

Carewvrite

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

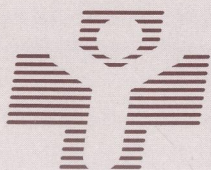
Carewest joins the World Wide Web!

You can now log on to the internet and visit the Carewest site at www.carewest.org. Our web site provides information about the organization, our sites and services, and employment opportunities.

Carewest is the first continuing care organization in Alberta to have an internet site. Our objectives are to promote Carewest by informing both internal and external audiences about the services and programs we offer, and also serve as a recruitment tool for Carewest Human Resources.

We intend to keep the information current and up to date with changes posted twice monthly. Employment opportunities will also be updated on the 15th and 30th of each month.

We would like to hear from you! If you have any comments about the information and the ease of use of our web page, please contact the Communications department at 267-2992.



Carewest

Excellence and Leadership in Continuing Care

November 19, 1999

TOWN HALLS ARE COMING TO A SITE NEAR YOU SOON!

Be sure to mark your calendar and 'come on out' to a Town Hall meeting. Hear the latest from Executive Leader Mike Conroy about what's happening at Carewest. Bring your questions for both Mike and your Site Leader.

Tuesday, Nov 23	2:30 p.m.	Sarcee	Classroom
Wednesday, Nov 24	11:00 a.m.	Admin Centre	Staff Lounge
	2:00 p.m.	George Boyack	Chapel
	3:00 p.m.	George Boyack	Chapel
Monday, Nov 29	2:30 p.m.	Fanning	Coliseum
Tuesday, Nov 30	10:00 a.m.	Royal Park	Multipurpose Room
	2:15 p.m.	Cross Bow	Conference Room

HERE WE GO AGAIN !

Our annual Health and Safety Audit will take place on November 22, 23 and 24th. The audit is scaled down this year as we just want to get a snap shot of how we are progressing. The following sites will be visited during the audit:

Carewest Sarcee and Royal Park
on November 22, 1999
Carewest Dr Vernon Fanning Center and
Carewest Glenmore Park
on November 23, 1999.

During these visits the auditors will be conducting informal and formal interviews and walk through tours.

Carewest would like to say thanks to everyone for their efforts thus far in preparation for the audit. If you are scheduled for a formal interview just relax. It's easy and can be fun and informative. If you are stopped for an informal interview ... again just relax and answer the questions to the best of your knowledge. If you have any questions concerning the audit call Eileen Watkins on 230-6901 or Christine Clements at 267-2951.

Mark your calendars for some superb singing by the Carewest Royal Park & community choirs. December 7th at 7:00 p.m.

The Fanning and community choirs will perform at the Fanning Centre on December 9th at 7:00 p.m.

Everyone is welcome!



Are you and your family ready?

To make sure your home and family are Y2K ready, log on to:

www.y2kalberta.org



Staff Profile

Florence Welds:

A new person with a new outlook on life

Florence Welds had always wanted a job that would allow her to provide hands-on care for people, so last September she was delighted to join the staff and residents at Carewest Cross Bow and begin her career as a Nursing Attendant. Although new to this job, she certainly wasn't a new face at Carewest. For the past five years Florence had worked for Versa food services at Carewest George Boyack. While there, she and Surinder (a friend and coworker) heard about a Nursing Attendant course offered by the VON that could be completed on weekends. They went down, just to check it out, and both ended up enrolling that same day.

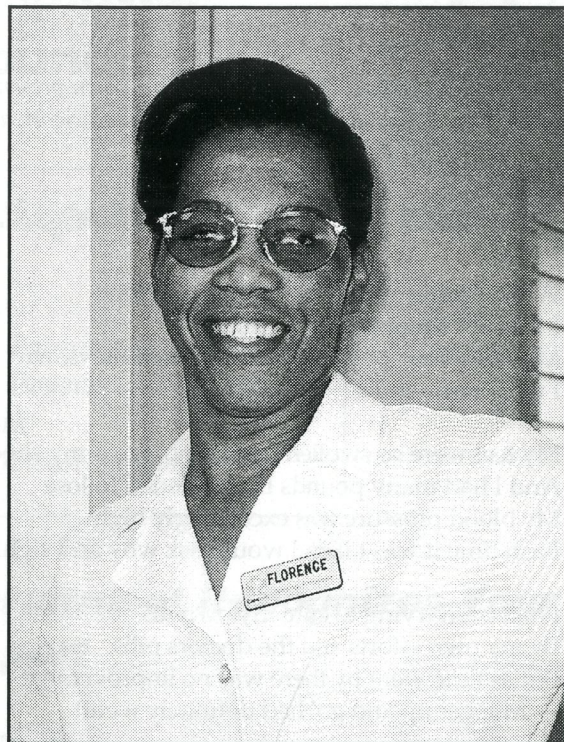
Because quitting work to attend school was never an option for Florence, when the opportunity to attend school without giving up her job came along, she jumped at the chance. For four months Florence often worked seven days a week. Monday to Friday, she worked for Versa. Friday evenings, Saturdays, and some Sundays, she immersed herself in classes and practicums for the Nursing Attendant course. "It was tiring, very tiring," she says, "but if you want something bad enough, you pay the price."

