

# Carewrite

— Carewest's Newsletter for Staff, Residents, Volunteers and Friends —



*Bette Bradley, a palliative care volunteer comforts Kathleen Squires. "The residents are inspiring and live for the day."*

## **Palliative Care Volunteers— An Important Part of the Care Team**

*"to cure sometimes- to relieve often – to comfort always"*

On the Palliative Care Unit at Carewest Glenmore Park, volunteers are becoming an important part of the care team. This unit specializes in the care of residents with terminal illnesses and by its very nature, the care offered is labour intensive. It takes significant time to provide comfort to these residents. Including the palliative care volunteers into the care team helps the team meet the many unique needs and problems of the residents and their families.

Incorporating volunteers into the care team is the goal of the Palliative Care Unit. Many steps have been taken to fulfil this goal. Volunteers are required to sign the same confidentiality agreement as staff and they attend a specialized training course offered twice a year. An orientation package is being developed so those volunteers who miss this training session will still be able to volunteer at Carewest. Palliative care volunteers also receive ongoing support and have been invited to attend clinical rounds.

The response from the volunteers about their training has been extremely positive. By adding the clinical rounds, they gain insight into the patient's needs. This in turn allows volunteers to provide the comfort and support the patients need. It also provides an opportunity for all the staff members and volunteers to get to know each other as a fully integrated team.

Like all Carewest volunteers, the Palliative care volunteers at Carewest Glenmore Park are a dedicated group of people—each bringing their own unique skills and talents. Volunteers provide the understanding and comfort required by the patients and families.

We are still in the early stages of meeting all the goals on the unit, but we are working hard to make sure every patient has the care and comfort they deserve.

*By Janet Feuchtwanger, Program Leader, Carewest Glenmore Park*



**Carewest**

*Excellence and Leadership in Continuing Care*

*April 4, 2001*



# Best Practices Conference Targets Healthy Aging In Alberta

It's a simple equation –talking together, sharing ideas and asking questions...equals solutions, progress and improvement.

That's the idea behind Alberta's first inter-provincial healthy aging conference: *Strategic Directions And Future Actions: Healthy Aging and Continuing Care In Alberta* to be held here in Calgary on June 21 and 22<sup>nd</sup> at the Coast Plaza Hotel. The conference, initiated by Alberta Health And Wellness and the continuing care industry, highlights innovative ideas and practices to support healthy aging. Plans are to make this an annual conference with various regions hosting. The Calgary Regional Health Authority is this year's organizer.

The conference topic supports the

nine strategic directions of the government's plan to support healthy aging in Alberta – everything from human resources and coordinated access to home care to regeneration of long term care centres and primary health care. In fact, there's something for everyone with an interest in seniors' health.

Conference organizers have kept costs low at \$50 per person for the full two days to make it affordable for as many people as possible. The keynote speaker is Michael Decter, former Deputy Minister of Health for the Government of Ontario. He is an economist and author of *Four Strong Winds: Navigating the Global Challenges to Health Care and Healing Medicare – Managing Health System Change*.

I am pleased to see that there are several submissions from Carewest and other long term care organizations in the province. While the focus of this conference is broader than long term care, we are still an important part of the overall continuum of care linking with hospitals, home and the community at large.

If you would like more information about the conference, please call Veronica Scott, Communications Leader at 267-2940 or click on to the Education Resource Centre web site: [www.erc.calgary.ab.ca](http://www.erc.calgary.ab.ca)

I will share the highlights of the conference with you at the end of June in my regular column.

Nora Kirkham  
Executive Director

## ***The countdown to Comprehensive Community Care has begun***

There's a whirlwind of activity at Carewest Sarcee in anticipation of the opening of the new Comprehensive Community Care program for frail seniors. Affectionately known as "C3", this program is the first of its kind in Calgary.

The program will provide seniors in the community with a combination of home support including medical supervision, day support, short-term respite or inpatient treatment and 24-hour emergency response services. "Keeping seniors in their own homes is a great opportunity and everyone is really excited about it," says Jennie Hollings, Program Leader for the new program.

Preparing for the grand opening has been a lot of work. When it opens on June 25, a total of 23 new staff members, including social workers, nursing staff, home support workers, and a dietician will have been interviewed and hired for the program.

The basement of Carewest Sarcee will be transformed into a self-contained health centre.

