

Carewwrite

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

Carewest Buses Help Staff Get The Job Done....



Dot Perrault is part of the fleet of energetic bus drivers at Carewest

Although there's a transit strike, Carewest employees are taking the bus to work – the Carewest bus that is. Our four Carewest buses have been delivering door-to-door service for the last three weeks picking up staff and taking them home at the end of their shifts. The buses run from 5:30 a.m. to 12:30 a.m. seven days a week, transporting 35 to 45 staff every day.



Hurray for Carewest!

It's an honor to work in this organization. I would like to thank Susan Poynter and the rest of Carewest management for being very supportive to your staff. Thank you for providing us the transportation we need to come to work.

I would also like to thank all the Carewest bus drivers who joined together to accommodate us early in the morning and late at night, so we could continue to provide quality care to our residents. This is proof that Carewest cares.

Sincerely,
Perlita H. Ruiz
Carewest Sarcee

Kel Czernick, Team Leader Client Services/Bus Operations, says organizing the bus service is a lot of work but well worth the effort. "It's keeping us hopping, juggling the trips, but staff are most appreciative. Although we have had to cancel regular bus programs, our residents are most appreciative that staff are coming to work. There have been no complaints," he said. Kel cautions that the free service is available for people who have absolutely no other way of getting to work. The service has been made possible with the support of Human Resources, in particular Janet Miles, Corina Grover, Susan Poynter and Blair Phillips – and of course our hard-working bus drivers.

"It is so kind of you to be willing to help us. It just shows that you care for your employees. It is such an honor to work for such a great employer. Please extend our warmest thanks to the Bus Drivers of Carewest. Thank you so much...from all of us."



Carewest

Excellence and Leadership in Continuing Care

March 9, 2001

Carewest Social Workers Celebrate National Social Work Week

Social work continues to be a growing profession here at Carewest. Over the past several years social workers have become important members of our multi-disciplinary care teams.

In our professional roles, we strive to provide comprehensive and holistic services to assist residents and their families cope with difficult emotional, physical and social issues. In order to provide residents and their family members with high quality services, social workers use a wide range of skills and services in their helping roles.

Here are some of the professional services social workers provide: discharge planning, crisis counseling, grief/loss support, advocacy, mediation and conflict resolution, assistance in securing specific financial resources, resident & family education, assessment of resident/family needs and community service referrals.

As we prepare to celebrate **National Social Work Week from March 18 to 24**, we encourage you to call or drop by your social workers office to learn more about social work services at Carewest.

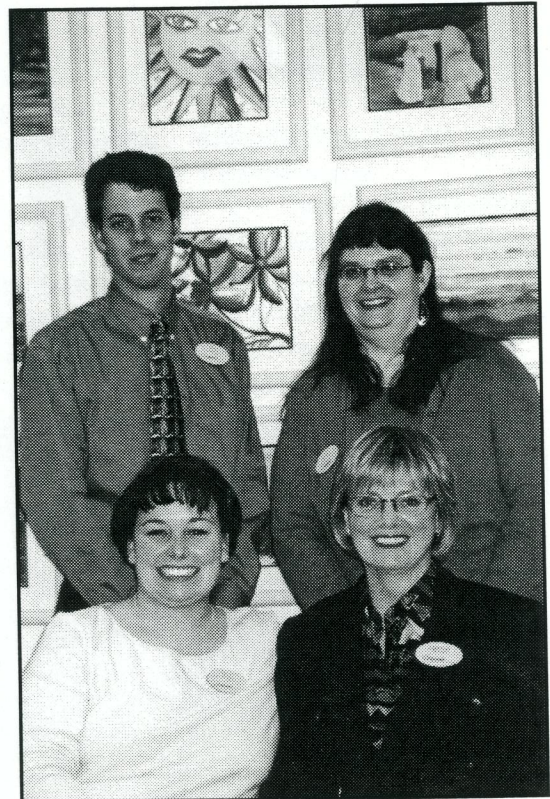
Seth Roach, Carewest Cross Bow

POSITION PROFILES AND POLICIES UPDATED FOR LPN ROLE

Last November, Nora Kirkham, Executive Director, announced the re-introduction of Licensed Practical Nurses (LPNs) at Carewest. Since the announcement, a lot of work has taken place preparing for the expanded role. This includes consultations with both RNs and other members of the care team. Roles of nursing staff have been compared and the position profiles and policies have been updated. "Each nursing role helps Carewest provide an effective mix of nursing skills. In this way we provide the best of care to our residents," Nora said.

