

Carewwrite

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



As the clock ticks away and the millennium draws closer, it's an ideal time to reflect on the last year *of the century* here at Carewest. And what a year it's been!

We've seen Carewest Signal Pointe and Nickle House take shape with both opening in a few months. Last Fall, we were awarded an outstanding report from the Canadian Council on Health Services Accreditation.

We've also been extremely active as an organization promoting the needs of continuing care in Alberta. Our submission to the Broda report was the result of focus groups between many Carewest staff members, residents, volunteers and family members. The findings of the report were recently released with strong emphasis on the need for more continuing care support throughout our province.

All in all, it's been a remarkable year; together as an organization we've enjoyed achievements and faced several challenges. As I look back on the past twelve months, I am (as always) impressed with the dedication and enthusiasm of the men and women who work and volunteer for Carewest. In this spirit, I would like to wish you and your loved ones a happy and peaceful holiday season.

I would also like to extend very best wishes of the season to our residents, clients and family members. On behalf of everyone at Carewest, we wish you all the joy the season brings. Hopefully, you will be able to enjoy some of the Christmas activities taking place at your centre.

Merry Christmas everyone and a very happy new year!

Mike Conroy
Executive Leader



Carewest

Excellence and Leadership in Continuing Care

December 20, 1999

SOME THOUGHTS FROM MIKE'S CORNER

As many of you know, I will soon be joining the Calgary Regional Health Authority as Executive Director, Care In The Community. This portfolio is fairly extensive including responsibility for both continuing care in the Calgary region and Home Care. My new job starts on January 10, 2000.

The New Year will certainly be very challenging and interesting. I am excited with the opportunity to serve the Region on a broader scale, but sad to leave quite a remarkable organization. In my six years with Carewest, I have had the privilege of working with a highly skilled management team and a tremendously committed group of staff members whose expertise and dedication is second to none. I have had many opportunities to see, first hand, the excellent work our staff does on a daily basis and it has always been a source of great inspiration.

Like most health care organizations, we've faced a number of challenges over the course of the years. Through it all, however, Carewest has remained consistently strong and focused on our most important priority — the well-being, safety and comfort of our residents. The unwavering commitment of the Carewest staff could always be relied on but, hopefully, you know it has never been taken for granted.

Without question, my tenure at Carewest has been a rich learning opportunity. Many changes have been made — most with very impressive results. The Carewest environment of improvement, innovation and risk taking has set an enviable example for others to follow and has played a key role in demonstrating the importance continuing care can have in supporting health reform.

I read somewhere that even if one looks forward to change, departures can still be a little sad because you leave part of yourself behind. On the other hand, I'm taking a lot with me — warm memories and a great deal of pride to have been associated with a wonderful team of men and women.

I hope in some small way that my contribution has made a difference. I will leave with every confidence that you will continue to provide the standard of excellence that has become the hallmark for Carewest. I know you'll show Nora Kirkham, Carewest's new Executive Director, every kindness and support you have shown me. My warmest thanks to you all and all the very best in the future.

*Mike Conroy
Executive Leader*

I am very pleased to announce that the boards of the Calgary Regional Health Authority and Carewest have appointed Nora Kirkham, Senior Operating Officer, Calgary Regional Health Authority, to assume the position of Executive Director, Carewest. Nora starts her new role on January 10, 2000.

Nora received her RN diploma (Gold Medal winner) in 1966, her Bachelor of Nursing Degree with Distinction from the University of Calgary in 1978 and a Master of Science Degree from the University of Calgary in 1982.

She has worked as a staff nurse and manager on Medical, Intensive Care, Neurosurgical, Reactivation and Oncology units and in public health in Northern Canada. She became Director of Nursing at the Tom Baker Cancer Centre followed by Vice President, Patient Care Services at the Alberta Children's Hospital. Nora is also an Adjunct Associate Professor in the Faculty of Nursing, University of Calgary.

On behalf of the Carewest board, please join me in welcoming Nora to Carewest!

