

Carewwrite

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



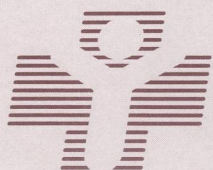
Dan Walker, Winemaker Wine Company and Ruth Langley, Comprehensive Community Care client get in the spirit of things.

Comprehensive Community Care Clients Bottle Fruit of the Vine

Over the last month, the Comprehensive Community Care program has been fortunate to have Dan Walker from the Winemaker Wine Company (Westhill Town Center store) help us make an exquisite red *Barolo*. Dan recently brought in his homemade wine and our clients did some wine tasting and judging. The wines were judged on the basis of sight, smell and taste. Best of all, Dan donated a bottle of his Ice Wine, valued at \$70.00, for a prize draw. Thank you Dan.

Vicki Davis, Recreational Therapist, Comprehensive Community Care

Comprehensive Community Care is a program for seniors who would otherwise live in a continuing care centre, but prefer to live at home. Clients are supported 24 hours a day, seven days a week, with all of their health care needs managed by the program. For more information, please contact Jennie Hollings at 686-8110.



Carewest

Excellence and Leadership in Continuing Care

November 19, 2001



Message from Brenda: We're 'Keeping In Touch'

Years from now well into the future, people will probably say the most common word of this decade was '*change*.' Carewest has certainly been part of this change. In fact, over the last few years we've changed everything from our corporate name (formerly Calgary Hospital District No. 7) to adding several new facilities and services

along the way. Royal Park, Nickle House, Signal Pointe and the new Colonel Belcher are all additions in the last four years, along with our Rehabilitation and Recovery Units and Transition Units.

As many of you know, Carewest is now undergoing another major change – the integration of Carewest Support Services into the Calgary Health Region. This includes Human Resources (Payroll and Scheduling), Finance, Capital Planning/Housing, Purchasing/Stores, Communications and Information Technology. While some services will integrate quicker than others, by the end of the fiscal year (March 31st, 2002) the plan is for most Carewest Support Services to be integrated with the Calgary Health Region. There are no plans at this point for the future of the Administrative Building.

Why is this happening? Because the Calgary Health Region is looking at ways of reducing duplication of services, and sharing expertise and resources throughout the region. Like other health regions in Alberta, Calgary is facing significant financial pressures. The amalgamation of Carewest Support Services is seen as one of many ways to increase overall efficiency.

I have been holding weekly 'Keeping In Touch' meetings with Carewest Support Staff to explain the overall review of Administrative and Support Services in the Calgary Health Region and more specifically the integration of Carewest Support Services. These meetings are very well attended and while sometimes there isn't a lot of new information to share, I am committed to keeping everyone up-to-date and providing a forum to ask questions directly.

While Carewest Support Services is changing, it will be 'business as usual' at each of the care centres. Residents and their families will notice few if any changes; our commitment to high standards of care remains the same. If you would like more information about the ongoing developments at Carewest Support Services, or a better understanding of the overall review of services in the Calgary Health Region, please be sure to contact either myself at 267-2912 or Veronica Scott, Communications Leader at 267-2940.

*Brenda Huband
Executive Director*

Accreditation Update

Accreditation takes place in May, 2002. As Carewest gears up for this next evaluation, our teams have been busy meeting and reviewing the standards for assessment. These assessment standards were developed by the Canadian Council on Health Services Accreditation. The information from the Carewest teams will be forwarded to the Calgary Health Region in early December, 2001, and our next step will be to arrange for the mock surveyors to visit our centres in January, 2002. If you would like more information about accreditation, please contact Jeanine Kimura, Service Development Leader, at 267-2905. We'll publish regular updates in Carewrite.

Many attend City Remembrance Day Activities

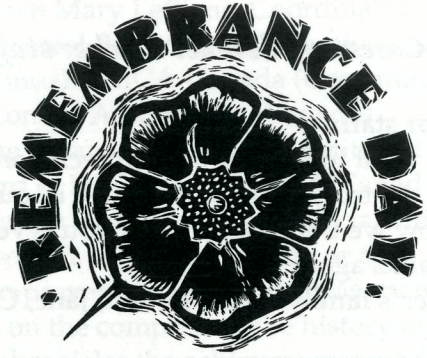
Each November 11th, people gather to honour the memory of all the men and women who have answered the call to serve in times of war and conflict. We remember the past and look to the future with hope for a peaceful world.

