

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



*Volunteer servers pose with Mike Conroy*

## **3rd Annual Carewest Fun(D) Fest - a BIG Hard Hat Success !**

Under balmy skies and a huge marquee, 225 happy guests dressed in "classy construction" attire gathered to enjoy the Fun(D) Fest festivities at Carewest Royal Park on September 26th. More than 70 volunteers from the community, Carewest, the Calgary Health Trust and every acute care site helped to make this event the most successful one yet !

Over **\$52,000** (net) was raised for equipment, enhancements and comforts for the future residents who will make Royal Park their home. In addition, five donors presented Carewest with a lovely new piano !

Darrel Janz did a great job as Master of Ceremonies introducing such dignitaries and special guests as Mayor Al Duerr, Senator Dan Hays, Senator Ron Ghitter, Alderman Barry Erskine, MLA Jocelyn Burgener, Phyllis Kane and of course, our major benefactors Diana Nickle and Fran and Marjorie Lefavre. Also, several Carewest residents were present to enjoy the evening.

Frank Hall, our noted Auctioneer, auctioned off over 100 interesting donated items to the tune of \$17,000. The entertainment was a lot of fun with "Dance with France" providing a "stomp-like" performance, and the beautiful music of David Grimstead and Eric Friedenberg during the reception. Other highlights of the evening were the tours of Royal Park conducted by Carewest and our partner Apex Land Corp. The feedback on the facility was very positive!

A volunteer recognition party was held on October 8th to formally thank all those folks who made this event a major success.

Thank you !  
Phyllis Konrad  
Carewest Development Council

*For more photos, please turn to page 4.*

*Carewrite .... October 16, 1998*



# ***SOME THOUGHTS FROM MIKE'S CORNER***

It's hard to believe that six months have passed by and it's time again for another series of Town Hall sessions. Although we haven't nailed down dates at this time, the middle of November looks like a strong possibility. We'll let you know the dates as soon as possible.

I look forward to Town Halls because they give me an opportunity to explain our plans for the future and to reflect on what we've accomplished to date. But more importantly, Town Halls give me a chance to listen to you, to hear your suggestions and concerns first hand.

To me, it's important that our Town Halls are relaxed and fairly informal. My goal is to encourage an atmosphere where people feel welcome to speak out and to take part in the conversation. I also want to be sure you find my presentation interesting and

informative. Please be sure to speak out if there is something that is not clear and needs repeating. These are information sessions and it is important that the information is clear enough for you to be able to share with others who cannot attend.

