

....Carewrite....Carewrite....Carewrite....



Chili cook-offs and hay rides

On Thursday, July 2nd, the Fanning Centre Social Committee sponsored a chili cook off for staff. Seven teams entered chili pots, and 1 West won the prize - 10 gate passes to the Calgary Exhibition and Stampede. Besides the thrill of tasting the contest chilis and seeing world famous chili cook and judge Doug Makin (PPS) in his pyjamas, staff bought a lunch of buns, watermelon, lemonade, and you guessed it ... chili for \$1.00. Steve Kennedy entertained and Cary Samulak took us for rides on his hay wagon - a real treat for all.

- Patty Rhodes-Brink, Recreation Therapist, Carewest Dr. Vernon Fanning Centre

CAREWEST Dr. VERNON FANNING CENTRE GETS READY TO CELEBRATE 20 YEARS

Be sure to mark your calendar on November 4, 1998 from 1 to 6 p.m., because there's a b-i-g anniversary celebration coming up. Carewest Dr. Vernon Fanning Centre is getting set to celebrate 20 years as one of Calgary's leading continuing care centres. Plans are underway to mark the occasion with a very special historic celebration featuring photograph displays of years gone by, visits from former staff members, residents and families and tours of the site. There will be lots of munchies and goodies as well.

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News from Payroll & Benefits

Question: We hire students for various positions to work for us during the summer. Do we have to take any source deductions from their earnings ?

Answer: Yes, there are three statutory (required by law) deductions.

Canada pension plan (CPP) - as long as the employees are over 18 and employed in pensionable employment.

Employment Insurance (EI) - premiums are deducted from all employees employed in insurable employment, regardless of their age, earnings or number of hours worked.

Income Tax - all employees should be asked to fill out a TD1, Personal Tax Credits Return to claim eligible amounts. If the eligible amounts claimed exceed the employee's estimated earnings, the employee may request to have no income tax withheld at source.

Benefits coverage changes (good news!)

Effective August 1st, 1998, the Carewest Extended Health Care (EHC) Plan with Blue Cross will be amended to include coverage for Physiotherapy, Audiology, Occupational Therapy and Speech Therapy.

Details of the coverage will be sent out in a memo to all employees in the near future.

Staff comings and goings...

At Carewest Cross Bow and George Boyack:

The new Team Leader for the Capable Seniors is Gwenda Chapman, RN. Gwenda will also be the Cross Bow representative on the Infection Control Committee.

Helen King moves from the First Floor at Cross Bow into the Unit Clerk position on the third floor of George Boyack.

Vinette Morgan will be moving down a floor, from the Second Floor at Cross Bow to the Unit Clerk position vacated by Helen King on the First Floor.

Catherine Harley, Transition leader at Cross Bow, will be leaving Carewest on August 14, 1998.

At the Administrative Centre:

Filling in for Jeanine Kimura, Leader, Service Development, while on her parental leave will be Janet Feuchtwanger.

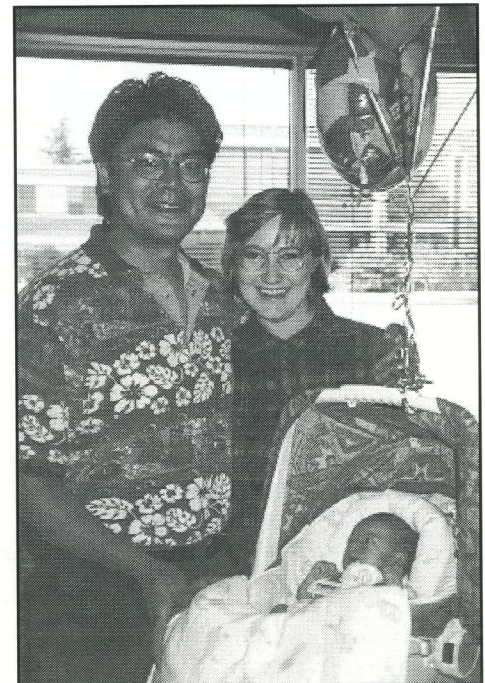
In Palliative Care:

Ruth Longhurst has been seconded to the Alberta Health Outcome Project until August 31, 1998. Nancy Herrebrugh will provide coverage to all centres from August 10 until August 28, 1998.

At the Fanning Centre:

Hildor Ergang, Coordinator, Stores, is also moving on. His last day will be August 21, 1998.

Good luck to all of you in your new endeavours!



Jeanine Kimura, with husband Rob, and new baby Maren. Congratulations from all your friends at Carewest!

