

# Carewritite

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

## Carewest Residents' Art Show a Great Success

On Tuesday, May 15, 2001, the Annual Carewest Residents' Art Show took place at Carewest Dr. Vernon Fanning Centre. About 45 artists exhibited their artwork, with many artists in attendance and many more people stopping by to see the show.

The Art Partnership Program is sponsored by Petro-Canada, the Alberta College of Art and Design, and the Carewest Development Council. Since 1996, this partnership has sponsored art classes for residents at Carewest's eight centres. The classes are offered in three semesters of 10 week programs. All instructional costs and supplies are provided free to residents thanks to the generous sponsorship of Petro-Canada. Many of the residents have been involved every year, and their rooms are often decorated with their paintings.



*Carewest Glenmore Park residents Francis Moleski and Magdalene Boyson show off their work to Kathleen Howes, Activity Convenor*

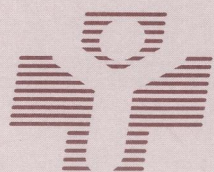
This year's show had the added attraction of entertainment, provided by the St. Mary's Choir. The sponsorship of this special performance was actually an auction item at the 5<sup>th</sup> Annual FundD Fest and was purchased by Martin and Gertrude Cohos. They generously donated the choir's performance at the Residents' Art Show and were in attendance to host the show.

Joan Gilmour, Site Leader, Carewest Dr. Vernon Fanning Centre, thanked the sponsors for making the day's celebration possible, and gave special thanks to the Carewest Activity Convenors, who were responsible for the organization of the Art Show.

*Debbie Hayman, Communications*



*Sabina Maye, Activity Convenor with Dr. Vernon Fanning resident Helen Jankey and her artwork*



**Carewest**

*Excellence and Leadership in Continuing Care*

*May 18, 2001*

## A Message from Nora...

Six years ago, Carewest established a set of principles called 'building blocks.' These building blocks form the basis of care and service delivery for how we work as an organization. For example, rather than departments, we work in teams as part of Programs (Capable Seniors, Supportive Pathways and Equal). We are also 'customer driven' which means the needs of our residents and clients are the focus for everything we do.

During the last six years, Carewest has changed a great deal. While our 'program based' way of delivering services works well for Carewest, we need to do some modifications so it remains the right fit—now and into the future.

As a result of considerable input during the past six months from Carewest staff and management, we have refined the structure of the long term care component of our organization. Each of the Site Leaders will explain these changes in greater detail in the next few weeks.

Without making changes to how we deliver care at the bedside, we needed to provide a different kind of support to the Program Leaders so they can devote more of their time and attention to clinical practice.

I am pleased with these improvements because they will respond to most of the issues that were identified by many staff such as scope and workloads. Improvements will also benefit our clinical programs and allow for greater flexibility to respond to changing needs. The implementation itself will be phased in; we expect to have everything in place by this Fall.

In addition, we have also re-organized our education structure – with a great deal of help from our Education Coordinators. Your Site Leaders will inform you of the details in the very near future.

On behalf of the Carewest Board, I would like to extend my sincere appreciation to all those who have been involved. This was an enormous amount of effort!

Sincerely,  
Nora Kirkham  
Executive Director

Congratulations to Polly Cudiamat, LPN who was a nominee for the Laura Crawford Award for Excellence in Nursing Practice. The award is given annually to an LPN who makes a significant contribution to nursing. Polly is currently working at Carewest Glenmore Park on the Regional MSK Rehabilitation Unit. Polly has been with Carewest for several years and her compassion and warmth is well recognized by all who have had the privilege working with her.

Polly's contribution to the MSK team is valued by the patients, families and her MSK colleagues and we are thrilled to have her as part of our team.

*-Submitted by Janet Feuchtwanger*

## New Continence Clinic

Many believe that urinary incontinence is an untreatable problem that goes along with getting older. Fortunately, this is not true. Assessment and treatment can help individuals regain complete or social continence and greatly improve their quality of life.

Day Hospital has opened a pilot Continence Clinic providing assessment and treatment services and referrals to specialists when needed. The Day Hospital RNs, Alison Mitchell and Shirley Cox, are excited about initiating these services.

