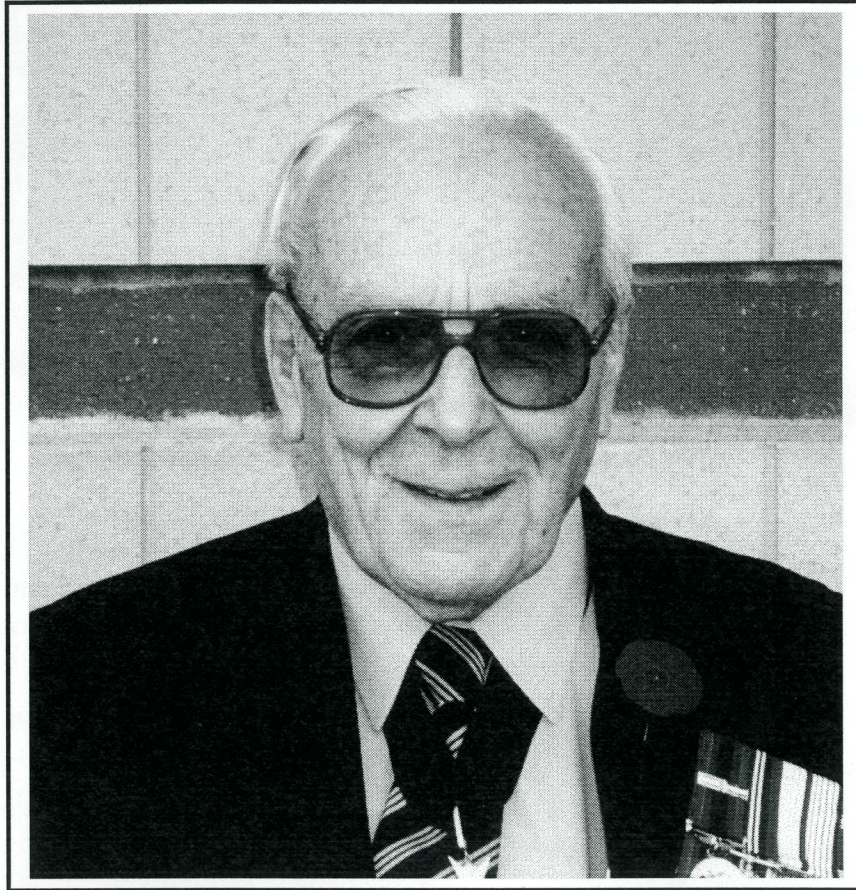


Carewritte

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



Sid Wallace

Carewest Volunteer Receives Prestigious Award

Congratulations to Sid Wallace, founder of the Friends of the Colonel Belcher, who was recognized on May 23, 2002 by the City of Calgary for his outstanding contribution to our community.

(Continued on back page)



Carewest

Excellence and Leadership in Continuing Care

June 14, 2002

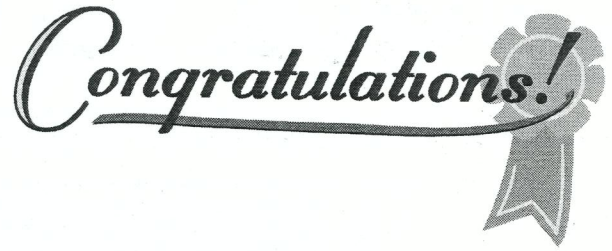
A Message from Brenda



Initial Accreditation Report Gives Carewest Top Marks – Again!

On behalf of the Carewest board and Management Partners, I would like to express my sincere appreciation to everyone who took part in accreditation. I am pleased to say that your hard work and dedicated effort paid off. Although we have not received the official report – it should arrive in about a month – the preliminary verbal report was certainly encouraging.

Before returning home, the accreditors provided a summary of their findings to the Calgary Health Region and its partners. They mentioned several areas, in particular our community partnerships including Jack James High School, Apex and a wide variety of community associations and organizations. They said that Carewest has a “prevalent culture of caring.”



The accreditors were particularly impressed with our organized and dynamic accreditation teams and the fact that we included family members and residents wherever possible. In addition to reviewing printed materials, the accreditors visited our sites and spoke with staff, residents and their families. We were commended for our well-kept, clean and homelike environments. Signal Pointe staff were complimented for “truly demonstrating client centered service delivery.”

