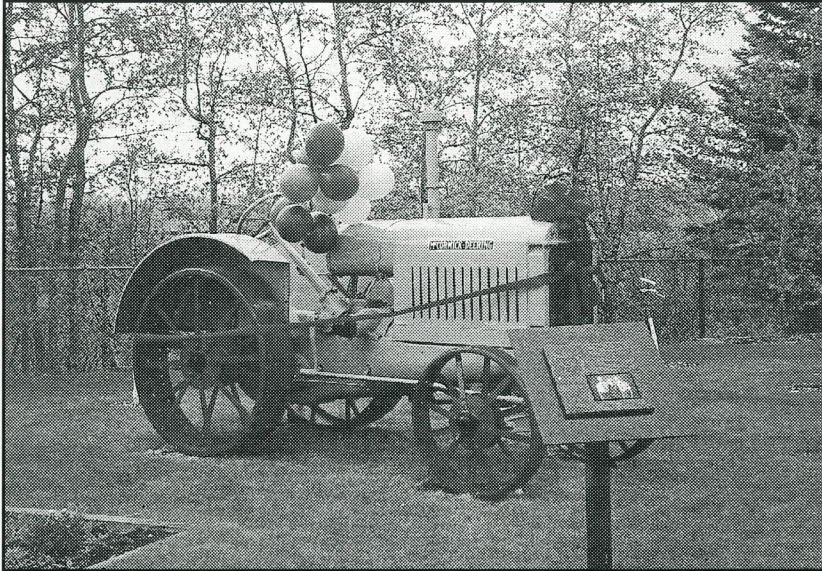


Carewrit*e*

— Carewest's Newsletter for Staff, Residents, Volunteers and Friends —



The tractor has landed

A dedication ceremony for the newly renovated tractor at Carewest Glenmore Park was held on Friday, May 21. The tractor will help to stimulate memories and conversation for many residents with Alzheimer disease and other forms of dementia.

Guests included Ron and Eunice Hepburn who donated the tractor on behalf of the Browns family, Barry Costello who contributed funds for moving, renovations and the beautiful plaque in memory of his aunt Marie (a former resident of Glenmore Park), and representatives from Pioneer Acres Museum who volunteered time to refurbish the tractor. The ceremony was also attended by many residents and staff of Carewest Glenmore Park and members of the Carewest Development Council.

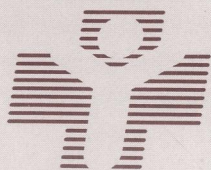
The ribbon was cut by two residents, Adolf Schaffer and Asta Velders whose excitement proved what a valuable addition the tractor is to Glenmore Park.

A special thank you goes to Marlene Collins from Glenmore Park, who encouraged the donation and refurbishment from the beginning, and for organizing a wonderful afternoon thoroughly enjoyed by everyone who attended.

Cheryl Wein, Development Assistant, Carewest Development Council



Some of the guests included: Ray Vanover, Barry Costello, Marlene Collins, Cecil MacArthur, Christine Fetterley, Mrs. and Mrs. Hepburn and their daughter and grandson.



Carewest

Excellence and Leadership in Continuing Care

June 18, 1999

STRATEGIC PLANNING MINI CONFERENCE GREAT SUCCESS!

A grand total of 85 participants took part in Carewest's first Strategic Planning Mini Planning Conference on May 31, 1999. The purpose of the conference, held at Carewest Dr. Vernon Fanning Centre, was to generate as much input as possible in planning Carewest's future.

The all-day conference included Carewest employees, board members, community representatives, residents, family members and volunteers. Following a welcoming message from Board Chair Donna Rose, delegates listened to Elaine Gallagher, Ph.D., talk about issues surrounding the future of long term care.

Marlene Raasok explained Carewest's role in the Calgary Regional Health Authority's planning strategy followed by Roger Sauve from Statistics Canada who talked about social, economic and health trends.

