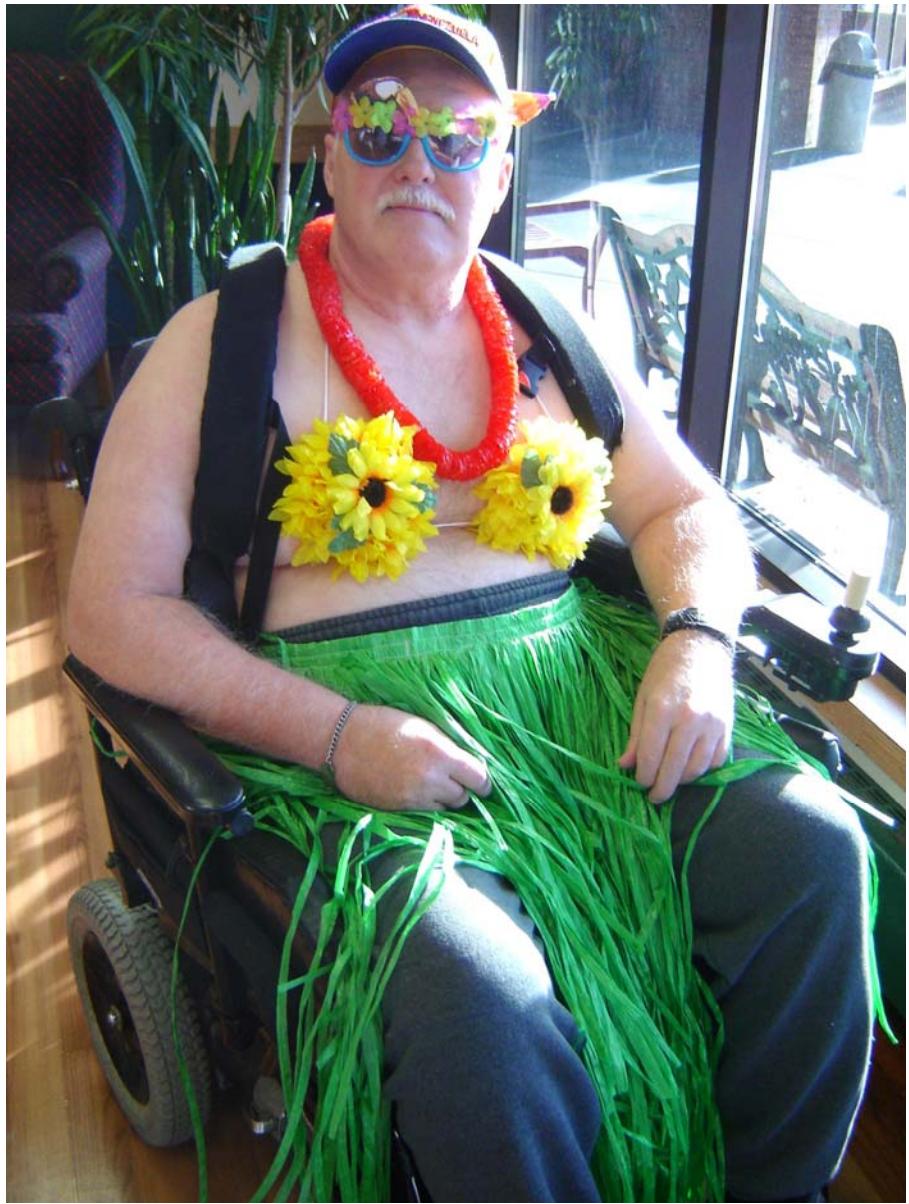


Carewrite

Carewest news and information for everyone



Tropical paradise

Bill Kerr, Carewest Dr. Vernon Fanning resident, has the cure for the winter blues – a little dose of humour.

Bill won the award for best tropical day representation at Fanning's recent Tropical Day event. For the full story, turn to Page 22.

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FROM THE EXECUTIVE DIRECTOR

DALE
FORBES



Communicating within a culturally diverse workplace

An easy way to show respect for someone is to learn a simple phrase in their language.

In last month's Executive Message, we discussed the importance of positive communications and our commitment this year to putting special emphasis on it.

Building upon the idea that *how* you speak to someone is as important as *why* you're speaking with them, we are focussing this month's message on the importance of communicating within a culturally diverse workplace.

Long-term care is one of the most culturally rich industries in Alberta and with that comes the opportunities and joys of learning about other cultures. Through them, we are exposed to different backgrounds, languages and even foods as Carewest staff work together on diverse teams and care for residents and clients of various backgrounds.

While our cultures may be different, the desire to be liked, included, and treated with respect and dignity is universal. Taking time to learn *why* our residents and clients make certain requests is an important part of being able to communicate positively with them. Positive, constructive communication starts with caring enough to want to understand.

When we provide care to people of other cultures, some of whom may not speak English, it is important to learn about that culture, and their beliefs and traditions so we can better appreciate the requests and decisions they and their families make that may differ from those commonly made in our own culture.

As mentioned in last month's Executive Message, it's of paramount importance that when we speak to each other, we're understood while appreciating others' point of view – doing so with positive intentions and an optimistic outlook.

What that means is respecting each other for who we are and all of the cultural richness and history that are a part of all of us.

When it comes to positive communication, an easy way to show respect for someone is to learn a simple phrase in their language. If you care for someone who speaks a language other than English, take the time to learn a word or two or a greeting in their language. Not only does it show respect, it also offers a warm welcome and makes them feel at home and included.

Building a healthy workplace includes communicating positively with one another in a culturally competent way. We can all contribute to each other's emotional health by ensuring that the verbal messages we send are positive, significantly increasing the chance that they will be received well by those we work with and care for.

So, take the time to learn something new about those around you. Our differences are what make us interesting.

Dale Forbes
Executive Director

Tweaking the B.A.C.K. program

It won't be a stretch to re-energize Carewest's B.A.C.K. program but it could take some massaging.