Volunteer profile

Lene Tinkie, World Adventurer and Volunteer at Carewest George Boyack

Lene Tinkie, volunteer at Carewest George Boyack, has done something that most people only dream about, or watch on television. She has camped in a wildlife park in Africa.

In 1974, Lene, her husband and three young children went to Kitwe, Zambia, as part of a CIDA (Canadian International Development Agencies) program. While her husband worked at setting up a laboratory there, Lene volunteered with the YWCA, and helped the children with their schoolwork. For their holidays, the family traveled to Malawe, Tanzania and Kenya. "We took a tent along and put the tent everywhere," says Lene. At one camping spot, a big group of baboons went into the tents and tore things apart, spreading clothes in the trees and knocking things off picnic tables. The Tinkie's tent was saved by the fact that Lene had thrown the tablecloth into the tent before they left the campground. The tablecloth stuck in the zipper when the baboons tried to get in! Another time, they slept in a grass hut. A big elephant was hanging around the camp, and he stuck his trunk through the ventilation hole in the roof. He wanted to drink out of the water bucket on the floor below.

"We could watch the wild animals go to the drinking holes," Lene tells me. "We were laying the tent at night and we could hear the thump, thump, thump of a lion running and then a big scream and an animal was killed — usually a wildebeest or a zebra. It was pretty scary, and my husband was sleeping and snoring away."

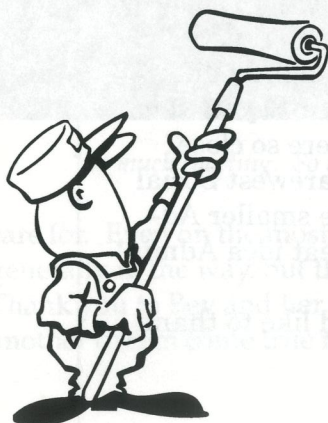
In 1976, their adventure over, the family came back to Canada. Lene began volunteering at Boyack and eventually, she and her daughter volunteered in the ceramics program together. Now, Lene does a bit of everything — birthday parties, bus trips, variety nights — but her first love is still the ceramics group. "Lene is one of my most wonderful volunteers," says Shelley Murdoch, Activity Convenor at George Boyack. "She's not just a volunteer - she's a good friend, too."

Lene spends her summers at the cottage she and her late husband built in the Shushwap area of B.C. She enjoys walking with her dog, cycling, knitting, gardening, visiting with neighbours, and especially spending time with her children and six grandchildren. "You don't have to be bored in this life," says Lene. Thanks, Lene, for sharing your love of life with the staff and residents at Carewest George Boyack!

- Helen Theaker Whyte, Communications



Boyack is On the Move!



George Boyack is in the midst of renovations which require moves - every weekend! On Saturday, residents return to their renovated rooms, and on Sunday, other residents go to transition beds while their own rooms are being given a facelift! Does this sound confusing? Well it would be without the incredible team effort shown by Housekeeping, Nursing, Food Services, Maintenance, Finance and family members.

Thanks to Boyack's dedicated team, the renovations are going very smoothly. Each move requires a coordinated effort to ensure that residents aren't disrupted any more than absolutely necessary. As residents are relocating, the care teams are already making plans for the next weekend.

The most exciting part of the whole process is the wonderful ideas the staff have contributed to make the process easier for the residents.

We would like to commend everyone for the extra effort and commitment to the residents of Carewest George Boyack.

Marg Marlin, Jennie Hollings, Marlene Foley

Kudos

Many thanks to Joan Gilmour, Site Leader, Carewest Dr. Vernon Fanning Centre for once again springing into action and assisting with a media interview. CBC Television wanted to talk to one of our residents about the recent smoke from the forest fires. Thanks also to Harry Chetner who kindly gave the interview. Taking every opportunity to get the Carewest name out in the community is one of the ways we achieve KRA (Key Result Area) #5 -- To Build Image and Profile.

- Veronica Scott, Communications

To the Cross Bow Maintenance staff

They are always there when we need them! Always a pleasure to work with the men in blue.

Thanks,

Food Services, Cross Bow

A Big Thank You Note to...

the Food Services staff, especially Jaylene Methot and Maria Keil. Another AADL (Alberta Aids to Daily Living) Authorizer's Workshop was held at the Fanning Centre in June. The workshop was smoothly run and we have received lots of positive feedback about the arrangements of the workshop. However, the workshop would not be as successful as it was without help from Jaylene, Maria and other Food Services staff. The gourmet selection will make the Fanning Commissary famous throughout the province. The luncheon and coffee breaks were provided in a timely and efficient manner (hey, we got all our coffee break goodies). Thank you.

