

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

Congratulations and thank you Carewest!

On behalf of my fellow board members, Kathy Clarke and Marlene Raasok, I'd like you to know how proud we are to be associated with Carewest. It's a real pleasure to say we belong to an organization of dedicated, enthusiastic people with an unfaltering commitment to those they serve.

Evidence of this high standard of care and service delivery is everywhere. We've seen it over and over again through visits to the sites, in letters from family members, and at special celebrations and events.



(left to right, bottom row) Mike Conroy, Kathy Clarke, Larry Konschuk and members of senior management

Everywhere we look, new initiatives and ground breaking developments are taking place at a breath taking pace. We are moving forward with organization-wide education programs such as Team and Leadership training. Both of these initiatives equip people with the knowledge and understanding to do their jobs more effectively, so in the end everyone benefits. We are also building innovative, state of the art housing projects and renovating and rejuvenating our existing sites. Carewest has developed a comprehensive, organization-wide philosophy and way of delivering care for people with dementias and those who are capable of making decisions for themselves. The depth of information and the level of instruction for both of these programs is quite remarkable.

As an organization, Carewest clearly demonstrates the ability to 'stay the course' and remain focused. During the past year, we have diligently worked toward the 'reinventing ourselves' initiative. Given the enormous pressures and challenging times throughout health care, the determination to keep on track is most impressive. It speaks to the commitment and loyalty of a dedicated work force. Staying the course has taken considerable time and effort by each person. Because of this, Carewest is a strong, vibrant organization well equipped to face the future. Our house is in order.

It would be unfair to attribute the organization's success to any one department or service. From what we see, it is a combined effort -- team work in the truest sense. Each and every person plays a role, whether they provide care and companionship, work with computers, keep the buildings clean and comfortable, give therapy, prepare meals or tend to the gardens. Each person has something unique to offer that ultimately makes Carewest very special. The letter on the next page from Mrs. Marguerite Chilton says it all.

Congratulations Carewest and keep up the terrific work. It is both a delight and a pleasure to be part of the team!

- Larry Konschuk
Chairperson, Carewest Board of Directors

Family member brings Carewest Mission to life.

Letter to Larry Konschuk, Chairman, Board of Directors, Carewest
May 11, 1998

Dear Sir:

Two weeks ago today I placed my husband Bill in your Glenmore Park facility. I want you to know that I am ever so grateful for the caring and kind staff you have in the G-2 south unit. In particular I'd like to mention Gwen Nicholls and Marlene Collins. They not only have shown a great deal of concern and empathy for Bill but for me as well.

I can't tell you how much I appreciated their coming out to our home and getting to know a bit about Bill's routine and how little he was able to converse with others. They came on a Wednesday morning and asked if I could bring him in to your facility on Monday a.m. Your staff's handling of this situation was so compassionate - it gave me the weekend to get used to the idea and to get his things together and labeled. By the time Monday rolled around, I was mentally prepared to take him to Glenmore Park.

In the first day and a half after I took him in I received five phone calls from the staff keeping me informed as to how they were managing with Bill and asking if I was coping okay. They were as genuinely concerned about me as they were about Bill. They had a rough first week with him but they have accomplished miracles in that time and he seems to be settling in now. I too have come to terms with my guilt and sadness. I realize how fortunate my family and I are to have him in such a well-run facility with a top-notch staff whose personalities are so warm and so sensitive to everyone's personal needs. They appear to me to be very knowledgeable in every respect and able to cope instantly with any crisis that arises. My husband likes the staff and I can't praise them enough. I thought you should know how pleased and thankful I am he is in your facility and that the staff should get the recognition they deserve.

I toured eight continuing care centres some time ago and it didn't take me long to realize that Carewest's were the finest in the city. I lucked out in getting him placed in Glenmore Park. I was so worried when I put him in but there is no doubt in my mind whatsoever but that he'll have the best of care in a warm and caring home-like atmosphere.

