

Carewwrite

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



More Stampede fun! This time from Carewest Cross Bow. Here, Mrs. Eythel Fry enjoys the party with Wendy Farrance, Team Leader, Food Services, and Amanda Connolly, Food Services Assistant.

Attention All "Artists" Design a Poster to Win

The Infection Prevention and Control Committee (IP&C) would like you to design a poster to promote our Influenza Vaccine Campaign this year. There will be a prize for the winner and you will be acknowledged throughout Carewest when your poster is displayed in prominent sites. The theme is **"Roll Up Your Sleeve to Win"**. The poster should be informative and based on the theme. Preferably hand drawn in black on white paper. You may submit as many entries as you wish. The judging will be done at the September 23rd IP&C Committee Meeting. Put all identifying information on the back of the poster (not the front) to allow for fairness when judged. **Let the competition begin!** Please send your entry to the IP&C Office c/o Carewest Sarcee by September 20.



Carewest

Excellence and Leadership in Continuing Care

September 3, 1999

SOME THOUGHTS FROM MIKE'S CORNER

Great news for Carewest! The Canadian Council on Health Services Accreditation has awarded the Calgary Regional Health Authority a three-year accreditation following its June 9 – 18 survey. Carewest took part in this voluntary self assessment and peer review in order to understand our strengths — and more importantly — opportunities for improvement. It appears we're on the right track as the final report offers no recommendations for change.

Getting ready for Accreditation involved a lot of work from Carewest employees, volunteers, residents and their families, community representatives and members of our Board. We were given a brief verbal summary of the findings on June 19th and just recently received the full written report.

The report covers a wide range of areas within care, housing and hospitality. It gives special mention to our employee recognition program called Making A Difference! As well as our innovative recruitment and retention strategies, education and wellness programs and our employee survey to measure staff, resident and family satisfaction. "It is noteworthy that volunteers contribute to 150 different program areas throughout the organization," the report states. Our renovation projects are "an excellent example of demonstrating commitment to improving quality of lifestyle for clients."

Opportunities for collaborating in organization-wide planning, decision making and problem solving were also highlighted along with our preventive maintenance

program "which goes beyond industry standards." Top marks as well for our Balanced Score Card (a way of monitoring organizational performance.) The Accreditation team was particularly impressed with the standard of care throughout our organization and the dedication and commitment of staff and volunteers.

On behalf of the Carewest Board, I'd like to extend my thanks and congratulations to everyone who took part in Accreditation and indeed to all staff who contributed to this significant improvement. This was an opportunity to take a good look at how we go about our business. From all accounts, it seems we're on the right track.

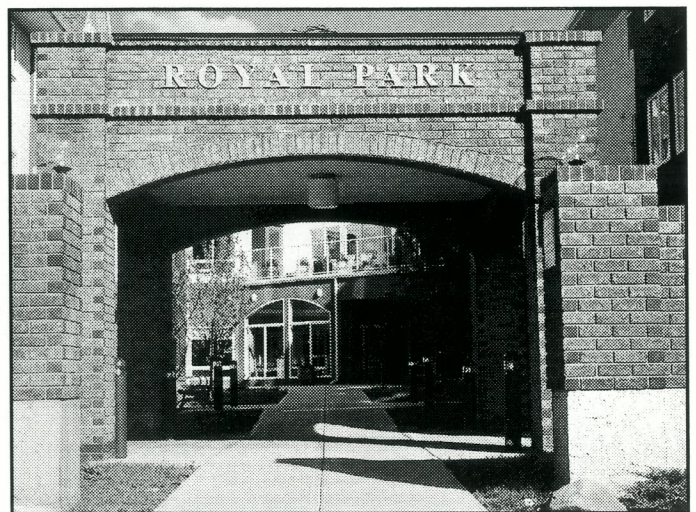
If you would like a more detailed copy of the report, please call our Communications Department at 267-2940.

*Mike Conroy
Executive Leader*

Royal Park generates lots of interest

Royal Park's reputation is growing as a unique seniors care housing facility in Alberta. Tours continue on a regular basis. Lil O'Neill, Manager, says Royal Park staff are leading tours of anywhere between two and four groups each week. These tours include both Carewest and the Nirvana rental apartment level.