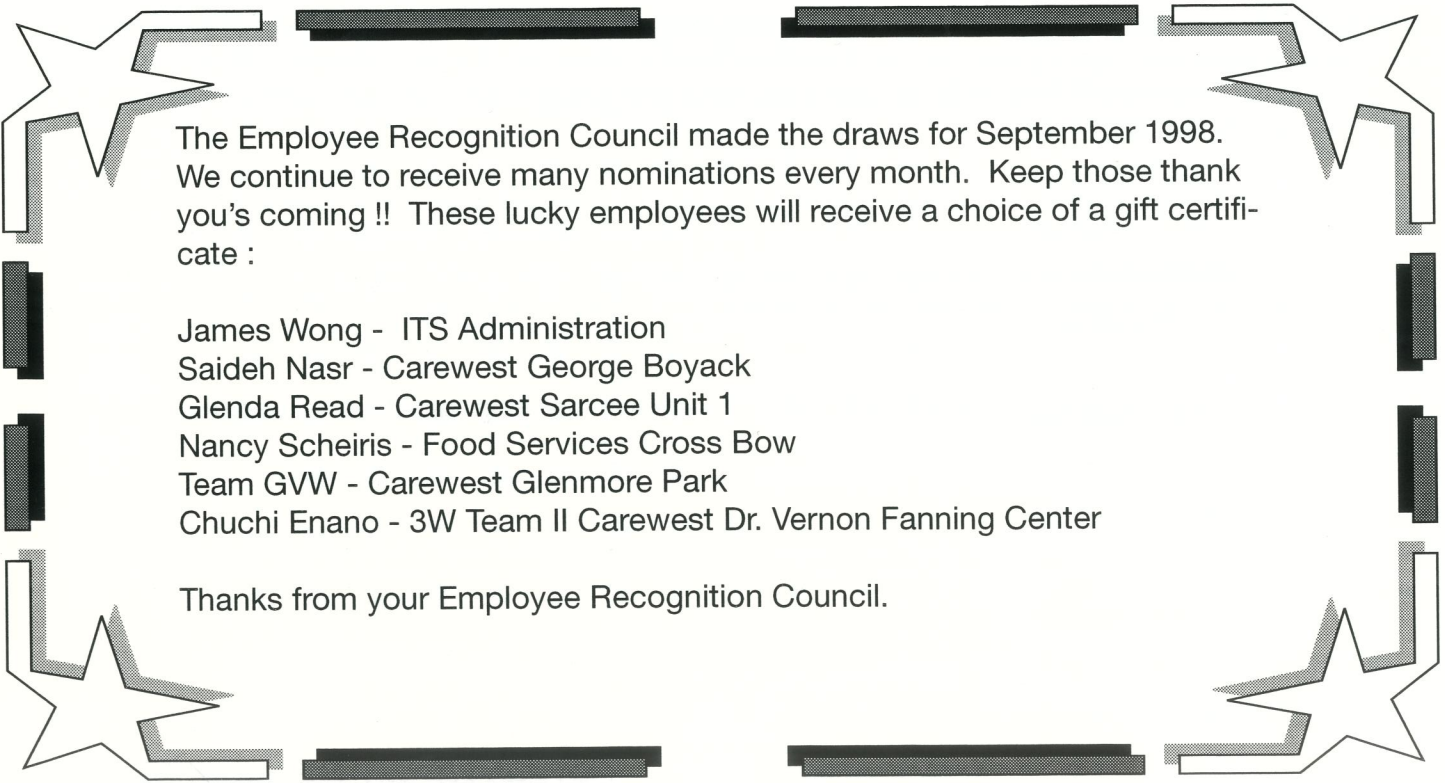
While it's important to hear from you, I'd also like to assure you that we're making every effort to act on many of your concerns and suggestions. For example, we heard clearly that staffing and scheduling (getting the right people to the right job at the right time) were key concerns. While this is a complex organization-wide issue, we've made some significant improvements with the help of Bob Gerst, an expert in this area. George Boyack is now a non-smoking facility and we're well on the way to making much needed improvements to our laundry services.

In previous Town Halls many of you have asked about our new programs and facilities especially about Signal Pointe and Royal Park. You've also expressed lots of interest in renovations taking place at all sites. Town Halls are an opportunity to get the latest information.

As usual, we'll have question boxes and flip charts for you to write down your questions ahead of time if you wish. Of course, you are most welcome to ask your questions directly from the floor.

Please be sure to try and take the time to come to a Town Hall at your site. We'll also be visiting the sites in the evening so we can reach as many staff members as possible. Watch out for more details in Carewrite and bulletins at your site.

*- Mike Conroy, Executive Leader*



The Employee Recognition Council made the draws for September 1998. We continue to receive many nominations every month. Keep those thank you's coming !! These lucky employees will receive a choice of a gift certificate :

James Wong - ITS Administration  
Saideh Nasr - Carewest George Boyack  
Glenda Read - Carewest Sarcee Unit 1  
Nancy Scheiris - Food Services Cross Bow  
Team GVW - Carewest Glenmore Park  
Chuchi Enano - 3W Team II Carewest Dr. Vernon Fanning Center

Thanks from your Employee Recognition Council.



