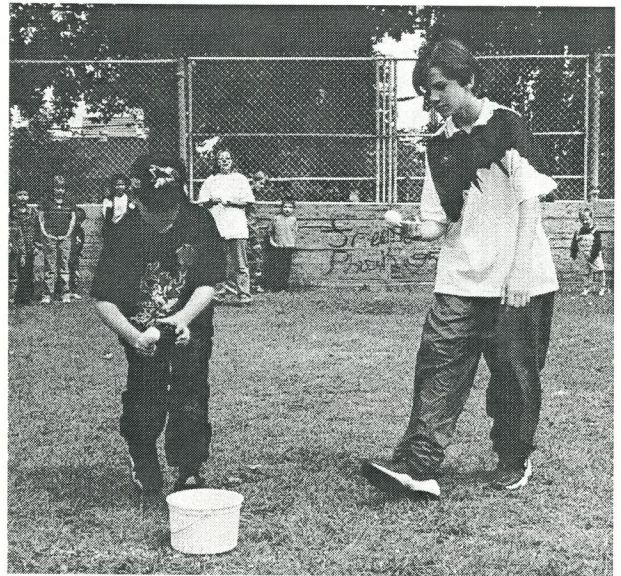
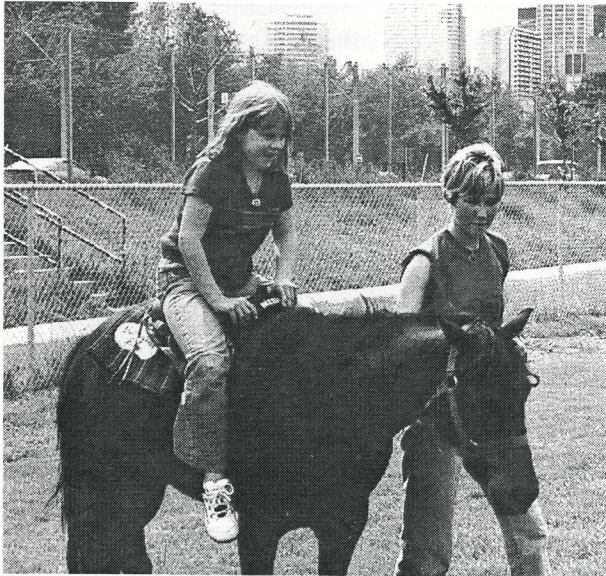


....Carewrite....Carewrite....Carewrite....



## WHAT A GREAT DAY !

Thanks to all the people who attended the Carewest Family Barbecue. We had just over 300 people on the big day. Riverside Bridgeland Community Center was an ideal location and the community did a wonderful job catering to all of us. In fact they cooked non-stop all afternoon for people coming off or going on shift. There was a laid back, relaxed atmosphere thanks to Shelley Cogbill. Her singing and D-Jaying helped set the mood for the entire day. We are sure there is a career in radio just waiting around the corner !

Our main goal was to plan an entire afternoon of activities for the children. Two community volunteers organized kids games and gave out prizes to anyone who looked remotely interested. The heated swimming pool was so popular some parents were sent home to get their bathing suits. Our magician and entertainer did two magic shows and in between made incredible balloon hats for everyone.

*Please turn to page 3 for more.*



### July 3 - 12 The Greatest Outdoor Show on Earth

Ya-hoo! Get along lil doggies! Let us know how you celebrated Stampede week! Send in your pictures and stories for the next Carewrite and we'll share the fun!

#### What's Inside.....July 10, 1998

Capable Seniors Program.....  
Staff Profile.....  
Welcome Mary Leblanc.....  
Kudos & Bouquets.....  
Signal Pointe.....  
For the Health of it.....  
How to resolve issues.....  
Volunteer news.....  
Page 8 contest.....



# Capable Seniors Program news

During the last three months, Carewest kicked off two organization-wide education programs for the specific needs and interests of residents at our five sites. This was an enormous, but successful undertaking. Here is some information from Jennie Hollings, Program Leader, Carewest George Boyack, about one of the programs called Capable Seniors.

Congratulations to all the staff of the Capable Seniors program who completed the five education modules during April, May and June.

