

Carewwrite

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



Here, Edna Nelson, the 'flapper', had some fun with Elinor Harasim, both volunteers at Carewest George Boyack

Hundreds of volunteers take part in Volunteer Recognition throughout Carewest

On Tuesday, March 7, 2000, we held our annual Volunteer Recognition Evening. Over 100 volunteers (about 45% of our Cross Bow and George Boyack combined total volunteer population) came together to enjoy an evening of Mardi Gras fun. We celebrated in traditional Mardi Gras style complete with bright decorations and colourful beads for all participants. We kicked off this evening of celebration at 6:30 p.m. with jazz music provided by Yvonne Carrier. Words of appreciation were spoken by our Site Leader, both Volunteer Association Presidents, and the Resident Services Team Leader.

Long service recognition pins were presented to all those who volunteered over 50 hours; 80 people in all. As much as we enjoyed the evening, we must remember that recognition is much more than a "one-time" event which is the sole responsibility of the Volunteer Coordinator. Recognition needs to be a daily part of our volunteer programs. It must come from each and every one of us: staff at all levels, residents, their families and even from other volunteers.

Recognition need not be elaborate to be effective. In fact, simply greeting our volunteers by name and thanking them for their contributions on a regular basis is one of the most effective forms of recognition. Our volunteers give us so very much and ask for very little in return. Please remember to take a moment to show them you appreciate their dedication and commitment.

Agnes Kopfensteiner, Team Leader Resident Services, Carewest George Boyack and Cross Bow

Hello Carewest!

We are very pleased to be a part of the Carewest team! Carewest Signal Pointe officially opened its doors to the public on February 25, 2000. We started admissions on the 22nd and are now full to capacity. Our teams have started to get acquainted with our residents and other than a few minor glitches things have been smooth sailing.

Signal Pointe is a 54 bed facility that serves people with Alzheimer disease and other dementias. We have five houses, four of which house 12 residents permanently, and one house that has six respite beds. Our facility has been working closely with Club 36 and the Alzheimer Society, who will run a day program at Carewest Signal Pointe beginning in early April. Our respite house is not yet open, but is scheduled to open in late April.

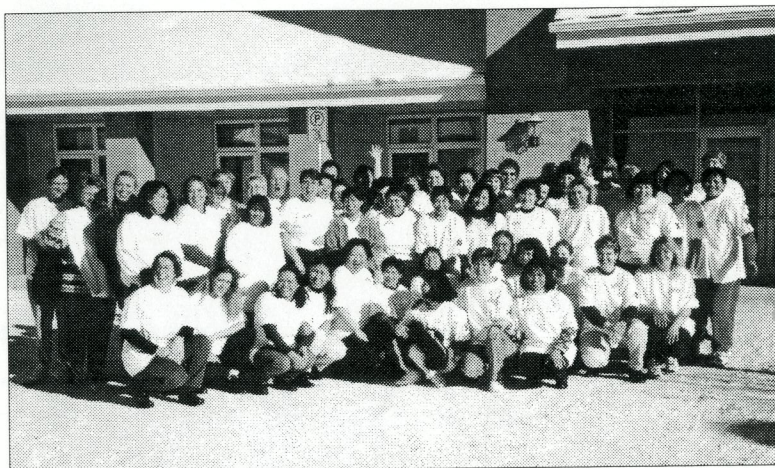
We would like to thank everyone who has made the opening of Signal Pointe the success that it was!

Lisa Ehrenholz, Carewest Signal Pointe

Signal Point Orientation

For two weeks in February, the staff of Signal Pointe listened and listened and practiced and tried things out, and now they are ORIENTED to Carewest's newest site! Sixty staff went through the orientation and reviewed all the usual things: documentation, clinical skills, and emergency procedures, Team Effectiveness and Supportive Pathways modules. In addition, all the care service staff took (and passed!) the two-day food handling course and a medication delivery course. The staff even had the opportunity to stay overnight and try out the beds. There is nothing like jokes at 9:00 p.m. to help build team spirit!

Our thanks to the many, many staff who helped make the Signal Pointe orientation a success. The education coordinators from all the sites taught a large portion of the content for the two weeks and we are indebted to them. There were also many behind the scenes people who helped make space and equipment arrangements for us – thank you one and all!



Mollie Cole, Education Coordinator for Signal Pointe and Royal Park.

Carewest Sarcee Added to Scheduling System

The secret is out of the bag !

On April 24, 2000, the Sarcee nursing units will be up and running on the ESP scheduling system. Recently, we added Signal Pointe and now with the Sarcee addition, all of the Carewest nursing units will be on the system. That's seven sites and approximately 1,300 staff.