Armed with plenty of food for thought, delegates then broke into small groups to discuss issues impacting the future of Carewest. These issues were then distilled into major themes and possible outcomes. "The results from this conference will provide Carewest with valuable information as we move forward with our strategic planning process," explained

Mike Conroy, Executive Leader. "We are most fortunate to have the suggestions and insights of those we serve as well as the community at large." Broad representation is also part of the Carewest Frame of Reference Mike noted. *We value community awareness, partnerships, and the contribution of volunteers in order to respond to customer needs.*

Next steps? Management Partners will review the information collected at the Mini Conference. They will then use this information to form the foundation of Carewest's Strategic Planning.



QUALITY IMPROVEMENT HAPPENING EVERYDAY AT CAREWEST GLENMORE PARK

Staff members of the Supportive Pathways Program at Carewest Glenmore Park are giving a whole new meaning to the words 'service improvement,' explains Program Leader Marlene Collins.

Once a month each staff member on the three units must come up with an improvement for delivering care or services. At staff meetings the team members go through all the suggestions and select two or three to implement. It's not an involved

or difficult undertaking, Marlene notes. It's simply a case of jotting down ideas on a flip chart. Here are some examples:

- Ideas to reduce noise levels on the units especially at meal times.
- Decorating ideas for making the units more homelike.
- Improving customer service to families by making a point of saying hello and welcoming them to the unit.

- Showing each other more respect and sharing the work load.

As a result of these improvement suggestions, Marlene says they are now using the resident's own bath sheets for baths on 2 south. "The bath sheet is part of the resident's personal belongings and as such is laundered with their clothing. The night before the resident's bath, the bath sheet is put in the blanket warmer so it's cozy for after the bath."

continued on Page 5

KUDOS

THANK YOU... THANK YOU...THANK YOU Regional Seating Clinic - Carewest Dr. Vernon Fanning Centre

For the third year in a row, the Regional Seating Clinic at Carewest Dr. Vernon Fanning Centre hosted the Alberta Seating Education Program and Vendor Fair on June 7th and 8th.

The event ran smoothly and successfully thanks to the support and help of the following individuals. We would like to send a big **THANK YOU** to:

Harjit Dhaliwal, Marcio Merida, and Paul Chun in Housekeeping
Without your help, the event would not have run nearly as smoothly.
Jaylene Methot, Kerry Eekma, Rosie Fabiano and "Mr. Cook" in Food Services

Listen to this.....

"How come we do not have this kind of nice food in our Centre" - a participant from another long term care centre!

A presenter from the Alberta Children's Hospital, who presented here for the third year in a row said "I was never disappointed with the food at the Fanning Centre, everything tasted so good".

Kerry had the coffee and muffins ready early in the morning - when our first participant arrived at 7:30 a.m. Thanks also to Rosie for looking after our "needs" during lunch and afternoon break.

Thanks also go to the "silent group" - the staff in the kitchen who helped prepare the food.

Last but not least, thank you **June Arnold** who helped by taking and passing messages on to the seating staff and the participants.

Mabel Yu, Seating Services, Carewest Dr. Vernon Fanning Centre

To all the staff at Carewest Sarcee

This is a great big THANK YOU for all the years of support and friendships you have given me -- and for all your dedicated work that enriches the lives of our residents. Each of you contributes so much in your own unique way.

It is hard to move out of Sarcee, but I look forward to maintaining contact with everyone through my next projects.

My best wishes to all of you as you meet the challenges of the upcoming changes.

Keep up your good work!

Sandra Hunter

To the Education Resource Centre

Our province is so fortunate to have such a valuable resource right here in Calgary! As continuing care continues to grow and evolve, the need for current information is more important than ever. Keep up the great work.