The accreditors supported several opportunities determined by Carewest including staff education around confidentiality, improving our e-mail back up, addressing workstation security and moving forward with our Occupational Health and Safety plan.

While accreditation is a lot of work, I believe it's a worthwhile exercise. As an organization it makes us take a good look at how we “do our business.” But most importantly, it helps us to continually improve. Accreditation is more than simply a report card; it's a wonderful opportunity for us to be the ‘best we can be’. You may be interested to know that in 1999 Carewest was awarded the full three-year accreditation.

I will have more to share with you once we receive the full written report. In the meantime, congratulations for a job well done!

*Brenda Huband
Executive Director*



Don't Miss the Fun on Saturday, June 22 *(rain or shine)*

Date: June 22, 2002 from 12:00 to 4:00 p.m.

Location: Green space between Carewest Cross Bow, George Boyack and the Administration Building.

Parking: We are not able to park at the old General Hospital this year. The only available parking will be on the streets in the area.

Fun for everyone: Food, music, prizes and fun for everyone. For adults, there is a beer garden and for kids, there will be a bouncy castle, organized games, relay races, a craft tent, pony rides and horseshoes.

Cost: Free, but we require a cheque deposit of \$5 per person which is completely refundable at the door (so we know how much food to order).

Tickets: Available until June 14th at the main reception area at your site.

Sponsor: Carewest Employee Recognition Committee.

To volunteer: Contact Roma in Human Resources (267-2927) to sign up.

Site representatives:

Administration	Roma Zotzman
Cross Bow	Wendy Farrance
Sarcee	Marilyn Van Sertima, Bonnie Martin
Glenmore Park	Tanis Durnin
George Boyack	Lorraine Grover
Fanning	Ann Gay, Devon Haydu
Royal Park	George Stonehouse
Signal Pointe	Cindy Randall
Nickle House	Sandra Agbarakwe

Sunny Side Up at Carewest Colonel Belcher



(Back row) Musse Yusuf, Jennifer Spencer, Linda Normand
(Front row) Brenda Carlson, Lydia Alexandriu, Sophie Abdu, Marlene Collins, Tsegie Gebru

For the last two months, the 3AB team at Carewest Colonel Belcher have been making breakfast each week for their 28 Supportive Pathways residents. The guys love the eggs and bacon and are even coming on their own to the dining room to see what's cookin'! All of the areas at the Colonel Belcher have now adopted this activity.

*Marlene Collins
Program Leader, Supportive Pathways
Carewest Colonel Belcher*

Carewest Represented at Beverly Centre Lake Midnapore Opening

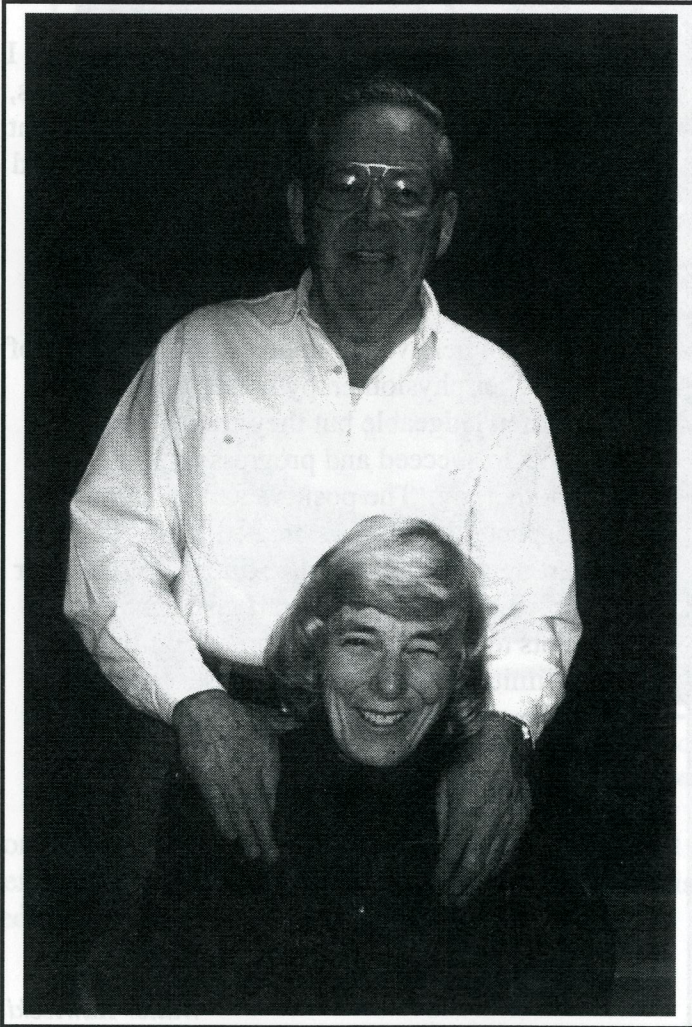
Celebrations were held on Wednesday, June 5th to mark the official opening of Beverly Centre Lake Midnapore, an attached care centre, seniors apartment complex and pre-school daycare.