Because transferring residents and clients can put a lot of strain on a person if done improperly, the B.A.C.K. (Butt out, Arms in, Chest up and Knees bent) program was instituted to teach people how to lift safely and effectively.

While the program held up well when compared to other programs of a similar nature, Roxanne McKendry, Manager, Employee Health and Safety explains there's been a renewed commitment to making the B.A.C.K. program one of the best in the business.

"Our core program is strong, so we're going to look at it on a site-by-site basis," she says.

"We decided the culture of each site should be incorporated into the program, so we're going to tweak it to meet the needs of each site."

Because many of the movements taught using this program are basic in nature, they may not necessarily apply 100 per cent of the time at sites where patient transfers are more complex.

Roxanne explains they will begin to emphasize the use of patient transfer belts as a tool to lift more safely during these complex maneuvers.

"The rehab and recovery beds are so different from our long-term care beds because these people are trying to recover, walk and get well, while the status of residents in a long-term care setting usually remains the same," says Roxanne.

Butt out
Arms in
Chest up
Knées bent

Currently the B.A.C.K. program is taught to employees on Orientation Day and reinforced twice a year when an interdisciplinary team goes from site to site, making sure staff are lifting safely.



Carewest's B.A.C.K. program (Butt out, Arms in, Chest up and Knees bent) is being re-energized with a concentrated effort to enhance the program to meet the needs of each Carewest site. Here, Employee Health and Safety Manager Roxanne McKendry demonstrates correct lifting posture.

Photo by Samara Cygman

But it's not just on the job where B.A.C.K. can make a difference.

"Lifting and transferring isn't only what you do at work but it's lifting your groceries, your children and your suitcases and it keeps you healthy for life, not just at work – we're teaching you this so that you can also use these maneuvers at home," says Roxanne.

"We're really trying to make it a habit for people. The whole thing about B.A.C.K. is doing the lifting and transferring with the safest postural positioning and working with your centre of gravity to maximize your capability."

*Samara Cygman
Internal Communications Coordinator*

Pharmacist always goes the extra mile

On behalf of the 2West Regional Community Transition Program (RCTP) team at Carewest Dr. Vernon Fanning, we would like to commend Marjorie Cheng, Clinical Pharmacist assigned to our program.

Marjorie is a supportive, major player on our team. We know we are not her 'only' team and we marvel at her ability to keep on top of all our clients, especially considering the rapid turnover on RCTP. We value her input and are grateful to have her with us.

Her intervention and advice on medications has improved our clients' well-being. She spends one-on-one time with clients to explain medications, answer their questions and reassure them in their medical regimens. We are impressed by her vast knowledge, which she willingly shares in a calm, effective and respectful manner. She works for everyone, is very pleasant, approachable and always available either on the unit or by page.

Marjorie always gives 100 per cent of herself and is a great ambassador for the Pharmacy department. She is not only knowledgeable and helpful, but she is easy to approach, pleasant and compassionate. She goes the extra mile without being asked. Thank you Marjorie!



Staff on 2West RCTP at Carewest Dr. Vernon Fanning think Pharmacist Marjorie Cheng's knowledge of medications, her helpful advice and her approachable style make her a great asset to their team.



The rounds gang on 2West RCTP

Carewest volunteer receives Governor General's Award

Congratulations to Ellen Morrell, a valued Carewest volunteer who was presented with a Governor General's Caring Canadian Award by Governor General Michælle Jean. Ellen was recognized for her efforts in volunteering.

Photo by Serge Gouin, Rideau Hall.



Governor General
of Canada

Gouverneur général
du Canada

Personal safety TIPS

Personal safety is no longer just a catch phrase. In today's society, it's everyone's responsibility.

Blair Phillips, Carewest's Director, People and Learning, says while Carewest is an organization dedicated to the safety of its staff, clients and residents, there will be times where personal safety becomes a responsibility of the individual – like when walking alone, off Carewest property.

"While you're at work, Carewest has a responsibility to promote a safe environment."

However, safety in the community is an individual responsibility, as well as the responsibility of the Calgary Police. Police can be reached in a non-emergency situation at 266-1234 and at 911 if there is an emergency.

The Calgary Police Service offers free information sessions, done by a community liaison officer, who will come out and speak to staff about how they can protect their own personal safety.

These sessions can be organized on a site-by-site basis. If you are interested, contact your Site Director.

The Calgary Health Region employs their own security guards to patrol Carewest Dr. Vernon Fanning during the evening hours, and security guards from Garda Canada Security Corporation check on all Carewest sites throughout the night to make sure the appropriate doors are locked and secure.

Mike Brown Senior, General Manager at Garda, says his patrollers will also escort staff members to their vehicles.

"If you're working late at night and there's a problem in the area, we send people to escort you to your vehicle in the general vicinity. In any event, no matter what the distance we do it," he says.

Garda will also join staff on home care visits in which they suspect a client could be aggressive or pose a risk. For security escort service, phone the Garda Field Supervisor at 560-0279 or if you suspect suspicious activity, you can call the Garda patrol officers at 369-9224.

*Samara Cygman
Internal Communications Coordinator*



Carewest has purchased personal alarm pendants that will be given out on an as-requested basis. If you would like a pendant. Contact your site's Admin Secretary. The 120 Decibel alarm (carried in hand, or attached to purse or backpack) is activated by removing the metal ring attached to trigger pin. It is ideal for shift workers who work until late in the evenings, or for use in parking garages and underground parking structures. It can also be used as a flashlight with red LED light.



Carewest Sarcee beats the winter blues with Caribbean Casino

To liven up January, Carewest Sarcee held a Caribbean Casino. One of our volunteers, Norma D'Arcy, painted a beautiful cruise ship to really get everyone in the mood for a holiday!

During the casino, residents could take a break and enjoy a very special "Margarita" at the hut on the beach. Thanks to all our wonderful volunteers and staff who assisted in making this such a great afternoon.