Veronica Scott, Communications

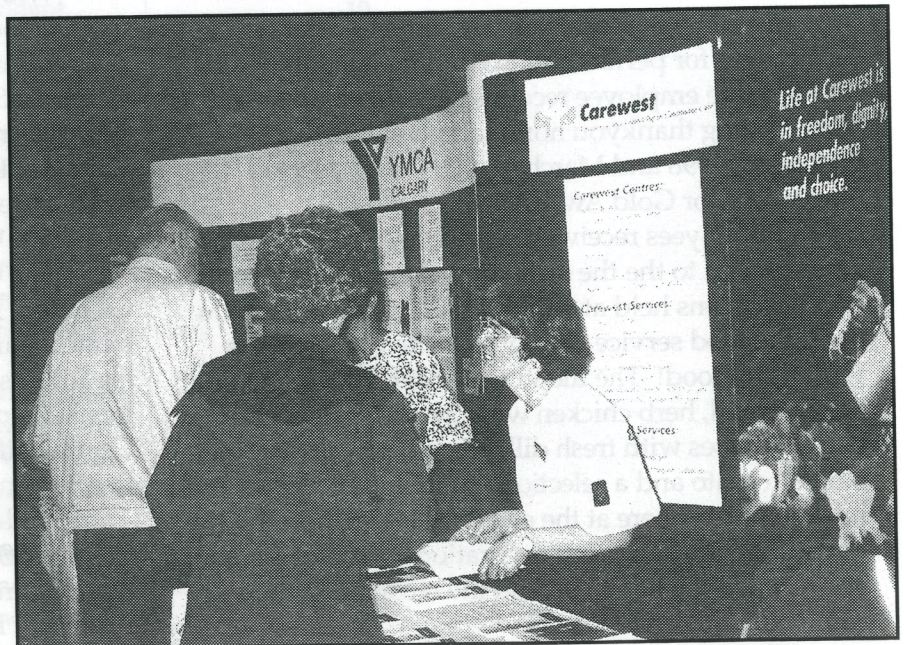
1999 Seniors' Resource Fair a big success

Thank you to the following volunteers who helped us man the Carewest information booth at the Seniors' Resource Fair on May 29, 1999.

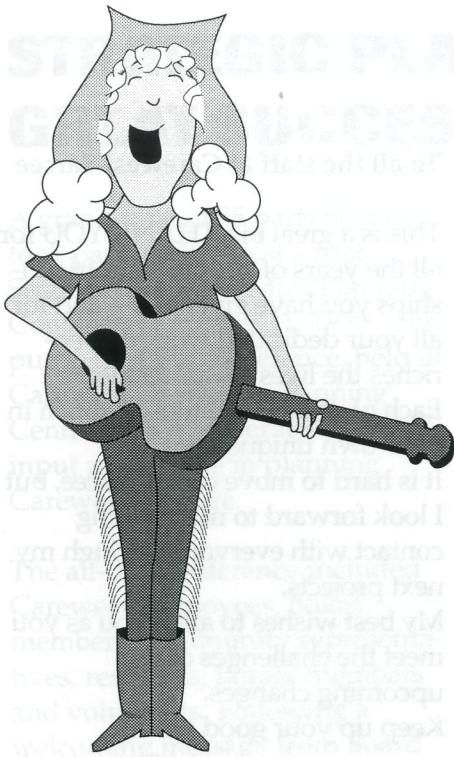
Sandra Hunter
Steve Ungerer
Miriam Winstanley
Nilima Parikh
Harry Chetner

Approximately 200 people visited our booth and asked questions. As always, this Fair is a perfect opportunity to get our name out there.

Debbie and Veronica, Communications



Miriam Winstanley answers questions and hands out Carewest printed materials.



Git the Kinfolk Eldred – we're havin' us a party!

Howdy Pardners! Summer and Stampede are on us like a herd of wild horses. The Carewest Social Dudes are reminding you to keep yer eyes peeled out fer posters and bulletin boards at yer homestead, or go jawin' with a pard who belongs to the club – jest so you can keep yerself "on top" of what's comin' down the line. We like ta keep ya guessin' so each outpost will be havin' different stuff, maybe some good victuals, perhaps a draw or contest, or just a knee slappin' good time - you gotta keep a watch out!

I'd betcha there aren't too many hired hands out there who can't reckon a few social shindigs from the past year? Hallowe'en, Christmas, Valentine's, St. Patricks, Easter, or another "good time". Well here's the tale – we love arrangin' these hoedowns for y'all. We figur we're providin' the Happy Trails To You to ride off happily into the sunset, keep up the spirits at our outposts – ya ketchin' the drift? So we're askin ya to support yer local social club dudes by lettin' em have a bit o time away from their chores, so they can lend a hand on plannin' a barn dance or two. The big

landowner's in town are appreciatin' the work that's bein' done by the social club sodbusters at the outpost. It's comfortin' for them to know the hired hands are bein' well tended to. So don't be lower than a snake belly in a wagon rut, git along now and have a good ol' time.

