

# Carewwrite

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



*Nora McMillan and Cecelia Rodriguez, nursing attendants, show off their beautiful traditional Mexican gowns.*

## **OLE! A Mexican Fiesta at Carewest Sarcee**

Ole! A Mexican Fiesta was held in the Adobe Dining Room at Carewest Sarcee on February 26, 1999. Sarcee Cabaleros sang and danced to TransAtlantic Spanish guitar and song with Doug Waite. The hombres in Dietary served up scrumptious Mexican treats, burrito pockets, Texas toothpicks, churros and fiesta punch. Our Adobe dining room was brightly decorated with Mexican pots, serape blankets, sombreros, cactus, delicate tissue flags and an authentic Mexican flag flanked by bright colours everywhere. A heartfelt 'gracias' (thank you) to everyone who brought in their artifacts and treasures and to Norma D'Arcy who painted clay pots for our seniors to sell. Thanks to all for contributing in so many ways. What a transformation. With the efficient help from Houskeeping, our hacienda was beautiful!

*Please turn to Page 3 for more...*



**Carewest**

*Excellence and Leadership in Continuing Care*

*April 23, 1999*



# ***THE RUMOUR IS TRUE !***



**Is the rumour true that the Carewest Christmas Gala will be held at a different place?**

The rumour is true, Carewest has found a new spot for the Christmas Gala 1999. We are pleased to tell you we will be celebrating at the Coast Plaza Hotel on November 19, 1999. The Coast Plaza Hotel is located just off of 16th Ave and 32 Street SE.

**What are the new facilities like?**

Fantastic. There will be beautiful Christmas wall decorations, table center pieces and a huge Christmas tree. The planned colours for the table setting are deep burgundy and white with gold stars on the table.

**What about the food?**

The menu looks great, and the food at the Coast Plaza tastes great. ( We had a preview!) This year will be a served meal and the portions are generous, six ounces of white and dark meat per person! There will be freshly steamed vegetables, duchesse potatoes, bread rolls, a starter and a dessert of egg nog and rum cheese-cake with raspberry sauce.

**Why did Carewest change the place ?**

We needed to find a place which was more cost effective without sacrificing the quality we have come to expect at this event. In addition, we wanted to maintain the ability to include as many Carewest staff as possible. It wasn't an easy task, as there are only a handful of places in Calgary which can host a dinner for over 800 people! We looked everywhere to find the best possible choice. We feel positive we have succeeded!

**I participated in a mini survey at our site sponsored by the Employee Recognition Council. What did they do with that information?**

The Employee Recognition Council looked at all the comments, concerns , and suggestions and tried to incorporate the majority decision into the planning.

**November 19th is a Friday, why couldn't we have a Saturday for the Gala?**

Saturday is the most popular day for this type of event. All the Saturdays before and after Christmas were booked at the Coast Plaza and everywhere else! They have assured us that we will get a Saturday for our next Christmas Gala.

**Who is sponsoring the Christmas Gala ?**

The Employee Recognition Council will be sponsoring the Christmas Gala.

Questions? Suggestions? Please contact your Employee Recognition Council member at your site:

**Christine Clements** - Carewest Administration

**Sylvia Sherman/ Wendy Farrance** - Carewest Cross Bow

**Sue Yaskiw** - Carewest George Boyack

**Tanis Durnin/Liz Sherman** - Carewest Glenmore Park

**Laurel Temple/Ann Gay/Marilyn Christensen** - Carewest Dr. Vernon Fanning

**Christine Clements** - Carewest Royal Park ( until we find a representative)

**Jennifer Koloff** - Carewest Sarcee



## Staff Profile

### **Julie Small: *Small things make a big difference***

Small things, like making sure the water is boiling before making tea, are important, Julie tells me. Residents deserve a good cup of tea.

Julie Small knows. For the past 22 years she has been working for Food Services on the 4th floor at Carewest George Boyack. She loves working on the floor because she comes to know and help the residents. That's the best part, according to her.

And what's the worst part? "Getting up in time to be here for 6 a.m.," Julie says. Compared to that, everything else is easy!

Breakfast tends to be the busiest time of day for Julie because she works alone at this time and has to set up the tables and serve breakfast for all residents on the fourth floor. Julie appreciates the help she receives from one of the residents, Mrs. McFarlane, who gets the jams ready and sometimes helps with the tables. At noon there are three staff working, so it's usually much easier. Between meals, Julie delivers fresh water jugs to residents' rooms and welcomes the chance this gives her to chat and help residents with small things. Again, she says, it's the small things—the things that are easy to overlook—that are so important to people.

