

Carewwrite

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

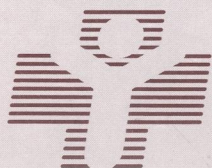
Annual Influenza Vaccination Campaign

Take Five Minutes to Protect Yourself and Others



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- Town Hall Report
- Student Wins Award
- Heart Healthy Menu
- Remembrance Day
- Unusual Occurance Reports
- Supportive Pathways Survey
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Carewest

Excellence and Leadership in Continuing Care

October 22, 2002



Communication

I've been thinking a lot about communications lately, about how we go about communicating and whether or not it's effective. In large, de-centralized organizations such as Carewest effective communication is vital and, with all the recent funding adjustments, communication is perhaps more important than ever. So just how do we communicate (and more importantly listen) to employees, residents and their families and volunteers? There are many ways.

Personal communications

Carewest employees are welcome to communicate with me by e-mail. Just click onto *Keeping In Touch* on the global address list or call my office at 267-2912. I personally respond either in writing or in person to all inquiries that come to me. Lately I've been very busy talking to staff, residents and families about the funding adjustments announced this past summer. This has taken a great deal of time, but it's an important issue on most people's minds. I've also discussed this and other developments at various resident and family councils.

Corporate communications

Communication is an important part of building a sense of shared identity and teamwork. *Carewrite*, our monthly organizational newsletter and the individual newsletters at each of our care centres are important ways we share information across the organization. *Keeping In Touch* sessions in the spring and fall also support corporate culture; they give me an opportunity to visit each centre to talk to staff about developments at Carewest and to answer staff questions. I value these meetings because I can talk with staff face-to-face and clarify misinformation. You're also welcome to place your question in the *Keeping in Touch* suggestion box. About two weeks prior to each session, it's placed at the reception area of the Carewest site where the *Keeping in Touch* meeting is being held. We'll print the answer to your question in *Carewrite*.

Communicating with our community and the Region

We also communicate with the world outside! Our relationships with partners and neighbours are absolutely critical. Good relationships are built upon trust; trust is established through communication. We communicate with various community agencies including the Alzheimer, Multiple Sclerosis, Huntington's and Parkinson's Societies of Calgary. From time to time we also communicate with neighborhood community associations. We also have an excellent website where people access up-to-date information about who we are and what we do.

When you think of it, communication is part of everything we do at Carewest. We hold meetings, employee recognition luncheons, and orientation sessions. We communicate new policies and procedures, we talk with residents and their families, and we exchange information amongst colleagues. It's just part of the way we do business, but we can't take it for granted. Sometimes we don't have all the answers but one way or the other, we are deeply committed to communicating and listening.

Brenda Huband
Executive Director



Carewest Student Wins Humanitarian Award

"It came as a complete surprise! When they said my name, I cried."

Kasia Cowling, a practicum student at Carewest George Boyack, recently won the Humanitarian Award in the Practical Nursing Program at Bow Valley College. One student each year receives the award based upon exceptional performance in class and during the work experience placement.

It's not just high marks that count for this award; it's personality, attitude and a willingness to go the extra mile for others.



Jeffrey and Kasia Cowling on their wedding day

Pauline Keats, Licensed Practical Nurse at Carewest George Boyack who supervised Kasia's practicum says that, "Within an hour of working with Kasia, I knew this girl was good! She'll make a great contribution to Carewest. She was fantastic with residents and staff, really pleasant and she learned so quickly."

Kasia did her final practicum in Carewest George Boyack's Supportive Pathways program and she's coming back as an employee. "I had another job lined up after graduation but by my third day at Boyack, I knew I wanted to work at Carewest. I fell in love with the residents. The work environment is great too. The unit is well organized and there are lots of incentives, like the benefits package."

Kasia's husband **Jeffrey Cowling** was also in the Practical Nursing Program at Bow Valley College and they graduated together. Jeffrey is now working casual at Carewest Glenmore Park during the renovations and he hopes to move into a regular shift once the dust settles. Kasia starts her job at Carewest George Boyack the beginning of November.

*Divona Herzog
Carewrite Editor*

Fabric Pieces for Sale

Lots of fabric pieces from one to five meters. Asking \$1 per meter by the piece. Will consider fair price for the lot. Contact Pam at 248-9670 (home).



Pool Table for Sale

8 X 4 foot pool table, comes with ping pong table that fits on top, cues and balls, net and paddles. Good condition. Asking \$400. Purchaser must be able to transport. Contact Sue Clark, Activity Convener, Carewest Sarcee at 686-8113.

