

# Carewrite

Carewest news and information for everyone



Photo by Samara Sinclair

## Carewest launches Wellness Resource Centres

With a slice of the ribbon, Carewest Dr, Vernon Fanning's new Carewest Wellness Resource Centre was successfully launched in front of an audience of about 30 staff, who attended to witness the historic event. Ten Wellness Resource Centres were launched throughout the organization during March in celebration of the first annual Spring Event.

Please see Pages 2-3 for more.



March 31, 2014

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### Next issue

- Next submission deadline: April 10
- Publishing date: April 30

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

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

## Ten new Wellness Resource Centres open for business

**Samara Sinclair**  
Manager, Communications

Carewest's first annual Spring Event was a success with the launch of 10 Carewest Wellness Resource Centres for staff that included an automated blood pressure machine, weigh scale and wellness resource library. Staff were also given individual wellness kits that included a Smartcard on which to record blood pressure readings from the machine, a personal Wellness Journal, a body tape measure and stress ball.



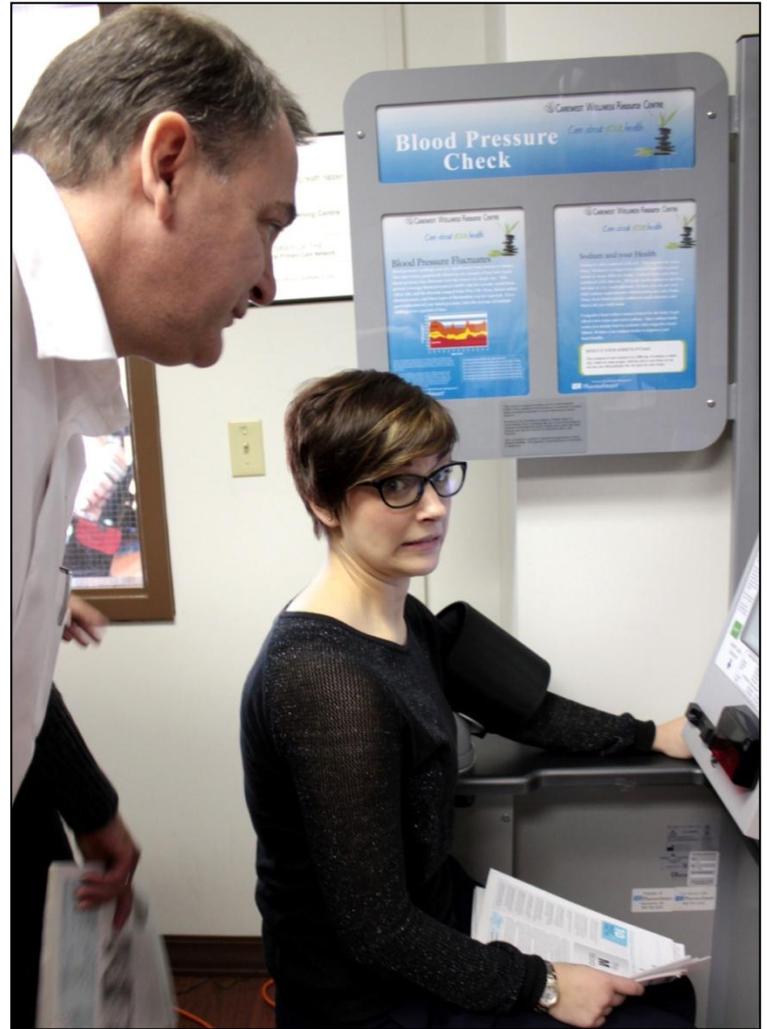
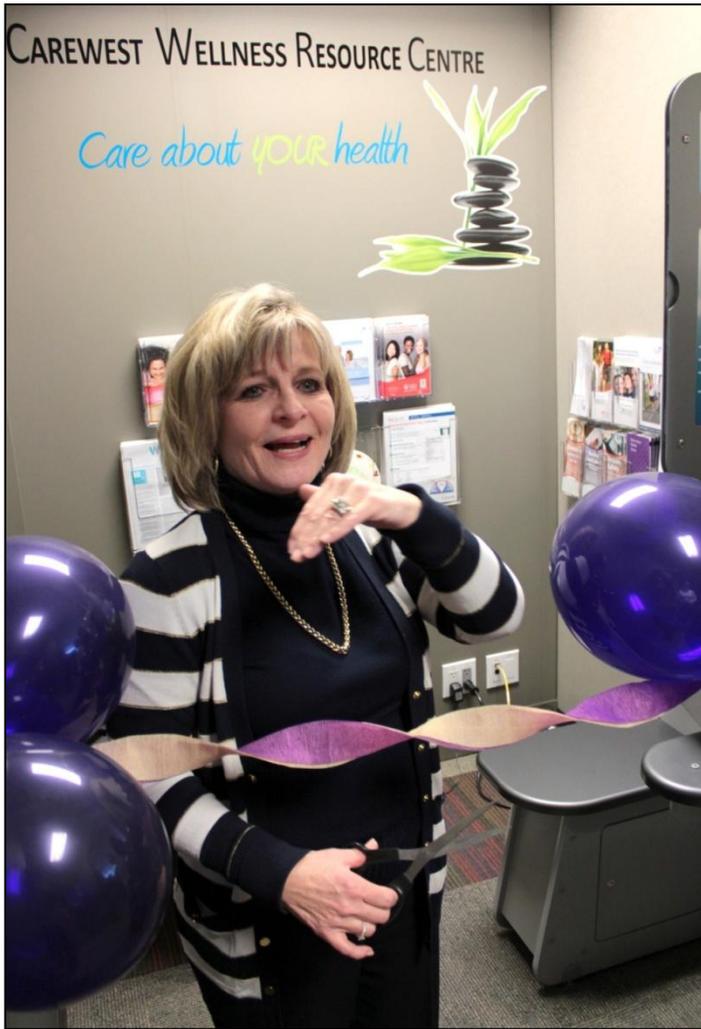
*Photo by Samara Sinclair*

