

# ....Carewrite....Carewrite....Carewrite....

## The fun never stops ...

Residents at Carewest Sarcee rang in the New Year with all the right stuff. There were hats, horns, noisemakers, munchies and cold champagne. The music was provided by Ron and Sylvia Paxton of Blue Country Rose.

We danced and sang and had an early countdown. That's got to be the first time I've seen wheelchairs line dancing. Great fun!



- Philip Costain, Activity Convenor

Some of the 'party animals' at Carewest Sarcee's New Year's Eve bash. For more pictures, see page 8.

## Health and Safety Audit Completed – Doing well in some areas and room to improve in others

The results of Carewest's second annual audit are in and Carewest overall has done well, reports Blair Phillips, Service Leader Human Resources. "We're moving ahead with our effort to create a safe work environment and I'm extremely pleased with the progress we're making." The Health and Safety Audit also shows an improvement in facility inspections, WHMIS and hazard identification. "As a result of our work to date, Carewest has seen an eleven per cent decrease in our 1998 WCB rate compared to the five per cent industry average decrease. This is excellent news." Two areas identified by the audit for improvement include employee education, emergency response and program implementation. "During the next year, we'll be concentrating our efforts in these areas," he noted.

"I'd like to express my sincere thanks to the members of the PIR (Partners in Injury Reduction) Health and Safety Committee, who've worked extremely hard on the audit," he said. Hats off to Donna Czank, Team Leader RN Glenmore Park 2E; Donna Michael, Education Coordinator, Cross Bow and Fanning; Eileen Watkins, Wellness Coordinator, Fanning; Barb Sheppard, Human Resources; Linda Keim, Nursing Attendant, Boyack 4th floor; Bev Rosia, Education Coordinator, Sarcee; Bill Moss, Team Leader, PPS, Sarcee; Margaret Brausse, Team Leader Food Services, Glenmore Park and Teresa Andries, Houskeeping, Fanning.

- Blair Phillips, Service Leader, Human Resources

January 23, 1998

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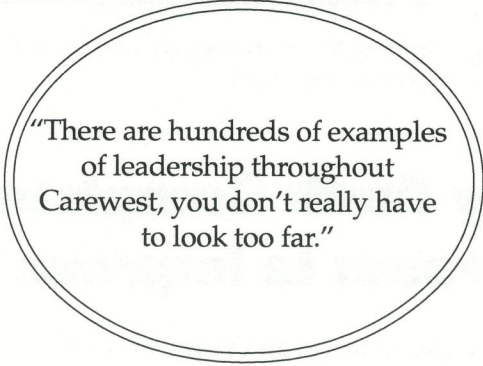


# SOME THOUGHTS FROM MIKE'S CORNER.....

**E**xcellence and Leadership In Continuing Care; words you'll see on our outdoor signs, on employment advertisements, on the front of this newsletter and on new stationary and handbooks. As time goes on, whenever you see the word Carewest, you'll see *excellence and leadership* riding underneath.

So what does excellence and leadership really mean? Hopefully more than nice words. Leadership is not a position but a disposition (attitude). To be successful, Carewest needs to rely on the leadership of all staff. Thankfully, there are many examples of this effort throughout Carewest. Let me tell you a little bit about what I see as leadership at Carewest. A few months ago, I heard about a program at Glenmore Park encouraging residents to drink plenty of water. It isn't a complicated program requiring lots of funding, manpower and planning. It's a common sense approach born from the innovative spirit and concern of several staff members. It's a given that like all of us, residents are healthier if they drink water. As a result, a water station is being evaluated at Glenmore Park and depending on its success, other stations will be set up throughout the site. Staff will be encouraging residents to drink or sip whenever they can. The fact that Carewest staff saw an opportunity and responded is leadership.

At our last Management Partners Meeting, members of the Employee Recognition Charter presented their ideas for recognizing employees. The committee includes staff members from many areas and sites. It was obvious they had done a lot of work researching employee recognition, talking to Carewest staff and putting together a well thought out program. Saying thank you for exceptional performance is extremely important in any organization. The fact that staff members have taken time out of their busy



"There are hundreds of examples of leadership throughout Carewest, you don't really have to look too far."

schedules and are at the helm of our recognition program is another example of leadership.

Leadership is responding to the community and finding new ways of caring for people with chronic illnesses and disabilities. The Alzheimer House, Royal Park and Shared Living readily come to mind. It's publishing, presenting at conferences and sharing our findings with others in continuing care.