Keeping in Touch with Brenda Huband

Sessions This Month

Carewest Glenmore Park

Heritage Room

October 24th

1:30 pm to 2:30 pm

Carewest Colonel Belcher

October 31st

1:30 pm to 2:30 pm

Carewest George Boyack

November 14th

1:30 pm to 2:30 pm

Carewest Signal Pointe

November 21

10:30 pm to 11:30 pm

Join us for information, discussion and refreshments. Find out what's new at Carewest and what to expect in the future. Talk about the issues in an informal setting. Everyone is welcome!

Can't come but have a question?

- Look for the *Keeping in Touch* suggestion box. About two weeks prior to each session, it's placed at an area accessible to staff at the site where the meeting is held. We'll print the answer to your question in *Carewrite*.
- E-mail your questions anytime to *Keeping in Touch* listed under the Carewest global address list. We'll address them at the next *Keeping in Touch* session and Brenda Huband, Executive Director, will respond by return e-mail.
- If you would like to speak with someone directly, please call Administration at 267-2912.

Debbie Chaisson
Executive Secretary
Carewest Administration

Town Hall Highlights

Executive Director **Brenda Huband** kicked off the fall Town Halls at Carewest Cross Bow on September 27th. About 30 staff attended the meeting held in the staff conference room. Here are some highlights of the get-together.

Carewest Colonel Belcher

Construction is moving forward on the new facility in Parkdale to open this Spring. This care centre will have 175 beds and provide services for both veterans and non veterans. Like the Royal Park site, there will be an attached 175 suite seniors apartment built by Apex Lifestyles Communities. Plans are underway to have 20 Designated Assisted Living apartments for veterans and 10 for non-veterans.

Glenmore Park

As announced in the past, Glenmore Park will no longer be a long-term care centre and long-term care residents have now moved to other centres in the Region. Construction tenders have gone out to expand the Regional Community Transition and Rehabilitation and Recovery Programs. Construction should take about nine months.

Dr. Vernon Fanning Centre

The role of this centre will continue to change to more Rehabilitation and Recovery Programs. Over time it will become a 'specialty facility' with possibly more neuro and brain injury services.

Carewest's Relationship with the Calgary Health Region

Many of Carewest's corporate support services including Purchasing and Computer support (ITS) are outsourced through the Region, enabling Carewest to save over \$350,000 in support service costs. There is no conflict of interest as Carewest is a wholly owned subsidiary of the Calgary Health Region.

Town Hall Highlights *(cont'd from page 3)*

Funding Adjustments

The Carewest budget was reduced effective July 1, 2002, as were other continuing care centres in the Region. Brenda explained that registered nurses and some therapies were the staffing positions most directly impacted. New rotations will start on November 4th. Human Resources is working closely with staff to develop the rotations and is in the process of actively recruiting more licensed practical nurses. Brenda noted that Carewest registered nurses have been actively involved with program leaders and site leaders in working through changes in staffing. "If things are not working, please let us know," she emphasized.

Carewest Teams

A question was raised about the impact to teams as a result of budget reductions. Brenda responded that Carewest is committed to the 'team' concept. She acknowledged that it would take time to re-establish the teams and asked staff to support each other as well as the residents through these changes. She also appealed to all staff to make new team members feel welcome.

Finding New Efficiencies

Brenda explained that Carewest is committed to looking for ways to manage costs and find efficiencies. She thanked Charlene McBrien-Morrison for working with Telus to review options related to voice mail services that may result in significant savings to the organization. Brenda also noted we have changed the provider of our gas service; this will also result in major savings. Carewest is committed to looking at support service costs to ensure we are providing them at the best price point we can.

Scheduling Weekends

Following up on a staff feedback including Satisfaction Survey recommendations, schedulers will be hired for weekend coverage to enable registered nurses to be freed up for more appropriate care related responsibilities. Schedulers should be in place toward the end of November.

Employee Family Assistance Program (EFAP)

Stressed? Personal Problems? Don't know where to turn? Brenda reminded staff that the Carewest Employee Family Assistance Program (EFAP) offered by Wilson Banwell & Associates is a confidential service available to all staff and their families. The EFAP program offers a variety of counselling services including personal, legal and financial including a self-help on-line library and Internet access to counselling. Information sessions will be held in the near future to outline services available and how to access these services. For more information please contact your supervisor, Occupational Health and Safety, or Human Resources. You can also call Wilson Banwell & Associates directly at 216-6340.

Education

A question was raised about whether Carewest would provide training for NA's to become LPNs. Brenda advised that there may be an opportunity for this in the future. Calgary Health Region is currently working with Bow Valley College and the College of Licensed Practical Nurses of Alberta to see if this type of program can be provided.