**Nursing Attendants Rajinder Garha, left, and Chona Matthews, centre, receive their wellness kits from Client Service Manager Christine Cormier.**



*Photo courtesy of Christie Holan*

**Client Service Manager Kerrilyn Stephens, left, Health Care Aide (HCA) Gail Bravo and HCA Maria Cruz are among the first to use the new equipment at Carewest Sarcee.**



**(Top left) Manager of Employee Health & Safety and IP&C Roxanne McKendry gets ready to cut the ribbon to unveil one of the 10 Carewest Wellness Resource Centres throughout the organization.**

**(Top right) Don't worry Maegan – testing your blood pressure doesn't hurt! Manager, Commissary Maegan Spezowka makes a face as Senior Manager, Food Services & Commissary peeks over her shoulder to see what her readings are.**

**(Bottom) Magdy El-Beheiry is first in line at Carewest Administration to try out the new automated blood pressure machine. The automated blood pressure machines work with a Smartcard, which was distributed to all staff during the first annual Spring Event, to help track an important indicator of overall health – your blood pressure.**

*Photos by Samara Sinclair*

# Healthy Eating *Special Feature*

## How to lower food costs

“Healthy foods are so expensive,” or “I don’t have the time to eat healthy.”

How many times have you heard that? While there’s no doubt that there can be some barriers to healthy eating, some of the tips below may inspire you to prepare and enjoy healthy meals that fit into your lifestyle. Since March is Nutrition Month, it may be a great time to try some or all of the tips below.



## March is Nutrition Month

### Do it yourself

You pay for convenience. Washing and cutting up whole vegetables and fruit instead of buying pre-cut costs less. Buy a brick of cheese and grate it yourself rather than paying more for shredded cheese. It’s also cheaper to buy a bag of rice to cook and flavour it yourself rather than using a box of seasoned rice. Are you buying chili for lunch? It costs less to make a pot of your own and freeze individual portions than buy it each day.

### Choose frozen over fresh

Frozen vegetables and fruit are healthy and often much cheaper, especially during winter months when fresh produce may cost more. Plus, you can use only what you need and have some leftover for another meal. Look for frozen items with no added sauces, syrups or sugar.



### Explore lower cost food sources of protein

Legumes (beans, lentils, chickpeas) are far less costly than meat. They provide protein, iron, calcium and fibre, and are very versatile ingredients. You can add cooked chickpeas or lentils to salad or replace half the ground beef in chili, lasagna or shepherd’s pie with beans or lentils. Using eggs, canned fish and nut butters may also reduce food costs compared to using poultry, pork or beef.

*Continued on Page 5.*

# Healthy Eating *Special Feature*

## Save yourself some time with planning

### The first step

Decide which healthy meals you would like to eat. Planning can save you time and money and help you feed your body with nutrient-packed food.

To create balanced and healthy meals, include three to four food groups from *Eating Well with Canada's Food Guide* – vegetables and fruit, grain products, milk and alternatives, and meat and alternatives. For example, have a spinach salad with chicken, a whole-grain roll and a glass of milk.

You can save time and reduce food waste by making extra items at some meals that leave leftover foods for your lunches. For example, a cooked chicken from the grocery store can lead to several healthy meals:

- Serve chicken with vegetables and brown rice or barley;
- Use it to make a whole-grain sandwich or wrap;
- Add pieces of chicken to a hearty soup or a stir fry.

### The second step

Make sure you have the foods on hand to prepare meals and snacks. When shopping:

- Choose higher-fibre foods such as whole-grain breads and whole grains like oatmeal, barley, millet or brown rice.
- Fill your fridge with the other food groups:
  - Vegetables and fruit – buy pre-cut vegetables and fruit for meals and snacks;
  - Milk and alternatives – choose lower-fat dairy products;
  - Meat and alternatives – choose lean meats and eggs.



**The next time you think healthy meals cost a lot or require a lot of time, remind yourself that with a few minutes of planning, a bit of advanced preparation and some healthy foods on hand, you may find that you have a lower grocery bill and quick healthy meals every day of the week!**

### The last step

When possible, make parts of your meal in advance:

- Pre-cook batches of meat, vegetables, beans, rice or pasta and store in the fridge or freezer for quick reheating later;
- Assemble lunches the night before;
- Use a slow cooker to prepare a tasty meal in the morning so it's ready to eat when you get home.

*Continued on Page 6.*

# Healthy Eating *Special Feature*

## Healthy meals...start simple

For a quick start, look at the healthy meal ingredients listed below. Follow the simple steps to get you started on the road to healthy meal success. Each column has foods from each of the four food groups in *Canada's Food Guide*.

1. Pick an item from three or all four of the columns.
2. Combine for a healthy meal.
3. Congratulations on your healthy meal!

Are you looking for healthy meals that are simple and do not cost a lot of money? Here is a formula that might help.

**A few ingredients +  
A few simple steps =  
A healthy meal success!**



Meat and Alternatives	Grain Products	Vegetables and Fruit	Milk and Alternatives
Brown beans, kidney beans or navy beans	Put in a whole-grain tortilla	Serve with low-sodium salsa	Grate low-fat cheese on the tortilla
Low-sodium canned salmon	Add to whole-grain noodles in broth	Stir in frozen vegetables	Serve low-fat frozen yogurt for dessert
Canned lentils (drained then mixed with canola oil and Dijon mustard)	Add cooked brown rice or barley	Serve on lettuce	Serve low-fat yogurt for dessert
Low-sodium canned light tuna with low-fat mayonnaise	Serve on a whole-grain bun	Serve fresh fruit for dessert	Serve low-sodium cream soup made with milk
Mix an egg into ground beef and form into burgers, pan fry	Serve with quinoa or wild rice	Add lettuce and tomato to burger	Place two slices of low-fat cheese on the burger
Natural peanut butter	Serve on whole-grain bread	Serve canned fruit in juice for dessert	Serve with low-fat milk or Greek yogurt
Grill or bake chicken breasts with herbs and spices	Serve with cooked whole-grain noodles	Add cooked frozen beans	Serve with a dollop of low-fat Greek yogurt
Scramble eggs	Serve with whole-grain toast or pita	Add vegetables to eggs and then pan fry together	Top with low-fat cottage cheese

Pages 4-6: Adapted from Alberta Health Services Nutrition Resources

# Healthy Eating *Special Feature*

## Curry & pineapple salmon

Makes 2 servings.

