

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

Volunteers brighten the season

On December 4, 1998, a reception was held at Carewest Royal Park to honour the volunteers from Carewest Sarcee and Royal Park. The Gala evening provided the opportunity to express our appreciation for the hard work and support of the Volunteer Association.

The champagne reception featured a unique chocolate fountain and a beautiful ice sculpture by Peter Siegenthaler depicting the theme for the evening, "Volunteers Brighten the Season". Mike Conroy also attended and talked about "taking time to reflect and recognize all contributions volunteers make to Carewest."

"Their role is increasing in importance as we diversify services and programs." The evening provided an opportunity to express our gratitude for the selfless dedication by an exceptional group of people.



- Marion Elliott, Activity Convenor, Carewest Sarcee

A Special Year to Celebrate

The United Nations General Assembly declared 1999 the International Year of Older Persons (IYOP). Our national theme for the Year is "Canada, a society for all ages." Canadian seniors contribute to the life of our communities in thousands of ways and this Year offers an opportunity to recognize seniors' achievements and contributions. The City of Calgary is interested in any special events being planned at Carewest centers, so please let us (Communications) know of your plans, and we'll publicize them.

Canada, a society for all ages



International Year of Older Persons 1999

STAFF EFFORTS LEAD TO WCB REFUND

Continued attention and effort toward a safe working environment have resulted in a refund from WCB based on our 1998 safety record, explains Blair Phillips, Service Leader Human Resources. The improved results, he says, are strictly due to the efforts of staff in preventing accidents and maintaining a safe work environment. Following discussions with each site, the additional funds will be used for electric beds and electric lifts.

A safer work environment includes using proper transfers, transfer belts and body mechanics. Following each resident's care plan (which explains the most suitable way to transfer) is one of the important ways to keep the work place safe, says Carewest's Wellness Coordinator Eileen Watkins. Blair notes that both Eileen and Christine Clements of Human Resources deserve high marks for their work in wellness and safety. Their efforts help to give an overall focus to Carewest's Prevention and Injury Reduction Program (PIR) which includes accident investigation and hazard awareness and identification.

Carewrite January 25, 1999

SOME THOUGHTS FROM MIKE'S CORNER....

There are many things about Carewest for which we can all be proud. Although we face challenges in health care, like our continuing care colleagues throughout Alberta, we continue to offer a high standard of care and excellent programs and services. In fact, results from our 1998 surveys show that 95 per cent of residents and families are pleased with the care and services they receive. (I'll have more details on the surveys by the end of February, once we've put all the information together).

The fact that we have staff members from a variety of countries and cultural backgrounds makes Carewest even stronger and more able to represent the broad community we serve. As an organization, we welcome people from different countries and other cultures. The Human Rights Commission has produced an eye catching poster that says "We are Alberta. Our diversity is our strength." The same could be said for Carewest. Diversity is all the ways we are different from each other.

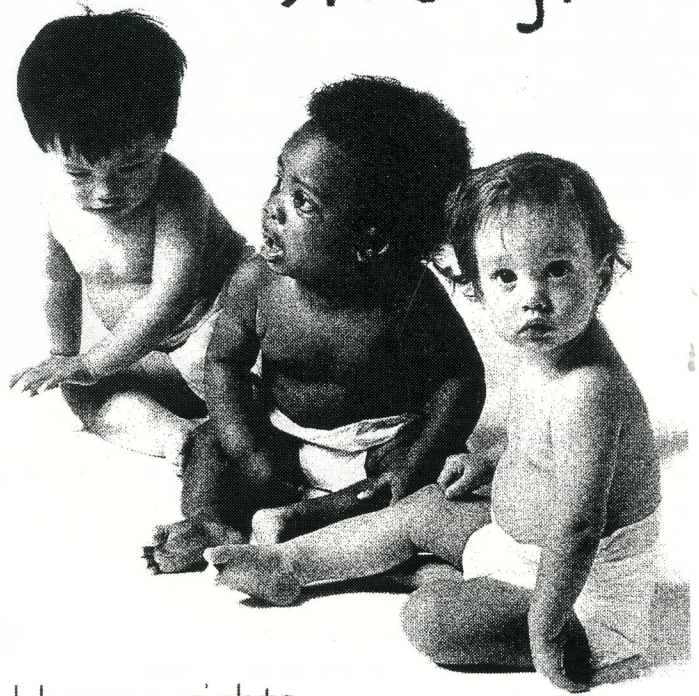
In Alberta we have an Act called the Human Rights, Citizenship and Multiculturalism Act that protects Albertans from discrimination. This includes discrimination on the grounds of race or colour, gender, religion, ancestry, where you were born, age (except in tenancy and services) and physical disability.