Shift Relief for Part-time and Relief NA's

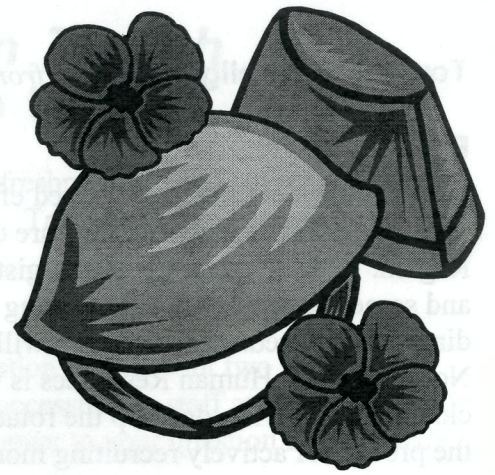
A question was asked regarding how relief shifts are offered to part-time and relief NA's and could it not be done in a "fairer" way. Brenda suggested some NA's could work with Human Resources and Program Leaders to review and provide input into policies related to scheduling and relief coverage. She emphasized, however, that where applicable the respective Employee Handbook or Collective Agreements would have to be considered. Ultimately, she would like to see staff, unions and Carewest working together to find a workable solution.

*Veronica Scott
Senior Communications Advisor
Calgary Health Region/Carewest*

Remembrance Day

November 11, 2002

Since the first Armistice Day (November 11th) of 1918, Canadians have always set aside a day in memory of those who gave their lives for freedom. The tradition reminds us to pause and remember the dead, honour the loyalty, courage and self sacrifice of others before us, and dedicate ourselves to the cause of peace. Here is the origin of several activities we associate with Remembrance Day.



Two Minutes of Silence

This custom was originated in 1919 by King George V of England. He suggested that people observe three minutes of silence at eleven o'clock on the morning of November 11th in memory of the victims of World War I and the declaration of peace.

That first anniversary found most people in countries involved in the war bowing their heads in reverent silence. Trains halted in their tracks, cars and trucks stopped, and even ships at sea cut their engines. Since that time, on Remembrance Day, two or three minutes of silence has always been observed.

The Poppy

During World War I, much of the fiercest fighting took place in Flanders, Belgium. The lush green fields were quickly turned to barren, blackened wastes. Each spring the soldiers fighting in the trenches were greeted by a remarkable sight; the wastelands of battle would sprout vast stretches of scarlet from the blood red of the Flanders' poppy.

Each year ten million poppies can be seen on the lapels of men, women and children. These poppies are made and distributed by veterans, providing employment for many veterans. The poppies are purchased by donations and the money raised is used to provide assistance to ex-service people and their families.

In a new Remembrance Day custom, crocus bulbs are planted alongside poppies to show that Canadians aren't just remembering the past. They are also expressing a hope for peace for the future.

In Flanders' Fields

Lieutenant Colonel John McCrae, a Canadian artillery officer and military doctor, wrote *In Flanders' Fields*. He had just come to Ypres to tend the wounded and dying in the spring of 1915. It was during this time the enemy first used chlorine gas and the dead littered the front line.

McCrae lived that horror for seventeen days without relief, working with no time to bathe or change his clothes and with only brief stretches of sleep. Yet, despite the exhaustion and despair, he composed the lines of verse.

His poem was printed in *Punch*, an English magazine, on December 8, 1915. It was soon repeated throughout the trenches as men heard it, learned it by heart, and passed it on by word of mouth. The poem became the soldiers anthem, for it expressed their inner most thoughts and fears of dying for nothing and being forgotten.

The Lone Bugler

A lone bugler plays the *Last Post* during Remembrance Day ceremonies. It signifies the end of the day in military camp and, in Remembrance Day observances, it is a reminder that the memory of the dead lives on and therefore, life triumphs over death.

Reprinted from the Carewest Colonel Belcher October Newsletter. Information from Remembrance Day by Meguido Zola & Angela Dereume

Remembrance Day Reflections

As we turn our thoughts to Remembrance Day this year, there are two aspects that beg our attention:

- The first is the celebration of freedom we now enjoy; and
- The second is the sacrifice with which the freedom was purchased.

Many young men and women gave all they had in order to secure a lasting peace. All of our veterans with us today carry the burdens of that sacrifice. Many are still haunted by the cries of their comrades as portions of battles are lived out in their memories. They also carry with them the responsibility of living while many of their friends lost their lives. They felt accountable to return home and build lives that would be worthy of this sacrifice.