2 (5 oz.)	<b>Salmon filets, skinless, ¾ to 1 inch thick</b>
1/3 cup	<b>Red pepper, finely diced</b>
1/3 cup	<b>Red onion, finely diced</b>
2/3 cup	<b>Fresh pineapple, finely diced</b>
3-4 tbsp	<b>Canned coconut milk</b>
1 tbsp	<b>Curry powder</b>
1½ tbsp	<b>Olive oil</b>
1 tsp	<b>Hot sauce (optional)</b>
	<b>Salt and pepper to taste</b>

1. Preheat the BBQ at medium.
2. Brush salmon fillets with 1 tbsp of oil and sprinkle with a little curry powder, salt and pepper.
3. Cook on the grill about 5-8 minutes each side.
4. Sauté vegetables and pineapple in the rest of the olive oil for 5 minutes.
5. Add the coconut milk, curry powder, hot sauce, salt and pepper.
6. Cook for 3-5 minutes.
7. Dress each fillet with half of the pineapple mixture. Serve with basmati rice and green vegetables.

By Marie-Eve Bujold, Carewest Dietitian  
 Recipe published in French in *Recettes du Québec: La Sélection Exclusive de Recettes* (2013).



## Raspberry oat bran muffins

Makes 12 muffins.

1½ cups	<b>Whole-wheat flour</b>
1 cup	<b>Oat bran</b>
1 tsp	<b>Baking soda</b>
1 tsp	<b>Baking powder</b>
1 tsp	<b>Cinnamon</b>
1/2 tsp	<b>Salt</b>
1	<b>Egg</b>
1/4 cup	<b>Canola oil</b>
2/3 cup	<b>Plain yogurt or buttermilk</b>
2/3 cup	<b>Honey</b>
1/2 cup	<b>Pecans, chopped and toasted</b>
1½ cup	<b>Raspberries, fresh or frozen</b>

1. Preheat oven to 375°F.
2. Whisk together the following in a medium bowl:  
 Whole-wheat flour  
 Oat bran  
 Baking soda  
 Baking powder  
 Cinnamon  
 Salt
3. In another bowl, beat egg and canola oil. Then add plain yogurt or buttermilk, and honey.
4. Add dry ingredients to wet, combining just until mixed.
5. Gently fold in toasted, chopped pecans and fresh or frozen raspberries.
6. Spoon batter into lined or greased muffin tins. Bake for 20 minutes or until toothpick comes out clean. Cool on rack.

By Jackie Orosz, Carewest Dietitian

# Healthy Eating *Special Feature*

## Variety and balance keeps you healthy

**Nicole Saxton**

Communications Coordinator

With files from dietitians.ca and Carewest Clinical Dietitians

Eating a variety of foods from all four food groups will help you get the nutrients you need to maintain or improve your overall health and well-being.

### Protein

Protein provides fuel and helps you feel satisfied. If you are looking to shed some pounds, including lean protein in your meals can help to manage body weight. Eating a breakfast high in good-quality protein will make you feel full longer while producing enough energy to keep you going throughout the morning. Protein is found in meat, eggs and meat-alternatives such as legumes, soy, nuts and seeds.

### Fibre

Including fibre in your diet can also help with weight management. Fibre makes you feel full longer and promotes healthy bowels. To get more fibre, try adding whole-grain foods into your meals, and eat more fruits and vegetables.

### Vitamin B12

Vitamin B12 helps the body make healthy blood cells and keeps nerves working properly. Milk, cheese, yogurt, meat and meat alternatives offer your body this important nutrient.

### Vitamin C

Vitamin C is an antioxidant used in repairing damaged cells and sending nerve signals. Vitamin C is present in fruits including oranges, mangoes and strawberries, as well as vegetables like peppers, broccoli, Brussels sprouts, tomatoes and dark green, leafy vegetables.



### Calcium

Calcium is essential to build strong bones and teeth, promote heart health and can decrease the risk of bone loss. It is found in dairy products, tofu and some fish such as sardines and salmon.

### Magnesium

Take some advice from Popeye and eat spinach to get more magnesium. Magnesium is vital in keeping nerves and muscles strong while promoting bone growth. Foods such as dried beans, peas, lentils, chickpeas and nuts also contain magnesium.

### Zinc

Preserve a healthy immune system by eating more foods containing zinc such as yogurt, milk, cheese, meat and poultry products, nuts and seeds. Zinc can also help promote wound healing and healthy growth and development.

### Vitamin supplement

A vitamin supplement may be appropriate for individuals who cannot meet their nutritional requirements through food or have special dietary needs. Please speak with your dietitian, doctor or pharmacist to find out if a vitamin supplement is right for you. Most Canadians who follow the “Eating Well With Canada’s Food Guide” and who eat diets rich with variety and balance will get all the vitamins and minerals necessary to live a healthy lifestyle.

For more information on the variety of nutrients needed for the body, visit dietitians.ca.

# Healthy Eating *Special Feature*

## Carewest dietitians offer healthy advice

**Nicole Saxton**

Communications Coordinator

With files from dietitians.ca and Carewest Clinical Dietitians

### Simply cook and enjoy!

Healthy eating is essential all year round, but after the holiday season, many of us need a friendly reminder to get back on track.

