

Carewrite

Carewest news and information for everyone

Hooray for our 900+ volunteers!

National Volunteer Week April 27 to May 3

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Come rain or sleet or snow or hail, Carewest Dr. Vernon Fanning resident Jamie Veinotte can be seen resolutely delivering the mail between the units every day in an effort to give something back to the organization. For more on volunteer activities at Carewest, see Pages 3, 10, 11 and 17. Photo by Samara Cygman

FROM THE EXECUTIVE DIRECTOR

DALE

F O R B E S



Increasing awareness about violence and harassment in the workplace

Since January, the Executive Message has addressed issues of importance to Carewest including positive communication, cultural awareness and bullying. This month we would like to continue to build on raising awareness about issues that can and do affect the environment in which we work and deliver services to our residents and clients.

We know all too well that societal norms have changed over the years, which unfortunately has translated into an increased prevalence of incidents of violence and harassment in the workplace, and continuing care is no different. Violence and harassment can come from anyone in the workplace and be directed at anyone. It can be subtle or overt. Further, abuse may be deliberate or unintended. It may be a single event or may involve a continuing series of incidents. Abuse can victimize both men and women, and may be directed by or towards staff, residents, clients and members of the public, such as visitors, families and contractors. But being aware of the signs of violence and harassment and understanding its definitions are the first steps to preventing it.

At Carewest, we have defined violence as the attempted, threatened or actual conduct of a person that causes or is likely to cause physical harm, significant emotional distress or destruction of property; and we have defined harassment as inappropriate, unwelcome, intimidating, or coercive behaviour that adversely affects health, security, working conditions, prospects for promotion or compensation of a person.

It is important that we are all aware of the potential for violence or harassment in our workplace and that we support each other and take the necessary steps to prevent it before it escalates.

If you or someone you know has been the victim of an incident of violence or harassment, we would encourage you to speak with your Client Service Manager or Program Director, Carewest Employee Health and Safety, or contact our Employee and Family Assistance Program (EFAP) provider confidentially at 1-800-663-1142.

Violence and harassment includes behaviours such as:

- **Physical assault or aggression;**
- **Unsolicited and unwelcome conduct, comment, gesture or contact, which causes offense or humiliation; and**
- **Physical harm to any individual that creates fear or mistrust, or which compromises and devalues the individual.**

The purpose of raising this issue in this column is to promote increased awareness, which is key to striving to prevent or eliminate incidents of workplace violence and harassment. Through increased awareness, coupled with the existence of relevant policies and procedures, our dedicated Employee Health and Safety staff, and our organizational commitment to promoting a safe and healthy workplace – reflected in our Frame of Reference and Employee Health and Safety Statement of Commitment – we demonstrate a decreased tolerance for incidents of abuse and benefit in the knowledge that we are working towards a safer workplace for staff and living environment for our residents and clients.

Dale Forbes
Executive Director

Residents/clients make important volunteer contribution

Volunteering can happen anywhere at Carewest with an initiative unfolds that encourages residents and clients to be involved in activities that offer value to the lives of others and Carewest as a whole.

Helping others creates a feeling of well-being, explains Gail Benjamin, Coordinator, Volunteer Resources.

“Our residents and clients really thrive and take a tremendous amount of pride in doing a job that is useful for someone else,” she says.

“It gives them something to do, they recognize they have the time where others might not and feel that they are making a significant contribution.”

The Carewest initiative began several years ago as a concept to enrich the daily lives and routines of residents and clients and involve them more in projects important to Carewest.

Jamie Veinotte, a 30-year-old resident at Carewest Dr. Vernon Fanning, can typically be seen delivering the mail between the units at the care centre – a job he’s been doing without fail for the last six years.

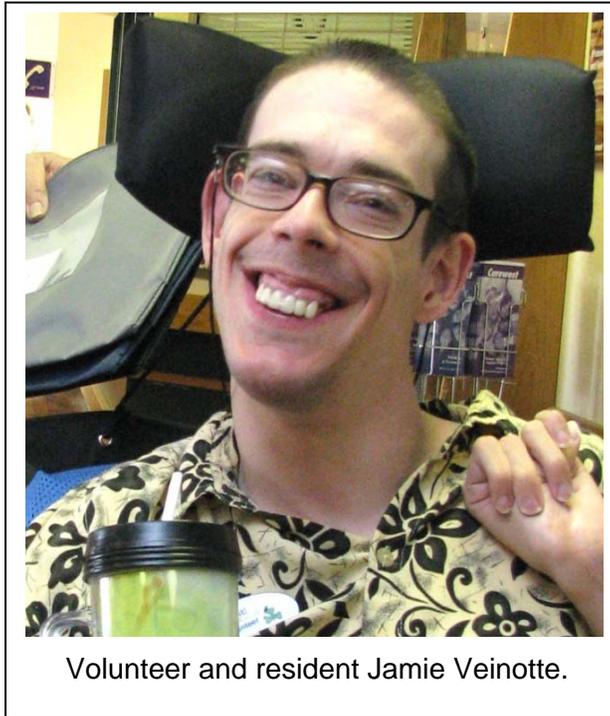
He takes his four daily rounds very seriously and begins 8:30 a.m.

“It gets me out and about to the different units and seeing all the staff. All our unit clerks are so busy and few have time to come down to collect the mail,” he says.

“It’s very rewarding and gives me great pleasure to take the pressure off the unit clerks.”

Jamie can also be seen giving a power wheelchair orientation to new staff once a month and participating in the Transportation Services stretcher training for new staff.

Tracy Baraluk, Activity Convenor at Fanning, says just a few weeks ago, residents began getting involved with putting on the Sunday movie matinees. They are responsible for choosing the movie, running it and returning it to the library.



Volunteer and resident Jamie Veinotte.

“It gives our residents and clients the ability to contribute because this is their community and they are giving back to their community,” she says.

“It gives them the opportunity to show they can still be active and involved and carry on a normal life through volunteering for Carewest.”

Gail is asking everyone to get involved.

“We are asking staff to put their thinking caps on – what

do we do in our daily routines that residents or clients might be able to help out with,” says Gail.

“Staff at the sites have to buy-in to the idea for it to work. In the past a resident or client might have set placemats on tables or addressing or stuffing envelopes – these kinds of things could take place at any site.”

