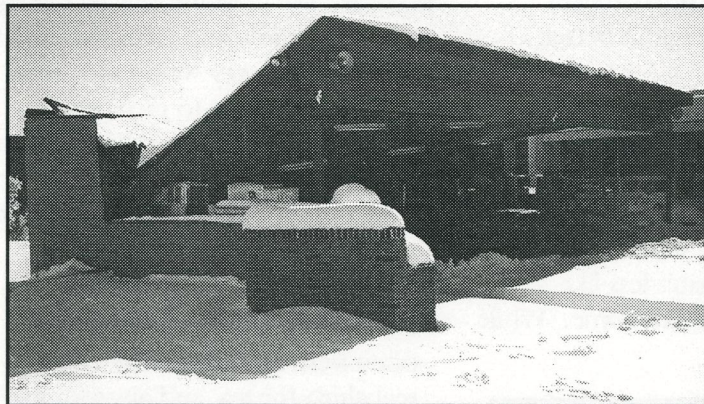


....Carewrite....Carewrite....Carewrite....



This is a view of the gazebo at Glenmore Park. Unfortunately, all that snow caved the roof in. Moving the snow out of the way is Jan Naidu, Maintenance, Glenmore Park.

FLASH BULLETIN!

We, as employees, value each other and create a learning environment which encourages innovation, participation and team work. (Carewest Frame of Reference)

What a superb team effort! On behalf of our residents, families and Carewest Board of Directors, I'd like to extend my most sincere thanks to all those staff members who were able to slog through the snow and make it to work on Tuesday. Although many of our sites were short staffed because of the storm, staff members from all areas and services pitched in to make sure our residents were safe and comfortable. A quick trip to some of the centres, left me extremely impressed by everyone's enthusiasm and willingness to help wherever help was needed. Thanks to your effort and commitment we made it through the worst storm of the century — and we did it through *innovation, participation and team work*. Way to go Carewest!

Mike Conroy, Executive Leader

March is ...

Asthma Awareness Month
Help Fight Liver Disease Month
National Kidney Month
Nutrition Month
Red Cross Month

AND March 21st is the official 1st day of Spring!!

March 20, 1998

What's Inside...

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SOME THOUGHTS FROM MIKE'S CORNER....

Once again, we've printed a letter from a family member in praise of the care received at a Carewest centre. In this case, Carewest Sarcee. Mrs. Ida Forsythe, who recently passed away received excellent care says her daughter, Ruth Ring, in a letter which I believe is worth printing again.

While we receive many thank you letters from families at all of our sites, Ruth's letter has special meaning.

The care and warm, friendly surroundings that so impressed the family clearly describe our vision for all of Carewest. I don't think anyone could have said it better.

Ruth explains that her mother thought she was in a "high class hotel with a nice room, her hair done when she wanted and great meals." Here, at Carewest, we're working hard to make our sites less like hospitals and more like home. While

it's true that nothing will ever replace home for most people, there's nothing to stop us from coming as close as possible. We're doing this by making our sites friendly and attractive, and improving the way we provide services. We also want to give people opportunities to make choices and to be involved in their care. From the comments in this letter, it seems to be working.

"There was a lovely garden to sit in, often fresh flowers on the tables, real china for tea, and always a nicely set table. Mom's visitors were always treated as special guests," Ruth writes. She also goes on to describe the loving, compassionate care her mother received by staff members from a variety of departments. Mrs. Forsythe enjoyed a full, active life at Sarcee with people who cared for her as if she were a member of their own families.

Perhaps the most touching part of Ruth's letter is the last sentence. "Mom is with her Saviour — her ultimate wish — but I don't think her accommodation will be better than what she received during the past years at Sarcee." Now, that's a very strong testimonial to the work we're doing. It's also a clear confirmation that we're on the right track to achieving our vision as *a provider of choice, committed to value in continuing care.*

- Mike Conroy

To all the dear staff at the Sarcee:

Thank you all for your kind expressions of sympathy over the passing of my mom, Ida Forsythe.

My mom thought she was in a "high class hotel" at Sarcee; a nice room, her hair done when she wanted and great meals.

She had friends around every corner and could always find someone for a quick chat. The receptionists kept her in and there were people who took her out.

Mom loved music and there was lots of that. She especially loved the sing alongs and the entertainers always seemed to know enough to strike up a rendition of "Ida, was there anyone finer..."

