

Carewrite

Carewest news and information for everyone

Get your inFLUenza
immunization &
stop the
flu bug!



In this issue

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and the public

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at Carewest Dr. Vernon
Fanning delights
clients/residents



Carewest

Excellence and Leadership in Specialized Continuing Care

October 17th, 2007

FROM THE EXECUTIVE DIRECTOR

DALE

F O R B E S



EMPLOYEE RECOGNITION
COMMITTEE

Carewest Gala

Saturday, November 17th

The Carewest Gala is an opportunity for staff to get together outside of work and enjoy good food, music and dancing.



Tari Campbell-Hope, Tara Jackson, and Debbie Chaisson (Admin Centre), Ann Gay, Robin Shultz, and Sheila Barker (Fanning), Bernadette Carrera and Cecilia D’Mello (Signal Pointe), Maria Hernandez and Rachelle Snider (Royal Park), and June St. Lewis (Colonel Belcher).

In addition to thanking ERC members, take the time to pat each other – and yourself – on the back for all your hard work, time, dedication, creativity and enthusiasm. You deserve it!

EMPLOYEE RECOGNITION

Appreciating our staff

We all know that the simple yet meaningful words “thank you” go a long way to making us feel appreciated in the work that we do.

The Carewest Employee Recognition Committee’s very mandate is to identify and action a variety of creative and meaningful ways to say thank you to staff throughout the year.

Most recently, the Employee Recognition Committee (ERC) did an outstanding job organizing the Carewest Family BBQ, held on September 8th. Despite rain early on, more than 650 Carewest employees and their families attended the BBQ, enjoying the food and festivities. This was the largest number of BBQ attendees to date and I’m very pleased to see so many staff taking time and enjoying themselves.

Soon there will be another event that aims to recognize staff and all the excellent work they do at each of our sites every day. On November 17th, Carewest’s annual Gala will be held at the Round-Up Centre. Aside from a wonderful meal and entertainment and dancing, this year there will also be complementary wine served with dinner.

These events are an important way to acknowledge staff and we should individually and collectively extend heartfelt appreciation for the ongoing efforts of our ERC.

The Employee Recognition Committee – comprised of staff so graciously giving of their time – works hard to ensure staff are given the recognition they are due, but all employees have the opportunity to take part by joining the committee or by saying thank you to a colleague through the Making a Difference Program.

When you have the chance, say thank you to your site’s Employee Recognition Committee member or members. They are Karen Browatzke (George Boyack), Kathy Horan and Cindy Randall (Glenmore Park), Marilyn Van Sertima and Lita Baydid (Sarcee),

Dale Forbes
Executive Director

EMPLOYEE HEALTH AND SAFETY

InFLUenza immunization clinics for Carewest staff



October 22nd to October 26th

	Monday, October 22 nd	Tuesday, October 23 rd	Wednesday, October 24 th	Thursday, October 25 th	Friday, October 26 th
Carewest Dr. Vernon Fanning	9:00 a.m. – 4:30 p.m.	9:00 a.m. – 4:30 p.m.	9:00 a.m. – 4:30 p.m.	9:00 a.m. – 4:30 p.m.	9:00 a.m. – 4:30 p.m.
Carewest Glenmore Park	9:00 a.m. – 4:30 p.m.	9:00 a.m. – 4:30 p.m.	9:00 a.m. – 4:30 p.m.	9:00 a.m. – 4:30 p.m.	9:00 a.m. – 4:30 p.m.
Carewest Sarcee	9:00 a.m. – 4:30 p.m.	9:00 a.m. – 4:30 p.m.	9:00 a.m. – 4:30 p.m.	9:00 a.m. – 4:30 p.m.	9:00 a.m. – 4:30 p.m.
Carewest George Boyack	9:00 a.m. – 4:30 p.m.	9:00 a.m. – 4:30 p.m.	9:00 a.m. – 4:30 p.m.	9:00 a.m. – 4:30 p.m.	9:00 a.m. – 4:30 p.m.
Carewest Colonel Belcher	9:00 a.m. – 4:30 p.m.	9:00 a.m. – 4:30 p.m.	9:00 a.m. – 4:30 p.m.	9:00 a.m. – 4:30 p.m.	9:00 a.m. – 4:30 p.m.
Carewest Signal Pointe		1:00 p.m. – 5:00 p.m.		1:00 p.m. – 5:00 p.m.	
Carewest Royal Park		1:00 p.m. – 3:30 p.m.	7:00 a.m. – 10:00 a.m. 1:00 p.m. – 3:30 p.m.	7:30 a.m. – 10:00 a.m. 2:00 p.m. – 3:30 p.m.	8:00 a.m. – 10:00 a.m.
Carewest Administrative Centre	9:00 a.m. – 4:30 p.m.				
Carewest OSI Clinic			2:00 p.m. – 4:30 p.m.		
Carewest Nickle House					2:00 p.m. – 4:30 p.m.

- Staff can attend inFLUenza clinics at any site.
- Staff who receive their inFLUenza immunization elsewhere should submit their documentation to Employee Health and Safety to be eligible for a prize!
- InFLUenza immunizations will be provided by designated nurses on evening and night shifts at each site.
- InFLUenza immunizations are **FREE** for staff, volunteers, contract service providers and independent care providers.
- For more information call Employee Health and Safety at 260-5454.