*Samara Cygman
Internal Communications Coordinator*

Healthy Living is...

Healthy Eating

Good eating habits are important to help us feel our best.

Healthy eating can:

- Help boost our energy
- Help us control our weight
- Help us cope with stress
- Help our bodies fight disease
- Help us feel good about ourselves (see the Canada Food Guide)



By Margaret Usherwood

Carewest Colonel
Belcher Health
Promotion Coordinator
944-7854

Portion size

It is useful to be able to picture these serving sizes so you can decide your own portions:

Meat, poultry or fish

One serving is equal to the palm of your hand

Vegetables and fruit

One serving equal one cup (250 ml)

Cheese (dairy products)

One serving is equal to the size of your thumb

Breads and grains

One serving is equal to the size of a hockey puck



Make healthy eating part of your life. You are worth it!

www.realage.com
The best and easiest way to live longer

Been a while since you went for your walk? You might not be so quick to skip it when you hear this.

Walking every day could slash your risk of an early death by 50 per cent to 70 per cent. Here's what we mean by that....

Walking is one of the cheapest and easiest ways to get – and stay – fit. And few things affect your longevity as much as your fitness level does.

Case in point: in a recent study involving a group of veterans, mortality rates were anywhere from 50 per cent to 70 per cent lower in the ones who were fittest, regardless of whether they had underlying heart disease.

It's the least you can do

Exactly how *little* can you do and still get fit? A new study suggests 1.7 might be the magic number.

Middle-aged men and women at risk for heart disease who walk at a moderate pace for just 1.7 miles (2.75 kilometers) a day improve several important measures of their aerobic fitness.

Ok, we admit it. The data show that jogging at full speed for nearly three miles (4.8 kilometers) a day reaps the greatest cardiovascular benefits. But if jogging shorts and running shoes aren't your style – or you're just feeling kinda tired today – at least get yourself out there for 1.7 miles (2.75 kilometers). It's still enough to keep you on the road to better fitness.



Let the games begin!

Carewest George Boyack Nursing Attendants Susan Battad, front, and Gemma Rovelo kick off a bath house decorating contest. Teams on each unit are charged with making their bath house more appealing and the winner gets a pizza party.
Photo by Samara Cygman.



Friends meet for Dim Sum

A resident from the Wing Kei Chinese Christian Care Centre disembarks from a Carewest bus. Carewest residents and Wing Kei residents enjoyed a Dim Sum lunch together last month. Photo courtesy of Wing Kei.

Proper biohazard waste disposal

A monthly Health and Safety Committee inspection turned up a grisly sight when committee members stumbled upon a serious safety hazard.

They found biohazardous waste being housed in an uncovered, plastic disposable vase at one of the Carewest sites.

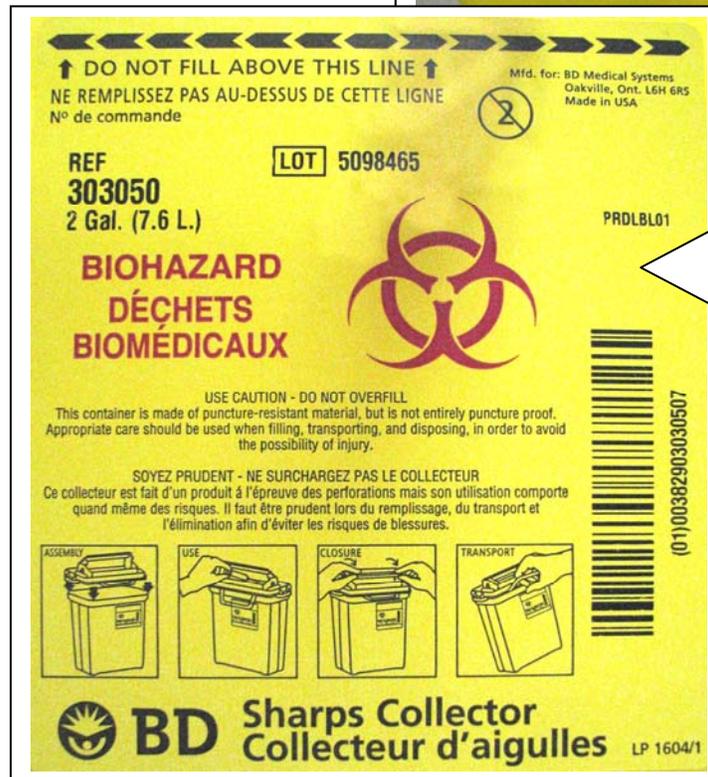
Roxanne McKendry, Manager, Employee Health and Safety, says everyone has a responsibility to ensure only approved biohazard containers are used to dispose of this type of material.

“This is a very serious safety hazard that puts everyone at risk: staff, contract employees, residents, visitors and families,” says Roxanne.

“Not only is it a safety risk but disposing of biohazards in this way is a violation of Alberta Workplace Health and Safety regulations and a departure from professional practice and Carewest standards.”

Approved biohazard containers are most often yellow, are labeled with the approved WHMIS biohazard symbol and should always have a lid on them when in use.

They are meant to be used to protect people from contact with sharp objects and biohazardous material like blood and other bodily fluids.



An approved biohazard receptacle is typically yellow, always covered when in use and has the approved WHMIS label in plain view (see insert).

Photos by Samara Cygman

But when they aren't used properly, the risks of being exposed to biohazardous material or stuck with a used needle are greatly increased.

In the first three months of 2008, Employee Health and Safety logged 10 blood and body fluid exposures compared to 12 in all of 2007.

Most of the exposures this year occurred because health professionals did not follow the proper disposal process or stuck themselves while recapping the needle, which is against best practice.

Continued on Page 7.

Proper biohazard waste disposal

Continued from Page 6.

“My level of concern is very high because we’ve had an increase in the incidence of people getting stuck, which means they might be exposed to a host of blood-borne pathogens like HIV, Hepatitis B and Hepatitis C,” says Roxanne.

“In a busy work environment we know that some employees may choose to take shortcuts with safety but this issue is really important because of the potential health risk to staff.”