Was the price worth it? Definitely, she declares. "I feel more relaxed and satisfied since I switched, and not as tired as I used to be. I think it's because I feel less stress now that I am finally doing what I have always wanted to do. I feel very confident, I know I do a good job and really help people, and that's very satisfying."

Still, there are always things you miss when you make any change, Florence says. She misses the good people she worked with at Versa and the residents that she felt so connected to. And she misses the fun that she and Surinder used to have when planning tasty treats for residents. Sometimes they would bring extra ingredients from home and whip up some special porridges and rice puddings, among others things. She regrets losing these close connections, but enjoys the new ones she is now making.

Is there a downside to the new job? She laughs. Shiftwork and weekends aren't the greatest. Florence has dedicated her life to the Lord and is very active with her church. Her varying schedule does make it harder to participate, but she works around it.

Florence knows others who are interested in making career changes, and she encourages them, but she also realizes that "you have to wait for that little nudge in your gut that tells you to go, go, go ... no matter what others tell you, you have to wait till the time is right for you." Florence hopes reading this article will help others be less afraid of making changes in their lives. "I'm a new person with a new outlook on life," she says. "It's exciting."



—Theresa Smith, Communications

Roll Up Your Sleeve To Win

Just to let you know that the Administrative Centre staff also participate in the annual vaccine campaign, here are the winners of the site prizes:

John Kolafa won a day off with pay
and **Susan Poynter** won one month of free parking

Congratulations and well done Carewest! The participation statistics for this year's campaign will be available in the next issue of Carewrite.

KUDOS



The following excerpts were taken from a poem presented to the Day Hospital North staff by Margaret Scott, a graduate of the program.

Thanks to the Day Hospital

When I came to the Day Hospital in June
I was not singing a happy tune
My numerous physical problems had me down
I wore not a smile — just a frown!

My feet were so swollen I could not wear my shoes
And I had many pounds that I needed to lose
My blood pressure was exceedingly high
Each time it was taken I would ask why and sigh.

I had been trying to cure my own ills
By my own efforts and the doctors pills
But as time went by there was no improvement
— My 'get up and go' had definitely went!

.....

I still have many pounds to go
But it is better to be steady and slow.
I have learned to eat better and have exercised
These desirable habits I have memorized.

.....

My advice to all is to keep on trying
You will find I am definitely not lying
When I say "trying really pays off"
Why - I've even got rid of my cough!

Thanks to the staff and good health to everyone.

- Margaret Scott

Thank you Carewest & SCA Hygiene

November is Continence month and once again Carewest shows its commitment to further education and excellence in continuing care by their support in sending Beverly Mably, Alison Mitchell, Evelyn Graupner and I to the 1999 Canadian Continence Foundation Conference in Toronto November 4 and 5. What an excellent opportunity for professional growth it was. I must also mention SCA Hygiene played a vital role in sponsoring our trip. On behalf of all of us who attended, thanks again for supporting continence education.

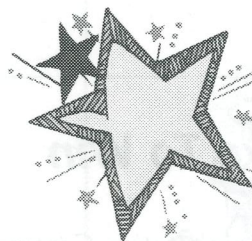
- Jodi Besler, 4th floor, Carewest George Boyack

Carewest Media Stars

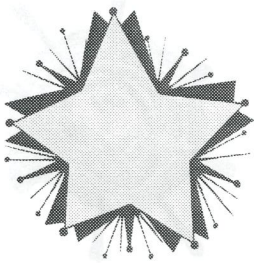
In the last few weeks Carewest has enjoyed a considerable amount of positive media coverage, both television and print. For example, the Beaver Woodwork program at Carewest Dr. Vernon Fanning Centre was featured in the Calgary Herald, complete with pictures covering one and a half pages. Another article on research initiatives was also featured in the Herald a couple of weeks earlier.