*Jan Whisson
Activity Convenor
Carewest Sarcee*

Photos: Residents and volunteers try their hand at the Casino.



National Social Work Week March 23-29

The number of social workers at Carewest has grown significantly over the past 20 years. We now have 21 social workers in various programs.

Social workers provide a variety of services to clients and families – everything from supportive counseling and advocacy to legal and financial education. We do it all!



Employee Health and Safety Awareness Month

Regular physical activity improves psychological well-being and can reduce depression and anxiety. Joining an exercise group or a gym can also reduce loneliness, since it connects you with a new set of people sharing a common goal.

Here's a little social work humour....

How many social workers does it take to change a light bulb?

- None. The light bulb is not burnt out. It's just lit differently.
- None. They empower it to change itself!

*Annette Peal
Social Worker
Carewest Dr. Vernon Fanning*

Ninety-two per cent of all Carewest residents immunized for influenza

Of the possible 712 residents residing in long-term care units at Carewest, 658 were immunized for influenza this year. This is an overall success rate of 92.52 per cent, close to last year's success rate of 93.55 per cent.

Residents who still want to be immunized can ask any Registered Nurse on their unit.

The goal of immunization programs is to reduce the impact of influenza and influenza-related illnesses. Both Alberta Health and Wellness and the Calgary Health Region set an immunization target of 90 per cent for residents living in long-term care settings.

| Client influenza immunization results | | |
|---------------------------------------|-----------|-----------|
| Carewest Centre | 2006/2007 | 2007/2008 |
| Colonel Belcher | 95% | 88% |
| Dr. Vernon Fanning | 94% | 94% |
| George Boyack | 94% | 95% |
| Royal Park | 98% | 98% |
| Sarcee | 95% | 96% |
| Signal Pointe | 92% | 83% |

Nancy Thiele
Manager
Infection Prevention & Control



Recreation Therapy Week

Tai Chi and relaxation exercises were only a few of the many activities offered to Carewest Sarcee residents during Recreation Therapy Week February 3-9.

Led by Recreation Therapist Diana Wiebe, residents and staff were treated to a number of activities like Nintendo Wii demonstrations, games and prizes. The week was meant to raise awareness that recreation therapy is not just fun and games – it's a clinical service provided to enhance quality of life.

Photo by Samara Cygman.



What's new on Careweb this month?

Safety Alert: Medicine Patches

Administering medication to a client is no longer just as simple as a spoonful of sugar. The tried, tested and true methods of oral administration (pills) and injected medicines are now joined by transdermal methods, otherwise known as medicine patches. But, while highly effective, the Carewest Medication Safety Quality Council warns that medicine patches also come with their own set of risks.

Stay Alert, Stay Safe

Staying alert and staying safe are no longer just catch phrases. These days, it's an individual responsibility that isn't meant to be taken lightly. Here are some tips you can use to help you protect yourself.

Read more at
www.carewestintranet.ca

Staff Profile

While modesty was his best policy, Carewest Pharmacist Truman Tong finally had to spill the beans. After being prodded and pushed into talking about his experience helping the sick in remote villages in Vietnam or the fact that pursuing his Pharm D has left him with little spare time, Truman, 50, apologized for not "being that interesting". The self-deprecating pharmacist was anything but.

Emergency Power

Losing power can be a daunting prospect, especially in the health care sector. But Carewest Dr. Vernon Fanning will be well prepared with the acquisition of a new emergency power generator, set to be installed this summer.

Food Services Appreciation Week

How many of us pause to appreciate what food goes from the soil to your stomach? Food Services Appreciation Week, which runs from February 25-29, does just that by celebrating the people behind the preparation of the nosh that nourishes our clients, residents, staff and visitors.



Employee Health and Safety Awareness Month

Did you know that improper handling of raw meat, poultry and seafood can create an inviting environment for cross-contamination? As a result, bacteria can spread to food and throughout the kitchen. Consider using paper towels to wipe kitchen surfaces or change dishcloths daily to avoid the possibility of cross-contamination and the spread of bacteria. Avoid using sponges because they are harder to keep bacteria-free.

*Samara Cygman
Internal Communications Coordinator*

Health Ethics

March 3-9



Because almost every decision we make in our lives is based on our values, commemorating this year's Health Ethics Week is more than just the right thing to do.

From March 3-9, Carewest employees are encouraged to keep ethics in mind when faced with various situations – especially how ethical dilemmas regarding respecting human dignity, promoting well-being and advocating justice can be worked through on a regular basis.

Ruth Longhurst, Coordinator, Pain & Palliative Care and member of the Carewest Health Ethics Committee, says Health Ethics Week helps promote the committee and reminds staff there is assistance for those people dealing with difficult ethical situations.

"Some of the most frequent ethical dilemmas that we see in our care centres revolve around end-of-life decisions that clients and their families make," she says.

"As someone's quality of life diminishes due to the disease process and/or frequent infections, the struggle for the family is to decide if the care interventions should change from that of trying to cure versus comfort measures. Sometimes staff may feel discomfort at a decision that a family has made, based on the caregiver's own values and beliefs."

Carewest's Health Ethics committee was created close to 10 years ago based on a growing need to

Week

provide staff and families with better resources to address ethical dilemmas facing those in Carewest's long-term care, rehabilitation and recovery, hospice and community programs.

Jeanine Kimura, Carewest Director, Quality and Service Development and Executive Leadership sponsor on the Health Ethics Committee, says a key driver of the program development focused on helping residents, clients, families and staff exercise opportunities for choice and independence in decision making.

"It made perfect sense to have a committee focused on continuing care needs, especially where the setting is considered "home" and quality of life is so important," she says.

The theme for this year's Health Ethics Week is Creating Space for Moral Reflection.

During the week, Carewest staff can expect to see posters and table-toppers, reminding them of the different aspects of ethics.

