

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



Here, Roselyn Ramsey, Alderman Hawkesworth and Alderman Clark unveil the plaque dedicating the trail linkage to the memory of Croft Ramsey.

City pathway dedication

On May 29, 1998, the City of Calgary officially dedicated a pathway linkage in Confederation Park in memory of Croft Ramsey. Several residents from Carewest Dr. Vernon Fanning Centre were able to attend this event, including Harry Chetner, who knew Croft Ramsey quite well. At one point in his life, Croft was a resident at Carewest Dr. Vernon Fanning Centre. He regularly volunteered every Saturday to mind Joe's General Store on the main floor at Fanning.

Mr. Ramsey gave his time and energy generously and voluntarily to make life easier for people with disabilities. After his retirement from Dominion Bridge in 1984, Mr. Ramsey worked tirelessly on many different committees. He represented the Multiple Sclerosis Association on the City of Calgary Transportation Committee, he was a volunteer advisor for the Handibus Association, and also worked on the advisory committee to make Nose Hill park wheelchair accessible. He was a very tenacious advocate for people in wheelchairs and worked hard towards his dream of making all of Calgary accessible.

Mr. Ramsey's dedication to this cause and everything he was able to accomplish, prove how much difference one person truly can make.

- Debbie Hayman, Communications

Carewest cordially invites you to attend

a sod turning ceremony for

Carewest Signal Pointe

Friday, June 26, 1998

2:30 - 4:30 p.m.

Sod turning and reception

at Dana Village, 1818 Simcoe Blvd. S.W.

R.S.V.P. by June 19, 1998 to Debbie Hayman at 267-2992

Your cooperation would be appreciated in letting us know of your attendance so we can order appropriate amounts of refreshments, etc.

What's Inside...

June 15, 1998

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SOME THOUGHTS FROM MIKE'S CORNER ...

WOW! I'm impressed. I recently had the opportunity to take part in some education sessions for our Supportive Pathways and Capable Seniors Programs. The content and caliber of teaching for both of these state-of-the-art Carewest programs is excellent.

Supportive Pathways is a comprehensive Carewest-wide program that focuses on understanding and caring for people who have Alzheimer disease and other dementias. The Capable Seniors Program, meanwhile, is a leading edge initiative toward understanding and caring for seniors capable of making their own decisions. Both programs are the foundation for how we deliver care and services throughout our organization.

What's important is that these programs make the leap from ideas to practical 'hands on' application. It's no longer enough just to say we offer choices, promote personal autonomy and respect the dignity of each individual. What do these good intentions mean in day to day real life — how do we roll up our sleeves and put them to work? What impressed me most were the examples of real live situations and the stimulating, thought provoking discussions that followed. Everyone had something to contribute!

Supportive Pathways participants learned a lot about values, their own, the residents' and those of the organization. They learned about aging, dementias, how the

brain works and why residents behave in certain ways. The Capable Seniors Program covered a variety of topics including the importance of one's surroundings, the need for stimulation, family relations, solving problems and recognizing the importance of individuality at all stages of life.

I firmly believe in the importance of applied education. Equipping people with the information and knowledge to do their jobs effectively benefits everyone, particularly our residents. It is one of the ways Carewest fulfills its Mission to "value each other and create a learning environment which encourages innovation, participation and team work." Congratulations to everyone involved, especially our Program Leaders, Program Sponsors, Education Coordinators and outside consultants for a top notch job. Keep up the terrific work!



Employee Recognition Program 'making a difference' off to a great start ***Keep those thank-you card nominations coming!***

We are thrilled to see so many of you sending thank-you cards and recognizing fellow workers! We can't believe how many nominations we have received since the kick-off! It is a very heartwarming experience reading all the wonderful stories. We may already have some potential Gold and Excellence Awards! The recognition council meets in September to review all your nominations to see who meets the Gold and Excellence criteria. We will announce the results at the end of September.

Meanwhile, we have loads of nominations for the quarterly draw at the end of the month. If, however, you want to get in any last thank-you's for this quarter, please send them in to Human Resources before June 28. We make the draws for each site on June 30.

Don't forget.... if you want someone to be recognized beyond the Thank-You Level, make sure you give us as much detail or description as you can.

- Christine Clements, Human Resources

Staff Profile

Gina Halpin, Social Worker, Loves her job

When Carewest Glenmore Park's Progressive Care and Palliative Care Units opened last summer, Gina Halpin joined as the Social Worker. Previously, she was a social worker in other Calgary continuing care settings, and before that, she was an LPN—also in continuing care. Gina is now working on her Master of Social Work degree and plans to specialize in palliative care.

She says she loves what she's doing and finds both units challenging and rewarding. The scope is huge, she says, because every resident's needs are unique and her role is different for each person she meets. Her work varies greatly according to whether she works with palliative or with progressive care.