Over the next three months appropriate clients will be assessed, two physicians will be hired, and the team orientation will be planned.

Until then, Jennie Hollings and Sandra Stone, Team Leader, will spend time speaking with different groups about the program. They have already met with Transition Services and Home Care to explain the program and the type of clients it will help. Next, they will turn their recruitment efforts into high gear, speaking to schools about opportunities at Carewest for Home Support Workers and LPNs.

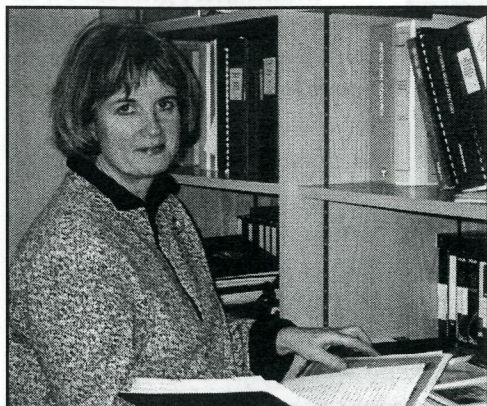
If you have any questions about the Comprehensive Community Care program, please call Jennie Hollings at 686-8110.

Tara Sukut, Communications



## Colonel Belcher Care Centre News (new project development)

The new Colonel Belcher Care Centre, to be located in the Parkdale community of northwest Calgary, will house 175 residents (135 of whom will be veterans) in private rooms. Another 175 private rental apartments will be built for seniors. Both the care centre and the apartments will be connected.



*Each month we feature members of the Colonel Belcher Advisory Committee – what they do on the committee and a little bit about themselves. This month we feature Veronica Scott, Communications Leader for Carewest.*

As Communications Leader, my role is to make sure staff, residents, volunteers and families are informed and up to date about the construction and developments concerning the project. I work closely with Debbie Hayman and Tara Sukut from Communications as well as other members of the Colonel Belcher Care Centre Advisory Committee.

Our first step is to develop a 'communications plan' – an organized, detailed strategy for keeping everyone informed, identifying issues and, in the case of the Colonel Belcher, helping to plan special events including a ground breaking ceremony and an official opening.

Whatever means we use to communicate – from newsletters to presentations – we try to make the information interesting and meaningful. To this end, we are strong advocates of uncomplicated, plain language – and lots of pictures!

Because the new Colonel Belcher is such a complex project, we've joined together with Apex Lifestyle Communities, our building partner, to develop a web site. In this way, we can keep information current with pictures, sketches, and visual details. The address is [www.colonelbelchercentre.com](http://www.colonelbelchercentre.com). We've also produced a video about Carewest with a segment about the new building.



Carewrite seems to be the most popular way of sharing information about the project to our staff, residents, volunteers and families. We try and feature something about the building in each issue, whether it's news about the actual construction or the people involved in its program planning and design. Producing a newsletter with pictures every three weeks is fairly time consuming, but it's well worth the effort. The response has been terrific.

Because we're all under one roof at Carewest, having quick access to information certainly helps get 'the word out.' It takes a few seconds to walk up a flight of stairs or down a hallway to get answers about construction, design, programs and services. We seldom have to wait long for a response.

Sharing information about the Colonel Belcher project is a 'communicator's dream.' It's an innovative project – the first of its kind in Canada. It also brings together people representing different interests, all with one thing in common – creating a 'state-of-the-art' home for our veterans.

*Veronica Scott, Communications Leader*





## KUDOS

### George Boyack staff help in a crunch

I would like to thank the staff in the Supportive Pathways Program for their commitment to the residents and Carewest over the past couple of months. With staffing shortages, everyone has pitched in to ensure quality care.

An example was on the evening of April 1, 2001. Two staff on the second floor became suddenly ill and had to go home. Nora Casuga, Eileen Farquharson, Joy Samuel, Eden Garcia, Maria Checkley, Alma Coronio, and Michelle Motter adjusted their workload and helped each other to ensure that the residents were well cared for.

George Boyack is fortunate to have such skilled and dedicated caregivers!

*Marlene Foley, Program Leader,  
Carewest George Boyack*

Dear Ms. Marlin:

I cannot leave Carewest Cross Bow without informing you of the care I have received.

When I was brought to Carewest Cross Bow, two nurses, Anne and Michele greeted me and made me welcome.