Julie keeps busy at home as well but finds that she does less community work now that her kids are older. Her oldest daughter is away teaching in British Columbia, but her younger daughter and son are still both at home and attending Mount Royal College. Although Julie still gets busy knitting and crocheting when someone she knows is pregnant, her favourite pastime these days is watching Stampede and Flames games—she's a big football and hockey fan. She loves talking hockey with Mrs. Porter, a 4 East resident and fellow fan, and sometimes they even make it to the Flames games together when Julie volunteers to go along in the bus. And the day after a Flames game? Well, there is bound to be a post-game rehash in the dining room—along with a good cup of tea, of course.

—Theresa Smith, Communications



*Julie with her breakfast helper, Mrs. McFarlane*

### **OLE! continued from Page 1**

A special gracias to Cecelia Rodriguez for her brilliant star pinata, beautiful decorations created by Supportive Pathways residents and staff, and her performance of ethnic dance in traditional dress. It was beautiful! Nora McMillan also wore a traditional long dress of fushia decorated with ribbons. The residents were thrilled to see their 'girls' performing for them. The generosity of spirit and talents shared by so many for our residents made it truly an afternoon to remember.

Muchas Gracias Amigos. Hasta Leugo.

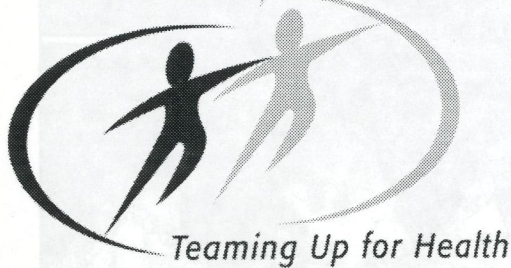
- Marion Elliott, Activity Convenor,  
Resident Services, Carewest Sarcee

*Mr. Bob Gardner gets into the  
swing of things at the fiesta*





# ACCREDITATION '99



*What is accreditation?* Quite simply, it's a way for Carewest to receive a "good housekeeping seal of approval." From June 9 - 18, national accreditation surveyors will visit our sites and other continuing care facilities and hospitals in the Calgary Region. To keep staff, residents, volunteers and families informed, a display board is making the rounds at all the sites explaining a little bit more about what to expect when the accreditators visit Carewest. We also have table tents in the staff dining areas with some questions and answers about accreditation. Questions? Please contact Charlene McBrien-Morrison at 267-2919.

## Introducing the Accreditation Leadership Team

The very best care and services for residents depends on many things including strong leadership. As part of accreditation, we have standards to help those who provide leadership track their progress and performance.

Setting out a 'strategic direction' and putting it to work make up the most important functions of the leadership team. For example, team members look at how well Carewest links up with the community, our organizational culture (our company 'personality'), and what things we are doing to improve.

Carewest's Leadership Team is made up of people responsible for providing leadership at Carewest. This includes Board members and management. The Leadership Team also includes a Carewest resident, family member, volunteer, and a member of a community agency.

Here are the members of the Accreditation Leadership Team:

*Mike Conroy*, Executive Leader (Chair)

*Azim Jiwani*, Carewest Board Representative

*Brenda Huband*, Site Leader, Carewest Glenmore Park

*Diane Page*, Service Leader, Finance

*Veronica Scott*, Communications Leader

*Janet Feuchtwanger*, Project Coordinator

*Farin Ali*, Project Assistant

*Bob Boyd*, President, Carewest Sarcee  
Residents Council

*Loretta Young*, Social Worker, Huntington's Society

*Norma D'Arcy*, volunteer, Carewest Sarcee

*Jean Riach*, family member, Carewest Glenmore Park

- *Farin Ali*, Project Assistant

## CAREWEST'S 1999 STRATEGIC PLANNING KICKS OFF TO A STRONG START

Planning, whether it's formal or informal, is part of most peoples' lives. We may not write out our plans but most of us have some idea of what we'd like to be doing in the future (ie. fixing the house, taking courses, planning for retirement etc.). Organizations like Carewest also plan, in fact strategic planning is important for Carewest to grow and improve.