Tips for RNs and LPNs

- Always use a yellow biohazard container for disposal of all used syringes, needles and sharps.
- Biohazard containers must always be taken with you when you are giving an injection away from the medication cart or stationary biohazard containers. Do not walk with the needle exposed out of its sheath.
- Do not overfill containers. Once the container is filled to 2/3 capacity or the fill line, close and seal the security lid. If the lid cannot be placed safely on the container, housekeeping staff will not remove them from your unit for disposal.
- Never recap used syringes.
- Do not use any other containers other than an approved biohazard containers to dispose of used sharps. Safety mechanisms are in place to protect you and these safety features should not be changed or altered in any way.

*Samara Cygman
Internal Communications Coordinator*

www.jokesgallery.com The wandering dog

An old, tired-looking dog wandered into the yard. I could tell from his collar and well-fed belly that he had a home.



He followed me into the house, down the hall and fell asleep on the couch. An hour later, he went to the door and I let him out.

The next day he was back, resumed his position on the couch and slept for an hour.

This continued for several weeks. Curious, I pinned a note to his collar: 'Every afternoon your dog comes to my house for a nap.'

The next day he arrived with a different note pinned to his collar: 'He lives in a home with four children - he's trying to catch up on his sleep. Can I come with him tomorrow?'

Honey Bee Good

About to sweeten your tea with honey? What kind? It matters.

Until recently, if you asked a nutritionist about the pros and cons of, say, lightly processed "raw" sugar versus honey, table sugar, brown sugar, molasses, fructose, or maple syrup, you'd hear this exasperated chant: "Sugar is sugar is *sugar*." No longer. Several studies have found that buckwheat honey – dark, rich, and malty – has an unusual number of age-fighting antioxidants in addition to serious sweetening power.

Although several types of honey have some antioxidant effects, researchers have pronounced buckwheat honey far and away the star. And buckwheat itself (think pancake mixes, Japanese soba noodles) is being investigated as a "functional food," thanks both to its high levels of protein, fiber, and minerals, *and* its lab-tested ability to reduce body fat and cholesterol and even prevent gallstones.

Source: www.realage.com



Be good to the Earth

Spring cleaning – the natural way

Wood Protection Furniture Polish

Environmental Health Perspectives reports prenatal exposure to phthalates (found in furniture polish) can adversely affect male reproductive development in humans. Protect your family and your hardwood furniture by choosing a phthalate-free solution: one cup olive oil combined with 1/2 cup lemon juice.

Better Leather Shoe Shine

Before you toss that banana peel into the compost pile, use it to polish your leather shoes. Simply rub shoes with the inside of the peel, then buff with an old sock.

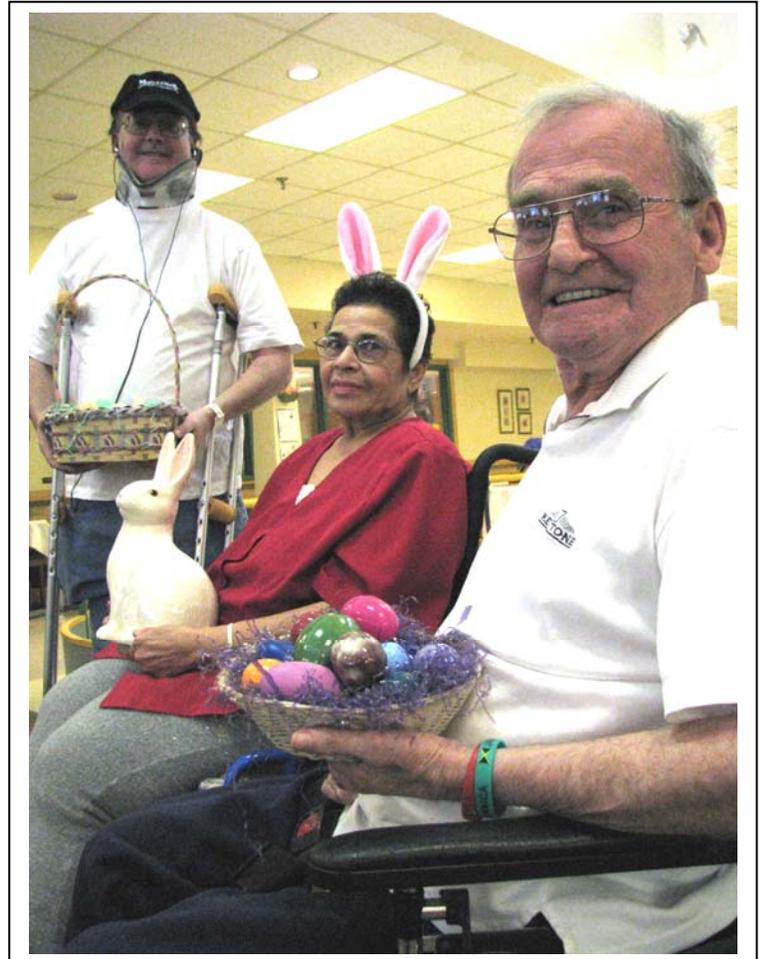
Mr. Green Floor Cleaner

For a natural cleaner for tile or linoleum floors, fill your bucket with one cup vinegar mixed with two gallons hot water.

I Can See Clearly Now Glass/ Hard Surface Cleaner

For streak-free mirrors, cloudless windows and added shine on other hard surfaces (like appliances or countertops), fill a spray bottle with two teaspoons of white vinegar and one quart warm water, spray surface with solution and wipe clean with an old t-shirt or pillowcase. The vinegar odor vanishes when dry.

Source: www.lime.com
Submitted by Leslie Loomis, RN
Carewest Glenmore Park



Everybody likes a visit from the bunny

The Easter bunny made a special stop at Carewest Sarcee to treat residents and clients to baskets of goodies. Ron Taylor, foreground, Dolat Suleman and David Burns show off their Easter goodies.

Photo by Samara Cygman.



Earth Day is April 22nd

Calculate the impact you make on the Earth with this fast and simple online quiz: www.earthday.net/footprint/

April is Parkinson's Awareness Month

Understanding Parkinson's disease

Parkinson's disease is a debilitating neuro-degenerative disease that affects more than 100,000 Canadians.

Since the number of people diagnosed with Parkinson's is expected to increase two-fold over the next 20 years, now is the best time create awareness of the disease and the detrimental impact it can have on the quality of life of those living with it.