- Miriam Winstanley, Jane McCallion, Liz Aldwinckle, Mabel Yu,
Regional Seating Clinic, Carwest site

To Jennie Hollings, Sylvia Sherman and Steve Ungerer.

Many thanks for helping out at the Super Senior's Event at North Hill Shopping Centre on August 5th. We had about 45 visitors to our booth, and with your help we were able to promote the Carewest advantage.

Debbie Hayman, Communications

Many thanks to the following contributors for their stories, pictures and information for this issue of Carewrite:

Mabel Yu, Patty Rhodes-Brink, Jan Whisson, Margaret Bates, Marlene Foley, Ruthella Graham, Wendy Farrance, Marg Marlin, Jennie Hollings, Paddy Higgins.

Hi Carewest staff:

Members of the Carewest Social Committees hope you had a great Stampede, we also hope you enjoyed your Stampede meals. Food Services, you did a great job. These meals have been funded by the Carewest Social Association (Committee) for the past few years.

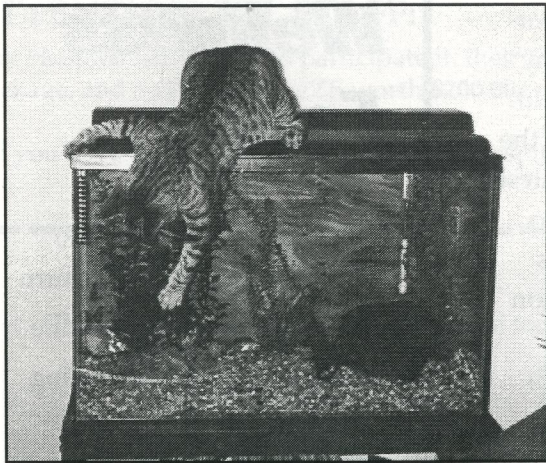
We wanted to share a little information with you. In the past, we provided funding of \$4.25 per person. This year, the funding went up to \$5.25 per person (Food Services works within this budget). We feel staff greatly deserve this treat, you all work so hard.

Each year the Social Association votes whether to fund the meals, and from there each site decides what they will serve. This is done through surveys (written or verbal), so each site gets staff input individually or through a committee. That's why each site may serve something different. For example, the Administrative Centre does something slightly different. In the past, the Administrative Centre Social Committee had a 1st of July BBQ as well as the Stampede meal. This, however was a lot of work because both events were so close together. They decided instead to combine the two events, which means the Carewest Social Association picks up the \$5.25 per person (the same as everyone else) while the smaller Administrative Centre Social Committee picks up the difference above \$5.25. Great idea Admin! Mmmm!

All the site Social Committees and the Carewest Social Association would like to thank you for all your support.

Donna Smith
President, Carewest Social Association

A day in the life of Mr. Wilson....



"It's getting tougher and tougher to find dinner around here."



"This recycling stuff is getting out of hand."

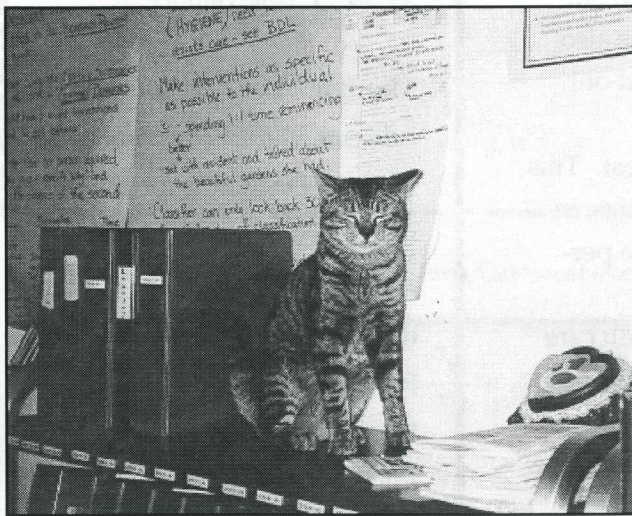
The residents and staff in the Supportive Pathways Program at Sarcee, Unit 2, thought it was time to introduce ALL of Carewest to our newest member of the family. His name is Mr. Wilson and we've dubbed him the "Inner City Cat" with a whole lot of ATTITUDE!

We thank Bev Mabley, a member of our team, for having the insight to see not only that she had an amazing little creature on her hands, but knowing his disposition would allow him to settle in and be part of our program.