There will also be a Lunch 'n' Learn at most of the sites, focusing on Moral Reflection and Ethical Decision Making.

Speakers will be talking throughout the region during Health Ethics Week – the times, dates and locations of which will be posted for staff.

Stephanie Keys, Carewest Educator and member of the Health Ethics Committee, says the importance of ethics-related discussions is to look at situations and questions from more than just our own point of view.

"It allows us to think more globally, looking at perspectives of all those involved in terms of beneficence (doing good), autonomy (informed choices), non-maleficence (do no harm), and justice (treated fairly)," she says.

Samara Cygman
Internal Communications Coordinator

Speech! Speech!

Congratulations to Sandra Stone, Comprehensive Community Care (C3) Home Support Coordinator, and Dr. Diana Turner, C3 physician, for their presentation at the Canadian Association of Geriatrics.

The title of the November 2 presentation was *Cost Effectiveness in a Community-based Program for the Frail Older Population*.

*Jennie Hollings
Client Service Manager
Comprehensive Community Care (C3)
Carewest Sarcee*

Thank you, Carewest Sarcee

My mom, Betty Russell, has been living in Carewest Sarcee since March of this year. The transition has not been a very easy one for my mom, after living more or less independently in the Colonel Belcher Seniors Residence for the last three years.

Losing her independence has been a severe blow to her and to me as well. I was quite upset when I realized that she would have to make the transition into a long-term care facility. She had always lived such an active, vital life. How could this be happening?

I had several people assure me though that we would be very pleased with the care at Carewest Sarcee if my mom was placed there. I was still a bit dubious, but after my mom's move, I found out immediately how compassionate all the staff is on Unit 3.

I was overwhelmed. I so appreciate the fact that all people on this unit, including the nurses, the nursing attendants, the housekeeping staff, the reception staff and everyone else who may play a part, are so helpful.

They all, without exception, cheerfully approach their responsibilities within the unit and they are always there to assist my mom or me in one way or another. Together, they ALL have made my mom's life transition a lot more pleasant. She now seems quite happy, secure and satisfied with her life.

Cindy Russell

Volunteers needed

**Do you know someone –
a family member, friend or even you –
with two to three hours a week to share?**

Looking for something meaningful to do with your family members?
Ever thought about volunteering at one of our gift stores with your family member?
One hundred per cent of all funds raised go back to resident-related activities.

Become involved with:

Our seniors

Frail elderly, Alzheimer's, Veterans

Young adults

Carewest Dr. Vernon Fanning's EQuaL program or Young Adult Day Support

Day Programs

North & South Day Hospitals, Young Adult Day Support, rehabilitation and recovery, transition care or complex care programs

Various activities, days and times are available.

To inquire about these or other volunteer opportunities, please call:

Debby Clegg
Volunteer Coordinator for the north sites
718-2426

Gail Benjamin
Volunteer Coordinator for the south sites
718-2425

Gift store
Games Ceramics
Community Outings
Baking Gardening
Play piano or
accordion...

2008 Employee Health and Safety Awareness Month



By Roxanne
McKendry
**Employee
Health & Safety**



Carewest staff are invited to attend a variety of events in March. Watch for more information and a schedule of events at each site.

Activities will include but are not limited to:



Individual chair massage...
be sure to sign up and indulge
yourself.



Cholesterol screening...
sign up for your individual
cholesterol results. Experts will
review results and answer
questions.



Information sessions and
consultations from experts in
areas of health and wellness.

These events are supported by the Executive Leadership and Employee Health and Safety in order to raise awareness of current health issues and provide staff with information to make healthy lifestyle choices.

Prize Winners Health Promotion Month Survey

Employee Health and Safety are pleased to announce the winners of the Health Promotion Survey contest.

Each of the following employees has won a \$50 gift card just for filling out our survey!!

Betty Thinda
Carewest Signal Pointe

Laura Boutin
Carewest Dr. Vernon Fanning Centre 2W

Angelita Pineda Oray
Carewest Colonel Belcher

Employee Health and Safety Awareness Month

How to control your blood pressure and reduce your risk of heart disease

- Control your weight.
- Limit the amount of alcohol you drink a day to:
 - two drinks a day or less, or
 - none.
- Cut back on salt:
 - limit your use of salt in cooking,
 - limit your use of salt at the table,
 - avoid salty foods,
 - choose fresh or frozen food; avoid canned or precooked,
 - read food labels, and
 - use other seasonings such as herbs, spices, lemon juice and garlic.
- Eat foods rich in potassium such as bananas, oranges, melons, kiwis, potatoes, tomatoes, milk, nuts and whole grain cereals.
- Don't smoke.
- Plan to be active 30 minutes or more every day, or at least three times per week.
- Take time to relax.



Recruitment Services Update

In the month of January, Carewest Recruitment received an increased number of resumes, which is great news. Our goal was to hire 50 new people for the February orientation and we had 55. We are steadily interviewing for the March orientation.

We have many clinical placements within the organization, which is always very positive. We would like to thank all Client Service Managers for their continued support in this area and the many staff who support the students on the units. The clinical placements are a great way to hire individuals at Carewest.

We would also like to thank all staff who continue to recommend potential new hires for Carewest. You are our greatest ambassadors for the organization.

We would also like to take this opportunity to thank Alan Wong, Client Service Manager at Carewest Dr. Vernon Fanning, for presenting to the nursing students at Mount Royal College. Alan provided an overview of the rehabilitation and recovery units.

We have set-up training dates for Filemaker and the Employee Update Form (EUF). The training will be available once a month. Dates will be posted on all units by March 1st.

Should you have any questions in this regard, please contact Tara Jackson at 267-2936.