As part of Carewest's strategic planning exercise, five "kick off" meetings were recently held at each of the Carewest sites and the Administrative Centre. Executive

Leader Mike Conroy explained the 'how's and why's' of planning and encouraged lots of discussion. Robin Robinson from RCR Consulting talked about several different styles of planning. Creating opportunities to try new things, evaluating what we've done in the past, working in teams and encouraging staff and organizational development were identified as key benefits of strategic planning.

"Strategic planning doesn't mean we're changing for change sake," Mike noted. "As an organization, however, we need to keep respond-

ing to the community and the people we serve. As the world around us continues to change, Carewest must be in a strong position to adapt to these changes."

Next steps? Carewest will hold a 'mini planning conference' on Monday, May 31st. To get as many view points as possible, Carewest will be inviting people representing a broad cross section of departments and services. Volunteers and representatives from community associations will also be invited to attend. Stay tuned to Carewrite for the latest updates.



# KUDOS

These kind words of appreciation below were sent to the staff of 2 West at Carewest Dr. Vernon Fanning Centre.

The family of Alex Gray wish to express our sincere thanks and appreciation to the staff of 2 West for the loving care and attention shown to our father and grandfather, Alex G. while he was living there.

To Connie and Isabella for brightening his days with their fun and uplifting ways. They always managed to bring a smile to his face.

To the nurses and nurses aides for the endless patience and great care shown to Alex to make each day a little easier for him, we thank you.

A special thanks to Mary for her musical sing-a-longs that gave him so much enjoyment. He always looked forward to those evenings.

The companionship to Alex from the fellow residents of 2 West and the cheery hellos to us the family will always be remembered.

God Bless You all!

Alex Gray's family

## Published and Presented

Sharing information at conferences and through publications is one of the ways Carewest helps to advance and improve continuing care in Calgary and throughout our country.

If you have presented at a conference or a workshop recently, or, if you would like assistance publishing an article about continuing care, please give Communications a call at 267-2992. We would like to hear from you!

**Mike Conroy**, Executive Leader, presented *An Overview of Developments in Continuing Care*, at the Health Facilities Review Committee on April 14, 1999.

## CROSS BOW / GEORGE BOYACK HEALTH FAIR 99

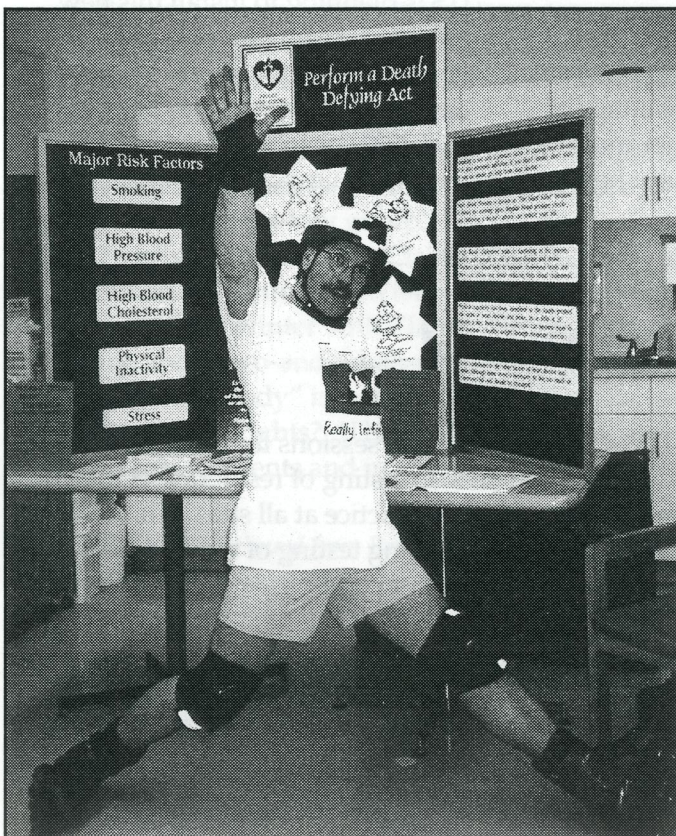
Carewest Cross Bow and George Boyack held their annual Health & Wellness Fair at Cross Bow on Friday April 9th. The fair theme this year was "FITNESS FOR ALL AGES".

Staff and residents alike participated in a variety of events highlighting fun ways of promoting fitness. Residents demonstrated Sit and Fit chair exercises led by Recreation Therapist Viga Urbanski. Club 36 Day Support clients hosted some great fun with indoor putting and horseshoes. We discovered we had some real golfers in the group!