Sincerely,
Marguerite Chilton

Lil O'Neil Becomes Manager of Carewest Royal Park

Congratulations to Lil O'Neill who was recently appointed manager of Carewest Royal Park. Lil has been with Carewest for more than 17 years. She is currently a Program Leader at Dr. Vernon Fanning Centre, prior to this she was a Care Unit Supervisor with 1 East at Fanning. Lil is a registered nurse with courses in business administration. "It's like a fairy tale, I can't believe it!" she says of her new appointment. "I'm really looking forward to this challenge, however, I'll certainly miss the staff, residents and families at Fanning. I'd like to thank them for all their support." Royal Park is under construction and expected to open in October, 1998. All the best, Lil!



Carewest and SAIT cook up a terrific graduation

On June 12, thirteen Carewest Food Services staff graduated with honours from the Carewest/SAIT Cooking and Garnishing Certificate Course at SAIT.

"Keep learning; keep participating," was the message given to graduates by **Gary Kerr, Academic Vice-President, SAIT**. He commended Carewest for providing better service to customers by supporting continued lifelong learning for their staff. "You should all be very proud of yourselves,"

Mike Conroy, Executive Leader, Carewest,

told graduates, "because Carewest is very proud of you." Mike commended Cheryl Wyatt for her time and effort in designing a custom tailored program for Carewest. "The importance of Food Services in continuing care has long been recognized," he said. "The special preparation, taste and variety of food adds to the quality of life for residents and it always ranks top on the priority list."

Peter Siegenthaler, Hospitality Careers Instructor, SAIT, congratulated the students for having "advanced in the most important skill—that of working well in a team." Never stop learning and challenging yourselves, he told them. Chef Peter then offered a "special thanks to the wonderful partnership between Carewest and SAIT" and to the Team Leaders at Carewest who supported their staff.

"When we started our class in May of '97, some of us didn't know a brunoise from a chinois," said class valedictorian **Cheryl Wyatt, Team Leader, Food Services at Sarcee**, "but with the expert instruction of Chef Peter we chopped and strained and soon learned the difference. We certainly did create some gastronomical delights, had a few laughs, and shared memorable moments," she said. "I'm pleased to say our new skills have brought pleasure to residents and families."

After graduation, everyone enjoyed refreshments. And no—the class didn't have to toil on their graduation day! Another SAIT class prepared the delicious trays and dishes. Some students plan to go on and obtain their Journeyman Cook papers; others will enroll in the Pastry Chef course.

—Theresa Smith, Carewest Communications



Mike Conroy with members of the graduating cooking and garnishing course.

1998 Graduates

Carewest/SAIT Cooking and Garnishing Certificate Course

Cora Apolonio	Carewest Sarcee
Celerina Argonza	Carewest Glenmore Park
Cheryl Bernacki	Carewest Dr. Vernon Fanning Centre
Randy Bonneau	Carewest Dr. Vernon Fanning Centre
Eric Chan	Carewest Dr. Vernon Fanning Centre
Dolly del Rosario	Carewest Glenmore Park
Linda Hernandez	Carewest Sarcee
Bonnie McIntyre	Carewest George Boyack
Naz Moledina	Carewest George Boyack
Nancy Scheiris	Carewest Cross Bow
Felisa Soco	Carewest Glenmore Park
Louise Thomas	Carewest Cross Bow
Cheryl Wyatt	Carewest Sarcee

Congratulations to all the graduates for their outstanding achievement!

Graduate Nancy Scheiris (Cross Bow) enjoys the reception with her two children Jaymus and Karalee



Kudos and Bouquets

To Sandy McMeekin, Palliative Care program.

A big thank you to Sandy McMeekin for all the work she has done with the Palliative Care program. She has been an inspiration to staff and an excellent patient advocate. She is definitely one team player that will be greatly missed.

-Nancy Herrebrugh, Palliative Care team member

To the Carewest Foundation Board and staff.

As a resident of Carewest Dr. Vernon Fanning Centre for almost six years now, and as the President of the Residents Council, I would, on behalf of the residents, like to offer our appreciation to the Board and the Foundation, and especially Phyllis Konrad for the amenities they have provided in order to make our lives in an institution more home like.

The items they have provided have greatly improved the quality of life enjoyed by residents. Personally, it took me a year to adjust to institutional life and I'm still working on it.

The items provided by the Foundation have improved in quantity and quality over the years, and I wish to thank everyone for having the interests of our lives in their minds.

It's appreciated that they do have a feeling for all of us, you never know who's going to end up in an institution.

