

# Carewrite

Carewest news and information for everyone



## Carewest makes special delivery to Mary Dover House

*Photo by Samara Sinclair*

A big “thank you” to the Carewest staff who contributed non-perishable food and toiletries to the Mary Dover House Food Drive Dec. 5-20. Carmen Vazquez-Mackay, Recreation Therapist from Carewest Colonel Belcher, left, foreground, Jacqueline Jones, Transportation Services Driver, Kirsten Cloutier, Administrative Assistant at Carewest George Boyack, and in the background, Nickola Miodrag, Transportation Services Driver, left, and Executive Administrative Assistant Debbie Chaisson deliver a full busload of food to grateful staff at the Mary Dover House. Not pictured, Communications Manager Samara Sinclair.



**January 31, 2013**

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### Next issue

- Next submission deadline: February 7
- Publishing date: February 28

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

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



**Feb. 2 is Groundhog Day**

# Let's boost participation rates! Please complete the 2013 Staff Experience Survey today

**Samara Sinclair**  
Manager, Communications

By now, every opportunity has been made to connect all Carewest staff members to the 2013 Staff Experience Survey.

Last year's response rate was down and this year, staff are encouraged to take the two minutes required to fill out the survey.

Surveys were attached to all January 9<sup>th</sup> pay advices, uploaded to Careweb and made available online using the SurveyMonkey tool – so it's fast and easy to fill out and submit.

Regardless of how you choose to send your survey, all feedback goes directly to Information Management and Privacy for processing to ensure that your feedback is confidential.

The 2013 Staff Experience Survey asks for staff feedback about overall job satisfaction, leadership, communications, safety and recognition.

The surveys are absolutely anonymous to encourage everyone to express their honest opinion.

The responses from the surveys will be used to better understand what is working, what isn't working and what changes you would like to see.

**Your feedback makes it possible for us to continually make improvements and create the best possible work environment. Please take a few minutes and fill out your Staff Experience Survey before January 31<sup>st</sup>, 2013.**

The time you take to not only answer the survey but also provide detailed comments that can be addressed constructively is appreciated.

Your feedback will help form the basis for change and improvement at Carewest.

# I Bring my Heart to Work – captured in pictures

**Samara Sinclair**

Manager, Communications

Staff who bring their heart to work are being recognized in a photography project that began at Carewest Sarcee but may soon be seen at other Carewest sites.

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**About 120 photos have been taken as of press time of almost all the staff at Carewest Sarcee, each holding a red paper heart that says 'I Bring my Heart to Work'.**

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The photos have been loaded up into a digital photo frame, which plays the images in a continuous loop in the front window at Carewest Sarcee's Administration Office.

Kelly Baskerville, Sarcee Site Manager and Client Service Manager, says employees at Carewest aren't there only to perform a skilled task but to bring a joyous attitude and caring mindset to the service they provide.

"This can be really tough work, but we started doing this work because we love it," she says.

"'I Bring my Heart to Work' speaks to health care workers. It shows we feel we are living up to that."

The idea began while brainstorming about how to celebrate Sarcee's 50<sup>th</sup> anniversary – having opened its doors to the Calgary community in 1962.

Kelly says she wanted to find a way to connect and engage staff at Sarcee, while recognizing them for all their hard work and dedication.

"We've been trying to support people in how they see their work – like getting people to feel proud about doing something and being part of a group," she says. "It wasn't about singling one person out but finding something common – we're doing something together."



*Photo by Jeanine Kimura*

**'I Bring my Heart to Work' is the message of a photography project that has captured almost all Sarcee staff in a digital photo holding a red heart with that same message. About 120 photos have been snapped so far and are currently playing in a loop on a digital photo frame outside Carewest Sarcee's Administration Office.**

The photos include staff, management, housekeeping, business office, physicians and even contractors coming into the site.

Because the photos are so inclusive, they appeal to a broad audience and Kelly says she often sees a small crowd of people standing by the display, watching for their photo or the photo of someone they know.

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## I bring my heart to work

*Continued from Page 3.*

“We’ve been playing this in a digital loop in the front window and we’ve had residents, clients and family members just standing there, watching. People are so excited. You can see them through the window from inside the office,” she says.

“People light up when they see themselves. People are really proud to be in that.”

And while the approach was to get the conversation going at Sarcee – about the philosophy behind bringing your heart to work – Kelly wanted to invite other sites to see if this kind of project would make sense for their own group.

“We wanted something to help us feel connected and to help us get to know each other,” says Kelly.

“We wanted to get people feeling a sense of belonging.”

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# Carewest Rouleau Manor team pitches in to make the holidays extra special for residents

**Samara Sinclair**

Manager, Communications

Residents on the fourth floor at Carewest Rouleau Manor were treated during the holidays to the kindness of staff working on the Korsakoff’s unit.

Over the Christmas holidays, day and evening staff banded together to purchase gifts for all 13 residents residing on the fourth floor, and decorations for each of their doors.

And on Christmas Day, they chipped in to buy a Chinese food dinner for all the residents and staff working that evening.

Elizabeth Tocco, Educator, also contributed and says the staff do many things for the residents outside of the holidays but this gesture really spoke to the spirit and generosity of the staff.

“The residents just enjoyed it so much,” she says. “That was really bringing your heart to work.”