This Act applies to us all. In your daily activities please be mindful of the sensitivities of others — and remember, a key role of Carewest is to serve those who are vulnerable to discrimination. This includes people with disabilities and the elderly. Carewest should be a model for tolerance and at the same time clearly demonstrate the value of diversity.

I encourage all of you to take some extra time to learn about people who come from other countries, cultural backgrounds and those of different ages and abilities. We're truly fortunate to have such a diversity within our own organization. This type of learning makes us both better people and a better and more understanding organization. This will also enable us to advocate for those vulnerable to discrimination both within and outside the workplace.

- Mike Conroy, Executive Leader

We are Alberta
Our diversity
is our strength



Human rights
are for all of us.

Resident Profile:

Marcia Taylor: Travel along in her stories and song

Talking with 94-year-old Marcia Taylor, a resident on Carewest Glenmore's 1 West, is the closest I'll ever come to talking to royalty. It's such a privilege to listen to her stories—stories of another life and time that come alive with the telling.

Just imagine, you're a young English woman working for someone who taught the Queen Mother to dance—years before she even became the Queen Mother. And imagine it's 1939, the beginning of the war, and you're travelling around England as the piano accompanist for this private dance teacher. Marcia paints vivid pictures for me. I can see the antics that the young lads in the boys' boarding schools get up to, joking and carrying on because they have to dance with each other. It's always fun. And I'm there, listening to Marcia play while the Duke and Duchess of Kent's children—Princess Alexandra and Prince Edward—learn to dance. Then we head to a 300-year-old royal estate for a party—green garlands hang from the ceilings, gentlemen gather about in their formal red jackets, and the mood is festive.

In 1959, after 21 years of such experiences, Marcia left her job and her country behind. She and her husband moved to Calgary, to be near their only daughter. After being here barely a week, she started working as an accompanist again, and continued until her eyesight became too poor to read her music. Marcia sees only shapes and shadows now, and although she still plays from memory, not being able to read her beloved music grieves her.

Listening to music is difficult too, because her hearing is also poor. Marcia feels frustrated with the limits this imposes, but is grateful for the CNIB's help. They gave her a specially adapted tape machine and earphones, and provide access to their free mail-order lending library of talking book tapes. "It's a very wonderful system," she says, happy that she can listen to books by favourite authors, including Dick Francis, Jon Cleary and Evelyn Anthony. The Calgary Central Library stocks talking book tapes too, and a volunteer brings a selection every month. Her daughter also brings some of them along when she comes to visit.

Most Saturday mornings, Marcia plays the piano at Glenmore and people stop to listen. "I'm lucky I have a good memory," she says, "because it lets me take people around the world with the music ... we can learn Scottish songs, or we can go to Ireland, or Wales, England or Africa ..."

So why not stop by some Saturday and let Marcia take you travelling—through both her music and her fascinating stories. You'll love the trip.

—Theresa Smith, Communications



Christmas at Carewest Glenmore Park

Christmas with Elvis was the main gala event for the Supportive Pathways program. Elvis 'sang and swang' his way into everyone's heart. Elvis will always be alive at Carewest Glenmore Park.

'Elvis' gets up close and personal with Dot Vessey.

KUDOS

Congratulations Coach!
Bob McLaughlin (Pharmacy)
coached his daughter and her
teammates to the Alberta Junior
Ladies Curling Provincial Champi-
onship.
Look out Canada...Good luck in
Kelowna in February!

- Alison Mitchell, Day Hospital South

To the 2 East staff at Carewest
Glenmore Park, from the family of
the late Hazel Peterson.

I would like to pass on a special
thank you to the nursing staff who
provided excellent care for my
mother for almost a year, and the
special attention she received at the
end. We were all impressed by your
facility and found her last days as
comforting as they could have been,
under the circumstances.

