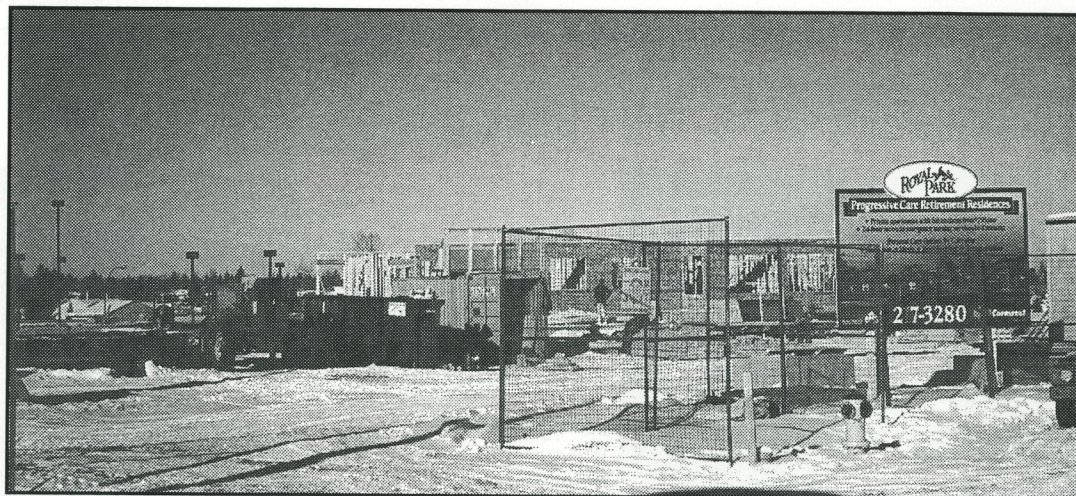


....Carewrite....Carewrite....Carewrite....

## Spring Brings New Growth for Carewest



With cooperation from Mother Nature, Carewest Royal Park construction is on schedule. Blue skies and sunshine have certainly helped the woodframing you can see on the site. Right now, the Carewest level of the project is framed and work on the Nirvana apartments is progressing at an impressive pace. You can actually stand in one of the resident rooms and look out through the bay window to the patio area.

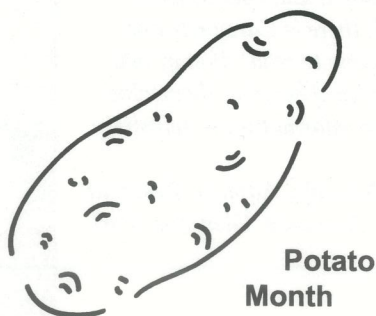
The efforts of Carewest staff and our joint venture partner, Nirvana, mean a successful blend of private and public sector cooperation. We're now reviewing our millwork items, selecting our kitchen equipment, and all of the fun stuff like picking colours, carpet and flooring! It is a pleasure to see the contributions many Carewest staff have made designing and planning this unique project. A big thanks to Michele Rondot, Philip Costain, Linda Stilborn, Helen Retardo, Jeff Crockford, Jim Townend, Marg Woloshchuk, Chris Makin, John Kolafa, Bill Moss, Bev Rosia, Sally Harrison, Jeanine Kimura, Rick Plett, and Veronica Scott.

Thanks to the construction team, we can now anticipate an October occupancy. Our focus is on the operational start-up and residents moving in. This is being managed by Jim Townend and involves a lot of tasks.

Good weather, and a mild Spring should bring continued progress to our construction schedule. The combined efforts of the Carewest design team and operations team, Laird Polson architectural team, and the Summa Management construction team means Royal Park will be up and running in the very near future!

- Kevin Miyauchi, Development Manager, Capital Projects

## February is ...



**February 5, 1998**

### What's Inside...

- Mike would like to know.....
- Volunteer profile.....
- Foundation File Facts.....
- Au revoir to Debbie Lee.....
- Elvis was in the building!.....
- Supportive Pathways.....
- For the Health of it .....
- Wellness Facts.....
- News from Payroll.....
- Kudos.....
- A Dose of Babies.....