The Progressive Care Program is a short-term rehabilitation unit where Gina helps people and their families decide whether or not long term care is needed. Often, residents are discharged back home, to a lodge, or to a seniors' apartment. In these cases, Gina helps them arrange the extra community resources they will need. But when long term care is necessary, she then helps people deal with losses that come from leaving their homes.

In palliative care, Gina gives people the opportunity to look back on their lives, resolve unfinished business with their families and discuss their approaching death. Gina also supports families throughout this time and encourages their involvement. Gina occasionally finds this work sad, but she says, "when you know you have really helped a person and his or her family achieve as good a death as they can—that satisfaction makes up for everything else."

In her spare time, outside of work and school, Gina enjoys going for walks with her husband, spending time with her three teenage children, reading, and going to the bar with her friends! (She's laughing now. It must have something to do with the idea of spare time.)

Gina laughs a lot, but is quite serious when she says she longs to make a difference by supporting residents and families to achieve their goals. This takes teamwork, she stresses. "As a social worker I don't operate in isolation—I'm part of the team and we all work together so we can approach the resident and family in a holistic fashion. That's very, very important to me."

—Theresa Smith, Communications



Plain Word . . .

Hard words

1. Humorous
2. Coerce
3. Accolade
4. Insipid
5. Lamina
6. Parotitis

*Cooked to perfection!
That would be the burgers and dogs at the Family
Barbecue on Saturday, June 20th! Bring the whole
gang out for a fun afternoon at the Bridgeland
Community Centre.*

*Please be sure to purchase your tickets by Wednesday,
June 17th so we know how many mouths to feed.*

*Look for the posters at your site with details about
Carewest's First Annual Employee Recognition
Family Barbecue.*



Kudos and Bouquets

To Muriel Blaney, N.A., 2E, Fanning.

We would like to thank Muriel Blaney for the beautiful suppers she has taken the time to prepare and decorate for special occasions at the Fanning Centre - Supportive Pathways.

- May Johnston, 2E, Fanning

To Peter Pawluk and Jerry Palisoc, Versa Services staff.

Kudos to Versa Service staff Peter Pawluk and Jerry Palisoc for being 'Johnny on the spot' and tackling opening the blinds and cleaning the interior windows high above the reception area of the Administrative Centre. This job was no minor feat. It entailed steadying themselves on an extension ladder approximately 18 feet above floor level (certainly not a job for anyone with height phobias) and working away. This has allowed for a much brighter reception area to be enjoyed by all. Thanks again fellows for taking such quick action and doing a great job — much appreciated!

- Reception staff, Admin Centre

To Cross Bow Food Services Team.

Better late than never ... A long overdue thank you to the Cross Bow Food Services Team who catered to all the Team Workshops presented at Carewest Cross Bow. All the team members went beyond the "call of duty" in responding to the catering needs and were a great example of TEAMWORK as they helped each other out with the orders, showed great flexibility and special Customer Service. Thank you!

- Donna Michael, Education Coordinator, Carewest Cross Bow/George Boyack

To all the fabulous Carewest staff and residents who volunteered at the Seniors Resource Fair.

Many, many thanks to the following people who gave up some of their Saturday time to attend the Carewest booth at the recent Seniors Resource Fair at City Hall:

Marg Marlin, Donna Michael, Wendy Farrance,
Sandra Stangl, Miriam Winstanley, Jeanine Kimura,
Steve Ungerer, Donna Curwen, Harry Chetner

By all accounts it was a great success, with hundreds of people visiting the Fair and stopping by to pick up information about Carewest.

- Debbie Hayman, Communications

To Phyllis Konrad, Development Coordinator, Carewest Development Council.

Thank you for hosting the Calgary Health Trust Management group. From all the comments I heard from the group everyone was very appreciative of the opportunity to learn more about Carewest and its people. The opportunity for us to share with our colleagues our challenges, issues and good stories will make up a more effective and caring organization. I was very taken by the passion and commitment of the individuals we met and how much they looked to you and the Foundation for support. You have built up some very good relationships. Congratulations. I look forward to working with you.

- Gary Durbeniuk, C.E.O., Calgary Health Trust

To Jerry Palisoc, Team Leader, Housekeeping, and staff, Carewest Cross Bow.

Thanks for your care and attention to details, which keeps Cross Bow ticking. Thanks also for the cleanliness and fresh smells that tells us someone cares about doing a good job.

- the Denison, Dresser, and Wright families, (family members of Edith Wright)

To Paddy Higgins, Team Leader, Purchasing.

Carewest Program Leaders would like to acknowledge Paddy Higgins, Team leader, Purchasing, for all the time and effort she has put into the Laundry Services change over throughout Carewest. The transition from site specific personal laundry services and regional laundry to our new vendor Custom Linen has not been without its problems and frustrations. Paddy has personally visited Custom Linen, as well as going to Carewest sites to search for missing staff uniforms and resident personal laundry items. Paddy has been giving the laundry issue her full time and attention. Thanks for your "above and beyond" effort Paddy!