If you have any questions or would like to arrange a meeting with your social worker, please contact:

Joanne Van Boeyen, Fanning Day Hospital	230-6930
Sandy Becker, Glenmore Park	258-7657
Darlene Kesteven, George Boyack	267-2750
Annette Peal, Glenmore Park Day Hospital	258-7658
Katherine Pearse, Fanning Centre	230-6798
Seth Roach, Cross Bow	267-2976
Kelly Robertson, Glenmore Park	267-7657
Deborah Sears, Glenmore Park	258-7658
Fanning Centre	230-6930
Jody Sheedy, Fanning Centre	230-6988



Pictured clockwise from top left: Seth Roach, SW Cross Bow, Sandy Becker, SW Glenmore Park, Kelly Robertson, SW Glenmore Park, and Deborah Sears, Psychologist, Day Hospitals.

Missing: Joanne Van Boyen, Darlene Kesteven, Annette Peal, Katherine Pearse and Jody Sheedy.

INTERNATIONAL YEAR OF VOLUNTEERS

The year 2001 is the International Year of Volunteers. In recognition of Carewest's 1,200 volunteers we will profile several volunteers and their outstanding work in Carewrite throughout the year.

Lene Tinke



Mrs. Lene Tinke has been a volunteer with Carewest George Boyack for 28 years. She learned of the need for volunteers through her neighborhood paper. Since then, she has developed a great love for Boyack staff, residents and her fellow volunteers. Lene thinks of everyone at Boyack as her extended family. Lene volunteers because she loves people and enjoys brightening their

lives. She describes her time at Boyack as "really, really fun!"



Lene is involved with many activities including bus trips, ceramics, the Volunteer Association, birthday parties, special events and resident appointments. Lene is a great asset to everyone at Boyack and we would surely be at a loss without her cheerful, fun-loving and generous heart.

By Andrea Brenner,
Practicum Student

AGNA Annual Conference and 20th Anniversary Celebration

Alberta Gerontological Nurses: Making a Difference!

Friday April 6, 2001

8:30 am-4:00 pm

**Black Knight Inn, Red Deer AB
2929-50 Avenue**

Sessions include:

Communication, Consistency, and Evaluation: The Clinical Pathway for Wound Care

Falls: From Research to Practice

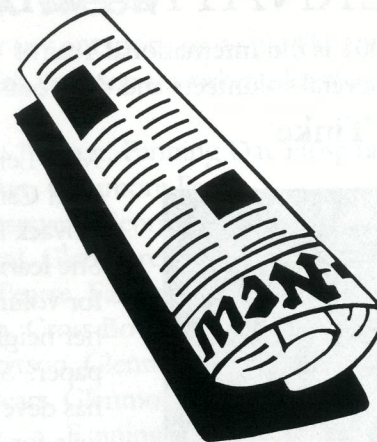
Regional Approach to Continence Management: Care that Makes a Difference

Client-Centred Care: Everyone's Business

Enhancing Sleep for Residents in long term care

For more information
please contact the
Education Resource
Centre for Continuing
Care at:
303-6087

Alberta Association of Registered Nurses (AARN) News



Continuing Competence

Carewest Glenmore Park is pleased to host two information sessions about the AARN continuing competence requirements. Chris Davies of the AARN will be able to answer your questions. All RNs are aware of this licensing requirement beginning in 2002, through information packages from the AARN.

The two sessions will be held on Thursday, March 15, 2001, from 1:00 to 2:00 p.m. and from 2:00 to 3:00 p.m. in the education classroom at Carewest Glenmore Park.

For further information, please contact Ruth Graham at
(1-800) 252-9392.

Happy Anniversary Signal Pointe



Martha Winchell, Manager, Carewest Signal Pointe, Frieda Mossop, resident, and Brenda Huband, Site Leader cut the Anniversary cake.