## Mike would like to know ...

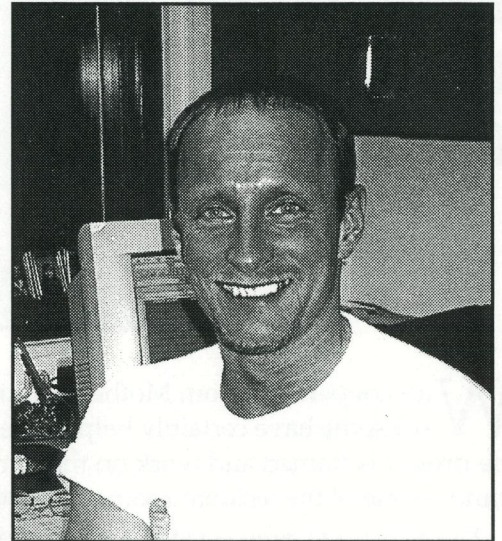
***"We're working hard to keep Carewest employees up-to-date on new developments and changes at Carewest. Do you feel well-informed and in the loop?"***

With this issue we introduce our new column "Mike would like to know..." Once a month, Mike Conroy, Carewest Executive Leader, will ask a question for staff members from each site to answer. This is an opportunity to express your thoughts and feelings on a number of topics.



*"Yes, I do feel well-informed because our new program leader, Marlene Foley, keeps us all up to date."*

*-Randy Dicks, George Boyack*



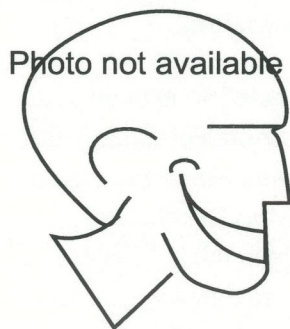
*"I feel we are well informed on major issues and that Carewest includes us as much as possible."*

*- Lianne Gelinas, Sarcee*



*"Yes, through shared information at interdepartmental (site specific) and organizational wide meetings, committees and charter groups as well as all the written publications, such as Carewrite, Grapevinw, etc...."*

*-Wendy Farrance, Cross Bow*



*"Yes, Carewest takes great effort to keep staff informed. I try to attend all Town Hall, Staff Council and special meetings. As well, there is Carewrite and other publications to read. If staff take the responsibility of keeping themselves informed -- the information is definitely there."*

*- Gail Annable, Advisor, Resident Accounts, Glenmore Park*

*"No, I think Carewest relies too heavily on the grapevine for information."*

*- Harold Jordan, Team Leader, PPS, Fanning*





# Foundation File Facts

*from the Carewest Foundation*

## **Thanking Donors in the New Year**

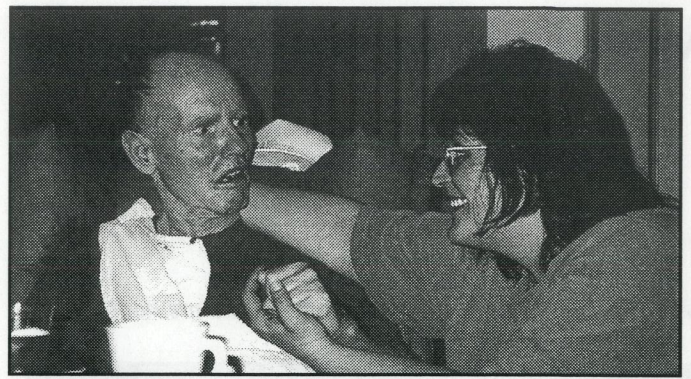
January was a busy month for the Foundation with donor recognition teas taking place at Glenmore Park, Cross Bow & Boyack, and the Fanning Centre. Refreshments, treats, music and thanks were offered as donors enjoyed an afternoon in their honour.

Brenda Huband, Site Leader, Glenmore Park, Larry Korschuk, Carewest Board Chairman and Cynthia Prasow, Carewest Foundation Board Vice-Chairman, thanked the generous donors at the Glenmore Park affair. Garden enhancements, 2nd floor renovations, Day Hospital carpeting, and Palliative Care Unit items were some of the many benefits mentioned.

