

Carewrite

Carewest news and information for everyone



Step 1: Mix the ingredients.



Step 2: Keep a careful eye on the oven.



Step 3: Enjoy your hard work!

CAREWEST ROYAL PARK

Recipe for a baking bee

Mix together:

- Two cups of fun
- Three spoonfuls of good conversation
- A sprinkle of friendship

Residents and volunteers cooked up some fun and enjoyed the fruits of their labour when they took part in the Carewest Royal Park baking bee.

This wasn't the first time many of these folks had seen a mixer or whipped up a batch of baking. They shared the delicious goodies with volunteers, family members, staff and other residents.

*Marion Elliott
Activity Convener
Carewest Royal Park &
Carewest Sarcee*

In this issue

- 2.....Carewest accreditation
- 3.....Staff influenza clinics in November
- 4.....MDS comes to Chronic Complex
Care in October
- 5.....Pathways heading north
- 6.....Passionista logo unveiled
- 7.....New user-friendly forms tested
- 8.....Breast cancer fundraising event
- 9.....Team-building ideas
- 10.....Benefits of therapeutic humour
- 11.....Quality assurance and quality improvement
- 12.....Employee Profile: Jennie Deneka
- 13.....Stampede memories
- 14.....Colleague Donna Durant leaves
- 16.....Young volunteers contribute
- 17.....Access Calgary policy change
- 18.....Student placements
- 19.....Resident raises \$3,000 for MS
- 20.....Time capsule unearthed
- 21.....Stroke prevention
- 22.....Pedometer encourages walking
- 23.....Wound care on the web

FROM THE EXECUTIVE DIRECTOR

DALE

F O R B E S



ACCREDITATION

Carewest completes 2006 accreditation survey

As part of Carewest's ongoing commitment to quality improvement, we recently completed the survey portion of the Canadian Council on Health Services Accreditation (CCHSA). These surveys provide us with information about how Carewest measures up to national health care standards.

While the survey happens every three years, the work is ongoing. It generally takes a full year to complete the self-assessment process and prepare for the surveyors who visit our sites, examine our processes and policies, and interview our teams, clients and community. Once we have feedback from the surveyors – in the form of a formal document that outlines our accreditation status – we then focus on areas identified for improvement. In most cases, these areas were already identified by our own teams during the

self-assessment and action plans have been created to move us forward. As new initiatives are implemented in the action plan, we also have to evaluate them to see if they are achieving the desired results.

One might wonder why we go to such lengths to be evaluated, but we do it without hesitation. We know that accreditation is our opportunity to showcase the outstanding work that the staff are doing to make Carewest a strong health care organization. We also know that to be a leader in the services we provide, we must look for opportunities to continuously improve. Accreditation gives us a roadmap to follow as we strive to be the very best we can be.

CCHSA will send out a final report within the next month that will confirm our accreditation status for the next three years. It will also summarize key strengths and areas for improvement as identified by the surveyors. It may also make recommendations about specific activities that must be addressed by the organization.

In advance of that document, I wanted to also share some of the themes we heard from the surveyors on the afternoon of September 8th, when we gathered in the Carewest Dr. Vernon Fanning Coliseum to hear an overview of the key findings. The surveyors spoke at length about Carewest's exceptional client focus and about how we treat people with respect and dignity. It is evident in all that we do, from our daily routines to our policy manuals and training programs. They also applauded our willingness to share – whether it be best practices, policies, training or information – with the wider health care community. The surveyors noted that we have undergone a great deal of change in the past few years and that we need to work further with our community to ensure they know who we are today and what we do. That's a task we will undertake with pride.

I would like to thank staff for their support of this significant quality improvement initiative and for their unwavering commitment to safe, compassionate care to clients, day in and day out. I would also like to acknowledge the contribution of residents, clients' families and community partners who were involved in interviews of focus groups.

Dale Forbes
Executive Director

WORD SEARCH
"B.A.C.K. - WORDS"!

A	G	C	O	N	C	E	N	T	R	A	T	E	M
M	K	N	E	E	S	B	E	N	T	E	P	R	S
R	P	S	T	R	A	I	G	H	T	R	L	S	F
Z	E	V	P	O	S	T	U	R	E	G	S	A	L
H	X	C	M	N	C	V	S	P	X	O	V	F	X
E	E	S	L	R	U	B	A	L	A	N	C	E	B
S	R	W	O	D	R	S	M	F	T	O	X	Z	E
J	C	C	A	P	V	B	S	V	X	M	K	O	N
G	I	O	D	E	E	V	L	Z	B	I	M	N	D
S	S	A	D	B	A	R	E	S	T	C	G	E	I
Z	E	B	A	C	K	S	E	A	R	S	I	Z	S
S	M	I	L	E	B	X	P	N	K	L	E	M	I
G	U	E	E	B	S	T	R	E	T	C	H	O	T
Q	A	W	A	R	E	N	E	S	S	L	Z	A	D
T	E	A	M	T	X	E	Z	S	T	A	N	D	N

ALL WORDS ARE FOUND LEFT TO RIGHT →
 OR TOP TO BOTTOM ↓

- POSTURE
- SLEEP
- STRAIGHT
- ERGONOMICS
- S CURVE
- REST
- BACK
- LOAD
- SAFE ZONE
- CONCENTRATE
- STRETCH
- AWARENESS
- BALANCE
- SMILE
- EXERCISE
- BEND
- SIT
- KNEES BENT
- TEAM
- STAND

**Staff influenza clinics
 start the second week
 of November** →



Brought to you by
**Carewest
 Employee Health
 and Safety**

CHALLENGE YOURSELF
Just for fun...

Posture is how we balance our body. If you don't have balance... you fall down. Go ahead and try!

1. Stand with correct posture with your left shoulder placed against the wall...make sure your feet are shoulder width apart.
2. Try and lift your right leg. You can't do it can you?

Here's why... you can't shift to the left to keep your balance!

WHAT BUGS YOU?

Hopefully, not the flu!

Just a friendly reminder that influenza season is just around the corner.

Due to an unexpected delay in influenza vaccine production this year the staff influenza clinics will start the second week of November.

Carewest Employee Health and Safety, along with Infection Prevention and Control, are currently preparing for the upcoming influenza vaccination blitz by getting information updates and completing designated nurse education.

Carewest staff will be kept up-to-date as information becomes available. Watch for posters and clinic information.

Remember... prevention is the key!

"Send the Flu Bug Packing"

*Shari Moynihan
 Carewest Employee Health & Safety*



MINIMUM DATA SET

MDS comes to Chronic Complex Care units in October

After a long wait for software, we are starting MDS in October 2006. The software will undergo final testing in September and we anticipate it will be delivered the end of September. We will be linked to the Community Care Information System (recently implemented in Home Care and Transition Services) through the PARIS software.