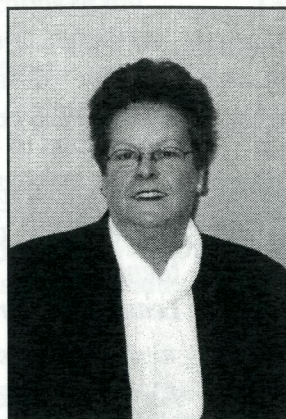
The following day Karen Jordan started the day off with her cheery spirit and competent care. When she was on her days off, other nursing attendants cared for me. I was totally dependent on these wonderful women. Kori Towner and Colleen Wilton helped the progression of getting me on my feet. Karen, Kori, and Colleen have made a difference in my gaining self confidence.

Anita and Jan have been so helpful in showing me the 'ropes' in becoming independent again, Mila, Patricia, Anita Mishak – they have all had a hand in my care.

Please let these people know how much they are appreciated by the patients. The staff are patient, caring and do their job with a glad heart.

The cleaning staff, maintenance staff and kitchen staff deserve kudos too.

*Sincerely,  
Mary Ann Tame*



### *The Neuro Rehab Unit – A Nursing Attendant's Perspective*

When patients arrive on our unit, they are often apprehensive and bewildered. This is understandable because they are moving into an unfamiliar environment. Our task is to make the patient

feel at home and at ease. When the same staff member works with the patient, rapport develops. This results in a high degree of trust between patient and staff. This trust is crucial to the patient's rehabilitation.

When I first meet our patients they are in a wheelchair, sometimes unable to move their arm or their leg. After they have been in therapy it is uplifting to notice the improvement in range of movement and physical well being. The common goal for both the patient and staff are the same—for the patient to get well.

Often when I go home from work, I sit for a few minutes and think about my day. I picture the patients doing things they could not do the day before. After twenty years as a Nursing Attendant, I still go home happy knowing that I can do something or say something to help Bob, Frances, Jill or Joe walk out the door instead of in the wheelchair or stretcher they arrived in.

If this unit had been in existence 20 years ago, many more patients could have been rehabilitated and returned to their homes. I am thankful to be part of such a constructive team.

*Muriel Blaney, Nursing Attendant  
Neuro Rehab Unit, Carewest Fanning*





## ***From Commodes to Peat Moss—Brian Whittaker always gets the ‘mail’ through***

Brian Whittaker, knows Carewest inside and out. The Carewest Stores Driver has been at Carewest for 16 years in many different roles. Prior to this, he worked as a Nursing Attendant, Resident Assistant and Pharmacy Assistant at Carewest.

As the Stores Driver, Brian spends over seven hours a day in the Carewest van, driving about 100 kilometres each day. He is responsible for delivering the mail, Commissary food carts, Pharmacy medications and all items that go out to the different Carewest sites from the Purchasing Department. Although every department in Carewest relies on Brian for deliveries, very few know the breadth of his responsibilities. “To the nurses, I’m the guy from Pharmacy while Food Services staff think I’m the Commissary guy. To everyone else I’m the mail guy,” said Brian. “Not everyone knows I deliver everything from commodes to peat moss.”

When Brian leaves Carewest Fanning on his morning route, his first stop is Nickle House. He then goes to Cross Bow, George Boyack,

Glenmore Park, Sarcee and the Colonel Belcher Hospital. He goes back to Fanning at lunch to reload the van. In the afternoon he starts his deliveries at Cross Bow and George Boyack. He then he goes to Glenmore Park, Royal Park, Sarcee, Signal Pointe and finally to the Colonel Belcher Hospital.

Interestingly, Brian does not make any mail deliveries to the Administrative Centre. This mail is delivered twice a day by courier. If you mail something to the Administrative Centre in the morning, it will reach its

destination by the afternoon. However, if you put something in the mail in the afternoon, it will not get to the Administrative Centre until the morning of the following day. This is important to know if you are mailing time sensitive items like job applications.