Look for Carewest Recruitment at these upcoming career fairs

February 27th
Bow Valley College – Downtown Campus

March 20th
Bow Valley College – Franklin Campus

March 16th
Health Careers – Hyatt Regency, Calgary

April 10th
Jack James High School – Calgary

April 10th
College of Licensed Practical Nurses of Alberta (CLPNA) Conference – Edmonton

April 17th
Job Find – sponsored by the Calgary Herald

Carewest Recruitment Team

Escape on an Imagination Vacation

Brandishing a fierce forehand stroke, Carewest Colonel Belcher resident Paul Fuenning prepares to take a shot at a balloon during Imagination Vacation – a week-long program offering activities like Beach Games, Workout on the Ship Deck, Captains Dinner and a Sweetheart Dance. Colonel Belcher staff and residents dressed up in their best beach attire during the week, which ran from February 11-15.

Photo by Samara Cygman



One hundred Wing Kei staff complete Supportive Pathways training

Carewest's Supportive Pathways dementia care education program is constantly evolving and has recently grown in a new direction.

Marlene Collins, Carewest Director Chronic Care – Supportive Pathways, took the program to the Wing Kei Care Centre – a long-term and assisted-living care centre dedicating to enhancing the life of Chinese seniors in a Christian environment.

There, she educated about 100 Wing Kei's staff members, from nurses to people in the housekeeping and food services departments.

Marlene says she developed a two-hour shortened version of the typical two-day Supportive Pathways education program for non-nursing staff and taught it to them in a way all could understand.

"I provided the PowerPoint presentation in English to Wing Kei Director of Care Jane Tse and she translated it into Chinese characters – the people who spoke English well sat up front and there were two groups in the back receiving translation in Mandarin and Cantonese," she says.

"It was a very different experience for me to do that – Supportive Pathways is constantly evolving and taking new direction and we've had a lot of new and exciting experiences."

The Wing Kei Centre has an 118-bed capacity for long-term care residents and 14 retirement suites.

Kathy Tam, Executive Director of the Wing Kei Care Centre, says she was delighted with the outcome of the program and the way it was presented.



Congratulations are in the air at the Wing Kei Care Centre as Carewest Director Chronic Care – Supportive Pathways Marlene Collins hugs Amy Xue, Health Care Aide, after she completed the Supportive Pathways program. Wing Kei Director of Care Jane Tse looks on.

Photo by Samara Cygman

"It's not just our care providers providing care. It's our housekeepers, maintenance and food service staff too. And now they have all developed an understanding of our residents and their needs," she says.

"I've never seen that kind of enthusiasm from our food services and housekeeping staff – Marlene was an excellent presenter and very successful with adult education."

*Samara Cygman
Internal Communications Coordinator*

Medicine patches must be used with caution

Administering medication to a client is no longer just as simple as a spoonful of sugar.

The tried, tested and true methods of oral administration (pills) and injected medicines are now joined by transdermal methods, otherwise known as medicine patches.

A medicine patch is adhered to the client's skin and the medication is released over a period of time and absorbed through the skin into the bloodstream.

But, while highly effective, the Carewest Medication Safety Quality Council warns that medicine patches also come with their own set of risks.

Jerry Hanen, Carewest Pharmacy Practice Leader, says confusion can result when using multiple patches because dosages can be described in different units of measurement (i.e. micrograms or milligrams) and the rate of medication delivery can also vary (i.e. mcg/hour or mg/day).

"The technology that stores the medication and releases it over a period of time is very sophisticated and depending on the patch, that period of time may vary – it may vary in terms of absorption and as a result, how much of the drug goes into the bloodstream," he says.

"Some patches, like Fentanyl, can leave a reservoir of medication in the skin and that can last up to 24 hours – sometimes you might think if you're taking the patch off, you've stopped the medication from coming in but in the case of this patch and others, there's still a reservoir left in the skin."

This can be dangerous for the uninitiated, whether you're a nurse learning how to use a transdermal delivery system or a client using a number of different patches.

And because some of the patches are meant to be administered onto different areas of the body, are



Carewest staff must be cautious when applying medicine patches as several risks have been identified when using them.

Photo by Samara Cygman

small and hard to see, clients run the risk of being exposed to a double dosage.

The U.S. Food and Drug Administration (FDA) and Institute for Safe Medication Practices (ISMP) have issued safety alerts about medication patches, focusing on Fentanyl and other medicine patches.

Fentanyl is a highly potent narcotic, used primarily to ease the pain of opioid-tolerant clients, has been associated with overdoses causing death.

"Narcotic patches have the highest risk because they have the ability to depress respiration," says Jerry, adding the Medication Safety Quality Council recommends caregivers write the date on any patch administered and indicate where the patch is being placed on the client's health record.

"Especially with multiple care givers and different placements, there is a risk somebody may miss where one patch is placed on the client."

For more information about transdermal patches and the Fentanyl patch, visit the FDA website at www.fda.gov or visit the ISMP's website at www.ismp.org and do a search on transdermal patches.

Samara Cygman

Internal Communications Coordinator

Reminders to Avoid Errors Using Transdermal Patches

- Avoid using heat at or near the site of the patch because heat can significantly increase drug absorption. Fever may also increase absorption. More frequent monitoring of the resident or client may be necessary.
- Monitor clients with two-piece patches to ensure they are receiving active drug — in other words, be sure the overlay (an overlay secures the medicated patch to the skin) is being used properly. This kind of error should be suspected if the therapy seems to be ineffective, or if overlays are being returned to the Pharmacy.
- Educating all practitioners regarding transdermal delivery of medications, including information about the need to check for and remove current patches the resident/client may have. Keep in mind that a significant amount of medication remains in the patch after the recommended application time.
- It's very important to educate clients on the proper use of patches and to emphasize the need to remove the old patch prior to applying a new patch.
- Narcotic analgesic patches have the highest risk because they can depress respiration.
- Ensure that a date is written on every patch before the patch is applied to the resident or client. Clients who go out on pass should have all patches dated for the period of time they are on pass.

Source: Carewest Medication Safety Quality Council

New Signage

It's a sign of the times. Carewest receives a facelift thanks to Bob Coates, left and Rick Robb, installation technicians with Pattison Sign Group.