What is MDS?

Why are we implementing it?

MDS stands for Minimum Data Set and is a term often used to describe the interRAI LTC 2.0 (Resident Assessment Instrument), which has been mandated by Alberta Health and Wellness for use in long term care. Completion of the MDS and review of the Resident Assessment Protocols (RAPS) on admission, quarterly and annually, will assist us to meet the new continuing care standards and will be the basis of funding in the future.

How will it help our residents?

MDS provides a comprehensive assessment of the resident and can help staff detect subtle changes in the resident's status.

Research has found that use of MDS:

- Decreased overall rates of resident decline;
- Improved resident outcomes;
- Decreased hospitalization in some sub-sections of the population; and
- Improved the process of care (accuracy of information and care planning).

Data will be also used at the organizational, regional and provincial levels for quality improvement, planning and research.

When, Where and What?

Implementation will be phased in throughout the organization and all residents will be assessed by June 2007. **Shelly Achtemichuk** is leading the education and has promised a visit to Paris (the software, not the city!). Staff will be supported as they learn the new assessment tools and use of computers. RN staff will have a practice day with one-on-one support as they do some actual assessments. Entering existing clients will be spread out from implementation until June.

Phase #1: Colonel Belcher 2nd floor, George Boyack 4th floor and Signal Pointe will implement MDS in late October 2006. Staff education on how to complete the assessment tools and basic computer education will commence in September. PARIS software education will be in October.

Phase #2: Colonel Belcher 1st floor, Fanning 3 West, George Boyack 3rd floor and Sarcee Unit 1 will receive staff education on how to complete the assessment tools and basic computer education starting in October. PARIS software education will be in November.

Phase #3: George Boyack 2nd, Sarcee Unit 3, Fanning 1 East, Fanning 1 West and Fanning 3 East will receive staff education on how to complete the assessment tools and basic computer education starting in November. PARIS software education will be in early December.

Phase #4: Royal Park staff education on how to complete the assessment tools and basic computer education will commence in December/January. PARIS software education will be in January.

Education and implementation will be evaluated as we go along and changes will be made based on staff feedback. We look forward to working with you to make this implementation a success. If you have any questions concerning MDS I can be reached at 267-2919.

Darlene Meagher
MDS Project Coordinator

CAREWEST PROGRAM IN DEMAND

Supportive Pathways trainers head north

Darlene Kestevan and her training team are packing their bags for Canada's north, preparing to deliver the Supportive Pathways training program in yet another community. They'll work with families and health care providers in Hay River, Fort Smith, Inuvik and Yellowknife to educate them about dementia care.

The north has an extraordinarily high rate of dementia, although the reasons why are not clear. At the same time, the average client in long term care in the north is in his or her 70s – much younger than clients in Calgary where the average age is 88. Despite this, Canada's north does not have a facility specific to dementia care, so the need to better understand the disease and how to manage client care is significant.

It's no surprise that the NWT Department of Health looked to the Supportive Pathways training program for help. Alberta Health and Wellness declared it the provincial standard in dementia training after an exhaustive evaluation process, and then contracted with Carewest to train 3,000 participants in Alberta. The Supportive Pathways team far exceeded that goal and, since 2003, they have trained 9,500 participants and 450 trainers in Alberta. Darlene,

the Supportive Pathways Leader, now gets regular requests for training across Canada.

Not surprised by the demand for training, Darlene says, "If you look at the population stats, one out of every two people over the age of 90 will have dementia care – and we need to know how to care for them best. Our training program is comprehensive, but it's also unique. We never lose sight of the person behind the disease."

With growing demand and an excellent product, the opportunities to share the program with others are endless. The training has self-generated enough revenue since January of this year to fund to pilot a position to facilitate promotion and coordination. If they are able to drum up enough business over the next few months, the pilot position will be adopted formally.

"I'm excited about the pilot position," says Darlene. "Our staff have worked so hard."

Supportive Pathways trainers include **Marlene Foley, Shelly Achtemichuk, Marlene Collins, Lynn-Ann LeClair** and **Darlene Kestevan**.

*Divona Herzog
Carewrite Editor*

CAREWEST SARCEE

Just hanging loose at RCTP

From August 17th to 25th, Regional Community Transition Program (RCTP) on Unit 2 at Carewest Sarcee celebrated the wonderful gifts of summer by turning the unit into an oasis. There were beach umbrellas, palm trees, underwater fish nets, cruise ships and a campfire in the woods. **Orlando**, from Cruise Ship Centers on 17th Avenue S.W., generously supplied the travel posters.

Continued on the next page.



Staff member Louise McLenaghan auctioning prizes at the casino.

Just Hanging Loose (continued)

Throughout the week, clients experienced their regular programs with summer flair and music to enhance the mood. Staff came to work wearing summer attire and accessories and they participated in draws. Food Services enhanced our meal and program menus and volunteers **Sarah, Gayda** and **Eleanor** spiced up our programs with Elvis Presley in Blue Hawaii and a cruise ship casino.

One of Recreational Therapy's goals is to enhance the quality of life for people during the period of transition from acute care to the home/community. This theme week was used to enhance what we already do – encourage and maintain social interaction and integration, control pain management, enhance mood and motivation, provide an outlet of relief from structure, rules and routine, and allow clients and staff to “just hang loose.”

*Diana Wiebe, Recreation Therapist
RCTP, Carewest Sarcee*



AT CALGARY HEALTH TRUST

CALGARY HEALTH TRUST

Caring individuals make a difference; logo unveiled

The best part of my job as Development Officer with the Calgary Health Trust is meeting and getting to know generous and caring individuals living in our city.

One such couple is **Olga** and **Frank Scarpari**, who I recently had the privilege to meet. Following a life-changing medical event in 2000, Olga decided to volunteer at Carewest Dr. Vernon Fanning. Not only has she volunteered an amazing 786 hours to Pastoral Care, she and her husband Frank recently made a donation to support the purchase of an over-bed Gantry lift. This is not the first donation the Scarpari's have made to Fanning and, according to both of them, it will not be their last. Thank you to the Scarpari's for their compassion and generosity.

Thanks also to **Mark Ewan** and the nurses at Carewest Dr. Vernon Fanning who helped demonstrate the equipment and, most notably, to resident **Donna Thurber** for allowing us access to her room for the demonstration. The over-bed lift project is a fundraising project of the Calgary Health Trust. The ultimate goal of the campaign is to retrofit all long-term care beds within all Carewest sites with these state-of-the-art lifts.