**By Roxanne
McKendry**
**Employee
Health & Safety**



InFLUenza. It's not just about you... it's about all of us!

InFLUenza immunization clinics for Carewest clients/residents

October 29th to November 2nd

It is that time of year once again – inFLUenza immunization season. We have been advised that Albertans need to be prepared for a busy season this year if we get the same A(H3) virus that circulated in Australia.

Twenty-five per cent of the population gets inFLUenza each year. Early detection of inFLUenza symptoms, good hand hygiene and respiratory etiquette are critical to minimizing the spread.

Facts about inFLUenza

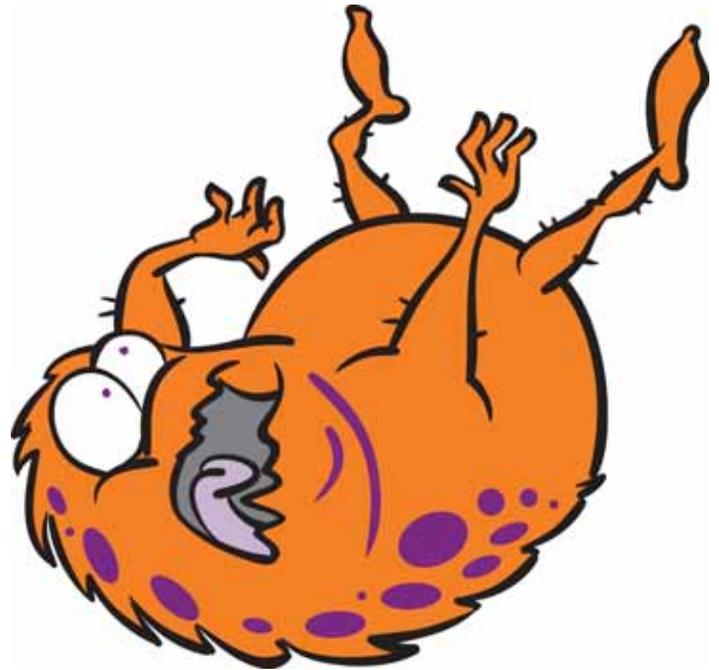
- 👉 You are contagious one day before to five days after illness.
- 👉 Symptoms present within 18 to 72 hours of contact.
- 👉 Symptoms include abrupt onset of fever, sore throat, dry cough, aching muscles and exhaustion.
- 👉 It is easily spread and can live outside the body on surfaces for several hours.

How to protect yourself

- 👉 Get vaccinated – it is the single most effective thing you can do to protect yourself and others.
- 👉 Wash your hands frequently – with soap and water or hand sanitizer.
- 👉 Maintain a healthy diet, adequate rest and exercise.

Respiratory etiquette

- 👉 Sneeze in your sleeve if you don't have tissue available.
- 👉 Throw used tissue away in an appropriate container. Don't leave it around.
- 👉 Clean your hands frequently.
- 👉 Keep your hands away from your eyes, nose and mouth.



**Stop the flu bug in its tracks!
Get immunized.**

*Denise Monette
Carewest Infection Prevention & Control*

InFLUenza immunization clinics for members of the public

This year, the Calgary Health Region is not holding drop-in influenza immunization clinics for the public at Calgary Co-op. The popular vaccination program grew each year and increasingly challenged the capacity of the stores. Instead, the Region is partnering with the following venues throughout the community. Influenza vaccinations will be available on a drop-in basis at these locations between October 16th, 2007 and March 31st, 2008.

To find out if you are eligible to receive a free vaccination, please visit <http://www.calgaryhealthregion.ca/yourhealth/influenza/eligibility.html>

Starts October 26th

Drop-in Clinic Hours

Monday, Friday, Saturday
8:30 a.m. to 4:00 p.m.

Tuesday, Wednesday, Thursday
8:30 a.m. to 8:30 p.m.

Start Date	Location	Address
October		
October 16 th – October 19 th	Centre Street Church	3900-2 St. NE
October 20 th – November 10 th	Robert McClure United Church	5510-26 Ave. NE
October 16 th – November 10 th	St. David's Church	3303 Capitol Hill Cres. NW
October 16 th – November 10 th	Hanger 4 - Currie Barracks	2732 Falaise Ave. SW
October 16 th – November 10 th	First Alliance Church	12345-40 St. SE
November		
November 12 th – November 15 th	St. David's Church	3303 Capitol Hill Cres. NW
November 12 th – November 17 th	Odgen United Church	7401-23 St. SE
November 12 th – November 17 th	Robert McClure United Church	5510-26 Ave. NE
November 12 th – November 17 th	Southwood United Church	10690 Elbow Dr. SW
December		
December 3 rd – December 8 th	St. David's Church	3303 Capitol Hill Cres. NW
December 3 rd – December 8 th	Odgen United Church	7401-23 St. SE
December 3 rd – December 8 th	Robert McClure United Church	5510-26 Ave. NE
December 3 rd – December 8 th	Southwood United Church	10690 Elbow Dr. SW

*Denise Monette
Carewest Infection Prevention & Control*

New e-mail system coming December 10th

You will be able to send and receive work e-mails from home

We need your help...

- Clean out your Inbox
- Keep your computer turned on the night of December 6th

Beginning December 10th, sending e-mail will have a whole new meaning.