Mom knew her dear Harold was well looked after. Knowing how they felt about each other, staff were always making sure they would have their time together, even candlelit dinners. And, when she left him, after a stroll around and around the building (perhaps even into the kitchen), she recently parked him facing a wall somewhere. She knew someone would rescue him.

Because of my mom, I am sure, an amazing 'lost and found network' was established which I am sure will be used by other patients. They became expert at locating her purse and glasses and later her cane and teeth.

There was a lovely garden to sit in, often fresh flowers on the tables, real china for tea, and always a nicely set table. Mom's visitors were always treated as special guests.

Mom loved how clean everything was, and how she had to just point her cane at what she wanted and someone would meet her wishes. She always had fun with the staff, from those who danced with her at the parties to those who lovingly rubbed her feet at night.

Mom had Lyn Ann who made sure that all her needs and more were met, with the help of the marvellous Red Cluster team.

And, in her last few moments, she had Monica who I can't thank enough for being there - in our place - and easing her transition to her Heavenly home.

Mom is with her Saviour - her ultimate wish - but I don't think her accommodation will be better than what she received the past years at the Sarcee.

Sincerely, Ruth

Volunteer Profile

Edna Nelson – Dancing Volunteer at Carewest George Boyack

I dare you to sit and tap your toes to the music when Edna Nelson is around. She'll have you up and dancing in no time. This energetic 83 year-old took up tap dancing at age 70. She finds tap a bit too much lately, so she does 'soft shoe' instead. Edna believes in getting everyone up to dance, and she knows where to hire a good band. For the last 14 years, she has shared her love of dancing with residents at Boyack's birthday parties and variety nights. "I find people get up to dance who would otherwise never get up," she says. "Even if they only walk, they're moving. Because they've danced in their other life, they get a little back this way, even if they only get one dance during the hour and a half".

Edna lives close to Carewest George Boyack, making it easy for her to volunteer on bus trips, accompany residents on medical appointments, or just stop in and visit with the residents. "I guess there isn't anything that happens here with residents that I haven't been involved with in one way or another," she says. Edna has also volunteered at the CNIB (Canadian National Institute for the Blind), dancing, of course!



Edna Nelson with Mary Boyd

Her hands are a bit stiff now, but at one time, Edna played the piano for residents. Residents, including those with Alzheimer's disease, may not know her name, but they all associate her with the piano and music. She loves to see their smiling faces when they recognize the old tunes.

In her younger days, Edna spent three years nursing in Australia, and two-and-a-half years in the Yukon. She has a busy family life, with seven grandchildren and a four year-old great grandchild!

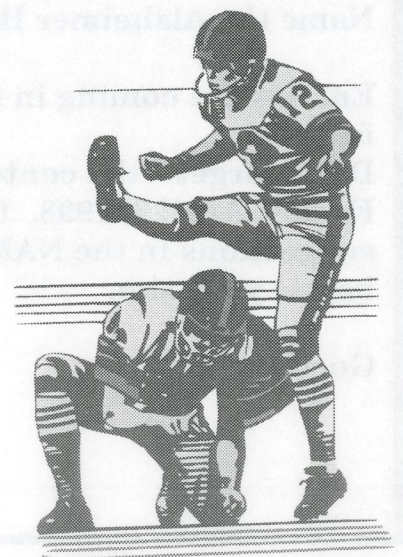
Up until three years ago, when she fell and injured her wrist, Edna enjoyed skating. Now, walking has taken the place of skating, and she and a friend have been known to walk for five hours a day. Gardens are a challenge for Edna. She helped to look after the garden at a senior's lodge for three years; one year she planted 600 plants at the Rehabilitation Center. Sometimes, she meets a group of friends for dinner and dancing or goes to Stage West. "I can always find something to do," she says. Thanks Edna, for including volunteer work at Carewest George Boyack on your list of things to do — and KEEP ON DANCING!

- Helen Theaker Whyte, Communications

KICK OFF PLANNED FOR SUPPORTIVE PATHWAYS PROGRAM

Be sure to mark your calendars on April 17, at 2:00 p.m. That's the day we officially launch our Supportive Pathways Program (*excellence and leadership in dementia care*). To mark the occasion, Program staff will be hosting informal celebrations at each of the centres and the Administrative Centre. We'll be treating you to goodies, balloons, special pins and information about Supportive Pathways. Look for posters at your centre soon. In the meantime, if you have any questions, please contact one of the Program Leaders:

Cross Bow — Margaret Bates; Sarcee — Marg Woloshchuk;
George Boyack — Marlene Foley;
Glenmore Park — Marlene Collins;
Dr. Vernon Fanning Centre — Myrna Deagon.