The service at Carewest Colonel Belcher Auditorium had over 180 people in attendance with many family members joining the residents. Along with the traditional veteran protocol of Colour Party, pipes, drums and bugler, the poetry readers, Kathryn and Jessica Costain did a wonderful job of reciting *In Flanders Fields*. For those residents who were not able to attend the service in the Auditorium, another Remembrance Day Service was held in their living area.

Following the indoor ceremonies, several residents and staff attended the Cenotaph Service where Marg Marlin, Site Leader, and Peggy Taylor both laid wreaths.

Meanwhile, at the Jubilee Auditorium, Manus Seenandan, a veteran and resident of Carewest Colonel Belcher, placed a wreath representing the 1914-1918 Veterans Association. Marg Marlin, Site Leader, also laid a wreath, representing Carewest Colonel Belcher. Dignitaries included Mayor Dave Bronconnier and the Hon. Joe Clark. The service was also very well attended. After the ceremonies in the Auditorium, all the service personnel in uniform were invited to do a march- by the dignitaries outside.

On November 5, the Comprehensive Community Care Program at Carewest Sarcee held their own Remembrance Day service. Clients, family members and staff attended. Father Greene led the service and Yvette Laffree was the organist. Several wreaths were laid in remembrance.

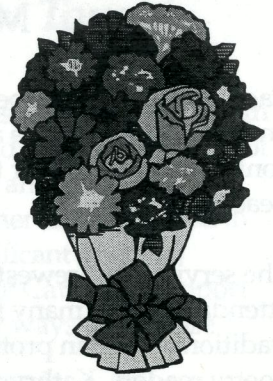


Lest we forget



Left to right: Larry Bucci, Bruce Powell, Hillis Dennison, Janet Coles and her husband James Coles, Donald Cooper, with Father Greene.

KUDOS



To Carewest Colonel Belcher staff, on unit 3AB.

Dear staff:

We want to express our appreciation for the superior care you give.

We are truly grateful on behalf of our dad, Peter Elaschuk. Please know we think each one of you is very special! God Bless you all.

Thanks again.

Peter's family; Viola, Robert, Jane, Connie and families

To Carewest George Boyack United Way workers and canvassers:

Kaye McClements, Agnes Kopfensteiner, Co-coordinator, Jo-Ann Greenlee, Donna Russell, Cary Rondilla, Orientia (Lovie) Henry.

Many thanks for your support and a job well done!

Also, thank you to staff for your generosity once again this year.

Clare Cooper, Campaign Coordinator, Carewest George Boyack

To the Carewest Communications team:

Thank you for letting us use the Carewest videos. So far six employees have raised \$899.00 which Telus will match dollar for dollar. It helps employees to see the need in their own community. Thank you again.

Judy and Lorene, on behalf of Telus

Note: Telus employees have the opportunity to view several organizations with fundraising needs on the Telus intranet site. Carewest is now one of these organizations.

To Lil O'Neill, Manager, Carewest Royal Park

On behalf of the staff of Jack James High School, I would like to thank you for arranging the tour of your facility. All of the staff we met were very pleasant and informative. Your facility is very attractive and it is obvious why other centres have been influenced by the design.

If you or any of your staff would like to see our school, we would be delighted to arrange a tour. We have 16 shops that represent a number of different employment areas from horticulture to construction services and child care to welding.

Again, thank you and we hope to see you some time at Jack James High School.

Elaine Thrale, Work Experience Coordinator



Mary LeBlanc with Sheila MacDonald, CHICA-Canada President Elect at the Awards presentation

Mary LeBlanc is recognized for her efforts

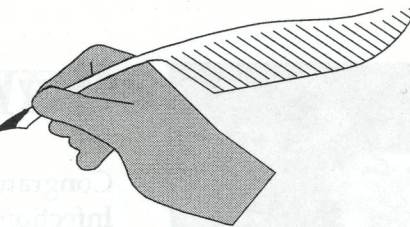
Congratulations to our own Mary LeBlanc, Coordinator, Infection Prevention & Control. Mary recently received an Award of Merit at the Annual CHICA-Canada (Community and Hospital Infection Control Association –Canada) Awards presentation. The Award of Merit is presented at the discretion of the Board of Directors to CHICA-Canada members whose contribution of personal time and talents has been of substantial benefit to the Association or the advancement of infection prevention and control. Mary was recognized for her work on the comprehensive history of CHICA-Canada, which chronicles the achievements made by the association in the past 25 years.