*Photo by Samara Sinclair*

**Staff on fourth floor at Carewest Rouleau Manor brought their hearts to work over the holidays. Pictured here are Educator Elizabeth Tocco, front, Qinglian Jiao, LPN, left, back, Rowena West, RA, Marilou Vengco, RA, Genelyn Acebedo, RA, and Jim Koryk, security. Not pictured are Teresita Saldarriaga, RA, and Meliza Reyes, RA, who also contributed.**

# Enhancing quality of life for residents and clients

One of our goals in Food Services is to enhance the quality of life for our residents and clients. How are we doing this?

We are currently working on initiatives to develop and improve our master menu, the ambiance of the dining rooms, food quality and variety, and customer service.

By doing all of these, we are building a positive dining room experience and our residents and clients are able to dine from a menu that offers additional new choices, variety, less repetition and enhanced options, as well as ensuring that all complex diets are considered and cared for.

This makes for happy and satisfied residents and clients, which, in turn, enriches the experience of our team members and has a positive effect on food and customer service.



## Food Services



**Morgan Burgess**  
Senior Manager  
Food Services  
& Commissary

We also have a wonderful program we call Meaningful Mealtimes to point us in the right direction. Here are some of the initiatives we will be or are currently working on:

1. Residents/clients are independent in food and service choices.
2. Residents/clients enjoy a sociable meal experience with respect, interaction, engagement and conversation.
3. Residents/clients have a calm and pleasant dining environment.
4. Customer service is demonstrated by team members for the residents/clients.
5. Residents/clients have flexible mealtime service.
6. The comfortable environment promotes independence and dignity.



Username:

Password:

[» Forgot your password?](#)

# What's new on Careweb this month?

## Staff Survey

If you haven't had the chance to fill out the 2013 Staff Satisfaction Survey yet, visit the Careweb Home page. There is a direct link to the online version of the survey, which takes less than a minute to fill out and is completely confidential.

## Respectful Workplace

Carewest's Respectful Workplace strategy to address incidences of bullying and disrespect in the workplace has been launched and staff can access information and resources about bullying including our updated policy, self-tests and information handbooks. Access the Respectful Workplace page under the Human Resources tab.

# Big year for Education Services

**Irma Tamminen**  
Manager, Education Services

Happy New Year! As we are beginning a new year, it is a good time to take stock of the past year's learnings and progress in Education Services.



## Education Services strategy

Just over a year ago, we knew it was time to conduct a comprehensive review of Education Services and make some changes to ensure that we provide the best possible environment for learning and teach the right topics. As a result, a number of meetings, observations and retreats were held. Based on the findings, we developed an Education Services Strategy. It focuses on three priority areas:

1. Proactive needs identification
2. Effective training
3. Efficient administrative systems

## New education database

As an example of efficient administrative system, we developed a new education database that categorizes courses and learning topics in a clearly defined way:

- Required courses (e.g. PPCA, WHMIS and Safe Bathing Competency).
- Carewest essential courses (e.g. B.A.C.K. and Collaborative Care).
- Program education courses (e.g. Supportive Pathways and EQual Education Days).
- Continuing education courses are not tracked in the database. However, the attendance records are filed in Southport Education area.

To date, we have made 42,000 entries in the database; 20,000 of these entries have been made at the sites allowing faster and more accurate data entry.

Thank you to all administrative staff who assumed this new role. We can also now produce deficiency reports to set priorities for our work.

## Learning packages and a Scantron

Last summer, for the very first time, we also brought non-clinical annually required learning topics (PPCA, Confidentiality, WHMIS, Emergency Codes and Safe Food Handling) together as one learning package.

Scantron answer sheets accompanied the packages.

There was a flurry of activity as we received well over 2,000 Scantron answer sheets back, which were then marked and the results entered in the database. Whew – what an effort! Inservices on these topics have also not stopped. They will continue to be provided in order to allow staff opportunities to enhance their learning.

## MDS teaching and resources

Last but not least, Carewest as an organization identified a need for proactively concentrating resources on MDS teaching and learning. The resulting processes of formalized MDS education (personalized based on occupation from health care aides, nurses and therapists to allied health), annual competency testing (nurses only) and coaching, support and resource manuals have been outstanding! When the needs are known and everyone agrees on the priorities, mountains can be moved with little effort.

## Site operations meetings

In addition, educators have been attending the site operations meetings on a regular basis to enhance communication, proactively identify training needs and plan educational interventions collaboratively with the operations managers.

## Self-learning resources on Careweb

We have also placed a number of self-learning modules and resources materials on Carewest's intranet. Additional self-learning modules are in the process of being finalized to allow for more choice in learning. Look for them under the Education tab.

We look forward to working with all of you in 2013.

# From Age-ing to *Sage-ing*

psychology and gerontology.

**Samara Sinclair**

Manager, Communications

Residents at Carewest Garrison Green are embarking on a learning journey to become Sages as they age – through an award-winning program that focuses on sharing life stories, experiences and cultivating wisdom from the lessons learned in life.

**“Elders are the jewels of humanity that have been mined from the earth, cut in the rough, then buffed and polished by the stonecutter’s art into precious gems that we recognize for their enduring value and beauty. We sense their radiance in youth but it requires a lifetime’s effort to carve out the multifaceted structure that can display our hidden splendour in all its glory.”**

*- Rabbi Zalman Schachter-Shalomi,  
author of From Age-ing to Sage-ing*

Participants mostly over 50 years of age will gather once a week for a Sage-ing Circle – a concept evolved from Native American traditions that value respect and experience, while teaching people to cultivate wisdom and pass it on.