At Cross Bow, Marg Marlin extended sincere thanks to donors for contributions to Cross Bow and Boyack. She emphasized the impact donations have on the lives of our residents giving examples of the Boyack garden project, the purchase of dining room furniture, and home-like decorations, among many others.

Joan Gilmour spoke to guests at the Fanning tea, mentioning the rooftop garden, lifts, electric beds, and special chairs in her thanks. Virginia Stewart and Mike Conroy extended thanks on behalf of the Foundation and Carewest. A highlight of the afternoon was a presentation from Joan Gallant, President of the Ladies' Auxiliary Alberta-N.W.T. Command, for their recently donated electric bed. In accepting the plaque, Joan Gilmour was pleased to say the bed is currently being used by a former member of the Ladies' Auxiliary!

*- Robin Laffoley  
Fund Development Assistant*



*Fanning Centre: Mike Patterson and Gloria Roberts*



*Fanning Centre: Yvonne Agur, Phyllis Konrad, Joan Gilmour and Ladies Auxiliary members: Doreen Kamis, Barb Hanna, Joan Gallant*



*Glenmore Park: Joan and Kes Dubauskas*

## **Personal Directives now official**

A document known as a "personal directive" became legal on December 1, 1997. This document allows Albertans to leave instructions about their care in the event of incapacity. In the event of loss of decision-making abilities due to illness or injury, individuals can specify their wishes regarding medical treatments, living arrangements, choices about personal activities, legal matters, other non-

financial matters. Instructions can cover specific situations or they can involve appointing someone to act on one's behalf. A personal directive cannot include any illegal practices.

Making a personal directive is voluntary. An attorney can assist in writing this document, although it is not necessary. A personal directive must be signed, dated, and witnessed in order to qualify as a

legal document.

A self-help kit on personal directives is available from local libraries, Regional Health Authorities, the Alberta Government website, local offices of the Public Guardian. Call (403) 427-7945 or toll-free 310-0000 for further information.

Copies can be picked up before Feb. 28 from Education Resources in the Carewest Administrative Building.



# More Foundation Fun!!

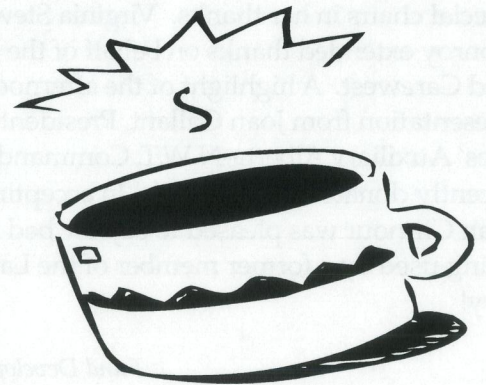
*Mrs. Oolah Polo and Phyllis Konrad at Glenmore Park*



*Muriel Gilday, President, Volunteer Association, Fanning*



*Cross Bow & Boyack: Marg Marlin, Marlene Foley, William and Edith Johnson, Jennie Hollings, Debbie Bonneau*



## News from Payroll and Benefits

### Statutory Holiday Procedures

In the past, the issue of how and when to pay employees for statutory holidays has been a somewhat unclear process. There has been a lot of confusion surrounding the 30 day rule and the use of these holidays. I am pleased to announce that after a lot of consultation a new procedure and tracking system has been developed. To facilitate its implementation all employee entitlement had to be reconciled up to Jan 1st, 1998. Any days that were owed to employees will be paid out on Feb 11th, 1998.

From this point on, the control is at the site/supervisor level and should be easier to keep up to date and maintain.