- Sandra Hart, on behalf of the Hart
family

On January 20, all United Way
Committee Organizers were invited
to a Volunteer Appreciation recep-
tion at Carewest Glenmore Park.
Thank you to each and every one of
you. Your help with the campaign
is so much appreciated among our
community members who rely on
United Way programs from time to
time.

- Gail Annable, United Way Committee
Chairperson

A big thank you is extended to all
the staff on Mountainview West (1
West) at Carewest Glenmore Park
for all the extra work required
during our last outbreak. Their
hard work and good humour is
greatly appreciated.

- Eve Strain, Team Leader, 1 West

To everyone on the second floor at
Carewest Cross Bow.

I miss you all very much and look
forward to seeing you again soon.

- Diane Moench, Carewest Royal Park



To the hairdressing staff at
Carewest George Boyack, 4th floor.
My thanks for all your friendliness
and hard work. You are so wonder-
ful with all of us, and I truly appre-
ciate having you here.

- Mrs. Porter, 4th floor, Carewest George
Boyack

At Carewest Dr. Vernon Fanning
Centre, many residents are using a
fibrecraft frame called the Freehand
system, originally designed for
stroke patients who only have the
use of one hand. It is made of
hardwood, attaches to almost any
table or tray, and can be adapted for
use in weaving, all kinds of canvas
work, embroidery, and even paint-
ing and drawing.

We were very fortunate this fall to
receive two separate donations of

Freehand equipment (some com-
plete systems and some spare
parts). The Alberta Handicraft
Guild and The Village Square
Leisure Centre contacted us be-
cause of an article in the Calgary
Herald highlighting Fanning
residents using this system, and
word of mouth by a former Recrea-
tion Therapist.

Over the years, our own Wood-
work Shop staff (*there's those busy
beavers again*) have been very help-

ful in constructing frames for
individual resident projects so that
the same Freehand system can be
shared by many different residents.
They have also repaired many
broken parts as this system is no
longer in production. Our thanks
to them and to Jean Gray and Shon
Schlosser for their generous dona-
tions.

- Patty Rhodes-Brink,
Recreation Therapist, 1 East and 1 West

News from the Employee Recognition Council

The lucky recipients of the Employee Recognition Thank You draw for December 1998 are:

Michelle Wapple - Administration
Margaret Bates - Cross Bow
Elsie Shackleton - Fanning
Debbie Bosch - Boyack
Therese Machala - Glenmore
Audrey Williams-Duncan - Sarcee

Congratulations and keep those thank-you cards coming. There were loads of thank you's done in December, some written on Christmas Day! They are wonderful to read !

The Employee Recognition Council

The Latest News On InfoCARE

The Clinical Resources Working Group is still busy gathering information as part of the InfoCARE project. They completed lots of research into the Activities of Daily Living (ADL), Continuing Care Levels (CCL), and Behaviours of Daily Living (BDL) during the last six months. Research into External Demand Levels (EDL) continues and information will be included into InfoCARE later on.

Just to give you an idea of the hard work to date — a staggering 320 Carewest-wide interventions (from toileting to hygiene to behaviors) were put together. In addition the group has started to review assessments, reports and lists commonly used on each care unit.

Many, many thanks to the Clinical Working Committee for its relentless quest to develop a computerized system that will be useful and easy to use for care teams. They've gone to a lot of work.

The non-clinical working groups (Human Resources, Finance and Health Information) have been reviewing all the reports and tables they generate through the Symmetry system. This will help us to produce better reports. With the creation of a data warehouse, we'll be able to store information from both the Symmetry and InfoCARE systems and any other new systems we use in the future.

By being well organized and making the best use of computer technology, we'll be able to improve both care and services. Thanks again to everyone for such hard work and dedication!

- Charlene McBrien-Morrison, Leader, Information Management

'The Future of Healthy Aging in Alberta'

Public Forum

Saturday, February 6, 1999

9 a.m. to 12 p.m.

Varsity Community Association (Vista Room)

4304 Varsity Drive N.W., Calgary



Calgary Regional Health Authority

One in four Canadians will be over 65 years of age by the year 2031. If you are currently between the ages of 45 and 65 you are part of this trend and the Long Term Care Review Policy Advisory Committee wants to hear from you!