Along with regular tours, Carewest receives requests to see Royal Park from individuals and organizations. Two rather special tours were conducted in the past week. The first one was with Mrs. Masako Tanaka, a commercial officer with the Alberta Japan office (a subdivision of the Alberta government). Mrs. Tanaka is compiling information on unique seniors projects in Alberta. She will pass this information on to her Japanese counterparts who are in the development and planning stages for various seniors projects in Japan.



Please turn to Page 5 for more.

Staff Profile:

Arnie Chamberlain: *a Ministry of Presence*

Arnie Chamberlain, Pastoral Care Coordinator and Chaplain for Carewest Dr. Vernon Fanning Centre and Carewest Sarcee, has been a familiar smiling face at Carewest for the past nine years. He loves pastoral care because it gives him a chance to use his greatest gift—the ability to relate to individuals and small groups of people who have a variety of spiritual and religious beliefs.

"Pastoral care is journeying with people through all of the adventures and trials and celebrations of life, and being one representative of God with people," Arnie says. "It involves a celebration of God's presence and a celebration of who we are. This is a Ministry of Presence, and it's an honour and a joy to be present with people and be a part of their lives ... nobody is alone, we are all journeying together."

Arnie helps many residents maintain a quality of life as they live with illness. "The courage that I've seen in people who live with MS or cancer or brain injuries is remarkable. I learn so much from them," he says. Arnie is available for all residents, families, volunteers and staff at Carewest. He has baptized staff, and has performed weddings for staff, and for children and grandchildren of residents. He has conducted personal funerals for residents, in addition to arranging regular memorial services that acknowledge the life journeys of all former residents.

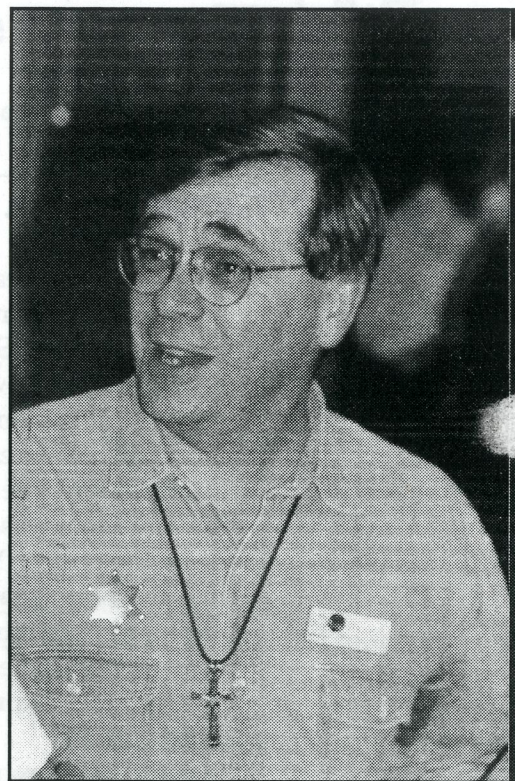
Arnie holds non-denominational chapel services, as well as Fun With Faith groups where people sing a lot of songs and sometimes bring in scriptures. "Fun, Faith, and Feeling—they are the good F words!" Arnie says with his usual long and hearty laugh.

Arnie's job may be to give support, but he in turn feels supported by friends throughout Carewest, including his supervisor, Debby Dubord, and others that he works with in Resident Services.

Time away from Carewest is well-spent. He especially enjoys volunteering as Financial Trustee for a man who needs this help in order to manage in the community. Simple outings together, like a trip for a haircut, often end up being fun. Arnie's life is also enriched by the adult singles group he belongs to. He loves the monthly meetings, speakers and great potlucks. Members really care for one another, he says. In yet another role, Arnie is Chair of the Calgary Foothills Resource Store, a bookstore associated with the United Church. On top of all this, he still finds time to swim, go for walks and bike rides, and attend live theatre. At home, supervised by his cat Felix, Arnie builds model ships, reads short stories (especially W.P. Kinsella's) and listens to a broad variety of music.