*- Jim Myres, Team Leader, Payroll and Benefits & Staff Scheduling*



## Volunteer Profile

### Marguerite Watson, Pastoral Care Volunteer at Carewest Glenmore Park

With 1200 hours of volunteer work at Carewest Glenmore Park, and a lifetime of helping others, Marguerite Watson is one of the most vital and sparkling 87 year-olds I've met. Her late husband was Bill Watson, for whom William Watson Lodge, in Kananaskis Country, is named. Marguerite was his helpmate. "He dedicated his life to changing the social climate in Canada for the handicapped," she tells me. His arms were useless due to an injury at birth, but this extraordinary man learned to do many of the day to day functions with his feet. He completed high school and gained a law degree from the University of Alberta. Barred from completing his year of articling because his presence in a law firm might embarrass the other employees, he decided attitudes towards people with handicaps needed change.

Marguerite's eyes twinkle as she tells me of the adventures they shared, travelling across Canada as Bill spoke to service clubs, emphasizing the abilities of the physically and mentally challenged. He also promoted his books, two of which discuss life with physical limitations: *My Desire*, and *I Give You - Yesterday*. Two of his three books can be found in the local history section of the downtown library.

In the late 1940's, a new challenge presented itself to this amazing couple. Bill had surgery again, hoping to improve his knees. The surgery was a failure, leaving him totally paralyzed. What did they do then? "Well, we had to make a living," Marguerite says, laughing. So they started a company selling insurance. They set up an office in this house, and Marguerite did the secretarial work and looked after their child while Bill talked with clients.

A friend's illness brought Marguerite to Carewest Glenmore Park in 1988. She began to do pastoral care visits, and took a palliative care course. At present, she visits only one resident. She says she appreciates the extra time she can spend becoming a friend to that person, and doing little tasks for her. "I've always been a helper," Marguerite says.

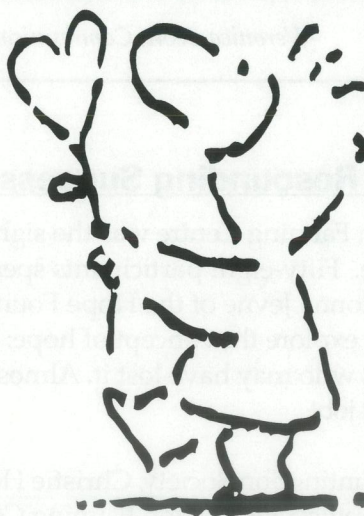
Marguerite plans to live to 100. If love of life, love of challenges, and a sense of humour are any help, I have no doubt she will accomplish it.

- HelenTheaker Whyte, Communications



### February 9 - 15 is Random Acts of Kindness Week

If you are the recipient of any random acts of kindness, and want to share with us at Carewrite, please drop us a line, or an e-mail, and we'll publish them next month.



### Plain Word . . .

In a word—it's easy!

It's a bit like Trivial Pursuit—we'll print the complicated (hard) word here, and then further back in Carewrite, look for the uncomplicated (plain) word.

It's fun to play and teaches you to say what you mean!

### Hard words

1. Customary
2. Sucrose
3. Indict
4. Barrister
5. Tacit (Adj)
6. Unconscionable



# Kudos

Mr. Wade Hartwell  
Golden Acres Garden Sentres

Dear Mr. Hartwell:

On behalf of our residents at Carewest, I would like to thank you and Abraham for the hundreds of poinsettias delivered to our five care centres before Christmas. The plants certainly gave a boost to the Christmas decorations and made many rooms just that much more festive.

I received many compliments about the plants and how much our residents, staff and families enjoyed the impressive displays of beautiful poinsettias. Your kindness is very much appreciated.

Thank you again for thinking of Carewest's residents this Christmas. Wishing you all the best in '98 and continued success.

Yours truly,  
Chris Makin, Coordinator, Horticultural Services

Many thanks to Karen Woods, Carewest's Coordinator, Infection Prevention and Control. Karen put aside her commitments last Wednesday afternoon to talk on camera with CBC Television -- about what else but the flu. Going in front of the camera at the last minute can be nerve wracking, but Karen handled it like a pro. Taking part in media interviews is one way Carewest builds image and profile. Way to go Karen!