Mike Conroy

Open Invitation to all
staff, volunteers, and
residents

Join us for a farewell
reception for
Mike Conroy,
Executive Leader

Friday, January 7, 2000
2:00 to 4:00 p.m.
Carewest Dr. Vernon
Fanning Centre
Coliseum

Christmas Party At Carewest Cross Bow

Santa made an early visit to the children of Carewest Cross Bow and Administrative Centre staff on Saturday, December 15th. Kids, moms, dads and grandparents met in the Day Service area of Cross Bow for the annual Christmas Party. After pizza, juice and chips, everyone moved to the main lounge and joined the many residents who had been invited to share in the fun of "Tales, Tunes and Puppetry". The lively one hour show featured audience participation songs, and many charming puppets in a variety of skits. The show ended with a jingle of sleigh bells as Rudolph and Santa arrived with a sack full of gifts. Wrappings flew in all directions as little fingers eagerly tore into packages to release the treasures inside. A great time was had by all.

Sylvia Sherman, Administration, Carewest Cross Bow



With expectant faces, children wait for Santa to call their names.



**EQual – Enabling Quality of
Living**

This program is offered at Carewest Dr. Vernon Fanning Centre for adults in their younger or middle years (18 to 65) who are affected by serious disabilities and need to live in a continuing care facility as full time residents. Many residents have conditions such as multiple sclerosis, brain injury or Huntington disease.

The EQual program is on units 1 East, 1 West, and 3 East at Fanning Centre. We want to promote health and quality of life for our younger residents as unique individuals. This includes a focus on maximum independence, home-like environment, meaningful activities, and community integration.

Since June, staff have been attending education sessions about the program goals and principles. We have discussed such topics as individuality, health, autonomy, choice, and hope. Currently we are addressing the neurological conditions noted above (MS, HD, and brain injury), including common concerns and appropriate care. The focus is on the whole person. In February, staff will have the opportunity to attend a full day session learning more about rehabilitation, both in theory and practical application. Staff have been positive about these learning opportunities, and we hope to see that the learning will make a difference in the care we provide, and in work satisfaction.

Janice Ebbert, Program Leader, Carewest Dr. Vernon Fanning Centre

KUDOS



Thanks to the Fanning walkers

The Social Committee at Carewest Dr. Vernon Fanning Centre funded a walking program this summer and fall. The participation by staff was tremendous and the number of residents who benefited by staff taking them along was outstanding, to say the least. The Social Committee would like to thank everyone who participated and we know that all your energy was well appreciated by the residents. We, as care givers at Fanning, have been very active in taking care of ourselves along with our residents. It was so nice to see you all walking around the building; it looked like we were in training. There were ten people who won gift certificates and we would have liked to have given everyone a gift, but in exchange we would like to leave you with these words of encouragement.

It is something to be able to paint a picture, or to carve a statue, and so to make a few objects beautiful. But it is far more glorious to carve and paint the atmosphere in which we work, to effect the quality of the day - this is the highest of the arts.

(Thoreau, quoted in Lumby 1995, p. 1)

May you all have a very special Christmas with your families.

Darlene North RN - TL, on behalf of Fanning Social Committee

Staff Moves

Jodi Besler will be acting as palliative care nurse from January 3 until September, 2000. She replaces Nancy Nawalkowski who will be on parental leave for that time period. Jodi will be working in Carewest's northeast centres.

Media Star

Hats off to **Margaret Bates**, Program Leader, Carewest Cross Bow for going on camera with A-Channel News on December 14th. Margaret spoke about the Regional Short Stay Transition Unit. It was great coverage for Carewest and you did a super job Margaret!

Published and Presented

Steve Ungerer, Coordinator, Community Liaison, Carewest Dr. Vernon Fanning Centre, appears in two videos for the Calgary Public Library.

Veronica Scott, Communications Leader, published *Getting the Good News Out* in Long Term Care, November/December 1999.

The following Christmas poem was written by Mrs. Kathleen Leonard, whose spouse attends a Day Hospital program.