On April 24, our Continence Management Committee will be presenting the first Continence Management Conference in Calgary. This is leadership.

Leadership also refers to the top notch wood working program at Fanning and the community gardens at Boyack. It's our specialized programs for frail elderly and people with Alzheimer disease and other dementias and our first class Day Hospitals. Leadership is also the exhaustive planning behind the Cross Bow closure and the patience and understanding of those affected. It's the inventive ways Sarcee staff find to bring residents and their families together for social occasions and the patience of residents and staff members while major renovations are underway.

Perhaps most importantly, leadership is being the very best we can be in our everyday business — caring for those in our sites and services. And most often, leadership is without fan fare — quiet and anonymous, like the staff member who brought in clothes for a resident in need and the hundreds of volunteers who give selflessly everyday. There are hundreds of examples of leadership throughout Carewest, you don't really have to look too far. It is this type of excellence and leadership we can all be proud of and that will ensure Carewest is a provider of choice.

- Mike Conroy

*"We make a living by what we get. We make a life by what we give."*



# Bouquets



For 2 South Glenmore Park

I want to take this opportunity to thank you all for the kindness and affection you have shown to my mother for the past year and a half. I would like to mention all of your names here, but I won't, because if I missed anyone, I'd feel bad. I felt confident about her care here, and my life was made so much easier knowing she was well looked after.

I would particularly like to thank you for taking more sensitive care during the last few days, knowing that she was changing, and she needed more time in bed.

The night she died, she seemed like an angel to me. Her bed was so clean, her skin warm and moist, and she even smelled sweet, and I thank you for taking such tender care of her.

I'll miss you all. It was a real social outing for me to come over there on a weekend, and during the evenings.

Love Judy

For 2East Fanning Centre

I am writing this letter on behalf of myself and the family of Ellen Chadderton to thank the Fanning Center staff on 2East. These people are giving my mother excellent care. My mother became a Fanning Center resident in September, 1997. I perceive my mother is a high functioning person relative to the other resident and she is able to communicate her feelings. She has spoken highly of the staff member on 2East.

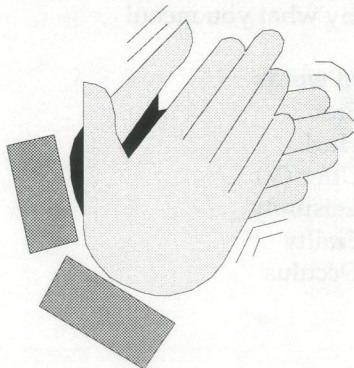
In my view, the staff have gone out of their way to help my mother with a very difficult transition to living in the Fanning Center. The staff are always prompt to inform us of my mom's needs, both physical and emotional.

A special thanks should go to Joyce Patterson. Joyce has taken my mother 'under her wing' and in my view has gone the "extra mile" to ensure my mother adapts to her new surroundings and feels welcome at the Fanning Center. I have observed Joyce, as well as the other care givers on 2East, to be honest, empathetic, tolerant and conscientious about the care that is given to the residents. They are a special kind of people.

Many thanks to a staff that cares.

Sincerely,  
Sandy Bullough

# Kudos



A big Thank You goes out to Irene Muncy, companion at Boyack, for all her hard work and special attention given to one of our residents, Gladys Cunningham. She searches out activities that Gladys enjoys to make the most of their time together. Gladys has recently taken up ceramics and with the help of Irene, made herself a Christmas tree over the holidays. I applaud your initiative!!

- Shelley Murdoch, Activity Convenor, Boyack

## Upcoming Events

January 28th - Chinese New Year at Carewest Cross Bow

January 29th - Casino Night at Carewest George Boyack



## **Staff Profile**

### **Tish Yates: – A compassionate, caring member of the Carewest Team**

Tish came to Carewest in November, 1979 to 2East at the Fanning Centre. Those of you who have been around that long knew her as Tish Vorstenbosch. From 2East she moved to the Occupational Therapy Department at Fanning to work in the woodwork shop. She also spent a short time in the Fanning Day Hospital, known as the Psychiatric Day Hospital before moving to George Boyack.

Like so many others, Tish came to Calgary from Ontario. She grew up on a dairy farm and spent her childhood building forts with her brothers, swimming and climbing trees. Her first job after school was as an RNA in a convent looking after the retired nuns.