Anyone can be referred to the clinic, including clients themselves, family members or health care providers. Eligible clients should:

- have a valid Personal Health Number;
- be cognitively intact, or have a caregiver who is able to carry out recommended interventions;
- be able to arrange transportation and attend clinic appointments;
- be 55 years of age or older; and
- be living in the community.

The clinic will be open Wednesday afternoons at Carewest Dr. Vernon Fanning Centre (in the Seating Clinic area) from 1:00 p.m. to 4:00 p.m. Many thanks to the Seating Clinic team for giving us space for this pilot project.

For further information or to make a referral please call 520-2109.

*-Submitted by Janice Ebbert*

The following are the recipients of the  
Monthly Draw from the Employee  
Recognition Program

Mel Diolata - Cross Bow & Nickle House  
Susan Poynter - Administration  
Bill Moss - Sarcee  
Allen Marles - Royal Park  
Sukhi Jaswal - George Boyack  
Eva Stolz - Glenmore Park  
Barbara Wreggitt - Signal Pointe

There were no winners from Fanning for  
the month of April. No thank-you's were  
sent in from the site.

Congratulations to the winners!

-The Employee Recognition Committee

## Tickets on sale now for the Carewest Staff Family Barbecue

Held on the green space between the Administration Building,  
Cross Bow and George Boyack  
Saturday June 23, 2001 from 1:00 p.m. to 5:00 p.m.

Tickets are available at the main reception desk at each site  
\$5.00 per person – cheques only please!  
Cheques will be returned at the gate  
**RAIN OR SHINE**



HOT DOGS &  
HAMBURGERS

BEER GARDEN

TUG O' WAR

PONY RIDES

KIDS CRAFT  
TENT

AND MUCH MORE!

### Staff Comings and Goings...

Goodbye to Jim Myres, Team  
Leader, Payroll, Benefits & Staffing  
Services, who is moving up North  
to Yellowknife. Jim will be missed  
by his team.

Welcome to Nicole Lafreniere,  
Advisor Resident Accounts at  
Carewest Dr. Vernon Fanning  
Centre. Nicole commenced working  
in the Business Office in February.  
Sandra Rodway joins Nicole in the  
Fanning Business Office and will  
also be working in the Cross Bow  
Business Office.

Carmen Vazquez-Mackay has  
accepted the Activity Convenor  
position at Carewest Dr. Vernon  
Fanning Centre. Carmen was the  
Activity Convenor at Carewest  
Cross Bow and will bring many  
skills and her warm personality to  
Fanning.

Carewest Sarcee welcomes Susan  
Clarke as the new Activity  
Convenor, Capable Seniors  
Program. Susan was a practicing  
RN in England before pursuing her  
interest in Recreation Therapy.  
Welcome to Carewest!

Patricia Campbell has accepted a  
Team Leader position in the  
Capable Seniors Program at  
Carewest George Boyack. Patricia  
joined Carewest in 1993. She was a  
Team Leader temporarily in 1995  
until she left for a tour of France.  
Congratulations on your new  
position.

Christie Holan has returned to  
Carewest Dr. Vernon Fanning  
Centre as the Program Leader for  
the Neuro Rehabilitation Unit. She  
will begin her regular position in  
June. Christie has previous  
experience as a Program Leader at  
Fanning. She will be a wonderful  
addition to the Neuro  
Rehabilitation program.

### Neuro Rehab Unit Open House

The Neuro Sciences Program at  
the Foothills Hospital and  
Carewest will be hosting an Open  
House for the Neuro Rehab Unit  
on Thursday, June 7 from 2:00 –  
5:00 p.m. This 32-bed specialized  
unit at Carewest Dr. Vernon  
Fanning Centre is for people  
recovering from a stroke. It  
officially opened on February 9,  
2001. Please join us for tours,  
educational displays and  
refreshments. Everyone is  
welcome. For information, please  
contact Veronica Scott at 267-2940.

# The Palliative Care Volunteer Program at Carewest



The Palliative Care volunteer program is a vital and growing part of Carewest. Based on the philosophy 'To cure sometimes, to relieve often, to comfort always', the Palliative Care Program started 15 years ago and continues to have a positive impact on countless Carewest residents.

Volunteers are a critical part of the Palliative Care program at Carewest. The goal of Palliative Care is to make sure residents with serious illnesses and end-of-life issues have the best quality of life. This would not be possible without our Palliative Care volunteers.