On Thursday February 22, Carewest Signal Pointe celebrated its first Anniversary with an afternoon tea. The residents and their families were all invited and we had some wonderful volunteers help us serve tea. In the evening we offered tours of our facility to our nearby neighbours.

PLEASE NOTE:

The next *Keeping in Touch* session with Nora Kirkham has been changed from March 19 to **Thursday, March 29 at 2:00 pm** in the chapel at Carewest George Boyack.

See you there!

THE CLASSIFIEDS

Wanted:

Responsible non-smoking roommate wanted for a brand new home in Coventry Hills (NE). Home has a fully developed basement with bedroom, full-bath and family/living room. Partially furnished. Share washer/dryer and kitchen. \$550.00 per month. Available April 1-15. Call Carla at 241-0877 evenings and weekends or Aaron at 547-7420 and leave a message.

For Sale:

Inglis dryer for sale
\$100.00 or best offer
Call 248-9670 after 5 pm

Colonel Belcher Care Centre News

(New Project Development)



Meet Brenda Huband, another member of the Colonel Belcher Care Centre Project Advisory Committee. Brenda is the Site Leader for Carewest Sarcee, Royal Park and Signal Pointe. She is also the Integration Leader of the Colonel Belcher-Carewest Transition Committee.

Planning and building Royal Park have given Brenda the experience of working with a public-private partnership. Royal Park was built as a partnership between Carewest and Apex Lifestyle Communities. Now, with the Colonel Belcher Care Centre (CBCC) project, Carewest and Apex are once again collaborating to build an even bigger facility. Several members at the planning table were involved with Royal Park — representatives from Carewest and Apex, Stantec (architects) and the construction company Summa Management. This shared history has enabled the project advisory committee to move ahead confidently. By involving the operations team for the new CBCC at the beginning of this project, Brenda says the committee is confident the end

result will be a centre that meets the needs of both veterans and seniors in the community.

Brenda says her experience as a Site Leader allows her to speak knowledgeably about Carewest while carrying out the transition plan with CBVCC staff. She has an understanding of the key areas within Carewest, including Finance, Human Resources, and Materials Management. As such, she can answer questions and concerns from staff. As a Management Partner at Carewest, Brenda says she wouldn't be able to attend to the work involved in the transition planning process without the back up of her colleagues. The support of the rest of the management team is invaluable to her.

When you ask Brenda the obvious question, "How do you do all that you do, including overseeing Royal Park, Sarcee and Signal Pointe?" she says, "I compartmentalize. When I move from work to home, my priorities change, and I'm able to focus on my family, and vice versa." Brenda and her husband Derrick keep busy with sports and activities involving their eight-year-old son Chris. She loves to spend time in her kitchen experimenting with new dishes. They like to travel together and are planning a trip to England this summer.

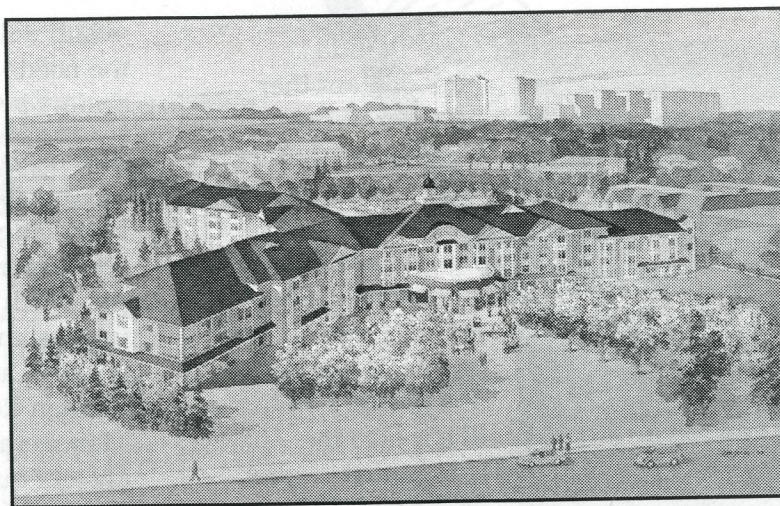
Debbie Hayman, Communications

News about the transition of Colonel Belcher Veterans' Care Centre to Carewest

Planning a transition of one organization to another is a complex undertaking. In addition to human resources, there are a myriad of details to think about, for example – finances, health records, computer systems, clinical services...and the list goes on and on.