Construction of the new Carewest Colonel Belcher Moves Along

Activity at the construction site is tremendous, owing in large part to the fabulous weather we've been experiencing. The framing on the first floor is taking shape and the footprint for both buildings is clearly identifiable. When it is completed in March, 2003, the new Colonel Belcher will boast the largest wood frame construction in Calgary. Barb Wilkinson, Service Leader, Information Resources & Housing Development said, "The exciting part of the project has begun now that we're above ground and we can see the buildings taking shape."

On a personal note...



I would like to thank all the people who have been so supportive during the recent loss of my husband, Brian. Your kind words, thoughts, prayers, hugs, and donations have been greatly appreciated. Thank you for being the caring, compassionate people that you are!

*Dorothy McCreary, physical therapist
Carewest Day Hospital, South Site*

On October 23, Unit 2, Carewest Sarcee Supportive Pathways program bid a sad farewell to long time Nursing Attendant Shirley Gordon. Shirley had been at Sarcee for over 27 years spreading her compassion, joy for life and sense of humour. Staff shared hugs and stories and several "old-timers" came to wish Shirley the best. Everyone cheered when Shirley made it known that she will try to return for casual shifts.

Lynn-Ann LeClair, Program Leader, Supportive Pathways, Carewest Sarcee

My name is Karin Kettner-Smith, and I have been working as a Nursing Assistant for over 25 years. Thanks to all the encouragement and help I've received from so many sources, I have almost completed the upgrade program to become a Licensed Practical Nurse. I am now doing my practicum at Carewest Glenmore Park and expect to graduate on January 25, 2002 from Bow Valley College.

It has been a lot of hard work worrying about exams, and juggling my shifts but I've received a lot of moral support from my family, friends and co-workers. Although I've given up a lot -- I haven't had a real holiday in almost two years and my spring/fall cleaning has suffered, I'm very grateful for this opportunity.

Thank you to everyone at Carewest who has contributed in some way to helping me achieve my goals. I'm almost there!



Celebrating Shirley's retirement, left to right, back row: Shirley Boswell, Marlene McDonald, Lana Rogozinsky, Roberta Groskorth, Fily Macoy, Gayle Pederson, Lynn Ann LeClair. Front row: Sha Khimani, Shirley Gordon, Perlita Ruiz, Esperanza Vautour, Cathy Yorcowski.

Halloween at our centres

The annual haunted house at Carewest George Boyack was very successful with over 80 residents and visiting children taking a tour through the scary set-up. Thanks to the efforts of many volunteers, it was a lot of fun!

The team at the Comprehensive Community Care program had fun dressing up. Here, Anjli Acharya, pharmacist and Kristi Niccolls, receptionist show off their headwear.



In promoting *Humour for Health* at Carewest Cross Bow, staff dressed up on Halloween and paraded throughout the building. The winner was determined by secret ballot cast by residents and family members. Congratulations to Dawne MacPherson, Nursing Attendant, who dressed as the Swiss Alps maiden. Thank you to everyone who joined in the spirit of the day and made this parade so much fun!

How many activities can the therapy staff squeeze out of a pumpkin? Over at Carewest Sarcee their pumpkins were painted, decorated, carved, and finally baked! Staff and residents were busy for two weeks with their efforts, and even the birds had a feast with the seeds.



On October 30, the *Friends of Seniors* visited Carewest Royal Park. Residents and visiting children decorated pumpkins while they chatted and had lunch. These grade 8 students from St. Michael's School regularly visit every two weeks, with 24 students and 12 residents participating in the program.

Shelley Van Reekeum, Friends of Seniors program coordinator, Harry Appelhoff and his visiting student from St. Michael's School.