Julie Rousseau, Social Worker at Garrison Green, says she is excited to introduce residents of Garrison Green to Sage-ing by facilitating a Sage-ing Circle after receiving the training through the Sage-ing Centre of Memorial BrainWorks. Julie hopes the program will shed a positive light on aging and help participants recognize the lessons they have learned in their lives.

“Whether people are preparing for the second half of life or whether they are in their 80s, the program can be beneficial to all,” she says. “Together we will explore such topics as what it means to grow older and wiser, insight gained through life experiences, forgiveness and its healing benefits, living more mindfully with gratitude in everyday life, tuning into one’s own wisdom and how to make a difference in the community.”

The Sage-ing curriculum follows the model of life review, life repair, facing mortality and legacy work in a positive light. The program is based on a book by Rabbi Zalman Schachter-Shalomi, who used wisdom from different cultures such as Buddhist, Catholic and Native American to combine with current thinking in



Photo by Samara Sinclair

**From Age-ing to Sage-ing is the book behind a program being offered at Carewest Garrison Green by Social Worker Julie Rousseau that focuses on cultivating wisdom for lessons learned in life.**

## The Essence of *Sage-ing*

- Promote balance and well-being
- Meaningful reflection on life experience
- Tune into intuition and wisdom
- Forgiving and healing relationships
- Build a positive vision for the future
- Appreciate and live every day and moment
- Come to terms with the end of life
- Create a personal legacy and share your story
- Make a difference; leave a legacy for future generations

# Carewest rolls out Respectful Workplace strategy

## What would you do if you thought you were being bullied or you saw it happen?

**Samara Sinclair**

Manager, Communications

Respect works for everyone.

That's the new tagline for Carewest's strategy to tackle bullying and disrespectful behaviour in the workplace.

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*Treating each other without respect and understanding is not only hurtful, damaging behavior, it is something we as an organization cannot tolerate.*

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Like most organizations, Carewest is not immune to the issue of bullying in the workplace and staff raised the issue in the 2012 Staff Satisfaction Survey.

Carewest Executive Director Dale Forbes says the need to communicate positively in the workplace cannot be stressed enough, regardless of whether that communication is between staff and residents or clients, staff and visitors, or between each other.

“A significant part of being respectful to one another is how we communicate with each other,” he says. “Communicating positively with each other means being aware of and honouring our varied backgrounds and cultures.”

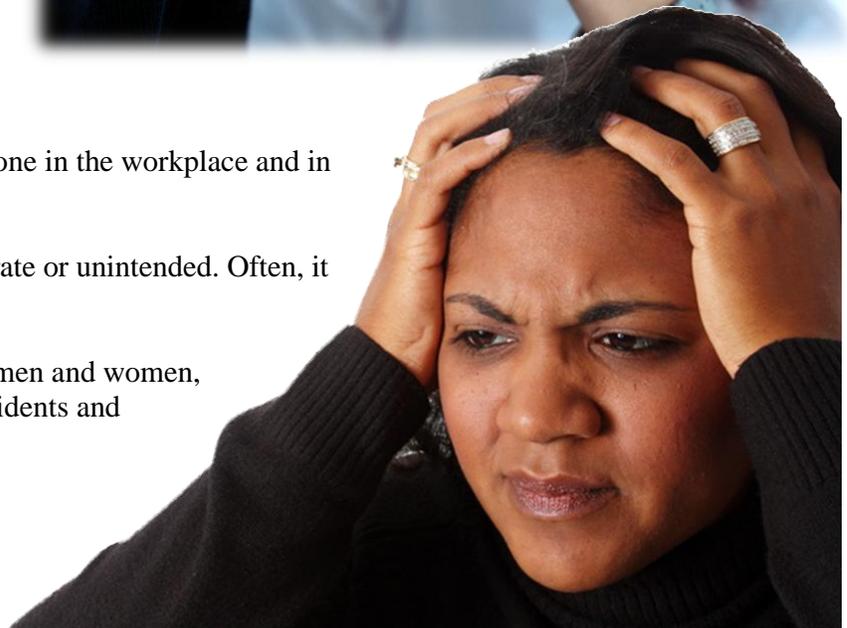
We know that workplace bullying exists on the job, just as it does in school yards.

Disrespect and bullying can come from anyone in the workplace and in turn be directed at anyone.

It can be subtle or evident. It may be deliberate or unintended. Often, it involves a continuing series of incidents.

Disrespect and bullying can victimize both men and women, and may be directed by or towards staff, residents and clients, as well as volunteers and visitors.

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## Carewest rolls out Respectful Workplace strategy