## Module One

The importance of knowing residents as individuals. Staff interviewed residents about their past lives and current interests. The key to treating residents with respect and dignity is knowing each resident as a unique individual. Staff also explored their "professional boundaries" in their relationships to residents.

## Module Two

Autonomy and capability. Residents have autonomy when we encourage them to make decisions for themselves. Treating residents as capable people means encouraging and supporting them to stay involved in their own care and quality of life. Taking risks is important to personal autonomy. Ensuring residents have all the information they need and that we have done all we can to minimize the consequences of the risk is important.

## Module Three

Sensory and social stimulation and 'community'. Staff can help residents feel connected to other residents socially. We encouraged staff to dream about all the ways to make units more homelike and stimulating. Don't be surprised to see more pets, plants and decorations on the units! 'Community' is about staying part of the immediate environment and the community surrounding each of the sites. Meaningful roles help residents feel useful, valued and connected.

## Module Four

The role of families. Staff discussed various ways family members can help provide for the needs of residents. It works best when both resident and family member feel comfortable with the type of family involvement. Staff members talked about feelings of uncertainty and conflict family members might experience in giving care.

## Module Five

Individual needs of residents as they approach death. Residents have physical, emotional and spiritual needs throughout life. Various approaches to support residents were discussed. The grief that families, residents and staff experience upon the death of a resident was explored.

Thank you everyone for taking part in these sessions. If you missed your designated education session, please talk to your Program Leader about completing a self-study module for the missed sessions.

- Jennie Hollings, Program Leader,  
Carewest George Boyack

## Putting the Capable Seniors Program in Action



Scott and Jennifer supply some musical entertainment.

The First Annual Senior Prom was held on 2 West at the Fanning Centre on Friday May 29, 1998.

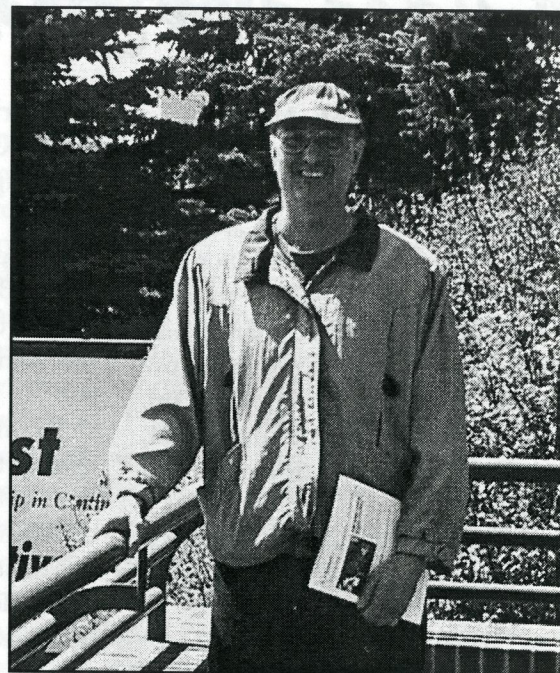
Special thanks to Scott Anderson, recreation therapist and Jennifer Buchanan, music therapist, who made the Prom possible. The dining room on 2 West was transformed into a wonderful nostalgic setting for the residents. "A picture is worth a thousand words". Residents, staff and families were dancing, singing and thoroughly enjoying their special day.

- Myrna Deagon, Program Leader,  
Capable Seniors, 2W Fanning



## **Terry Stevens, Nursing Attendant, Carewest George Boyack gives top marks to Carewest!**

Terry Stevens, a Nursing Attendant at Carewest George Boyack, who recently moved here from Vancouver, says our working philosophy, friendly fellow staff members and flexible shifts win top marks. "I always felt something was missing in my other jobs," he said. "The way we worked was too task oriented. We hardly spoke to the residents, the plans were at the bedside and you just followed them." Terry explained that he is especially impressed with the overall Carewest philosophy of recognizing each person as an individual who has unique needs and preferences. He noted that the Supportive Pathways Program for residents with Alzheimer disease and other dementias "helped me open my eyes to things I haven't thought about before. These inservices were very helpful." Terry also gives top marks to his fellow staff members who have been supportive in helping him adjust to a new work environment. "People are very supportive and helpful here." He is also pleased with the flexible work shifts, enabling him to take part in an exercise program.