We too are accountable. As we reflect on the sacrifice let us examine the way we are living out this freedom. Our veterans have given us an incredible legacy. I believe that they have honored their comrades with the lives that they have built. I have met strong families and have heard many stories of the kind of contributions made by these men and women after the war. I have also met some that were unable to overcome the scars of war. The joy of life eluded them and they struggled to make sense of it all.

We are fortunate to have our veterans with us. It will not always be so. Listen closely to their stories. Remember the cost. Celebrate the freedom and above all honor their memories by living with integrity and building on the legacy of peace.

*Chaplain Philip Costain
Coordinator, Pastoral Care
Carewest Colonel Belcher*

In Flanders' Fields

In Flanders' Fields the poppies blow
Between the crosses, row on row,
That mark our place, and in the sky
The larks still bravely singing fly,
Scarce heard amidst the guns below.

We are the dead. Short days ago
We lived, felt dawn, saw sunset glow,
Loved and were loved, and now we lie
In Flanders' fields.

Take up our quarrel with our foe,
To you from falling hands we throw
The torch – be yours to hold it high;
If ye break faith with us who die
We shall not sleep though poppies grow
In Flanders fields.

*By Lt. Col. John MacCrae
(of Guelph, Canada)
Died January 28th, 1918
while on active service in France.*

Carewest Colonel Belcher Remembrance Celebrations

“Remembrance Day is like the Super Bowl here at Carewest Colonel Belcher,” says **Reverend Philip Costain**. “The only thing bigger is Christmas.”

The service at 10:45 a.m. involves veterans, their families, the military, the Calgary Highlanders, the University of Calgary Pipe Band, a color party with a bugler, a gospel soloist, federal and provincial government representatives, Carewest and Calgary Health Region representatives, Veterans Affairs, Veterans Angels, and the Friends of Colonel Belcher.

After the service, veterans lay a wreath at the cenotaph (the monument in city park) and participate in a reception. It's a day of ceremony and reflection that marks an event that shapes our lives in ways we cannot begin to comprehend.

*Divona Herzog
Carewrite Editor*

Dare to Drop By Boyack's Haunted House

Carewest George Boyack is hosting it's fourth annual haunted house on October 27th from 2 p.m. to 4 p.m. on the main floor. We'd like to invite all family, friends and staff members to stop by and enter if you dare! Admission is \$1 and includes refreshments. All proceeds go to help support resident services programs at the site. Have a scary Halloween!

*Elisa Holland
Activity Convener
Carewest George Boyack*

Mike Conroy Accepts Appointment

Mike Conroy, former Executive Director of Carewest, has accepted a position as Executive Director of Business Development for the Calgary Health Region. He will report to Roman Cooney, Vice President of Strategy and Communications.



Guess who? It's Elisa Holland!

Boyack Gardeners Sprout Wins

The annual Sprout and Grow competition was held recently and once again Carewest George Boyack is proud of all residents who entered. Our residents received nine first place finishes and ten judges' awards. Three residents also received an honourable mention as well as first because of their fabulous work. **Fred Carruthers, Rose Rebagliati and Denis Anderberg** had excellent presentation and wonderful displays.

Thank you to all residents, family and staff who helped us with the planting and maintaining the gardens so well this year. Good Luck next year!

*Elisa Holland
Activity Convener
Carewest George Boyack*



Rose Rebagliati with her wonderful geraniums.

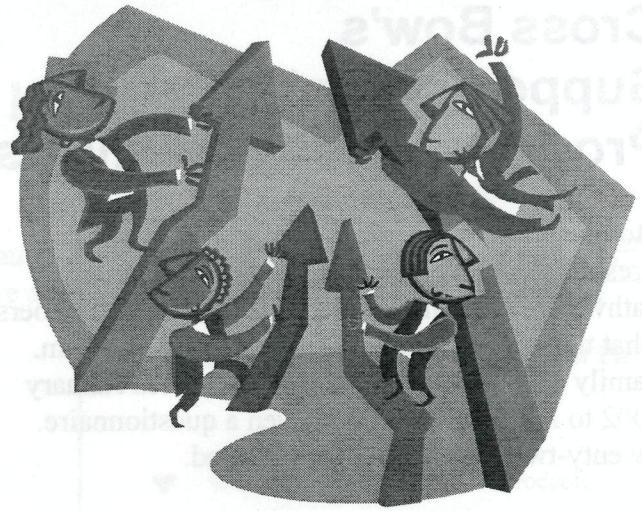
Carewest Care Team Reorganization

Carewest has undergone a reorganization of our care teams over the last few months. As a result, many members of our care teams will be moving on to different Carewest sites, programs, or units for new work challenges and opportunities. With the implementation of this reorganization scheduled to take effect as of November 04, 2002, it is both a time for all of us to 'send off' our long-time team members to their new work sites, and a time to welcome aboard our new team members.