Nursing Attendants at Cross Bow showed their flexibility with before work stretching exercises. The younger generation were well represented by visiting students who brought along hoola hoops and soccer balls.

*Please turn to page 7 for more...*

*David Manastyrski, Physical Plant Services, Carewest Cross Bow, demonstrates his balancing skills on roller blades.*







## Year 2000 News

"Where's the beef?" (ie: dollars, francs, pesos, lira, etc.) In Payroll, we hear that expression quite often. This update is to ensure Carewest employees that we have reviewed the Y2K implications and we are confident that one thing you do not have to worry about is getting paid on time. You will be paid as per the normal schedule on December 29th, 1999. The next scheduled pay day is January 12th, 2000. In Payroll, our software vendors have ensured us that their systems are Y2K compliant and the banks assure us they are ready as well. Should anything fail we also have in place a contingency plan to ensure you are paid as per the payroll calendar.

*Jim Myres, Team Leader, Payroll, Benefits and Scheduling*

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## ITS introduces new software program

ITS will soon be using a new software program called Timbuktu. It allows a technical support person to view what is happening on a person's computer screen and even take control of the computer if necessary. Timbuktu will allow us to better answer queries by actually seeing what the person is describing to us.

Everyone knows how difficult it is to describe what is going on with your computer screen when you are having a problem. Timbuktu allows ITS to see the actual screen

as you describe it. This will make it much easier to understand a problem and arrive at a quicker resolution. Without Timbuktu, it takes much longer to actually describe a problem before an answer can be found. In the worst cases, it may require waiting until the next time an ITS person can make a personal visit to your location.

It is important to note that Timbuktu won't work in every case. In order for ITS to take advantage of Timbuktu, your computer must be working normally without hard-

ware or network problems. In these cases, we will still use the standard problem solving techniques including a visit from an ITS support person. It should also be noted that Timbuktu is not designed to replace normal contact with ITS. It is only to streamline the support process.

ITS is planning to install this new software starting in May 1999. If you have any questions or concerns, please contact Jim Bryson (267 2971) or John Sunny (267 2999).

*- Jim Bryson, Analyst, ITS*

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## Tuberculosis Education Program Successful

The Infection Prevention and Control office has organized four Tuberculosis Education sessions for the Infection Control Resource Nurses, Team Leaders and other designated RNs to enable TB skin testing of residents. A total of 49 RNs have completed the 3 hour program and are now putting this new skill into practice at all sites. The goal is to have baseline testing done on all residents and to maintain the program with ongoing testing of new admissions. This program is in keeping with the requirements of the Alberta Health proposal of the Tuberculosis Control & Management for Continuing Care.

We are grateful for the assistance of Judy Slaza, TB Services, for teaching our staff.

*- Mary LeBlanc, RN, BN, CIC,  
Infection Prevention and Control Coordinator*



# News from the Carewest Development Council

## (a member of the Calgary Health Trust)

Continuing with our series of Council member profiles, we introduce Claire Charuk. The Carewest Development Council raises funds to enhance the quality of life for those served by Carewest.

### Claire Charuk

#### A long time friend of Carewest

"Please don't make me sound too good," Claire Charuk says as we sit chatting in her home, "because there are still so many people at Carewest who know me—so they'd know it isn't true!" She chuckles in a way that makes me want to explore this topic further, but I resist.

Claire worked at Carewest for 22 years, starting as a rotating Nursing Supervisor after leaving a position on the heart surgery team at the Holy Cross Hospital. Following that, positions included Unit Supervisor at Sarcee and Director of Care at Glenmore Park. Before her retirement four years ago, Claire was the Administrator at Carewest Sarcee.

Claire is still helping Carewest as a member of the Carewest Development Council—a position she has held for about three years. She co-chaired two Fun(D) Fests and helped organize the silent auction for all three events. She is also Council representative for the Alzheimer Project at Signal Hill. The Council is currently raising money for landscaping the grounds at this site, to make the surroundings more beautiful and relaxing for residents.

Claire supports fundraising because it helps fulfill needs within the organization that cannot otherwise be met due to limited resources. She cites the need for electric beds as one important example because of the independence they provide for residents: "It's frustrating to have to ring the bell to have someone come—just to put the head of your bed down when you're finished reading and want to go to sleep." In order to purchase more electric beds, the Council raised funds to top up the fixed amount provided by the government. Royal Park has all electric beds.