In the last issue of *Carewrite* we introduced you to the new name for the Carewest fundraising event, **Passionista**. **Passionista** – pronounced passion-ee-sta – is a play on the word “fashionista”, which is the type of person we would like to attract to the event. More importantly, it is derived from two words that are near and dear to hearts of the people of Carewest – passion and compassion; passion for the people served and compassion in the care provided. We're excited to now introduce you to the new event logo, designed for us at no charge by Trustmark.



Passionista will take place on Thursday, February 8th at the very trendy Artists of the World Art Gallery on 11th Avenue S.W. Tickets are \$175 per person. The newly designed event will include gourmet delights, great entertainment on three levels, a silent auction and much more. Proceeds from the event will again support quality of life programs at Carewest including music therapy. There will be plenty of opportunity for Carewest staff to get involved. Stay tuned for updates and event details.

*Trish Weatherup
Calgary Health Trust*

New user-friendly forms tested

At a glance

Some of the revised forms being tested

- Form:** Client Assessment and Nursing Care Flow Sheet
Site: Chronic Complex Care unit at Carewest Dr. Vernon Fanning
- Form:** Narcotic and Drug Control Record
Site: 1East at Carewest Glenmore Park

Forms. We fill them out every day – everything from a foot care screen to a diabetic monitoring sheet. There is a good reason for this paperwork to be completed, not the least of all to ensure the quality of care we provide and ongoing safety of those in our care.

The Forms Committee has been working hard to ensure that the forms are as clear and user-friendly as possible and has recently been reviewing several forms with that goal in mind. One such form is the Client Assessment and Nursing Care Flow Sheet. The Chronic Complex Care unit at Carewest Dr. Vernon Fanning is trialing a version of this new form.

There are several reasons for the introduction of this revised form:

1. Keeping the number of forms staff have to choose from to a minimum increases compliance and reduces the risk of wrong forms being used. The goal is for Carewest to have two nursing care flow sheets: one for long-term care and another for rehabilitation and recovery (with other, different forms for the very specialized areas). This will simplify the already hectic life of our nursing staff and assure that

relevant, current forms will be used for teaching purposes during the general orientation.

2. The new flow sheet will also include a comprehensive legend of abbreviations used within the form, eliminating the need for guesswork and reducing the chance for errors while increasing the compliance of recording.
3. Given that the flow sheet is used by multiple staff members (RNs, LPNs and NAs), the new flow sheet will allow staff to initial their entry, matching the signature and the position at the bottom of each page.
4. And finally, the revised form follows the 24-hour clock, reducing the chances of a staff member recording on a wrong shift.

All together, these changes aim to improve documentation, reduce guesswork and errors, and allow staff to follow the commonly accepted legal documentation practices.

One other form that is being looked at closely is the Narcotic and Drug Control Record, which will be trialed on unit 1East at Carewest Glenmore Park. The form has been revised based partly on recommendations by the Institute for Safe Medication Practices (Canada) and some regional work in this area. The aim is to help reduce the risk of error when choosing and giving narcotics. The new form is better organized and colour coded.

No one understands a form better than the person who uses it every day, so users are encouraged to share their ideas for improvement. Experience has taught us that the better the form, the better it will be filled out. So if you have suggestions or ideas to improve a form, please bring these suggestions forward to your Client Service Leader. A form should support the policy describing its use. If it doesn't please let us know.

*Lynne Koziey
Communications Coordinator*

FUNDRAISING EFFORTS FOR
2007 WEEKEND TO END BREAST CANCER ALREADY UNDERWAY

Team Spice for Life hopes to raise \$16,000 by next year

On August 5th, the Alberta Cancer Foundation announced that 2140 participants raised \$6 million in *The 2006 Weekend to End Breast Cancer*, a two-day, 60-kilometre walk to raise funds for breast cancer research in Alberta. Even though only a few weeks have gone by, fundraising efforts are well underway and volunteers are signing up for the 2007 walk.

“My friends and I were deeply touched by the dedication, energy, enthusiasm and emotion of the thousands of women, men and children who participated in this year’s Weekend to End Breast Cancer. We decided to put together the team **Spice for Life** to participate in the 2007 walk. We are excited to support a cause that affects millions of women and families worldwide,” says **Carly Bauer** of Carewest Human Resources.

On July 27th to 29th of next year, Carly and her eight best friends will walk 60 kilometres over the

course of one weekend with thousands of other participants. The net proceeds will support breast cancer research, treatment and services through the Alberta Cancer Foundation.

Although the walk isn’t until next summer, fundraising efforts take place over the course of the year. Team Spice for Life has agreed to raise at least \$16,000 through sponsorship and pledges from family, friends and colleagues.

According to the National Cancer Institute of Canada, approximately 20,500 Canadian women will be diagnosed with breast cancer this year and about 5,400 will die from the disease.

Please watch for updates on Carly’s success and fundraising announcements in upcoming newsletters.

Carly Bauer
Human Resources Assistant



Carly Bauer
Photo: Weekend to End Breast Cancer website

If you are interested in sponsoring Carly and her team, please visit the official website at www.endcancer.ca. You can also contact Carly directly at 267-2927 or carly.bauer@calgaryhealthregion.ca



Who is Team Spice for Life?

We are a group of nine best friends and have been so for 11 years. We met in high school at Lord Beaverbrook. We got the nickname "Spice" and it has stuck through the years. It used to be an infamous name but now we have come to accept it and are proud to be a group of women that truly love each other and will remain friends for the rest of our lives. We are walking for the future of our health and our families health. Thank you for your support and we will see you at the finish line July 29th, 2007.

Source: Weekend to End Breast Cancer website www.endcancer.ca

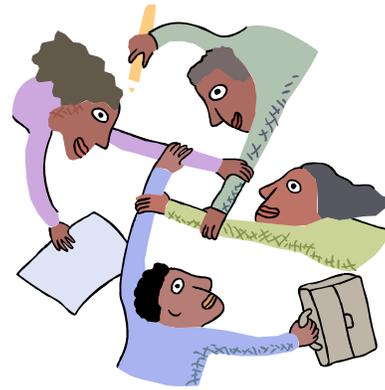
LIFESTYLE CHOICES PRESENTS...

Team-building ideas

We spend more time at work than we do with our families. That is why it is so important to have a great team.

How do you build a strong team? Here are a few suggestions:

1. Value and respect the contribution of others.
2. Have a proactive team mindset.
3. Communicate openly and share ideas.
4. Create a vision together.
5. Look at how things are now and where they can go.
6. Pick priorities to improve.
7. Remain positive.
8. Continually re-evaluate



Try this exercise to strengthen your team:

- Have your team discuss things that are detrimental to functioning as a group. For each characteristic/action, throw an object into the playing space – called the "minefield".
- Have each person choose a partner. One partner moves to one end of the minefield and puts on a blindfold. The non-blindfolded partner stands at the opposite end of the field and tries to talk their partner through the minefield without running into any of the obstacles.