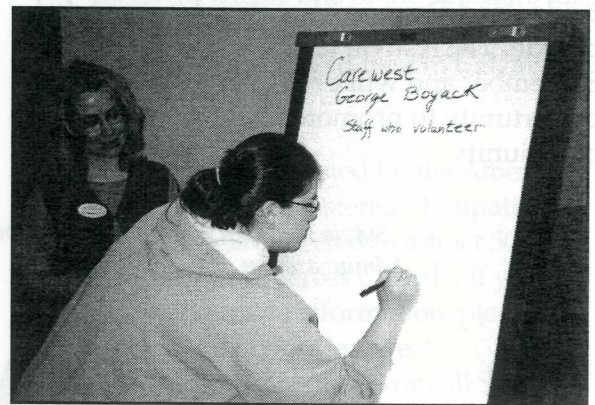
Brian spends many hours behind the wheel and has racked up the mileage on the Carewest van to prove it. With over 270 000 kilometres, the van is like a second home to him. “I love my job,” says Brian. “The only thing that might make it better is air conditioning and a cup holder.”

*Tara Sukut, Communications*



### **International Year of Volunteers *Carewest George Boyack Staff Share Their Time and Talents***

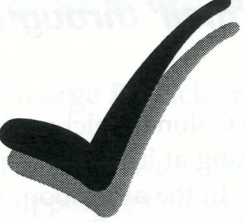
On March 22, 2001, staff members at Carewest George Boyack were invited by Resident Services for coffee and refreshments in recognition of their volunteer efforts at Carewest and throughout Calgary. A poster was displayed for staff to write down where they volunteer. Over 45 staff members signed. “Obviously Carewest staff members are very active volunteers in our city. We have staff volunteering for a wide range of organizations including Scouts Canada, community associations, schools and churches,” says Agnes Kopfensteiner, Team Leader, Resident Services. “We want to thank each and every one of them.”



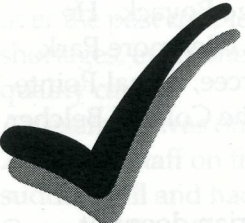
*Erin Franklin, Recreation Therapy student at Carewest and an avid volunteer for the Indefinite Arts Society, signs her name to a poster celebrating Carewest staff who volunteer.*



## Bioethics Week Draw Winners



Thank you to everyone who entered the Carewest Ethics Committee's draw during Bioethics Week from February 12-18, 2001. We received responses from Carewest and Aramark staff, residents, volunteers, and families. The winners of the draw were Judy Yip, Carewest Dr. Vernon Fanning, Sherry Stone, Carewest Sarcee and Colleen Tetz, Carewest Royal Park.




We asked the question:

"Whose standards should be used in deciding the quality of Mr. X's life?"

The correct answer is:

Mr. X's standards should be what guides the decision.



The role of the Carewest Ethics Committee is to assist when people are faced with difficult health decisions. If an individual isn't able to make his or her own decisions, a surrogate decision-maker will be identified. This may be a family member, a friend or a court appointed guardian. The role of the surrogate decision-maker is to make the same decision that the individual would have made if in a position to do so.

*Sylvia Duffill, Team Leader, Carewest Glenmore Park*

## CAREWEST "STAYS IN TOUCH" WITH THE COMMUNITY

The April issue of 'Bridges' the Bridgeland/Riverside community newsletter, will contain an article on Carewest Cross Bow. Carewest has been located in the Bridgeland community since the opening of Cross Bow forty years ago this September.

Carewest Communications and Sylvia Sherman of Carewest Cross Bow have been in touch with the Bridgeland Association regarding Carewest participation in the annual Bridgeland Days neighborhood festival and parade. The festival takes place in early September and will provide a good opportunity to promote Carewest within the community.

*Sylvia Sherman, Carewest Cross Bow Administration*



## EMPLOYEE RECOGNITION COMMITTEE NEWS

### *Family BBQ - June 23, 2001*

*Have you got any ideas for this year's event?  
Let Stephanie know at 267-2920.*

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Here are the recipients of the Monthly Draw from the Employee Recognition Program:

**Lorraine Breton** - Cross Bow & Nickle House

**Jim Bryson** - Administration

**Lori Fummerton** - Sarcee

**Jeannette Funk** - Royal Park

**Katie Hall** - George Boyack

**Diane Sekel** - Glenmore Park

**Leilani De La Cruz** - Dr. Vernon Fanning Centre

**Elda Harris-Moise** - Signal Pointe

Congratulations!

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# Carewest Signal Pointe: One year and counting...

The staff at Carewest Signal Pointe gathered together to celebrate their first anniversary. It has been a hectic, challenging, fun-filled year and we look forward to many more.