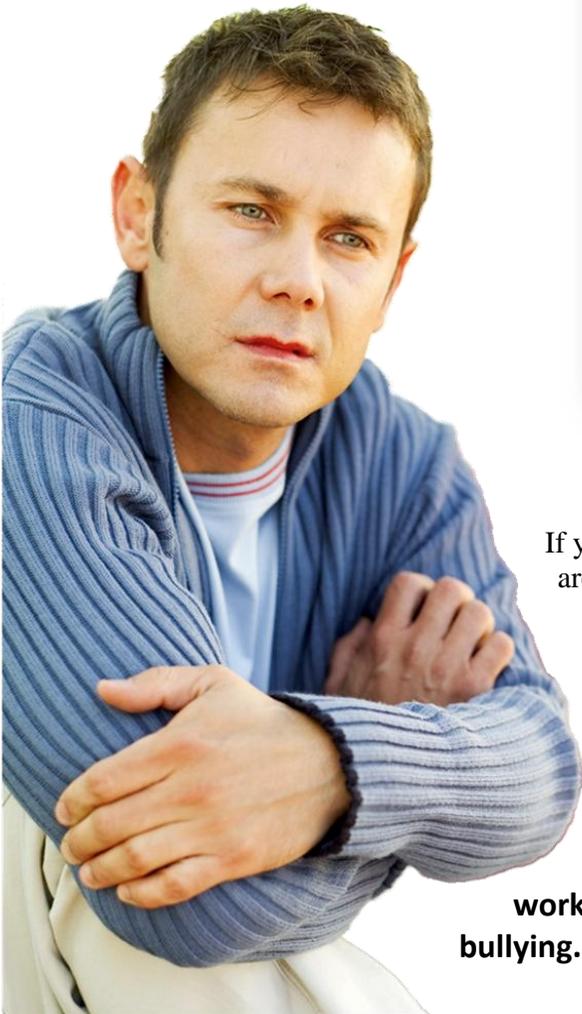
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### New resources

Carewest strives to operate with respect, honesty, fairness and integrity and to promote a respectful, healthy and safe environment that supports quality improvement and customer service.

Our commitment to a respectful workplace has always been plainly visible in its Frame of Reference, its Positive Talk series of booklets and in its support for health and safety programs for staff.

And now staff will have access to new tools and information to help recognize and manage incidences of bullying.

A photograph showing two hands shaking in a firm grip. The hand on the left is lighter-skinned, and the hand on the right is darker-skinned. The background is plain white.

# Respect

## Works for everyone

For more information about Carewest's bullying strategy visit [www.carewestintranet.ca](http://www.carewestintranet.ca)

The Carewest logo features a stylized orange and purple icon of three overlapping loops to the left of the word "Carewest" in a purple serif font. Below "Carewest" is the tagline "INNOVATIVE HEALTH CARE" in a smaller, orange, sans-serif font.

If you experience bullying in the workplace or witness it happening, there are several things you can do to work through the situation.

**On Careweb ([www.carewestintranet.ca](http://www.carewestintranet.ca)), you'll find an updated Safe and Respectful Environment Policy (AM-02-03-01) on the Administrative Manual Page.**

**And on the newly created Respectful Workplace page, you'll find information and resources about bullying in the workplace, tools and self-tests to help you manage situations of bullying.**

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## Carewest rolls out Respectful Workplace strategy

*Continued from Page 9.*

### What is bullying?

Workplace bullying is defined as unwanted conduct, comments, actions or gestures that affect an employee's dignity, psychological or physical health and well-being.

Workplace bullying is behaviour that harms, intimidates, offends, degrades or humiliates an employee, possibly in front of other employees or clients. Bullying may be the result of deliberate intention or not.

#### **Examples of workplace bullying include but are not limited to:**

- Rumours being spread maliciously about a person.
- Personal attack of a person's private life and/or personal attributes.
- Unjustified or constant criticism in front of others or in private.
- Withholding information.
- Withholding job responsibility.
- Trivial, unjustified fault-finding.
- Intimidation and sarcasm.
- Blocking an applicant's promotion prospects without justification.
- Setting out to make employees' lives miserable, in the hope of getting them dismissed or forcing their resignation.
- Acts or verbal comments that could mentally hurt or isolate a person in the workplace.

**Keep in mind that doing any of the above-mentioned items as a "joke" is not acceptable.**

### What is not considered bullying?

Not all behaviours on the job are considered bullying. It's natural to expect that personalities don't always mesh and some people just don't get along. What you may perceive as bullying is a subjective viewpoint and may not be the case.

If you find that there are people in the workplace you just don't get along with, it doesn't necessarily mean you are being bullied.

#### **Examples of behaviour you may encounter that wouldn't be considered bullying:**

- Excluding someone socially.
- Giving constructive feedback of a person's work (if feedback is warranted from your manager or from your peers).
- Glaring or staring.
- Reasonable action taken in a reasonable manner by an employer to transfer, demote, discipline, counsel or dismiss an employee.
- A decision by an employer, based on reasonable grounds, not to award or provide a promotion, transfer, or benefit in connection with an employee's employment.
- Reasonable administrative action taken in a reasonable manner by an employer in connection with or related to an employee's employment.



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## Carewest rolls out Respectful Workplace strategy

*Continued from Page 10.*

### Q. What should I do if I'm being bullied?

**A.** The first step in any situation where inappropriate behaviour might have occurred would be to tell the individual that his/her behavior is unwelcome and unacceptable and ask them to stop.

Do this as soon as possible. The individual may be unaware that their behavior is offensive to you. Prompt, open and honest communication may resolve the situation and thereby bring closure to the matter.

If you feel uncomfortable speaking with the person directly, consider expressing your concerns confidentially to them in writing, ensuring that your communication is written respectfully.

Visit Careweb for the Safe and Respectful Environment Policy AM-02-03-01 or for additional resources.



### Q. What if I can't handle the situation myself?

**A.** It is important to for employees who believe they are experiencing harassment or bullying behaviour to understand their options and seek resolution to their concerns. If you still do not feel comfortable speaking to the individual, you can seek assistance from your Manager or Human Resources.

