

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



Carewest celebrates the season!

On December 7th, 1998, the second floor of Carewest George Boyack celebrated the Christmas season with a party. A special thank you to all staff, volunteers, families and residents who came together for this very special occasion and made it possible and fun. Seasons Greetings to all!

*-Lyla Bernard, R.T., Supportive Pathways,
second floor, Carewest George Boyack*

Franz Hammerling gets in the spirit of the party.



Magician Art Moehrle and capable assistant Neil Weerasekera from the audience, demonstrate one of the tricks.

Santa made an early visit to Carewest Cross Bow on Saturday, December 12th, much to the delight of the 48 children waiting there to greet him. Prior to his arrival, the children along with parents or grandparents from Cross Bow and the Administrative Centre, munched down a bounty of hot dogs, chips and pop while Cross Bow Volunteer President Eileen Denison put everyone in the Christmas mood with favourite carols on the piano. Three guest clowns whipped balloons into animal shapes, outrageous hats and an arsenal of make-believe swords. Santa's arrival was of course the hit of the day and wrapping paper was soon flying as gifts were handed out and eagerly ripped open. The day's closing event was a show by magician Art Moehrle who delighted the children with his tricks and light of hand, including pulling a live dove out of his hat! Many thanks to Hal Sambel (Santa) and everyone who gave their time and effort to make the day a great success.

*- Sylvia Sherman, Administrative Secretary,
Carewest Cross Bow*

Carewrite January 8, 1999

THE LATEST NEWS ON STAFF SCHEDULING AND RECRUITMENT AT CAREWEST

Getting the *right people to the right place at the right time* is an important priority for Carewest. Last year, we brought you news about the organization's efforts to make improvements in this area. Like most changes in large, complex organizations, it takes a lot of careful planning and painstaking work.

Here's where the Staffing, Scheduling and Recruitment project sits to date:

A Steering Committee and two sub-committees (Rotations and Policies/Procedures) were formed with staff and management from a variety of departments and services. The Rotation Sub Committee headed by Jim Townsend has defined the following goals and principles to improve staff rotations. Here they are:

Rotation Principles

- Residents needs will be met.
- An understanding that we have equal and fair standards throughout Carewest.
- Consistency of care provided by the same group of people working on a unit.
- Rotations designed to meet budget requirements.

Rotation Goals

- Meaningful work for all employees, which is defined at .5 to .7 FTE.
- Not working short.
- Enabling staff to have annual vacation and named holiday time off.
- No more than two start times in a rotation.
- Maximum number of weekends off. (One off in two would be best).

With these goals and principles in mind, committee members are evaluating rotations at Carewest and other outside organizations. So far, they have not found a rotation that meets all of the above goals. In other words, there is no 'one size fits all' rotation that provides both equal weeks worked and off, prevents long stretches of work or gives two days off in a row. One of the ways to meet some of these requirements is to build in statutory holidays. Committee member Liz Sherman (scheduling) is currently exploring a rotation that "looks pretty good". She'll be reporting back to the group once she's gathered all the information.

Meanwhile, Bob Gerst consultant for the Staffing, Scheduling and Recruitment Project is working with the University of Calgary's Pacific Institute of Math Sciences to work out our rotation requirements. The Pacific Institute is a

Please turn to Page 7 for more ...

News from Payroll and Benefits

Federal Remittance Changes for 1999

<u>Description</u>	<u>1998</u>		<u>1999</u>
Canada Pension Plan (CPP)	3.2%	increased to	3.5%
Employment Insurance (EI)	2.7%	decreased to	2.55%

We will be paying more in Canada Pension Plan contributions for 1999. At the same time, however, we will be paying less in employment insurance deductions. In summary, the amounts deducted for each of the Federal remittances have changed from last year and in the end it will most likely cost us more.