Over the next couple of months you will also see some brand new faces on our care teams. Carewest is actively hiring Licensed Practical Nurses (LPNs) as a result of our reorganization. Across Carewest, the role of the LPN will be implemented in its full scope of practice. All Carewest LPNs are health professionals regulated by the College of Licensed Practical Nurses of Alberta with the education necessary to assume a key role on the health team.

The addition of LPNs to the Care Service teams provides Registered Nurses (RNs) the opportunity to focus on the areas that require the skills of an RN – primarily comprehensive resident assessments, care planning, workload assignments and the flexibility to coordinate resident care with other members of the team.

The RN will be responsible for assigning how staff on the team will provide the care based on matching the needs of the residents with the skills of the staff available. For instance, this may involve assigning the LPN to complete the wound care for residents with well established protocols for wound care, while the RN completes the wound care for the resident whose open area is changing and requires the establishment of a new approach. In this way, the LPN will be able to support the team by carrying out the tasks and activities that fall within the LPN scope of practice, that were previously done by the RNs for residents whose care does not require the skills of the RN.



As we move into our new teams over the next few weeks, Program Leaders are actively working together with their teams to structure work routines that make the best use of both the RNs' and the LPNs' time.

We all recognize the challenges that will face the teams as staff move across the organization and into new roles. We trust all staff throughout Carewest will be sensitive to the needs of those around them, especially as people take on new challenges and learn new roles.

Carewest prides itself on being a 'learning organization' – an organization that keeps moving forward, learning and growing with each new change. Take this opportunity to share what you have learned at your 'old site' with the staff at the new sites. There may be solutions to problems that can be creatively solved by having 'fresh eyes' look at how things are done. Be tolerant of each other and support each other. This is an amazing opportunity for us to grow as an organization – stronger, better and more responsive than ever before.

Working Group for the Care Team Reorganization

Cross Bow's Supportive Pathways Program Surveys Families

Moving a loved one into a care center can be a stressful event for families. The Supportive Pathways Program has been asking family members what the admission experience was like for them. Family members of new admissions from January 2002 to August 2002 were given a questionnaire. Twenty-two responses were received.

Results

Overall satisfaction with the admission process was high with 91% indicating a positive response. The same number felt welcomed.

We also asked what made them feel welcomed and what was most helpful. The responses all indicated it was the support and welcome of the staff that helped the most. Families appreciated the "friendly, helpful staff" and "sincere concern for their family member". The need for the personal touch was evident as respondents said that verbal rather than written information was the most helpful.

We also asked what families were feeling at the time of admission. The strongest emotions expressed were "drained" and "relieved" followed by "worried" and "sad". Many respondents were feeling several emotions. The survey showed that 95% felt positive regarding the staff support they received during the admission process.

We have received some suggestions for how things could go smoother on admission day, which we are using to make the process easier for families. We would like to thank family members who took the time to complete the survey and the Carewest Research and Development Committee for their support.

*Darlene Meagher
Program Facilitator
Carewest Cross Bow*



Bingo fundraising event at Carewest Royal Park

United Way Activities at Carewest Royal Park

Chef **Allen Marles** was the guest caller at the big bingo held on Thursday, October 10, 2002. Door prizes were donated by the Resident Services department, BG Agency, **Brenda Slade**, **Pam Vardabasso** and the Royal Park Administration Social Club.

The entire proceeds of \$90 will be donated to the United Way. Other fun activities scheduled include a 50/50 draw, jelly bean count, ice cream day and denim day.

Thanks to the efforts of resident assistants **Debbie Young** and **George Stonehouse**, Carewest Royal Park is having fun raising funds for United Way.

*Debbie Hayman
Admin Secretary
Carewest Royal Park*

New Winter Menu Offers Heart Healthy Meals

Beginning October 21st with the start of our new Winter Menu cycle, most Carewest sites will offer a Heart Smart alternative at both lunch and supper each day. A small heart will identify Heart Smart selections. These selections are healthy for everyone but are especially beneficial for residents with any cardiac concerns. They are low in salt and fat, particularly saturated fat. Advanced cardiac related illnesses will not be eliminated by eating Heart Smart choices, but these meals provide excellent overall nutrition.

Throughout the year, Carewest sites offer two menu cycles, each four weeks in length. Two main course choices at lunch and supper daily provide a good variety of food choices.