To assist dialogue and clarification of the facts in each situation, employees are encouraged to document the details regarding unwanted behaviour. As soon as possible, employees are asked to make a record of the details of each incident, including the time, dates, names of those who were present, if any, and circumstances surrounding the incident.

Staff are also encouraged to record if they have spoken directly to the individual about the unwanted behaviour, details of the dialogue and the individual's response.

### Q. What do I do if I witness bullying?

**A.** Don't be a bystander. Reach out to your co-worker and let them know you understand how they feel. Ask for advice from a manager. Or visit Careweb for resources to walk you through the situation.



*Photo by Samara Sinclair*

### Welcome 2013!

Residents and clients at Carewest Dr. Vernon Fanning rang in the New Year with a party on New Year's Eve. Amanda Perry, left, and Jorge Joquera, both YADS clients, have a little fun with some festive noisemakers.

### Elaine Lickoch celebrates 30 years of service

Congratulations to Elaine Lickoch, Booking Clerk at Carewest Dr. Vernon Fanning, who was recognized at the Service & Performance Awards for 30 years with Carewest. Despite having received an award at the official ceremonies, Elaine's name was missed on the list of recipients published last month in Carewrite. Thirty years of service is something we want to honour and celebrate, so we extend a special congratulations to Elaine, along with our apologies!



# in·no·va·tion (noun)

1. something new or different introduced: numerous innovations in the high-school curriculum.
2. the act of innovating; introduction of new things or methods.

**Samara Sinclair**  
Manager, Communications

During Day One Orientation, Dave Sawatzky, Director, Quality & Service Improvement, was asked, “What makes Carewest innovative?”

Why is the word “innovative” embedded into the Carewest logo?

**Dave responded by saying that innovation is valued at Carewest and this can be seen in some of the programming the organization is providing.**

“Some of the recreational programming that we provide for younger adults in long-term care is an example of innovative thinking. Research on different approaches to stroke rehabilitation by Carewest staff, and others in coordination with Carewest staff, keeps our neuro-rehabilitation program innovative,” he says.

“Trialing and acquiring high-technology speech devices for some of our clients has allowed them to retain or regain their ability to communicate with loved ones. Examples of innovative practice are evident across Carewest sites and programs.”

Innovation is also reflected in a forward-thinking approach to topics such as sexuality in long-term care, bed rail safety and the best practice approach to caring for those with cognitive impairment.

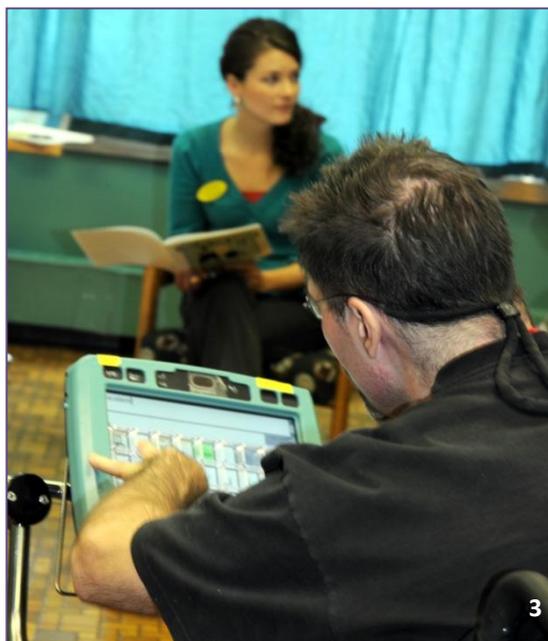


Dave indicated that being innovative means Carewest supports and welcomes new ideas about ways services to our clients can be improved. And that all Carewest employees have a key role to play in helping us to achieve our goal of providing innovative health care by bringing ideas forward to managers, committee leads, Directors and others.



Carewest prides itself on being able to evolve to meet the ever-changing needs of the community.

As the demographic shifts and the population ages, so do the health needs of the Calgary community and Carewest strives to stay ahead by predicting and responding to what those needs might be.



## Some specific examples of Carewest innovation:

- **Flying club** (photo #1): With the help of the Freedom’s Wings program, adventurous care centre residents have the opportunity to be lifted high above the earth in an ASK 21 glider plane. Freedom’s Wings is an organization that strives to improve the quality of life for people with disabilities by

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## in·no·va·tion

*Continued from Page 12.*

providing them with the exciting opportunity to fly and receive introductory flight training for those who are able. Recreation Therapist Kristina McGowan discovered the Freedom's Wings program while she was researching new programs in the community.

- **OSI virtual reality** (photo #2): The Carewest Operational Stress Injury (OSI) Clinic, purchased new virtual reality equipment – thanks to a donation by the Friends of the Colonel Belcher Society – to help clients desensitize to traumatic situations. A realistic rifle doubles as a controller for the software. This technology uses sights, sounds, vibration and even smells to imitate a real environment.
- **Fanning communicators club** (photo #3): Communication devices mounted on wheelchairs of some of the residents in the EQual program allow residents to communicate better with those around them.
- **Client survey tools:** Development of client survey tools designed to gain valuable feedback from clients with a range of cognitive capabilities.
- **Geocaching at Boyack** (photo #4): Recreation Therapist Tracey Vigneault uses GPS technology to take residents at Carewest George Boyack on hunts for hidden treasure caches around the city.



- **Supportive Pathways:** Our Supportive Pathways “Train the Trainer” Program was previously chosen by Alberta’s Minister of Health as the provincial standard for dementia care education and the basis of the curriculum for the provincial Health Care Aide program. Carewest continues to facilitate Train the Trainer sessions throughout Alberta and across the country.