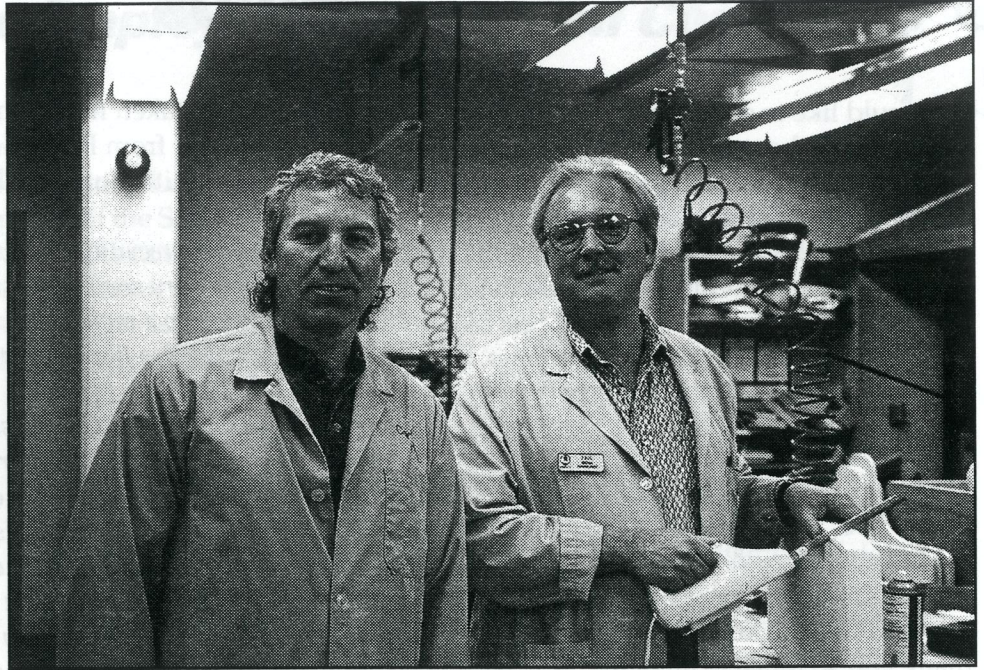
One option to reduce your 1998 taxable income would be to max out your group RRSP contributions. You have until February 28, 1998 to accomplish this. Please contact me at 267-2949 for further information.

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

Staff profile

Paul Bowers and Tony Elizardo: *Meeting their heroes every day*

Paul and Tony, Fabrication Technicians in the Seating Clinic at Carewest Dr. Vernon Fanning Centre, have that well tuned, sometimes wordless way of communicating that comes from years of working well together. They sit before me, finishing each other's sentences and taking turns jumping up to help people who come to the door. "We're a team," says Paul Bowers. "... and I can't imagine doing this job alone," adds Tony Elizardo.



Tony Elizardo and Paul Bowers (with the electric knife)

Tony began working at the Seating Clinic 12 years ago, when it was still at the General Hospital, and Paul joined him five years later. Both men stayed on board when the clinic moved to Fanning two years ago. "It was a smooth transition," Tony says, "and we're happy to be here."

"Here" is the large basement shop where custom wheelchairs are created for clients throughout Southern Alberta, including people from continuing care centres, group homes and private homes. On the surface, the chairs often look the same, but each one, custom upholstered and assembled from over a dozen components, is highly individualized for its owner. "Our clients sometimes sit 14–15 hours a day," Tony says. "... so they need something comfortable that they can tolerate for that length of time," Paul adds.

Every Thursday, Paul and Tony take turns attending an assessment clinic, as part of a team that includes a physiotherapist and occupational therapist. The team meets with each client and considers their lifestyle, abilities, and how they move and sit. They also consider the needs of caregivers and family who help the clients. Then they take the body measurements necessary for building a custom chair.

Back in the workshop, Paul and Tony begin with a stripped wheelchair frame; and the assessment information, they construct as much of the custom chair as possible before the client's next visit. The fine-tuning takes place when the client comes for his final fitting. These appointments are often two to three hours long, a long wait for people with certain medical conditions. This is when teamwork really improves efficiency. Paul, Tony and their assistant, Rose Koziel, are all able to work on different components of the chair at the same time, so that people don't have to wait as long.

Both men love the creative, hands-on aspect of their work, but what really keeps them going is working with their clients and helping them improve their lives. We gain insight from being with our clients, they tell me. Seeing how much some people have to cope with sure has a way of putting your own problems in perspective. "People say there are no heroes around anymore, but that's not true," Tony says. "We see them all the time."

Any parting thoughts? They are silent for a few moments, then Paul speaks out: "It would be great if they could discover a cure for MS that would help put us out of business."

—Theresa Smith, Communications

KUDOS

We would like to extend a special thank you to the staff at George Boyack for all their extra special touches during the holiday season.

Thanks to you, the residents were able to enjoy all the festivities looking their very best!

- Marlene Foley and Jennie Hollings,
Program Leaders, Carewest George Boyack

Thank you, thank you, thank you!