That's because the Calgary Health Region will be implementing the new Microsoft Outlook Web Access 2007 – an internet-based e-mail system allowing you to be able to send and receive work e-mails from home.

The new system will be activated at Carewest between December 7th and 9th and ready for use on December 10th.

Microsoft Outlook Web Access 2007 offers the latest and most up-to-date calendar system, which will be available to you alongside the e-mail, tasks and contacts in one integrated view.

You will also be far less likely to encounter e-mail profile or security issues, which means it will be much more reliable and easier to access.

Several weeks before implementation, you will be provided with a link to a web-based training course to teach you how to use the new system, remind you of e-mail etiquette and offer you tips on managing your e-mail.

You will also receive a link to a printer-friendly quick reference guide with the most popular features.

*Samara Cygman
Internal Communications Coordinator*

Continued on Page 7.

Your responsibilities



- Delete old and unnecessary e-mail messages stored on the current system. Keep only what's absolutely necessary in your Inbox.
- Complete on-line training. (There will be more information about this in the near future).
- Make sure to keep your computer turned on the night of December 6th because that is necessary for the migration to occur.

Sneak a peek!

- Sneak a peek at an online demonstration of the new system at www.microsoft.com/exchange/code/OWA/index.html (this only works using Internet Explorer).
- To practice using the system, visit the playground at <http://demoex.crha-health.ab.ca/owa> (this only works using Internet Explorer) and login using your current computer login username and password as firstinitiallastname (i.e. scygmman).
- Keep your eye open for updates at www.calgaryhealthregion.ca/supp/it/main/messaging2/messaging.htm

New e-mail system

Continued from Page 6.

Questions & Answers

Q. How do I save my personal address books or distribution lists to the Region Server? What does that mean?

A. Carewest users don't have to worry about this.

Q. Are we getting PDAs?
(e.g., a BlackBerry or Palm Pilot)

A. Not as part of this project.

Q. Does the online training have to be done? Why?

A. Yes you need to take the training because once you complete it, your account will be automatically activated.

Q. When does my training have to be completed?

A. Before December 7th. As soon as you complete the online training, your account will be activated – so you might want to consider doing it sooner rather than later. As soon as you finish, you'll be activated but you won't be able to access the system until after the conversion date.

Q. What can I expect Monday morning on December 10th? Will there be a new icon on my desktop? What will it look like?

A. We haven't decided if we're going to use the same icon or not. Keep your eyes open for more information.

Q. Who can I contact for more information or if I can't access my e-mail after the migration?

A. For more information, please e-mail messagingupgrade@calgaryhealthregion.ca. On the day of conversion, we'll also have additional IT resources available at the Administration Centre. These people will be dispatched to the sites as they are needed. You can also call the service desk at 310-3111.

Q. What is the website address going to be and how will I be able to log in? What is my username and password? Is this how I access it from home and work?

A. Information regarding the website address and how to access the website will be communicated to you closer to the migration weekend. Although Carewest employees have never had to log into their e-mail at work, you will now – on the job and at home.

Q. What is the plan for those users who will be on vacation over the cutover period? Will their e-mails be lost during the transition, while they are away?

A. No e-mails will be lost during the transition. Active users on vacation will find the contents of his or her Inbox will be migrated over to the new system. The only accounts that will not be transferred over are disable accounts, which may include people on leaves of absence.

Continued on Page 8.



New e-mail system Questions & Answers (cont'd)

Continued from Page 7.

Q. Will the calendar information be carried across and how far back will it go?

A. The calendar will be carried over as far back as the system goes, but won't be accessible during the migration weekend from December 7th to 9th. Keep in mind, if you use your calendar to keep track of your expenses, you may want to file a current claim before the migration.

Q. Will the Personal Contact List information transfer across or will that information be lost?

A. Since we are currently testing some specific cases in our lab, this still needs to be confirmed by the project team, but the current understanding is that any personal contact list will be transferred to the new system.

*Samara Cygman
Internal Communications Coordinator*

DAY HOSPITAL

Conference presentation emphasizes teamwork

Representing Day Hospital, team members Elaine Brown, RN, Laureen Ross, MD, Maggi Hunter, PT, and Terry Chan, Pharmacist, along with Lorne Ford, a past client, gave a panel presentation at the Calgary Health Region Interprofessional Conference in September.

They emphasized the benefits of working collaboratively as a team, for both clients and health care professionals. Feedback has been positive, acknowledging the value of including the client's perspective on the panel, as well as the successful teamwork at Day Hospital.

*Janice Ebbert
Client Service Manager
Day Hospital*



CAREWEST DR. VERNON FANNING Planting some healing

Neuro Rehabilitation clients at Carewest Dr. Vernon Fanning enjoy a little garden time thanks to the Neuro Rehab Horticulture Program led by Environment and Horticulture Service Coordinator Chris Makin.

In this photo, Ernst Noelscher plants cuttings of a Mother-In-Law's Tongue (otherwise known as Snake Plant).

Photo by Samara Cygman.

CAREWEST DR. VERNON FANNING

“Light” exercise improves brain function

The technology was simple but it caught the eye of staff at Carewest Dr. Vernon Fanning.