Over the last 50 years, Carewest has grown from a provider of long-term care to a diverse organization with seven clinical portfolios encompassing complex continuing care, rehabilitation and recovery services, and community programs.

Our experience and skills cover a wide range of areas, including an Operational Stress Injury Clinic funded by Veterans Affairs Canada, specialized dementia care, renal dialysis, neuro rehabilitation, geriatric mental health, and day programs for young adults. In fact, Carewest offers more than 20 distinct specialized programs and services to residents and clients of all ages.

Offering a diverse array of programs to our residents and clients supports our belief that a one-size-fits-all approach to health care wouldn’t meet the needs of our residents and clients, who have different backgrounds, values and needs. As such, we’re always searching for creative ways to provide care, programs and services.

# EMPLOYEE

# PROFILE

## Bertilla Lee

**Carewest employees and volunteers make up a vibrant community with diverse talents and dreams. This month, we profile Bertilla Lee, Registered Nurse at Carewest Glenmore Park.**

**Samara Sinclair**  
Manager, Communications

Sitting across from Bertilla Lee over tea at Tim Hortons, one might not guess the Carewest Glenmore Park Registered Nurse (RN) once slept on the streets of Hong Kong while her parents worked to support the family of nine.

The youngest of the nine children, Bertilla was born after her parents fled China's communist government in the late 1940s and settled in the small city of Hong Kong.

They opened a small shop selling and repairing tires, which had a tiny office in the back – a room which, during the region's coldest months, slept nine people.

“But in the summertime, we slept on the street. We had some wood hardboard to make a bed and sleep on. Sometimes, people parked their trucks on the side of the road and we slept in the bed of the pickup truck,” says Bertilla.

“But we were really happy. We shared. We lived with less. I remember eating a mango – we had to cut it into so many pieces and we shared it with at least four or five people.”

In Hong Kong, high school students are required to take a one-year matriculation course after graduation, before they can proceed with their university education.



*Photo by Samara Sinclair*

During this year, Bertilla gave teaching a try but decided it didn't fit her personality.

Unsure of what to do, Bertilla decided to go into nursing. The 3.5-year program involved a large portion of paid, practical education at the Hong Kong Sanatorium and Hospital.

Bertilla graduated in 1980 and two years later, she was married and working at the Canossa Hospital, where she worked as an RN for almost 10 years – a milestone which would have awarded her a generous bonus.

But Bertilla decided to leave the city, three months shy of her 10-year anniversary, when British rule ended in Hong Kong after sovereignty was transferred back to China.

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## Employee Profile: Bertilla Lee

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During this time, she was being courted by a headhunter from the United States looking to recruit nurses to California.

She begun the process of upgrading her education to apply for the nursing license in the States and applied for a U.S. and a Canadian Green Card.

Both applications were accepted and Bertilla, her husband and twin daughters decided on Calgary – to be closer to her husband’s sister and because the Canadian immigration fees were much less expensive than those of the U.S.

The family landed in 1990 and Bertilla focused on learning English for the first year, before applying to Carewest Glenmore Park in 1991 as a Nursing Attendant (NA).

“The lucky part was that I didn’t work as an RN right away because at that time, I don’t think I could have handled it. I worked as an NA and had kids and did ESL courses but it was hard for me,” she says.

After Bertilla’s daughters enrolled in university, she decided she would take the opportunity to upgrade her education while working part-time at Carewest.

“I said to myself, ‘It’s time for me to start’. My English wasn’t great but I tried my best and I wanted to set an example for my kids. No matter what age you are, if you tried your best, you may not know the result but just try,” says Bertilla.

But finishing was bittersweet for Bertilla. After her father died in Hong Kong, she made the very tough decision to stay in Canada to complete her upgrading rather than attend his funeral.

“I finished my practicum in honour of my father. And even though I didn’t attend the funeral, in a way, I honoured him. And now I go every year because it’s my commitment to my mother – she’s still alive.”

In 2002 Bertilla made her family proud after being hired to fill an RN role at Glenmore Park on 2 West.

“I love Carewest because, compared to a private nursing home, they have more benefits, more education and it is a really good organization. I don’t like working in acute care. I really want more time to connect with patients,” she says.

“Before, I thought my language put me at a disadvantage but now my first language gives me access for work because more and more Chinese elderly are here and I can do the interpreting and translation. Now I don’t think it’s a weak part – I think it’s a strong part.”

Bertilla works nights and often acts as the Most Responsible Person for the site, so while she’s providing care, she is also the go-to person for anything happening at the site.

“I just want to say thank you for my coworkers and my supervisor. We have a good team. I love our team. We work together and really try our best to look after our clients,” she says.

When Bertilla isn’t working, she enjoys reading, shopping with friends, and traveling and has accompanied members of her church and other outreach organizations on missions to developing countries.

In 2012, she went to Panama with members of the Chinese Evangelical Church to conduct a Bible Camp for the kids of the area.

And in 2009, she went to China with International China Concern and volunteered at Sanmenxia Social Welfare Institution, helping children with disabilities and teaching staff about health and wellness.

In February, Bertilla will become a grandmother after her daughter Mary gives birth. Then she has the wedding of her other daughter Esther to look forward to.

She thanks the Lord, her family, friends, co-workers and clients for all their encouragement, support and care over the years.