There will be an information session on April 5th & 6th at Sarcee in the Education Classroom (06:00 - 16:00). Schedulers will be on hand to answer questions and demo the scheduling software.

Please feel free to drop by, have a coffee / juice and speak to the staff.

Jim Myres, Team Leader, Payroll, Benefits & Staffing Services

My Mission...to Volunteer

A profile of Jennie M. Steadman Pastoral Health



I started volunteering at Dr. Vernon Fanning Care Centre in 1987, working at different tasks every time I came. However, after taking the Pastoral Care course in 1988, I devote my time visiting Catholic residents of Fanning Centre. This ministry has given me so much 'food for thought' as I tread my life's journey. I visit residents with different health problems, young and old, and different nationalities. Every time I encounter the residents, I experience the peace, joy and love I receive in return after my visits. I have learned to have a heart that comforts gently, listens attentively, speaks respectfully, and prays sincerely. I have also learned to wait patiently and adjust my presence to the moods of the residents I visit. I honestly believe I am able to make a difference in someone's life every time I approach a resident. At times, a short hello, a gentle touch, a sweet smile or just by being there helps a person feel that he or she is wanted and not forgotten.

My ministry in Fanning Centre does not only focus on pastoral health care. After taking the palliative care course and the bereavement program, I started visiting terminally ill and dying residents (non-denominational). For an entire evening I had an opportunity to sit with a person who was breathing her last. I attended her funeral. I admired the physical and spiritual strength of her family that made their farewell endurable and their grief consolable. When people dear to us go, a part of us also goes. It sometimes destroys our dreams and aspirations. As time goes by, I feel my volunteering ministry in Fanning Centre is not only a task to be done, but it also has become a love to be expressed. The residents' gratefulness, smiles, handshakes, short hellos or just the look in their eyes bring me hope and warm contentment. My time with the residents will be a part of me as precious moments – memories — I can hold forever near.

Jennie Steadman, with assistance from Tara Sukut, Carewest Dr. Vernon Fanning Centre

Name Tags

Yes, the rumor is correct, our new name tags have arrived!

They look very professional and the comments I have received so far have all been good! The new tags have more of a soft look, with the Carewest logo and magnificent color.

We decided to stay with the bright yellow background as it is easier for our residents to read. Each tag has both a magnet and a pin, so you can decide which one you would like to use.

We will now have a consistent look throughout the organization which was one of our goals from the beginning of this project.

If you have not received your new name tag as of yet, it will be arriving shortly to your unit. If there are any problems with your new name tag (i.e. the spelling of your name is incorrect), please send it back to me in Human Resources and I will order a new one for you.

Thank you to everyone for your patience and thank-you for wearing your new name tag!

Stephanie McDonald, Assistant, Human Resources

Happy Employee of Carewest



KUDOS



To Lil O'Neill, Carewest Royal Park and Debbie Hayman, Carewest Communications

On behalf of the David Thompson Regional Health Authority, Senior Management and Partnership Evaluation Committee, I would like to thank you for touring our group through Royal Park on February 23, 2000. (and for allowing our group to tour Signal Pointe). Following our visit, many positive comments were received regarding your facility and the tour.

*Yours truly,
Candace Spurrell, Vice President,
Continuing Care*

To Diane Moench, Resident Assistant, Carewest Royal Park

Dear Diane:

This was my first time as a resident in a nursing home. What a beautiful home and great staff. You became a real friend and made my life so wonderful. You did so many things for me. You helped me so much when I was sick, visited me in the hospital and did everything to become great friends. Our friendship just became a really wonderful experience.

*Sincerely,
Evelyn Erickson*

(note: Mrs. Erickson first came to Royal Park as a resident in the independent apartments, and was then fortunate enough to be able to move to Carewest Royal Park when health reasons dictated a move.)

To Stephanie McDonald, Assistant, Human Resources

Kudos to Stephanie for all her hard work creating new name tags for Carewest, both for staff and volunteers. We thought she did a super job of pulling all the pieces together to come up with the great new look for Carewest.

Now, Stephanie would probably say, "Oh, that's just part of my job," but we think she deserves some recognition for her fine efforts. Way to go Steph!

Veronica Scott and Debbie Hayman, Communications

To Carewest Cross Bow staff

The Dumont family are greatly appreciative of the loving care that our mother, Mary Dumont, received at Carewest Cross Bow during the month of February, 2000. This was the best health care she had ever received from health care professionals in Calgary. At the loss of our mother on February 29th, we as a family were also comforted by the receptive manner of staff to all the daughters, sons, nephews, grandchildren, spouses and great-grandchildren. Thank you to all.

Doreen Bergum, on behalf of the Dumont family

To 1st floor staff and residents, Carewest Glenmore Park

Many thanks for all your assistance while we visited your units on Wednesday, June 22nd to take some photographs. These photos will be used to promote Carewest job opportunities by the Human Resources department. Your cooperation and helpfulness was very much appreciated.