Parkinson's disease is a disorder affecting movement. Body movements are normally controlled in the brain by a chemical neurotransmitter called dopamine. This neurotransmitter works by allowing electrical impulses to travel between cells in the brain called neurons. These electrical impulses eventually travel along nerves outside the brain to the muscles that allow for movement to occur.

Loss of the neurons that produce dopamine in a special area of the brain is what causes the symptoms of Parkinson's disease.

Symptoms are not usually visible until about 80 per cent of the dopamine producing neurons have been lost. The most common symptoms of Parkinson's disease are resting tremor, slowness and stiffness, impaired balance and muscle rigidity.

The exact cause of Parkinson's is unknown. It is thought that there may be a genetic link to the disease but currently this remains unclear. Other risk factors include lifetime exposure to toxins and heavy metals, as well as age-related loss of brain cells. Certain drugs can also cause Parkinson-like



Symptoms, which can usually be resolved by discontinuing the offending drug.

Since there is no cure for Parkinson's disease, management of the disease involves treating its symptoms. A combination of drug and non-drug measures is often useful. Drug therapy involves the

use of different types of medications to help stimulate the neurons in the brain that control movement. The most commonly used drug is called levodopa. As the disease progresses, additional drugs may also be prescribed to help control symptoms.

Non-drug therapy involves exercise and physical therapy to help with mobility, flexibility and balance. In addition, occupational therapy can help with daily activities and speech therapy can help with voice control. Some surgical procedures can also be useful.

Although a diagnosis of Parkinson's disease can often seem like devastating news, it is important to understand that there are a number of modern treatment options available that can help people who have Parkinson's disease live active lives.

There are a number of support services available for people living with Parkinson's disease. Visit the Parkinson's Society of Alberta at www.parkinsonalberta.ca or Parkinson Society Canada at www.parkinson.ca for more information.

*Riz Ibrahim
Fourth-year Pharmacy Student*

Speaking of great volunteer opportunities...

Volunteers are filling niches all over Carewest with the latest group joining the Neuro Rehabilitation Unit at Carewest Dr. Vernon Fanning, in area of Speech Language Pathology.

And with the placement of six new volunteers on that unit, it's becoming more apparent that the face of volunteers at Carewest is slowly changing.

Debby Clegg, Coordinator, Volunteer Resources, says as Carewest evolves, so does the role of the volunteer at the sites.

"It's no longer just a casual activity for someone with leisure time but rather an acceptance of the fact that community services are everyone's concern," she says.

"Although the volunteer who donates his or her time to leisure activities still plays a vital role at our sites, some of our rehab areas are looking at how to do business differently and looking at how volunteers can play a role."

Debby was encouraged by the response she got from the Carewest sites after being contacted by a Linguistics student from the University of Calgary, looking for a volunteer position.

When Twyla Sim, a Carewest Speech Language Pathologist, heard there was an opportunity for volunteers in Speech, she couldn't believe her ears.

"Debby phoned and asked if we wanted a volunteer and I said 'are you kidding me?'" laughs Sim, adding Arianna Gilbertson joined them soon after.

"Since then, we've gotten a whole bunch more."



Speech Language Volunteer Arianna Gilbertson, right, works with Carewest Dr. Vernon Fanning Neuro Rehab client Garry Iftody as Speech Language Pathologist Twyla Sim looks on. Photo by Samara Cygman

Arianna, a 23-year-old Linguistics graduate from the University of Calgary, is considering going back for her Masters degree and hopes to get a year of volunteer experience under her belt first.

She says Carewest offered the perfect opportunity to do so.

"It's exciting watching and learning and working together with clients. It's a different type of learning than in school or from a textbook," she says.

"I've always loved working with adults and this is the best place to do it."

*Samara Cygman
Internal Communications Coordinator*

National Volunteer Week

April 27 to May 3



From compassion to action

Carewest volunteers step into the spotlight as communities across the Canada celebrate National Volunteer Week April 27 to May 3.

A heartfelt thank you goes out to Carewest’s 900+ volunteers for the work they do to help others, for the time and energy they give and for playing such an important role – whether it’s providing fun resident activities, helping with community outings, doing in-house fundraising, participating in one-to-one visits, providing day program support or offering compassionate care services.

Join Carewest in celebrating the efforts of volunteers during National Volunteer Week. Smile, say thank you for a job well done, take a volunteer to coffee or _____ (you fill in the blank with something special).

Debby Clegg and Gail Benjamin, Carewest’s Volunteer Resources Coordinators, will be onsite during the following days to greet staff and volunteers during Volunteer Appreciation Week.

Coordinator	Site	Day and Time
Gail Benjamin	Carewest Signal Pointe	Monday, April 28 – afternoon
Gail Benjamin	Carewest Glenmore Park	Tuesday, April 29 – afternoon
Debby Clegg	Carewest Colonel Belcher	Tuesday Apr 29 - 1:00 to 3:00 p.m.
Gail Benjamin	Carewest Royal Park	Wednesday, April 30 – all day
Debby Clegg	Carewest George Boyack	Thursday, May 1 – 1:00 to 3:00 p.m.
Gail Benjamin	Carewest Sarcee	Thursday, May 1 – afternoon
Gail Benjamin & Debby Clegg	Carewest Dr. Vernon Fanning	Friday, May 2 – afternoon

Debby Clegg and Gail Benjamin, Coordinators, Volunteer Resources



Zoo visits Carewest Dr. Vernon Fanning

Calgary Zoo educational volunteers Roy Aylett, centre, and his wife Dusty (not pictured), paid a visit to Carewest Dr. Vernon Fanning April 11 to treat Carewest residents to some information and exhibits about the Zoo’s residents. Here, Activity Convenor Tracy Baraluk helps show off a tiger pelt to resident Gay Rutherford.

Photo by Samara Cygman

Sarcee staff pull together to admit 21 Lifestyle Choices residents in short time

A huge thanks to all our dedicated Lifestyle Choices staff and related services at Carewest Sarcee.

Since January 1 of this year, we have admitted a total of 21 residents in just 10 weeks. That is 25 per cent of our total population!

None of this would have been possible without the patience, flexibility and creativity of so many people.

Despite the potential for problems, new residents and families have voiced satisfaction with the service they have received, impact on current residents has been minimized and staff report they are very tired but feel morale is good.

There was extraordinary teamwork between departments. Housekeeping, in particular, was called upon several times a day at short notice to move furniture and clean rooms.