We at Carewest George Boyack on the third floor would like to say thank you so much to all of the families, volunteers and staff who made our floor Christmas party on December 10th such a wonderful evening. Everyone gave their time, baking, goodies and love so generously; the true Christmas spirit could be felt that night. It was great to see all of the smiling, happy faces, clapping hands and tapping feet to the "Golden Oldies" and the beautiful Christmas carols. Once again thank you. Now onto making more special memories in 1999!

- Emma Brown, R.T., 3rd floor,
Carewest George Boyack



Here, Anne Gawryluk and her daughter Sylvia Woods enjoy the party on the 3rd floor at Carewest George Boyack.

The following was taken from a memo to Mike Conroy, Executive Leader of Carewest, from Belle Gowriluk, on behalf of the Accreditation Steering Committee of the CRHA.

Please convey our appreciation for the very apparent effort put forth in the completion of these very comprehensive, concise and descriptive team profiles. In addition to a review of the profiles in relation to the criteria listed below, I would also like to offer the following comments.

As a relative outsider to the Carewest organization, I was impressed with the progressive and integrated leadership described in the profiles. The commitment to the Carewest Frame of Reference and the change-planning document, Reinventing Ourselves, is evident in the consistent reference to these documents in each profile. One gets the impression that teamwork is real at Carewest and this impression is supported by the leadership commitment to keeping staff in the communication loops. These are just some of the key messages that I received about the organization. I think if we published these documents, you'd have folks beating a path to your door; maybe you already do! I've always wondered what it would look like/be like in an organization that actually used a consistent frame of reference that everyone understood; now I know!

How time flies. I can hardly believe that another Christmas season has already come and gone. With all the wonderful decorations, Christmas entertainment, church services, decorating parties, cookie baking marathons, craft classes, bazaars, brunches and dinners, we must take time to reflect on all the hard work and extra hours that go into making these special events so successful. A special thank you to Cheryl Voszler-Borden and Shelley Murdoch (Activity Convenors, Carewest Cross Bow and George Boyack), Gilles Mallet and Wendy Farrance (Food Services Team Leaders, Carewest George Boyack and Cross Bow), and all the staff and volunteers who helped make these events such special gifts to our residents and families. Thanks!

- Sue Yaskiw, Resident Services Team Leader,
Carewest Cross Bow and George Boyack

To Staff at 2E Fanning:

I would like to extend many thanks to all of you for your very warm welcome and enthusiastic support. I look forward to working with all of you and am proud to be a member of this caring team.

- Gayle Jarvie, RN, 2East,
Carewest Dr. Vernon Fanning Centre



News from the Employee Recognition Council



The Semi-Annual Employee Recognition Luncheons held in November were a great success. We would like to thank all the recipients of the Service awards and Gold and Excellence Awards for their participation. In addition, we would like to thank all the leaders for attending the luncheon and making the award recipients feel special. The menu for the luncheon was wonderful. Thank you Food Services at all the sites for an outstanding job. This is the first time for the Gold and Excellence Awards. Here are the wonderful people who make Carewest a great place to work:

GOLD INDIVIDUAL AWARDS

Janet Miles	Julie Atagan
Wendy Farrance	Cindy Li
Elaine Coley	Karen Gilmour
Nilima Parikh	Jo-Ann Greenlee
Stacey Harvey	Muriel Blaney
Leah McCallum	Gloria Major
Leona Gray	Jacqui Gerein
Pat Chevell	dayoff

GOLD TEAM AWARDS

Special Meal Team

Carmelita Diolata
Bev Pierce
Lorraine Wilson

Beaver Workshop Team

Tish Yates
Catherine LaSuita

100th Birthday Team

Lorraine Wilson
Mary Jane Carroll
Carmelita Diolata
Sandra Desjardins
Shelley Mikkelsen
Joyce Simpson
Bev Pierce
Lorraine Wince

Bath Team

Phil Fulton
Saideh Nasr
Cara Hill

Cook Book Team

Elda Harris
Kari Brooks

EXCELLENCE INDIVIDUAL AWARDS

Steve Ungerer
Gloria Phillips

EXCELLENCE TEAM AWARDS

Zoo Gala Team

Laurel Temple
Karen Biedermann
Henny Lukman
Jaylene Methot

Fund Fest Team

Kel Czernick
Margaret Brausse
Garry Holem

The employee recognition council members are always available to listen to your suggestions and concerns about the recognition program. This is your program and we want it to work for you. Segments of the program have been altered based on your feedback! Please feel free to contact the employee recognition council member at your site.