News From the Carewest Employee Recognition Committee

Here are the recipients of the Monthly Draw from the Employee Recognition Program:

Josie Cadang - Cross Bow & Nickle House
Debbie Hayman - Administration
Dwayne Kerr - Sarcee
Cindy Boyle - Royal Park
Josee Nesbitt - George Boyack
Karen Lo - Glenmore Park
Jaylene Methot - Dr. Vernon Fanning Centre
Madelina Calin - Signal Pointe

Congratulations to the above recipients!

Gold and Excellence Award Winners

The semi-annual recognition luncheons are underway. In addition to 85 staff members who will receive long service awards, one gold team award, one excellence individual award and one excellence team award will be awarded.

Mary LeBlanc, Coordinator, Infection Prevention & Control, was thanked for her enthusiasm and team spirit. She goes above and beyond for residents, co-workers, her program and for Carewest in general. She receives an Excellence award.

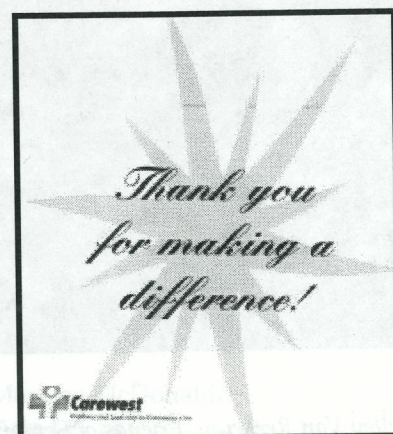


The Physical Plant Services team at Carewest Cross Bow, **David Manastyrski** and **Rich Stephens** receive a Gold Team Award for their dedication and team work. They were thanked specifically for going above and beyond their stated duties by including a resident in their daily activities, and making him feel a part of their team.

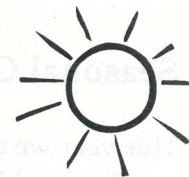
The Communications team, **Veronica Scott** and **Debbie Hayman** will receive an excellence team award for the Carewest corporate video, *Carewest - Making A Difference*. The video, produced by Pullin Productions, recently won national recognition from the Canadian Public Relations Society.

Congratulations to all award winners. Keep up the great work! Remember, when you're filling out the Making a Difference nomination forms be sure to thank the person you are nominating. You can either write the person a thank you card, available with the nomination forms or let the individual know personally. Nominees will not know you think they have done something special unless you tell them!

Carewest Employee Recognition Committee



For the Health of It ...



November is Diabetes Awareness Month...

Did you know that two million Canadians live with diabetes? This chronic and debilitating disease is the leading cause of death by disease in Canada and regardless of whether you are male or female, your risk for getting it increases with age.

What is diabetes? It is a disease in which your body cannot properly store and use glucose-your body's source of fuel that you get from food. **How does insulin fit in?** To use glucose your body needs insulin, a hormone that is made by a gland in your body called the pancreas. Without it glucose builds up in your blood, causing high "blood sugar" levels. This can leave you feeling tired, thirsty, moody, hungry, having to urinate frequently, experiencing blurred vision and frequent infections. If you are experiencing any of these symptoms contact your physician.

What can you do about it? While there is no cure, you can help prevent complications of this serious disease by:

- ✓ Eating a balanced diet, ✓ Losing weight if you are overweight,
- ✓ Getting regular exercise, ✓ Reducing stress,
- ✓ Monitoring your blood sugar, blood pressure and cholesterol,
- ✓ Getting your eyes and teeth examined annually,
- ✓ Quitting smoking, ✓ Taking care of your feet.

For more information contact the Canadian Diabetes Association, Calgary and District Branch at (403) 266 – 0620 or on their website www.diabetes.ca

Koreen E. Fahey RN BScN
Lifestyle Choices Program Facilitator

Reference: Canadian Diabetes Association (2001)
<http://www.diabetes.ca/about/diabetes/thefacts.html>

Did you know?

Carewest has a new Blood and Body Fluids Exposure Policy and Procedure.

Under the mandate of her role as the Occupational Health & Safety Advisor, Roxanne McKendry needs to make staff aware of the policies and procedures that could impact on their health and welfare. One of these is the new Blood and Body Fluids Exposure Policy and Procedure. This can be found in the Carewest Administrative Manual under Health and Safety.