Adapted from Fitzpatrick, M. A., (2003). Getting your team together. In Lippincott, Williams, & Wilkens, *Five Keys to Successful Nursing Management* (pp. 101-134). Springhouse, PA: Lippincott, Williams, & Wilkens.

*Tannis Andersen
Client Service Leader, Lifestyle Choices
Carewest George Boyack*



Happy birthday DR. ALDRIDGE

Dr. Len Aldridge, Carewest's Medical Director, recently celebrated his 65th birthday at Carewest Dr. Vernon Fanning with staff and clients, at an event hosted by the Carewest Infection Prevention & Control team. A special cake was enjoyed by all. Congratulations and best wishes for continued health and happiness.

*Mary LeBlanc, Leader
Infection Prevention & Control*

BENEFITS OF THERAPEUTIC HUMOUR RECOGNIZED

Does humour do more than tickle your funny bone?

According to researchers, therapeutic humour may be just what the doctor ordered.

Therapeutic humour is a type of humour that can relieve or alleviate pain – both physical and psychological. And now the benefits of this therapy are being recognized with increasing frequency throughout the entire world.

Therapeutic humour, when used in conjunction with regular therapy, can provide a better clinical outcome than a purely medically-based therapy. Humour can allow the caregiver and patient to connect in a more personal and human manner and it can provide an immediate relief from difficulties, stress, tension, boredom, conflicts and criticism.

Studies have verified some of the positive benefits of humour. It's been shown to reduce stress and anxiety, boost immunity, relieve pain, enhance and improve communication and relationships, inspire creativity, maintain hope, bolster morale, provide perspective, energize, lower blood pressure and reduce stress hormones. We have known for a long time that it triggers the release of endorphins – the body's natural painkillers – and produces a general sense of well-being, but now humour has been proven to actually boost immune function by raising levels of infection fighting T-cells, disease-fighting proteins called gamma-interferon and B-cells, which produce disease-destroying antibodies.

Of course, when using therapeutic humour, we must follow guidelines:

- Never tell a joke or a story unless you like it yourself and think it's really funny. It must be genuine.
- Avoid content that is sexual, off-color, racist, religious or political. Treat each client like a king or queen and the room like his or her castle.
- Respect the client's right to say no to being involved in humour.
- Clowning with the seriously ill can be fun, but it is also a serious – and sacred – business. As a caregiver, and humour-provider, remember to take your job very seriously and yourself lightly.

Effective health care involves the whole patient – mind, body and spirit. Using humour effectively can promote the move from stress to health, from a smile and laughter, to an ultimate goal of inner peace.

*Michela Smith
Client Service Leader
Chronic Complex Care
Carewest Dr. Vernon Fanning*



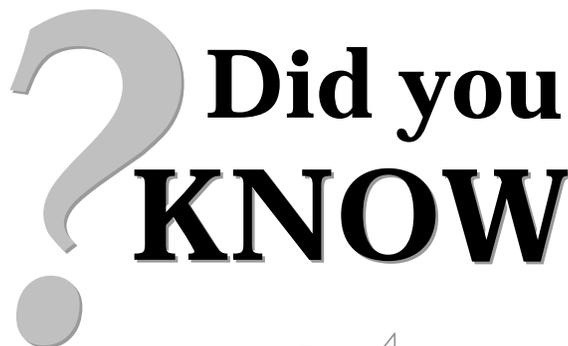
CAREWEST SARCEE

Garden party celebrated indoors

Carewest Sarcee celebrated its annual garden party inside this year, due to inclement weather. The talented **Craig West**, a sight-challenged violinist and guitar player, provided the entertainment.

*Marion Elliot
Activity Convener
Carewest Sarcee & Royal Park*

What's the difference between quality assurance and quality improvement?



They focus on different things but they are related.

Quality assurance focuses on standards.

By setting and monitoring standards, quality assurance:

- Raises the profile of quality of service;
- Increases the ability to question and measure; and
- Improves standards of practice.

Quality assurance activities include things like chart audits and signing the bath sheets to indicate that you have checked bath temperature.



Quality improvement focuses on improving processes.

Quality improvement uses the 85/15 rule (85 per cent of all errors are process related and 15 per cent of all errors are worker or employee related). The 85/15 rule focuses on process rather than “who did it”.

From individual departments to programs, quality improvement allows everyone to look at what happens on the frontline and to focus on the single question: *How well are we meeting the resident's/client's needs?*

The important step in quality improvement is that you take the data and identify ways to improve the processes related to it. From there, the improvements are implemented and measured to see if you made a difference.

Some examples in Carewest include:

- Introducing steps to improve bath safety – such as the kind of thermometer used to check bath temperature and improving the room layout – to reduce the chance of slips or falls;
- Implementing a program that includes training, new assignments and unit communication to improve the quality of meals in the dining room;
- Improving education and feedback to increase the number of charts assembled correctly (the project resulted in a 44 per cent increase in correctly assembled charts); and
- Increasing information to referral sources to improve the number of appropriate referrals to a program so that people get the services they need.

You can use the information from the quality assurance activity to make a quality improvement and measure the change.

By the Quality Improvement Risk Management Committee

If you have any interesting facts about Carewest, we'd love to hear them. Please email Lynne.Koziey@calgaryhealthregion.ca or send an inter-office mail to Lynne at the Administrative Building

EMPLOYEE PROFILE

jennie deneka

Carewest employees and volunteers make up a vibrant community with diverse talents and dreams. This month we profile, Clinic Standards and Risk Management Specialist Jennie Deneka.

Jennie Deneka has standards – high ones – and she’s doing what she can to support the rest of Carewest to meet regional/long-term care standards.

Jennie has recently taken up the post of Clinic Standards and Risk Management Specialist after a stint at the Calgary Health Region. One of Jennie’s roles requires her to look at the long-term care standards put forth by the Auditor General’s task force and work with managers and staff to help ensure Carewest meets those standards.

“We do most everything the standards say we’re supposed to do, we just don’t document a lot of it,” says Jennie.

It’s no surprise Jennie’s standards are high – she’s well suited to the job, with clinical and management experience under her belt. She graduated from the Winnipeg Health Sciences Centre in 1992 with an RN diploma before moving to British Columbia where she spent most of her years nursing in both acute and long-term care. From 1995 to 2001, Jennie took a distance education course through the University of Victoria to acquire a BSc in nursing, and in 2002 she started her Masters degree in Leadership at Victoria’s Royal Roads University, from which she graduated in 2004.

Just as her Masters education was starting, Jennie and her husband **Stan** moved their family to Calgary when Stan was transferred here by his company.