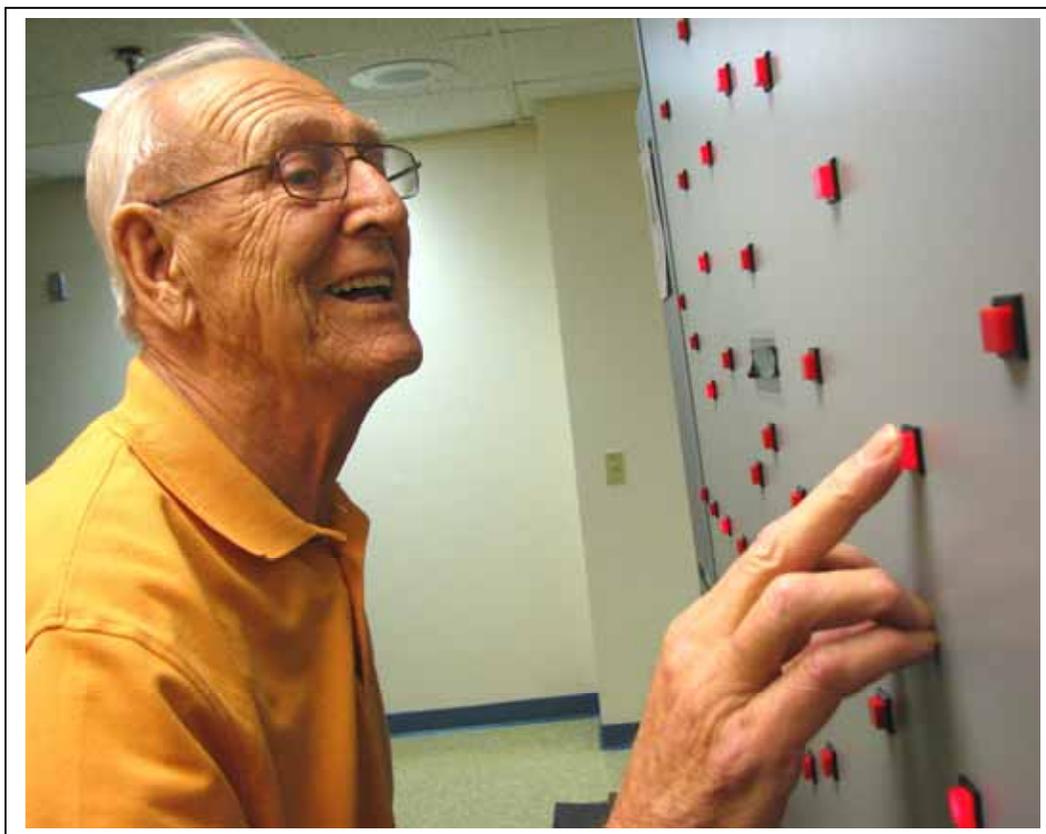
And now clients on the Neuro Rehabilitation Unit are benefiting from the acquisition of the Dynavision 2000 Light Training Board, which has helped them regain independence by allowing them to test and exercise their visual and motor skills.

Originally designed to improve these skills in athletes, Dynavision 2000 has been adapted to provide the same benefits to people whose visual and motor skills have been inhibited by injury and disease.

It has been successfully used to improve function in people with limitations from stroke, head injury, amputation and spinal cord injury.

Catherine Lasuita, Occupational Therapist at the Fanning Centre’s Neuro Rehabilitation program, says the Dynavision 2000 was originally acquired one year ago for those with visual deficits – common for stroke victims – and is now used on a daily basis with marked results.

“It’s not the eyes that are affected but it’s how the brain interprets the information and because the Dynavision is adaptable, large and motivating, we have been able to use it with people to improve their attention, their reaction time, standing balance, endurance, arm function and range of motion,” she says.



Jack Sembo, Carewest Dr. Vernon Fanning Neuro Rehabilitation client, exercises visual and motor skills on the Dynavision 2000 Light Training Board. Photo by Samara Cygman.

“We see an improvement in their ability to use the Dynavision but also see improvements in everyday things like walking, grooming, eating, remembering to look to one side and looking at someone who’s speaking to them.”

The Dynavision is also used to predict whether a client is ready to take a driving test.

“There’s also been some work done on using the Dynavision to predict success in driving – we don’t assess people here but the Dynavision helps the client and therapist decide if it’s time to go for a driving assessment,” says Lasuita.

*Samara Cygman
Internal Communications Coordinator*

CAREWEST DR. VERNON FANNING

Busy commissary serves Carewest sites and four acute care hospitals in Calgary

Grocery order is \$100,000 each month

Describing the Carewest Commissary as “calmly busy”, Heather Truber might be making an understatement.

As Manager of Food Services and Logistics, Heather says the 17,000-sq.-ft. food production centre, located in the basement of Carewest Dr. Vernon Fanning, creates dishes for every Carewest site as well as Calgary’s four acute care hospitals, for the cafeteria, client and patient menus.

And if you’ve ever wondered what a \$100,000-per-month grocery order would look like, take the time to stop by and see what’s cooking in the Commissary.