- Harry Chetner, President, Residents Council, Carewest Dr. Vernon Fanning Centre

To the East Team Cross Bow 2nd floor.

Over the past six months, we have been presented with many unexpected challenges because of Cross Bow closure. Each of you have shared your talents, skills and caring attitudes as we have said both hello and goodbye to the residents entrusted to our care. You have used your new learned skills to problem solve issues as well as embracing the philosophy of the Supportive Pathways Program. I am so proud of each of you and when I see you singing, dancing, playing the piano or busy in a game of cards, it makes me want to shout out "Hey Carewest this is our team!".

Thank you for being you.

- Linda Townend, 2 East Care Team Leader, Carewest Cross Bow

Residents are treated royally on 2E (Fanning).

Muriel Blaney of Supportive Pathways at the Fanning Centre has gone far beyond the call of duty. She went to great effort and expense to coordinate two very special anniversary celebrations on our unit recently.

One dinner was for June and Barney Danforth and a close friend. The second dinner was for Marie and George MacMillan and four guests. The dinners took place in our Reminiscence Room which was beautifully decorated. The room was like a fairy tale and the food was incredible. Muriel spent hours preparing platters of decadent delights. Muriel and our residents would like to thank the following staff: Anita Sharma, Karin Kettner Smith, Francis Parmar and Dietary and Housekeeping staff.

- Karen Gilmour, 2E, Fanning



Marie & George MacMillan celebrate with friends Sharon Abar, Albert Grant, Lloyd Grant and Erna Kristensen.

A TRACTOR FOR GLENMORE PARK

While most people with Alzheimer disease and other dementias have poor short term memory, many get a lot of enjoyment from things that remind them of the past. Older model cars, music and photographs, for example, help to stimulate memories and encourage conversation. Many of our residents were farmers from days gone past and farming machinery was an important part of their lives.

It's Glenmore Park Program Leader Marlene Collins's long time dream to have an old fashioned tractor in the garden at Carewest Glenmore Park. Now, it looks like her dream is about to come true. With the help of Glenmore Park family member Barry Costello, Marlene has 'tracked down' a tractor at the Pioneer Acres Museum in Irricana, Alberta.

It is a McCormick-Deering, all steel, circa 1922 model that belonged to the Brown family of Huxley, Alberta. Having sat out in open fields for many, many years, Marlene's tractor is in dire need of some tender loving sanding, cleaning, painting and welding. With the help of Glenmore Park family member Barry Costello, Carewest staff Garry Holem, Chris Makin and Kel Czernick, arrangements are being made to have the work done by the Pioneer Museum Restorateurs. Once the tractor is restored it will be placed on a display pad for the enjoyment of Glenmore Park residents.

"Even if residents are unable to go outside, they can still enjoy the tractor from their windows," she said. "Many, many thanks to everyone involved!"



Marlene and Barry hugging the tractor.

MANY THANKS ONCE AGAIN! From the Beaver Woodwork Shop at Fanning

The residents and staff at the Beaver Woodwork Shop would like to thank Mr. Hauserman from Cambium Woodworking for the large donation of plywood and hardwood. We would also like to thank Warren Wolf from Windsor Plywood for the truckload of lumber he donated to the Shop.

Now, you may ask yourself, how do the Beavers in the Shop transport and unload all this wood? Well that's when we rely on our "friends in other places". Without the help from Shipping and Receiving, Physical Plant Services, Housekeeping and Steve Ungerer, we would still be contemplating a strategy. Thanks everyone!



Tish Yates and Marion Laviolette

Two of the helpers hard at work hauling.

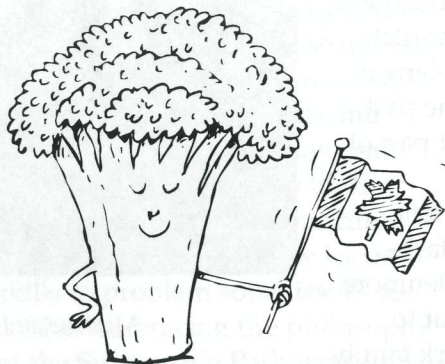
For the Health of It ...



Wellness Facts ...