Jennie’s first job in town was with the Calgary Health Region as a clinical nurse in Unit 46, which allowed her to get back to her roots and take a break from management. “I wanted to get back to the floor to get reconnected and see how it worked here, because it’s very different than it is in British Columbia,” she says.

A year later, Jennie started at Carewest as Program Leader of Lifestyle Choices on the 4th floor of Carewest George Boyack before becoming Leader, Lifestyle Choices.

Another opportunity presented itself in her old stomping ground at the Calgary Health Region in Clinical Safety Evaluation as Education Specialist. But she soon longed to work at Carewest again and returned here in her current role. “I came back to Carewest because I missed the hands-on direct relations with clients, family and staff, which I didn’t have in my role with the region. And Carewest is really an organization that lives its values.”

children: 12-year-old **Mathew**, 10-year-old **Olivia** and eight-year-old **Victoria**.

“I am an assistant coach for my son’s soccer team and help my girls with their French homework, even though I don’t speak French!” Jennie laughs. Jennie, who turned 40 this year, also spends her time staying healthy by going for regular runs and to the gym.

But it’s not all hard work. Jennie says once or twice every couple of months she’ll get a group of girlfriends together and cut loose. “I think most people know that I’m pretty down to earth. But people who know me really well know that I love to go dancing. It helps me achieve a balance between being a wife and mother and having time for myself.”

*Lynne Koziej
Communications Coordinator*



STAMPEDE MEMORIES

Stampede came to Fanning with a big YAHOO!

All of us folks at Carewest Dr. Vernon Fanning would like to say a big thank you to Activity Convenors **Carla Ergang** and **Pam Graf**, Food Services staff, volunteers, nursing, physiotherapy staff and the social committee for puttin' on a great Stampede for us all.

We all love to kick up our heels with the rest of Calgary. We started off decoratin' up the place real fine, ya hear. We entered this contest called the Calgary Corporate Decoratin' Challenge and we won first place in the extended care category.

Some of our folk are real talented and entered items they made themselves into the Calgary Stampede Western Showcase. Sure is some mighty fine stuff comin' back with ribbons.

Durin' dem 10 days of hoopin' and hollerin', the fine cowgirls and cowboys sure enjoyed eatin' dem donut holes – 3,000 donut holes were bought by the Fanning Staff Social Committee. They distributed those donut holes throughout the building so we could chow down while watchin' the parade on the big screen TV in the Coliseum. Some of the cowboys and cowgirls snuck out of dis building and watched the parade complements of **Mayor Bronconnier**.

Talkin' of bus trips, they sure are popular with our kin folk. Sixty-one of us residents on the long-term care units moseyed off to all the great attractions – Rope Square, the fair grounds, the grandstand and chuck wagon races, and the rodeo.

For the folk just restin' at the homestead, we provided great down-home fun with square dancers, some good old western singin' and dem animal critters from Butterfield Acres.

Yep, chowin' down on some wonderful vittles is what we like to do. We ate beef on a bun and all the fixin's while sittin' back and listenin' to great western entertainment.

Can't forget them pretty young things! The Stampede Queen and Princesses stopped by and seen us. Sure do lift the cowboys' spirits and bring a smile to all.

And that's what this is all about – bringin' a smile and making a difference in someone's life today! We sometimes underestimate the power of a touch, a smile and a small act of kindness.

*Debby Clegg
Coordinator
Volunteers & Pastoral Care
Carewest Dr. Vernon Fanning*



YEE HAW!

Stampede Royalty Visit Sarcee

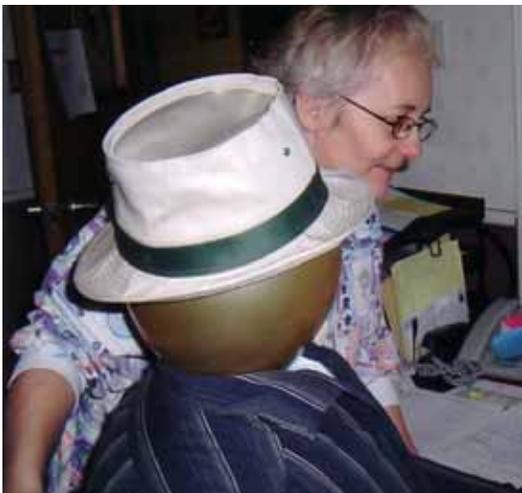
2006 Calgary Stampede Queen **Cheryl Dafoe** and Princesses **April Kanderka** and **Teri Murray** visited Carewest Sarcee this July.

Pictured here are client **Ruth Hutchings** in the middle and staff member **Marilyn VanSertima** at the bottom.

*Denise Monette, Secretary
Infection Prevention & Control*



Donna Durant clowning around.



*Donna and the stuffed man,
one of her many pranks.*

GOOD LUCK TO A GOOD FRIEND
AND COLLEAGUE

Donna Durant leaves for Saskatchewan

Donna Durant, a registered nurse (RN) who has worked for Carewest for the past 17 years, is moving to Saskatchewan. She has served many roles in her career at both Carewest Dr. Vernon Fanning and Carewest George Boyack, where she currently works as the Lead Day RN.

Her nursing and leadership skills have been a key to the development of a strong nursing and interdisciplinary team on the 2nd floor at Boyack. Her patience in teaching and mentoring both our Licensed Practical Nurses and Nursing Assistants has been a gift to our team. We will miss her diligence to detail throughout the classification process. No one can develop a more thorough care plan with just the right wording than Donna.

Another key strength that Donna brings to the team is her support of our residents and families. There are often kudos and cards written by families about her care and compassion through good and challenging times.

I would be remiss if I did not mention her wonderful sense of humour. Not only has she been the master of many pranks on the unit, but she often reminds us that humour is the best tonic in most walks of life. The stuffed man planted at my computer as I arrived early one morning gave me heart palpitations until I realized he was not real!

In closing, I want to extend my sincere gratitude on behalf of our 2nd floor team for the experience and knowledge that Donna shared with us everyday. We wish her well as she moves back to Saskatchewan to support her parents.

*Wendy Ryan
Client Service Leader
2nd Floor, Carewest George Boyack*

CAREWEST DR. VERNON FANNING
Four Seasons of Poetry

Regional Community Transition Program (RCTP) client **Arlyne Tydeman Dewar** was raised in rural Alberta and has been writing poetry since her high school days in the 1930s. She kindly agreed to share her poems depicting the four seasons with *Carewrite*. Enjoy.