Nutrition Month is a nutrition education campaign sponsored every year in March by Dietitians of Canada that focuses on the importance of healthy food, nutrition and its connections to a healthy lifestyle and well-being.

This year, Dietitians of Canada announced the theme for the Nutrition Month campaign to be “Simply Cook and Enjoy!” to get more Canadians cooking at home and away from pre-packaged and ready-made conveniences.

There is growing concern about a potential lack of home cooking and loss of cooking skills among Canadians of all ages. Shifting values, time constraints and availability of, and reliance on, prepared meals are just a few of the factors that translate into diminishing food preparation skills. Perhaps the greatest concern is that cooking skills are not being transferred to the next generation.

If adults are not cooking, how will they pass on these critical life skills? Evidence suggests that children who are involved in meal preparation and enjoy meals with their families have healthier diets. Without the ability to make healthy food, what will be the long-term impact on diet quality and health?

Carewest Registered Dietitians (RDs) have a unique knowledge of food and nutrition and can provide you with practical advice on choosing good-for-you ingredients for cooking healthy meals.

RDs ensure the nutritional needs of clients and residents are met. They provide nutritional assessments and counselling to those who need it.



RDs regularly work to understand clients’ medical history, meet with clients, residents and their families, conduct diet history and food recalls and make recommendations to promote health, improve nutritional status or prevent complications from chronic conditions.

Carewest RDs also provide nutrition education, make referrals to other team members or disciplines in the community as appropriate, and provide follow-up as needed.

If clients at Carewest have special dietary needs, Carewest RDs ensure their proper diet is accommodated and implemented. They work closely with the Food Services team to ensure each client and resident receives balanced meals to meet their needs.

Carewest RDs are here to support clients in making healthy diet changes and help achieve their nutrition goals.

# EMPLOYEE

# PROFILE

## Jackie Orosz

**Carewest employees and volunteers make up a vibrant community with diverse talents and dreams. This month, we profile Clinical Dietitian Jackie Orosz from Carewest Glenmore Park.**

**Nicole Saxton**

Communications Coordinator

It was in her high school Home Economics class that Jackie Orosz was first introduced to the subject of nutrition. It has fascinated her ever since and now she works at Carewest Glenmore Park as a clinical dietitian.

“Nothing else was an option – I knew what I wanted to do,” Jackie says about her career path.

Jackie has lived across Canada. Manitoba-born, she grew up in Sylvan Lake, Alta. and attended the University of Saskatchewan in Saskatoon where she studied nutrition to become a dietitian. After graduating, she came to Calgary on a one-year internship, where she was placed at the Rockyview General Hospital and also worked at some Carewest facilities.

Jackie is passionate about her job.

“I was interested in seniors’ health from the beginning. My job is to do nutrition assessments on residents and clients and work with nurses and the rest of the team to identify people who may need some intervention. I help them get stronger and improve their condition all through food,” she says.

Besides assessing clients’ and residents’ nutritional needs, Jackie works closely with Food Services to help plan diets for residents and clients. She took part in the new menu redesign for all Carewest facilities as well as interpreting diet guidelines to fit residents and clients.

“I really like this setting because you are able to develop a rapport with residents and clients and see their progress,” she says.

Jackie’s love for her family guided her onto the path of seniors’ health.

“Family is so important. I watched my grandparents get older. They have a special place in my heart,” she says.



*Photo by Nicole Saxton*

She now has a family of her own – husband Myles and two daughters Madelyn, six, and Lauryn, four. She tries to stay connected to the girls’ school lives as much as possible.

“Working and having kids is challenging so I sit on the school council, which helps me keep updated on their school activities,” she says.

Jackie gets her children involved in many outdoor activities such as camping, hiking and skiing. She also volunteers to teach Kindergarten and first-grade students during Sunday school at her local church and has taken up quilting, a hobby she learned from her mother.

Always up for a challenge, Jackie loves to plan meals for residents and clients.

“In many ways, Carewest offers a unique food service experience and takes pride in being able to produce much of its food from scratch. It brings a different appreciation from my end, as well as accountability,” she says. “I like to be involved in making this a nourishing experience physically and emotionally. It’s a challenge that I love to be able to strive for.”

# Wonderful menu feedback

Over the past few months, we have been collecting wonderful menu feedback from residents, clients, family members and staff and we are off to a great start! We have identified quality improvements and will be working hard over the next couple of months to implement recipe and menu item quality enhancements, as well as provide more choice and variety to our menus.

We have found through open and honest interactions that we still have some work to do to ensure that each and every person at Carewest is able to take part in a meal that they have personally enjoyed and taken satisfaction in.

Our vision in Food Services is to have satisfied, healthy residents and clients who love being at Carewest and who take pleasure in their dining experience with us. I believe this should be something everyone looks forward to every day and this is what we strive to do daily in Food Services!

## Food Services



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

# Residents and clients get free help with taxes

## Nicole Saxton

Communications Coordinator

American author Herman Wouk once said that income tax returns are the most imaginative fiction being written today.

It's unclear what year he first coined that famous saying but today, understanding income tax returns and filing truthful ones are easier than ever.

For the last several years, residents at Carewest Colonel Belcher have had the opportunity to connect with a volunteer from the Canada Revenue Agency to help file their taxes.

“A volunteer meets with the resident and assists them with the preparations of the forms,” says Kathy Richards, Social Worker.



Image: ghanaweb.com

The highly trained volunteer has background and knowledge in accounting and the Canadian tax system, so residents can be sure that they are filing correctly.

To qualify for assistance with tax filing, a resident's income must be at least \$30,000 or \$35,000 a year for married couples.

Kathy says, on average, eight residents ask for assistance from the volunteer each year.

“Carewest is very appreciative of the Revenue Canada volunteer. They are always very professional, knowledgeable and they help the residents out immensely,” says Kathy. “It makes residents and clients feel like their financial needs are being met.”