There are currently 30 dedicated volunteers working throughout Carewest. More caring hearts however are always needed and welcome.

Palliative Care volunteers have two important roles: One-to-one visitation and Crisis Sitting. A one-to-one visitation is set-up when a resident is struggling with issues around grief and loss. These feelings of loss may be the result of leaving a home or position in the community or from needing more care. Crisis Sitting happens when a resident is nearing the end of life. Volunteers provide a listening ear and a hand to hold so the resident is not alone.

## Becoming a Palliative Care Volunteer:

When someone is interested in volunteering we schedule an interview and site tour. During the interview, we introduce them

to the Palliative Care program and the valuable role of volunteers. A screening process is undertaken to determine whether the volunteer is suitable for the program. Before the volunteer is placed, we provide in-depth palliative care training to ensure the volunteer experience is beneficial for both residents and volunteers. Periodic volunteer meetings offer peer support.

Would you like to volunteer for the Palliative Care program? Please call Nancy Blain at 258-8946.

***The next **Keeping In Touch** session with Executive Director Nora Kirkham is on Wednesday, June 13th from 2:00 to 3:00 at Carewest Glenmore Park.***

## 'Making a Difference' Award Recipients Announced



*Donna Russell, Unit Clerk - Carewest George Boyack, pictured here decorating an Easter Tree, recently received a Gold Award for the Making a Difference Program*

The Service Awards for the Making a Difference Program were given out in May. 70 people were recognized for their years of service (5, 10, 15, 20, 25+). Congratulations to the recipients!

Donna Russell, Unit Clerk, Carwest George Boyack, received a Gold Individual Award. A Gold Award is for efforts having a positive impact at the unit or program level. Donna was recognized for going 'above and beyond' by doing such things as decorating her unit during her own time and by using her own crafts and money. Donna received three nominations over the last six months for extraordinary efforts. Keep up the great work Donna!

The Sarcee Car Rally Team (2000) was awarded an Excellence Team Award for organizing the Car Rally on September 23, 2000. The team consisted of Karin Bowie, Lynn Douglas, Gail Benjamin and Russ Hudson. An Excellence Award is given to an individual or team who have made a positive impact at the site or organization level. Congratulations to the Car Rally Team!

If you would like to nominate an individual or team for a recognition award, complete one of the 'Making a Difference' thank-you cards and nomination forms found at the main desk of each site.

# Colonel Belcher Care Centre News

## (New Project Development)

Plans are moving forward to transfer operations of the Colonel Belcher Veterans' Care Centre (CBVCC) to Carewest. September 2001 is the target time for Carewest to become the new employer.

Blair Phillips, Carewest Service Leader Human Resources and Brenda Ward, Manager, Human Resource CBVCC/CRHA have hosted fourteen information sessions (for all CBVCC staff working groups) to answer questions about the transition. Both Blair and Brenda report that the meetings were positive with plenty of questions and discussion.

Many Colonel Belcher staff members have toured and job shadowed to learn about Carewest. Their reactions have been quite positive, particularly concerning our team work and pleasant surroundings.

On April 18, 2001, members of the CBVCC and Carewest leadership teams had an opportunity to introduce themselves. They talked about how communication would take place, clear expectations, personal leadership styles and some guidelines for working together.

Mike Burke, Director of Support Services (CRHA), his support team, Mary Sangha, Administrative Leader CBVCC and members of the Carewest Leadership team met face to face for the first time on April 11, 2001. Meetings with representatives from office services, housekeeping, security, parking, laundry and maintenance are now taking place to look at options for carrying on until the transition is complete.

## Parking at Carewest Glenmore Park

As many of you who visit this site are aware, parking is at a premium. To ensure there is enough parking for our visitors and staff, we request that staff and visitors follow some brief guidelines.

Ensure you have a parking tag (permit) – CRHA, Carewest (all sites), or Glenmore Park parking permit (available from Main Reception).

Ensure you are parking in the appropriate area of the lot. If you are unsure where to park, please ask at the main reception.

The Staff and Visitors' Parking Lots are monitored by the Calgary Parking Authority, and vehicles not displaying appropriate permits may be issued a ticket. These parking violations are not revocable.

We appreciate your assistance helping to ensure the use of our parking lots meet the needs of residents, families and staff.