It is times like this that staff can feel especially proud to be a part of our team here at Carewest. Our ability to respond in a time of limited resources has allowed us to make an impact in the lives of our residents, the community and in our city.

Great thanks are due to all. As a small token of our appreciation, a pizza lunch was provided for staff.

*Kelly Baskerville, Client Service Manager
Lifestyle Choices Program, Carewest Sarcee*



Photo left:
Carewest Sarcee
Unit 3 staff
(left to right)
Erna, Terri, Vince,
Lisso, Zofia, Leony,
Linda, Kiyomi and
Joanie.



Photo right:
Carewest Sarcee
Unit 1 staff
(Left to right)
Samson, Gayle,
Marnie, Jessica,
Kathy, Penny, Bev,
Michelle, Yvonne,
Karen and
Fabiana.

Working together for health

Our Health and Safety promotion month got a boost thanks to the contributions of the Carewest Clinical Dietitians who offered their knowledge and expertise to enhance the cholesterol screening program.

Cholesterol screening was offered at most Carewest sites during March. Darlene Weger, Kim Otto, Sarah Remmer, Sylvie Sabourin and Katie Zimmerman were on hand to answer questions from staff about dietary cholesterol, trans fats and other nutritional topics.

Offering cholesterol screening and nutritional advice is great because people are able to make some changes to their diet and lifestyle quickly rather than waiting to see their doctor or other health professional.



**By Roxanne
McKendry**

**Employee
Health & Safety**



Carewest Clinical Dietitian Katie Zimmerman shares her knowledge during Health and Safety month.

30 years with Carewest

Kel Czernick, Manager, Transportation Services, thought he'd keep his 30-year anniversary with Carewest under his hat but we had a different idea.

On March 31, 1978, Kel started with Carewest as a Recreational Therapist at Carewest Glenmore Park.

He says his favourite part about the job is the relationships he builds with resident, clients and staff. He also finds it fulfilling to tackle some of the many projects and challenges put in front of him on a regular basis.

In Kel's spare time, he enjoys studying volcanoes and is currently planning a trip to Hawaii to visit Kilauea, which erupted in March.

Photo by Samara Cygman.



Kel Czernick, Manager, Transportation Services.

Special thank you to Unit 3, Carewest Sarcee



Our mother and grandmother, Kathleen Ogren, came to live with you almost a year ago and now she is moving to live close to use in Port Alberni, B.C.

We want to thank all of you from our hearts for the care and attention you have given to her as she made the very difficult adjustment from living at home to living in extended care. You showed genuine compassion through the loss of her beloved husband, Arthur, and then again as she dealt with the loneliness when we moved to B.C. five months ago.

Carewest Sarcee was our first experience as a family with institutional care and we were all very nervous when Mom first moved into Unit 3 because we didn't know what to expect. Happily, we found that the caregivers are compassionate, interested in the residents as people and work hard to treat all in a caring, professional manner.

We want to tell you how much we appreciate all you have done for Mom. We also appreciated that you always made us feel welcome and at ease whenever we were there with her.

We have often said that the building is very attractive and pleasant but the nicest thing about Sarcee is the staff and how they care for the residents.

Bob, Karen and Jeremie Bardal

Carewest's 23 physical therapists get you up and running

Don't bend over backwards but definitely take the time to thank a physical therapist today.

National Physiotherapy Month (April 22 to May 19) is a great reason to thank those that get you up and running again.

Carewest employs 23 full-time, part-time and casual physiotherapists, also known as physical therapists, who work on assessment, intervention and management of a broad range of conditions that affect the musculoskeletal, circulatory, respiratory and nervous systems.

According to the Canadian Physiotherapy Association, there are more than 250,000 physical therapists practicing worldwide.

What is Physiotherapy?

At Carewest, physical therapists manage and prevent many physical problems caused by illness, disease, sport and work related injury, aging and long periods of inactivity.

- Rehabilitation of clients following stroke, motor vehicle accidents, industrial accidents, amputation, or other injuries or neurological conditions.
- Assessing and providing solutions for skin breakdown issues related to positioning and seating.
- Assessing complex power and manual wheelchair seating needs.
- Coordinating Botox clinics to assist in management of spasticity.
- Working within inter-disciplinary teams to assist clients to reach rehabilitation goals and return home to a safe environment.



Take the time to thank a physical therapist during National Physiotherapy Month, between April 22 and May 19. Here, Michelle Pratt, Physical Therapist at Carewest Glenmore Park, helps a client lifting weights. Photo by Samara Cygman

- Contributing to residents' quality of life in specialized continuing care by assessing and providing appropriate interventions to maximize safe, functional independence.
- Providing assessment, treatment, and maintenance programs on an outpatient basis to prolong client independence in the community.

*Samara Cygman
Internal Communications Coordinator*



What's new on Careweb this month?

Question of the Month

From the weather to the Calgary Flames playoff predictions, Carewest staff volunteer their opinions about the issues of the day. Check regularly to see whose faces grace this page. It might be yours! Find this month's question on the homepage.

For Your Benefit

Visit the new Careweb Benefits page, which can be found under the Human Resources menu. On this page, you'll be able to print out many of the claim forms you'll need (including medical and dental) as well as a Payroll and Benefits Frequently Asked Questions section and valuable contact information.

Staff Profile

Pedro Majandog has a resume that dates back longer than most people have been alive. And the 82-year-old Aramark housekeeping employee has seen it all after living almost his entire life in the Philippines. Born from a life working 12 hours a day alongside his parents on the family farm, Pedro is no stranger to hard work.

Read more at
www.carewestintranet.ca

Samara Cygman
Internal Communications Coordinator



Browsing the shelves at the library

An extensive VHS and DVD collection at the Carewest Dr. Vernon Fanning Resident Library keeps Willow Hawkins busy.

Residents can search hundreds of movie and book titles until they've found just the thing for a quiet afternoon. Photo by Samara Cygman

? Did you KNOW

Carewest formed its own transportation department in 1973 with one staff member and one vehicle.

Did you know... that today, Carewest's Transportation Services employs 21 staff (full-time, part-time and casual) staff to operate its 13 buses?

Carewest residents and clients who are ambulatory, in wheelchairs or on stretchers can all benefit from the services offered by the transportation department, which provides transport for medical appointments, admissions into Carewest and leisure outings all over the city and occasional out-of-town trips.