Carewest Facility	Contact Information for Tax Assistance
Colonel Belcher	Kathy Richards, Carewest Social Worker, 403-944-7878
Garrison Green	David Tam, Community Engagement, Chinese Community Association, 403-265-8446 ext 105
Dr. Vernon Fanning	The Community Volunteer Income Tax Program, 1-800-959-8281
George Boyack	The Kerby Centre, 403-705-3246
All other sites	The Community Volunteer Income Tax Program, 1-800-959-8281

# New and improved Annually required learning package Complete it by April 25

**Terri Hirsche**

Education Associate

At Carewest, one of the principles of care is to foster an environment of learning in order to promote excellence in care and service. We believe that employees who are well-trained, knowledgeable and adaptable will provide safe, competent and compassionate care for residents and clients.

As part of this environment of learning, we annually review some topics that are crucial for everyone in the organization to know in order to work safely, respond to emergencies and correctly report errors.

This year there are eight required topics for all Carewest employees to complete. These topics focus on the safety of our staff, clients and families.

The quiz package aligns with the Carewest Frame of Reference and Philosophy of Care. It helps ensure that all staff can work together as a team to provide a safe, comfortable and supportive environment for residents and clients. We review the topics each year because we believe there is always room for quality improvement.

Although it may appear daunting, the quiz package does not take much time to complete. It actually allows for quick and optimal completion of all legislated topics.

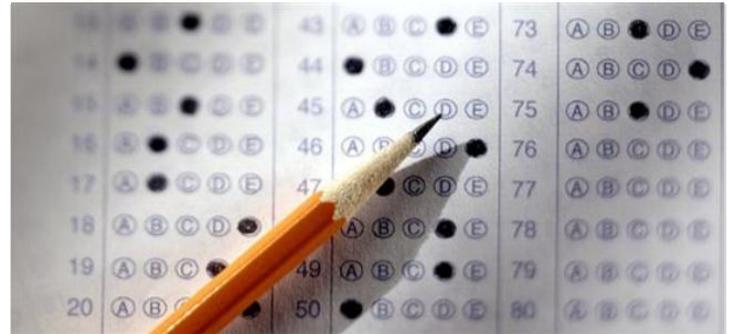
Feel free to work together on the quiz package – at Carewest we believe in a collaborative work environment and we hope this will generate some great discussion.

Please remember to use pencil, not pen, and shade in the bubbles of the Scantron sheet – do not circle answers.

Also, remember to write your name, site, occupation and the date on each of the Scantron sheets. Please do not staple the sheets together.

Finally, there are inservices on each of the topics throughout the year that you may choose to attend. These serve a variety of learning styles and promote the value of continuous learning.

The quiz package is due no later than **April 25, 2014** at your site reception. The sooner they are completed, the happier your receptionist will be. Good luck!



## What you need to know about the new quiz package

- All Carewest employees must complete it by **April 25, 2014**. Give it to reception at your site.
- The quiz covers eight required topics that focus on safety of staff, clients and family.
- You can work with others to complete the quiz.
- Use pencil, not pen.
- Shade the bubbles in the Scantron sheet – do not circle them.
- Write your name, site, occupation and date on each Scantron sheet.
- Do not staple the sheets together.



# Recruitment Services update

**Barbara Black**

Senior Manager Human Resources

Over the past few months, Carewest Recruitment Services started a process of review and renewal of core aspects of the service. With great positivity and creativity, many quality initiatives have been completed and initiated.

A few of our improvements to date include:

- Automating our posting process;
- Creating new email addresses to make it easier to contact us;
- Adding more pre-hire group paperwork sessions;
- Increasing our online advertising;
- Strengthening our screening tests; and
- Rewriting our offer and transfer letters.

We are proud of our work to date and are continuing to work hard to provide the best service to Carewest in keeping with our mandate, featured here, on the right.

The Carewest Recruitment team	
<b>Recruiters</b>	Tari, Dupe, and Jessica
<b>HR Assistants</b>	Jacqueline, Liisa and Akram

## Carewest Recruitment Services

### Email

carewestrecruitment@albertahealthservices.ca

### Mandate

Attraction, selection, referral, and onboarding of quality and qualified new hires.

### Principle #1

Timely vacancy management.

### Principle #2

All referred candidates will meet qualifications and standards as defined by the position profiles.

### Principle #3

Effective marketing and attraction of quality candidates.

### Principle #4

Onboarding is efficient, effective and positive.

## Your guide to spring celebrations

### Passover

Source: [www.chabad.org](http://www.chabad.org)

Passover 2014 begins in the evening of Monday, April 14 and ends in the evening of Tuesday, April 22. The eight-day festival commemorates the emancipation of the Israelites from slavery in ancient Egypt.

The highlight of Passover is the Seder, observed on each of the first two nights of the holiday. The Seder is a fifteen-step, family-oriented tradition and ritual-packed feast. The focal points are:

- Eating matzah (unleavened bread).
- Eating bitter herbs (i.e. parsley) to commemorate the bitter slavery endured by the Israelites.
- Drinking four cups of wine or grape juice – a royal drink to celebrate newfound freedom.
- The recitation of the Haggadah, the story of the Exodus from Egypt.

### Easter

Source: [www.statutoryholidays.com](http://www.statutoryholidays.com)

Good Friday 2014 is the Friday before Easter Sunday and it is a federal statutory holiday across Canada. This year, it falls on April 18, 2014 and Easter Monday is on April 21.

It's a complicated but precise formula that determines the day Easter Sunday is celebrated. It is the first Sunday after the first full moon in spring (after March 21st), which can occur as early March 22 and as late as April 25.

Good Friday marks the death of Jesus Christ according to the Christian religion. It is a fundamental part of Christianity along with the resurrection of Jesus on Easter Sunday.





# New forms to report client falls

**Nicole Saxton**  
Communications Coordinator  
**Jeanine Kimura**  
Director, Performance  
& Risk Management

Carewest has introduced new forms to report client falls.