Some of the Social Club Hombre's: **Sylvia Sherman**, Cross Bow, **Lorraine Wilson**, George Boyack, **Debby Dubord**, Fanning, **Gail Annable**, Glenmore, **Karin Bowie**, Sarcee/Royal Park, **Audrey Waddell**, Admin Centre

MAY WAS RECOGNITION MONTH AT CAREWEST!

Employees received recognition for years of service and for perfect and exemplary attendance. In addition the employee recognition council reviewed 450 amazing thankyou nominations submitted between October 1, 1998 and March 31, 1999, and selected employees for Gold Awards.

Employees receiving service and gold awards were invited to the semi-annual employee recognition luncheons held at various sites. A big thank you to all the food service employees who prepared the wonderful food! The menu was a delight and included spring salad, herb chicken with cranberry pear chutney, baby potatoes with fresh dill, green beans almondine, baked tomato and a selection of luscious desserts. The relaxed atmosphere at the events was enhanced by the beautiful table and room decorations. Employees really appreciated the luncheon and the recognition they received.

Please join together to thank all the employees listed in the insert to this newsletter who were recognized for service, attendance and performance.

Staff Comings and Goings ...

With Sarcee Site Leader Jim Townend's retirement this October, Brenda Huband who is currently Site Leader Carewest Glenmore Park becomes Site Leader of Carewest Sarcee. This change becomes effective on September 7, 1999. Brenda will also be responsible for Carewest Royal Park, Carewest Signal Pointe, overseeing the Medical Director's portfolio and Infection Control.

The vacated Site Leader position at Carewest Glenmore Park has been advertised. Two new responsibilities, Carewest Palliative Care Services and the Capable Seniors Program will be added to this position. Joan Gilmour Site Leader Carewest Dr. Vernon Fanning Centre will be responsible for pharmacy services effective September 7, 1999.

And finally, Sandra Hunter Program Leader Carewest Sarcee will become a Project Coordinator representing Carewest on the Calgary Regional Health Authority Rehabilitation Review. Sandra's background as an Occupational Therapist will be a great benefit. The vacant Program Leader position has been posted.

BLOOMIN' THINGS

Carewest Cross Bow's gardening program is alive and thriving. Recreation therapist Viga Urbanski, with residents Ethel Fry, Louise Wiberg and Isabella Devitt, are busy transplanting bedding plants into the planters on Cross Bow's patio. After the rainy days of the past few weeks, the chance to soak up a little sun and do some gardening is a welcome treat. In addition to the many flowers grown, residents have vegetable plots and look forward to eating the fruits of their labors later in the summer.

Cross Bow offers gardening enthusiasts from the surrounding Bridgeland community the opportunity to cultivate their own small plots, located adjacent to the patio area. Everyone enjoys socializing and trading gardening tips with their neighbors.

*Sylvia Sherman
Cross Bow Administration*



Isabella Devitt, Ethel Fry and Louise Wiberg give Viga Urbanski a hand with the transplanting efforts.

SENIOR'S DAY AT CROSS BOW

In celebration of National Senior's Week, Cross Bow residents decided to host a lunch on Wednesday June 9th. They spent the morning busily preparing gourmet sandwich platters in the Recreation Therapy kitchen and invited staff to be their luncheon guests. Staff representing all care teams, food services, administration and Aramark took the opportunity to join with the residents to share some relaxed association and conversation, as well as the delicious sandwiches. The loving attention shown to our residents is what makes Carewest so special.

*Sylvia Sherman
Cross Bow Administration*



Quality Improvement continued from Page 2

Marlene notes that staff would now like to re-decorate the washrooms especially as the tub rooms look so nice since they were decorated. Since the service improvement plan started six months ago, Marlene notes significant improvements on the units. "The idea is to try and get everyone thinking about improve-

ment, it's also a good way to get everyone involved as well." It also clearly shows that Carewest is open to hearing everyone's ideas, she says.