Her fondest memories are working as receptionist at George Boyack on the second floor. Here she learned the meaning of team work and has the fondest memories of residents. She says her most favorite residents are those suffering from Alzheimer disease. She explained in great detail that if you look at them, watch and listen, you can see what they are trying to tell you. Even though she had work to do, she was always surrounded by residents. Whenever possible they helped her — folding paper, stuffing envelopes and any other task to feel important.

In August, 1996, Tish returned to the Beaver Workshop. I think she has one of the most fun jobs at Carewest. She uses her knowledge of carpentry, tools and different disabilities, puts them altogether and matches the therapeutic and social needs of each resident to a project he or she can work on. Every resident in the shop does a project from beginning to end, some with varying degrees of guidance and some with none. Somewhere, she finds time to make aids and adaptations for residents. The shop is designed for residents to work on the machines if they are able. Every Friday afternoon, tea and coffee and cookies are served to all residents who participate in the shop programs. At last count eighty-seven residents each week pass through the doors of the shop including fifteen volunteers and two staff. She extends an invitation to anyone to come to the shop and look around.

Don, a volunteer, met Tish at George Boyack. When she returned to the Workshop at Fanning, it only took one of her infectious smiles and he became a regular volunteer. He marvels at her consideration for each resident in her care. It doesn't matter who it is or what their disability, she is always on an even keel. "Her smile and caring ways are contagious and rub off on all those around her, she certainly has a gift," he says.

*For more on Tish, please turn to page 6.*



### **Plain Word . . .**

As a fun feature in Carewrite, we are introducing the word game: 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. Fret
2. Hurl
3. Utter (V)
4. Leisurely
5. Frailty
6. Oculus



## Programs in Profile



## BEAVER WOOD WORKSHOP (W.W.S.) AT FANNING A YEAR AT A GLANCE

1997, has been very prosperous for residents and staff who participate in the Beaver W.W.S. program.

The Shop was able to expand to meet the needs of eighty-seven residents each month. Four groups now take part in the program, one group from George Boyack's 2nd and 3rd floors and one group from 4th floor, Young Adult Day Support, Young Physically Disabled Program, and other Fanning residents. We have reorganized the shop space to accommodate more residents, as well as a new sliding compound mitre saw, a sanding centre, and a new scroll saw. The machines offer a wide variety of therapy to residents and hours of pleasure for staff and volunteers.

1997, brought new adventures to the W.W.S. For the first time in the shop's history, W.W.S participants went on a bus trip. Thanks to a donation of eleven tickets from Rick Craig, Manager of ProTool City (North), we were able to attend the Tool Show at the Round Up Centre. It was the highlight of the year for all. At the show, we received a donation from ProTool City of various items that were of great benefit and value to the Shop.

While on the topic of donations, we would like to thank Peter Hauserman of Cambium Woodworking Ltd., for the large donation of

hardwood. Because hardwood is very expensive, this donation has made it possible for us to offer a wide variety of different woodworking projects. You 'Young Guns' move over. Bear Cat Murray visited our shop! Bear Cat honoured us with a visit to the shop and sat with the residents for a photo shoot. He wrote his signature on our Calgary Flames flag before leaving. We're always looking for more volunteers so we too did some promoting. Bear Cat thought when the time came however, he'd participate as a client rather than a volunteer.

Another very exciting addition to W.W.S. is our new Program Leader, Miriam Winstanley. Miriam is a very supportive and positive influence on the shop. She has made many things possible. A very special thanks to a very special lady.

1997, was also the year for volunteers. Without the dedication and support of our volunteers, we would be unable to meet the needs of all the residents who attend the Shop. Many have participated in the program for years, others for a short period of time, while others have just come on board. Volunteers may directly help residents, or help with group project preparation. A special thanks to our volunteers who attend in all types of weather and for many hours at a time. In keeping with the shop's reputation, we ended the year with a party. Residents, family members, volunteers, staff and friends gathered to celebrate the holiday season and all the exciting changes to the W.W.S. Thank you to everyone who helped make our program a success in '97. We hope that '98 will bring more residents, families, volunteers, staff and visitors. We look forward to seeing you in the Beaver Woodwork Shop.