*Terry Stevens is pleased with the Supportive Pathways Program education and information.*

## **CAREWEST WELCOMES ABOARD MARY LEBLANC, INFECTION PREVENTION AND CONTROL COORDINATOR**

Congratulations to Mary LeBlanc who recently accepted the position of Coordinator of Infection Prevention and Control. Mary starts her new job on August 4, 1998. She is currently coordinator of HIV and Infection Control Education in Nova Scotia. Before this, she was Infection Control Officer for the Moncton Hospital in Moncton, New Brunswick.

Mary brings with her considerable expertise in infection control as she consults to both acute and continuing care. She is knowledgeable about the differences between the two settings and has a very practical approach to infection, prevention and control, notes Jim Townend, Site Leader, Carewest Sarcee. Mary has a BN from the University of New Brunswick and a current certification from the Certification Board of Infection Control.

Welcome to Carewest — and the west — Mary!



## **What a great day!** *continued from page 1*

Two clowns arrived at 2:00 pm to paint faces and entertain kids. At 3:00 pm four ponies arrived from Butterfield Acres. In between all of this, Shelley and Debbie Bonneau organized some dancing competitions for the kids. It was great to see all those children lined up doing the Macarana.

The beer garden was also a popular place to sit and visit. All in all, it was a great day. The Employee Recognition Committee would love to hear your comments especially if we were to do the same thing next year. A special thanks to all those people who helped us. I am always amazed at who turns up without being asked and volunteers their time!

*- Christine Clements, Human Resources*

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

#### **Hard words**

1. Monotonous
2. Unswerving
3. Fortissimo
4. Discrepancy
5. Thrombosis



# Kudos and Bouquets

To Nancy Herrebrugh, Nurse  
Consultant, Palliative Care Team

Thank you for presenting and participating in the first five education sessions of our Capable Seniors Program. We had some really good sharing and learning for all of us. We now all know the basic principles of our program, which we can continue to implement, and look forward to continuing education in the fall.

- Jennie Hollings, Program leader,  
Carewest George Boyack

To Muriel Blaney, N.A., and  
Karen Gilmour, T.A., on 2E,  
Fanning.

George and I would like to thank Muriel Blaney for the lovely dinner she gave us on June 4th, our anniversary. It was something we will always remember.

Thanks to Karen Gilmour for her help that evening too and also Karen for your help in walking, exercise classes, etc. each day.

The staff on 2E, especially team 2, are great and thanks for everything. They do a great job!

May God bless them all.

- Marie & George MacMillan

To Mike Conroy:

I would like to express my sincere gratitude for the Leadership training program Carewest provided for team, program, and site leaders. My faith in Carewest's commitment to excellence in leadership has been renewed by the experience.

I feel that this training has been long overdue as team leading was introduced three years ago. I believe that we, as leaders, in addition to the staff and residents, deserve this education to be better able to facilitate team growth and learning. I am certain this continued emphasis on learning will exponentially increase our effectiveness in providing a positive environment for our residents and staff.

The course at the University was practical, inventive and encouraging. I learned that I have skills and talents in leadership that I didn't know of previously. It gave me insight into the needs of teams and valuable techniques in effectively leading a team of varied personalities with a multitude of skills and learning needs.

I urge you to continue to support such necessary education and believe "outside" resources are more valuable as they are not blinded by Carewest's specific vision and goals.

Please feel free to contact me if you would like further input that will assist you in encouraging and maintaining Carewest's commitment to education and growth.

Sincerely,

Jennifer Koloff, RN, BN, Team Leader



Lorraine Breton, Wendy Farrance, Sandra Stangl and Tania Yarmchuk at the Cross Bow festivities.

## MOTHER'S DAY WAS LAST MAY BUT THE FEELING LIVES ON...

Although Mother's Day was officially celebrated on May 10th, in our books every day is Mother's Day (written by a mother). This means we can get away with bringing you the following Mother's Day news a few weeks after the fact. Thanks very much to Wendy Farrance, Food Service Team Leader, Cross Bow, for sending along the photo and details.