Carewest Executive Director Brenda Huband attended the afternoon ceremonies along with Gary Mar Minister of Health and Wellness, Ty Lund Minister of Infrastructure, Calgary Health Region-Carewest board members Eileen Grant and Loreen Gilmour, David Martin President Beverly Centre and approximately 150 staff, residents, families, board members and friends of the Centre.

Beverly Centre Lake Midnapore is a similar concept to that of Carewest Royal Park.

*Veronica Scott
Senior Communications Advisor
Calgary Health Region/Carewest*

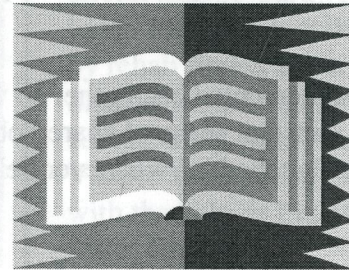
Carewest Glenmore Park Salutes Norma and Bob High



Norma and Bob High

Over the years, Norma and Bob High have received a number of recognition awards from both Carewest and the Public Library. They were the first in Calgary to introduce the library concept to continuing care facilities and received the Jack Dutton award for their accomplishments.

Their efforts have ensured that library service is now available in many similar sites throughout the city.



Norma began her volunteer commitment to Carewest Glenmore Park in 1974, and has been an advocate for patients, volunteers, and Carewest ever since. Norma offers library services as a liaison with the Calgary Public Library, Special Needs Services. She regularly visits patients with a selection of large-print reading material, talking books (on audio-tape), and magazines.

Norma has seen an immense amount of change over the years as Glenmore has moved from providing long term care to rehabilitation and recovery, and has worked with many different residents and staff.

Norma's husband, Bob, began assisting in 1985 and, when he retired in 1990, he joined her full time. Together they are an outstanding team and support a number of other volunteer programs (community outings with families and residents and special events) when called upon.

We at Carewest are very grateful for the service they have provided to our residents and patients over the past 28 years, and look forward to their continuing support.

*Patty Rhodes Brink
Recreation Therapist
Carewest Glenmore Park*

Notes of Appreciation for Carewest Staff

Second Floor Staff, Carewest Cross Bow

I recently spent ten days in respite care at Carewest Cross Bow and would like to express my deep appreciation for the excellent care and kind and friendly atmosphere. Any request I made of a staff member was always carried out with concern for my well-being in a good natured manner.

I had the opportunity to observe staff interacting with all of the residents, with their myriad of ongoing demands, and found myself inspired by the level of respect and generosity of spirit shown by everyone.

The staff complemented each other so well! There was a constant sense of shared objectives and everyone 'pitched in' whenever help was needed.

My experience at Carewest Cross Bow was a positive one due to the unparalleled care I received at the hands of a staff who have the ability and willingness to give of themselves.

Daniel Quance

Comprehensive Community Care (C3), Carewest Sarcee

The C3 Education Program is excellent and the staff are outstanding. Calgary is fortunate to have this program for our aging population. Our special thank you to Sandra Stone, Drs. Turner and Murray, Pat Deschamps and Seth Roach for all their support and dedication.

Our best wishes for continuing success in the C3 Program.