Debbie Hayman, Communications

Carewest Sarcee celebrates leap year

The first leap year of the Millenium was celebrated in style at Carewest Sarcee with our (appropriately termed) Sadie Hawkins shindig. We know Sadie Hawkins day is in Autumn, but we decided to combine it with the leap year tradition that says the ladies can ask the gents for their hand in matrimony - providin' they are wearin' a red dress! We knew Sadie would approve. The stage was set for a leap year wedding complete with outhouse, tin can centrepieces with field weeds, staff in ragged clothing and blacked out teeth. Arnie Chamberlain, decked in old-fashioned duds said the nuptuals for Carolyn and Doug who 'had to git hitched' that day. The mouth waterin' victuals were prepared by Food Services. Everyone had about as much fun as a pail full o' possums kin have. A whoppin' big thank you to Marion Elliott for organizin' the hoedown and invitin' all the kinfolk.

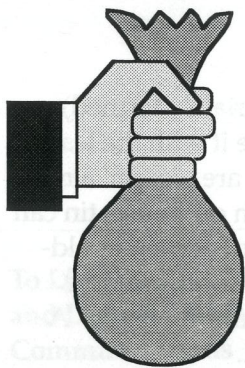
Gail Annable, Team Leader, Resident Services,
Carewest Sarcee

Bride and groom git hitched with clothes drying on the line in the background. Later, they danced the day away with tunes from the Hillybilly Spoon Band from Black Diamond. Wish 'em well folks — they'll need it!



Congratulations to our friends and colleagues at the Bethany Care Society for a successful fundraising gala held at the Westin Hotel, Friday, March 10th. The nautical theme for the evening was "Enchantment At Sea", a 'cruise' with lots of sailor hats, fishy table decorations, port o' calls and both live and silent auctions. Funds reeled in from the event will go toward Bethany Harvest Hills, a bungalow-style residential facility for people with Alzheimer disease and other dementias. Here, Claire Charuk Carewest Development Council member (left) and Phyllis Konrad, Manager of Development, Carewest Development Council are greeted on board by Greer Black, President and CEO of the Bethany Care Society.





Being offered bags of money???

It is probably too good to be true.

Recent news stories have been cautioning people about cash based pyramid schemes currently making the rounds in Alberta. Intelligent, normally cautious people have been tricked into participating in these scams only to find that they lose their money. Often, their embarrassment at being scammed keeps them from reporting this illegal activity to the police. One current version successfully tricking people goes under various names, including "Women's Investment Group" and "Women Helping Women." This scam operates by convincing women they can make a lot of money if they join a secret group of investors. Up to \$5,000 has been asked of members, and the women are encouraged to keep secret everything about their activity. Sadly, there is no real club and no real investments, the sums of money are just taken by the organizers, sometimes with small payoffs to members to keep them hooked. New members are needed to keep feeding the pyramid, and it isn't long until the whole thing collapses. Most participants never see a cent of the money they handed over.

Here is some information for consideration:

What is the difference between *multi level marketing* and *pyramid schemes*?

Multi level marketing plans are a way to sell goods or services through distributors. These plans usually promise that if you sign up to be a distributor, you will receive commissions, not only on your sale of goods or services, but also on the sales of the people you recruit to join the distributors. Many are legitimate businesses, but there are fraudulent multi level marketing plans.

Pyramid schemes look very similar to multi level marketing, but have a different focus. They concentrate on the commissions you could earn just for recruiting new members, and ignore the marketing or selling of an actual product or service. Pyramid schemes are illegal. Why? Plans that pay only for recruiting new members collapse when new members can't be found. When the plan collapses, most people, with the possible exception of the top level, lose their money.

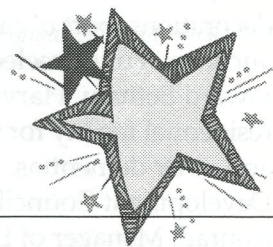
Some Tips:

- Avoid any plan that offers commissions to recruit new 'members' or 'distributors'.
- Be cautious if you are asked to spend a lot of money on inventory up front.
- Be cautious of claims that you will make a lot of money by recruiting new members instead of on sales you make yourself.
- Be cautious of promises about very high profits, or about miracle products.
- Be cautious of references, they could be fake.
- Do not pay money or sign contracts in a high pressure situation.
- If it sounds too good to be true, it probably is.

Who to call with questions?

- Check the company references with the Better Business Bureau.
- Report suspected illegal activity to the police. In Calgary call **266-1234**.