*Denise Pacentrilli, Site Leader  
Carewest Glenmore Park*

## Carewest Wins a Major Award!



The Carewest corporate video 'Making A Difference' has won a Canadian Public Relations Society Award of Merit. This annual competition had more than 90 entries from across Canada. Our video won in the Audio Visual Projects category. The awards will be presented at the annual conference in Vancouver on June 25, 2001.

This 20-minute video is used for staff orientation and it provides an overview of our organization, including our sites, services, programs and the Carewest Development Council.

The filming of this video would not have been possible without the help of Carewest staff, volunteers, residents and families, and of course, the excellent work of our production company, Pullin Productions Ltd. Thank you to everyone who had input into this video.

To view our 'award winning' video, please contact the Carewest Communications Dept. at 267-2992.

## NEWS FROM THE CAREWEST DEVELOPMENT COUNCIL

### A Member of the Calgary Health Trust

#### *A Happy Announcement!*

We are delighted to announce that the Friends of Seniors Foundation has won the Minister's Seniors Service Award and will be recognized at an official presentation luncheon at Government House in Edmonton on June 6, 2001.

The Carewest Development Council with assistance from Kel Czernick, Team Leader, Resident Services, Carewest Glenmore Park, Gail Benjamin, Team Leader, Resident Services, Carewest Sarcee, Royal Park and Signal Pointe, and Marg Marlin, Site Leader, Carewest Cross Bow and George Boyack, nominated the "Friends" for this prestigious award, based on their outstanding work with Alberta seniors.

The "Friends" program promotes building caring relationships between teens and seniors. It is structured around bi-monthly lunch visits. Students are paired with residents and enjoy activities such as crafts, games, music, hand care, visiting, and writing residents' biographies. This biography project gives the seniors a chance to reminisce about special times in their lives. Through these activities bonds are created between two generations.

The Friends of Seniors Foundation has had a partnership with Carewest since 1994 with exceptional benefits for both teens and the seniors.

*Phyllis Konrad,  
Manager of Development*

### **Volun"teens" wanted:**

Do you know of a teen (14 years and older) who is looking for something to do this summer? Carewest Dr. Vernon Fanning Centre is looking for volunteers for bus outings throughout the summer.

For more information or to register for the orientation please call Debby Dubord at 230-6974

### **Carewest Sarcee Says Thanks!**

On Thursday, May 10, 2001, Resident Services sponsored a special thank you tea recognizing contributions of Rotary Partners over the years to Carewest Sarcee. The Rotary Partners are members of the Rotary Anns, part of the Rotary Club of Calgary. With a volunteer commitment greater than two decades, the Rotary Partners have donated countless hours of their time. They have also provided many high cost items for the comfort of residents, including a Century tub, an ice machine, blanket warmers, dining table linens, and a HillRom bed and Pixel lift.

Gail Benjamin, Team Leader, Resident Services, thanked the Rotary Partners for their ongoing support"

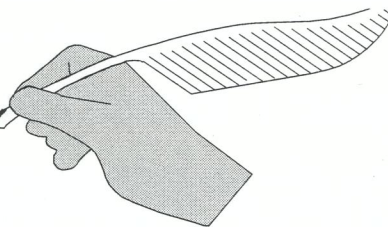
*-Debbie Hayman,  
Communications*

## C3 is taking shape...



The grand opening of the regional Comprehensive Community Care Program at Carewest Sarcee is scheduled for June 25, 2001. Pictured here is the new client drop-off area located at the back of the building. If you would like more information about C3, please call Jennie Hollings at 686-8110.

# On a personal note...



Part of what makes Carewrite such a great success are the articles and pictures from staff, families and volunteers. We receive so many of these submissions that we have decided to set aside a special section of Carewrite. Welcome to "On a personal note", a place to celebrate birthdays, weddings, and other special milestones happening throughout Carewest.

Keep sending us your announcements about what is happening at your site. We love to hear from you and we want to share your celebrations with the rest of Carewest. We also love seeing pictures of your special events. Since we receive so many of these great photos it may not be possible to include them all, but we will always try our best.

Carewest George Boyack resident Hugh Murray (pictured on left) celebrated his 100th birthday on April 23, 2001. His week-long celebration included a birthday mass and a celebration with other Boyack residents. A special guest at the party was Mr. Murray's nephew, Father Dinny who travelled from Ireland to take part in the celebration. Congratulations Mr. Murray!