*Frieda Morasch, Valerie Hambrook,
Joyce Fordham, Sylvia Bates*

Musculo-Skeletal (MSK) Rehabilitation Unit, Carewest Glenmore Park

As a rheumatoid arthritis sufferer for 32 years, I have experienced 42 hospital admissions. This, I believe, qualifies me to evaluate and comment on the quality of care that your facility afforded me recently in your MSK Rehabilitation Unit. I was very impressed by the knowledgeable, caring and dedicated nursing staff.

I could not believe the intensity and devotion of Jan and her physiotherapy staff. They are not only knowledgeable but they encourage patients to succeed and progress with their physiotherapy. The positive and pleasant atmosphere that she has created in the department encourages the patients to strive for complete recovery. Her staff also encourages patients to participate in extra physio sessions, with limited supervision and observation, in order to expedite their discharge date.

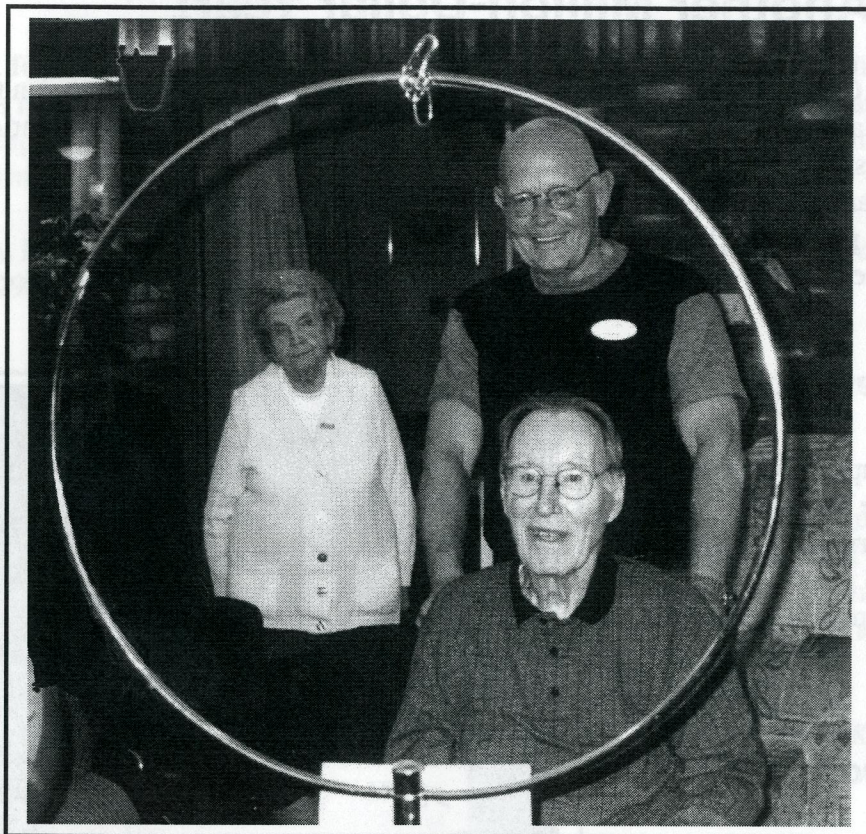
This is the BEST physiotherapy department I have ever experienced. This department must be an extremely effective and cost efficient program that I hope will continue in these days of health care cutbacks.

Walter Kawiecki

We are the working souls for labours of love, service and purpose. We have a commitment to action... we are working at our best, giving extra time and effort, and even going beyond work hours to fulfill this kind of service. We extend cheerful, encouraging words and hopes despite a patient's predicament. It is this gift of making their lives valued and important that we share. We make a whole lot of difference in the lives of every human being. Applause to all of us. It was a pleasure working with you all.

*Farewell note from Aida Maroti, Nursing Attendant
Carewest Glenmore Park MSK Unit*

Carewest Sarcee's Annual Sneaker Day



Glen Olson helps Bill Scott shoot hoops while Peggy Main sizes up her competition



Over 50 residents, families, volunteers and staff followed the circuit around Carewest Sarcee that led to four fitness stations manned by rehab fitness experts Cathy Sharpe, Janice Sharpe, Helga Kunes, Sue Clark, Alice Chan, Valerie Wriedt, and Luba Wilson with the help of Liz Medonsa and Sister Blandine.

