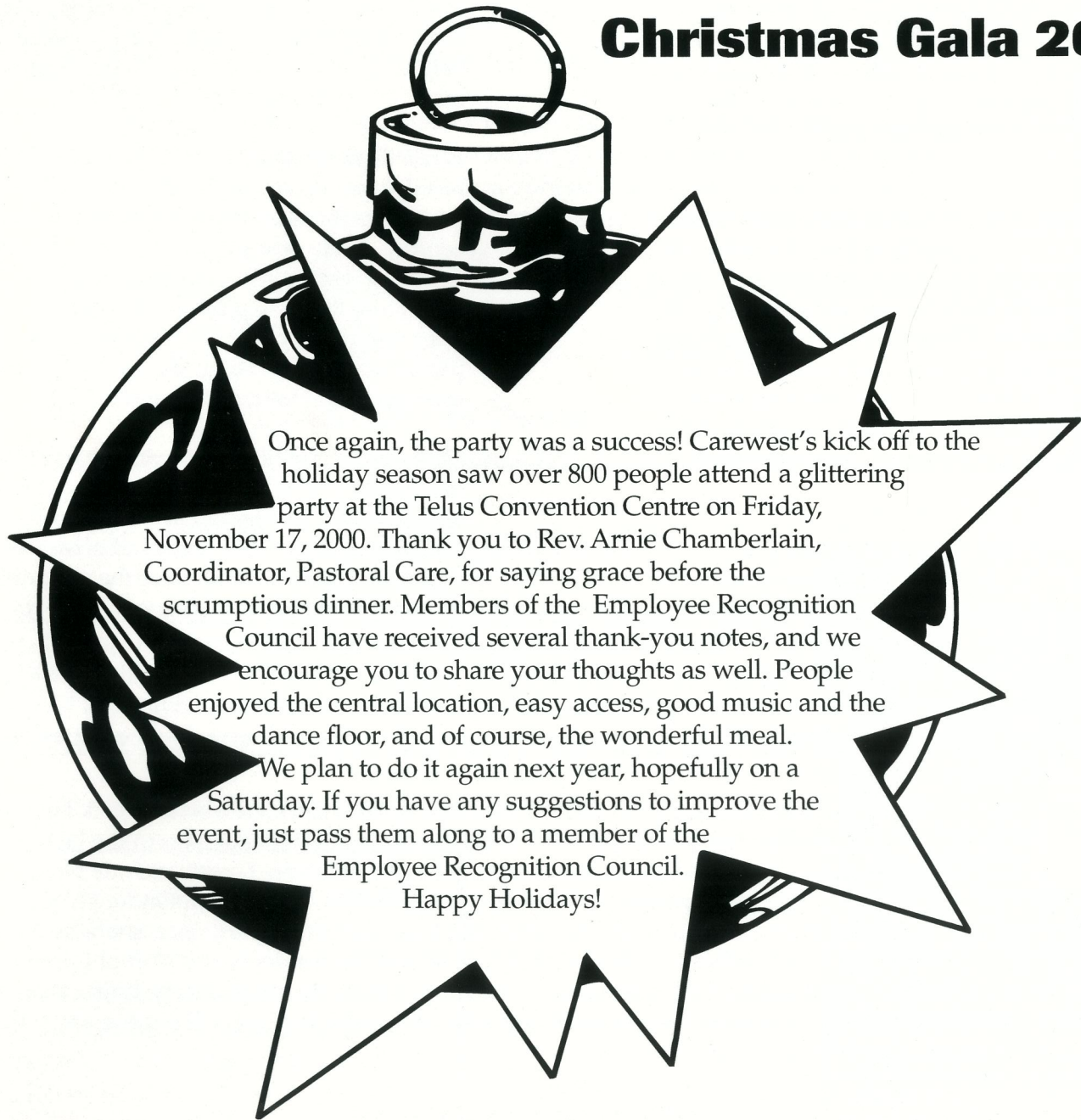


Carewwrite

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

Christmas Gala 2000



Once again, the party was a success! Carewest's kick off to the holiday season saw over 800 people attend a glittering party at the Telus Convention Centre on Friday, November 17, 2000. Thank you to Rev. Arnie Chamberlain, Coordinator, Pastoral Care, for saying grace before the scrumptious dinner. Members of the Employee Recognition Council have received several thank-you notes, and we encourage you to share your thoughts as well. People enjoyed the central location, easy access, good music and the dance floor, and of course, the wonderful meal.