Old Fashioned Christmas

It's an old fashioned Christmas
when there are sleigh rides in the lanes,
and on our Christmas tree
are homemade candy canes.

Dad's working in the wood shed
making wagons for the boys,
tiny bassinets are hand carved
so are all the other toys.

Mom is busy in the kitchen
baking cookies and Christmas treats,
and in the evening she is knitting
lots of slippers for tiny feet.

Children dressed in costumes
for the concert in the hall,
about the birth of Jesus
in a very lonely stall.

It's an old fashioned Christmas
when friends come our way,
to wish us season's greetings
on this very special day.



Kay Leonard

An Old Fashioned Christmas

2 West at Carewest George Boyack enjoyed an old fashioned Christmas concert last week. Staff, family members and residents all took part in the program. The residents' choir sang several Christmas carols and Edith Dearing entertained with a solo.

Santa Claus (Terry Stevens, N.A.) was a huge success as he spoke to each resident individually and handed out goodie bags.

The staff deserve heartfelt thanks for the tremendous amount of time, effort and commitment they displayed in making the evening such a success. Special thanks to Maria Checkley for coordinating the memorable event.

Judy Truax, Team Leader, Carewest George Boyack



Resident Stan Barker enjoys a chat with Santa.

Resident Internet Course at Fanning Centre a Great Success!

Residents at Fanning Centre received an eight-hour hands-on introductory course to the internet. This course was made possible by a co-sponsorship with the City of Calgary, Parks & Recreation. This was coordinated by Shauna Graham, Recreation Therapist, YPDP and Steve Ungerer, Community Liaison Coordinator. The course was taught by Dave Wright of Northwest Computer Training.

The topics covered included: Netscape Communicator, newsgroups, chat rooms and search engines.

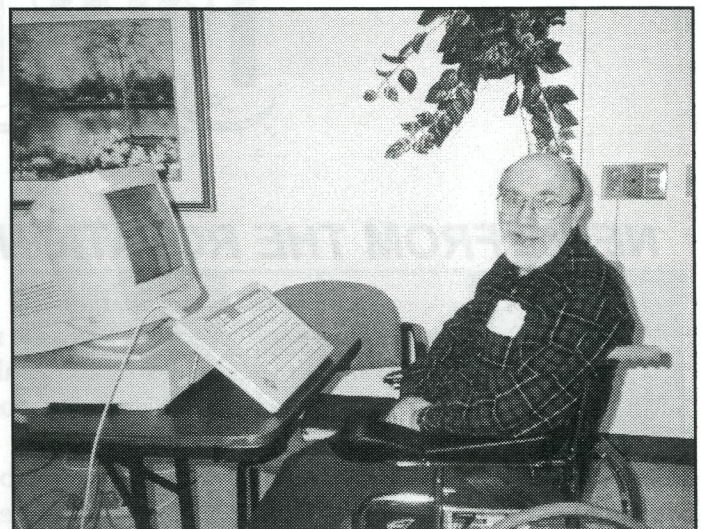
Here are some resident comments:

"All of us have suffered a stroke and this program is as close as we are going to get to a real life working experience. It keeps us current with the outside world. While the course was of value from a practical point of view, it has a therapeutic value to Paul because he had deficits with his eyesight."

"The program material was well organized and I enjoyed it."

"It was great. This course gave us the incentive to buy a computer with internet access."

- Paul Moore and Shauna Graham



Paul Moore, course participant, and article co-author.

IT'S ALL SYSTEMS GO FOR Y2K AT CAREWEST!

Bringing in a new millennium is certainly an exceptional time; as you know, an extraordinary amount of work has happened throughout Carewest. We've checked all our systems (boilers, elevators, electrical systems, computers, vendors etc. In fact, the list is endless!). All of the Carewest sites and services have contingency plans in place for the New Year's weekend. Ensuring we have adequate staffing to care for residents is also an important part of being prepared. Like all other health care organizations in the Region, we are required to make sure we have the right people in the right place at the right time.