## **Staff Profile**

### ***Sabina Maye, Activity Convenor, Carewest Dr. Vernon Fanning Centre***

Work is a party for Sabina Maye, Activities Convenor at Carewest Dr. Vernon Fanning Centre — dinner parties, stampede parties, Christmas parties — all carefully organized and coordinated for Fanning's residents. For many wheelchair bound residents, entertainment and social activities are as important as quality nursing care, but quite distinct from recreational therapy activities, which have a therapeutic aspect to them.

Sabina sees to it that each nursing unit has a stampede barbecue, with entertainment. She books space at Gulf Canada Square for all Carewest residents to go and watch the stampede parade, and then makes sure enough buses are booked and meals are ordered. An Octoberfest dance for 130 people, most of them in wheelchairs? No problem. Wheelchair dancing is fun, Sabina tells me. One of her favourite events is an evening of dinner and entertainment — with the coliseum set up like a fancy restaurant. At Christmas there is a talent show, with skits, instrumental groups and singing. "It's amazing how much talent we have right here in this building. It's good — really good," Sabina says.

Little extras like centerpieces and tablecloths for dinner parties are Sabina's responsibility, as well as necessary details such as posters on the bulletin boards, finding volunteers, and assuring there are enough napkins and cutlery for diners.

Events are planned on a monthly basis. Twelve major events are decided upon by Sabina and the Team Leaders from each unit. Most large events are planned three months in advance. In addition, Sabina organizes three or four smaller events for each month, many of them volunteered by the community — such as school bands or choirs. She coordinates students from Colonel McLeod and Sir John Franklin Junior High schools who visit with residents, and sets up visits from Brownie and Guide groups.



*continued on Page 5....*

## **One more example of how our staff make a difference**

I just did a tour this afternoon for a person who was considering placement at the Fanning Centre for a loved one.

I have done many tours since I started here and a consistent theme has emerged.

As we walked around the building, this person commented about what a friendly, upbeat atmosphere we have here, and how impressed they were by this. I have had this piece of feedback from many, many people, and I wanted to share this with you, since in large measure it is the staff - everyone from the Program Leaders to the members of all the teams - who help create such a positive, worthwhile environment.

We're like a big family - sometimes we may drive each other a little crazy, but overall it is our positive outlook and commitment to professionalism that makes this such a wonderful place to work and live. I think it is especially gratifying when outsiders notice this.

So I think we all need to take these nice comments to heart and pat each other on the back every now and then for the superb work we do here. And thanks for making the job of touring family members and potential residents a whole lot easier!

Cheers,  
Steve Ungerer

Community Liaison and YADS Coordinator

### **Plain Word...**

#### **Hard words**

1. Tardy
2. Pseudonym
3. Icon
4. Cephalalia
5. Remand
6. Sapient



# More glimpses of Fun(D) Fest



Larry Korschuk, Chair, Carewest Board, Phyllis Konrad, Development Coordinator, Carewest Development Council, Kathleen Clarke, Member, Carewest Board, and Fred Clarke, outside the main entrance to the Apex levels of Royal Park.

Gerald Pittman, Chair, Carewest Development Council, Isobel Pittman and Cynthia Prasow, Co-chairs, Fun(D) Fest, and Mike Conroy, Executive Leader, Carewest.



## Canada Savings Bonds and Group RRSP Program

Based upon employee feedback, I am pleased to announce that, in addition to offering the normal Canada Savings Bonds, the Royal Bank Financial Group has been selected to provide a Group RRSP package to Carewest employees.

The Canada Savings Bonds applications and information brochures

will be distributed in the next week or so to all sites.

Site specific Group RRSP seminars will be announced shortly (October /November) and representatives from the Royal Bank Financial Group will be on hand to answer any questions.

To obtain Carewest Group RRSP plan specific information, please call Royal Bank Financial Group at 292-3419.