Transition Teams with representatives from both the Colonel Belcher and Carewest are now being set up under the leadership of Brenda Huband, Integration Leader and Site Leader for Sarcee, Signal Pointe and Royal Park. Over the next few months members of these teams will co-ordinate and work out specific details related to the overall transition.

Blair Phillips, Carewest Service Leader Human Resources,



An artist's drawing of the new centre

continues to hold meetings with union representatives. Brenda Huband has given presentations and shown the Carewest video to staff and management at the Colonel Belcher. She has also talked about the Carewest philosophy – 'way of doing things' – which has many similarities to

the philosophy of the Colonel Belcher.

Most of the integration will be completed by September 1, 2001 when Carewest will become the employer.

Our Apologies!

In a previous issue of Carewrite we listed members of the Transition Committee.



Unfortunately, we left out Mary Sangha Administrative Leader of the Colonel Belcher Veterans' Care Centre – and a very hard working

member of the Transition Team.

Our apologies, Mary.

Now here is the *complete* list of Transition Team members:

Nora Kirkham, Executive Director Carewest
Mary Sangha, Administrative Leader Colonel Belcher Veterans' Care Centre
Stephanie Keys, Coordinator of Education Services, CBVCC
Cheryl Wyatt, Site Co-ordinator, Nutrition & Food Services
Kerry Farrell, Manager of Protection Services, CBVCC
Blair Phillips, Service Leader, Human Resources, Carewest
Brenda Ward, Human Resources Manager, CRHA
Veronica Scott, Communications Leader, Carewest
Dr. Len Aldridge, Medical Director
Diane Page, Service Leader, Finance, Carewest
Brenda Huband, Site Leader, Carewest Royal Park, Signal Pointe and Sarcee
Jeanine Kimura, Service Development Leader, Carewest
Joan Kowalewski, Service Development Leader, Carewest

A Wonderful Mother's Day Gift

Have you ever wanted to record family stories and history but didn't know where to begin?

Here is your opportunity to do just that with:

Pathways from the Past, Doorways to the Future

This is a Biography Guide designed for sharing your own life experience, wisdom and memories or for you to assist others to record theirs. It walks you through the stages of a lifetime with an easy-to-use question and answer format.

Telling one's life story is truly a gift of a lifetime!

The Biography Guide is priced at only \$20.

To purchase a copy of the Biography Guide, visit the gift shops at Carewest Glenmore Park, Sarcee, Royal Park or Signal Pointe...or Contact the Friends of Seniors Foundation office at 249-0853, or e-mail your request to friendsprograms@telusplanet.net

This biography guide has been supported by Carewest and the Carewest Development Council in recognition of their ongoing partnership with the Friends of Seniors Foundation.

The Friends of Seniors Foundation is a non-profit charity that helps develop relationships between teens and seniors in care centres.

Carewest Sarcee, Glenmore Park, George Boyack, Royal Park and Signal Pointe all participate in the Friends of Seniors program.

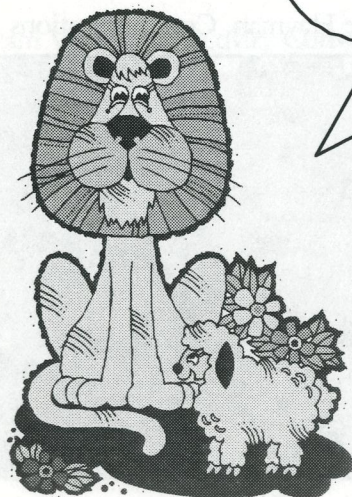
Here are the recipients of the monthly Employee Recognition draw for February:

Pam Cameron - Cross Bow & Nickle House
Liz Sherman - Administration
Sharon Smith - Sarcee
Wendy Thomson - Royal Park
Bernie Janner - George Boyack
Jackie Jones - Glenmore Park
Nadine Anderson - Dr. Vernon Fanning Centre
Marta Baska - Signal Pointe

Congratulations!