Transportation Services takes care of about 1,000 admissions, 1,000 leisure outings, 14,500 Comprehensive Community Care (C3) and 6,500 rehab and recovery transports a year.

The majority of Carewest's buses are purchased by donors such as the Friends of Colonel Belcher, the Nickle Foundation and the Francis and Marjorie Lefaiivre Foundation.

And last year, Carewest buses began undergoing a facelift to show off our new logo and colours. Soon most of the fleet will be emblazoned with Carewest's new colours.



The Carewest Transportation Services team.
Photo by Samara Cygman

*Samara Cygman
Internal Communications Coordinator*

Volunteers needed for community outings

Carewest has the wheels and residents can travel but we need the helping hands to join us on our "out and abouts". Volunteers are needed to assist with pushing wheelchairs and socializing. If you have three hours to share once or twice a month, you would be a great asset to our sites. Pick a site close to home, work or play.

South Sites: call Gail Benjamin
North Sites: call Debby Clegg

Coordinator, Volunteer Resources:
Coordinator, Volunteer Resources:

718-2425
718-2426



EMPLOYEE

Pedro Majandog

PROFILE

Carewest employees and volunteers make up a vibrant community with diverse talents and dreams. This month we profile Pedro Majandog of housekeeping.

Pedro Majandog has a resume that dates back longer than most people have been alive.

And the 82-year-old Aramark housekeeping employee has seen it all after living almost his entire life in the Philippines.

Born from a life working 12 hours a day alongside his parents on the family farm, Pedro is no stranger to hard work.

“It was very busy – every day of my life,” he says. “By the age of 25, I was working in Guam, doing construction and maintenance on military housing.”

For 20 years, Pedro laboured on the rooftops in the Philippines until one day he decided he would quit putting the strain on his body that comes hand-in-hand with residential construction.

“It was very hard work, so I began looking for something a little easier,” he says.

He decided to apply as a driver for one of the country’s top politicians and got the job. With Governor Enrique Zaldivar as his fare, Pedro would chauffeur the car around the country, narrowly escaping several volatile situations.

“We were ambushed several times on some of our routes,” says Pedro.

“They had M-16 rifles but decided not to harm us. I quit driving with the governor because of those incidents.”



After 18 years of driving, Pedro decided to join his son and daughter in Calgary.

He was 74 when he first set foot on Canadian soil in the year 2000.

Already English speaking, Pedro was hired almost immediately by Aramark, which provides housekeeping services for Carewest.

“My son and daughter sponsored me and I lived with my daughter and started looking for work,” he says. “I actually started looking at Carewest Sarcee and found a job here right away in housekeeping.”

Continued on Page 19

Employee Profile:

Pedro Majandog

Continued from Page 18

Working full-time in Comprehensive Community Care (C3), Pedro is responsible for keeping the area clean for clients and staff – a job which he has excelled at for the past eight years.

“I love the job because it allows me to keep moving. It’s just like exercise,” he says.

“It makes me strong and keeps me in shape.”

But after almost eight decades of hard work, Pedro is considering retirement in the next couple of years, during which he can spend some much-deserved time with his wife of 47 years and their two adult children.

*Samara Cygman
Internal Communications Coordinator*

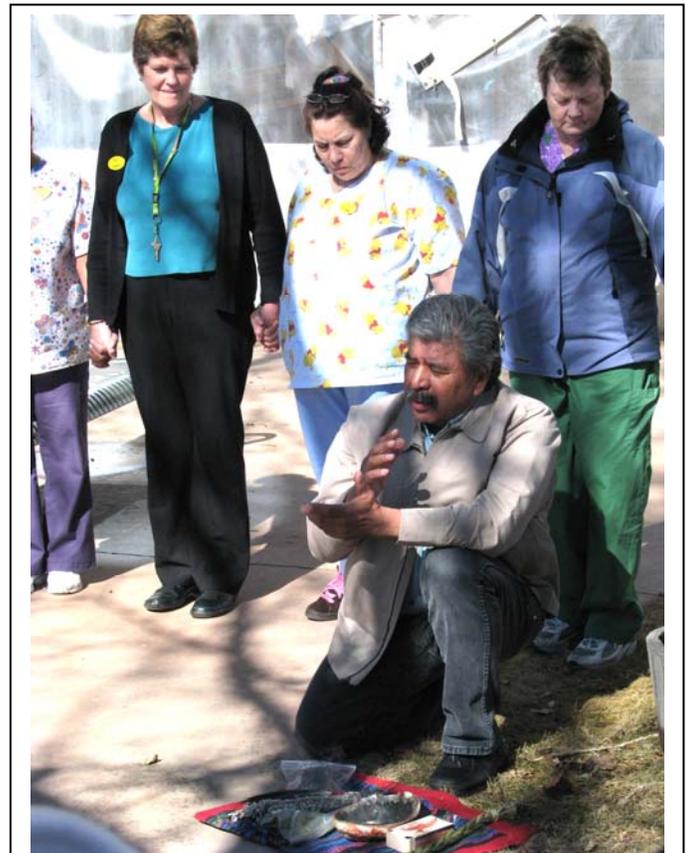
Smudge ceremony highlights cultures coming together

The support behind cultural awareness and sensitivity has never been as clear as it was after a smudge ceremony held at Carewest George Boyack last month.

The traditional First Nations smudge was conducted by Harry Francis, from the Piapot First Nation in Saskatchewan, as a prayer for wellness and understanding of each other’s needs.

“The purpose of the smudging is to set our minds at ease – to be able to relax and accept things,” he says.

“I’m so happy in this facility because I see so many different cultures coming together to help our elderly – they’ve paved the way for each and every one of us and that’s why we live in a country where we can come together and care about each other as human beings.”



Praying for wellness and understanding, Harry Francis conducts a smudge ceremony outside Carewest George Boyack as part of a seminar on cultural sensitivity.
Photo by Samara Cygman.

Harry also gave a talk about his past experiences and the people he’s encountered along the way.

Marlene Collins, Director, Chronic Care – Supportive Pathways, says one of the themes for this year’s business plan focuses on positive communication and cultural sensitivity.

“Harry’s going to help us on our journey over the next few years – I’m hoping this will allow us to start over again and care for each other,” she says.