Oooh —la la!

Cross Bow celebrated with a 'Spring Time in Paris' resident and family brunch. The dining room was decorated with flower pots donated from Sunny Acres and the walls decorated with resident art work. Seventy

Please see page 6 for more Brunch tidbits....



# Signal Pointe gets started



*Bob Boyd, President, Residents Council, Carewest Sarcee, and Noreen Wilson, President, Residents Council, Carewest Glenmore Park, attend the festivities.*



*Karen Kryczka, Larry Konschuk, Cynthia Aizenman, Dave Bronconnier, Mrs. Margaret Gilkes, and Mike Conroy dig in!*



*Philip Costain, Activity Convenor, Carewest Sarcee, assists Cynthia Aizenman, President, Signal Hill Community Association, with her corsage.*

On Friday, June 26, 1998, a sod turning ceremony was held to celebrate the start of excavation for Carewest Signal Pointe. The large crowd of over 150 guests included key note speakers Karen Kryczka, M.L.A. for Calgary West, Alderman Dave Bronconnier, Larry Konschuk, C.R.H.A., Board member, Cynthia Aizenman, Signal Hill Community Association President, Mrs. Margaret Gilkes, family member and Mike Conroy, Executive Leader, Carewest. This innovative project is designed for people with mild to moderate levels of Alzheimer disease and other dementias. It will be home to 48 residents. Carewest Signal Pointe also includes respite services, a day program and a resource centre. The opening is planned for March or April of 1999.

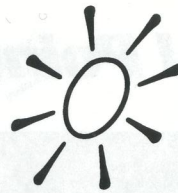
We will keep you posted as construction moves along. If you would like more information about Carewest Signal Pointe, please call Communications at 267-2992.



*Kristl Costain enjoys the program. Kristl and Philip are off to Banff courtesy of Laird Polson (for winning the name the Alzheimer House contest).*



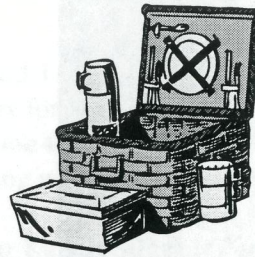
# For the Health of It . . .



## Wellness Facts . . .

### Packing perfect picnics

It's not difficult to picnic and/or cook outdoors safely. All you need is a cooler, ice or gel packs, and a game plan.



- ✓ Prepare or purchase picnic fare far enough in advance to be chilled before packing. If you buy barbecued meats hot, for example, allow time to chill them before they go in the cooler. Make the potato salad ahead of time. Divide large servings into small portions, which are more easily chilled.
- ✓ If you're taking raw meats to cook at the picnic, wrap them well to keep juices from contaminating other foods. Transfer them cold from your refrigerator to the coldest part of the cooler.
- ✓ Don't transport your cooler in the trunk.
- ✓ When grilling outdoors, cook meats and fish as thoroughly as you would at home. Bring along a quick-reading meat thermometer.
- ✓ If you wish to use a marinade as a sauce after raw meat has been in it, boil it, or reserve some fresh marinade. And if a platter or container has been used for raw meats don't use it to serve the food unless you wash it thoroughly.
- ✓ Pack the cooler full and distribute ice or gel packs evenly. A full cooler stays cold longer.

- ✓ Pack beverages separately from food to cut down on the number of times you'll have to open the cooler.
- ✓ Utensils and foods set out on a picnic table, including non-perishables like bread and chips, should be covered with a tablecloth or otherwise protected from insects and pets until you are ready to eat.
- ✓ Some things don't need chilling: peanut butter, canned goods, bread, fruit, crackers, jelly, mustard, and pickles.
- ✓ Follow the two-hour rule: no perishables should stay out of the cooler for more than two hours. When the temperature is high, make that one hour.
- ✓ A picnic is no time to plan for leftovers. It's difficult to reheat the food, unless you have a lot of ice in the cooler. If you have been gone for less than five hours, and if the food still feels very cold when you get home, it should still be okay. Discard anything you have doubts about.