- Veronica Scott, Communications

A big thank you from the Carewest Foundation to Brenda Huband and Margaret Brausse at Glenmore Park, Marg Marlin, Wendy Farrance and Sue Yaskiw at Cross Bow /George Boyack, and Joan Gilmour, Laurel Temple and Debby Dubord at Fanning, for making the Donor Appreciation Tea's at your sites so special. Your assistance, and creativity were greatly appreciated.

- Phyllis Konrad, Executive Director, Carewest Foundation

Many thanks to Catherine LaSuita, Shirley Nelson and members of the Debating Club at Fanning for a terrific afternoon last week. I'm still thinking about Senate reform.

- Veronica Scott, Communications

I work at both Fanning and Sarcee. I find staff at both centres committed to sensitivity and quality in their caring for residents and families. I believe that any ways of affirming and appreciating staff are important for staff morale. The launch days, gifts for perfect attendance, passing along letters of thanks, kudos, and treats from families all enrich the affirmation of staff. Teaming and team support are also important.

Yeah Teams! Yeah Staff!

- Arnie Chamberlain, Pastoral Care

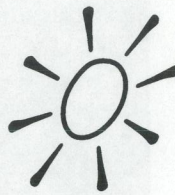
## **Hope Workshop At Fanning A Resounding Success**

The Coliseum at the Carewest Dr. Vernon Fanning Centre was the sight of a very successful workshop on Friday, November 21 exploring the topic of hope. Fifty-eight participants spent an informative and enjoyable afternoon learning from an expert in the field, Dr. Ronna Jevne of the Hope Foundation at the University of Alberta in Edmonton. Dr. Jevne helped participants explore the concept of hope: how we can work to increase our own sense of hope, and how to instill hope in others who may have lost it. Almost fifty of the participants were Carewest staff, and all sites were well represented. Great job!

Special thanks to Loretta Young of the Huntingdon Society, Christie Halliday of the Southern Alberta Brain Injury Society (SABIS) and Steve Ungerer of Carewest Dr. Vernon Fanning Centre, who helped organize the event.



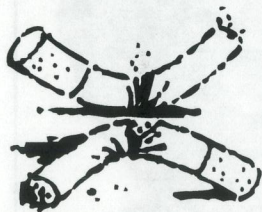
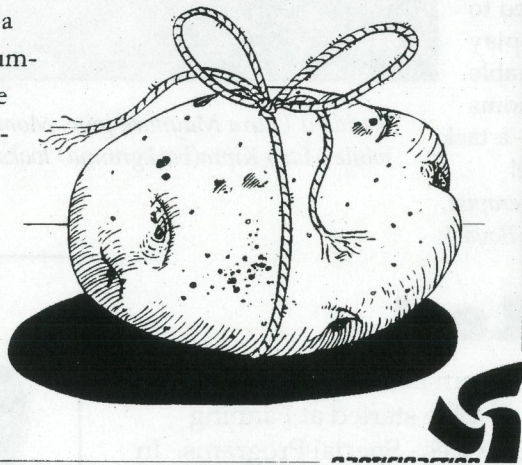
For the Health of It . . .



THE FACTS OF LIFE

## Health food in a plain brown wrapper

**Potatoes!** They're health food in a plain brown wrapper. One medium-sized baked potato eaten with the skin has only 150 calories, plentiful vitamin C, B vitamins, iron, potassium, a small amount of protein and a fair amount of fibre. It has only traces of fat and sodium. So pop a potato into your microwave tonight: it's good-for-you great taste.



## GET READY....GET STEADY....QUIT!

Carewest's Research and Development Committee approved a proposal initiated by the University of Calgary's Psychology Department for a Smoking Cessation Readiness study, explained Sylvia Zilavec, a member of Carewest's Research and Development Committee and Team Leader at Fanning. The objective of the proposal was to assess interest by staff and residents to quit smoking. The research project was spearheaded by Deborah Sydorchuck, an honours student working toward a Bachelor of Science Degree majoring in psychology. Deborah and the U of C were very interested in doing this study because there is very little research on smoking and smoking cessation programs for continuing care clients.