*Sherri Ference, Carewest Signal Pointe*



## **Nora Kirkham becomes ALTCA Director**

Carewest Executive Director, Nora Kirkham, was recently elected as a Director of the Alberta Long Term Care Association. The ALTCA provides information and services to public, voluntary and private long term care organizations throughout Alberta. The organization also works with the government to improve legislation affecting long term care. "The ALTCA is so important because it is the collective voice representing the interests of long term care residents and clients throughout our province. We are a large, diverse group of organizations and this is a wonderful opportunity to share our ideas and take our concerns and suggestions forward in a structured, cohesive way."

## **National Occupational Therapy Conference coming to Calgary**

Carewest will be one of the sponsors for the National Occupational Therapy Conference to be held here in Calgary, May 24-26, 2001.

The conference, hosted by the Alberta Association of Registered Occupational Therapists, is expected to attract 500 delegates from across Canada. If you would like more information, please contact any of our Carewest Occupational Therapists or call Shelley O'Neill-Dunbar at 284-6042, e-mail: [sodunbar@telusplanet.net](mailto:sodunbar@telusplanet.net)



## Seniors Resource Fair 2001

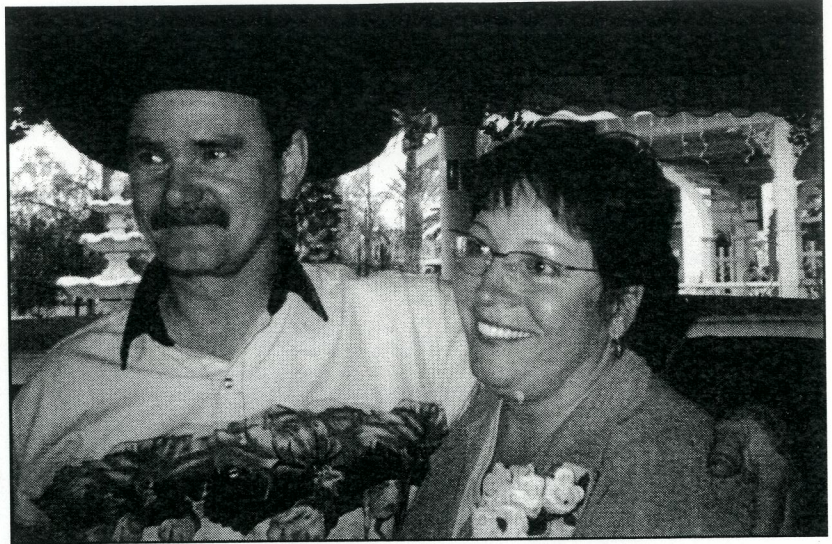
*Discover A World of Seniors Services*

Saturday, June 2, 2001

10:00 a.m. - 3:00 p.m.

Atrium of Calgary Municipal Building  
800 Mcleod Tr. S.

Sponsored by Calgary Chapter, Alberta  
Association of Gerontology



*Gail Annable, Team Leader Resident Services, Carewest Sarcee, Royal Park and Signal Pointe, recently 'tied the knot' while on vacation in Las Vegas. Don Benjamin is the lucky groom. Congratulations from your friends at Carewest!*

## Educational Opportunities

### Effective Presentation Workshops

May 15 and May 31, 2001

A full day workshop to increase your presentation skills.

For more information, or to register, please contact Debbie Hayman at 267-2992.

### Spring 2001 Courses at the Faculty of Nursing, University of Calgary

Introduction to Clinical Art Therapy for the Health Professions.

Introduction to Music and Sound Therapies for the Helping Professions.

For information and registration, contact Debbie Murphy at 220-4636.



### **Do you remember the sun and dry land?**

*Here, Carewest Nickle House residents Brian Nielsen, Grant Golemlaski, and Ken Chernoff bask in the sun on a warm January day.*

### **For Rent**

Shared accommodation in NE for 35+, NS, mature M/F. Available April or May 1st. Rent \$400. DD \$250. (utilities inc.) 5 minutes to PLC. Please call: 403-590-9978.

# Carewrite

Carewrite is produced twice a month. We welcome submissions.

Please contact Debbie Hayman— Voice: 267-2992 Fax: 267-2968 Email: [debbie.hayman@crha-health.ab.ca](mailto:debbie.hayman@crha-health.ab.ca)

[www.carewest.org](http://www.carewest.org)