# Dr. d'Archangelo leaves large shoes to fill as Carewest's Medical Leader

**Samara Sinclair**  
Manager, Communications

Leaving behind some of the largest shoes to fill, Dr. Gene d'Archangelo, Carewest Medical Leader, will be packing up his stethoscope and saying goodbye to the organization after a 35-year-career to follow a new path on the west coast of Canada.

The 62-year-old father of four children plans to relocate to Vancouver and spend his time with his wife of 10 years and their kids and grandchildren, hiking, biking, running and cross-country skiing in the winter.

Gene says he will most miss working with the staff at Carewest, who he says are some of the most pleasant in the region.

“So far, my fondest memories of Carewest are of the staff who, regardless of the facility, are happy to work together and happy to work with physicians,” he says.

“In my experience, Carewest really is a much more pleasant place to work than other organizations in long-term care.”

Born and raised in Edmonton, Gene graduated from the University of Alberta in 1974 with his medical degree.

He completed his residency at the Holy Cross Hospital at the age of 24 and worked as a medical officer in the Canadian Armed Forces until 1978, when he started his civilian practice and saw his first patient – a resident at Carewest Dr. Vernon Fanning.

Beginning in 1987, Gene completed the Family Therapy Program at Holy Cross Hospital. He then volunteered at Eastside Family Centre, completing their training programs in both single-session psychotherapy and brief psychotherapy and volunteering as a therapist for their walk-in service for the next 11 years.

In 1988, Gene helped start up the Geriatric Assessment and Rehabilitation Program (GARP) in 1988 at the former Colonel Belcher.



*Photo by Samara Sinclair*

**Dr. Gene d'Archangelo lets Carewest Colonel Belcher resident Tom McMeekin know of his upcoming departure after a 35-year career at Carewest.**

Patients in GARP benefit from an interdisciplinary team approach to care management with a goal to provide treatment for medical problems and to assist patients in regaining their independence by developing a plan to optimize their abilities.

He is also proud of establishing the Substance Abuse in Later Life (SAILL) program – the only program that deals with substance abuse in people over 60 years of age and their families.

SAILL services include assessment and treatment, case management, counselling (individual and family support), psycho-educational and alumni groups, social support luncheons, and medical consultation as needed.

*Continued on Page 17.*

## Dr. d'Archangelo leaves large shoes to fill as Carewest's Medical Leader

*Continued on Page 16.*

In 1992, Gene began working at the Wound Clinic (now the Regional Wound Clinic at the Sheldon Chumir) and was Medical Director at the clinic from 1999 to 2008. He became Medical Director of Long-Term Care at the former Colonel Belcher in 1992 and was kept on as Medical Leader when the Belcher became a Carewest facility in 2000.

"We opened the new facility in 2002 and I continued to be the local medical leader up until now – my official resignation on Feb. 14," he says.

Diana Turner, Carewest Medical Director, says she's worked with Gene since 2002.

"I was the Program Director for the Care of the Elderly program. Gene was a preceptor for residents in the program at the wound clinic," she says.

"Alberta is losing a valuable resource. He's been a really good colleague and mentor and it's been really good to have his wealth of experience. It's going to be a big loss."

While Gene plans to spend most of his time with his wife Doreen and his children Alixandra, Margo, Perry and Shannon, he hasn't completely rejected the thought of doing some contract work to help with programming for long-term care organizations with a focus on polypharmacy – primarily reducing the amount of medications residents are taking.



*Photo by Jeanine Kimura*

## Carewest Sarcee turns 50

Carewest Sarcee staff enjoy cake and other assorted goodies during a celebration to mark the care centre's 50<sup>th</sup> anniversary. Carewest Sarcee opened its doors to the Calgary community in 1962 as the second Carewest site to open (the first one was Carewest Cross Bow in 1961). Ruby Padillo, left, and Rowena Houghton, Nursing Attendants in the Complex Continuing Care Program, enjoy some snacks.



## Caring resident coordinates food drive for Veteran's Food Bank

Garrison Green resident Eva Terlesky has been collecting food and toiletry donations for the Veteran's Food Bank and with the help of her granddaughter Amy Terlesky, delivered it to the food bank.

For the past two or three months, Eva has been inviting donations from her fellow residents, staff, visitors and anyone who is able to help. The cause is close to her heart because her husband was a veteran and she has a good friend in the Royal Canadian Air Force.

Amy visits her grandmother a few times per week and says her grandmother loves helping people.

*Photo by Samara Sinclair*

# MDS: crucial for CARE and FUNDING

**Samara Sinclair**  
Manager, Communications



Anyone looking at the Carewest Frame of Reference can see that resident choice, independence and a “whole person” approach to care are some of the principles that Carewest values highly.

That’s one of the reasons why learning to use the Minimum Data Set (MDS) process and the tools associated with it are critical to the success of the organization.

Another reason why it’s crucial for all of our long-term care (LTC) staff to embrace the MDS process is because Carewest’s long-term care funding depends on it.

Patient/Care-Based Funding (PCBF), the care funding model that uses the Resident Assessment Instrument – Minimum Data Set (RAI-MDS), is based on information collected for each LTC resident using the MDS tool.

For those who are new to Carewest, RAI-MDS is a tool used by health care workers to assess and screen the health care needs of residents in LTC.

This information is used to develop a comprehensive care plan for each resident but it is also submitted provincially to Alberta Health Services, who will be funding each LTC facility/program based on the information received.