Arnie fits an incredible amount of fun and caring into each day that God has given him, and this self-proclaimed optimist and people-person wouldn't have it any other way.

—Theresa Smith, Communications



Canada, a society for all ages

1999



International Year of Older Persons 1999

International Year of Older Persons Awesome Seniors Celebration

an evening of Fun, Food, Entertainment and Awards Presentation
Friday, October 1, 1999
6:00 to 10:00 p.m.
Crystal Ballroom, Palliser Hotel

Nominees of the first annual Seniors Awards of Accomplishment will be presented and honoured with awards in six categories. For more information and tickets, please contact Colette at 717-5614 or Mary-Jean at 266-6200. Cost is \$15 per person.

KUDOS



To the Staff on 2E, Carewest Dr. Vernon Fanning Centre:

Once again, my heart overflows with gratitude for the wonderful people who are now my mother's family.

I want to tell you, Susan and Jacquie, how much I appreciate your going the extra mile a few evenings ago — looking for those slippers I sent Mom — even trying them on her and all the while chatting with me on the phone. What a great device those cell phones are!

Susan, I appreciate how open, warm and honest you were with regards to how my Mom was eating and that she might be able to say a few words to me on the phone. Your suggestion that she say she loved me set the tone for a short but meaningful exchange between us. For when I said, "I love you Mom," she returned with, "I love you too!" She was so clear and I felt an awareness in her voice. I've been so fortunate to receive snippets of her love for me — expressed ever so briefly but without a doubt with consciousness.

2E could be an example to so many similar facilities that claim they don't have time for these extra kindnesses, that the schedules don't allow for changes. All the while you do all those extras — like giving extra supper, letting the residents sleep in or stay up late — you don't appear rushed or harried or anxious. That kind of attitude makes all the difference and is so important around the elderly — especially those with dementia.

Thank you, thank you, thank you for being so loving, patient and caring with my sweet little Mom and for making my relationship with her easy. I wish you all good relations in your lives — abundance, health and happiness.

Faye Miles

News from Payroll, Benefits & Staffing Services

Pension Plan Update

The 1998 Local Authorities Pension Plan (LAPP) yearend statements have been sent out to all sites for distribution. If you have any questions regarding the statements, please call Jennifer Koren at 267-2936.

Pension Plan representatives are tentatively setting a mid November date to visit and offer one-on-one counselling services.

As additional information becomes available, I will keep you informed.

Jim Myres, Team Leader, Payroll, Benefits & Staffing Services

Coming soon!
The 1998/1999
Carewest Annual
Review will be out
in two weeks' time.
Look for it at your
site and send us
your feedback!

Care and Service Manual Update

The care policies and procedures are finally completed. The manual is in the final stages of being prepared for printing. It is anticipated the new manual will be available in September. There are new or revised policies and procedures that will require inservicing. The Education Coordinators are currently working on a schedule for the inservices.

Interesting facts:

- Over 180 policies were written.
- The Care and Service Manual will replace a total of 13 manuals, currently in the centers.
- Over 720 drafts were done.
- The shortest policy belongs to Pastoral Care.
- The longest policy belongs to Infection Control
- The number of cups of tea consumed 4000



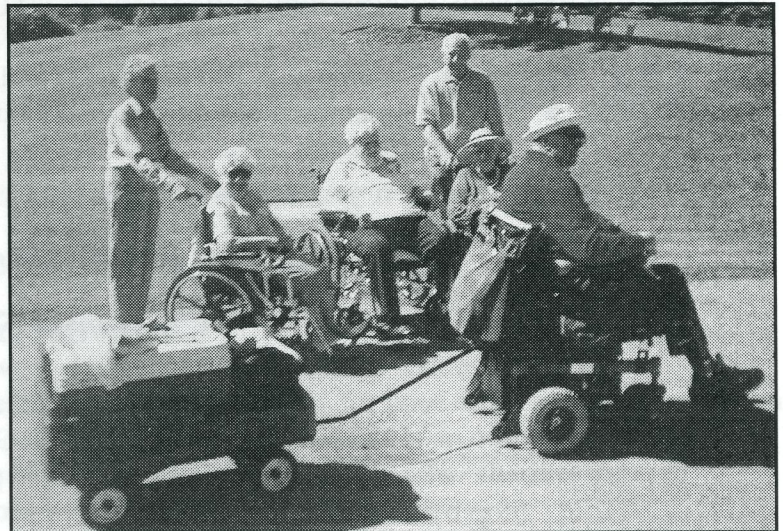
The most hilarious feedback came from Sam Adu Darko regarding policy CS-02-03-06 ask him about it! A huge thank you to all who provided feedback and to those who wrote their first policy. This project could not have been achieved without everyone's input. Thanks to all.