The pair were out all day installing Carewest's new exterior signage.

Photo by Samara Cygman



EMPLOYEE PROFILE

Truman Tong

Carewest employees and volunteers make up a vibrant community with diverse talents and dreams. This month we profile Carewest Pharmacist, Truman Tong.



While modesty was his best policy, Carewest Pharmacist Truman Tong finally had to spill the beans.

After being prodded and pushed into talking about his experience helping the sick in remote villages in Vietnam or the fact that pursuing his Doctor of Pharmacy has left him with little spare time, Truman, 50, apologized for not “being that interesting”.

The self-deprecating pharmacist was anything but.

He left his family at the age of 16 when he moved to Red Deer from Hong Kong to further his education.

“Luckily, high school was really easy for me,” he says, adding he was the second Chinese student to attend the educational facility.

“School in Hong Kong was very competitive as there were about 20,000 high schools and only two universities.”

After high school, Truman attended the University of Alberta with a similarly packed schedule.

Continued on Page 17.

Employee Profile: Truman Tong

Continued from Page 16.

“I was biting off more than I could chew – I was taking micro-biology, biology, organic chemistry and physics, among others. I wasn’t sure whether I wanted to go into Engineering or organic sciences,” he says.

“When I was a kid, I wanted to be a bus driver. I’d sit on the bottom bunk of our bunk bed and make all my brothers and sisters get on and pretend to drive a double-decker bus. But I decided on Pharmacy.”

He graduated with his BSc. in Pharmacy in 1983 and worked at Carewest right out of school. However, he left shortly after, to be his own boss.

For 15 years, Truman operated three drug stores in Calgary but sold them off in 2005 to rejoin the Carewest team.

“I wanted to go into long-term care,” he says.

“Plus I have the chance to work with so many other disciplines whose brains I can pick if I need to.”

Encouraged by one of the Carewest nurses, Truman joined the Evangelical Medical Aid Society (EMAS) – a Christian, interdenominational, charitable, non-governmental organization – and traveled to Vietnam last year to utilize his skills to enhance the health of residents living in remote villages.

“I took care of all the drugs, inventoried them and did some quality control – I weeded out the popular local drugs that I didn’t feel were evidence-based,” he says, adding his role was widely varied and he sometimes had to check thousands of prescriptions a day.

“And when I got back to the hotel, I’d sort out the drugs for the next day and pack them up.”

In Vietnam, he saw many dehydration and worm problems, and muscle/joint issues among the residents, who were mostly farmers.

Upon his return to Canada two weeks later, Truman says he came to a realization.

“My life is too rich,” he says.

Today, Truman still keeps in touch with his trip mate, with whom he is developing a personal hygiene pamphlet and a pediatric booklet that he hopes will live on for generations in the villages of Vietnam.

He is also pursing his Pharm. D. degree, which he says makes balancing time with his wife of 23 years and two children a bit of a challenge.

“I’m averaging one exam a week,” he says.

“But I have to do one 18-week practicum and that’s the last thing I have to do.”

*Samara Cygman
Internal Communications Coordinator*



Green thumb Enid McVeigh, resident at Carewest Dr. Vernon Fanning, helps clean up and maintain the potted plants in the greenhouse before the plants were given away or sold at a plant sale.

Photo by Samara Cygman

March is Nutrition Month

Spotlight on Food and Nutrition

Over the past few months, the Carewest dietitians and Food Service management have put many long hours into enhancing the menus here at Carewest to reflect the new Canada's Food Guide to Healthy Living.

Dietitians' Top 10 List

#1:

Want to feel your best? Eat well and get physical!

2:

Benefit from balance – challenge and support family members to achieve and maintain healthy weights.

#3:

Quality counts – whether at home, school, work or play, keep healthy food choices top of mind

4:

Give your food portions a makeover – tune in to moderation in serving sizes.

#5:

Colour your world with vegetables and fruit!

6:

Be a savvy shopper – get the nutrition foods from the label.

#7:

Make meal time a family affair!

#8:

Healthy eating is more than a flash in the pan – it's a lifetime commitment...

#9:

Make www.dietitians.ca/eatwell your "go to" place for trusted nutrition information and fun healthy eating ideas.

#10:

Have a food or nutrition question? Ask a Registered Dietitian!

The food served at Carewest will now be higher in whole grains, richer in cancer-fighting antioxidants from fruits and vegetables, and lower in unhealthy fats. Make no mistake, deliciousness will not be compromised!

To our knowledge, these changes will come about at the end of March when the commissary freezer is back up and running.

The enhancement of our menu is quite timely, as March is Nutrition Month. This year, Dietitians of Canada is putting the "Spotlight on Food and Nutrition". To do this, they have compiled a "Dietitians' Top 10 List".



Our Carewest dietitians have put together information boards highlighting these top 10 healthy actions and how you can benefit from each. There will be several chances to win some excellent prizes, so make sure to check the displays at your site!

North Americans face numerous conflicting messages on food and nutrition. Here's your chance to see what Canadian nutrition experts consider the most important information for you.

Sarah Remmer
Clinical Dietitian
Carewest Glenmore Park



www.dietitians.ca/eatwell

**Honouring the hand
that feeds you**

Food Services Appreciation Week

Chew on this: food is one of life's most basic pleasures but how many of us pause to appreciate what that food goes from the soil to your stomach?

Food Services Appreciation Week, which runs from February 25-29, does just that by celebrating the people behind the preparation of the nosh that nourishes our clients, residents, staff and visitors.

Heather Truber, Manager, Food Services and Logistics, says the week gives Carewest the opportunity to profile hard-working staff who provide one of the most important aspects of care.

"Our Food Services staff have really stepped up to the plate over the past year in the face of staffing challenges," she says.

"We'd just like to thank them for all their hard work."

Carewest employs 175 Food Services staff who, in a typical day, produce 825 sandwiches, 67 pounds of salad, 1,100 bowls of soup and 900 servings of carrot cake.