The key difference is that all employees will be encouraged to go for treatment at the Calgary Health Region's 8th and 8th clinic. The reason we have chosen this clinic is so that our employees get the most current testing, treatment and follow-up care that is needed after a significant blood and body fluids exposure. The physicians at the 8th and 8th clinic deal with other employees from the Calgary Health Region, as well as other emergency responders in the community. They use the most current treatment protocols and have access to the Medical Officer of Health. Employees can be seen 24 hours a day.

Carewest choirs make a joyful noise



Our Fanning and Royal Park choirs are making a joyful noise again this year. Our choir group includes residents, family members, volunteers and so far, one staff member. Anyone wishing to join is invited to practice with us at 4:00 p.m. every second Monday, at either Fanning or Sarcee. We have fun and even learn new songs. We will be sharing our voices and positive attitude on November 19 at Sarcee, November 26 at Glenmore Park, and December 10 at Fanning.

Rev. Arnie Chamberlain

Seasonal Greetings from Carewest!

This year we are lucky enough to have a beautiful painting by Mary Hamilton on the front of our greeting card. Mary is a resident of Carewest Royal Park.



A winter scene in the mountains



*Mary Hamilton in the front lobby of
Carewest Royal Park.*

Carewest Education Services team is now complete.

We introduced some of the members of this team back in the October 2 issue of Carewrite. Here are the final additions to the team.

Susan Battad, Education Associate, covers the South sites. She works Monday, Tuesday and Wednesday.

The Education Resource Nurses we missed the last time include **Elizabeth Rollheiser**, Carewest Royal Park (Wednesdays) and **Sandra Stone**, Comprehensive Community Care program.

Staff Changes and New Faces

Please welcome **Liza Buot** to the ITS team. Liza is the Assistant for Application Services and can be contacted for training requirements and information technology support, at 267-2917.

Terri Konoplenko is the Program Support Coordinator for the Lifestyle Choices Program. Terri has a wealth of experience supervising group homes and teaching PCA's. She is based at Carewest Sarcee.

Christine Willey is the Lifestyle Choices Team Leader on Unit 3 Left Cluster, Carewest Sarcee. Christine has been with Carewest for three years; she has been very active on the Skin and Wound Committee.

Val Riegel is the part time Support Coordinator for the Lifestyle Choices Program, based at Carewest Dr. Vernon Fanning Centre. Val is currently an RN on the Neuro Rehabilitation Unit and moves into her new position on November 19, 2001.

Thanks for Grinning and Bearing It

We are happy to announce the winners of the 2001 Influenza Campaign incentive draws.

Overall, it looks like we had good response to our Influenza Campaign, within the next two weeks we will send out Site specific preliminary results so that the RN's can give shots to those who missed the early clinics.

Site

Administration
George Boyack
Colonel Belcher
Cross Bow
Fanning
Glenmore
Nickle House
Royal Park
Sarcee
Signal Pointe

Day off with pay

Jeff Crockford
Maxine Beile
Rodger Mitchell
Yvonne N'Guessan
Zenaida Julian
Robert Maclachlan
Belen Anselmo
Julie Olsen
Cora Apolonio
Phyllis McPherson

1 month free parking

Debbie Hayman
Darlene deMoissac
Phillip Costan
Judy Yee-Steffe
Eileen Ruzyski
Tanis Durnin
not applicable
Melody Broomfield
Sha Khamina
Andrea Bridle