“I would challenge you all to share your culture with one another.”

*Samara Cygman
Internal Communications Coordinator*

Updated

Pressure Ulcer Staging System & Deep Tissue Injury

NPUAP (National Pressure Ulcer Advisory Panel) 2007 has amended the definitions for staging of pressure ulcers and added a new term – Deep Tissue Injury (DTI) – to describe pressure related skin injuries to the skin.

The updated definitions have more clarity and specifics to help clinicians differentiate the levels of staging more accurately and consistently.

The NPUAP staging system should only be used to describe pressure ulcers and should not be used for wounds related to other causes such as skin tears, burns, venous ulcers, arterial ulcers, diabetic foot ulcers, perineal dermatitis or skin maceration.

A pressure ulcer can occur anywhere on the body over a bony prominence and a firm surface. Always ask and identify what you are looking at. What am I seeing? What am I not seeing?

Pressure ulcers are associated with the following risk factors:

1. Alterations in perception and sensation (the ability to know, feel and communicate pain)
2. Decreased mobility
3. Decreased activity
4. Decreased nutrition
5. Friction and shear forces with positioning, repositioning, transfers, spasticity, rigidity and/or tremors
6. Increased skin moisture (bowel and bladder incontinence or sweating)

What is deep tissue injury?

Deep tissue injury (DTI) causes damage to underlying soft tissue from unrelieved pressure and friction and/or shearing forces over a bony prominence.

DTI may be difficult to detect initially, especially if clients have darker skin tones. Often, suspected DTI is documented as a reddened area, a Stage I pressure ulcer or the initial signs may be missed entirely. Often DTI is determined after the fact.

Suspected DTI presents as a bruising or discolouration of intact skin (purple or maroon coloring) or may present as a blood filled blister. On

observation, the skin presents as painful, firm, mushy, boggy and may be warmer or cooler in temperature when compared to adjacent healthy skin tissue.

DTI injury can quickly evolve to further tissue destruction resulting in a layer of eschar (black necrosis – meaning cell or tissue death) or additional layers of skin breakdown, despite prompt and optimal treatment. DTI may not be confirmed until rapid skin breakdown such as this occurs following appropriate interventions.

Continued on Page 21

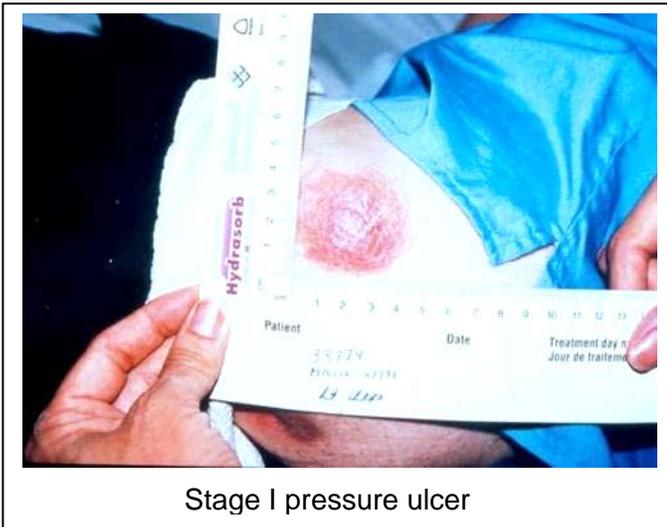
Updated Pressure Ulcer Staging System

Continued from Page 20

Definitions of pressure ulcer staging According to the NPUAP 2007

Stage I – The first sign of risk for skin breakdown. A Stage I pressure ulcer presents as intact skin with non-blanchable redness of a localized area, usually over a bony prominence.

Darkly pigmented skin may not have visible blanching; its colour may differ from the surrounding area and is harder to detect. The area may or may not be painful, firm, soft, warmer or cooler as compared to the adjacent skin tissue.



Stage I pressure ulcer

Stage II – Partial thickness loss of the dermis presenting as a shiny or dry shallow open ulcer with a red pink wound bed, without slough or bruising. A Stage II may also present as an intact or open serum-filled blister.

Stage III – Full thickness loss pressure ulcer. Subcutaneous fat may be visible but bone, tendon or muscle are not exposed. Slough may be present but does not obscure the depth of tissue loss. A Stage III pressure ulcer may include undermining and tunneling. The depth of a Stage III ulcer depends on the anatomical location on the

body. Pressure ulcers on the bridge of nose, ear, occiput (back of the head) and malleolus (ankle bone) do not have subcutaneous tissue and are shallow ulcers, whereas pressure ulcers in the coccyx and sacral region can be a deeper crater.

Stage IV – Full thickness tissue loss with exposed bone, tendon or muscle. Slough or eschar may be present on some parts of the wound bed. A Stage IV ulcer often includes undermining and tunneling.

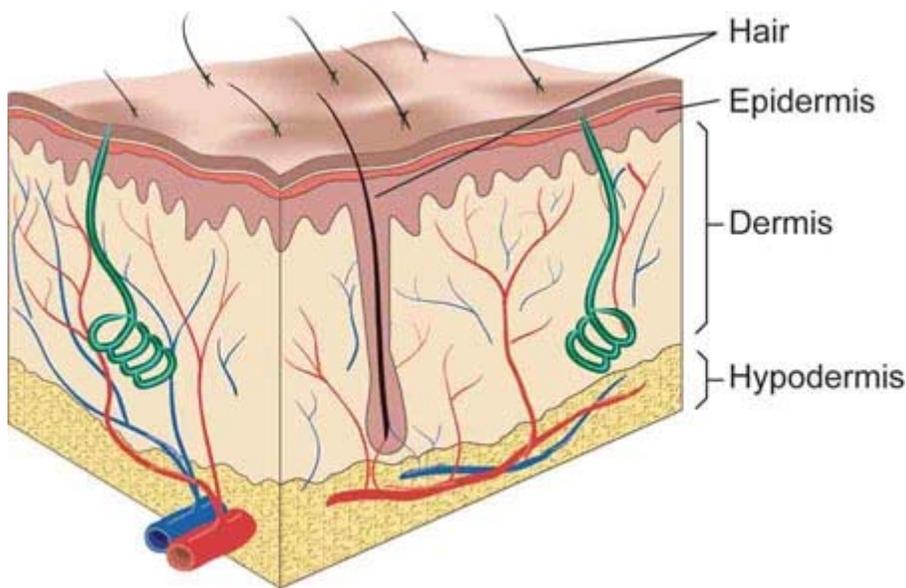
Unstageable Ulcer – Full thickness tissue loss in which the base of the ulcer is covered by slough (yellow, tan, grey, green, or brown) and/or eschar (tan, brown, or black) in the wound bed. The true depth of injury cannot be determined until enough slough and /or eschar is removed. Stable eschar on the heels can serve as the body's natural cover and should not be removed if it is dry, adherent and intact without redness.