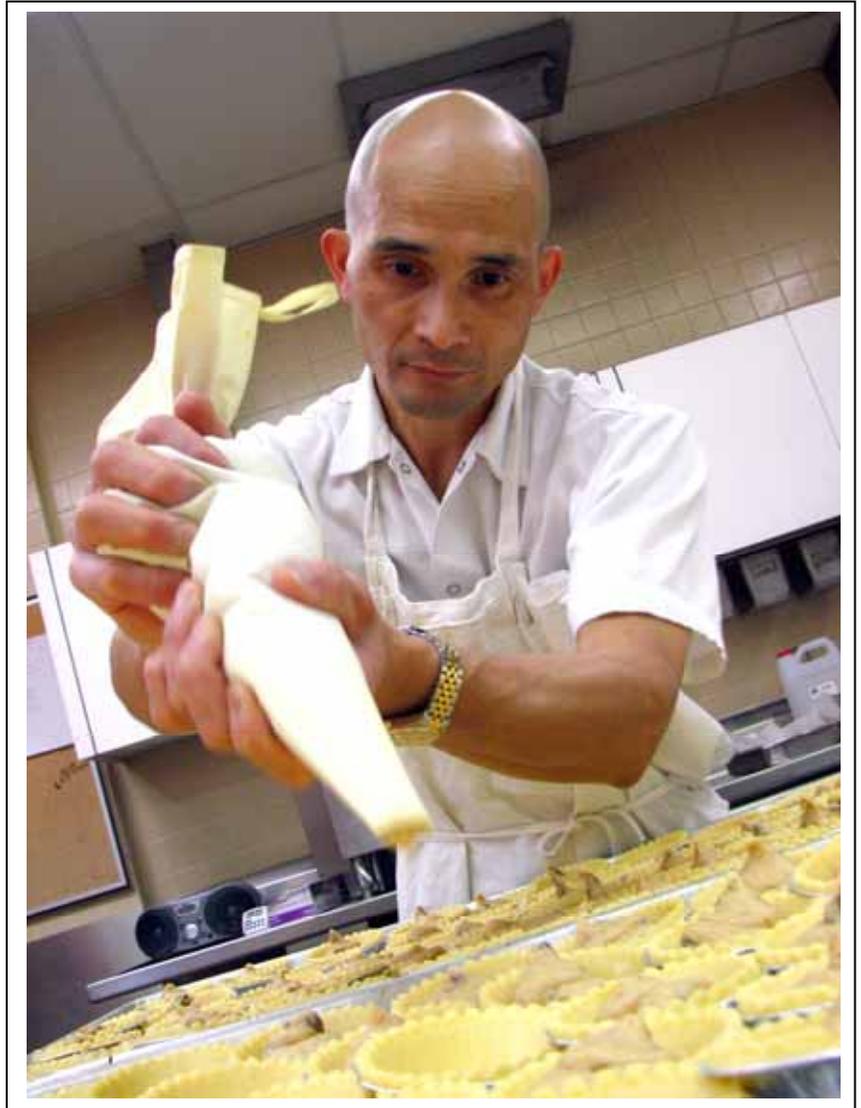
“On a daily basis, we make about 800 sandwiches, 1,800 muffins, 30 kg of salad, which works out to about two one-tonne truckloads a day,” says Heather.

“We have one truck that is refrigerated, used to ship to all the Carewest sites, the acute care sites and makes runs in the morning and the afternoon.”

And because food is a fragile commodity with considerations for storage temperature and shelf life, food safety is the number one concern.

That’s why you’ll find very little inventory in the Commissary – almost everything it receives is prepared within days.

“It’s all very organized and time sensitive,” says Heather.



Commissary culinary master Eric Chan prepares trays of buttertarts for clients and residents at Carewest. The commissary, located at Carewest Dr. Vernon Fanning, prepares truckloads of food each week for all Carewest sites and the four acute care hospitals.

Photo by Samara Cygman.

Continued on Page 11.

Busy commissary

Continued from Page 10.

“That’s the biggest logistics issue is making sure all those things are coordinated because it is fragile and will go bad and we have to make sure it’s shipped and used in a timely manner.”

In addition to making meals for Carewest and the acute care hospitals, the Commissary also does Quick Cuisine – a program making food available to anyone, from staff to visitors to people off the street looking for a quick bite.

“We do have clients whose families will buy or they live in the area and stop by and pick things up or order popular items,” says Heather.

“We often get referrals from the hospitals when people are getting discharged and told they can get food from the Carewest sites.”

*Samara Cygman
Internal Communications Coordinator*

? Did you KNOW

**Carewest Dr. Vernon
Fanning’s 2,500-sq.-ft.
freezer is being
overhauled**

Did you know... that once the Fanning Centre’s freezer is renovated, it will include lots of new technology to help your food stay fresh?

Renovations to Fanning’s freezer, which keeps food frozen for all Carewest sites, are worth \$1.3 million and will see the entire freezer being replaced, including the floor and walls.

Ice buildup underneath the 30-year-old freezer floor was causing cracks in the concrete and shifting of the walls.

After the renovations are complete, sometime in early 2008, the freezer will have updated lighting, new, wider, sliding automatic doors and a stronger foundation.

*Samara Cygman
Internal Communications Coordinator*

Wow!

**Twenty-five per cent of the population gets inFLUenza each year.
Check out the inFLUenza immunization clinic schedules
on pages 3, 4 and 5.**



SKIN AND WOUND CARE

Thirsty for education?



By the Carewest Sarcee Skin and Wound Care Committee

Halley Leung, Christine Willey, Nancy Thiele, Janice Sharpe,
Debra Hart, Teodora Abat

Useful Resources

1. Dr. Steven Thomas offers a structured approach to the selection of dressings online at www.worldwidewounds.com/1997/july/Thomas-Guide/Dress-Select.html.
2. Canadian Association of Wound Care (www.cawc.net) also provides different education sessions for training with independent self-study modules.
3. Twice a year, Calgary Health Region provides education for the Wound Resource Program and SWAT (Skin and Wound Assessment and Treatment Team) training.