- Jim Myres, Team Leader, Payroll, Benefits & Staff Scheduling



## **Attention All Carewest Employees and Volunteers its Vaccine Time Again - Influenza Vaccine!!**

Starting next week, the Infection Control RN's and Team Leaders will be giving Carewest staff shots. The Incentive Program is back bigger and better, thanks to Management Partners and Dr. Aldridge, Carewest Medical Director. The following prizes are being donated and will be drawn for from the Carewest - wide list of participants:

- six draws for days off with pay
- six draws for one month free parking
- a cash donation of \$100

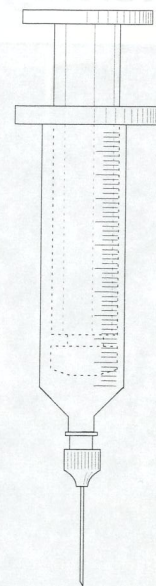
All you have to do to enter is to get a shot of the vaccine in your arm. Your name will then be entered in the draw. The most important bonus however is decreased resident illness and death. It has been shown that when a high per centage of staff are immunized there is a significant decrease in influenza in frail elderly residents. So, you not only protect yourself, your family and co-workers but most importantly those you care for - your residents.

### **The Facts:**

- Influenza is a major killer in Canada each year
- Healthcare workers are potentially capable of transmitting influenza to those at high risk
- The vaccine is offered free of charge from Population Health
- It takes two weeks for the immune response to develop after the vaccine is given
- Allergic reactions are rare, the vaccine is not live
- The vaccine is safe for pregnant women
- You must wait **two weeks** to donate blood

Good health this Winter and good luck with the draws.

- Mary Leblanc, Infection Prevention and Control Coordinator



## **Leadership Training at Carewest!**

*Sabina Maye, continued from Page 3....*

Sabina started out in nursing at Carewest, then worked as a recreational therapy aide, moving on to Activity Convenor when the position was created 18 months ago.

As the second youngest of 17 children — ten brothers and six sisters, Sabina started honing her social skills early in life. She has so many nieces and nephews at home in England that she has lost count, she says. Here in Canada, she has two children and a grandson, and in Texas, a daughter and three grandchildren. Sabina's social life includes dancing — any kind of dancing and visiting with friends.

- Helen Theaker Whyte, Communications

The final two-day Leadership Training session ended the week of September 22 at the University of Calgary. The two-day sessions were part of a series of development programs for Carewest leaders. A total of 97 Carewest leaders attended the sessions which started in June. Positive feedback showed the sessions were relevant and provided participants with great ideas, tips and practical ways to apply communication, decision making and planning skills.

Participants at all four sessions said positive energy exploded from the sessions and provided a forum for leaders to share their successes and get some ideas on how to handle problem issues. The groups brought forward great ideas and motivated everyone who attended. It was also an opportunity for leaders throughout the organization to see and talk to each other. A great opportunity to put a name to a face! And last but not least it was a chance for Carewest leaders to be recognized as leaders for their contributions and dedication to their roles and to the organization.

We're looking forward to more sessions in the Leadership Development program at Carewest. The next session will be one day long and held in November, January and again in March and April. The second training session will focus on Conflict Resolution and Performance Management at Carewest. More details to follow shortly.

- Joan Magnussen, Advisor - Employment & Staff Development, Human Resources



## Heritage day lives on at Fanning



On August 28th, we had a party to celebrate all the cultures of the world.

The event took hours of planning and organization beginning with May Johnston, Unit Clerk, sending an e-mail to gather multicultural materials. We were thrilled to receive several posters, huge maps and many items of interest from Linda Bellavance at the Administrative Centre and Darlene Weger, Dietitian at Fanning.

Marion Duguid, a staff member on 2E brought in tons of Scottish items, including a highland dance dress for my daughter Jillian. Mr. Albert Grant's son, Lloyd, supplied two of our staff members with great costumes, and Ruby Tudor's son, Gary, funded the entertainment. We had Tara, our own roving troubadour from JB Music Therapy. She was terrific playing and singing ethnic tunes and many old time favourites.