“Understanding MDS is important because it ultimately impacts care. Generating accurate MDS reports will enable a clearer picture of our residents’ needs, which will translate into a more comprehensive and accurate care plan,” says Julie Parreno, Carewest MDS Coordinator.

“Also, Carewest will receive care funding from Alberta Health Services based on the care needs of our LTC residents.”

MDS places each client into a Resource Utilization Group (RUG) based upon their diagnoses and current care needs, and each RUG has an associated number value called a Case Mix Index (CMI). The more complex the care needs (and the higher their resource needs), the higher the CMI value is. The purpose of this model is to create a consistent funding approach, based on resident care needs, across the province.

In addition, the government will be using MDS information not only for funding, but also for making decisions about health care in the province (e.g. number of beds needed, number of facilities required and their care level, etc.). After that, MDS information will be used for research by the federal government.

MDS doesn’t only focus on resident need but it also focuses on their strengths and care choices.

All long-term care nursing staff (RNs, LPNs, NAs), therapy staff, social workers, dietitians, client service managers and educators must take MDS training, which can span up to four days. Client service managers and other Carewest managers are responsible for enrolling their staff in the training.

Carewest Education Services and MDS Coordinators developed the MDS 101 Manuals for Nurses, Therapists and Managers to help everyone understand the importance of the tool and how to use it. they can be found on Careweb under the Education tab.

Because Carewest relies on funding from Alberta Health Services to staff its care centres, employee knowledge of MDS is critical to making sure Carewest receives the appropriate level of funding.

The accuracy of the data from the MDS assessment will also ensure that the care planning is the most appropriate for the individual being assessed and the resources assigned to that individual match their care needs.

Knowing how to use the MDS as an assessment tool and guide for care planning to accurately reflect the health status of our LTC residents is crucial to ensuring units are resourced at a level that enables safe resident care.



# Coffee Break



Samara Sinclair, Manager, Communications  
Sources: [www.armouredpenguin.com](http://www.armouredpenguin.com) & [www.sudokuessentials.com](http://www.sudokuessentials.com)

## Word search

### Staff Survey & Improvement

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

change  
 confidential  
 experience  
 leadership  
 quality  
 staff

comments  
 constructive  
 feedback  
 monkey  
 safety  
 survey

communication  
 education  
 improvement  
 opinions  
 service  
 valuable

## Sudoku

### Medium

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

### How to play Sudoku

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



## Thank you for a special 106<sup>th</sup> birthday

**Mary Morley**

Resident, Carewest George Boyack

Thank you to everyone who made my birthday special. As I do not have immediate family close by, it meant a great deal to me and will not be forgotten.



## Magic of Christmas at Glenmore Park

Christmas came to Carewest Glenmore Park on Dec. 24 with an annual visit from Santa and the Magic of Christmas. The Magic of Christmas is a volunteer organization that is over 20 years in the making. Santa and his elves bring cheer, song and a teddy bear to brighten the day of those in our facility. With assistance of Calgary Transit, Santa and his elves had a busy day ahead of them with an annual visit to approximately 300 families and over 3,000 people in other institutional settings throughout Calgary. Picture here are 2 West client Vivian Legault, Carewest Transportation Driver, Trevor Cooper and the Magic of Christmas Santa.

*Photo courtesy of Lorraine Grover*

## Vet's Angels Boxing Day Tea

Admin Secretary Jeannine Vouriot's 11-year-old nephew Bradley Miles and 13-year-old niece Kalie Miles, who were visiting from Portage la Prairie, Manitoba over Christmas, entertained guests with their musical talent at the Carewest Colonel Belcher Vet's Angels Boxing Day Tea. They are pictured here with Vet's Angels representatives Gay Alderman and Ewan Cameron, who are long-time supporters and dear friends of Carewest.

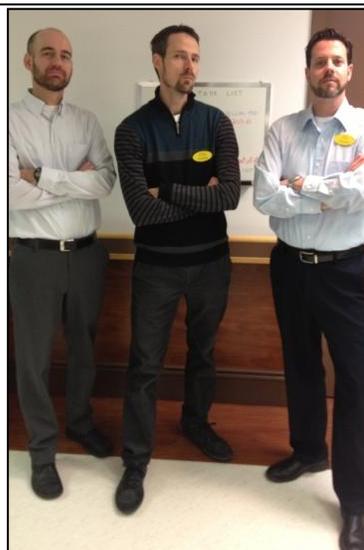
*Photo by Jeannine Vouriot*



## Door décor

Garrison Green resident Phyllis McCollough stands by the handiwork on the door to her room. Phyllis was one of eight residents who won the Best Christmas Door Decoration prize during the holidays. But she wouldn't take all the credit – she had help from her daughter-in-law.

*Photo by Samara Sinclair*



## November

Congrats to team Mo Neuro, who raised \$750 for men's health by growing superb moustaches during the month of November. Pictured here are Ed Walker, Vince Biondo and Seth Roach.

*Photo by Patty Rhodes Brink*



## Valentine's Day is Thursday, Feb. 14.

You don't have to break the bank to show how much you care. Make your sweetie's day with a homemade card, a favourite dinner or a list of all the things you love about them. Don't have a current squeeze? Celebrate this special day with a random act of kindness. Brighten someone's day!

# Carewrite

Carewrite is produced monthly. We welcome your submissions.

Please contact Divona Herzog

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

Please send photos to Samara Sinclair at Carewest Administration through interoffice mail.