### Top tropicals

Canadians are eating more tropical and other exotic fruits, thanks to improved horticultural and shipping methods. Tropical fruits are nutritious and low in calories. They can be expensive, however, so don't expect to replace your daily apple with a guava or papaya, unless you live in Hawaii.

**Guava.** A real winner, especially as a source of vitamin C. Also high in fiber and lycopene (an important carotenoid) and fiber.

**Kiwifruit.** Rich in vitamin C and potassium.

**Kumquat.** Good source of fiber.

**Mango.** Moderate amount of beta carotene and cryptoxanthin (another key carotenoid), plus some C.

**Papaya.** Very rich in cryptoxanthin, plus some C and folic acid.

*- taken from the University of California, Berkeley Wellness Letter, July 1998*



### MORE BRUNCH NEWS....

diners enjoyed a mouth watering menu that included crepes Suzette, ham and asparagus crepes, French toast, quiche, croissants, sausage, eggs, French pastries, mandarin mousse and vino. A strolling fiddler entertained.

Carewest Glenmore Park residents, families and guests officially welcomed summer with a Kick-Off Sunday Brunch on Sunday, June 14, 1998. Fifty-two residents and guests enjoyed a delicious brunch while being entertained on the piano by Barry Patrick. Best of all, the meal was held in the Day Hospital with a spectacular view of the Glenmore Reservoir. Thanks to Margaret Brausse, Team Leader, Food Services Glenmore Park for the news.



# **Leadership Training helps all Carewest employees**

For some people, effective leadership skills come naturally. For most others, however, education and learning helps a great deal. On June 15, 1998, twenty-four Carewest leaders took part in the first of a two-day Leadership Training course offered by the University of Calgary. Everyone was enthusiastic and there was an incredible energy in the air! Some participants felt Leadership Training was long overdue and were very pleased to be given the opportunity to participate. There was a mix of Leaders from all areas within Carewest including Care teams, Physical Plant Services, Education, Pharmacy and Food Services.

The two days of training was intensive but worthwhile. Participants came away with a better understanding of the leadership styles they currently practice and the dynamics of their teams. Time was spent learning and applying how to make decisions,

when to include others in decision making and how to increase team involvement. Planning and organizing workloads, working together and seeing a project through from beginning to end showed how we all think and plan differently. Together, however, the team can make a tremendous difference!

Here is what three people had to say: "I can't wait until we can meet again to learn more to help us back at work." "Now I feel I have something to work with when I need to make decisions." One comment said it all "Thank you for arranging this. Carewest is a great place to work!"

Other Leadership training sessions will be arranged for the Fall and into 1999. Dates to be announced. Please call Joan Magnussen at 267-2937 if you have any comments or ideas.

## **HOW TO RESOLVE ISSUES AT CAREWEST**

With 1400 Carewest employees, it's normal that we have some disagreements, misunderstanding and make mistakes (between management and staff members and between co-workers). The most important thing is to handle all concerns promptly, fairly and to learn from the situation. Employee concerns or complaints that are not addressed in the collective agreements are called *issues*.

Here is the way to go about resolving issues:

First talk to the person who can either answer your questions or fix the problem. Many issues result simply from miscommunication or misunderstanding. In most cases, your direct leader can help by answering your questions or redirecting you.

If you wish, you may call *any* department directly if you feel the concern can be handled by that

particular department. Keep in mind, however, that the department you call may not have the same information you have. If you are still not satisfied, you can take your concern to a higher authority, your leader for example.

Second, if the issue is still unresolved, there are two formal ways to resolve the issue. The first is called the Non Union Appeal Process.

*Who is it for?* All non-union Carewest employees. It is a formal way of bringing a violation of the collective agreement forward. Employees raise their concerns, assisted by a fellow employee if they wish.

*What sort of complaints?* Violation of company policies, or any issue affecting an individual or a group of employees.

*Where can I learn more?* Please read the yellow brochure called The

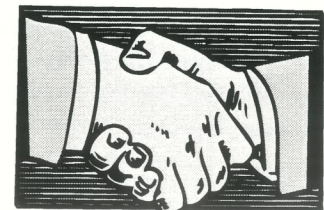
Appeal Process For Non-Union Carewest Employees. This brochure is available at all sites and Carewest Human Resources.