-Lorraine Grover, RT  
Carewest George Boyack



Congratulations to Nursing Attendant Sandra Dejardens and her new husband Shane Paskus. The couple was married on May 5, 2001. Eight residents from Carewest George Boyack were invited to attend the ceremony. A big thanks to staff and family member Joan Crick, who came in on Saturday morning to help the residents get ready for this exciting day.

-Lorraine Grover, RT  
Carewest George Boyack



Happy 50<sup>th</sup> Birthday to Janet Feuchtwanger. We have enjoyed your stories about 'way back when'. You are looking great for being half a century old!

-The MSK team

Guido Blasetti, a resident on 2 West, Carewest Dr. Vernon Fanning Centre and his wife Julie, celebrated their 60<sup>th</sup> wedding anniversary on May 17, 2001. The family wishes to thank all the Carewest staff and friends for attending their open house at the Calgary Italian Club.

-The Blasetti family

# Mark your Calendars

Please mark **Saturday June 16, 2001** on your calendar for the **Annual Royal Park Car Boot Sale**. This 'Community Garage Sale' event will be held from 9:00 a.m. to 1:00 p.m. in the parking lot at Royal Park. Come by to browse or rent a parking stall for \$10 and sell your own second hand sale-ables from the boot of your own car or truck. Call Gail Benjamin at 686-8123 if you have any questions.

Carewest Sarcee Volunteer Association Annual Spring Tea was held on April 25, 2001. Once again, this event was very successful and enjoyed by everyone. Special thanks to Maud Grant and Norma D'Arcy for volunteering to be the Tea Coordinators.

Signal Pointe enjoyed a very successful Volunteer Evaluation and Appreciation supper on April 18, 2001. Karen Owen from CFCN was the guest speaker. Accolades to the staff at Carewest Signal Pointe.

## Carewest Celebrates 40 Years of Excellence in Continuing Care *1961 to 2001 = 40 years old!*

Over the next few months, Carewest will be celebrating a milestone achievement. Since the building of Carewest Cross Bow in 1961, and through to the current construction of the new Colonel Belcher Care Centre, Carewest continues to be a leader in the continuing care industry. Help celebrate our achievements! Join in the fun at the Annual Barbecue and at the Christmas Gala in November. Stay tuned for further announcements about our 40<sup>th</sup> Anniversary celebrations.

## Cross Bow Celebrates

A flurry of celebrations are being held and planned at Carewest Cross Bow. Here is a roundup of all the fun events:

Friday May 11, 2001 marked Canada Health Day. A blood pressure clinic was organized for all staff. Staff received information from the Heart and Stroke Foundation.

Staff and residents were the lucky winners of a Mother's Day draw. Prizes included StageWest tickets and dinners for two.

Care staff were thanked with cake and tea for their hard work during Nursing Week (May 7-11, 2001).

On Secretary's Day, Wednesday April 25, 2001 Secretaries, Receptionists and Unit Clerks received potted plants in thanks of their hard work.

Plans are underway to celebrate Cross Bow's 40<sup>th</sup> Anniversary with a "Come and Go" Anniversary Tea to be held on June 12, 2001 from 2:00-4:00 p.m. in the Day Services area. All are welcome. Please R.S.V.P. Sylvia Sherman (267-2950) by June 5, 2001 if you plan to attend.

*Submitted by Catalina M. deLeon- Team Leader, 2 East, Carewest Cross Bow and Jessi-Ann Riddell, Receptionist*

## An Applause ...

*By Aida Maroti, N.A., Carewest  
Glenmore Park*

We make a living by what we get, but we make a life by what we give. This thought often reflects the feelings of the people who work in nursing services. I believe that our work is a labour of love and service. We are committed to acting with compassion, kindness and concern in our day-to-day activities. We extend cheerful, encouraging words and often go beyond our duties to share our time with residents.

We believe that when we give our best, we gain respect. We know that respect doesn't come from the kind of work we do, but it comes from the way we do our work.

Hats off to Nursing Assistants! It isn't the job description, but it's in the manner of services we provide and share, that make a whole lot of difference in the lives of human beings. An applause to every Nursing Assistant!

# 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](mailto:debbie.hayman@crha-health.ab.ca)

[www.carewest.org](http://www.carewest.org)