*Kathleen Howes
 Recreation Therapist, RCTP
 Carewest Dr. Vernon Fanning*

Spring

Swinger

April is a swinger
 striding up and down
 with jaunty air...
 touching softly a bough
 bending to coax a bud
 to flower
 and laying everywhere
 her green plush...
 erasing with a fling
 of her hand
 winter's snow and slush

right on her heels
 a robin
 having found his mate
 starts looking over
 the real-estate

Summer

Summer Magic

Summer wove her magic
 On memory's open loom
 Tracing there a green leaf,
 A rose's tender bloom.

A field of wheat, a rainbow,
 Or evening's parting blush;
 The meadow-lark's song captured
 In early morning hush.

My loom is brightly woven,
 So winter then may find
 Me rich with jars of summer
 In the pantry of my mind.

Fall

Move Over

Move over summer
 You've had your fling;
 Autumn is waiting
 To proudly bring

Her palette of colours
 And, brush in hand,
 She'll paint a mural
 Across the land.

Gold and russets
 Spread about;
 Somnolent summer
 Do you pout?

Ah no! You yawn
 And with a smile
 Tip-toe away
 To sleep awhile.

Winter

Promises

Green trees of summer
 Will later wear with pride
 The golden hues of autumn
 To charm the country-side.

Winter trees have little
 To offer to the eye;
 Just bare boughs and branches
 Naked to the sky.

But beauty's often hidden;
 Those trees of winter keep
 The promises of springtime
 Beautifully asleep.



CAREWEST ROYAL PARK
Young green thumbs

Students from Master's Academy showed off their green thumbs at the Carewest Royal Park spring planting event this June.

*Marion Elliott
 Activity Convener
 Carewest Royal Park &*



Resident Kim Ebner (centre) and volunteers scrapbook together.

CAREWEST DR. VERNON FANNING

Young volunteers make valuable contribution

This summer, volunteers from Child and Youth Friendly Calgary loaned a helping hand at Carewest Dr. Vernon Fanning with the scrapbooking program and bus outings. These young people were a tremendous help. Not only did they provide the extra hands that are always needed, they brought smiles to the faces of residents.

*Carla Ergang
Activity Convenor
Carewest Dr. Vernon Fanning Centre*



Resident Cheryl Shantz (right) with youth volunteers at the Stampede Western Showcase, where Cheryl won an award for her artwork.

What is Child and Youth Friendly Calgary?

Child and Youth Friendly Calgary provides the opportunity for youth to volunteer, serve on a board of directors, voice their opinions to business leaders and politicians, learn about diversity of their community, serve on a youth foundation and develop citizenship skills. They believe that young people who experience involvement and philanthropy at an early age grow up with a sense of responsibility to their community. Youth in modern society are undervalued and should be asked to take on more responsibility. They need to be included in all aspects of community life.

Source: www.childfriendly.ab.ca/inform/about.htm

WWW.REALAGE.COM

Taking time to exhale

Researchers have found a strong link between chronic work stress and a nasty cluster of factors known as syndrome X (or metabolic syndrome). They increase your blood pressure, your belt size and your odds of developing diabetes.

It's hardly shocking that constant tension at work can strain your nervous system or throw your hormonal balance out of whack; both contribute to syndrome X. Yet some of the antidotes to unceasing stress are close at hand and don't involve quitting your job or heading for Tahiti. Instead, focus on a few healthy basics. Try to eat simply but nutritiously: whole-grain breads, fresh fruits, grilled chicken – you know, the good-for-you stuff that doesn't leave your insides squirming. Take a mini walk at lunch. Set a regular sleeping schedule – there's nothing more stressful than having to deliver 110 per cent when you're exhausted. Tune out the office gossip mill. Find a peaceful window and take 10 slow, deep breaths. There, that's better.



TRANSPORTATION

Access Calgary policy changes impact Carewest



Access Calgary changed its stair policy starting on September 1st, which could have a significant impact on Carewest services and clients.

The policy change

Drivers will only assist customers up one step in addition to the threshold/doorsill. Before this, drivers had been assisting customers using wheelchairs (combined person/chair weight of no more than 250 pounds) to go up a maximum of five steps, or 10 steps if there was a landing midway.

Service implications

This policy change has implications for Carewest service, as it may potentially delay discharges. It may also impact how we conduct home visits.

Discussions about how to manage these changes are currently taking place with Carewest management.

WWW.REALAGE.COM

Coffee a health food?

Good news for the 80 per cent of the population who down an average of 3.2 cups of java a day: Your liver loves it. And because the liver is your body's vital detox center, that's a big health plus. It's not the caffeine. Apparently, it's the antioxidants or other compounds in coffee that keep your liver humming.

Evidence that coffee takes some stress off the liver was discovered when scientists determined that coffee lovers have fewer liver enzymes in their blood than do coffee shunners – and that's a good thing. Liver enzymes are an indication of liver damage. What's more, coffee's protective effect was even more pronounced in moderate to heavy drinkers, even though alcohol can be particularly taxing on the liver (however, there's no way coffee can make up for the damage that long-term heavy alcohol consumption does to the liver). Ready for a refill?

Client impact

Clients may also be impacted as a result of this policy change. Access Calgary has stated it will not leave its customers stranded. However, in order for Access Calgary to continue service, modifications will need to be made to inaccessible residences.

- Clients are encouraged to talk to their social workers on their units if they have concerns about accessibility.
- Eligibility for subsidies for installing ramps and improving accessibility can be determined by contacting the Accessible Housing Society at 282-1872.
- The following vendors carry temporary and/or portable ramps for rent and/or sale:
 - Shoppers Home Health: 255-2288
 - Medichair: 252-5366
 - Home Care Medical Supply Centre: 252-2266
 - Moving people.net:
<http://canada.movingpeople.net/portableramps.htm>

*Terri Gilson, Administrative Coordinator
Carewest Dr. Vernon Fanning
& Glenmore Park*

WORKING TOGETHER

Student placements help both students and Carewest

Twenty-six per cent of new graduates employed in Alberta and Saskatchewan had a fieldwork placement with the same organization they now work with.

The school year has begun once again and with it comes a whole new set of faces at Carewest – students.

Fieldwork helps to bridge the gap between the academic and the clinical worlds. It allows the students to develop or sharpen their clinical skills, apply their newly learned techniques and put theory into practice.

The students we have had over the past year have been delighted with their experiences at Carewest.

“Best placement out of the three I’ve had so far...”
U of A student

“Great first year placement... it allowed me to work independently at the level I was at.”
U of A student

“Coordinated well with our academic courses...I was given the opportunity to try new things...”
U of T student

“...well facilitated learning environment.”
U of A student

“My supervisor was very open to my suggestions. She took my goals seriously and tried to accommodate these as much as possible.”
U of A student

Students are not the only ones who benefit from the fieldwork placements. Twenty-six per cent of new graduates employed in Alberta and Saskatchewan had a fieldwork placement with the same organization they now work with. Last year at Carewest, we hired four therapy assistants who had completed their fieldwork placement at one of the Carewest sites.