Congratulations to all! A total of 37 miles were tallied up! Wild and crazy sneakers were everywhere. Refreshments and prizes greeted participants at the finish line. Thanks to all who helped make it a fun day. See you next year!

*Marion Elliott
Activity Convener
Carewest Sarcee*



Susan Clark cheers as Mrs. McKinstry hits a home run at the T-Ball station



Ruth Bowron and Janice Sharpe team up to slam dunk a beach ball

Carewest Development Council Celebrates Another Million-Dollar Year!

The dedicated volunteer members of the Carewest Development Council raised over a million dollars again this past fiscal year to benefit residents and day clients of Carewest! These funds support many initiatives to enrich the lives of the people served by Carewest – things like electric beds and track lifts, new dining room furnishings for all the dining rooms at Carewest George Boyack, a gazebo at Carewest Nickle House, an expanded palliative care program, a new paratransit bus – to name just a few. We are most grateful to our generous donors and partners. And as we start the new fundraising year, here are a few recent highlights.

TELUS Retiree Supports Carewest

Catherine Cranston, a retired TELUS employee, chose to make a donation to Carewest through the TELUS Community Connections Employee Charitable Giving Program. Through this program, TELUS matched Catherine's donation bringing the total amount to \$2049.10

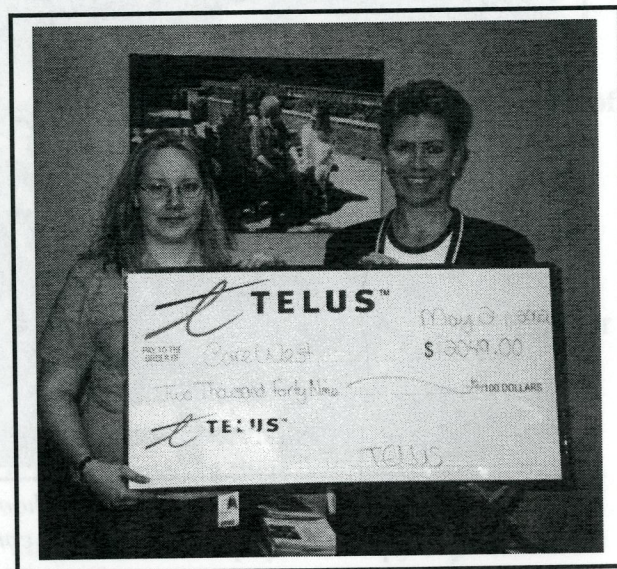


Photo: Brenda Huband accepts a cheque from Michelle Embury of TELUS

A Gift from the Masonic Foundation of Alberta

On May 23, 2002, the Masonic Foundation of Alberta and the members of Crescent Lodge #87 presented a cheque to the Carewest Development Council in the amount of \$4650 to purchase an "Aroga IMPACT" communication device for Carewest Dr. Vernon Fanning Centre.



Photo: Representatives from Carewest, Masonic Foundation of Alberta, and Crescent Lodge #87*

(Back row) Dave Bruce, Dean Molaro, Bill Sheppard, Ian Ross, Shannon Smith, Joan Gilmour**

(Front row) Sandra Hunter, Mary Molaro, Les Bailey, Don McLaren*

Poster Program Supports the Carewest Sites

Look for attractive new posters and brochures near the donor tree at each Carewest site. The posters list funding needs identified by each site such as Karaoke machines, patio furniture and computer software. The accompanying brochures describe how donors can make a contribution to enhance resident comfort and daily enjoyment.

If you have questions regarding the poster program, please contact Shannon Smith, Development Coordinator at 267-2984 or shannon.smith@calgaryhealthregion.ca.

New Staff at the Carewest Development Office

The team of the Carewest Development Office of the Calgary Health Trust has grown! Joining us in Kelly Carbray's capacity (as Kelly left to enjoy the birth of twins!) is Shannon Smith, Development Coordinator and an additional fundraising professional, Kathleen MacPherson, Development Officer. Please drop by our office at the Admin Centre and say, "hi". We also look forward to seeing you at your sites.