Because she understands longterm care needs, Claire feels she can be a strong advocate for residents, families and staff. She is also able to help improve community awareness. "Many people know nothing about long term care until they need the service. So we are working with community associations to let them know who we are. Many more people know us now."

Claire's many interests outside Carewest include birdwatching, gardening, golfing and hiking. She is also an avid reader and traveller. "And I'm still in close touch with a group of the retired nurses from Carewest," she says. "We were a tight-knit group."

Family is important to Claire. While we talk, her 95-year-old mom is working on a huge jigsaw puzzle spread out on the dining room table. Her mom, healthy apart from hearing loss, lives on her own in Manitoba but spends part of the winter with Claire. Winters in St. Paul get pretty long! Claire also has three grown sons all living in Calgary, and a two-and-a-half-year-old grandson, Nicholas (named after her late husband), who "comes above anything and anybody" in her life. "He's my pride and joy," she says, a smile spreading across her face.

Parting thoughts? "During my years at Carewest, I hope I was effective in bringing about better care for long term care residents and in encouraging family involvement. These things are so very important."

—Theresa Smith, Communications



#### Health Fair 99 continued from Page 5

The highlights of the day however, were a dance exercise by Clare Cooper of George Boyack, who led us all in a spirited rendition of the Macarena. Our own David Manastyrski from P.P.S., was seen roller blading through the halls of

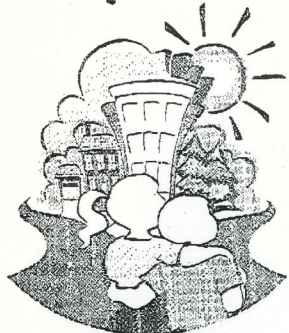
Cross Bow, George Boyack and the Administration Centre. Along with safety knee and wrist pads, David completed his stylish ensemble with accessories that included his helmet with flashing red light and flashing bow tie.

Thanks to everyone who participated, the day was a big success!

— Sylvia Sherman, Administration,  
Carewest Cross Bow



# Canada Health Day 1999



make where you  
are a healthy  
place to be!

On May 12, 1999 hundreds of health facilities and agencies will join together in celebrating Canada's premier health event — Canada Health Day. Let us know what's happening at your site and we'll publish the events in the next Carewrite.

## **Has 'bathing suit season' got you in a sweat? The Weight Watcher's "At Work" Program may be the answer!**

Fanning will be hosting another Weight Watcher's 'At Work' Program starting April 29, 1999. The program runs for approximately half an hour at 12:15 pm on Thursdays in Conference Room 1 for 10 weeks. The cost is \$138.03 to join including all meetings with handouts etc. We are looking for new members to be able to keep our group going.

Please contact Laurel Temple if you are interested. We would need payment by April 29th to keep our group going. Cheques or Master Card are accepted for payment.

We need a commitment from you by April 26th if you want to attend, so we know if the group will continue.

Thank you.

- Laurel Temple, Team Leader, Commissary

*Canada, a society for all ages*



International Year of Older Persons 1999

## ***Opportunities for Active, Healthy Living***

1999 Seniors' Resource Fair  
May 29, 1999  
10:00 a.m. to 3:00 p.m.  
Atrium of Calgary Municipal  
Building

Watch for further details about  
Carewest's participation and  
opportunities to volunteer!

## **IN MEMORY**

We recently lost one of our valued Cross Bow volunteers. Clayton Robinson passed away just before the Easter weekend. Clayton had battled Multiple Sclerosis for many years and was confined to his motorized wheel chair. But it didn't seem to slow him down a bit! Clayton worked for several years in the Cross Bow Tuck Shop and I best remember him zooming down the hallway in his chair. I teased him about being a hot-rodder and told him I would give him a "yellow flag" to slow him down. Clayton always had a smile or a joke to share and a wonderful upbeat attitude that made you forget how frail he really was. We will miss him very much.

*Sylvia Sherman*

*Admin. Secretary, Carewest Cross Bow*

Carewest centres will be holding an Evacuation Drill the week of May 10th. The evacuation procedures can be found in Code Green of the new Emergency Response Manual.

## **FOR SALE**

Computer: Akran Data train w/14" monitor, mini tower, CD, 486 DX 66 MHZ, 20 Meg Ram, misc software.  
Price: \$550  
Contact Gilles at 293-6879 or 267-2759.

# 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)