And just in case you didn't know, the Supportive Pathways staff at Carewest Glenmore Park are

"walking the Frame of Reference talk." KRA #5 (Key Result Area) says: Carewest wants to create a *Progressive Work Environment where people work in an open, honest, supportive environment of continuous learning and quality improvement.*

Way to go Marlene, and the staff at Carewest Glenmore Park!



UPDATE ON THE InfoCARE PROJECT

Well, although things have been quiet for our Clinical Working group in the last few months, a separate group has been evaluating responses from six different vendor groups. In December we sent out a Request for Information asking these vendors to tell us what their software could do in terms of gathering MDS 2.0 Resident Assessment information, identifying areas that need to be care planned, producing a care plan specific for each resident and producing different reports to help our care teams care for our residents. An evaluation committee was struck to review the responses, each vendor was graded according to specific criteria and four vendors were selected to demonstrate their software. These demonstrations will be taking place from June 21-30, and we have

invited not only our Clinical Working Committee, Program Leaders and Management Partner group to participate but also all the other care centres in the region, groups from Edmonton and Lethbridge as well as representatives from CHR (Community Health Resources), Transition Services and Homecare.

On June 21st, we will be hosting a General Information session for everyone to let them know about our project, hear an update from the Region, the Alberta Outcomes project, Alberta Wellnet project as well as a mini-lecture about the MDS 2.0 Resident Assessment Instrument from Dr. Colleen Maxwell from the University of Calgary.

Once all the demonstrations are complete the evaluation committee will compile the results of the demonstration evaluations and try to choose the final one or two vendors. I will be sure and keep you posted as we move through this process.

*Charlene McBrien-Morrison
Leader, Information Technology*

VoicePrint -- A Special Service for the blind, vision restricted and senior audiences

VoicePrint, Canada's broadcast reading service for blind, vision-restricted, and senior audiences moved quietly into Alberta last fall, and has been gaining momentum ever since.

Aired on cable television, volunteers at VoicePrint read news stories, columns and editorials from Alberta's major newspapers. These broadcasts become part of the national VoicePrint reading network.

The Alberta news reports are heard at 2 p.m., with repeats at 10

p.m. and 5 a.m. Monday to Friday. The CRTC-licensed program service is on the air 24 hours a day, 365 days a year. It features international, national, business, sports, health and leisure, and Canadian regional news rounds-ups, now including Alberta.

VoicePrint is a division of NBRS, the National Broadcast Reading Service, a non-profit organization that provides a variety of audio services to Canadians with vision restrictions.

Its goal is to serve the thousands of

Canadians who cannot read or physically handle a newspaper, because of sight difficulties, aging or health problems.

"We are helping people enjoy life on an equal footing," says Bureau Chief Lynne Rach. "Seniors with dimming vision tell us that they miss being able to read their newspaper almost as much as losing the ability to see the faces of their grandchildren."

For more information, please contact Lynne Rach at 515-8430.

News from the Carewest Development Council

(a member of the Calgary Health Trust)

Continuing with our series of Council member profiles, we introduce Donna Clarke. The Carewest Development Council raises funds to enhance the quality of life for those served by Carewest.

Donna Clarke

... enjoying each day

When Donna Clarke was approached to join Carewest's Board several years ago, the request came at the right time. "I have lots of energy and time to do this. It's the first board I've ever been involved with and I'm learning a lot. It's exciting," she said.

Donna is on the Steering Committee for Carewest Signal Pointe, helping to plan a comfortable, home-like setting for residents and families, something she feels is very important. She is also co-chairing this September's 4th Annual Fun(D) Fest to raise money for Carewest Signal Pointe. It's going to be on a much bigger scale this year," she says excitedly. A gala evening will be held at the Palliser Hotel, featuring guest speaker Maureen Reagan, daughter of former president Ronald Reagan. There will also be a silent auction. An afternoon event, at Carewest Sarcee, will be held for Carewest residents, their families and others unable to attend the evening festivities. Carewrite will provide more details as they become available, Donna explained.