We are lucky at Carewest to have many learning opportunities that we can use to make a difference in the care of our clients. Here are some recent and upcoming educational highlights brought to you by the Skin and Wound Care Committee.

Convatec Skin Care Education Day

“Comprehensive Wound Assessment and Management”, presented by Maureen Gix, took place on September 25th at the Peter Lougheed Centre.

Molnlycke Health Care Education Day

“The Art and Science of Wound Care” on September 21st was facilitated by Edie Attrell. The goal was to educate participants about the process involved in wound healing and to impart a basic understanding of the assessment and treatment of common wound types. This 14-module program will be offered again in the future.

Smith and Nephew Skin Care Education Day

Coming to Carewest Dr. Vernon Fanning on November 20th, the “Wound infection: Protect Yourself Protect Your Patients – a Case-based Educational Series Meeting” will be facilitated by Edie Attrell. Participants will enjoy an in-depth discussion about specific issues related to the management of wound infection. Pressure ulcers and diabetic foot ulcer will be discussed.

Canadian Association of Wound Care Education

The 13th Annual Conference of the Canadian Association of Wound Care takes place in London, Ontario on November 1st to 4th. The theme this year is “Do you measure up? Assessing and measuring outcomes.”

Carewest Skin and Wound Education Day

Don't miss the Carewest Skin and Wound Education Day, taking place on November 16th at Carewest Sarcee. Christine Willey, Educator, will facilitate this special event. This program will be offered approximately four times each year to give Carewest staff an understanding of the tools of skin and wound assessment we use in our organization.

Carewest Skin and Wound Committee

The Carewest Skin and Wound Care Committee meets monthly. We encourage and support learning by all Carewest staff and explore best practices in skin and wound care. We involve the entire interdisciplinary team to provide the best care for the clients. Our goal is to develop, support and maintain clinical expertise in skin care, and wound prevention and management, at Carewest. For more information, please contact Carewest Skin and Wound Committee members at your site or call Jennifer Henry at 267-2987.

Arrrh..... Shiver Me



Timbers



Visit Carewest George Boyack's
Pirates' Cove Haunted Ship

October 30th

10:00 a.m. to 11:30 a.m.

1:00 p.m. to 3:30 p.m.

6:00 p.m. to 8:00 p.m.

CALGARY HEALTH TRUST

Update and farewell

Poppy Fund

Remembrance Day is just around the corner. The annual Poppy Fund kick-off will take place at Carewest Colonel Belcher at 1:00 pm on October 27th. This annual poppy fund drive raises thousands of dollars for local charities. Carewest Colonel Belcher has been a recipient of these funds over the past three years, receiving over \$500,000 to replace overbed lifts. The Calgary Health Trust and Carewest will be recognizing the Poppy Fund's many contributions following the formal kick-off ceremonies on the 27th.

Passionista

Plans for Carewest's second annual marquee event – *Passionista* – have begun. Last year's event raised over \$70,000 for quality of life programs at Carewest and this year we hope to raise even more. The event will again take place at Artists of the World Gallery, on February 14th. Yes, folks, it's a Valentine's Day affair and we're quite excited. Watch for more details as plans progress.



A word from
Trish



Farewell and thank you

This will be my last submission to *Carewrite* as I will be leaving the Calgary Health Trust effective October 26th. On November 1st, I will be assuming the role of Partnership Development Coordinator at Alberta's Promise, an agency under the portfolio of Alberta Children's Services. It has been my great pleasure to work with all of you at Carewest. I admire the care and attention you give to all of your clients and the great work you are doing. Keep it up and take good care.

Trish Weatherup

CAREWEST DR. VERNON FANNING

Games, anyone?

Carewest therapists win award for therapy program to help dialysis clients take their mind off their treatment

Two Carewest therapists are being recognized for their achievements in making the dialysis process a little less draining.

Carewest Dr. Vernon Fanning Recreational Therapist Judy Dravucz and Occupational Therapist Kristie Emms were both nominated for and won the Southern Alberta Renal Program's Significant Contribution Award.

The award recognizes their creation of a six-month Therapeutic Leisure Activity Program that aims to stimulate the minds of clients undergoing dialysis.



Recreational Therapist Judy Dravucz, left, and Occupational Therapist Kristie Emms earned the Southern Alberta Renal Program's Significant Contribution Award for a pilot project they created to offer stimulating activities for clients undergoing dialysis. Photo by Samara Cygman.

“Because many residents are on dialysis three times a week for four hours at a time, that’s a huge chunk of their lives,” says Judy, showing off a stylish windbreaker she won as a prize.

“Some people read, watch television or sleep and some don’t want to do any of that so they look

forward to us coming in – we try to get them to focus on something else and not to think about the dialysis process.”

Initially approached by Linda Kerr, Calgary Health Region Patient Care Manager for the Renal Dialysis Clinic, Judy and Kristie decided cognitive stimulation

activities would be a great way to enhance the quality of life and mental health for people on dialysis.

These activities include, but aren't limited to, bingo, trivia, memory match, word scrambles, casino games,

Scrabble, word search, Pictionary, Wheel of Fortune, famous faces/places, Scattergories and sensory stimulation.