Barb Black, Advisor, Labour Relations



The following people are the recipients of the February Monthly Draw Awards from the Employee Recognition Program. Congratulations! *Remember:* Get your Gold and Excellence Award nominations in before the end of March.

Heidi Gohdes, Carewest Sarcee
Lesley Johnson and Jasbinder Rai, Carewest Glenmore Park
Randy Dicks, Carewest George Boyack
Mavis Reeves, Carewest Dr. Vernon Fanning Centre
Dallas Jezzard, Carewest Royal Park

NEWS FROM THE CAREWEST DEVELOPMENT COUNCIL

Carewest Residents Art Show

Mark your calendars for the Annual Carewest-wide Residents Art Show on TUESDAY, APRIL 25th at the Carewest Dr. Vernon Fanning Centre Coliseum from 2pm to 4pm. This show, which has become a great annual event, is organized and hosted by the Activity Convenors at each Carewest Site, chaired by Sabina Maye, and is sponsored by the Carewest Development Council, the Alberta College of Art and Design and Petro-Canada. Take a few minutes out of your busy day to view the artwork created by residents enrolled in the Art Partnership Program!



Carewest Signal Pointe Has Many Friends...

With Carewest Signal Pointe now in full operation, we want to again thank our many friends and donors who gave so generously to make this centre the warm and homey place that it is. To date over **\$450,000** has been raised for things such as paintings, plants, furniture for the family rooms, dens and dining room, catering dishes, barbecues, patio furniture, PA System, electric beds, window coverings and window seats, stove, dishwasher, and other items.

We are now fundraising to landscape the gardens, provide playground equipment and furnish more rooms. Diana Nickle, a benefactor of Carewest, made a generous donation for the chapel at the official opening. The chapel also received another gift – seven lovely stained glass windows designed and created by artist Allan Gott. This new centre is a wonderful example of a funding partnership between Carewest, the provincial government and donations from the private sector.



Web Pages

Carewest Fun(D) Fest is featured under Events on the Calgary Health Trust Web Site at www.calgaryhealthtrust.org. This page is then linked back to the Carewest web site, and the Development Council has a page there as well! We are getting a fair amount of positive feedback on these web sites and we hope to keep both up to date with new initiatives and funding opportunities added on a regular basis. Planning has begun for the 5th Annual Carewest Fun(D) Fest to be held in January 2001.

Bed Replacement Program

Carewest and the Carewest Development Council have partnered to replace the old manual beds in our centres with long-term care electric beds. To date, over 440 electric beds have been provided through donations, grants and matched by Carewest. With a total number of 1065 beds in Carewest, we still have away to go!

As we near year-end, we are encouraged that our fundraising results will almost double that of last year, and we look forward to reporting on this in the next Carewrite !

Phyllis Konrad
Manager of Development

New website address:

www.alzheimer.ab.ca
e-mail: provincial@alzheimer.ab.ca
Alzheimer Society of Alberta

Staff changes

Welcome to Carole Marshall, our new program Leader for the EQual program at Carewest Dr. Vernon Fanning Centre. Carole has worked with Carewest since 1985 as an RN., Acting Care Unit Supervisor and Program Leader, Community Services, managing the Companion Care program.

Wellness Through the Use of Horticulture

Our own 'green thumb' Chris Makin, Coordinator, Horticultural Program, will be presenting at this conference. The dates are March 29 through 31st, and the conference takes place at the Karsten Discovery Centre at the Calgary Zoo. For more information, contact 232-9322.

Here are the graduates of the Capable Seniors Program (modules for unit 3), Carewest Sarcee. Everyone worked very hard to complete the modules, many thanks to all the staff involved.

For Sale

Recreation property on Glennifer Lake, only 90 minutes from Calgary. Includes fenced lot with paved driveway and 37 ft Terry park model trailer (1993), skirted and in excellent condition. 350 sq ft deck plus, plus, plus... \$500 bonus to person who refers buyer. Call 226-7221 after 4:00 p.m. for more info or to view.

Bargains at Fanning

The Fanning gardeners have been busy over the winter. Dozens of hanging baskets and plants are for sale in the greenhouse. Although the sale was on March 10th, there are still some bargains available. The money raised will go back into the gardening program at Fanning.

Housekeeping Tip of the Month

Hate scraping decals or stickers off windows or mirrors? Smear the decal or sticker with mayonnaise. Cover the area with clear plastic wrap and let it sit for an hour or two. Then just scrape the area clean with a plastic scraper or a wooden spatula.

For staff interest

Looking for some new Spring duds? Head on down to Eddie Bauer at TD Square or Chinook Mall and save 20% on your purchases, but only from April 12th to 16th.

Carewest has been registered with the Eddie Bauer Corporate Guest Event and if you let them know where you work, you'll save 20% on that new Spring outfit.



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