A vitamin for cancer

After years of hearing how certain foods and food additives can contribute to the development of cancer, it is relief to learn that certain vitamins appear to offer protection against cancer. Dozens of studies ... have now shown that beta carotene, which the body converts into vitamin A, may inhibit the development of cancer and cataracts, as well as enhance the immune system ... The best sources of beta carotene are orange and yellow fruits and vegetables and leafy greens ... including sweet potatoes, carrots, dandelion greens, kale, spinach, mango, winter squash, **broccoli** ...



The lean green nutrition machine

Yes, there is such a thing as health food, and its name is **broccoli**. One serving of fresh broccoli (one cup chopped) gives you about 90% of your daily requirement of vitamin A (in the form of beta carotene), 200% of vitamin C, 6% of niacin, 10% of calcium, 10% of thiamin, 10% of phosphorus, and 8% of iron. It is also rich in potassium and has 5 grams of protein. Wait, there's more. One serving provides about 25% of your daily fiber needs – a critical area in which the American diet is usually deficient. Moreover, studies have found that broccoli is one of the vegetables that may protect against certain forms of cancer. All this and only 45 calories!

- taken from *The University of Berkeley
Wellness Letter*

Good News!

We've jumped the first major hurdle on the way to building our Shared Living Project. City Planning Commission recently approved our building design and application to rezone the land in the Renfrew community. The next step is the hearing at City Council on July 20th -- then it's full steam ahead. Look out for the article in an upcoming issue of the Calgary Mirror on Shared Living.

We'll keep you posted as events unfold.

Catherine Lasuita's poster presentation on the Social Action Group at Fanning, was chosen as a finalist for posters (top 10%). This conference was the 12th International Congress of the World Federation of Occupational Therapists held in Montreal in June, 1998.

Congratulations Catherine!

We're in the news! The Channel 7 Breakfast Show filmed Pet Tips at Carewest Glenmore Park last week. The segment will air on Thursday, June 25th. Also, in the June 24th Calgary Mirror, there is a front page photo and article about the visit from Petland.

Barb Wilkinson was interviewed on Country 105 on Monday, June 22nd about Signal Pointe.

Please note: we usually tape any news items about Carewest, so if you'd like to see something, please give us a call at 267-2992.

Farewells

High Tea at Cross Bow on Monday June 29th at 2:00 to 4:00 p.m. to congratulate Jenny Thomson on her retirement.

Jenny has contributed to Carewest for over 23 years and served as Team Leader and Infection Control Nurse.

Coffee Party at Sarcee on Tuesday June 30th at 9:00 to 10:30 a.m. to thank Sandy McMeekin for her dedicated service as Coordinator of the Carewest Palliative Care Service.

Notes From The CAREWEST DEVELOPMENT COMMITTEE

3RD ANNUAL CAREWEST FUN(D) FEST

Hard Hat Gala - Royal Park - September 26

Just a little over three months left till the big event! Auction items are arriving daily, a stay at the Banff Springs with Spa access; drive a Jaguar for the weekend; golf with three buddies at Willow Park, Highwood and others; Bed & Breakfast at country inns; ski at Lake Louise; fly a-long with HAWK's; balloon ride; paintings; sports equipment; barbecues and so much more. The excitement is building!

There is still time to get involved. Volunteer to assist the food committee or decorating committee. PLEASE CALL 267-2986.



SPRING CAMPAIGN - CLIMBING

We are now up to just over \$11,000 in donations, just \$4000 to go to reach the target set for the Carewest Spring Campaign of \$15,000. Please feel free to join in. You can make your donation either at your Site business office or directly to the Carewest Development office at the Admin. Centre. Every dollar counts ! (All funds raised directly benefit our residents.)



1997 -A Good Year for the UNITED WAY EMPLOYEE CAMPAIGN

The campaign last fall was a winner for United Way. Carewest employees contributed over \$ 19,549 to United Way! Way to go! Of that amount, however, the total employees designated to Carewest Sites and services through the Donor Choice option was \$4,709.

We'd like to see that increased to \$10,000 in this fall's campaign ! Can we do it ?!

*-Phyllis Konrad
Trust Development Coordinator*

ACCREDITATION '99



Teaming Up for Health

In June 1999, Carewest along with the CRHA Acute Care, Forest Grove, Beverly, Extendicare, Mayfair and Glamorgan continuing care centres will take part in Accreditation.