“We have seen an improvement in the clients in multiple areas, they are more receptive to having us around during dialysis and perk up whenever we come in,” says Kristie.

“Judy and I have had residents say they enjoy when we come in for programs because not only does it break up the dialysis session but it also challenges their minds.”

*Samara Cygman
Internal Communications Coordinator*



Betty Williams, Cheryl Ruddock – Community Care Assistant, Violet McGregor, Cindy Wood – Community Care Assistant, with rags that, with a little TLC, will become rugs.

COMPREHENSIVE COMMUNITY CARE

A rags to riches story...

There are many stories that portray the rag to riches theme. We have Elvis, Cinderella, Dolly Parton, Sophia Loren, Johnny Cash, David Copperfield, Oprah, Lassie, Loretta Lynn and Annie – to name a few.

The people in our Comprehensive Community Care (C3) knitting club project – “Rags to Riches” – are tearing up old rags to create rugs that will be rich with love, joy and friendship. It is the wealth of our hearts that is the most cherished treasure.

I know I'd go from rags to riches
 If you would only say you care
 And though my pocket may be empty
 I'd be a millionaire
Tony Bennett



Thank you, Cindy, for being the leader of Rags to Riches.

*Vicki Davis
 Recreation Therapist
 Comprehensive Community Care Program*

CAREWEST DR. VERNON FANNING

Adaptive computer equipment delights clients/residents

FUNDED BY CALGARY HEALTH TRUST

Residents at Carewest Dr. Vernon Fanning are enjoying a new kind of independence – in the virtual world.

Thanks to specialized adaptive equipment, the seven terminals in the resident computer lab are more accessible than ever with extra-large keyboards, head-mounted mice and voice-recognition software.

Recreational Therapist Judy Dravucz says it has given residents the opportunity to regain some of their independence, a sense of accomplishment and confidence.

“It’s opened a whole new world for some of the residents and given them a chance to learn a new skill,” she says, adding there are games, e-mail and Internet access.

“They can do things like tell the computer to open their e-mail and dictate a letter without having someone there to type, because some people have only their voices.”

The computers – initially located on different units – were moved together in one room to encourage resident socialization and interaction.

This was made possible thanks to funding provided by the Calgary Health Trust.

Judy began working with volunteer Wendy Flater to upgrade the equipment, handle technical problems and teach residents.

“All the computers were upgraded to a larger memory, I got ZoomText text-magnification software for all the computers and a voice-recognition software called Dragon,” she says.



Judy Dravucz, Recreation Therapist at Carewest Dr. Vernon Fanning, left and Wendy Flater, volunteer, enjoy a little surfing time with resident Donna Adgey. Photo by Samara Cygman.

When the Calgary Health Region provided increased funding specifically for adaptive equipment, Judy says it was like Christmas.

“We got head-mounted and roller-ball mice, height adaptive tables, a printer/scanner/fax, wireless router and an uninterrupted power supply to keep the current consistent in the face of power surges.”

But Judy didn’t make these decisions on her own. She struck up a Resident Computer Committee to gather input from residents about what kind of equipment and software they wanted to see, how much to pay for printouts and rules of the computer lab.

“It’s open 24/7 and there’s rarely a time that it’s empty,” says Judy.

“There are residents who are night owls who can go down to the computer lab any time of the day or night.”

*Samara Cygman
Internal Communications Coordinator*



Photo by Samara Cygman

PHYSICAL PLANT SERVICES

PPS team focuses on customer service

The Physical Plant Services (PPS) team takes a break during the Delivering Exceptional Customer Service workshop. Led by Leadership Development Facilitator Wendy Clark on October 4th, the workshop was a chance for the PPS crew to get together and discuss what is working in terms of customer service, what challenges need to be addressed with ever-changing programs and clientele and a strategy to meet and exceed those challenges.



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EMPLOYEE PROFILE

kathryn daniels

Carewest employees and volunteers make up a vibrant community with diverse talents and dreams. This month we profile Kathryn Daniels, Music Therapist at Carewest.

If you saw new Music Therapist Kathryn Daniels strolling down the hallways of any Carewest site, strumming the guitar or playing the flute, you might think you've been transported back to medieval times.

But unlike the wandering minstrels of that day, whose music and antics aimed to entertain, Kathryn's music has a therapeutic quality to it.

"The residents think the music is wonderful – I'll walk through with my drum and I see eyes light up," she says.

"I tend to start off by introducing myself and I play a lot of old songs."

Born and raised in Toronto, Ontario, Kathryn grew up with music in her life.

She played the piano, took up the flute in Grade 7 and joined her school band where she found something in common with her peers.

She spent most of her time practicing music and volunteering as a candy striper at the St. Joseph's Health Care Centre in Toronto, where her father worked.

"Both my parents were very supportive – my mom was the musician and I followed her around. She even let me play the triangle at the Mississauga Symphony Orchestra," says Kathryn.

"My mother was the one who told me I could combine working with people and my love for music into music therapy."



Because music therapy hadn't yet hit the course roster at any of the universities, Kathryn settled on her Bachelor of Music degree from Queen's University in Kingston, Ontario and at the same time, worked through the grades at the Royal Conservatory of Music.

After graduation in 1987, Kathryn looked for a Master's program in music therapy in Canada but could only find pricey offerings in the U.S.