Connie Lee, our unit Dietary Aide, astounded me with her generosity when she brought in two gorgeous oriental gowns, one of which

was her own wedding gown. She graciously allowed Mrs. Lien Chung of 2E to wear it and she looked regal in the gown. Staff and families brought in cultural dishes for our pot luck. We had samosas, rouladen, cabbage rolls and many other ethnic dishes. We wore costumes from Scotland, India, Romania, Mexico, China, Germany and Ireland. The piñata was great fun to break and several residents had a whack at it.

My children, Jillian and Mark, joined us for the festivities and did a Mexican hat dance and a lot of clowning for the residents. All in all, it was a fun event, thanks to incredible cross teamwork throughout the Fanning Centre and beyond. Thank you to all who attended and thanks again for contributing in so many ways to making our Cultural Day a success.

- Karen Gilmour, Therapy Aide, 2E, Carewest Dr. Vernon Fanning Centre

## 2 SOUTH GLENMORE PARK GIVES THANKS FOR FAMILIES

We had a wonderful event on 2 south, that in my mind shows the true spirit of Thanksgiving. Our staff decided that they would like to put on a special thanksgiving dinner to thank our families for their support during the past year. We all prepared the food at home for this dinner for residents and families. The ham came from the money that the staff won from last year's flu shot contest donated by Dr. Aldridge. We had 60 people for dinner on Sunday. The families were thrilled and brought flowers, chocolates etc. It gave a real sense of family and togetherness. Almost all residents had family members with them for dinner. The table centrepieces were made by the residents who also participated in the set up and preparations.

- Marlene Collins, Program Leader, Client Services

Here's what some of our families had to say:

*Just to say thank you for a most enjoyable Thanksgiving lunch. Also wanted you to know how much we appreciated the work you went to in preparing the lunch, most of it on your own time. You really are wonderful people.*

- the Auchincloss family

*Happy Thanksgiving!*

*The kindness and TLC you all give Mother and everyone else on 2South is one of the things for which we give thanks every day.*

Sincerely, Bev Bennett & Geordie Blair

*A special thanks for the care and thoughtfulness that has been shown over the last six months.*

*God bless all of you Lyall, Erma Milgate and family.*



# *Kudos and Bouquets*

To the residents who bake cookies for patients at the Tom Baker Cancer Centre.

Thank you very much for donations of home made cookies. As you know, waiting to see the doctor can be a long and stressful time. By providing light refreshments, our volunteers are able to help make the waiting time pass more easily.

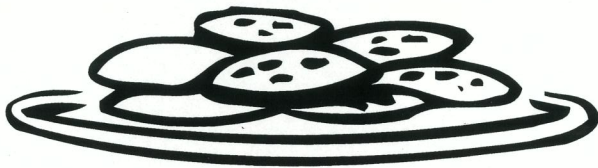
With more than 6,600 patient visits a month, we use a lot of home made cookies! The help of the "Fanning Cookie Bakers" is very much appreciated. (Twenty-two community organizations bake cookies for us.)

We are always delighted when the courier brings a box of goodies from those of you who volunteer at the Fanning Centre for the Tom Baker Cancer Centre.

Thanks again for thinking of us.

Sincerely,

Liz Tapley, Coordinator of Volunteers, Tom Baker Cancer Centre



I am writing to complement Carewest Glenmore Park's staff for the outstanding summer program of events which they have provided for the patients and their families.

The numerous excellent Stampede functions, including many talented groups, the tantalizing bar-b-ques and the outings were wonderful. As well, the enhanced dining program presentations and the interesting, fun, field trips have been fabulous to be able to share in.

On behalf of my father and myself, I would like to extend a heartfelt thank you to Margaret Brausse and her staff in Food Services, to Vicki Davis and her helpers in Recreation Therapy, to Kathleen Kenzie and her generous volunteer crew and Irene Muncy and the other therapy aides, for their ever welcome assistance with these enjoyable events.