With a \$100,000-per-month grocery bill, Carewest Food Services prepares meals and snacks for eight Carewest sites and Calgary's four acute care hospitals, supplying food for the cafeteria and patient menus.

"Some of the aspects of food services in large health care facilities are the challenges involved in ensuring we have the supplies and making absolutely sure the food is received, stored, prepared and served in a safe manner," says Heather.



Amanda Connelly gets ready to prepare a scrumptious salad in time for Food Services Appreciation Week February 25-29. Carewest Food Service staff will be recognized for all their hard work with activities and other events. Photo by Samara Cygman

"It is a complex process to ensure that all supplies are in the right place at the right time and because food is perishable it is even more complex."

She also says customer service is an integral part of the job.

Food Services staff will be thanked throughout the week with refreshments, recognitions and maybe a surprise or two.

*Samara Cygman
Internal Communications Coordinator*

Carewest Benefits Update

In our continued efforts to provide quality service, a number of initiatives are underway to bring awareness of benefits to Carewest employees.

Some of the highlights include one-on-one benefits information sessions being conducted for all new hires that are benefit-eligible, relevant and helpful information to be posted on Careweb, site visits, Local Authorities Pension Plan (LAPP) information sessions, and more!

Kara Erdahl, HR Assistant, Benefits and Ruth Zwolinski, Compensation and Benefits Coordinator, will be available at Carewest sites to answer any benefit-related questions that you may have.

These are not presentations, rather your chance to come by with any questions or concerns that you may have.

Benefit Sessions dates and times

- March 18: Carewest Colonel Belcher, from 10 a.m. to noon
- April 2: Carewest Signal Pointe, 10 a.m. to noon
- May 14: Carewest Royal Park, 10 a.m. to noon
- June 11: Carewest OSI Clinic, 10 a.m. to noon
- July 23: Carewest Nickle House, 10 a.m. to noon
- August 19: Carewest Glenmore Park, 9-11 a.m.
- September 16: Carewest Dr. Vernon Fanning Centre, 9-11 a.m.
- October 14: Carewest Sarcee, 9-11 a.m.

Local Authorities Pension Plan Information Sessions dates and times

LAPP information sessions are currently in the process of being set up. These will be optional sessions (non-paid) that will be two hours in length. A representative from LAPP will be presenting information on a variety of topics. Stay tuned for information regarding sign up!

LAPP Information Sessions

- May 21: Carewest Dr. Vernon Fanning Centre, 9:30 a.m. and 1 p.m.
- June 18: Carewest Glenmore Park, at 9:30 a.m. and 1 p.m.
- June 19: Carewest Sarcee, at 9:30 a.m.
- June 19: Carewest Colonel Belcher, 1 p.m.

If you have any benefits-related questions, you can contact:

Kara Erdahl, HR Assistant, Benefits: 267-2755 or kara.erdahl@calgaryhealthregion.ca

Ruth Zwolinski, Compensation and Benefits Coordinator: 267-2951 or ruth.zwolinski@calgaryhealthregion.ca

Did you know, you can access benefit forms and information on Careweb? All you have to do is log on to www.carewestintranet.ca and enter your username and password. If you have trouble signing on, please e-mail Samara Cygman at samara.cygman@calgaryhealthregion.ca or call her at 718-2427.

Healthy Living is...

A matter of taste

As we age, our senses can start to change – including our sense of smell and taste.

When you were younger, eating was a pleasure and everything tasted delicious. Now, as you grow older, perhaps you find it harder to satisfy your taste buds.

There are a variety of factors that can kill appetites and taste sensations:

- **Smoking**
- **Certain prescription drugs (antidepressants, antibiotics, high blood pressure pills)**
- **Oral infections (gingivitis, tooth extraction, wearing dentures)**

As we age, our senses can start to change, including our sense of smell and taste. Our sense of smell and taste are very closely intertwined. If your sense of smell is temporarily blocked, it can affect your ability to taste things (think about when you have a cold). As we age, our ability to taste remains intact but our sense of smell can decline and we produce less saliva.

Sharper cheddar, spicier spices, saucier sauces and, worst of all, a lot more salt and sugar are all ways we try to compensate for the decline in our ability to taste.

We eat for nutrition, but also for the pleasure that it brings.

You may no longer want the variety of foods you once did because “everything tastes the same”.

Or you may miss the social aspects of eating and be therefore less inclined to prepare a meal.

Adding sugar and salt to your diet is not the answer; you should be cutting down on salt. To do that, read the food labels and look for low-sodium versions of your favourite foods. Fresh foods have less sodium than commercially canned or frozen foods.

What can you do?

- Spice it up! This may not do much to sharpen your sense of taste but it may enhance the food aromas by flavouring your foods with fresh and fragrant herbs, spices, salsas, chutneys and healthy sauces.
- Give foods a boost! Vary the texture of foods at one meal. For example, top smooth low fat yogurt with crunchy cereal – such as low fat granola or low sugar cereal. Or, enjoy a cool fruit salad and sherbet following a hot and spicy enchilada or taco.
- Use colour to maximize eye appeal! Add red and yellow peppers to a mixed green salad or sprinkle paprika on white potatoes.
- Increase the flavour! Use seasonings and spices instead of salt and fat for flavour. An added bonus for choosing herbs and spices is that they contain health-protective phytochemicals.



By Margaret Usherwood

**Carewest Colonel
Belcher Health
Promotion Coordinator
944-7854**

Voting rules will not affect pension or benefits

We are responding to concerns raised by a Calgary Herald article dated January 23 regarding a change in the voting procedures for the Local Authorities Pension Plan (LAPP).

Changes to the Alberta Local Authorities Pension Plan voting rules will not affect your pension or the benefits of the plan.