Donna spreads her energy among varied interests outside Carewest. While her children were growing up, she worked occasional shifts as an X-ray technician and was part owner of a children's consignment store. But being mom and doing the "mom things" were always her first priority. Much to Donna's delight, her daughter, a nurse manager at Alberta Children's Hospital, and her son still live in Calgary. "I feel so lucky, I have a wonderful husband who supports everything I do." They share many interests, including a love of gourmet cooking. Gourmet cooking seems like a natural extension of Donna's part-time job at The Compleat Cook, a store that carries high-quality cookware.

It's important to keep a focus on friends and family, Donna says. "Start each day with a positive, upbeat attitude. Don't wake up angry—life is too short. Enjoy each day."



—Theresa Smith, Communications



It's back again – the 4th Annual Carewest Fun(D) Fest!

Plans for this signature event are underway and this year we have another new and exciting format.

Maureen Reagan, official family spokesperson for former President Ronald Reagan and Nancy Reagan, will be the keynote speaker at a gourmet dinner for over 360 guests at the Palliser Hotel on Wednesday, September 29, 1999.

The purpose of this event is to raise awareness and stimulate wide-spread interest in Alzheimer disease and, of course, to raise funds for our new state-of-the-art Alzheimer facility, Carewest Signal Pointe. The event will include an elegant afternoon tea at Carewest Sarcee for caregivers, Alzheimer residents, families and dignitaries, followed by a press conference at Signal Pointe, a reception at the residence of the U.S. Consul General, a reception and silent auction at the Palliser, plus the dinner with speakers and entertainment. Tickets will be \$225.00 each and tables \$1800.00 for a table of eight.

For further information or to volunteer, call Phyllis or Cheryl at 267-2986.

More News from the Carewest Development Council

The Carewest Development Council would like to extend a special thank you to RBC Dominion Securities Inc. for its generous donation of \$10,000 which, combined with matching donations, will enable us to purchase seven new Bertec 2000 beds for the residents of Carewest.

Take Care When Faxing!

It's easy to send confidential information to the wrong number. So take great care when faxing. Here are some tips to remember:

- First of all, decide whether it is necessary to fax the information. If it's not needed right away, you may want to send it some other way.
- If you are not sure about the fax number, phone to make sure it's correct.
- Make sure the fax is received on the other end.
- Be sure to complete a Fax Transmission Cover Sheet.
- When dialing, confirm the number being dialed with the fax machine display. If it's a number that is used frequently, use the automatic dialing feature.
- If a fax number should change, make sure the new number is registered in the automatic feature.
- If the information is going to a public area, make sure someone is there to receive it.

FOR SALE

5th wheel tail gate, like new.

Asking \$125.00 obo. Please call Janet at 273-0840.

Thank you everyone who takes the time to send us contributions to Carewrite. As we need to keep our newsletter size down to eight pages, we usually have more items to put in than we have space for. That's why if you don't see your submission this time, it will follow soon. If it has been a while, please contact us and we'll let you know what's up. Again, without your submissions, Carewrite would not be nearly as interesting to read. So, keep them coming and we'll get things in sooner or later! Thanks! Communications

Float Holiday Update

Regular and some temporary full-time Carewest employees (depending on date of hire, collective agreements, etc) are entitled to one "Float Holiday" each year. As a general rule, this day must be taken within a certain time frame usually ending by December 31st of each year.

Please refer to your collective agreement or non-union policy to make sure you are aware of the specific details regarding your entitlement. Also, please be very specific when you apply for this day to ensure it is coded and recorded properly. You can also verify the coding on your pay stub to ensure it is correct.

Published and Presented

Marlene Collins, Marlene Foley, Jennie Hollings and Sandra Hunter presented "Influence of environments and Supportive Pathways", at the 7th Gerontological Institute, Mount Royal College, May 6th.

Marlene Collins presented at the Alzheimer Calgary's Annual Caregiver Dinner, June 5, 1999.

Veronica Scott, Long Term Care magazine "Applied Research In Continuing Care? You Bet!" May/June issue. (Thanks to Brenda Huband and Jeanine Kimura for content information.)

Carewrite

Carewrite is produced twice a month. We welcome submissions.

Please contact Debbie Hayman— Voice: 267-2992 Fax: 267-2968 Email: debbie.hayman@crha-health.ab.ca