Good Grief

As professionals in continuing care, we are taught from the very beginning of our training the importance of providing support to grieving family members and significant others. But do we realize that we, the "professionals" also need that support in times of crisis?

We see the residents' physical status deteriorate over time, we chart our findings, the signs and symptoms of the loss but what do we do about our feelings. We keep them quietly hidden inside us. During a crisis we focus on the resident and his or her loved ones. We are there for them but we also need to be there for one another.

As staff we tend not to talk about our emotions. Some may consider it unprofessional to be attached and emotional. But is it really? Above being professional, we are human and we care for human beings. As such, we are bound to experience loss and grief at our workplace.

We need to know that it's okay to show our feelings and know that our co-workers are there for us ready to offer their support. It does not have to be much. Sometimes it may take a meaningful hug. Maybe just a few minutes to be left alone and face our loss. Or even a cup of coffee when your co-worker is upset and his or her hands are shaking. As continuing care staff members, we need to acknowledge our grief and share it with others – only then can we carry on and continue to care.

- Dorothy Lemczyk, RN, George Boyack

Did you know?

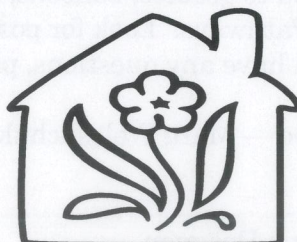
The Employee Assistance Program at Carewest helps employees deal with their feelings of grief. To contact the Employee Assistance Program, call 1-800-387-6000, or for a brochure, contact the Benefits office at 267-2949.

Name the Alzheimer House Contest!

Entries are coming in fast and furious!

Don't forget – the contest closes on Friday, April 3, 1998. Drop off your suggestions in the NAME CONTEST box at your site.

Good luck!

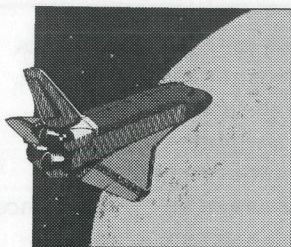


Plain Word . . .

Hard words

1. Excavate
2. Prohibit
3. Aggregate
4. Tactility
5. Incontestable
6. Sanguinary

CONTEST EXTENDED!



STILL LOOKING FOR A NEW NAME FOR THE IMS PROJECT

...CAN YOU HELP?

As Charlene McBrien-Morrison, Leader, Information Management, reported in the January issue of Carewrite, Carewest is developing a state-of-the-art system to store and retrieve information and data. This will help us to be more efficient and reduce the paperwork that's part of care delivery. While Carewest as a whole will benefit from the IMS project, it will be especially helpful for our nursing staff. Resident Care Plans will be

automated so more time can be spent at the bed side, instead of charting by hand.

Charlene's team have been calling their work the IMS Project — which is rather b-o-r-i-n-g. They would like to find a much more dynamic, exciting name which reflects the purpose of the project — efficient, forward thinking, high tech etc. etc. Other organizations have used names like Startreck,

Project Enterprise and Voyager Program. The name doesn't necessarily have to be space age, as long as it's dynamic!

Charlene and her team are holding a competition for a new name for the project. Please send your suggestion to Charlene before noon on Friday, April 3rd and you could win a gift certificate for dinner for two. You can reach Charlene at 267-2919 or by e-mail.

Foundation File Facts

from the Carewest Foundation

New Date for Carewest Residents' Art Show

Due to the snowstorm, the art exhibition of paintings done by Carewest residents at all our sites was postponed. The new date is:

Tuesday, April 14, 1998

11:00 a.m. to 3:00 p.m.

at the Carewest Dr. Vernon Fanning Centre Coliseum



3rd Annual Carewest Fun(D) Fest

Mark your calendars and spread the word!

3rd Annual Carewest Fun(D) Fest

Hard Hat Gala

Saturday, September 26, 1998

Carewest Royal Park



Thanks to your responses – the list of volunteers is growing fast!
Call 267-2986 (Robin or Phyllis).

WATCH THIS SPOT FOR EXCITING NEWS!