Carewest Royal Park celebrated Valentines Day by having a Sweetheart's Fondue with the Northern Lights Quartet. Allen Marles, our wonderful chef, made a chocolate fondue sauce and we had fresh strawberries, pineapple, canteloupe and pound cake to dip. The residents loved it!

Pam Varabasso, Activity Convenor,
Carewest Royal Park

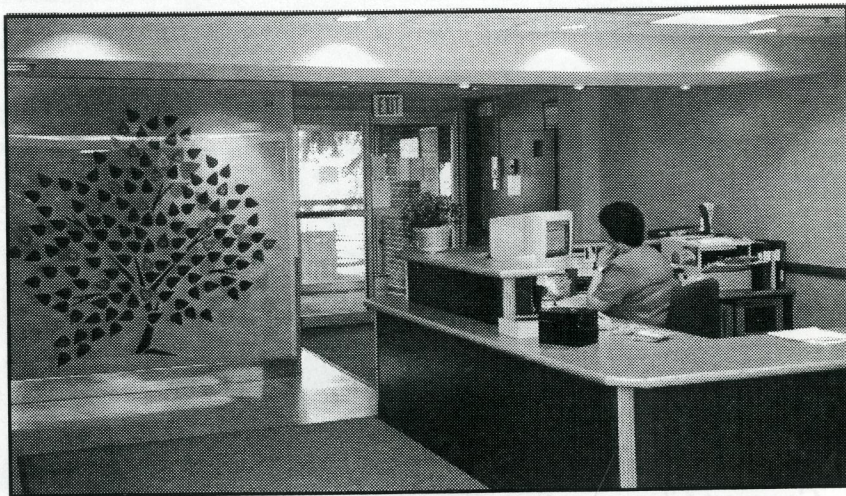


"March goes in like a lion and out like a lamb"

Carewest George Boyack hangs up the hammers for a while!

For almost three years now, renovations have been underway at Carewest George Boyack. The work has been completed in different stages; the first phase consisting of renovating and redecorating resident rooms and corridors. The recently completed last phase included the 'central core work' (replacing sprinklers, electrical work, and removing nursing stations.)

On a recent visit to the centre, some staff and residents offered comments on the final outcome. "It's nice and cozy to see the fireplace burning, they've made it more like home. The carpet keeps the noise down. The work crew was very nice to us, they always let us know what to expect and were concerned for our comfort. By taking out the nursing stations it has created a different feel to the building and is more residential."



A new entrance greets staff and visitors

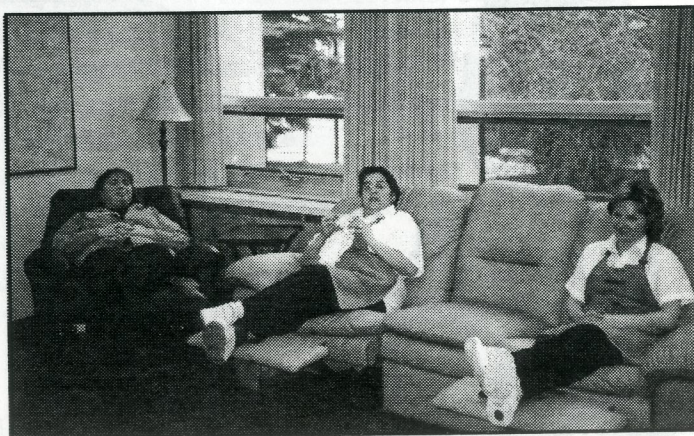
The renovations address both resident comfort and the needs of staff members. The long awaited arrival of a separate staff lounge has been well received with plush Lazy Boy style couches and lounge chairs that are too cozy to resist. There's also a television and small fridge in the bright, window-lit room as well. Several staff noted that the newly decorated staff lounge is a welcome place to enjoy their breaks.

Marg Marlin, Site Leader, explained that once the new furniture for the resident lounge areas arrives, the renovations will be complete. "I'm happy to see the staff enjoying the new lounge, the whole building feels more home-like for everyone."