In preparation for Y2K, Carewest Human Resources recently sent a letter to staff scheduled to work on the New Year's Eve weekend. Some staff members have expressed concern regarding the intent of the letter. We certainly apologize for any misunderstanding this may have caused. The purpose of the letter was to confirm each staff member's commitment to work scheduled shifts throughout this important time.

On behalf of our residents and their families, I'd like to take this opportunity to extend my most sincere thanks to those who will be working on this very special New Year's weekend. Each of the Site Leaders will be at work as well. Fanning Centre will serve as the control centre for information and instructions we may receive from the CRHA. From here, the information will be distributed throughout Carewest. I'll be at the Fanning Centre along with Executive Leader Mike Conroy.

I feel confident that we are "as ready as possible" for Y2K, and I certainly look forward to bringing in the year 2000 with my Carewest friends and colleagues.

Merry Christmas and a very happy New Year Carewest!

*Barb Wilkinson
Leader Information Resources and Housing Development*



NEWS FROM THE ROTATION COMMITTEE

When the committee first met in December 1998, the members decided on a course of action to develop staff rotations. The first step was to decide on rotation goals and objectives, these were published in the January 1999, Carewrite. The second step involved the University of Calgary working on a rotation generator software project.

A working copy from the University of Calgary has been delivered for testing to Staffing Services at the Administration Centre. The Rotation Committee, meanwhile, has set an ambitious schedule for testing the software, developing guidelines and an implementation schedule for all Carewest sites. Meeting the unique scheduling requirements of each site is an extremely complex task so the actual implementation dates will differ from site to site. It most likely will not happen all at the same time. We'll be sure to keep you posted on our progress!

*Jim Myers (on behalf of the Rotation Committee)
Team Leader, Payroll, Benefits and Staffing Services*

NEWS FROM THE CAREWEST DEVELOPMENT COUNCIL

A \$100,000 Gift for Carewest Signal Pointe!

We recently received notification that our grant application to the Calgary Community Lottery Board has been successful and we will receive \$100,000 for furnishings and for the community support area at Signal Pointe. We wish to thank Jeanine Kimura and Brenda Huband for their assistance with the application.

A Happy Holiday Season for Carewest

Our direct mail Christmas Campaign was sent out in late November and we have already received over \$13,250.00 in donations to Carewest sites and programs. Our target this year is \$30,000 and we are hopeful that our friends and donors will make this a reality. If anyone wishes to join in this campaign, please call our office at 267-2986 or just drop your donation off at the Admin. Building or the business offices at each site. **100% of all donations raised and received for Carewest go directly to the area you choose to benefit our residents and day clients.**

Did You Know?

The Development Council has many fundraising initiatives in place to raise much-needed funds for Carewest. Every year we have two direct mail campaigns, a Signature special event, several grant applications to funding organizations, major gift solicitations and an ongoing Memorial Tributes Campaign. We also assist with Wills and Bequests when people wish to name Carewest as a beneficiary. The Development Council members are volunteers who are committed to supporting Carewest and making a difference.

At this special time of year, we wish our friends at Carewest a very happy and healthy Holiday Season and much success for 2000!

*Phyllis Konrad
Manager of Development*



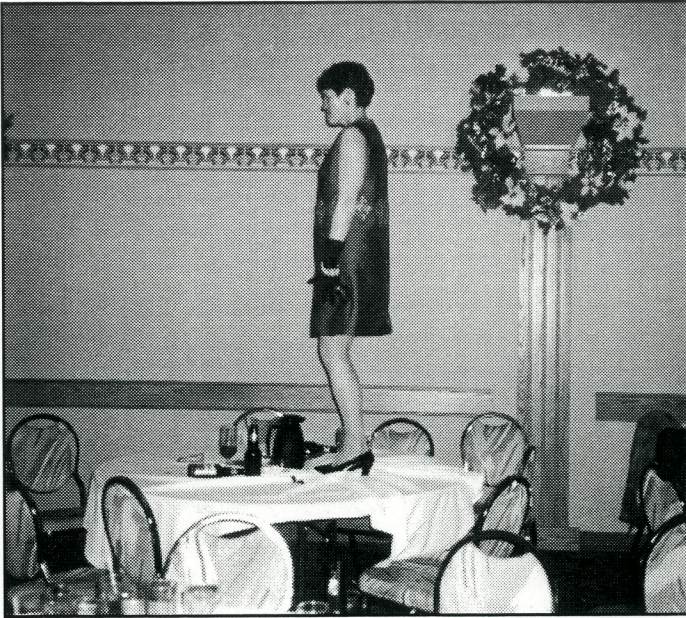
OOPS!