*Phyllis Konrad, Director of Development
Kathleen MacPherson, Development Officer
Shannon Smith, Development Coordinator
Carewest Development Council*

Cookbook Sales for Younger Adult Day Support Program

The Younger Adult Day Support Program (YADS) has a wonderful cookbook for sale featuring family favourite recipes contributed by YADS participants and staff. For only \$5 per book, you can have fabulous recipes for appetizers, seasonings, dressings and salads, vegetable dishes, soups, main courses, snacks, desserts, breads and cookies just in time for summer entertaining.

Discover some new dishes and support a good cause! Send your cheque for \$5 payable to the Younger Adult Day Support Program via inter office mail and we will send you a book. Or, call us at 230-6999 and drop by for your copy.

*Dawn Robertson
Recreational Therapist
YADS, Carewest Dr. Vernon Fanning Centre*



Mark Your Calendar

Working With Your Doctor Alzheimer Society

Guest Speaker: Dr. Patrick Quail
Date: Thursday, June 20th
Time: 7:00 pm to 9:00 pm
Location: Alzheimer Office 1920 – 11 St. SE
Register: 290-0110

How can you develop and maintain a better working relationship with your medical practitioner? As a family carer, what questions should you be asking and what information does your doctor need to provide the best care possible?

C3 Open House Carewest Sarcee

Date: Thursday, June 27th
Time: 1:30 pm to 3:00 pm
Location: Carewest Sarcee C3 Activity Room
Information: Kristi Niccolls @ 686-8140



The Comprehensive Community Care Program (C3) is celebrating their 1st anniversary! Everyone is welcome to join us for cake and punch.



Silent Auction for a 1980 Buick LeSabre! Cross Bow Volunteer Association

Bids: Start at \$500 and go up in increments of \$20
Bidding closes: Wednesday, July 3rd at 12:00 pm
Information: Paulette Fornataro, Activity Convener @ 267-2756
To place a bid: Call Paulette or place your bid on the sheet at the Carewest Cross Bow reception notice board.

Donated by Robin Williams – Cross Bow Gift Shop Volunteer
Light Brown, two door; AMA inspected 24 months ago
Mechanically sound; needs some body work
All costs related to insurance, registration, safety inspection, etc. are the responsibility of the successful bidder.



Belly dancer entertains a table of residents at Carewest Sarcee.

Greek Night at Sarcee

On May 23, Food Services joined forces with Activities to put on a Greek evening at Carewest Sarcee and what a party it was!

The Comprehensive Community Care (C3) program kindly loaned us their multi-purpose room that we decorated with grape vines, urns, terracotta pots and artificial trees. Rachelle Koch (Food Services Team Leader) and Sharon Smith (Food Services Assistant/Cook) prepared a delicious dinner of tzatziki (cucumber dip), chicken kabobs, spanakopitta (spinach and feta cheese in phyllo pastry) and aprocopita.

Entertainment was provided by belly dancers from Chiftibelly who had the crowd stomping their feet and clapping to the music. Thanks go to Marion Elliott (Activity Convener), Lori Fummerton and Valerie Wriedt (NAs), Glenn Olsen and Nimrat Kaur (volunteers) for their help with this event.

*Susan Clark
Activity Convener for Lifestyle Choices
Carewest Sarcee*

Big Money Rumble 2002

Over \$50,000 in Prizes for Calgary Health Region Employees

Chances of winning a provincial lottery are astronomical, but wouldn't it be great if you could enter a lottery with only 2000 entrants and **26 cash draws of at least \$750 dollars each**? If that sounds good, then get ready because the Big Money Rumble is coming!

The Calgary Health Trust is excited to offer Calgary Health Region employees the chance to win a share of \$50,003 including a grand prize of \$15,000!

The contest is also open to Carewest employees and will only take the first 2000 entrants, so spots will fill up fast! Not only do entrants have a chance to win huge cash prizes, they also contribute to Calgary's health care. The Big Money Rumble is raising funds for innovative technology projects in the Region.

"The chances are a lot better than the Lotto 6/49 and the grand prize will really get people's enthusiasm going," said Calgary Health Region employee Alana Poos. "The money is going to good cause and the odds of winning are good as well."



a

The cost to enter the Big Money Rumble is \$104.
This fee can be paid in a lump sum, or in payments of \$4 per paycheck.