Deborah distributed a package of information along with a questionnaire to staff members at the George Boyack and Fanning. She also interviewed about ten residents to find out their readiness to quit smoking and interest in taking part in a smoking cessation program if offered. Response from staff showed there is no desire for such a program at this time. Only five staff members from the two sites filled out the confidential questionnaire.

Interviews with residents were completed on January 9, 1998. Of ten residents interviewed, two said they would be interested in quitting and taking part in a smoking cessation program. This information makes it clear there is not enough interest for Carewest to start a smoking cessation program at this time. If you'd like more information about the Smoking Cessation study, or have an idea for a research project, you can reach Sylvia by e-mail or by phone at 230-6945. Stay tuned for more information about the Research and Development Committee and the new research projects happening in upcoming issues of Carewrite.

## Wellness Facts . . .

Vitamins C and E supplements may help block some of the harmful effects of a fatty meal, according to a recent study in the *Journal of the American Medical Association*.

The study involved 20 healthy people with normal cholesterol levels, some of whom took the supplements right before a high-fat meal, while others did not. Those who did not take the pills before the high-fat meal had reduced arterial blood flow for two to four hours, which might temporarily increase the risk of angina and heart attack. Those taking the pills had no such reduction in blood flow, possibly because these antioxidant vitamins help maintain healthy levels of nitric oxide, a chemical that widens blood vessels. However, no pills can undo all the damaging effects of fatty meals.

- from the University of California at Berkeley Wellness Letter, February 1998

### The Plain Words

1. Usual
2. Sugar
3. Accuse
4. Lawyer
5. Silent
6. Unfair, Not honest



## A dose of Babies!

Since Fall of 1997, ten residents of the dementia care program have been enjoying weekly contact with infants and toddlers through George Boyack's Baby Therapy program. The opportunity for this intergenerational program arose when several staff members here were going on maternity leave and other staff members were expecting grandchildren. Initially there were four volunteer moms bringing in their babies and to date we have acquired three new moms and their babies.

The objectives of the program are simple but focused and include: promote expression, facilitate pleasant reminiscent thoughts, have an appropriate opportunity for play and have a medium for affection and touch. The moms are encouraged to bring toys and these are useful in facilitating play between residents and babies. The most valuable aspect of the program for residents is when moms allow them to hold the babies in their arms -- a task which residents accept with much confidence!

- Helen McDonald-Bohan, Recreation Therapist,  
George Boyack



*Resident Laura Maynard joins Mom and tot in a good picture book while Mary Kipta(background) looks after baby.*

## Au revoir Debbie Lee!

In search of new challenges, Debbie Lee, Program Leader, Client Services, is leaving Carewest at the end of February. Debbie started at Fanning Centre in January 1991 as Director of Care Services - Special Programs. In July, 1995, she began her new role as Program Leader for the third floor of Fanning and was actively involved in the planning for and implementation of the third floor renovations with fine results. Debbie is extremely well respected by her staff, residents, families and her colleagues and will be greatly missed. She not only has strong clinical and management knowledge and skills, but also has tremendous ability to coach and facilitate decision making. She is a strong advocate for residents and staff alike. Upon leaving Carewest, Debbie's immediate plans are to tour southern USA for three months.

- Joan Gilmour, Site Leader, Dr. Vernon Fanning Centre



## Leadership Training at Carewest

Carewest recently started a training partnership with the University of Calgary to provide educational training and development opportunities for all Leaders at Carewest!

Curriculum for the training sessions has been designed based on the feedback of team surveys, 360 feedback and the approved competencies, knowledge and skills from the position profiles.

Right now, we are reviewing with the University the length of the sessions and when the sessions will be offered (keeping in mind that flexibility, sustainability and ongoing evaluation

are cornerstones to the success of this training).

We are looking to start the sessions this spring at the University. Some of the information covered will include: Leading People in Teams - Planning and Follow-through - Communication - When to Use Teams - Team Dynamics and the Importance of Buy-in, Coaching, and Delegation ... just to name a few!