# CHANGES TO RESIDENT PERSONAL LAUNDRY SERVICES

The Calgary Regional Health Authority recently made the decision to no longer provide laundry services. As a result, our laundry (linens, towels etc.) will be cleaned by Custom Linen Services. After a thorough review, Carewest has also decided to have one source — Custom Linen Services — provide all of our laundry services including the residents' personal laundry. This will happen effective April 1998.

"We made this decision because it's more efficient to have all of our laundry coordinated and cleaned by one provider," explained Mike Conroy, Executive Leader. "I want

to emphasize that this is not an issue of quality of work, but the need to have our laundry services managed by those who have the experience and expertise in this specialized area." A total of twelve employees (five casual and 7 regular) will be affected by the changeover.

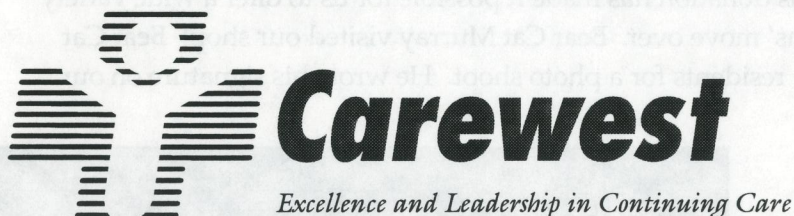
"We will be working closely with our laundry employees to support them through this change," he notes. "Some of the options we're looking at include potential employment with Custom Linen Services, other employment within Carewest, retirement possibilities, and support to find jobs outside of Carewest."

Human Resources have been meet-

ing with the laundry staff to explain the changes and to assist them make decisions about their future, he said.

"Our objective is to be as fair and supportive as possible while assisting our employees make this transition. We'll be carrying out an innovative plan that recognizes the needs of our staff with as much opportunity and flexibility as possible."

For more information, please call Ali Damji, Human Resources Advisor at 267-2934



## WHAT'S IN A NAME? .....LOTS.

A few years ago, we changed our name from Calgary Hospital District Number 7 to Carewest.

Our new name fits with our philosophy; a move away from the medical way of thinking to a more residential, homelike way of giving care. The words 'auxiliary hospital' and 'nursing home' therefore, are no longer part of our names. Dr. Vernon Extended Care Centre and Sarcee Auxiliary Hospital are a thing of the past. The correct names are Carewest Dr. Vernon Fanning Centre, Carewest Sarcee, Carewest George Boyack, Carewest Cross Bow and Carewest Glenmore Park. While the major outdoor signs have changed, some of the old names are still on our buildings, but they will be coming down within the next few days.



### Tish Yates, continued...

I introduced Tish to Folk Art last year and she has quickly become a fanatic. At every class, we discuss whether or not a project could be done by the residents.

Tish is a very caring person. I've learned this talking to her and watching her with residents. Every resident is treated with the greatest respect. She looks beyond the disability to the essence of the

person. She makes them feel they are worthwhile, capable, and have something to offer. She says the most important thing you can give a resident or anyone else is your time.

Her goal is to get a program for residents with Alzheimer disease, and I know she can do it.

Tish gets terribly excited about everything she does. At home she shares her life with her husband Bob and her dog, Meggy. In her spare

time, she crochets, gardens, makes wine and paints and paints and paints. Every Saturday at 10 a.m. you will find her in front of the TV watching *Bob's Router World*. She is now looking forward to February and her trip to Las Vegas. Not for the gambling but for the Folk Art Convention where she can shop 'til she drops and find all kinds of new projects for her residents.

- Cheryl Kinsella, Finance, Admin Centre



## And still more Christmas...



Gwen Bolton and family members

From Carewest Glenmore Park

A family from 2 South hosted a Christmas luncheon at their home for their friends at Glenmore. It was a celebration of togetherness and warmth. A special thank you to Gwen Bolton's family.

-Vicki Davis

Carewest Glenmore Park's individual units hosted a number of Christmas affairs to celebrate family and friendship. These galas ranged from semiformal dessert parties to pot luck hors d'oeuvres parties. 2South hosted a pot luck wine and cheese party with a dance. Lil Wilson and the Entertainers along with the festive decor helped create a roaring good time. This gave residents and family members of 2South a chance to kick up their heels.

Mountain View West, Glenview East and Glenview West had two separate Galas featuring the exceptional harmony of Sincerely Years. The Palliative and Progressive Units - Sunview East - enjoyed Sylvia Paxton at their Desserts and Dainties Party. Thanks to the combined efforts of the Care Team and the family members, every party was an enormous success!