Debbie Hayman, Communications



A cozy new fireplace for residents



Relaxing in the staff lounge

Meet Mollie Cole, Education Coordinator for Carewest Signal Pointe and Royal Park

Mollie's background includes a B.Sc.N. degree from McMaster University (1984) and a Master of Nursing from the University of Alberta (1990), with a focus on gerontology and family caregiver issues. She has worked as a staff nurse at Calgary General Hospital and Foothills Hospital, and as a clinical instructor in the School of Nursing at the University of Alberta and Foothills Hospital.



Mollie has worked off and on at Carewest since 1990. She started as a Clinical Nurse Specialist working mostly at Carewest Dr. Vernon Fanning Centre. While at the Fanning Centre, she reviewed the Nursing Manual, implemented various resident care routines, and was a member of the group that began the work on the Team Care Process.

From 1991 to 1994, Mollie lived in Fort St. John, B.C. where she continued to be involved with nursing education, while starting her family. She helped coordinate the nursing curriculum for the new nursing program at the University of Northern B.C. Since returning to Carewest in 1995, Mollie has worked part-time on

different projects. These projects include developing education modules for the Capable Seniors and Equal programs, planning the Carewest-wide education project with Human Resources, staff education for the launch of Teams, and a review of the orientation procedure.

In her current position as Education Coordinator, Mollie works three days a week, juggling her time between Royal Park and Signal Pointe. She loves her work but misses seeing staff in the other sites on a regular basis. However, with three young boys and a husband in the oil patch, Mollie isn't exactly sitting around with her feet up when she's not at Carewest. She enjoys cooking and visiting friends. She's also taking a Pilates course (a form of exercise).

Catherine Waddell, Education Coordinator, Carewest Sarcee

Royal Park Residents Tour Local Newsroom

Carewest Royal Park toured CFCN CTV in February 2001. We had an excellent time. We saw the newsroom, both studios, and the on-air equipment room. We even had our picture taken with news anchors Darrel Janz and Barbara Higgins. The tour guide was superb. He helped us reminisce about past shows and he was funny and informative.

Pam Varabasso, Activity Convenor



It was a great day at the newsroom for Carewest Royal Park residents



CFCN News Anchors, Darrel Janz and Barb Higgins smile for the camera with Royal Park residents

BEST PRACTICES CONFERENCE PLANNED FOR SPRING

The Calgary Regional Health Authority will host a 'best practices' conference called *Healthy Aging, Strategic Directions and Future Actions* at the Coast Plaza Hotel on June 21 and 22, 2001.

The conference will address the nine strategic directions stemming from the Broda Report – a provincial government report that addresses the health and wellness needs of Alberta's seniors. The strategic directions also form the frame work for ten-year continuing care plans to be developed by each of the regions.

Conference organizers are hoping to attract 300 participants with an interest in seniors' health. Michael Decter, an economist, author and Chairperson of the National Board for the Canadian Institute for Health Information will deliver the key note address.

Conference organizers say there is still time to submit proposals for presentation for poster displays.

If you would like more information, please call Veronica Scott, Carewest Communications Leader at 267-2940.

KUDOS

To the Staff of 2nd Floor North,
Carewest George Boyack:

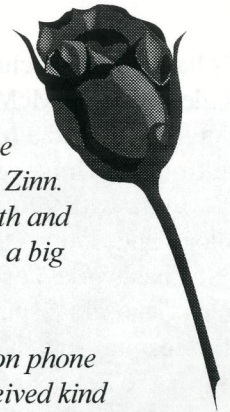
Just a note to express my sincere thanks for the wonderful care that you gave to my dad, Ross Zinn. Dad spent almost four years on 2nd Floor North and in time I think he thought of it as home and as a big family.

Because I was so far away I had to rely a lot on phone calls to see how dad was doing. I always received kind words and honesty.

I know at times it can be a thankless job, but please know that you are all a team of gifted workers. You help to enrich the lives of residents who are unable to control what is happening to them. You give respect and kindness to all and for this I sincerely thank you and I'm forever grateful.

Thank you,

Dianne Maquire



It's Back!

The Great Carewrite contest that is. If you can correctly identify this safety-conscious biker, you'll win a fabulous Carewrite prize! Please contact the Communications Dept. at 267-2992 before noon on Tuesday, March 13th with your guess. The first ten correct replies win!