Two separate seasonal menus provide additional variety. The Summer Menu cycle, which includes fresh produce and a wider selection of cold plates, is typically offered from mid-spring to late fall. The Winter Menu cycle is provided the remainder of the year, offering a number of heartier meals. In addition, we offer special occasion meals for all seasons such as Thanksgiving and Christmas.

Joyce Tutty
Clinical Dietitian
Carewest George Boyack
On Behalf of Carewest Food Services

MONDAY 21	TUESDAY 22
♥ Cabbage Soup	♥ Beef Barley
♥ Shaved Beef au Jus	Chicken Pot Pie
♥ Carrots	♥ Broccoli
♥ Mandarin Oranges	♥ Lemon Pudding
Cheese and Onion Quiche	♥ Sweet & Sour Meatballs
♥ Carrots	♥ Rice
	♥ Oriental Vegetable
♥ Pork Chop in Sauce	♥ Beef Stew
♥ Baked Potato	Biscuit
♥ Garden Blend Vegetables	♥ Wax Beans
♥ Blueberry Cobbler	♥ PumpkinBars
♥ Chili Baked Potato with Toppings	♥ Cooked Eggs
	♥ Macaroni Salad
	Pickled Beets

Prostate Cancer: A Family Issue

A Frank and Open Presentation on
Prevention, Early Detection and Treatment of Prostate Cancer

Saturday, October 26
10:00 AM – 12:00 PM
Confederation Park Senior Citizen Centre
2212 13 St NW
For more information, please call Joan at 816-4726.
Limited seating available so please call Karen at 289-4780 to reserve your space. Cost is \$2 at door.

Moderator: Gary Bobrovitz, Global TV Reporter

Keynote Speakers:

- Dr Jack Williams – Urologist
- Dr John Robinson – Psychologist with Tom Baker Cancer Centre
- Ashton Embry – Research Scientist (has had prostate cancer)

Flu Clinic and Education Dates

October 21 – November 3

October 21, 2002 - Monday

- **Dr. Vernon Fanning**
Conference (Room 3)
9 am – 11 am / 2 pm – 4 pm
- **Administrative Centre**
Main floor Clinic Room
9 am – 1 pm
- **George Boyack**
Victorian Room
7 am – 9 am / 3 pm – 4 pm

October 22, 2002 - Tuesday

- **Colonel Belcher**
Classroom 1:30 pm – 3:30 pm
- **Dr. Vernon Fanning**
Across from the Cafeteria
3 pm – 4 pm
- **Cross Bow**
1st Floor Nursing Station:
7 am – 7:30 am
Beauty Parlor: 10 am - 3:30 pm

October 23, 2002 - Wednesday

- **Sarcee**
Classroom 9 am – 11 am
- **Dr. Vernon Fanning**
Across from the Cafeteria
9 am – 10 am / 11 am - Noon /
2:30 pm – 4 pm
- **Royal Park**
Clinic in the Den
2 pm – 4 pm
- **Cross Bow**
1st Floor Nursing Station
10 am – 11 am
- **George Boyack**
Cafeteria 9 am – 10:30 am

October 24, 2002 - Thursday

- **Cross Bow**
Conference Rm: 9 am – 11 am
Beauty Parlor: 2:30 pm –
3:30 pm
- **George Boyack**
1st floor Conference room
9 am – 10:30 am / 2 pm – 4 pm

October 25, 2002 - Friday

- **Cross Bow**
Beauty Parlor
2:30 pm – 3:30 pm
- **Glenmore Park**
Classroom 9 am – 11 am
- **Dr. Vernon Fanning**
Across from the Cafeteria
9 am - Noon / 2:30 pm – 4 pm
- **Signal Pointe**
Library
7 am – 8:30 am / 2 pm – 4 pm

October 26, 2002 - Saturday

- **Dr. Vernon Fanning**
Across from the Cafeteria
1 pm – 5 pm

October 28, 2002 - Monday

- **Sarcee Conference (Room 3)**
8 am – 11 am
- **Colonel Belcher**
Classroom 1 pm – 4 pm
- **George Boyack**
Victorian Room
7 am – 10:30 am

October 29, 2002 - Tuesday

- **Royal Park**
Clinic in Den 8 am – 11 am
- **Signal Pointe**
Library 1 pm – 4 pm

