora Gunday
Neyla Veronica Beltran
Nancy Mwadi Kabeya
Rosemary Garcia
Victoria Myrna Domingo
Benyam Kitla
Elvira Limpin
Olga Lavrenyuk
Stephen Moeti Maangi
Marivel Cabanela
Jennifer Susan Steeves
Champi Mohotty
Maxine Gibson
Lyle Hoffman
Kerri Prescesky, Stephanie Flierjans and Laura Fox, volunteers from Dun & Bradstreet, attended the garden party at Carewest Glenmore Park to serve ice cream to the clients. Client Sylvia Gates, front left, and her daughter Sandy Constable enjoy the sunny day.

Photo by Samara Sinclair