Our Progressive Care and Palliative Care programs have been the topic of recent television features by CFCN and Channel 10. Channel 7, meanwhile, ran a fairly lengthy feature (by television standards!) at Carewest Royal Park. Last week, A Channel took a trip out to Carewest George Boyack for background information on a news story.

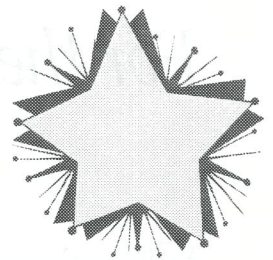
Meeting the needs of our media friends requires planning and work. Many, many thanks to the residents, staff members and families who have taken time away from other commitments to take part in both newspaper and television interviews. It's not always an easy thing to do, sometimes in fact it can be nerve wracking! The end result, however, is a better understanding of continuing care, the type of work we do and the programs and services we offer. It helps dispel myths and builds the image and profile of continuing care in the community at large. Three cheers to our Carewest media stars!



*Veronica and Debbie
Communications*



News from the Employee Recognition Council



Monthly Draw Winners for October 1999

Chris Makin - Administration

Lorraine Breton - Carewest Cross Bow

Wendy Somers - Carewest Dr. Vernon Fanning Center

Sandra Desjardins - Carewest George Boyack

Hazel Cheng - Carewest Glenmore Park

Julie Olsen - Carewest Royal Park/ Carewest Sarcee

Gold and Excellence Awards - November 1999

The Employee Recognition Council considered 250 nominations which were submitted between April 1, 1999 and September 30, 1999. All the nominations were fantastic. It is so great to see people thanking one another and I know personally that it really makes your day when you are handed one of those envelopes!

It is so difficult for the committee members to single out any one for Gold and Excellence awards because we know everyone does such a great job. We also know there are people throughout Carewest who have done exactly what someone else has done and not received a thank you. Unfortunately as a committee we can only base our decisions on the thanks you's which are submitted.

What does this mean to you? It means you have to thank someone, you have to recognize outstanding individuals or teams, you have to put pen to paper! So, when you read the following names, say congratulations to them for going above and beyond. If you say to yourself "Why did they get an award, Jane does that all the time", then get your pen out, grab a nomination form and tell us about it!

In November, there were six Gold Team Awards presented, and two Gold Individual Awards. Please see the attachment for the names of recipients.

- Christine Clements, Employee Recognition Council

Recruitment Recognizes Your Support

We realize that most of you know someone who might be interested in working for Carewest either now or in the future. Did you know that Carewest recognizes staff who recommend external staff to Recruitment Services if the candidate successfully passes our hiring process? Make sure the candidate provides us with your name during the interview. Recruitment will send you a personal 'thank you' card and submit your name to our monthly recognition draw.

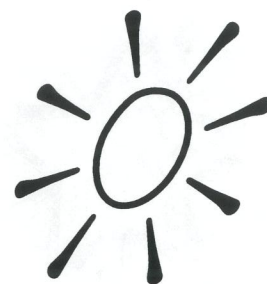
For those of you who recommend four or more candidates who are hired, you will receive a \$25.00 gift certificate through the Employee Recognition Program. This is just another way for us to say THANK YOU for your contribution to Carewest by helping recruitment services bring in excellent staff who embrace the Carewest way of providing enhanced services to our residents.

A special THANK YOU to all of you who have already recommended and encouraged new staff to apply to date.

- Recruitment Services -- Joan Magnussen, Linda Bellavance and Barb Sheppard

For the Health of It . . .

EAT WELL LIVE WELL



As dietitians we are often asked questions similar to these:

My doctor has asked me to change some of my habits to help control my blood pressure and /or my cholesterol. What changes should I make?

I'm worried about having a heart attack or stroke. What dietary changes should I make?

I find food labels confusing? Can you help me?

If you are asking these questions, then the Lifestyle Class offered by the CRHA is for you:

- Half day program
- Coombs Lecture Theatre – Foothills Medical Centre
- \$5.00 for the workbook
- Call 670-4353 for dates and times

submitted by Carewest Clinical Dietitians



T-E-A-M-W-O-R-K

At Carewest George Boyack, staff and residents routinely work together to create an atmosphere of support and enjoyment.

For instance, Valerie Williams, Horticultural Services, brought more bedding plants in to replace the ones the bunnies ate this summer. She helps residents with chores like plant watering and even filling these big orange bags with leaves for a Halloween decoration.