October 30, 2002 - Wednesday

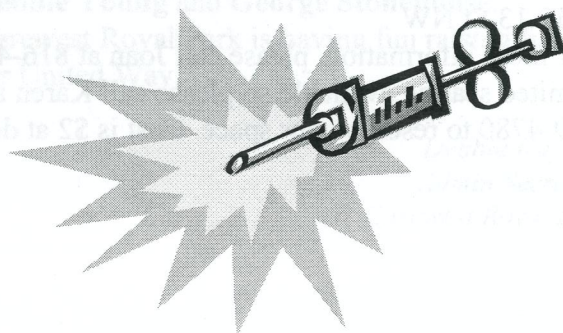
- **Dr. Vernon Fanning**
Across from the Cafeteria
9 am – 10 am / 11 am - Noon /
2:30 pm – 6:30 pm
- **Sarcee**
Classroom 1 pm – 5 pm

October 31, 2002 - Thursday

- **Glenmore Park**
Classroom 1 pm – 4 pm

November 1, 2002 - Friday

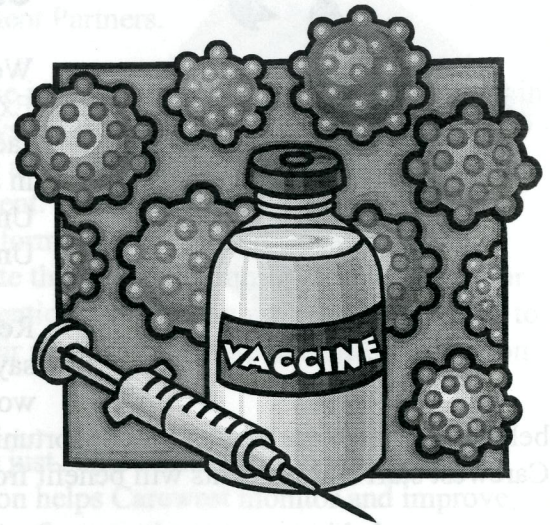
- **Nickle House**
Medication Room
1 pm – 4 pm
- **Glenmore Park**
Classroom 1 pm – 4 pm
- **Sarcee**
Classroom 8 am - Noon



Carewest Influenza Vaccination Campaign

Did You Know?

- Influenza (the flu) is a highly contagious illness that causes high fever, severe coughing and serious fatigue for three to four days.
- Influenza is caused by a virus and can't be treated with antibiotics.
- You can spread influenza to your family even if you don't become ill yourself.
- The vaccine that prevents influenza is safe and effective. It doesn't cause the flu.
- Our residents can become seriously ill or die from influenza or it's complications (like pneumonia).



Campaign Kicks Off

The staff influenza vaccination (flu shot) campaign kicked off on October 21. This year we are doing things a little differently. For example, each facility will have special areas set aside away from the resident units so that we can focus on giving staff the best of our attention.

From October 21 until November 3, we will have many clinics at different facilities. After that, we will continue to offer the flu vaccine at rotating sites. If the times at your centre do not fit your schedule, please feel free to go to one of the other centres near you.

Frequently Asked Questions

- **Is the flu shot mandatory?** It is voluntary but highly recommended.
- **Will I get sick from the flu shot?** No. It cannot give you the flu because it does not contain live virus.
- **Does the flu shot really work?** Vaccination is the single most effective way to prevent flu.
- **How long does it take to get a shot?** It takes less than five minutes including time to sign the consent form. Employees usually wait a few minutes after receiving the shot so we can ensure they are 'steady' before going back to work.
- **Are there incentives to participate?** Prizes include two \$100 gifts donated by Dr. Aldridge, a day off per pay (at each site), a month of free parking (at each site), and an Aramark backpack. Each site also provides gift certificates of varying denominations.
- **Is the shot available only to health care workers?** Volunteers, maintenance, hairdressers and laundry may also get the vaccine at one of the clinics listed. Resident vaccination is coordinated by **Mary LeBlanc** of Infection Prevention and Control. It begins October 28th.

*Roxanne McKendry
Occupational Health & Safety Advisor*



New Work Experience Coordinator

Carewest - Jack James High School Partnership

We are pleased to announce that **Karl Boorman** is the new Work Experience Coordinator at Jack James High School. Karl comes to Jack James from Sir William Van Horne High School where he worked in a similar position for the last two years. He is a graduate from the University of Calgary with a Bachelor of Education degree and the University of Alberta with a Bachelor of Science degree.

Regarding his new position and the partnership with Carewest, Karl says that he's very excited about his new job and the opportunity to work with Carewest staff to strengthen and grow the partnership. "I believe that there are tremendous opportunities for Jack James students to learn from Carewest and I hope that Carewest staff and residents will benefit from the partnership as well."

The Jack James - Carewest partnership provides high school students with work experience at Carewest in a variety of roles. For example, students with an interest in the food services industry work in at Carewest Dr. Vernon Fanning and horticulture students work with Chris Makin, Carewest's Master Gardener, as groundskeepers.