Thanks to all the Carewest staff for not only making the student placements an exceptional experience but also for making Carewest a desirable place to work!



Therapy Assistant students Jerma Chua (left) and Lynley Mccheyne lend MSK client Scott Darling a helping hand.

“I liked the rehab team environment. It was good to work side speech, OT, Recreation Therapy and nursing.”
U of A student

“My supervisor did a good job of challenging me without making me feel uncomfortable.”
U of A student

“My placement went well. I would not change a thing.”
Grant MacEwan student

“My supervisor was easy to communicate with and I received good feedback.”
SAIT students

*Jennifer MacKendrick Weber, Therapy Educator, Carewest Dr. Vernon Fanning
Pat Almond, Physical Therapy Practice Leader, Carewest Glenmore Park*

CAREWEST DR. VERNON FANNING

Resident raises \$3,000 to help find MS cure

I would like to thank each and every person who sponsored me for the MS Super City Walk in June. Through your generous support, I was able to collect over \$3,000 for the MS (Muscular Sclerosis) Society.

Your generosity has helped the MS Society make this the most successful walk to date. With a break in the weather, the walk attracted over 2,500 participants and we raised more than \$750,000. These funds are used for research to find “the cure” for MS.

What does finding the cure for MS mean? It means different things to different people living with MS. For people who have just been diagnosed, the cure will stop MS in its tracks. For people who have lived with MS and have experienced loss of mobility and other serious impairments, the cure means repair of the nervous system and recovery of lost functions. For people with a family history of MS, the cure will allow their children or grandchildren to live a life free of MS.

In March 2005, the MS Society of Canada awarded record-breaking funds to support research projects and scholarships. They committed over five million dollars to research over the next three years.

I would like to personally thank the following people:

- 1 East staff for getting me prepared to go out on the walk.
- **Maureen Jones** for being my pusher for the walk. Without her support, I would not have been able to do this walk.
- The gals in the business office who helped to keep track of the funds.
- **Carla Ergang** for ensuring that these funds were taken to the MS Society.
- **Arnie Chamberlain** for being my greatest cheerleader. He calls it the “roll-a-thon”, not the walk-a-thon.
- My family for their financial and emotional support.
- The staff at Fanning, the volunteers and the residents who supported me financially on this walk.

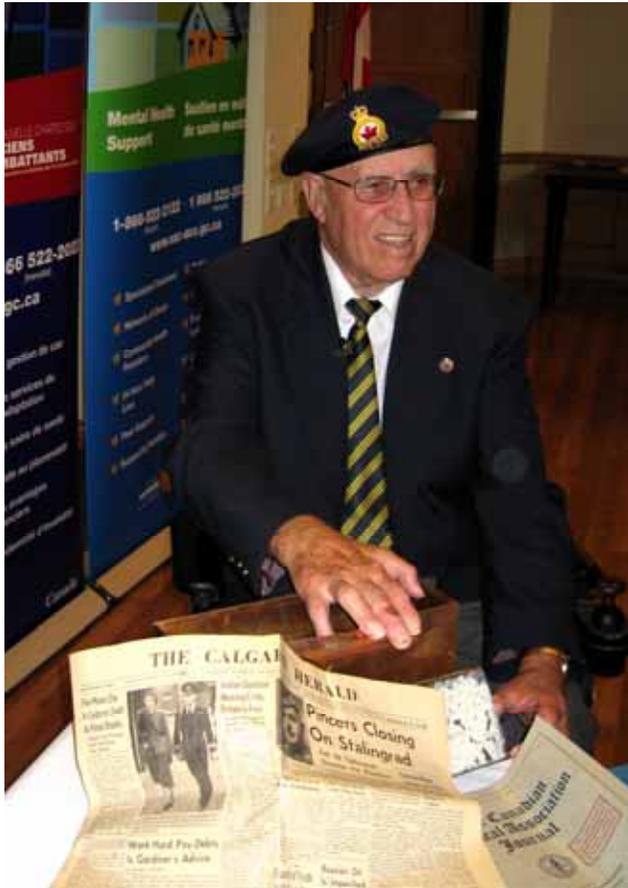
Your generosity is greatly appreciated and I extend a heart-felt thanks to each and every one of you. With your support, we can find a cure!



*Donna Thurber (left)
with staff member Theresa Mills.*

*Donna Thurber, Resident
Carewest Dr. Vernon Fanning*

Time capsule unearthed



Colonel Belcher resident Ted Lockert helps open the time capsule.

For 64 years, the small copper box bound with wire sat recessed in the back of the hospital’s cornerstone, “not to be seen by man for generations to come.”

Rumours abounded about the time capsule’s existence as demolition crews started dismantling the old Colonel Belcher Hospital to make way for the Calgary Health Region’s new Sheldon M. Chumir Health Centre.

The time capsule was said to be in one of the hospital’s four cornerstones, so brick by brick, a team from EllisDon meticulously took apart each cornerstone and hit the jackpot in the fourth and final one.

“We saw it and couldn’t believe it,” said **Marvin Messner** of EllisDon, whose father **Ralph** is a resident of Carewest Colonel Belcher in the city’s northwest.

“We wanted to open it right then and there.”

The crew resisted the temptation and on August 11th, 64 years to the week, the time capsule was opened with media in attendance.

Its contents offered a glimpse of life in Calgary in 1942 as the Second World War raged on.

The two newspapers of the day – the Calgary Herald and The Albertan – both yellowed and brittle, trumpeted war news. Other items included coins from 1942, a copy of The Canadian Medical Association Journal (1941) and a book containing the work of the Department of Pensions and National Health.

More than 100 people packed the auditorium of Carewest Colonel Belcher to witness the opening. Veteran **Ted Lockert**, who lived in the old Colonel Belcher Hospital before moving to the new care centre in 2003, opened the time capsule with the help of a cadet.

“I think it’s exciting – it’s a real privilege to site there and be that close to it,” Lockert said. “It was great for the young guy that was with me.”

The hospital, which sat on the corner of 4th Street and 12th Avenue S.W., had a long history of veterans’ care, dating back to the First World War. At that time, the hospital was housed in the Fairbanks Morse warehouse on 8th Avenue.

In 1941, the Department of Pensions and National Health was authorized to purchase a new site for the hospital and acquired the estate of the late Senator Patrick Burns.

In 1942, the Hon. Ian Mackenzie, Minister of Pensions and National Health, “laid the cornerstone amid applause of high ranking officials of the services, workmen, military nurses and prominent Calgary citizens,” according to the *Calgary Herald*.