December is always a busy month, so we are amazed at the number of thank you nominations this month. Some were written on Christmas day!

If you have received a thank you card, you know how great it feels to know what you do is noticed and appreciated. Keep those thank you cards coming.

- Employee Recognition Council

More photos of seasonal gatherings at Carewest



James Springer, 4th floor, Carewest George Boyack, along with family members.

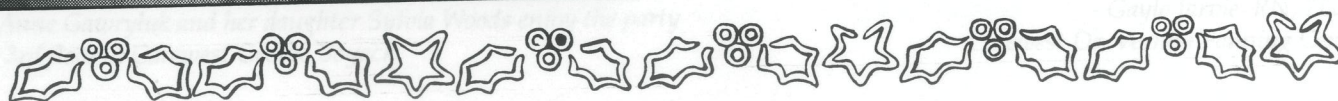


Mary Gardner, 4th floor, Carewest George Boyack, raises a glass to the season!



Mary Cary, 2nd floor, Carewest George Boyack, and Janina Ceglarek, N.A.

Penny McIntyre, N.A. and Ray Branton, 2nd floor, Carewest George Boyack.



This poem was written by Day Hospital client Kathleen Leonard. Her inspiration was the view from The Day Hospital South, where nearly every day residents and visitors are treated to the view of rabbits and partridge in the gardens of Carewest Glenmore Park.

Winter Wonderland,
by Kathleen Leonard

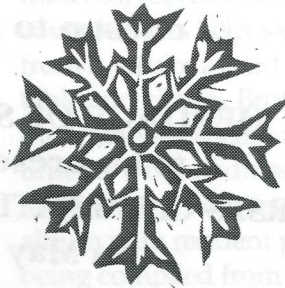
The earth is wrapped in ermine
to keep things snug and warm
and gossamer veils are hanging
from the trees, like diamond charms.

Jack Frost has painted pictures
on all the window panes
and sporting French berets
are the fence posts in the lane.

And in the parks the partridge,
are snuggled in the snow
and a lonely little rabbit's out
and it's thirty-five below.

Vapors rising from the chimneys,
standing frozen in midair,
icicles hanging frozen from the eaves
with crystals hanging everywhere.

This is Winters splendor
that no one stops to see,
God's put it in the snowflakes
and its beauty is all free.



Staff Scheduling and Recruitment
continued from Page 2

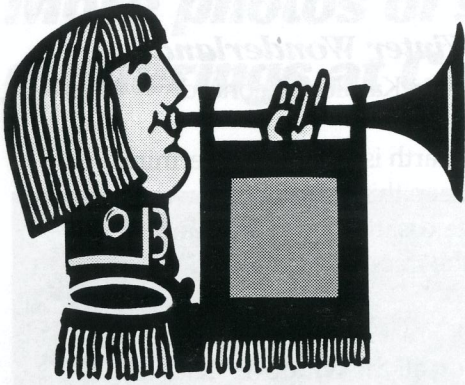
non-profit group whose members provide math solutions to business and industries. These math gurus are willing to test out our rotation requirements mathematically by building a computer based program specially designed for Carewest.

The Policy and Procedures group, headed by Human Resources Leader Blair Phillips, is working on Vacation policy and Leave of Absence standards. As a result of his committee's work, vacation calendars are now posted twice a year to improve vacation planning and staffing. Blair reports that vacation administration is going well this year with fewer cases of working short over the summer.

This committee is also working on staffing, filling vacancies, how to use relief staff effectively by sites and on standards for shift swaps. Meetings were held with staff and leader groups to bring them up to date and to let them know about possible changes. The committee is drafting policies for review in January. Once the Policy and Procedures committee has reviewed the policies, they will be circulated to all Leaders and staff to be reviewed.

The most important — and challenging — step will be putting the paper work into practice! This will call for lots of information sharing and understanding.

If you would like any information about the work of the Rotation Committee, please call Sarcee Site Leader Jim Townend at 686-8101. Human Resources Leader Blair Phillips will be pleased to answer your questions about Policy and Procedures. He can be reached at 267-2933.