We plan to do it again next year, hopefully on a Saturday. If you have any suggestions to improve the event, just pass them along to a member of the Employee Recognition Council.
Happy Holidays!



Carewest

Excellence and Leadership in Continuing Care

November 27, 2000

Some thoughts from Nora

Recognition: You Can Never Get Too Much of a Good Thing!

I was recently invited to take part in several Carewest employee recognition luncheons throughout Carewest. Unfortunately, because of other commitments outside of the City I couldn't attend. I felt disappointed about this because recognition is something I value very much.

I have worked in the health care field for many years and I have seen a multitude of changes along the way. The landscape is certainly different than it was – even as recently as a few years ago. But one thing has remained constant — the importance of saying *thank you* for a job well done.

Recognition is the energy and life-blood of any organization; it speaks to self esteem, motivation – and just feeling plain old good about ourselves. Often it's the boost of energy to keep going – that extra little push. Through the years I have seen recognition programs of every kind. Most of them are traditional, the 'top down' format where senior management say thank you at a formal ceremony, usually in recognition for years of service.

I particularly like Carewest's Making A Difference Recognition Program because it is uncomplicated, immediate, inexpensive and everyone can take part – staff, residents, families,

volunteers, suppliers, visitors, board members – anyone who wants to say thank you. It's simply a matter of filling out a card.

Since Making A Difference, our formal recognition program, kicked off two years ago, we've had a 32 per cent increase in participation. The Recognition Council receives literally dozens of submissions every week. The cards range from a simple thank you for being especially helpful on the job to recognition for winning major competitions.

While there are positive strides happening in health care, we are still faced with significant challenges that are complex and beyond our control. *Remembering to say thank you though is something well within our control.* If you see something that is worth acknowledging take a minute to pick up a Thank You form at your site (the switchboards at each site have forms and envelopes) and jot down your thoughts.

On behalf of our Board I would like to express my warmest congratulations to all those who were formally recognized at special luncheons throughout Carewest – and to all those who have received thank you cards since the recognition program started two years ago. Thank you Carewest!

Nora Kirkham, Executive Director



PARTNERS! - CAREWEST AND JACK JAMES HIGH SCHOOL

On Thursday, November 30, 2000, a partnership between Carewest and Jack James High School will be officially launched. A special ceremony will take place in the Jack James High School gymnasium at 11:00 a.m. to mark the occasion. Guests include Nora Kirkham, CEO of Carewest and Dr. Donna Michaels, Chief Superintendent of the Calgary Board of Education. However, the most important participants will be the students and staff of Jack James High School and the residents and staff of Carewest. Both organizations have recognized the mutual benefits of this partnership. Jack James students have more employment opportunities and Carewest will participate in the future of our youth.

OPEN HOUSE & SALE

**JACK JAMES HIGH SCHOOL, 5105 - 8 AVE. SE
CRAFTS, BAKING, PREPARED FOODS, BOOKS & SNACKS
THURSDAY, DECEMBER 7, 2000**

4:00 - 7:00 P.M.

COME & SEE OUR SCHOOL & XMAS SHOP AT THE SAME TIME!

Brenda Huband, Site Leader for Carewest Sarcee, recently received this letter on behalf of Mary Leblanc, Coordinator, Infection Prevention and Control. In recognition of Mary's accomplishment, we are happy to share with Carewrite readers.

Dear Ms. Huband:

As the 2000 President of the Certification Board for Infection Control and Epidemiology Inc. (CBIC), it is with great pleasure that I inform you of Mary LeBlanc's reappointment to this board for another term. Mary has worked tirelessly on behalf of Canadian infection control practitioners and her input has been valuable to our efforts. It is for that reason we welcome her back for another rotation as our Canadian director.

CBIC is charged with the vital task of preparing and administering a certification process that measures the knowledge mastery of those practicing this medical specialty. Because we do not take our responsibility lightly we seek directorial candidates that have our same focus. Mary has repeatedly demonstrated her support of certification and our efforts while maintaining the vision held by her Canadian peers. Therefore, we look forward to continuing our association with her in 2001 and beyond.

Please join us in congratulating Mary for her accomplishment.

Sincerely,

Vicky R. Zelenka, RN, CIC, 2000 CBIC President

SHERLOCK AND CHARLIE VISIT CROSS BOW

Sherlock Holmes and Charlie Chaplin visited Cross Bow on October 31st to the delight of residents and staff alike. The "boys" got right into the spirit of Halloween and had as much fun as the residents they entertained. Our thanks go to David Manastyrski and Rich Stephens from the Bridgeland Physical Plant Services team for their great sense of humour!