The other formal process is called the Grievance Process.

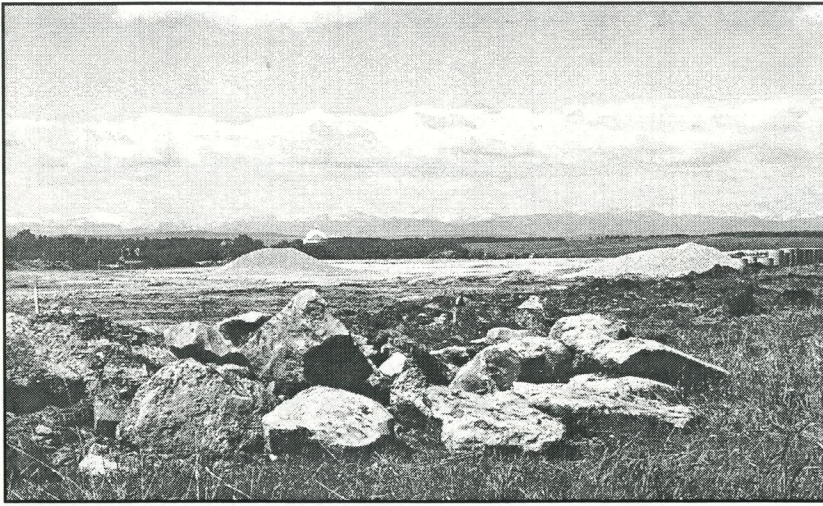
A grievance is a disagreement over the interpretation of the current collective agreement. It is a negotiated, formal way of bring a violation forward. It is ultimately resolved by management, the employee and the union.

*Who is the grievance process for?* Any member of a union at Carewest, CUPE, HSAA AND THE CHCG.

For more information, please talk to your leader or Barb Black, Human Resources at 267-2980.







Do you know where this is?  
Be precise, and let Debbie Hayman know at 267-2992 on Monday.

## VOLUNTEER FOOD FOR THOUGHT

**V**olunteers are the life blood of any health care organization including Carewest. Here are some interesting facts and figures sent along by our Team Leaders of Resident Services.

Carewest has more than 1200 volunteers who give about 60,000 hours of volunteer time a year. They are involved in more than 150 different activities such as one to one visiting, community outings, special events, finances, fundraising, ceramics, recreation, retail, pastoral care, palliative care and supporting the Volunteer Associations at all five sites.

Our five Volunteer Associations include 56 members who coordinate and run special events, fund raising and training, activities. These members work very hard to assure that funds are spent directly on resident needs, whether it's financing room improvements or purchasing the latest televisions. Decisions about how to spend each dollar are voted upon by the members of the Volunteer Associations.

During 1997 to 1998, the Volunteer Associations raised \$70,832.36. Here's how most of the money was spent.	
Ceramics	\$3,621.58
Recreation	\$18,266.68
Floor Equipment (bread machines, fans, T.V.'s, clocks, cameras, furniture)	\$30,144.03
Out door furniture	\$1,221.00
Miscellaneous (gift shops, film developing, postage, Christmas gifts, offices supplies)	\$7,437.00
Beaver Shop	\$1,296.77

If you would like to know more about Carewest's Volunteer Associations, please call any of the Team Leaders of Resident Services. They would be pleased to give you the scoop.

### The Plain Words

1. Boring
2. Steady
3. Very loud
4. Difference
5. Blood Clot
6. Supply

## Published & Presented

Mike Conroy participated in a debate at the Shades of Grey conference Calgary on June 19, 1998. Mike and his team mate, Gary Dickson, Liberal Health Critic, supported the statement "The health system should cover the cost of health care for the older adult with dementia." Our next issue of Carewrite will feature highlights of Mike's supporting argument.

Jane McCallion, OT, Fanning, published a case study review, "Client and Caregiver" in *Outcomes that matter in Occupational Therapy*. This publication was presented at the 12th International Congress of the World Federation of Occupational Therapists, in Montreal, June, 1998.

All submissions for the next issue of Carewrite are due by Tuesday, July 21st, 4:00 p.m. Look for the article and pictures of Miss Canada International's visit to Fanning.

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.