**Alberta Association of Registered Nurses
South Central District**

**Each year at this time two nursing colleagues are
chosen to receive the**

**HERITAGE OF SERVICE AWARD
to be presented at the
NURSES CELEBRATING NURSES DINNER
on May 10, 1999**

**If you would like to nominate a nursing colleague
for this special award, contact: Joanne Parker,
Secretary, South Central District
275-0616
to obtain a nomination form**

**Nominations to be submitted on or before
February 15, 1999**

More party pics



*Maria Bakon, 3rd floor, Carewest George Boyack,
enjoying the festivities.*

*Mary Unser, 2nd floor, Carewest George Boyack, enjoys
the music with Francis Elson, N.A.*



Remembrance House

Barbara Burns, Nursing Attendant at Carewest Cross Bow, has been helping some residents to design and build a Doll House. Everything in the house, the ideas, the materials used in the construction of the house and all the items in it form a tapestry of shared memories of staff and residents alike and so it is called "Remembrance House."

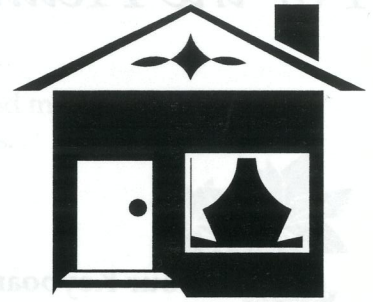
With staff assisting, residents braid fine miniature rugs, make pictures for the walls, create hardwood floors from tongue depressors, upholster chairs, make blinds and paper walls. Staff have volunteered to make mattresses and to knit or crochet bedspreads. Many have contributed construction materials. Nothing goes to waste. Candy wrappers (from candy brought from

France as a gift) become upholstery material; recycled thermometer cover holders help form beds; a box from a service award gift becomes a table and chairs. Brother Leon from the Catholic Diocese donated some little clowns handmade by his sister in Holland. A miniature photo album with resident pictures is also being compiled from small photographic proof sheets.

Volunteers have donated funds to purchase lots of glue and some crafted furniture items.

Residents greatly enjoy working on the recreation project and are excited to see their creative endeavours take shape.

- Sylvia Sherman, Carewest Cross Bow Administration



January is Alzheimer Awareness Month. The following two events are sponsored by the Alzheimer Society of Calgary:

Annual Conference

Quality Dementia Care - Putting The Pieces Together
Jan 28 and 29, 1999.

Topics include:

- Aging and Ethnicity
- Introduction to Touch
- Building Bridges: Relationships for Quality Care
- Engendering Hope in Health Care
- Developing Staff Partnerships
- Demonstration of Touch
- "Putting the Pieces Together" - Activities and Programming
- Understanding and Working Effectively with Families
- Key Elements of Dementia Care

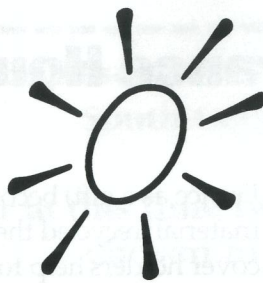
This year's conference features Dee Carlson of ACCET, Inc. and the Mayo Clinic. Please contact the Alzheimer Society of Calgary for more information and to register at 290-0110.

Brunch with Dr. Scholefield

The Alzheimer Society of Calgary has just been given this great opportunity to host Dr. Scholefield in Calgary **Sunday, January 10, 1999**. Dr. Scholefield chairs the Research Policy Committee of the Alzheimer Society of Canada and will discuss the 'Joint Research Program and Research Dollars at Work.'

For this very worthwhile opportunity to have a conversation with Dr. Scholefield, join him for brunch at the **Alzheimer Society Offices, Sunday Jan 10, 11am - 1pm**. There is no cost but please call and register at 290-0110.

For the Health of It . . .



Tickle Your Keyboard

Ease work-related pain with a lighter touch

Anyone who spends long hours at a keyboard is at risk for carpal tunnel syndrome, tendinitis, and other Work Related Upper Extremity Disorders (WRUEDs). But there's a key (no pun intended) to lowering your risk, say experts, and here it is: **Lighten up!**

When researchers used special equipment to measure how hard a group of office workers hit the keys when they typed on computers, they noticed two things. First, everyone used much more force than necessary — four or five times more, on average, than was needed for the keystrokes to register. Second, those who used the most force had the strongest symptoms of WRUEDs (*Journal of Occupational and Environmental Medicine*, December 1997).

It is possible to learn to tap the keyboard instead of pounding it, says study author Michael Feuerstein, Ph.D., professor at The Uniformed Services University of the Health Sciences in Bethesda, MD. His suggestions:

Practice typing with a light touch. Post reminders where you can see them as you work.