"It's not that much money and the payroll deduction option is great," Alana said. "People spend more than \$4 on lunch!"

The draws will take place every two weeks from August 14th, 2002 to July 30th, 2003. One winner will be selected on each draw and prize amounts will vary between \$750 and \$5000. The final draw will take place on July 30th, 2003. On that summer day, one lucky Calgary Health Region employee will win \$15,000!

*Jennifer Trofimuk
Development Coordinator
Calgary Health Trust*

To Register:

e-mail big.money@calgaryhealthregion.ca
call 943-0600, or
print the registration form at
<http://iweb.crha-health.ab.ca/>.

Brenda Huband Key Note Speaker at Nursing Convocation

"Nursing is a career with endless challenges and golden opportunities - a career where learning never ends," Brenda Huband, Executive Director, told nursing graduates at the University of Alberta Faculty of Nursing Alumni Association Convocation Breakfast on Thursday, June 6th in Edmonton.

"In this era of increasing accountability, professional nurses must develop the courage and tenacity to meet the health needs of society. Risk taking can be challenging and exciting, but unless we are willing to take risks our mission will go unfulfilled," Brenda told an audience of approximately 375 graduating nurses.

Brenda also shared with the audience her own experiences as a brand new graduate. "I remember graduation like it was yesterday, having such big hopes and dreams. So much has happened and I still think nursing is the best profession in the world."

She encouraged the new nurses to wear their pins, "with happiness and pride of accomplishment knowing that your dedication, hard work and abilities have paved the way to this wonderful day."



*Veronica Scott
Senior Communications Advisor
Calgary Health Region/Carewest*

Recognition Luncheons Honour Staff

During May and June, Carewest held Semi-Annual Recognition Luncheons at Cross Bow, Dr. Vernon Fanning Centre, Royal Park and Glenmore Park. Individuals were recognized for years worked at Carewest and for making a major positive impact on the organization.

- 90 people received **Service Awards**, most notably Sybil Riley of Glenmore Park who has 35 years of service!
- 4 people received **Gold Awards** - Llyod Quan of Dr. Vernon Fanning Centre, Vivianne Gamache of Cross Bow, Donna Russell of George Boyack and Elaine Colley of Sarcee.
- 2 people received **Excellence Awards** – Heather Truber of Dr. Vernon Fanning Centre and Cindy Randall of Signal Pointe.

Congratulations to all and thank you to everyone who participated in the luncheons!

*Roma Zotzman
Employee Recognition Committee*



Ready to Break a Sweat?

Calgary Corporate Challenge 2002

Calgary Corporate Challenge 2002 runs September 6 to 22 and there's a lot to do before game time. We need captains, participants, blood donations and a flashy T-shirt design.

To participate or volunteer in the Games please leave a detailed message on the Region's Corporate Challenge Hotline 943-1230 before June 28.

If you are not the athletic type but consider yourself a team player you can still make a meaningful contribution. Become involved in the Spirit Committee or show off your artistic flair in the Region's T-shirt design contest. The winning design must incorporate this year's theme 'Feel the Heat' and illustrate a number of Games events. For a list of events and contest guidelines, log on to:

<http://calgarycorporatechallenge.com/frameaset.htm>. The winning designer will receive a \$100.00 spending spree at the Region's Employee Recognition Web Store.



You can also participate by donating blood.

Each blood donation made on behalf of the Region receives one point. New donors and plasma donors receive two points. Clinics are being scheduled throughout the Region during the Corporate Challenge Blood Donor Challenge.

To book an appointment at Canadian Blood Service's main collection site (737 - 13th Avenue SW) or at any of the mobile clinics, please call 410-2700. For a list of mobile clinics, log on to:

<http://www.bloodservices.ca>

One hour of your time spent giving blood can save up to four lives. During the four months of last year's blood donor challenge, Regional employees made 425 donations and placed second in the Blood Donor Challenge – just three donations behind the City of Calgary.