Work is underway on the inside

Renovations Galore at Carewest Sarcee

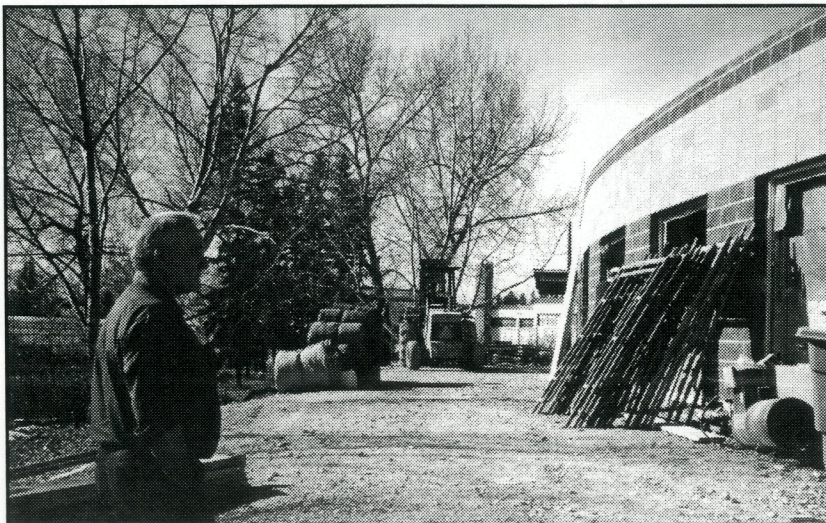
Construction is well underway for the new regional Comprehensive Community Care program opening at Carewest Sarcee.

The official opening of the program is planned for June 2001.

Here is a peek at some of the renovations being done for the new program.



The front entrance takes shape



Karl Suliman, PPS inspects the work from outside

'Poppa Jay' Retires from Sarcee

On Friday, March 9, 2001, a beloved Aramark employee will exchange his rubber gloves for gardening gloves as he embarks on his well-deserved retirement.

Jay Achal, or "Poppa Jay" as he is better known to staff, residents and volunteers at Carewest Sarcee, is retiring after almost eight years of service at Carewest.

Aside from being a cheerful employee with a great work ethic, Jay is completely dedicated to the residents he works with. His dedication does not end when he goes home from work every day. Instead, he often brings the residents home with him!

Every summer since 1993, Jay has invited Carewest residents to his home where he and his wife, Marj Achal, a service assistant at Carewest Dr. Vernon Fanning Centre, serve



*The Achal family at Poppa Jay's party.
L-R: Steven, Jay, Marj and Christopher*

refreshments and enjoy the summer days in their award-winning garden. "I'm blessed to be able to make the residents happy," said Jay.

"The only thing that is bigger or more beautiful than his garden is his heart" said Peter Pawluk, Director of Housekeeping for Carewest at Jay's

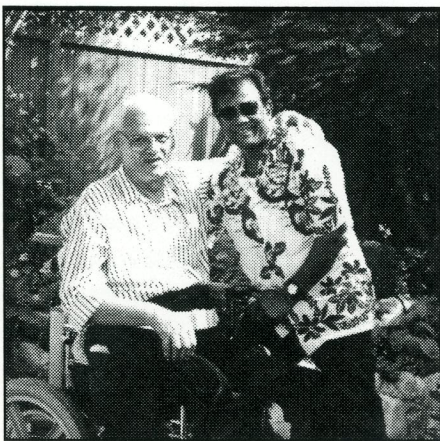
retirement party where Carewest Sarcee staff, residents and volunteers gathered to say goodbye to Jay. "He makes every resident and staff member feel special."

Although Jay has been a remarkable employee and will be missed when he retires, he will continue to invite residents to enjoy his garden every summer.

His dedication to Carewest will also be remembered. "Jay's passion for the care of residents and co-workers will guide what we do in the future." said Jocelyn Palisoc, Team Leader Housekeeping.

Good luck in retirement, Jay.

Tara Sukut, Communications



Jay Achal loves to visit in his garden



A beautiful summer day in Poppa Jay's garden

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
www.carewest.org