Identify your "triggers." You may tend to type harder when you're tired, hurried, or under stress, for example. Pay extra attention to your keyboard force at those times.

Check your posture. Keep your wrists relaxed but not bent upward or downward. Be sure that your monitor is at eye level. Correct any problems that put you in an awkward posture.

Cut back on the caffeine. "It's just speculation," says Dr. Feuerstein, "but drinking too many caffeinated beverages could translate into increased tension that might relate to increased force when using the keyboard."

Listen to your body. Pain, aches, stiffness, burning, tingling, or numbing in your hands, wrists, arms, or shoulders "are signals that something may not be right," says Dr. Feuerstein. See your doctor or an occupational therapist and you may avoid more serious injury later.

Taken from Safety Check, May, 1998, (an injury prevention newsletter)



Notes From the Carewest Development Council

Happy New Year!

As we begin another year, the Development Council looks forward to raising more and more funds to support Carewest, its centres, programs, services and new housing initiatives. (Any input, suggestions and assistance from the sites is most welcome!)



A "Thank You" to one of our friends ...



Golden Acres Garden Centres made Christmas a little brighter at our sites with the donation of many lovely poinsettias! The plants were enjoyed by everyone - adding a decorative touch to the lounges, providing centre pieces for tables and adding extra Christmas cheer to many residents' rooms. Thank you Golden Acres and Chris Makin, who is our main contact with them! (Golden Acres is also a supporter of Fun(D) Fest each year.)

*Cheers,
Phyllis Konrad*

Published and Presented

Denise Pacentrilli, Program Leader, Carewest Glenmore Park, published "Managing Medications in Long Term Care", in *Canadian Health Care Management*, December, 1998.

Blair Phillips, Service Leader, Human Resources and Veronica Scott, Communications Leader, published "Recognition Program Links Achievement to Corporate Goals", in *HR Reporter*, December 14, 1998.

Mary LeBlanc, Coordinator, Infection Prevention and Control, manned the Carewest booth at the 3rd Canadian National Immunization Conference, in Calgary on December 6 to 9th, 1998.

Mike Conroy, Executive Leader, presented to the Good Samaritan Society, Edmonton, on "Balanced Scorecard" on November 24, 1998.

Blair Phillips, presented to the Capital Health Authority, in Edmonton on January 4, 1999 on "Scheduling".

Expression Of Interest Update Integrated Seniors Living Community Project

Further to our article in the December 7, 1998 issue of Carewrite, here's the latest on the Expression Of Interest process.

On December 18, 1998, an information session was held for all interested parties at the Port O'Call Inn. This followed the advertisement that appeared in

the Calgary Herald, the Globe and Mail, the Vancouver Sun and the Edmonton Journal on December 11, 1998. Approximately fifty people attended, with representation from builders, land developers, architectural firms, and bankers. After presentations by both Mike Conroy and Guy Buchanan, the consultant assisting Carewest

with the process, a question and answer period followed. The next step in the process will be the review of the submissions after the February 10, 1999 deadline.

In order to maintain confidentiality, all further inquiries are to be forwarded to Guy Buchanan directly. He can be reached at 212-8990.



The great Page 8 (or page 12) contest is back! Yes, that's our own Donna Michael at the microphone. If you can correctly identify her singing partner, be one of the first ten people to call Debbie Hayman at 267-2992. A fabulous Carewest prize awaits the winners. We'll run a story about this event next time around.

LAUNDRY NEWS

Starting this month, January 1999, laundering of resident's clothing will be moved back to the sites. This decision was made by Administration following a number of comments from residents, families and staff members. The improved 'onsite' service starts at Dr. Vernon Fanning Centre on January 11th. January 18th marks the start date for George Boyack and Cross Bow (Cross Bow resident laundry will be laundered at George Boyack). Glenmore Park residents will start receiving the new service on January 25th and Sarcee starts sometime in February depending on renovations and equipment purchases. Royal Park resident laundry will also be done at Sarcee.

Site Leaders will be sending letters to residents and families explaining how the 'on-site' laundry service will work. If you have questions in the meantime, please contact your Site Leader.

Obituary notice

Rita MacKenzie, RN, passed away in December, 1998.

Rita worked as a Registered Nurse on 1 West, Carewest Glenmore Park. She had previously worked at Carewest Cross Bow as well.

Rita will be remembered as a great advocate for the elderly. She was a very caring, kind, sincere, individual and a friend to many.

*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.*