In 1943, the “new” Colonel Belcher Hospital was constructed for \$600,000 and underwent renovations in 1956 and again in 1972.

The name Colonel Belcher was passed onto Carewest in 2003. The new care centre houses 175 residents, 135 of whom are veterans.

*Lynne Koziey
Communications Coordinator*

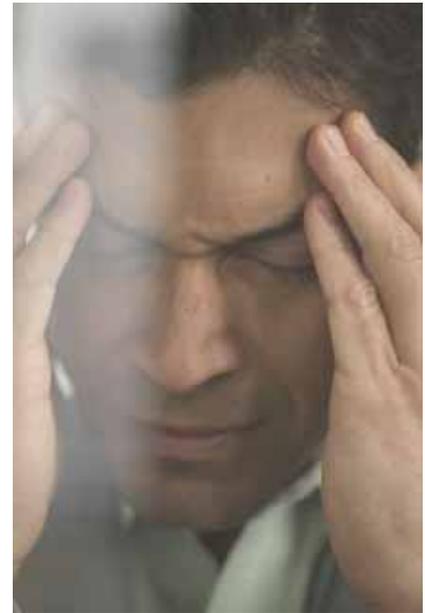
Stroke prevention

A stroke is like a heart attack except it happens in the brain.

You might be having a stroke if you feel....

- Sudden temporary loss of speech or trouble understanding speech.
- Sudden severe and unusual headache.
- Sudden weakness, numbness or tingling in the face, arm or leg.

If the blood supply is lost for a short time (less than a minute) the condition is called a TIA (transient ischemic attack) or “mini stroke”. Symptoms are blurred vision, slurred speech, dizziness, tingling, numbness, weakness, heaviness, clumsiness on one side of the body, or sudden severe or unusual headache.



What can you do?

- Know the symptoms of stroke and your family history regarding stroke.
- Quit smoking and avoid second-hand smoke.
- Maintain a healthy diet low in fat and salt.
- Exercise – a regular walk is great!
- Get your blood pressure checked regularly.
- Use alcohol in moderation (one drink a day).
- Reduce your use of caffeine (four cups or less of coffee, tea and cola).
- Take time to laugh and relax.
- Make sure you get enough rest and sleep.
- Pace yourself when doing activities.

If you have symptoms...

- Tell someone right away!
- Get immediate help (drugs given in the first few hours can reduce brain damage).

*Valerie Arbeau
Health Promotion Coordinator
for the Veterans
944-7854*

WWW.REALAGE.COM

Go Nuts

Saving your own life doesn't get much easier than this – eat a handful of peanuts twice a week. Or almonds, walnuts, or Brazil nuts, if you prefer. Nuts are full of good fats, as are olive oil, canola oil, avocados, and flaxseed. In a study, men who nibbled on nuts at least twice a week had a 46 percent lower chance of dying from an out-of-the-blue heart attack than men who rarely or never ate nuts. A little goes a long way; it only takes a small handful, the rough equivalent of a one-ounce serving, to protect your ticker.



DAY HOSPITAL

Pedometer boosts walking



Clients (left to right) Wally W., Mina C. and Kathryn D. stand by the map of Canada marking their progress in the walking program.

This October marks the one-year anniversary of the Enhanced Walking Program at Carewest Day Hospital. It has been a great success, particularly since we developed a way to add more “walking” to the walking program.

Originally, we verbally encouraged clients to walk 15 minutes in the morning and as much as they could throughout the day. However, they were often found sitting, watching TV, reading or shopping in the gift shop rather than walking.

As an interdisciplinary team, we developed a program to increase both walking and teamwork among Day Hospital clients.

The Enhanced Walking Program now involves placing a pedometer on all the clients in the morning. They are encouraged to walk as much as they can throughout the day. Clients who are not able to walk can participate by foot propelling their wheelchairs or using the stationary arm bikes.

At the end of the day, clients gather and the distances on the pedometers are tallied up. The

average distance is then tracked on a map so the clients can see their progress.

Clients are seen throughout the day “making miles” as they walk up and down the halls and outside on the paths. They share a common goal to increase the daily average, which brings them together as a team as they cheer each other on.

So far, the teams have walked across Calgary and now are tracking a walk across Canada.

*Lara Fowler
Physical Therapist
Carewest Glenmore Park*

SKIN AND WOUND

Wound care on the web

Interested in finding out more about skin and wound care? Got a question? Check out these interesting Internet websites.

Canadian Association of Wound Care

www.cawc.net/

A good source for information on educational opportunities, discussion forums and much more.

Wound Update

www.woundupdate.com

A monthly review of wound healing literature.

Wounds 1

www.wounds1.com

An American site geared to the public.

Wound Healer

www.woundhealer.com

Another American site with lots of information on a variety of subjects.

Wound Care Information Network

www.medicaledu.com/wndguide.htm

Information for clinicians.

Journal of Wound Care

www.journalofwoundcare.com

Abstracts of recent and past issues of this journal.

If you need information on a specific product or dressing, check out the websites of various suppliers.

Convatec: www.convatec.ca/CA/

Johnson & Johnson: jnjgateway.com

Smith & Nephew: www.smith-nephew.com

Molnlycke: www.monlycke.com

As with any subject, carefully assess any information on wound care you find on the web. Happy surfing!

Carewest Glenmore Park
Skin and Wound Team

PANDEMIC EDUCATION

What can I do right now to prepare for pandemic influenza?



Be prepared. We can learn a thing or two from the Boy Scouts who coined this phrase, as we think about pandemic influenza.

While governments and health authorities are preparing for an outbreak, there are a number of things employees can do, too.

The first step is to create a personal disaster plan. Public Safety and Emergency Preparedness Canada offers excellent online tools to help prepare your family and household, including a five-step planning guide: Emergency Planning for Your Family, www.psepc.gc.ca.

Dr. Brent Friesen, Medical Officer of Health at Calgary Health Region, recommends that you consider the following:

- Stockpile a two-week supply of water and non-perishable food.
- Don't forget about pets. You will need a two-week supply of pet food, if applicable.
- Ensure important prescriptions are filled and that you have a two-month supply of important medicines, if possible.
- Keep fever medication and a thermometer in the home.
- If you have dependants, have a backup caregiver identified in case you become ill.

“Pandemic influenza will greatly impact our community,” concludes Dr. Friesen. “By planning ahead as organizations and individuals, we will help protect ourselves, our families and our communities.”

*Adapted from an article written by Krista Ellingson
Calgary Health Region Communications*

***Carewrite* schedule**

October

Submission deadline: October 4th
Publishing date: October 12th

November

Submission deadline: November 8th
Publishing date: November 16th

**All submissions
are welcome!**