Keeping in Touch with Carewest CEO Nora Kirkham

The next Keeping in Touch session takes place on Tuesday, December 5, 2000 at Carewest Glenmore Park, 2:30 to 3:30 p.m. Room to be advised.

You can submit your questions to Nora by e-mail to [Keeping In Touch](#), or by placing them in the box provided at the reception desk at Glenmore Park.



David Manastyrski (Sherlock) and Rich Stephens (Charlie) strut their stuff

KUDOS



Robin Williams, Cross Bow volunteer in his “home away from home” – The Cross Bow Tuck Shop.

Robin began volunteering at Carewest Cross Bow five years ago in the PT / OT department. For over three years now, Robin has faithfully staffed the Cross Bow Tuck Shop five days a week, Monday through Friday. He has found his niche as a retailer and has a definite flair for presenting his merchandise in eye catching displays.

Robin's sense of humor is readily apparent in the way he arranges his fully stocked shelves. Cheeky “Beanie Babies” pop out of flower vases and peak out from behind picture frames. Perched atop pedestal cake plates, cuddly Teddy Bears reach out irresistibly to prospective owners.

Robin is kind and helpful and patiently assists residents in choosing their purchases.

Thanks for being a valuable member of the Cross Bow Team Robin. We are happy to have you!

*Sylvia Sherman
Cross Bow Administration*

To Agnes Kopfensteiner, Team Leader Resident Services, Carewest Cross Bow

On behalf of Volunteer Calgary and CFCN Television, we would like to thank you for nominating Doreen Cross for the Volunteers in Profile program. We are pleased to confirm that she will be our VIP on December 26th, with approximately five 30 second spots running throughout the day.

We believe that Doreen truly exemplifies the volunteer spirit we are trying to capture through this program. Thank you again for your support of the VIP program and giving us the opportunity to salute these ‘unsung heroes’.

Sincerely, Shawna Ogston, Manager,
Communications, Volunteer Calgary

To Stephanie McDonald, Chair, Employee Recognition Council and all the Council members

Excellent work on this year's staff Christmas party! The room, service, meal, and music were great. The comments overheard included, “What a great set up,” “The meal was delicious,” “There's so much more space to get up and visit with other tables.” All around it was a super event, and your hard work is very much appreciated.

Kudos to all the people who helped with the Carewest Bus Operations video: Kel Czernick, Dot Perrault, Vicky Davis, Kathleen Howes, residents and volunteers.

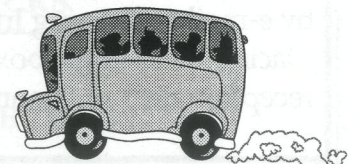
This video will help educate staff and volunteers about safe bus operations. It's extremely informative and useful for anyone planning to travel on a Carewest bus.

Carewest Communications

I would like to thank those at Carewest George Boyack who participated in the “Koats for Kids” program recently. I am sure the children of Calgary who receive these coats will greatly appreciate them.

Thank you again.

Eilleen Farqueson, N.A. 2 East, Calgary George Boyack



Colonel Belcher Care Centre News (new project development)

In this issue of Carewrite, we are pleased to profile another member of the Colonel Belcher Care Centre Advisory Committee.

Gary Duke, Project Manager

Gary Duke is a specialist in the field of health facilities planning and programming with over 18 years of experience working with architects, planners, health care administrators and government agencies. Gary's skills are directed at all phases of the facility planning process from functional programming and master planning through construction delivery.

Gary is the principal of Duke Projects, a facility planning and project management consulting firm specializing in healthcare and institutional projects. Established in April 1999, Duke Projects brings the experience of the recently completed St. Michael's Health Centre in Lethbridge, Alberta to the Colonel Belcher team. Gary was the project manager for the St. Michael's Health Centre, a \$27 million, 210 bed continuing care facility.



Gary Duke brings a wealth of experience to health care planning

- For up to date information on the progress of this
- exciting project, browse our web site at:
- www.colonelbelchercentre.com
- The web site is updated regularly. Site photos and
- architectural drawings were recently included.
- Have a peak!