This Committee, established by Health Minister Halvar Jonson, wants to hear your suggestions and comments about ways to prepare the health system to meet your needs when you are a senior.

The forum will have a brief information session followed by a facilitated group discussion. Refreshments will be served.

RSVP or Questions to 260-5444 or 260-5440

The Calgary Regional Health Authority - Community Health Resources and Carewest are sponsoring two workshops pertaining to family caregivers and caregiver issues.

Day One:

Who Cares? A workshop for family caregivers

Saturday, March 20, 1999

8.30 am - 3.30 pm

Calgary Winter Club

Special Guests:

Karen Henderson, Caregiver Network Inc.

Marlene Raasok, Community Health Resources

Cost: \$10.00 (includes lunch)

The day will feature displays, stress breaks, and presentations on topics such as caring for yourself, community resources for caregivers and how to self-advocate. It is for anyone who cares for a disabled or ill spouse, parent or child.

For further information please contact:

Steve Ungerer, Carewest

230-6900 ext. 239

e-mail: steve.ungerer@crha-health.ab.ca

Day Two:

Who Cares? A workshop for community professionals

Monday, March 22, 1999

8.30 am - 3.00 pm

Calgary Winter Club

Special Guest:

Lorna Hillman, Family Caregivers Network

Cost: \$15.00 (includes lunch)

This day will give health and human service professionals the opportunity to learn about caregiver resources in the Calgary area, the CRHA's direction and vision for caregiver support, and how we can work together to be a better support for family caregivers.

Liz Gillis, Community Health Resources

260-5440

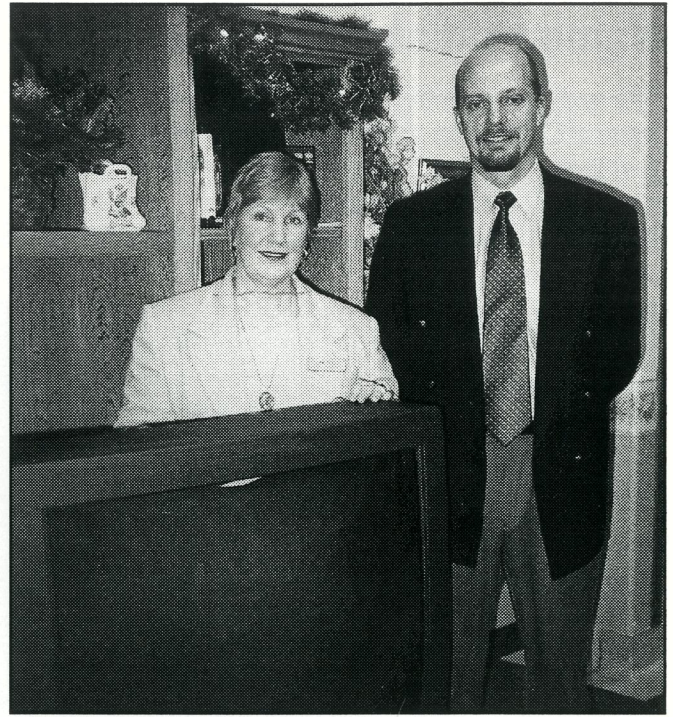
e-mail: liz.gillis@crha-health.ab.ca

Fall out from the Blow out!

Mark Hlady, MLA for Calgary Mountain View constituency and Marg Marlin, Site Leader at Carewest Cross Bow, stand beside the new 36 inch Hitachi television presented to Cross Bow on Tuesday, December 22, 1998.

The inscription on the plaque reads "Presented to the residents and staff of Carewest Cross Bow in appreciation for their cooperation during the Bow Valley Demolition Project." Honourable Stan Woloshyn, Minister of Public Works, Supply and Services

In a letter to residents and staff, Mr. Woloshyn thanked everyone at Cross Bow for their patience, understanding and outstanding cooperation during the Bow Valley site preparation and implosion. He hoped that the television would provide many hours of enjoyment for the residents during this Christmas season and the months to follow.