Here, Gilles Mallet, Team Leader, Food Services, helps out with the pumpkin carving. Gilles offers his support to resident activities on a regular basis. He is known for his hot fudge sundae topping and takes the time to share recipes and order special supplies.

Thanks to Lyla Bernard, Recreation Therapist, 2nd floor, Carewest George Boyack for sharing these photos and information.



This is not
TOP SECRET

A note from your United Way Organizing Committee

Carewest United Way Campaign
November 15-26, 1999

Donor Appreciation -- Early Bird Draw!

For each centre:
A day off with pay!
Free lunches!
Six (6) months free parking!
Gift certificate -- La Caille!

Draws will be made at each site on November 22nd at 1430 hours.
Look for details at your centre

Everyone who makes a donation to the United Way by filling out the Pledge Card will automatically be entered into the Carewest Unit Way Donor Appreciation Early Bird Draw and Grand Prize Draw!

Many thanks for your donations!

United Way Campaign Grand Prize Draw

WHAT?

- *Sanyo Cell Phone*
- *Coffee Makers*
- *Cordless Phone with Call Display*
- *Kodak Advantix Automatic Camera*
- *Portable Stereo System with C.D. & Cassette*

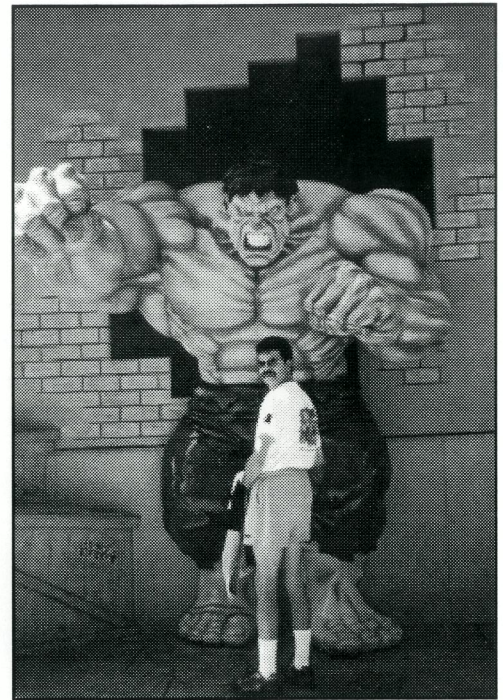
WHEN?

*The draw will be made on Friday, November 26 at
1430 hours at Carewest George Boyack.*

*Become part of the Carewest
1999 United Way Campaign!*

20 Ways to Improve Customer Service

1. Listen twice and speak once.
2. Customer service is either good or bad. There is no in-between.
3. Don't accept mediocrity.
4. Smile, even when you don't feel like it.
5. A negative attitude cancels out all positive skills.
6. Remember - little things make a big difference.
7. Never tell a customer 'that's not my job'.
8. Never be too busy to follow up on customer requests.
9. Never argue with a customer.
10. Always tell the truth.
11. Indifference is deadly.
12. Never say 'I don't know'. It is your responsibility to know.
13. All departments must work together to please the customer.
14. The customer's perception of the situation is reality.
15. Each day you either get better or worse. The choice is yours.
16. You need your customers more than they need you.
17. Do simple things in an exceptional way.
18. Say thank-you a lot.
19. Don't be too proud to say 'I'm sorry'.
20. Remember - customers talk.



In the last issue of Carewrite, we ran a contest with prizes going to the first five callers who could correctly identify the 'hulk' in the picture above. Yes, it's Mike Hoff, Coordinator, Technical Services, Information Resources. He's visiting Universal Studios in California with the real 'hulk'. The winners are: Marlene Collins, Sandra Cummins, Tanis Durnin, Cydnee Blake and Ilona Glass, all from Carewest Glenmore Park. Special mention goes to Helen Retardo, June Arnold and Carla Urgang from Carewest Dr. Vernon Fanning Centre. Your prizes are in the mail folks!

For Your Information...

The new Care and Service Manuals have references to Acts, Codes and Regulations in several policies. The following websites can help you out if you would like to look up these references.

Acts: www.gov.ab.ca/qp/acts.html

Codes: www.gov.ab.ca/qp/codes.html

Regulations: www.gov.ab.ca/qp/regs.html

Address/Phone Number Changes

Please be sure to send any address changes to Payroll & Benefits as soon as possible. Some of our insurance carriers use this information to direct mail to employees. We need your correct address on file to ensure vital information such as T-4's actually get to you.

It would also be a good time to update your phone number, and emergency contact name and number in case of an emergency.

- Payroll and Benefits Administration

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