- Kathleen Kenzie, Activity Convenor



Dot Vesey and daughter, Pat



Grace Woodrow and son, Robert

## Wellness Facts . . .

### 10 snacks for prime-time munching

Go ahead and splurge - you won't wreck your diet!

Max 250 calories, and 10 grams of fat.

1. 68 buttery tasting *Sunshine Krispy Soup & Oyster Crackers*
2. 2 whole cups of *Quaker Crunchy Corn Bran Cereal*
3. 65 *Baked Rold Gold Pretzel Stick* topped with 2 Tbsp *Hershey's Chocolate Shoppe Fat-Free Hot Fudge Topping*
4. Subway restaurant's *Veggie Delite 6 inch Sub*
5. 30 of *Orville Redenbacher's Peanut Caramel Crunch low-fat popcorn mini-cakes*
6. 2 whole cups of *Ritz Air Crisps*
7. 2 whole bags (snack size) of *Baked Lays potato chips*
8. A big, lush baked apple, complete with brown sugar, granola and caramel sauce.
9. 30 baby cut carrots, with half a cup of dip made with light sour cream
10. 40 *Bite Size Baked Tostitos*, plus salsa.

Taken from *Prevention*, January, 1998

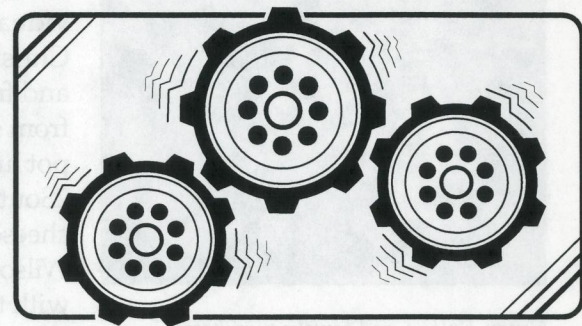
### The Plain Words

1. Worry
2. Throw
3. Say
4. Slowly
5. Weakness
6. Eye





## **INFORMATION MANAGEMENT SYSTEM (IMS) PROJECT INTO HIGH GEAR**



At Carewest, our care and business teams need to get information quickly so that resident services can be coordinated and communicated in the best way. Right now, this is difficult because we collect a lot of data by hand and copy it to a number of places (care plans, patient records, schedules, calendars and lists). We also have a lot of individual databases and spreadsheets that are difficult or impossible to be linked together. Unfortunately, this means we are duplicating data. How very frustrating!

Although computers are not the best solution for all information problems, they are very useful when there is a need to store, retrieve, distribute, compile or process lots of data in different ways.

What if we had a system that helped us:

- Spend more time on care by reducing paperwork?

- Automate care plans (and revisions to the careplan) and create current computer-generated hard copies for each chart?
- Collect clinical information in a more consistent way?
- Schedule and coordinate resident activities and appointments on-line?
- Gather useful information quickly to improve communication and decision-making in the clinical and business areas?

What if I said all the above could actually happen and the Information Management System (IMS) project will help us get there?

The IMS project is a partnership between Carewest and EventWerx Software Inc. The new system will help us to be more efficient and reduce the paperwork that's part of care delivery.

These are the key stages for the project:

First, the Information Technology Services team will set up the hard-

ware and software to create a data repository.

Then, teams from the care and business areas will work closely with EventWerx to look at current reports and information needs to decide:

- What data (appointments, clinical details, lists) is required for the new computer application;
- How the information should be presented on the computer screens for staff to use;
- What the final reports should look like.

These teams will also provide feedback on the computer applications before the final software is put together.

We have finalized the contract with EventWerx and the project is into high gear. I will keep you updated as we proceed.

The above is a brief overview of the IMS project. Feel free to call me at 267-2919 if you have any questions or suggestions.

-Charlene McBrien-Morrison  
Leader Information Management



For the Health of It . . .



AN OUNCE OF PREVENTION

# The Tobacco Tummy



*Are you looking for one more reason to kick the smoking habit for good? Read on ...*

**1 The big-bellied smoker** You've heard of a beer belly, but how about a tobacco tummy? A study at the San Diego School of Medicine found that the more cigarettes a person smokes, the greater the tendency to develop a pot belly. A 1989 study by the U.S. Institute on Aging also found that smoking appears to result in more fat in the abdomen. Since fat in the abdomen is linked to a higher risk of heart disease, people who smoke to control their weight are making a doubly bad bargain.