- Sylvia Sherman, Administration, Carewest Cross Bow

Notes from the CAREWEST DEVELOPMENT COUNCIL

Spring Campaign:

Over \$10,000 has already been raised from our annual Spring Campaign !
Our target this year is \$15,000 so we are anxiously watching for the mail delivery each and every day!



Carewest's Generous Volunteers!

A very heartfelt thank you to the Fanning Volunteer Association for their generous donation of \$10,000 to the Carewest Development Council. They have designated these funds to purchase pictures for the 3rd floor to make it more homey, and for upgrades to the Fanning bathhouse. Your support is greatly appreciated by the Development Council (formerly the Carewest Foundation) in this time of transition .

Bouquet:

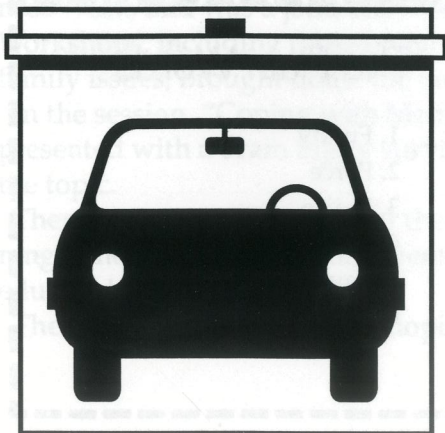
Thank you to Brenda Huband, Kel Czernick, Sandra Hunter, Marg Woloshchuk and Miriam Winstanley for touring the Calgary Health Trust management team through your centres. The group thought the tours were very helpful in assisting them to understand the business that Carewest is in. You made them feel welcome!
Also - thank you to Jean Stern for handling the lunch arrangements, Margaret Brausse for that early morning coffee, Debbie Hayman for helping with tidying-up, and last but certainly not least, to Dot Perrault for driving us around all day in one of our new Carewest buses!

- Phyllis Konrad, Development Coordinator

From Payroll & Benefits Administration

Effective June 1st, 1998, the following revised parking rates will take effect to help offset increased utility and maintenance expenses.

The new rates will appear on your June payroll statement.



PARKING

Description

Employee cost per month

Reserved

Indoors	\$39.00
Outdoors	\$24.00
Outdoors (shared)	\$16.00

Scramble

Full time	\$18.00
Part time	\$13.00
Relief	\$ 7.00

Parkade (Fanning Centre only)

Full time	\$23.50
Part time	\$15.50
Relief	\$ 8.00
Parkade card (one time only)	\$22.00

STAFFING, SCHEDULING AND RECRUITMENT IS ON TRACK AND MOVING FORWARD

One of the most important challenges facing Carewest is staffing, scheduling and recruitment — how we get the right person in the right job at the right time. It's a complex issue faced by continuing care organizations throughout Alberta.

A few months ago, Carewest recruited Bob Gerst, an expert in staffing issues to assist us with an overall strategy for improvement. As a result, Bob explored our organization thoroughly, talking to staff members and studying how we recruit and schedule staff. It's been an enormous task generating a wealth of statistical information that will guide us in making the best decisions.

Key recommendations include reducing the demand placed on

having to fill vacant shifts because of LOA's and absenteeism; improving rotations; standardizing the way we work with consistent policies and procedures throughout the organization (ie. granting LOA's and scheduling staff); simplifying some of our practices to reduce unnecessary 'non value added administrative work'; and developing measures to see how we are doing.

Now that we have solid recommendations, we will start making actual improvements during the next eight months. The first phase will be to rewrite and standardize all policies and procedures relating to staffing, scheduling and recruitment through an inclusive process involving staff. Following this, we

will make revisions and improvements to rotations (where possible) to create more meaningful work. The second phase will be to simplify some of our practices to be more efficient. The third phase will be to make the most of our scheduling system throughout Carewest.

In order to move forward, the steering committee will continue its work. Members include: Jim Townend (Sarcee), Blair Phillips and Barb Black (Human Resources), Denise Pacentrilli (Glenmore Park) and Lil O'Neill (Dr. Vernon Fanning Centre).

Stay tuned to Carewrite for regular updates. And please be sure to talk to any of the committee members for more information. The group also welcomes your suggestions.



May 1st happened to fall on the Friday Tea Party day. We, at Carewest Glenmore Park took the opportunity to invite our Baby Talk patrons to entertain us with a short dance around the imaginary maypole. At the same time, Shelly Skoog and Paige Blomme(both from Resident Services), recited some interesting little known facts about May Day. Though short and sweet, everyone enjoyed the comical dance and recitation!