MORE NEWS ABOUT THE REHABILITATION AND TRANSITION PROGRAMS

Carewest Human Resources has been exceptionally busy recruiting staff for the new rehabilitation units — Neuro (Fanning Centre) and the Musculoskeletal (MSK, Glenmore Park) and the Community Transition Programs (Fanning, Glenmore Park and Cross Bow) reports Joan Magnussen, Advisor Employment and Staff Development.

"We would like to thank everyone involved in the recruitment efforts for their hard work. We've undergone really heavy recruitment activity with a lot of success," Joan says. In the last month or so Human Resources has interviewed well over 100 staff members including physiotherapists, occupational therapists, licensed practical nurses and speech language pathologists. As a result, more than fifty people were hired.

Human Resources also sponsored two information sessions at Glenmore Park and the Fanning Centre last October and November. "The sessions attracted a lot of people; it was pleasing to hear so many nice things about Carewest. We've got an excellent reputation in the community; so much of our recruitment is by word of mouth."

Human Resources still has openings for registered nurses, a physiotherapist for the MSK unit at Glenmore Park and an occupational therapist for the Neuro Unit at the Fanning Centre. Both units officially open January, 2001. If you know of people who may be interested in these positions, please be sure to give Joan a call. She can be reached at 267-2937.

Carewest Influenza Campaign 2000 - 2001

Not too late to get that shot in the arm!

The results are in and this year's influenza campaign was a success. Overall, the participation rates within Carewest were up, and some sites deserve special recognition for their efforts. Carewest Signal Pointe had an 81% participation rate, where 61 out of 76 people were vaccinated. Excellent effort! Carewest Cross Bow was close behind with a 77% participation rate. We're certainly pleased with this year's results and as always, look forward to further improvements with next year's campaign. And no, it's not too late to get your shot – contact a nurse at your site.

Mary LeBlanc, Coordinator, Infection Prevention and Control

Thank you to Management Partners for donating prizes to the Influenza Campaign and thanks to Dr. Aldridge for his \$100 donation. Congratulations to our winners!

Influenza Campaign Carewest Wide Prize Winners

Admin.

Day off with pay - Diane Page - Finance

Free parking - Debra Chaisson - Exec. Secretary

Boyack

Day off with pay - Nasreen Moledina - Food Service

Free parking - Suzette Pounall - Food Service

Cross Bow

Day off with pay - Carmen Blankestijn - RN 1W

Free parking - Anne Monilaws - RN 2W

Fanning

Day off with pay - Helen Retardo - Admin.

Free parking - Alicja Gozdawa-Boczkowska - NA 3W

Glenmore

Day off with pay - Eva Stolz - RN 1W

Free parking - Jody Gyonyor - NA 2W

Nickle House

Day off with pay - Erin Kelly - RA

Royal Park

Day off with pay - Jean Weatherley - Palliative Care

Free parking - Naty Gianan - RA

Sarcee

Day off with pay - Normario DeCastro - ARAMARK

Free parking - Wanda Glovacka - NA Unit 3

Signal Pointe

Day off with pay - Jeannette Harvey - RA

Free parking - Nicole Boone - RA

\$100 PRIZE -

Patricia Almond - Physio therapist, George Boyack

Stay Healthy!

Good Body Mechanics

Preventing injuries on the job is an important health tip from the Learning Resources Team. This month the focus is on body mechanics awareness.

Developing and following the care plan is a must. Sometimes, staff members have to use the mechanical lift, or perform a two-person transfer, according to the care plan. Not following the care plan may lead to resident and staff injury.

Think **B.A.C.K.S.** to protect your **BACK!**

B A S E

Have a broad base; feet and legs apart

A B D O M E N

Tighten your abdominal muscles. Tuck in your tail bone.

C L O S E

The closer you are to the object or person, the easier it is for your back.

K N E E S

Bend those knees.

S P I N E

Keep your back straight. Avoid arching and twisting (your spine is not a spring – it has no recoil!)

Remember to let your feet do the turning – not your spine!

Carewest Celebrates!

Members of the Carewest Sarcee Volunteer Association held their Annual Christmas Tea and Bazaar on Wednesday November 15, 2000. Thanks to the good weather, the great donations of food for the bake table, the Craft Group who work all year on crafts for this sale, the Ceramics Volunteers who pull out all stops to display their finest, the White Elephant goodies, and last but not least the Store Ladies who had their best day of sales ever. We had the most successful bazaar. Joe (last name unknown), Iraida Malabug and Liz Mendosza won the raffle prizes and Debbie Hayman won the door prize.