The new forms were developed as part of the Carewest Falls Strategy that identified improvement for investigation and analysis of falls across Carewest. Changes to the forms were made in response to staff feedback about the prior forms.

Drafts of the new forms were introduced during the Falls Awareness days last October and piloted at a few Carewest sites to encourage input from employees on its usability. The new forms are easier to use but include more detail to help determine why the client fell so that the risk of it happening again can be reduced.

“Our unit was one of the units that trialled the new Falls Unusual Occurrence Forms, Investigation and Post-Fall Checklist,” says Elizabeth Reimer, Client Service Manager on Neuro-Rehab at Carewest Dr. Vernon Fanning.

“The new process received very positive feedback from the team on the unit. The Post-Fall Checklist was especially helpful and was, on two occasions, completed by non-clinical staff who were the first to come upon a client who had fallen.”

## What is New?

The Reference Guide for Quality Assurance Unusual Occurrence Reporting (form #6193), the Investigation for Client Falls (form #6293) and the Post-Fall Checklist are available on Careweb and on each unit with instructions to help staff complete the forms and know where to send them.

- **Quality Assurance Unusual Occurrence Report – Client Falls (#6193)** includes:
  - Specific cues for assessment and follow-up to address injuries.
  - Boxes to check off all required notifications, including contacting the Manager, Clinical Standards and Nursing Practice **for all Level 4 falls.**

### Effective February 15, all Carewest programs use these forms to report client falls:

- **Quality Assurance Unusual Occurrence Report – Client Falls (#6193)**
- **Investigation Form – Client Falls (#6293)**
- **Post-Fall Checklist** (this form is optional for first responders who are not the RN or LPN providing assessment and care)

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### Complete them whenever a Carewest client falls:

- **On Carewest property.**
- **During an outing accompanied by Carewest staff.**
- **In or outside the client’s home when Carewest staff are present.**

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The forms will be on each unit. Unit clerks can order forms from DATA. The Post-Fall Checklist can be printed by the Unit Clerk off of Careweb on the Forms page.

- **Investigation Form – Client Falls (#6293)** includes:
  - New information about the client’s history of falls and contributing factors.
  - For “repeat fallers,” a tick box in each section to indicate that factors have not changed since the last fall.
  - Action plan documentation to focus on multiple factors.
  - Quality assurance tick boxes to check that a post-fall follow up happened.
- **Post-Fall Checklist:**
  - Allows for quick recording of factors evident at the time of the fall. These might be items that aren’t present if the investigation can’t happen right away.

**For any questions or concerns, contact Coleen Manning, Manager,  
Clinical Standards and Nursing Practice at 403-686-8123.**

# Creative approach to falls form roll-out

Carewest Colonel Belcher Therapy staff teamed up with the Falls Strategy Committee to roll-out the new falls forms, which are referenced on Page 14. On March 3, staff not only got a chance to discuss the new forms, they also had a chance to experience first-hand what it feels like to have difficulty balancing.



*Photo by Stephanie Keys*  
**Pastoral Care  
Coordinator**  
Rev. Kenn Balzer has  
some fun with the  
ladder.



*Photo by Stephanie Keys*  
**John Martizano,  
Physiotherapist, and  
Sherry Youngash, Therapy  
Aide, take a walk on balls  
cut in half.**



*Photo by Stephanie Keys*  
**Loretta Dobbelsteyn, Client Service Manager, Sally Li,  
Nursing Attendant and Maricel Morales, Registered  
Nurse, examine the Falls Unusual Occurrence forms.**



*Photo by Stephanie Keys*

## Carewest Colonel Belcher Goes for the Gold

This February, while the Sochi Winter Olympics were taking place, Carewest Colonel Belcher staff had their own competition. Throughout the month, teams earned points by attending educational events.

Pictured here are the gold, silver and bronze medalists. Congratulations to all!

# Bring your heart to work



When Olivia McIvor, bestselling author of *The Business of Kindness*, surprised a roomful of Carewest staff and management last December during a Management and Leadership

Session at Carewest Colonel Belcher, she suggested that kindness should be part of our everyday mindset and practice.

With that in mind, Olivia has allowed an excerpt from her literature to be included in Carewrite every month from now on.

**What character traits help us create a kinder workplace?**

## April showers bring May flowers

### The Farmer's Almanac

Spring – longer days, warmer weather and the re-emergence of fragrant flora and fuzzy fauna.

In 2014, the first day of spring begins with the Vernal Equinox on March 20 at 10:57 p.m.

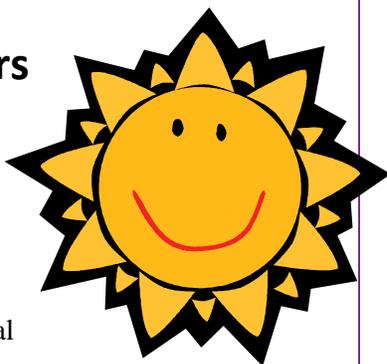
The word equinox is derived from the Latin words meaning “equal night.”

At the equinoxes, the tilt of Earth relative to the Sun is zero, which means that Earth's axis neither points toward nor away from the Sun.

This means that days and nights are approximately equal everywhere and the sun rises and sets due east and west.

On the first day of spring, day and night are each approximately 12 hours long. In the Northern Hemisphere, that occurs a few days before the first day of spring.

On March 20, the sun greeted us at 7:36 a.m. and said goodnight at 7:50 p.m., making the day 12 hours and 14 minutes long.



# Kindness to oneself

*Printed with permission from The Business of Kindness by Olivia McIvor*

## Authenticity

Honour who you are: As an authentic person, you are genuine and cultivate awareness of your own behaviours, knowing what you value and living life on purpose. You are not embarrassed to show your humanness toward others. You are consistently genuine and true to yourself, and others feel safe and comfortable in your presence. Cultivate awareness of what is most important to you and allow others to see your true self.