A letter from Grant Howell, chair of the Board of Trustees of the Local Authorities Pension Plan (LAPP) explains voting rules were changed when it came to the attention of the board that they were in contravention of existing Alberta legislation with their voting procedures and quorum requirements.

For the past 15 years, the board required two-thirds

majority to pass any measure and there had to be at least eight members (of 14) present for quorum – four employer and four employee representatives.

According to the Calgary Herald, now only a majority is required to pass a measure, regardless if they are employer or employee representatives.

In his letter, Grant says the board asked the government to amend the legislation to allow the board to restore former voting procedures.

Visit www.lapp.ab.ca for updates, to check who your representative is or phone toll free 1-800-358-0840.

Samara Cygman
Internal Communications Coordinator



Carewest Dr. Vernon Fanning escapes to the tropics

While the winter wind whistled outside, Carewest Dr. Vernon Fanning was transformed into a tropical paradise. Tropical decorations, free pineapple muffins and punch, a Congo line through the dining room and leis for each resident/client in the building created a festive atmosphere. Everyone was encouraged to dress the part and prizes were awarded for best dressed staff and residents/clients. It was a great day, filled with fun and laughter. This is one of many activities taking place as part of Spring Connection. Turn to the back page to see Bill Kerr, our first place winner in the best dressed resident/client category.

Tracy Baraluk, Activity Convener, Carewest Dr. Vernon Fanning

Did you KNOW

Did you know... that Carewest employees seeking information on the Local Authorities Pension Plan (LAPP) can find it online?

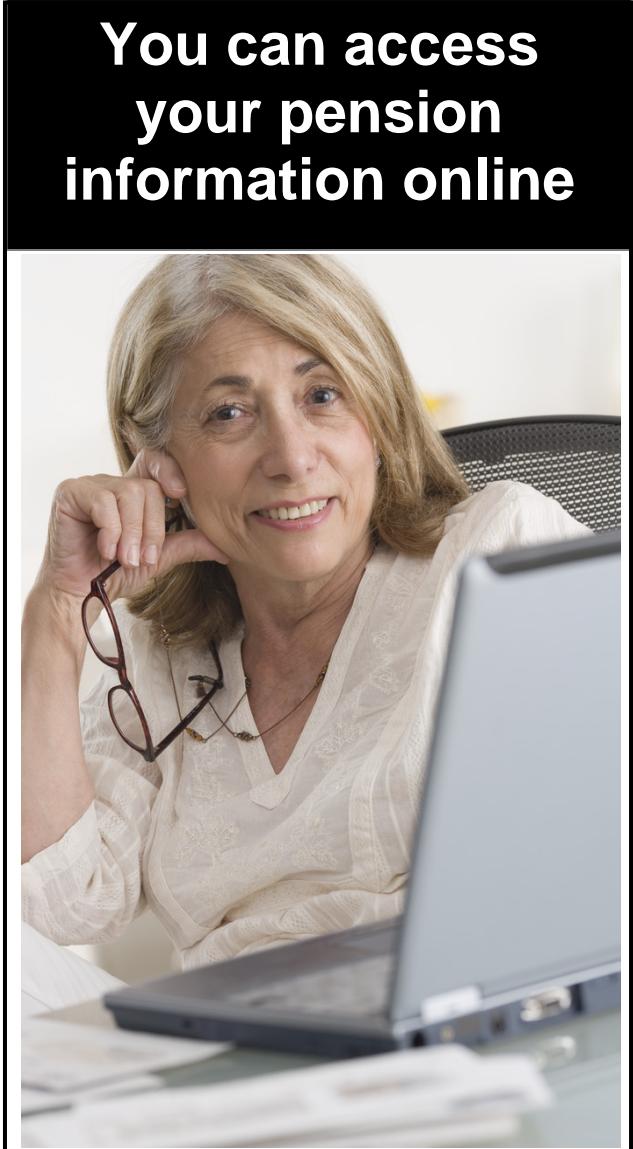
You can sign up to use www.mypensionplan.ca and access your pension information on file, such as your latest annual statement and calculators to generate pension estimates.

If you are choosing to leave the plan before retirement, you will have various benefit options available, which are dependant on your age and your length of service.

Employee contributions to LAPP are tax deductible. Members of the pension plan can expect to contribute 6.75 per cent up to their Yearly Maximum Pensionable Earnings (YMPE) and employers will contribute 7.75 per cent based on pensionable earnings.

On pensionable earnings over the YMPE, employees will contribute 9.64 per cent and employers will contribute 10.64 per cent.

Visit www.lapp.ab.ca for more detailed information or phone toll free 1-800-358-0840



Employee Health and Safety Awareness Month

Life often gets too serious, so when you hear or see something that makes you smile or laugh, share it with someone you know. A little humour can go a long way to keeping us mentally fit!

*Samara Cygman
Internal Communications Coordinator*

Employee Recognition Program

Congratulations to all Carewest employees and teams nominated through the Employee Recognition Program. Their names are entered into a draw each month. The winners are listed to the right.

Every time you submit a thank you nomination, your name also gets entered into a draw for a \$25 gift certificate.

January 2008 Draw Winners

**Nadiya Galka
Judy Rowat
Debbie Smith
Winsome Jang
Debbie Burritt
Lisa Dejong
Trevor Moch**

Carewrite schedule

March

Submission deadline: March 12
Publishing date: March 20

**All submissions
are welcome!**



Employee Health and Safety Awareness Month

Top 10 Declutter Tips

1. Buy only what you need.
2. Sell it, dump it, or give it away – then organize what is left.
3. Designate boxes for recycle, garage sale, give way and consignment. Keep them accessible for ongoing organization.
4. Get rid of clothing items in your closet that don't fit properly, are not in good repair or don't look great on you.
5. Finish half done projects, give them away or throw them away.
6. Handle all paper the first time it is in your hand – file, discard or take action.
7. Hire a financial planner.
8. Delete – immediately – unnecessary emails and files.
9. Use a day timer.
10. Forgive yourself and others.