Accreditation means following self-assessment standards developed by the Canadian Council on Health Services Accreditation (CCHSA). The CCHSA surveyors visit our sites and interview our Accreditation teams. The Accreditation process has changed from the days when the focus was on written policies and procedures. It now focuses more on teamwork to

support care and services, quality of services to residents, clients and staff, and quality improvement within our organization.

These are the Carewest teams that will address standards and take part in the survey interviews. Leadership led by Mike Conroy; Support Services (Human Resources, Information Management and Physical Environment) led by Barb Wilkinson, Blair Phillips, Paddy Higgins and Charlene McBrien-Morrison and Supported Living led by Marg Marlin. The Supported Living Care team will be part of a regional care team consisting of people from Community

Health Resources, Forest Grove, Beverly, Extendicare, Mayfair and Glamorgan care centres.

Other CRHA care teams also requesting Carewest participation are Primary Care (Diabetes), Rehabilitation (Stroke), Palliative Care and Specialized Services for Seniors.

Team members will be working hard over the next year, so please make sure to give them your support and encouragement. Look for more Accreditation updates as we move toward our June 1999, survey date.

*Charlene McBrien-Morrison
Leader, Information Management*



Tracy Baraluk and her crew of participants in the Super Cities Walk

For the fifth year in a row, Carewest Dr. Vernon Fanning Centre entered a team in the M.S. Society's Super Cities Walk. On Sunday June 7th, therapy aide Tracy Baraluk took seven residents, one nursing attendant and four family members to Prince's Island Park where they walked and wheeled 6 km each to raise money for M.S. research. The final sponsorship tally is not yet in, but we estimate the Fanning Fantastics raised approximately \$1500 between them. (Hope you saw our enthusiastic team at the finish line on the 6:00 p.m. news on Channel 2 and 7 that day.)

Yahoo!

Join in the Stampede fun at these Carewest events:

- July 3rd - Stampede Resident BBQ at Sarcee
- July 6th - Counter Point Stampede show & sing-a-long at Sarcee
- July 7th - Stampede Brunch at Fanning
- July 9th - Stampede Lunch at Admin Centre
- July 10th - Stampede Picnic for all Community Health Resources and Carewest Admin Centre staff
- July 10th - Stampede staff BBQ at Sarcee
- July 11th - Rotary Club Stampede Breakfast at Sarcee

CROSS BOW COMMEMORATIVE COOK BOOK

Over the next few months Cross Bow staff (Sylvia Sherman, Admin. Secretary and Catherine Harley, Transition Coordinator) will be creating a Cross Bow Commemorative Cook Book. If you are a Cross Bow employee -- past or present -- we invite you to send us some recipes to include in the book. Each recipe will show the name of the person submitting it and the time period they were employed at Cross Bow.

In addition to recipes, we will include special memories or anecdotes you would like to share. We hope to add a few photographs as well. Cross Bow has enjoyed wonderful ethnic diversity among its staff over the years and we will be looking forward to some recipes from other cultures!

Please call Sylvia Sherman or Catherine Harley by telephone - 267-2950 or E mail us at Cross Bow. We want to have the book ready for Christmas gift giving this year. We need your recipes etc. by September 30th so don't delay! Help us to put together a great Cook Book.

Published & Presented

On June 19, 1998, Barb Wilkinson, presented at the Shades of Grey conference, Calgary, with Paul Polson, Laird Polson Architects, "Adapting Environments".

Congratulations to the following winners in the 'guess the bargain finder' contest from June 15th.
Alison Mitchell, Day Hospital
Lynn Smith, Administrative Centre
Brian Whittaker, Stores, Fanning
Sabina Maye, Fanning
Cindy Roberts, George Boyack
 Yes indeed, that was Donna Michael, Education Coordinator, Cross Bow and George Boyack.

Look for this contest again in the next issue of Carewrite (July 10th).
All submissions for the next issue of Carewrite are due by Tuesday, July 7th, 4:00 p.m.

Look for the following interesting items in the next issue: *Carewest Family Barbecue a Success; How to Resolve Issues at Carewest; Signal Pointe Sod Turning Happens; Miss Canada visits Fanning, Leadership and Team Training.*

*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.