Jean McNallie coordinated the United Way Campaign at Carewest Royal Park (not Jean Stern, as reported). Thank you Ms. McNallie. The total pledges stand at 407 with almost \$19,000.00 raised for our community (and of which \$3,800 was directed to the Carewest Development Council to be utilized at our sites). We had a 37% increase in pledges over last year — our target was 5%. Many thanks, again, to all who made our United Way Campaign a success.

Co Chairs, Jerry Hanen and Chris Makin



Chris Makin congratulates Clare Connolly, grand prize winner of a mountain bike in the employee draw.



The Carewest Christmas Gala was lots of fun -- just ask Vickie Davis, recreation therapist, another member of Carewest Glenmore Park's staff, showing us how it's done! Vickie is a master at the YMCA song, but only on the top of a table!

Exciting news for Carewest residents at George Boyack and Dr. Vernon Fanning Centre. New elevator bump pads located on each floor provides easier access. When a pad is pushed, the elevator will proceed to that particular floor. On arriving at the floor and after opening the doors, all car calls will be activated automatically. The resident then simply waits until he/she arrives at their destination. The stainless steel bump pads have a large LED display to alert residents that the elevator car has been activated. This technology will allow our residents to enjoy improved accessibility.

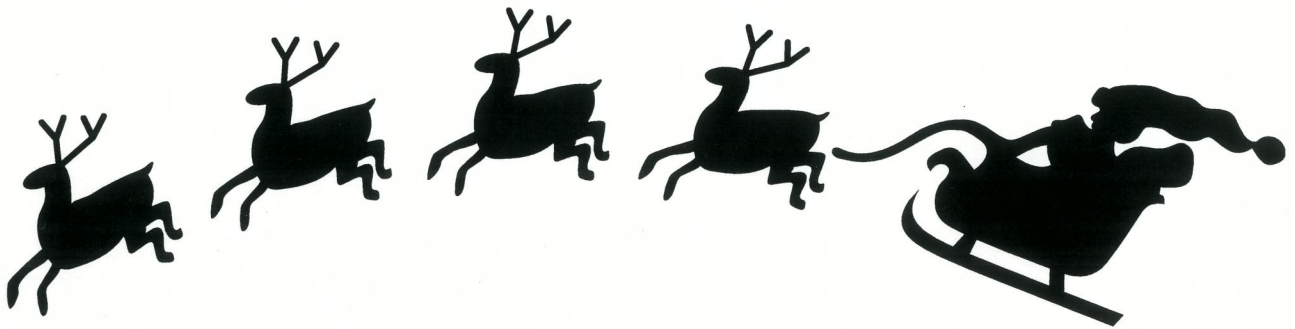
Capital Projects Dept.

Signal Pointe Update

Recruitment is moving along and staffing for Signal Pointe is taking shape. Several of the bungalows are painted, and some landscaping has been completed. There's even a Christmas tree on site for the construction workers to enjoy. The official opening is still planned for the week of February 22, 2000. Stay tuned for more information!

Staff Satisfaction Survey - '99

Just one more reminder to please take the time to fill out the staff survey. The completed surveys may be dropped in the box at the reception desk at the Administrative Centre or mailed to Information Management before December 22nd. If you have any questions, please contact Charlene McBrien-Morrison at 267-2919.



Merry Christmas and Happy Holidays
from the Communications Department! See you in 2000!

Veronica Scott and Debbie Hayman

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