The partnership also benefits Carewest through the positive contribution of students. In addition, some of our residents have had opportunities to visit Jack James and find out how this innovative school emphasizes the relationship between academics and the workplace.

Congratulations, Karl! We look forward to working with you.

*Roma Zotzman
Recruiting Assistant
Carewest Human Resources*



Employee Recognition Program Monthly Draw Winners

Congratulations to the Carewest employees and teams who were nominated through the Employee Recognition Program and won the draw last month.

Paulette Fornataro - Cross Bow, Administration & Nickle House
Helen Dragoescu - Royal Park & Signal Pointe
Frank Stone - Glenmore Park
Shelley Cross - Colonel Belcher
Alex Chung - Fanning

Unusual Occurrence Reporting System

Have you ever wondered what happens to all those Unusual Occurrence reports that are filled out? Here's a little explanation as to the 'what, why and the how' of the Unusual Occurrence process.

The Unusual Occurrence reporting system is a way that Carewest can monitor the quality of services and care provided throughout the organization.

We do this by documenting and reporting any incident that is not consistent with the routine care and operation of sites and service. These incidents can involve our residents, staff, visitors or even property and equipment and involve things like – when a resident falls, when an employee accident occurs, a fire, property loss or damage.

After the Unusual Occurrence report is completed, it is then forwarded to the Information Management department where it is entered into a database. Every month reports are then sent to Site/Program Leaders, Pharmacy, Health and Safety committees and reviewed every quarter by the Quality

Improvement/Risk Management Committee and Management Partners.

We use the information gathered from the reports in many ways. Health and Safety Committees review employee accidents to assess the safety of our work environment. The Carewest Falls Committee will use the information to assess resident falls and incorporate that into determining best practices for falls prevention. Pharmacy uses the information to assess their practices and help decrease medication errors.

These are just some of the ways in which this information helps Carewest monitor and improve the quality of care and service provided.

For more information you can read the Unusual Occurrence Reporting policy in the Carewest Administrative manual, ask your Area/Team Leader or contact the Information Management department at the Administrative Centre.

*Charlene McBrien-Morrison
Leader, Information Resources
Carewest Administration*

Cross Bow Makes Crafts for Kids

Thank you to **Colleen Newlove** and residents of Carewest Cross Bow for the crafts they donated to the Alberta Children's Hospital Teddy Bears Picnic. As the children entered the Surgi Teddy tent they were encouraged to choose a small gift. These gifts were made and donated by the residents and Colleen. Some of the folks who made the crafts also attended the picnic and were thrilled to see what the picnic involved.

On September 30th, volunteers who manned the Surgi Teddy tent at the picnic came to Cross Bow with a cake, certificates, pins, and a banner signed by the children to say "thank you". What a great project to be involved in for crafters. Residents are already making little trinkets for next year's picnic, so keep up the good work!



*Paulette Fornataro,
Activity Convener
Carewest Cross Bow*

Thank Heavens for New Staff!

"I need a holiday. Thank heavens for new staff who will cover my shifts".

"I feel so bad when I have to call in sick and can't support my team.

Thank heavens for new staff who came in to cover my sick days".

"I have worked with this resident for two years and I'm out of ways to make his care go more smoothly.

Thank heavens for new staff who gave me some fresh ideas I could use".

"I was really getting worried that that part-time line wasn't going to be filled.

Thank heavens for the new staff member that is joining our team".

"I am so glad I don't have to work nights. Thank heavens for new staff that only want to work nights".

Yes, thank heavens for our new staff!

Without them we may work short, not get our holidays when we want them, feel extra stressed when we call in sick, have to work shifts that we don't want to or become stagnant in our jobs. New staff can help support our team, help us get better faster, bring some fresh ideas to an old problem.

Remember when you were new to your team? New staff need to feel welcome, so make it part of your daily routine to be nice to new staff and who knows, you may meet a new friend!

*Corina Grover
Education Associate
Carewest, North Sites
On behalf of the Education Services Team*

How we can show our appreciation for new staff

- Welcome them to our teams with a bright smile, a warm handshake and a heartfelt introduction
- Introduce them to our residents
- Take them under your wing and share your knowledge
- Take them for coffee
- Share a favorite recipe with them
- Compliment them on their care
- Invite them to join you for lunch
- Ask them about themselves
- Take them for a walk at break time
- Tell them something positive about your team

Update

Carewrite is produced monthly. We welcome your submissions.

Please contact Divona Herzog

Voice: 254-1672 Fax: 256-2148

Email: CarewriteSubmissions@calgaryhealthregion.ca

Please send photos to Veronica Scott of Communications through interoffice mail.



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