She decided to move to Vancouver and attend Capilano College where she took an applied certificate in music therapy, which gave her not only the theory behind music therapy but a bit of hands-on training as well.

"We learned the history of music therapy, which became prominent during the war in veteran hospitals," she says.

"We also studied education models and how we can fit music into physical, recreational and occupational therapies."

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Employee Profile: Kathryn Daniels

Continued from Page 18.

Upon earning her certificate, Kathryn settled on a farm near Innisfail, Alberta, with her husband Paul and commuted everyday to the Red Deer Hospital to work full-time as a music therapist for four months on a government grant.

But when that ran out, work was scarce.

“I tried to find work but in the meantime I volunteered at the Olds Hospital and spent most of my days there,” says Kathryn.

During the years that ensued, Kathryn moved to Pemberton, B.C. to raise her three children and then back to Ontario, to a small town called Apsley, where she found a part-time job at the Catholic School Board, working with children with special needs.

She also worked part-time in a long-term care facility, introducing music into the lives of the residents.

When Paul was offered a job in Calgary, he moved ahead of Kathryn and the children to find a house and get set up.

She followed with her three kids in tow, finally arriving in Calgary July 10th, whereupon Kathryn began her job search.

“I was just cruising around online when I found this position – there was a link from the Calgary Health Region website to Carewest and, by God, there was a posting for Music Therapist,” laughs Kathryn, adding she started at Carewest in mid-August.

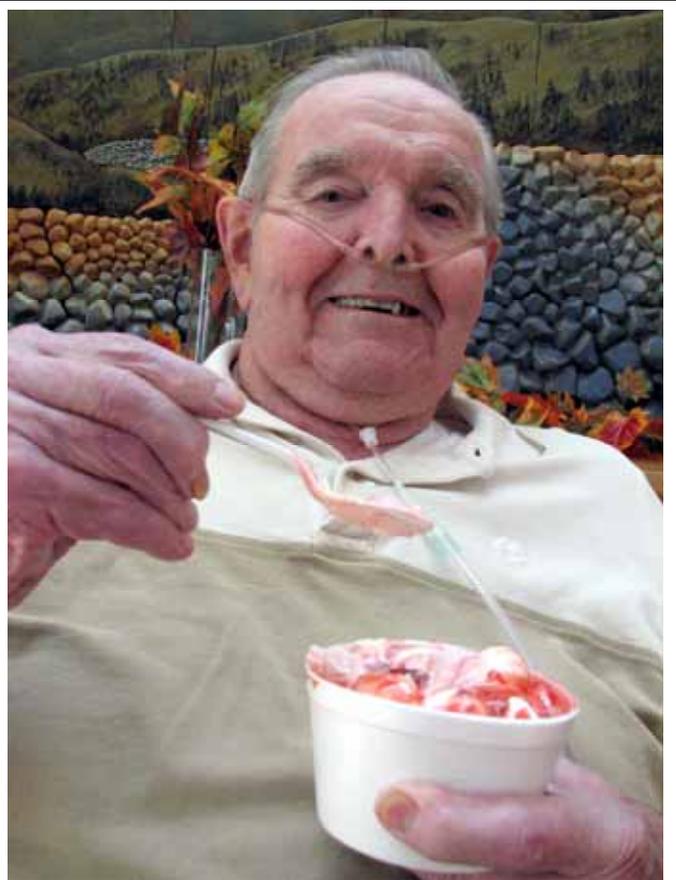
She spends her days at every Carewest site with the exception of Carewest Nickle House and Carewest Colonel Belcher.

To educate staff about Kathryn’s many talents, she hosted several workshops explaining she can do so much more than just sing-songs.

“I can do relaxation groups, rhythm bands and I can give lessons, like piano for example, to get fingers moving,” she says, adding she has many plans for the future.

“My biggest challenge is educating the staff so they know I can do so much more than just the sing-song – for example, at Fanning, I’d like to put together a rhythm band and work towards a performance.”

*Samara Cygman
Internal Communications Coordinator*



CAREWEST COLONEL BELCHER

Cool treats

There’s nothing better than
a strawberry sundae on a Monday!

Bill Bell, resident at Carewest Colonel Belcher,
enjoys some ice cream September 24th – the last
Ice Cream Parlour day of the season.

Photo by Samara Cygman.

Employee Recognition Program

By Tara Jackson
Human Resources

Congratulations to all Carewest employees and teams who were nominated through the Employee Recognition Program. Their names are entered into a draw each month. The winners are listed below. Every time you submit a thank you nomination, your name also gets entered into a draw for a \$25 gift certificate.

September 2007 Draw Winners



- Carolyn Quong
- Romil Violanda
- Debbie Young
- Marilyn Van Sertima
- Maxine Yansen
- Josephine Sampang



CAREWEST GEORGE BOYAK Thank you, Christine

On behalf of the 2nd floor staff at Carewest George Boyak, we would like to say that it was a pleasure having Christine Willey a part of our team. She is a great person to work with. She brought nothing but kindness and laughter to our floor and we will definitely miss her.

Christine has taken another job at Carewest Sarcee as Skin and Wound Educator and we wish her all the best.

*2nd floor Staff
Carewest George Boyak*

Carewrite schedule

November
Submission deadline: November 7th
Publishing date: November 15th

**All submissions
are welcome!**