## Attitude

Exercise your power to choose: When you see someone with a great attitude, you know it. It's in all they do, from being consistently positive to exuding enthusiasm in their actions and words. People with great attitudes approach life as a classroom, with curiosity and humour. They cultivate a belief that they control their life and that they choose their response to their surroundings. Develop an ability to look for the positive lessons in your daily challenges by deciding that you are responsible for choosing your attitude.

## Resilience

Develop strong roots to weather change: As a resilient person, you have strong reserves of inner and outer strength. You are consistently conscious of seeking new ways to build strong personal foundations so you may weather the storms of life and work. Through increasing your awareness of how to care for yourself mentally, emotionally, physically and spiritually, you are able to feel more balanced, accepting change as a natural course of life. Practice a proactive approach to creating a healthy and vibrant lifestyle by examining your own behaviour in response to challenge events.

## Excellence

Commit to grow your potential: Excellence is having a firm commitment to grow your potential through being committed to life-long learning. You believe in stretching and challenging yourself by giving 100 per cent of your best in everything you do. Taking pride in your endeavours, both in work and life, you recognize that no accomplishment is insignificant but rather a contribution to the whole. Choose to show up, be present and give 100 per cent of your best self to everything you do.

Next month: Kindness to Colleagues

## The indomitable Norma O'Hare

### Nicole Saxton

Communications Coordinator

Sitting across from Norma O'Hare while she is getting her hair done, one would not think that she has a mischievous side to her. She is very stylish with beautiful jewellery, pristine makeup, perfected nail polish and fresh new curls, thanks to the new hairdo she just received.

But Norma, a resident of Carewest Royal Park, has a mischievous and playful personality.

"I am a very bad influence on people here," she quips. "I cheat on cards and love to go to the casino."

A practical joker, Norma likes to play with other residents and staff.

"I used to have water guns and I would spray people with water. It was all in good fun," she says.

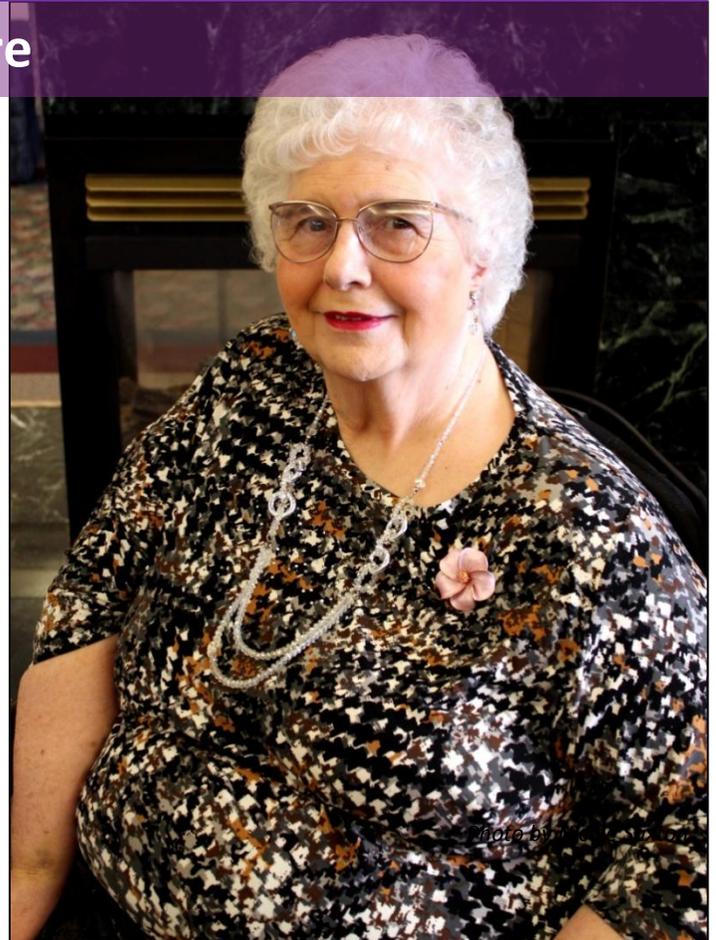
Born and raised in Vulcan, Alta., Norma has lived in many other parts of the province including Lethbridge and Medicine Hat. She also spent some time in Edmonton and Banff while she was recovering from polio in 1952.

Norma was married in 1950 and has three children – Kelly, Lynn and Patrick. They keep her busy, along with her four grandchildren and five great grandchildren, who she sees mostly on holidays.

Each Christmas, Norma and her family celebrate at Royal Park by hosting a party at the facility for all staff and residents.

The tradition started seven years ago when Norma's husband passed away. Since then, she and her children decided that the money they would all spend on him would go towards a party at a seniors' home. They have hosted parties in various continuing care centres but now host it at Royal Park.

"My son Kelly plays the elf and helps give out the gifts. My daughter Lynn bakes all the goodies and helps me make the presents for everyone. Patrick, my eldest son plays Santa. We have a sing-a-long and the residents have a great time," she says.



*Photo by Nicole Saxton*

Norma helps make jewellery, earrings and scarves for the residents as gifts for the Christmas party. She also makes jewellery for herself.

"I am the earring queen of Alberta. I have so many earrings," she says.

Traveling is something that Norma has done a lot of. She has travelled to places like Hawaii, the Yukon, Alaska, the rest of Canada, the United States and the Caribbean.

"Hawaii is one of my favourite places. I have been to Oahu twice. I found that Hawaii was so wheelchair accessible and the people were so great. I loved it!"

"My husband and I drove a motor home from the Alaska highway to the Yukon. It was interesting because the sun never went down and the days last all day long," she says.

*Continued on Page 18.*

## The indomitable Norma O’Hare

*Continued from Page 17.*

When she worked, Norma was a Weight Watchers facilitator for 10 years and she taught piano to children in her home.