Above all, our hats go off to the ward staff on GVW as well as Physical Therapy and Occupational Therapy, who through their unceasing angelic efforts, work so hard to make it possible for the patients to partake in these fabulous programs even though they may never get to share in the actual events. Keep up the great work Alan and crew! Only wish we could clone you all at least once!

Thanks again.

Sincerely,

Darlene Moriarty for Bill Wolinski



Thursday September 24 was the Annual Alzheimer Coffee Break Fundraiser event. Glenmore Park Supportive Pathways hosted two coffee breaks for staff, family and residents. The morning featured Gardening Tips with Chris Makin. The most important piece of information we gained is "Plant green side up." In the afternoon, Scott Barnes, one of our Calgary buskers entertained in the dining room. Our Coffee Breaks raised over \$100.00 for the Alzheimer Society of Calgary. Thank you to all who donated and a special thank you to Marlene Collins with her donation of the special flavoured coffees.

- Kathleen Kenzie, Activity Convenor

## **Welcome to new staff!**

John Sunny, ITS Desktop Services Analyst. John joins Jim, James, Janice, ZiMee and Mike Hoff in ITS.

Cam Blech, Stores Assistant/Driver.

Tracy McDowell, Purchasing Assistant. Welcome Tracy and Cam to the Materials Management Team!

Marion Elliott, Activity Convenor, Carewest Sarcee.

Cheryl Dobbs, Activity Convenor, Royal Park.

Congratulations on joining the Carewest Team!



We thought you'd enjoy these examples of advertisements that actually appeared in newspapers and magazines.

## REAL ADVERTISEMENTS

1. **Illiterate? Write today for free help.**
2. **Auto Repair Service. Free pick up and delivery. Try us once, you'll never go anywhere again.**
3. **Our experienced Mom will care for your child. Fenced yard, meals and smacks included.**
4. **Dog for sale: eats anything and is fond of children.**
5. **Man wanted to work in dynamite factory. Must be willing to travel.**
6. **Stock up and save. Limit: one.**
7. **Semi-annual After-Christmas sale.**
8. **3-year old teacher needed for pre-school. Experience preferred.**
9. **Mixing bowl set designed to please a cook with round bottom for efficient beating.**
10. **Dinner special - Turkey \$2.35; Chicken or Beef \$2.25; Children \$2.00.**

To All Staff:

It is October already and soon it will be December. Now to most people December means Christmas, however, when you work in payroll it also means the calendar year-end and T - 4's.

I would just like to ask everyone to ensure that the Payroll Department has your current address on file.

Thank You

*Jim Myres, Team Leader, Payroll,  
Benefits & Scheduling*

## The Plain Words

1. Late
2. False Name
3. Picture, Symbol
4. Headache
5. Order or send back
6. Wise

## WORD SEARCH: Carewest is preparing for . .

E	G	I	T	R	G	C	S	P	D	H	N
G	N	I	P	E	E	K	E	S	U	O	H
R	I	S	A	K	O	P	C	Y	N	R	C
E	S	R	L	R	R	I	I	C	O	T	I
D	A	E	L	O	G	H	V	H	I	I	N
A	H	E	I	W	E	S	R	O	S	C	I
E	C	T	A	L	B	R	E	L	S	U	L
L	R	N	T	A	O	E	S	O	A	L	C
M	U	U	I	I	Y	D	D	G	P	T	A
A	P	L	V	C	A	A	O	I	M	U	O
E	I	O	E	O	C	E	O	S	O	R	R
T	T	V	A	S	K	L	F	T	C	E	C

COMPASSION  
 CLINIC  
 FOODSERVICES  
 GEORGEBOYACK  
 HORTICULTURE  
 HOUSEKEEPING  
 LEADERSHIP  
 PALLIATIVE  
 PSYCHOLOGIST  
 PURCHASING  
 SOCIALWORKER  
 TEAMLEADER  
 VOLUNTEERS

(solution: 13 letters)

solution: Accreditation