Thanks to all of the volunteers who organized the Bazaar, helped make the sandwiches the day before and served. We outdid ourselves. We will be able to put these proceeds to good use providing extra comforts for our residents this coming year. Thank you all.

*Gail Annable, Team Leader,
Resident Services*

Carewest Royal Park Second Anniversary Tea and Market

On Saturday, November 4, 2000, Carewest Royal Park held a 'second year' celebration. We celebrated by having a market with ten vendors. The vendors sold a variety of items from jewelry and makeup to Tupperware. We also had a wonderful tea. I would like to thank Shawn Tourout for his wonderful display of food. Shawn made scones, colourful pinwheel sandwiches and an assortment of squares. The Tea and Market was a success and everyone had an excellent time. Thanks again to Shawn and the kitchen staff who helped and volunteered their time.

*Submitted by Pam Vardabasso, Carewest Royal Park
Activity Convenor*



Thanks to this wonderful family of four generations for posing at the Christmas Tea. Front row (left to right): Louise Fernandes, baby Kaitlin McComb, Annie Sikina, baby Jaden Green, Anne Primeau, and baby Alexis McComb. Back row: Donna Green, Josie Galvon and Karen McComb.

Royal Park, Nirvana Apartments hosts a Creative Showcase

On Wednesday, November 15th, fourteen artistic residents of Royal Park displayed their handiwork. Jan Whisson, Social Convenor, explained that the idea was suggested by a resident about six months ago, after visiting another lady's apartment and admiring her handiwork. This show was the perfect opportunity to bring all this fabulous work together and give everyone a chance to see each other's handiwork.

Some of the talented work goes back 50 years and included crafts such as needlepoint, painting, paper tole, rug hooking, calligraphy, colour retouching of b&w photos, family tree albums, knitting, plate painting, etc. One exhibitor worked with her husband, a photographer, for 40 years – he took the photos and she hand painted them. It's the kind of work you just don't see any more. As Jan said, "I think we're spoiled now with television – people don't learn these crafts nowadays."

It was a very interesting show and everyone seemed to have a great time. Thank you for sharing!

Debbie Hayman, Communications

Carewest Staff on the Move

Education Coordinators

Cydnee Blake, Education Coordinator at Glenmore Park has accepted the position of Educator for the Musculoskeletal Program (MSK) at Glenmore Park and the Neuro Rehabilitation and Community Transition Programs at the Fanning Centre. Cydnee has a Master's degree in Nursing.

Dennis Feria, RN, has accepted the position of Educator Coordinator for Glenmore Park. Dennis will be responsible for education in the Palliative, Community Transition and Supportive Pathways Program. Dennis has worked on both the Palliative Care Unit and with the Supportive Pathways Program at Glenmore Park. He is currently working toward his Master of Nursing degree.

Denise Pacentrilli, Site Leader, Carewest Glenmore Park

Comprehensive Community Care

I would like to announce the newest member of our Comprehensive Community Care (C3) team. Sandra Stone has accepted the position of Home Support Coordinator. She recently worked with VON, developing the Personal Care Attendant (PCA) program. In addition, she has experience scheduling workers in the home. She worked for a number of years as a community nurse. Sandra plans to start her Master's degree in the new year. Sandra starts her new position on December 11, 2000.

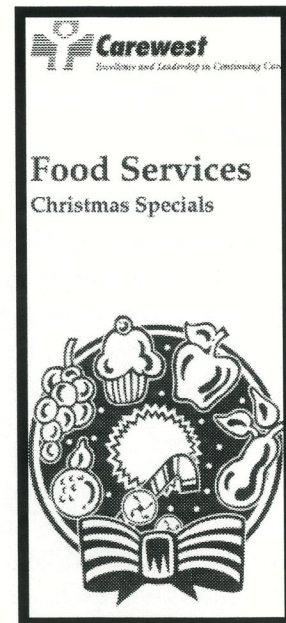
*Jennie Hollings, Program Leader
Comprehensive Community Care*

SAVE TIME! LET US DO YOUR CHRISTMAS BAKING!

Carewest Food Services is once again producing a full range of delicious Christmas items!

Watch for the red Christmas brochures at each Carewest site! Christmas shortbread, mincemeat tarts, steamed carrot pudding, rich cherry pound cake, dark fruitcake, cheese balls, chicken wings, mini quiche and much more ...

Did you know we can also prepare trays of sandwiches, veggies, etc. for your entertaining needs? All we need is 48 hours notice! Just give the Food Services departments at any of the Carewest sites a call!



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