The 2 - \$100 Winners

Fanning/Glenmore
Day Hospital North

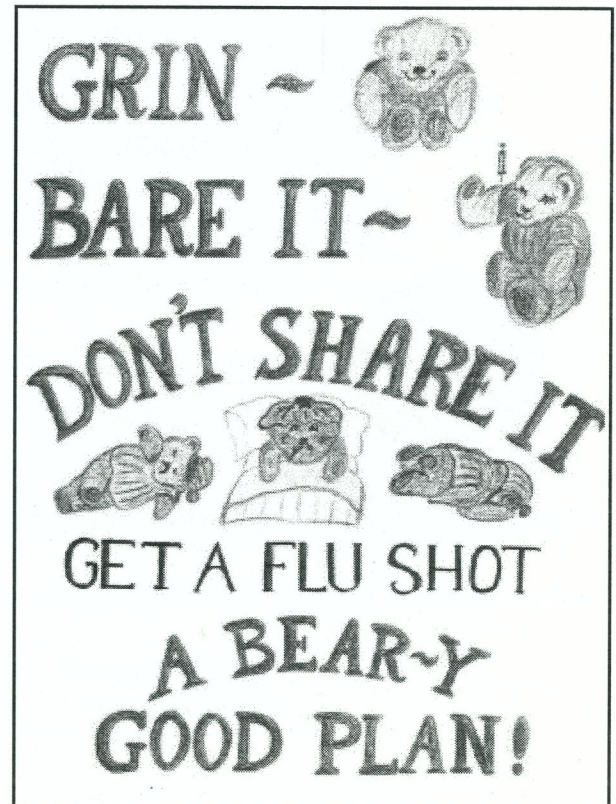
Janice Ebbert
Lois Schmidt

Congratulations and stay healthy! Please see your Program Leader or Team Leader to claim your prize.

Thank you to Management Partners and Dr. Aldridge for continuing to support the Staff Influenza Incentive Program.

Thanks to all the RNs who give it their best shot!

Carewest Infection Prevention and Control Committee



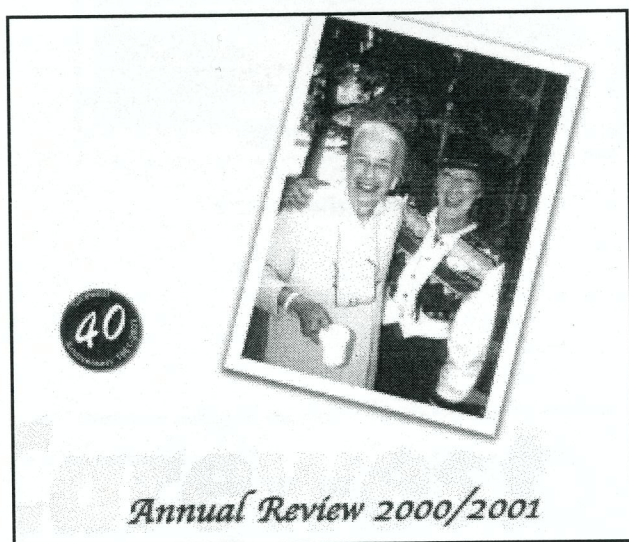
We're In the News!

On November 6, Carewest Colonel Belcher was the location for the Global TV Breakfast Show. The event was an opportunity for the Friends of the Colonel Belcher to highlight the Veterans Legacy Brick Campaign. For a \$150 contribution, you can honour a veteran with an inscribed brick in the Wall of Honour at the new Carewest Colonel Belcher. For more information, please contact Nadine Humphreys at 943-0607.

Carewrite Survey

A couple of weeks ago, Carewest Communications sent out a Carewrite evaluation for by email. The response was terrific. The evaluation helps us determine whether Carewrite meets your needs. The results will help us in the future. If you haven't answered our quick survey, please take a moment to fill out the form inside and return it to the Communications Department at the Administrative Centre. (Prizes await!)

Carewest Communications



The Carewest Annual Review is available at all Carewest centres. Please pick up a copy and let us know what you think. We publish an Annual Review in large part so people in the community can learn more about continuing care. We also use the Annual Review for recruitment purposes.

You can reach the Communications Department at 267-2992, fax us at 267-2968 or email debbie.hayman@calgaryhealthregion.ca



Final details about the United Way campaign will be in the next issue of Carewrite.

Carewest Dr. Vernon Fanning Centre Inn from the Cold Campaign

The Fanning Social Action Group has sponsored this campaign for a number of years. The donations of shampoo, soap, toothbrushes, toothpaste, deodorant and other toiletries are gathered and forwarded to the Inn From The Cold Society. This organization coordinates overnight accommodation for the homeless in a number of city churches and these donations allow them to provide toiletries for their visitors. Donations can be placed in a box by the reception desk on the main floor at the Fanning Centre.

Carewrite

Carewrite is produced twice a month. We welcome submissions.

Please contact Debbie Hayman— Voice: 267-2992 Fax: 267-2968 Email: debbie.hayman@calgaryhealthregion.ca

www.carewest.org