This is a tremendous opportunity for both Leaders and staff as the information provided to the Leaders will support staff in their current roles and

future Carewest positions. Carewest recognizes the challenges that people are faced with in their positions and is committed to providing staff with the support and knowledge required to do their work effectively.

Upon successful completion of the training, individuals will receive a Certificate of Accomplishment from the University.

Further information will be coming as we get closer to finalizing delivery dates!

- Joan Magnussen, Advisor,  
Human Resources



# **SUPPORTIVE PATHWAYS**

## **— New name for Dementia Care Program**

The members of our Dementia Care Committee have come up with a new name for the Dementia Care Program — Supportive Pathways. The tag line, *excellence and leadership in dementia care* will also be part of the name in brochures, handbooks and advertising.

A tailor-made program for people with Alzheimer disease and other dementias is an important priority for Carewest. This new program includes special staff education and awareness, creating surroundings that are supportive and meaningful for residents (for example, furniture

layout, paintings on the walls and noise levels).

The name *Supportive Pathways* was chosen for several reasons. The word *Supportive* is important because people with a true dementia do not recover and need ongoing support. Through the program, staff members and volunteers support a person's remaining strengths in all aspects of life — physical, mental, social, and spiritual. This is in keeping with the Carewest Mission which says, "We are committed to the needs of the whole person....we take pride in

making a difference in the quality of their lives." The need for support also includes families, friends, and loved ones.

*Pathways* was chosen because each person's journey through Alzheimer disease and other dementias is different — a unique experience. Pathways also represents the need for a variety of services from respite and day support to continuing care. There is no direct route from point A to B, but rather a pathway which changes along the course.

Please watch for more details about the *Supportive Pathways* Program.

## **ELVIS WAS IN THE BUILDING!**

Could it be that George Boyack is smack dab in the middle of the Las Vegas Strip? Well, on January 29th, it certainly appeared that way. Our Casino Night, complete with Blackjack, Wheels of Fortune, Bingo and of course all the funny money you could carry, was a huge hit. Residents were given \$20,000 and

let loose on a variety of games. Whoever had the most money at the end of the night was the Grand prize winner and presented with a gift donated by the Kozy Korner Giftshop. This honour went to Doris Laing from the third floor. Adding to the casino atmosphere was a visit from the King himself! Elvis played

to an enthusiastic crowd, charming the women with love songs, dance tunes and of course, his famous wiggle! Special thanks go out to all the volunteers, staff and family that helped out and to Cheryl Voszler Borden from whom this event idea was taken.

- Shelley Murdoch, Activity Convenor  
Carewest George Boyack



## **Announcing! ...**

It is my pleasure to announce Cyndee Blake has accepted the position of Education Coordinator at Glenmore Park. Cyndee commenced her position on January 26th.

Cyndee currently works part-time on 1 West at Glenmore Park and part-time with the University of Calgary teaching first year nursing students. Cyndee will be part-time in the educator role until the end of April and will then commence full time responsibilities.

Please join me in welcoming Cyndee to her new role.

- Brenda Huband, Site Leader, Carewest Glenmore Park

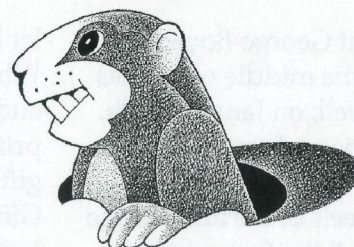


"I would like to send a BOUQUET to Michelle Faber who is taking another giant step in her life and is now engaged to Mr. Patrick Wapple. The big event is to take place 23rd of February 1998 in the sunny land of St. Thomas. All the best of luck in the future. Your friend, Liz"



Another baby fix! Alice Decaire appears happy with the company of young Mr. Rutledge.

From Liz Sherman, Scheduling, to Michelle Faber, Scheduling, Admin Centre.



Balzac Billy poked his head out and didn't see his shadow - let's hope he's right and Spring is just around the corner!



Okay -- now, where is this? We will only accept the first 10 phone calls to Debbie Hayman at 267-2992, after Monday, Feb. 9th noon (so every site has a chance to receive their copies).

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.