Unstageable pressure ulcer

*Christine Willey
Chair, Carewest Skin and Wound Committee*

Anatomy & functions of the skin



Epidermis is the outermost layer of the skin and its primary function is protection. It contains no blood vessels and ranges from very thin (e.g., tympanic membrane, eyelids) to very thick (e.g., sole of the foot).

Dermis is the thick layer of connective tissue that binds the epidermis to the hypodermis. It has lots of nerves, blood and lymph vessels.

Hypodermis (subcutaneous tissue) is made of adipose (fat) and connective tissue. It attaches dermis to underlying structures. It also acts as a heat insulator and provides cushioning and protection.

Skin Facts...

- Skin is the largest human organ covering about 25 square feet (7.62 square meters).
- Skin makes up 15 per cent of our body weight.
- Skin has 45 miles (72 kilometers) of nerves in skin.
- Skin has 20 yards (18 meters) of blood vessels in skin.
- Skin has 32 million bacteria per square inch of skin.
- Fetuses don't get fingerprints till three months.
- Humans shed and re-grow outer skin cells every 27 days.
- By the age of 70, an average person will have lost 105 lbs of skin.
- A fingernail or toenail takes about six months to grow from base to tip.

One square inch of skin has:

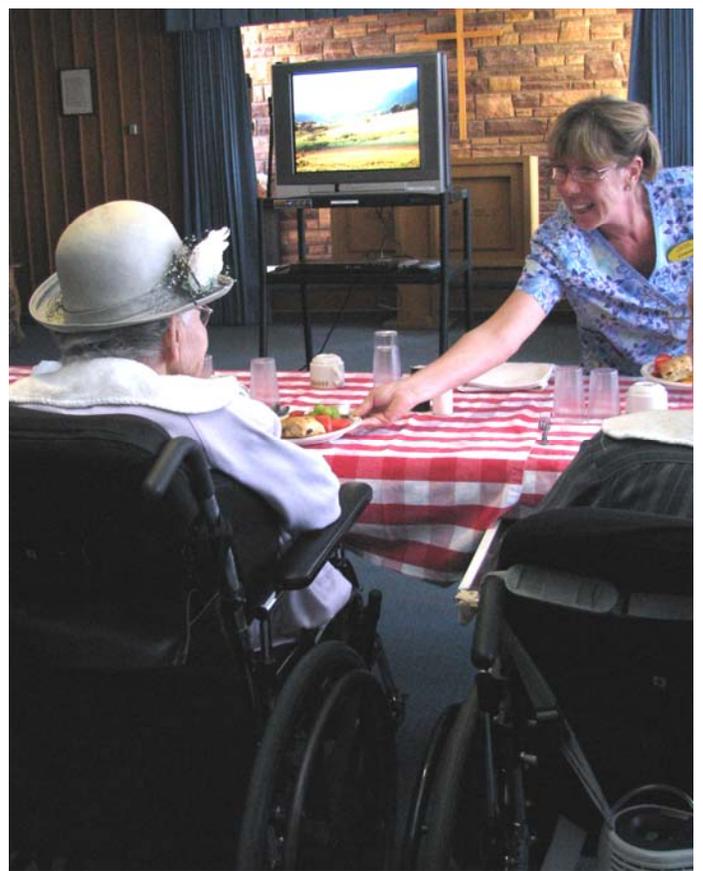
- 65 hairs
- 100 sebaceous glands
- 78 yards of nerves
- 650 sweat glands
- 19 yards of blood vessels
- 9,500,000 cells
- 1,300 nerve endings
- 20,000 sensory cells

One
square
inch



Labour of love

Knitting scarves are just some of the things clients at Carewest Colonel Belcher can do in the Holistic Adult Day Support Program. Tsai Tang Ma shows off her new creation. Photo by Samara Cygman.



Dinner and a movie

Fruit and cheese are on the menu at Carewest Sarcee during their Lunch and a Movie event. Activity Convenor Valerie Wriedt serves up the grub while residents enjoy the movie Thunderbirds. Photo by Samara Cygman

Alberta households lead the nation in junk mail reduction

Fourteen per cent of Alberta households have asked Canada Post to stop delivering unaddressed ad mail – and that is more than double the national average of six per cent!

There are two kinds of junk mail: addressed and unaddressed.

To end delivery of addressed junk mail, sign up for the “do not contact” service through Canadian Marketing Association website at the-cma.org.

A “No Flyers or Junk Mail Please” sticker on your mail box will stop unaddressed ad mail. If you don’t have mail delivery to your home but instead pick up your mail at a super box, just stick a note on the inside of your mailbox with the same message – “No Flyers or Junk Mail Please.”



Source: Clean Calgary Association



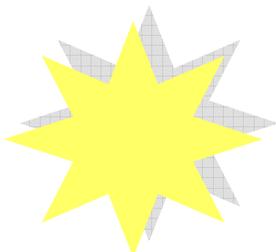
Employee Recognition Program

By Trevor Moch
Human Resources

Making a Difference Thank-you Program

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

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



March 2008 Draw Winners

Rose Wang
Treena Romashenko
Stephanie Keys
Vivian Soshyshi
Jan Naidu
Josie Walsh
Svetlana Varavina
Carly Bauer

Quarterly Perfect Attendance Awards

Attendance Awards acknowledge employees who have perfect attendance on a quarterly and annual basis. Their names are entered into a draw for a day off with pay.

January/February/March 2008 Draw Winners

Josefina Hilera
Madoline Guirnela
Milagroas Dar
Erin Winkler
Elaine Lobay
Jeanine Vouriot

Carewrite schedule

May

Submission deadline: May 7
Publishing date: May 15

**All submissions
are welcome!**