Happenings at Carewest Glenmore Park

The Plain Words

1. Funny
2. Force
3. Praise
4. Dull, Flat
5. Layer
6. Mumps

Happenings at Carewest Sarcee



Doing the limbo is Fanny Graham with Olivia Monnarez, Therapy Aide, and 'Frankie' aka Philip Costain holding up the pole.

Beach Blow Out

Hey cool things are going on at Sarcee! The 2nd annual Sarcee Beach Blow Out was held on May 29th. For all who attended it was a chance to kick back, unwind and let their hair down (some of us had to borrow some hair to do that).

Although we missed having our Caribbean Son Steve R. with us that day, we made the best of it with the CDs and tapes that he and many others dropped off for us. The main dining room became our seaside resort as we got into some serious limbo action.

Thanks to everyone who came out, and thanks to Cheryl & company for the most excellent fries and ice cream sodas. Party on Sarcee!! Cool.

- Philip Costain, Activity Convenor, Sarcee

Happenings at Carewest Day Hospital - North



Helen Yuen, Hung Do, Leung Lei, San Man Pak, and Woo Yee enjoy their tea.

Chinese Tea

Day Hospital actively supports Helen Yuen, our therapy aide at the North site, who volunteers a couple of hours a week to run a Chinese Tea for the Fanning Centre residents. This program provides an opportunity to create an environment which enhances cultural identification, social, cognitive and sensory stimulation. Helen enjoys cooking her famous Chinese treats and the residents love it as well.

- Trena Suarez, Recreation Therapist, Day Hospital, North

BRAIN INJURY WORKSHOP AT FANNING A BIG SUCCESS

Over 100 brain injury survivors, family members and health professionals attended the workshop "Brain Injury - A Lifelong Journey" held at Carewest Fanning on June 4. The event was part of Brain Injury Awareness Week, and was a joint effort between Carewest and several brain injury organizations in the community. Workshops, including those on how to deal with memory loss in brain injury, care for the caregiver and family issues, brought home the fact that brain injury does not end once you leave the hospital.

In the session "Coping with Memory Loss," Mabel Graham, psychologist with Carewest Day Hospital, co-presented with a brain injury survivor. It was an excellent blend of professional and personal perspectives on the topic.

There was great attendance at the event by Carewest staff from all sites. Of particular note is 3 East at Fanning, who sent 13 staff to the event. What a great example of the commitment Carewest staff has to keeping educated and informed.

The organizing committee is hoping for an even bigger and better event next year!

- Steve Ungerer, Coordinator, Community Liaison, Younger Adult Day Support, Carewest Dr. Vernon Fanning Centre

Do you know
who this
bargain finder
is?
If you can
correctly
identify the face
behind the
newspaper,
please call
Debbie at 267-
2992 after 1:00
on Tuesday,
June 16, 1998 to
win a free
lunch!



One more Kudo!

Thank you to Marg Marlin, Margaret Bates, Sue Yaskiw, Wendy Farrance and Dorcina Francois for graciously speaking at the recent Carewest Open House held at Cross Bow. Each person took the time to come to the evening presentation and speak about their area of work and about Carewest in general. The people attending truly valued the opportunity to hear about Carewest and to get a better idea of what it would be like to work here. You all did a wonderful job at representing Cross Bow and Carewest as a whole.

- Tiffany Voorberg and Joan Magnussen,
Human Resources

We're in the news!

Our World magazine, ran an article on the Friends volunteer program with St. Michaels school and Carewest Sarcee.

The Calgary Sun, May 30-31, Homes featured our Carewest Royal Park development.



Did You Know...?



... in January 1999, Telus is adding a new area code to Alberta? The northern part of the province will adopt the new 780 area code while southern Alberta will retain the old 403 areacode. The dividing line between North and South (or new and old area code) is just north of Ponoka. This change will allow Telus to add eight million new phone numbers to Alberta's growing telecommunication requirements.

Published & Presented

Jeanine Kimura, Service Development Leader, published "New Alternatives to Traditional Long Term Care," in the C.R.H.A. Health Services Delivery Highlights Vol. 2, April 1998.

Catherine Lasuita, OT, Carewest Dr. Vernon Fanning Centre, published "Mayfield Computer Screening Tool," in the Alberta Association of Registered Occupational Therapists, Perspectives magazine, May/June 1998 issue.

Nilima Parikh, Discharge Planner, Community Services, Carewest Dr. Vernon Fanning Centre, presented at the 12th International Congress of the World Federation of Occupational Therapists, Montreal, June, 1998, topic: Discharge planning. Catherine Lasuita, gave a poster presentation on the Social Action Group at Fanning at the 12th International Congress of the World Federation of Occupational Therapists, Montreal, June, 1998.

Veronica Scott, Communications Leader, published "Companion Care: Continuing Care in the Comfort of a Private Home," in the Long Term Care magazine, May/June 1998 issue.

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.