Norma is a fantastic pianist and used to sing before she had a minor stroke that affected her voice. But music is still very important in her life.

“I am starting to learn the Irish penny whistle and driving everyone crazy,” she says.

When asked who her favourite musicians are, Norma pulls out the jokes.

“I love Justin Bieber and Miley Cyrus. Just kidding, I can’t stand either of them,” she says. Her favourite musician is actually her son Patrick, who sings and plays the guitar.

Norma enjoys having a few drinks with other residents or as she likes to call it, “a nip”.

“My favourite drink is Clamato and beer. I also like Caesars as long as I get a big piece of celery,” she says.

As a Carewest resident for four years, Norma likes that she has a single room but she also enjoys all the people.

“At Carewest I like to do everything and anything,” she says.

“I love shopping and my favourite store is the dollar store. I buy so much there. That is why I like the single room – so I can store everything,” she says.

Norma is a very social person and likes to stay in contact with all her friends and family, mainly through Facebook.

“I love the computer. I am on there so much. I keep in touch with all my friends and I learn a lot too. I have a laptop and bought myself an iPad where I can talk to my kids on FaceTime,” Norma says.

Cooking is one of her favourite pastimes and she enjoys cooking meals like macaroni and cheese and beef stew.

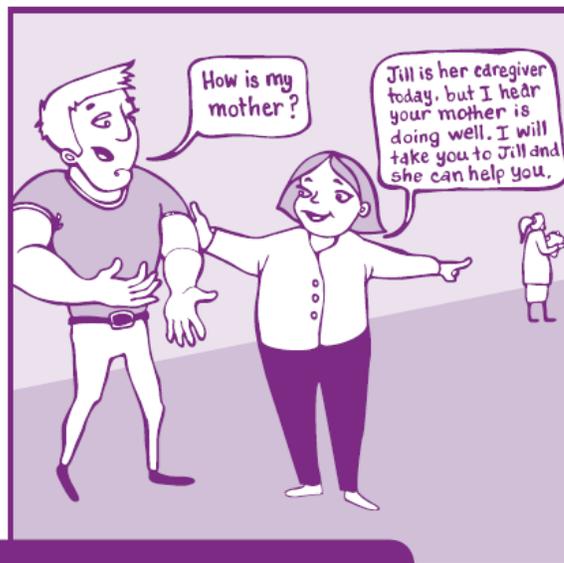
“I also love to do crafts and art like painting,” she says.

Norma’s spirit is exceedingly positive and optimistic, a trait that makes her popular and well-liked at the facility.

“I am living proof that you can live a fun and normal life in a wheelchair.”

## 1. Scenario

*A family member walks into the care centre or onto the unit and asks “How’s my mother?”*



### Appropriate response

If you are her caregiver, answer the question.  
If you are not her caregiver, escort them to the correct person:

“Jill is her caregiver today, but I hear your mother is doing well. I’ll take you to Jill and she can help you.”

### Inappropriate responses

“I don’t know.”

“She’s not my resident.”

“I’m on my break.”

“I’ve been off the last two days.”

## Positive Talk

Communicating in a positive manner with staff, your co-workers, residents, clients and families is something we strive for at Carewest. We created the Positive Talk series of booklets to help.

If you’d like copies of the Positive Talk booklets, contact Carewest Communications at 403-943-8158 or email [samara.sinclair@albertahealthservices.ca](mailto:samara.sinclair@albertahealthservices.ca)



# Coffee Break



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

## Word search Healthy Eating



Balance  
Fibre  
Healthy  
Planning  
Variety

Dietitian  
Food  
Inspired  
Preparation  
Vegetables

Enjoy  
Frozen  
Nutrition  
Protein  
Vitamins

## Sudoku Level: Medium

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

### 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.



Photo by Nicole Saxton

## Olga Merling celebrates 100<sup>th</sup> birthday

Aubrey McIntyre, Recreation Therapist

Olga Merling, resident at Carewest Garrison Green, reached her 100<sup>th</sup> birthday on Feb. 10. Olga grew up on a farm where she enjoyed riding horses. When she turned 20, she moved to Edmonton where she worked in a hospital for many years before launching United Apparel with her husband. Together, they crafted men's suits and tailored suit jackets and slacks. Olga had one son and was a practicing Jehovah Witness for many years. Although she didn't have much time for hobbies, Olga loved to sew clothes for herself and her sister. Happy birthday Olga from everyone at Carewest Garrison Green!



## Chinese New Year

(Above) The Calgary Chinese Elderly Citizens Association entertains residents at Carewest Colonel Belcher for Chinese New Year. This year celebrates the year of the horse. *Photo by Nicole Saxton*

## Shrove Tuesday

(Top left) Marie Oray, Therapy Aide, gets pancakes for Carewest Colonel Belcher residents on Shrove Tuesday. *Photo by Nicole Saxton*

## Olympic connection

(Bottom left) Canada had a strong showing at this year's Winter Olympics in Sochi, Russia. Canadian athletes won 10 gold, 10 silver and five bronze medals in various winter sports and placed fourth overall in the medal standings and third place for the most gold medals won. Carly McDougall, Staffing Services, at Carewest Administration, was extra excited for the winter games. That is because family friend Marsha Hudey was participating in the speed skating events. Carly and Marsha grew up together in Saskatchewan.

"On the day of her event, I made my dad drive me to work so I could watch her race on my phone," she says.

Patriotic Carly dressed in Team Canada gear while at work during the games. She even took vacation time during the Olympics just so she could watch Canada score some medals. Congratulations to Marsha and all the Canadian athletes for representing Canada so well at the Sochi Winter Olympics!

*Photo by Nicole Saxton*



# Carewrite

Carewrite is produced monthly. We welcome your submissions.

Please contact Divona Herzog

Tel: 403-254-1672 | Fax: 403-775-4228 | Email: [divona@herzog-associates.com](mailto:divona@herzog-associates.com)

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