Mr. Wilson has been a constant source of amusement for the residents. From waking them in the morning, to supervising morning care, to helping sort through the laundry (we really feel that this could be his escape route to the outside). As we have many bird feeders outside our sunrooms and resident rooms, he delights picking a window at which to laze away the day knowing those birds are oh so close but still too far away!

We always think his curiosity will get the better of him, never more so than when the construction crew were on our unit. We would find Willy idling away the afternoon by the jackhammer, climbing ladders and ultimately ending up in the ceiling. There is nothing so comical as watching a group of burly construction guys gently trying to entice this cat out, especially when he has this "you'll just have to come and get me" attitude.

It was a big step to introduce Mr. Wilson onto our unit, and not always an easy one. But through trial and error and discussion, we've managed to overcome any obstacles that have come our way. The residents truly love him and he has so many friends to play with. As normalized living has become a way of life for all, it seemed the most natural and normal thing to do, having a pet that all can love and



"So much charting. So little time."

care for. Even on the most difficult days, Willy can make you smile. He can be underfoot, overhead, and generally in the way, but the best surprise of all is that we never know what he's going to get into next. Thank you to Bev and her family for their generosity and thanks to everyone on the unit in helping to make another dream come true for our residents.

Jan Whisson, T.A.

P.S. to Marg - we'll find you some new African Violets!

P.P.S. Thanks to our volunteers for supplying Willy's food and other needs.

20 Years at Fanning *continued from Page 1...*

If you worked at the Fanning Centre in the past or if you have any information that would be helpful in planning the celebrations, please let any member of the 20th anniversary planning committee know. They would love to hear from you! As the time gets closer, we'll let you know how the plans are proceeding. In the meantime, the committee is holding a contest to select a suitable title to call their 20th anniversary celebration (ie. Two Decades of Success, Twenty Fabulous Years etc. etc.). The contest starts now and closes on Wednesday August 26th. Please give your suggestion to Lynn Johnson, Administrative Secretary.

Here are the members of the Carewest Dr. Vernon Fanning Centre 20th Anniversary Committee.

Joan Gilmour

Laurel Temple

Sabina Maye

Jacquie Dietrich

Tish Yates

Lynn Johnson

Gerry Thornton

Sam Adu-Darko

Miriam Winstanley

Marion Laviolette

Myrna Deagon

Christie Lenz

Laurie Welder

Steve Ungerer

LAUNDRY NEWS

Since personal laundry services were contracted out last April we have received numerous concerns about the quality of services. As the result of a review we discovered our standards were not clear. Subsequently, our expectations were not met. In addition to personal laundry, linen is also contracted out for cleaning to the same service. Since we contracted out linen services last February we have received positive results.

We have decided to re-tender personal laundry services at Carewest. This means that we will be 'starting over again' by asking other companies, in addition to the provider we currently use, to submit bids to provide personal laundry services.

We will continue to contract out laundry services because as a health care organization laundry is not our area of expertise. There are other companies better able to provide this service. Right now, we are simply requesting bids from other laundry businesses. Although laundry services will be contracted out, the actual laundering of clothes will be done on-site at some of our centres. These centres will be determined at a later date.

Hopefully, we will have a new laundry contract for personal laundry by October, 1998. In the meantime, however, please be assured that ongoing issues will be addressed. Our goal is to make sure our residents receive the best service possible. We are working to make sure this happens.

If you have any questions in the meantime, please call Paddy Higgins at 230-6937.

*Paddy Higgins
Team Leader Purchasing*

Wellness Facts . . .

Vitamin C and E pills may help protect against sunburn and thus possibly reduce the risk of skin cancer, according to a recent German study.

This goes along with earlier animal studies that found that these antioxidants help neutralize damaging free radicals produced by ultra-violet radiation. But don't think that any supplement can take the place of sun-safety precautions, such as using a potent sunscreen.

Though it's a great source of calcium, yogurt contains no vitamin D. Milk is fortified with the vitamin and is the major dietary source of it, but the milk that yogurt is made from isn't fortified. Vitamin D helps the body utilize calcium and build bone; the body also synthesizes it when exposed to even small amounts of sunlight.

*- taken from the University of
California, Berkeley Wellness
Letter, August, 1998*

DAY HOSPITAL QUIZ

ATTENTION ALL STAFF:

Day Hospital invites you to participate in their upcoming **contest**. You could WIN valuable prizes included in a Carewest package, and a **GRAND PRIZE** worth \$200.00 !

All you have to do is WATCH for the Day Hospital DISPLAY BOOTHS and answer the QUIZ.