*Danielle Macdonald
Events and Information Coordinator
Calgary Health Region*

Good Luck Mark

We would like to wish the best of luck to Mark Navasco who is leaving the Musculo-Skeletal Rehabilitation Unit in Carewest Glenmore Park and taking a full time position at Carewest Sarcee. He will be missed for his hard work and dedication to his team.

*Jennifer Steeves
Registered Nurse
Carewest Sarcee*



May Dipasupil, Polly Cudiamat, Sheila Dafoe, Mark Navasco, Gail McCall, Monique Lund, and Mia Jogia

Continence Clinic Update

Urinary incontinence is a common health problem that has many costs and negative consequences.

Often people believe that the problem is not treatable, and is something you 'just have to learn to live with'. Fortunately, most often this is not true.

Many can regain continence, or reduce incontinent episodes, and this in turn has a positive effect on their social activities and quality of life.

Since last spring, Day Hospital has operated a Continence Clinic for one half-day weekly out of the Seating Clinic space at Dr. Vernon Fanning Centre. The clinic is for seniors living in the community who are experiencing problems with urinary incontinence and who want assessment and strategies to manage the problem. Shirley Cox is the clinic nurse and Linda Rochow provides secretarial support. Day Hospital physician sees clients as necessary.

By the end of March, all clients who completed a survey at discharge indicated being more satisfied with the level of continence than when they first came to the clinic. Many commented favourably about the clinic: *"Staff are excellent, professional, caring ... understanding about a personal and sensitive problem. Glad to have this service available."*

The clinic will continue to operate on Wednesday afternoons and, as of June 12th, will move to Day Hospital South at Glenmore Park. Our thanks to the Seating Clinic staff for sharing their space over the past year.

*Janice Ebbert
Program Leader
Carewest Day Hospitals*

Smoking Update



On May 31st, World Tobacco Day, all Calgary Health Region property became smoke free. What does that mean for Carewest?

Indoors

- Staff, visitors and volunteers cannot smoke inside any Carewest centre.
- Following our current practice, residents will be able to smoke only in designated enclosed smoking lounges. This is already in place at Carewest Dr. Vernon Fanning Centre, Glenmore Park, Sarcee and Colonel Belcher.
- Non smoking centres such as Carewest Nickle House, Signal Pointe, Cross Bow and Royal Park will continue to be non-smoking.
- Clients who receive services at home will be asked not to smoke one hour before and during a visit by a Carewest employee.

Outdoors

- Presently, you can't smoke unless you are off Carewest property at Carewest Nickle House, Signal Pointe and Royal Park.
- Some of our sites will continue to have outdoor smoking areas. We will have more information about this in the near future.

*Joan Gilmour
Site Leader, Carewest Dr. Vernon Fanning Centre & Nickle House*

Carewest Volunteer Receives Prestigious Award

(Continued from front cover)

Sid was nominated by Nadine Humphreys, Development Coordinator for Calgary Health Trust, who said that Sid is a great example of energy and commitment.

“He always says that it’s about the guys between the two white sheets. That’s what motivates him.” She adds that, “His work with the Friends of the Colonel Belcher is just one aspect of his voluntary contribution. He has been involved with and played a leadership role in many projects that benefit the lives of others.”

Each year, the City of Calgary recognizes individuals, corporations, community groups, schools and organizations who make an important contribution to Calgary. Sid was the only individual to receive the Community Advocate Award, which acknowledges significant contribution through volunteer service.

The Friends of Colonel Belcher raises money for quality of life enhancements for residents at Carewest’s Colonel Belcher Care Centre.

*Divona Herzog
Carewrite Editor*



Note from the Editor

Submission deadline for the July issue of Carewrite is Friday, July 5th.

Thanks for the great articles, pictures and cards. Keep ‘em coming! And don’t forget your camera during Stampede party season!

*Divona Herzog
Carewrite Editor*

Update

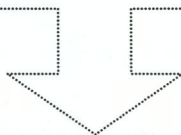
Carewrite is produced monthly. We welcome your submissions.

Please contact Divona Herzog

Voice: 254-1672 Fax: 256-2148

Email: CarewriteSubmissions@calgaryhealthregion.ca

Please send photos to Veronica Scott of Communications through interoffice mail.



Carewrite

Carewrite is produced twice a month. We welcome submissions.

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

www.carewest.org