- ◆ \$\$ raised this year
- ◆ what these generous donations enabled us to purchase for Carewest
- ◆ fundraising needs for this year

- Phyllis Konrad, Executive Director, Carewest Foundation

Kudos

From Physical Plant Services, Sarcee

The Boys in Blue would like to welcome back Marie Stainsby. Marie had been off work for six weeks following a foot operation and we all missed her smiling face.

Bill, Bert, Karl

From Jennifer Koloff, Sarcee

A special thank you to all the staff who worked for 16 hours + during Monday-Tuesday's snow storm! You know who you are and you are very much appreciated. Just goes to prove, once again, how dedicated and caring Sarcee staff is.

To the staff at George Boyack.

A big thank you to all who pitched in to help us get through Tuesday, March 17!

Some shoveled for hours to ensure that they got to work.

Most of the night staff stayed late or worked a double shift to ensure that residents got their usual superb care.

Some walked incredible distances to catch C-trains or buses that were late. Staff from the Administrative Centre came to help with meals, bed making and taxi service.

There was a general spirit of camaraderie in the parking lot as we shovelled and pushed vehicles.

Those with 4 by 4s braved the storm to pick up people who were stranded (Debbie and Shelley also ensured that we had food - they stopped by the commissary on their way).

An extra special thanks goes to Deane Donohue. She said that she would be in for her evening shift if she had to walk - and she DID - from her home in Pineridge.

We have been talking a lot about team work but there is no doubt that in Carewest we are a team and we do CARE.

Thank You All.

- Marlene Foley & Jennie Hollings,
George Boyack

Thank you to Arlene Redekopp, nursing attendant, for her countless acts of kindness toward the residents on the second floor at Carewest Boyack. Numerous times she has gone above and beyond the call of duty. For example, she recently volunteered to accompany a frightened lady to hospital simply because she genuinely cares about the residents. She stayed by her side until 2 a.m. to ensure that there would be a friendly face in that confusing world. More often than not, such acts tend to go unnoticed and unappreciated. Arlene is someone who does things, not for the recognition but because she has a kind and thoughtful heart. So Arlene, we, the 2nd floor staff, say Thank You and hope you know how much you are appreciated both by staff and residents.

2nd floor staff
Carewest Boyack

St. Patrick's Day at Cross Bow.

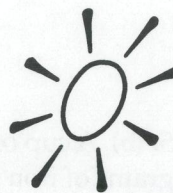
Kudos and a pat on the back to the staff who made it to work through the record breaking snowfall. Early morning arrived with a handful of staff tending to residents, getting them up, washed, dressed and down to breakfast. Everyone was cheerful and pitched in to help wherever needed. Team spirit was at its best!

- RNs and NAs stayed on after their night shifts had ended, Linda Townsend came to work on her day off.
- NAs who made it in, worked short staffed to provide great care for residents.
- Administration staff and Housekeeping ladies, assisted on the floors as required, serving breakfast, making toast and helping residents who needed assistance.
- Our great food service staff worked especially hard and had meals ready and out on the floors as usual.
- David Manastyrski, Maintenance, and Vladimer Komotsky from Housekeeping, dug, shoveled, pushed and used the snow blower to free staff vehicles stuck fast in the Cross Bow parking lot.
- Our St. Patrick's day entertainment went on as scheduled in the afternoon and residents were treated to Irish music, shamrock cookies and a delicious Irish (green) punch concocted by Wendy Ferrance, our Food Service Team leader.
- Several residents expressed their appreciation to staff and said what a very nice day it had been!

St. Patrick's day 1998, will be a day to remember!

- Sylvia Sherman, Administration, Cross Bow

For the Health of It . . .



March is Nutrition Month &

The Nutrition Tip of the Day is..



Snacks are great for helping you meet your nutritional needs, filling in the gaps, and keeping your energy levels high. When choosing snacks, look for those that are low in fat, make a valuable contribution on the nutritional front and are a good source of fibre

It's All About You!

The Plain Words

1. Dig
2. Forbid
3. Total
4. Touch
5. Certain, Without a doubt
6. Bloody

Upcoming Event!

Saturday, March 21st

Vintage Fashion Show & Tea
at Carewest Cross Bow

Fashions by Memory Lane Fashions

Wellness Facts . . .

N.A.T. (nutrition aptitude test)

See how well you do on this quiz about food & nutrition. Some questions have more than one correct answer.