**2 It's never too late** According to recent research, much of the tobacco-related risk of heart disease disappears within a few years, even in long-time smokers who already have signs of heart disease. In the U.S. Coronary Artery Surgery Study, 807 long-time male and female smokers over age 54 quit smoking and stayed smokefree for six years. They had fewer heart attacks and substantially lower death rates than those who

continued to smoke. So, if you are a middle-aged or older smoker you can expect almost immediate benefits to your heart if you quit smoking now.

**3 There is no such thing as failure** According to experts, there is no such thing as failure when you quit smoking. You may need to stop four or five times before you kick the habit for good. "Quitting smoking is a process," says Lyn Taylor of Health and Welfare Canada's Tobacco Programs Unit. "Every time you try you will increase your motivation and quitting skills. Eventually you will find the method that works best for you."

**4 Save the kids** For every 100,000 15-year-olds who smoke (half boys and half girls), tobacco will kill at least 18,000 of them. This is almost 8 times more deaths than are caused by car accidents, suicide, murder, AIDS and drug abuse combined.

The tobacco industry is the only winner. The Canadian Council on Smoking and Health estimates that illegal tobacco sales to minors represent over \$260 million of total annual cigarette sales in Canada.



PARTICIPACTION



**CRHA Regional Social Steering Committee proudly presents:**

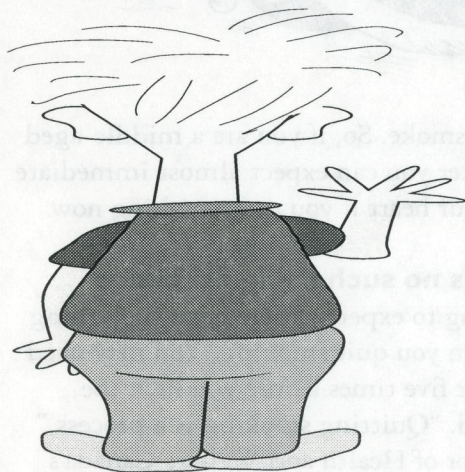
St. Paddy's Ski Weekend in Beautiful Kimberly, B.C.  
March 13, 14, 15  
Hosted by the Alberta Children's Hospital Social Club

The frolicking begins on Friday, March 13th with a St. Paddy's Day TGIF from 4 to 6 p.m. in the Gordon Townsend Gymnasium and continues for the 5-hour bus ride to Kimberly. Bus departs ACH @ 6:30 p.m.

Packages include:

- return Motorcoach transportation to Kimberly, B.C.
- two nights accommodation on the hill
- two days of skiing (lift tickets included)
- free shuttle bus for trips into Kimberly

For more details contact Brian Chittick at 541-2900 or Leslie Lundale at 229-7666.



**FAREWELL AND BEST WISHES TO LYNN WHITTEN**

Best wishes and fond farewell to Lynn Whitten, Palliative Care Staff Nurse. Lynn is leaving Carewest to become Resident Manager of Agape Manor Hospice. She joined Carewest on October 9, 1989 as part of the Palliative Care team. Since 1990, Lynn has cared for residents, families and staff at Fanning, Boyack and Crossbow. During her time with our organization, "we've seen her get married to husband Doug, take her Master's degree in Science Administration, have two little girls, Jenna and Mary and venture forth in palliative care with Agape Manor Hospice," says colleague and friend, Sandy McMeekin. A farewell get together will be held on Friday, January 23, 1998, at Fanning. All the best Lynn!

**And now ... the winners!**

WELL!! We had so many correct responses to the "Can you guess where this is?" picture, that we'll have to do this again in the near future. Look for something similar on the last page of Carewrite soon!

The winners of last issue's contest: Pam Maitre, Randy Dicks, Cindy Roberts, Marg Rawlings, Liz Sherman, Michelle Faber, Rick Plettl, Cathy Keelaghan, Catherine Cross, Wendy Farrance, Shelley Cheshire, Monica Bernhard, Christine Sinclair, Denise Pacentrilli, Sharon Duval, Sylvia Sherman, Cheryl Voszler-Borden, Carol Summerville. Hope you're enjoying your prizes!

Winners received a Carewest lunchbag, sewing kit, and mug for correctly identifying cars trying to get up the hill at Carewest Glenmore Park.

*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.*