- | | |
|--|---|
| <p>1. Clients are referred to the Day Hospital for:</p> <ul style="list-style-type: none"> a. physio therapy b. speech therapy c. occupational therapy d. cognitive assessment
(thinking and memory skills, etc.) e. nursing services f. all of the above <p>2. Carewest Day Hospitals are located at Carewest —</p> <ul style="list-style-type: none"> a. Sarcee b. Glenmore Park c. George Boyack d. Cross Bow e. Fanning f. There is one at each site. <p>3. Clients can be referred by:</p> <ul style="list-style-type: none"> a. Home Care b. family doctor c. family member d. hospital e. all of the above | <p>4. South Site Day Hospital has a special program for:</p> <ul style="list-style-type: none"> a. pets b. younger adults c. week-ends d. clients with dementia e. all of the above <p>5. What is the average length of time clients stay in the Program:</p> <ul style="list-style-type: none"> a. forever b. 2 weeks c. It depends d. 1 - 2 months e. 4 - 6 months <p>6. Carewest Day Hospital provides:</p> <ul style="list-style-type: none"> a. laundry services for seniors b. day surgery for seniors c. catering for shut-ins d. short term medical treatment and rehabilitation for seniors e. all of the above |
|--|---|

The display booth will be set up at each Carewest site on the following dates:

SITE	LOCATION	DATES
Fanning	Cafeteria Entrance	Aug 24 - 26
Cross Bow	Staff Lounge	Aug 26 - 28
George Boyack	Staff Cafeteria, 1st fl	Aug 31 - Sep 2
Admin Centre	Front Entrance	Sep 2 - 4
Sarcee	Outside	Sep 7 - 9
Glenmore Park	Heritage Room Annex	Sep 9 - 11

There are 2 chances to win, one prize given at each site and a GRAND PRIZE worth up to \$200.00. (Site winners will be announced at the end of each display. GRAND PRIZE draw will be made Sep 23.)

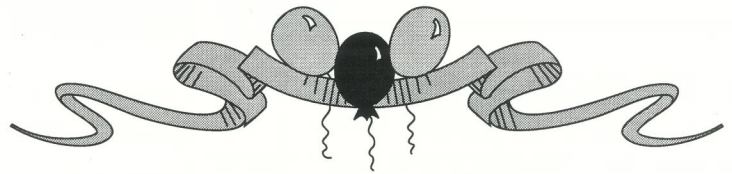
Don't forget to complete the quiz above and return it to the draw box at the display booth. Extra quiz forms will be available at all booths.

ACCREDITATION IS ON ITS WAY!

In a way, Accreditation is a little like the Good Housekeeping Seal Of Approval. It's a thorough, inside out, top to bottom review of the quality of care and services continuing care organizations such as ours provide. The standards (measurements) were developed by the Canadian Council on Health Services Accreditation (CCHSA). The process is a self assessment based on a set of nationally applied standards developed by the CCHSA along with input from various health professionals. A team of surveyors will visit our sites next June to go over our self-assessments and discuss areas for improvements. Carewest is working together with the Calgary Regional Health Authority to get ready for accreditation next June.

While accreditation may seem like a long way away, work is already underway. At Carewest, we've put together several teams whose members are busy reviewing the standards and developing quality improvement plans. Although accreditation has been with us for several years, the format has changed a great deal. In the past, the standards emphasized policy and procedures. Now, they look at how we actually go about doing the work to get the results we want. The standards focus on teamwork and the quality of services we provide. In fact, the principles of accreditation are client focus, commitment to quality, leadership, empowerment, teamwork, process and outcome management. Carewest was part of the pilot project for the new format.

Why should Carewest bother with accreditation? Quite simply, it's an effective way of fulfilling our Vision..."to be a provider of choice, committed to value in continuing care." In other words, we want to be the best we can be! If you would like to know more about accreditation, please give Charlene McBrien-Morrison, Leader Information Management a call at 267-2919. In the meantime, we'll give you regular updates on the progress of accreditation at Carewest.



Balloon Bouquets

Includes: 1 Foil Mylar Balloon, 6 Helium Balloons (with Hi-float), Ribbon, Giftbag, Coloured Fluff ONLY \$12.95.

To place an order, or for more information, contact Sue or Shelley in Resident Services, Carewest George Boyack at 267-2771. Other items also available.



Do you know who these balloon heads might be? Or, maybe even what department they work in? All correct answers will receive a fabulous Carewest prize. Call Debbie at 267-2992 with your guess.

*Carewrite
is produced twice a month
by Communications
for the staff, volunteers and friends
of Carewest.*

*Submissions are most welcome.
Please e-mail Debbie Hayman or call
her at 267-2992. Fax: 267-2968.*