News from Day Hospital

How to protect your voice if you catch a cold or flu

A cold or the flu can affect the way your voice works and sounds:

- your throat may feel dry or tense and get sore or tired
- your voice may sound weak or rough/hoarse
- you may feel like you have a "frog in your throat"

Here are some tips on caring for your voice when you have a cold. These are important for anyone who depends on their voice in their day-to-day work-life (that's all of us):

- **Drink plenty of fluids.** Lack of moisture in the throat and voice box cause our voices to be strained and flat.
- **Cover your mouth with a scarf when you are outside.** The dry, cold air during winter can be harsh on the air passages of the vocal tract.
- **Humidify the air in your home and place of work.** In winter, central heating systems can severely dry out the air. Use a small ultrasonic humidifier or add some in-door plants and be sure to keep them well watered.
- **Avoid taking self-prescribed, over-the-counter antihistamines.** Many of these medications severely dry the throat.
- **Avoid whispering.** Whispering strains rather than protects the voice - as much as yelling and screaming. **INSTEAD SPEAK AS LITTLE AS POSSIBLE.** If laryngitis lasts longer than two weeks, you should see a doctor and possibly a speech-language pathologist.
- **Avoid clearing your throat.** Clearing the throat to get rid of mucous irritates the vocal folds, causing the tissues to produce more mucous. So this doesn't solve the problem at all. Instead if you feel mucous in your throat, take an exaggerated and sudden sniff, and then swallow. This should get rid of any mucous on your vocal folds. (Don't worry - healthy persons swallow quarts of mucous everyday.)

- Diana Didrikson
Speech-language Pathologist, Day Hospital

Name that singer contest

The response was tremendous to the contest in the last issue of Carewrite. Almost forty people correctly identified Jann Arden as Donna Michael's singing partner. Thank you everyone for participating.

Due to the timing of distribution of Carewrite, some sites see the issue before others, so it wasn't fair to take the first ten callers. Instead, we decided to take the first two callers from each site (that makes 14 winners), and award the prizes that way. Each winner received a Jann Arden poster and a certificate for a free lunch. The winners are:

Audrey Waddell & Tina Turcotte, from Administrative Centre

Trena Suarez & Karen Gilmour, from Carewest Dr. Vernon Fanning Centre

David Manastyrski & Sylvia Sherman, from Carewest Cross Bow

Randy Dicks & Shelley Murdoch, from Carewest George Boyack

Sandra Cummins and Vickie Davis, from Carewest Glenmore Park

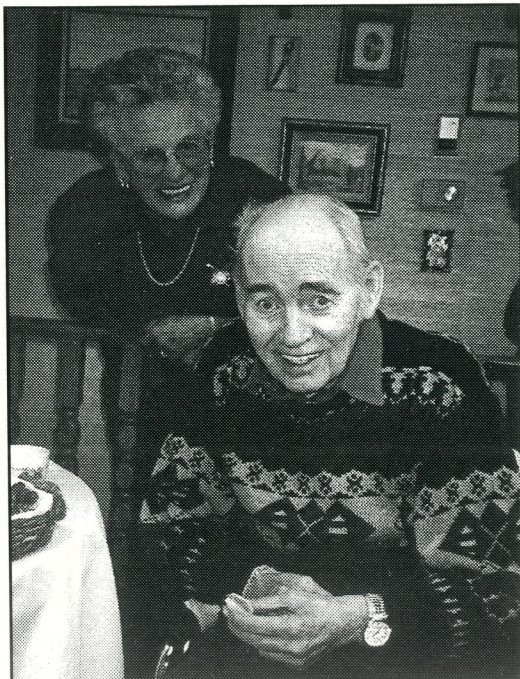
Christine Sinclair and Charlotte Spring, from Carewest Sarcee

Lynn Smith & Diane Moench, from Carewest Royal Park



The runners up each received a Carewest tote bag. The participants are too numerous to mention here, but we stopped taking calls at 40 people. Our apologies to anyone that was missed who left a message on our answering machine and we didn't get back to you, sometimes the recording is unclear.

More Christmas at Carewest Glenmore Park



The 2nd annual Christmas gathering was held at the home of Gwen Bolton's family. The warmth of their hospitality gave a new meaning to the spirit of Christmas.

Here, Mr. and Mrs. Riach enjoy the festivities at the party.

I would just like to remind all staff (one more time) to ensure we have their correct address on file in Payroll. T-4's should go out around the middle to the end of February.

- Jim Myres, Team Leader, Payroll, Benefits & Scheduling

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.