1. Which nut has the most fat & calories, and which the least?
(a) Brazil nuts, b) chestnuts, c) almonds, d) walnuts, or e) macadamia nuts.
2. To get low-fat chicken, you should: a) buy free-range chickens, b) discard the skin & all visible fat, including the fat in pan juices, c) stick with white meat, d) buy chickens labeled "low fat", or e) poach, grill, bake, broil, or pan-broil instead of frying.
3. **True or False:** sweet potatoes have more calories than white potatoes.
4. **True or False:** Yogurt is as nutritious as milk – often more so.
5. Only one juice is high in iron. Is it: a) orange, b) prune, c) carrot, or d) apricot?
6. **True or False:** Fresh pasta is better for you than dried, and spinach pasta is more nutritious than plain.
7. **True or False:** Olive oil has less fat and fewer calories than butter.
8. Ounce for ounce, which food has more vitamin C than oranges: a) broccoli, b) red peppers, c) papaya, d) kiwifruit.
9. Which of the following are high in fat? a) olives, b) dried figs, c) mangoes, or d) avocados.
10. You can exceed your daily recommended intake of sodium by eating: a) a Big Mac or Whopper plus fries, b) a can of soup and a TV dinner, or c) four ounces of potato chips?

For the Answers, please turn to page 8.
- Taken from The University of California at Berkeley Wellness Letter,
December, 1997

How did you do?

Answers to the Nutrition Aptitude Test

1. **(e and b)** Macadamia nuts have 199 calories and 21 grams of fat per ounce (95% calories from fat). Roasted chestnuts have 69 calories per ounce and less than 1 gram of fat. Other nuts are closer in fat content to macadamia nuts than to chestnuts.

2. **(b, c, and e)** Chicken (and turkey) will be low in fat if you choose light meat and remove the skin and the visible fat beneath it. The fat content for a 3.5 ounce serving ranges from 3 grams for roasted skinless breast meat to 16 grams for dark meat with the skin. Frying adds anywhere from 2 to 6 grams of fat per serving. Free-range birds aren't necessarily low in fat.

3. **False.** Despite their sweet taste, they have the same 30 calories per ounce. And they are rich in beta carotene and vitamin C.

4. **True.** Yogurt is milk that has been fermented by bacteria, and then thickened with nonfat milk solids. Thus, yogurt has more calcium than milk (300 to 450 milligrams) and more B vitamins.

5. **(b)** A cup of prune juice has 3 grams of iron (that's 30% of the RDA for men, 17% of the RDA for premenopausal women).

6. **False and false.** Fresh pasta may taste better, but it often contains egg yolk and thus some cholesterol.

7. **False.** Olive oil is pure fat (120 calories and 13.5 grams of fat per tablespoon), like any other vegetable oil. Butter is fat with some milk solids (100 calories and 11.5 grams of fat per tablespoon). But butterfat is highly saturated, and it also contains cholesterol. Olive oil, high in monounsaturated fat, is a better choice.

8. **All.** Brussels sprouts, arugula, green peppers, red cabbage, and strawberries also have at least as much vitamin C by weight as oranges. Red sweet peppers have more than three times as much vitamin C as oranges. Red hot peppers contain even more vitamin C, though most of us can't eat them by the ounce!

9. **(a and d)** Olives and avocados are the only fruits high in fat, though the fat is mostly monounsaturated.

10. **(b)** You might get as much as 3,000 milligrams of sodium from the soup and TV dinner (the recommended daily maximum is 2,400 milligrams). A Big Mac or a Whopper and fries have about 1,200 milligrams; four ounces of chips, about 600 milligrams.

Reminder!

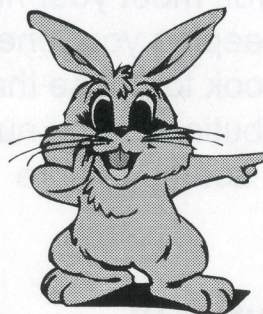
Please don't be shy about submitting your articles for Carewrite.

Just send us your details, and any photographs you have, and we will write the article up here.

Happy Easter!

Easter Cakes

**Delicious, Decorated,
French Orange 2 Layer Round Cakes
With smooth Cream Cheese Icing
Order through your site
Food Services or Quick Quisine
\$12.00 per cake
Cut off for ordering is April 3, 1998
Pick up will be Apr. 9**



Can you tell what's going on here?

Call Debbie at 267-2992 before noon on Monday, March 23, 1998. The first 5 correct callers will receive lunch on us!



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.