Janet Feuchtwanger and Farin Ali

Royal Park residents motor over to the Calgary Zoo

On July 27th, several Carewest Royal Park residents took a trip to the Zoo where they enjoyed a fabulous day of sunshine and visiting with each other and the animals. They took along a picnic lunch which was towed by both Harry Chetner and George Stonehouse.

From left to right: Lena Fenton, Alfreda Wojskowicz, Georgina Daines, Lena Moar and Tom Prior keep a close eye on Harry Chetner with the lunchtime goodies.



Royal Park *continued from Page 2...*

The second tour was with Ms. Linda Traquair, Senior Officer, Strategic & Capacity, Calgary Regional Health Authority; Ms. Anne Givens, Senior Team Leader, Issues Management, Alberta Health & Wellness and Mr. Peter Houtzager, Development Manager, Property Development Health

Facility Projects Division, Alberta Infrastructure.

The tours were very successful and our government tour guests were extremely impressed with Royal Park. Several staff members and residents contributed information along the

way. A big thanks to the staff and residents who have assisted with tours since our latest facility Royal Park opened last November.

*Barb Wilkinson, Service Leader
Information Resources & Housing
Development*

Carewest has lots happening this fall...check out these announcements!

“Celebrating Our Successes”

Carewest Dr. Vernon Fanning Centre 1978 - 1999

Carewest Dr. Vernon Fanning Centre is celebrating 21 years of providing quality continuing care to the Calgary area.

We are having an open house on Friday, September 24, 1999 from 1:00 p.m. to 5:00 p.m. in the Fanning Centre Coliseum. There will be speeches and presentations at 2:00 p.m. Also, we will have displays and facility tours to highlight the positive changes at Carewest Fanning over the years.

All our friends within Carewest are cordially invited. If you are able to attend, please RSVP to the Fanning switchboard at 230-6900. We hope to see you there!

.....

Research and Development at Carewest

In an effort to increase awareness of Research & Development activities at Carewest, the R & D Committee is setting up displays at all sites as follows:

*September 13 to 20th: Carewest Cross Bow, George Boyack
& Dr. Vernon Fanning Centre*

September 20 to 27th: Carewest Glenmore Park, Sarcee & Royal Park

Come and visit the display and enter a prize winning contest, meet your committee members, see the new handbook and bulletin and view previous research articles. See you there!

.....

Farewell to Jim Townend, Site Leader, Carewest Sarcee

Thursday, October 7, 1999
at Carewest Sarcee
2:00 to 4:00 p.m.

Stop by and wish Jim well on his retirement from Carewest. Everyone is welcome. Look for more information in the next Carewrite.

.....

The Alzheimer Society of Calgary's Annual Thanksgiving Day Run/Walk event is soon approaching. All you runners and walkers be sure to sign up -- there are great prizes for participants! Look for the brochures at your sites or call 290-0110 for more information. Run to take place October 10, 1999, 10:00 a.m. at Confederation Park.



News From the Carewest Development Council

A member of the Calgary Health Trust

4th Annual Carewest Fun(D) Fest

One month to go and ticket sales are moving along rapidly, exciting auction items are arriving daily and all plans are in place for this new format of Fun(D) Fest !

On Wednesday September 29th, 1999, Maureen Reagan, daughter and official family spokesperson for former President Ronald Reagan and Nancy Reagan, takes centre stage at our fundraising gala dinner at the Palliser Hotel. This event is aimed at raising funds for our newest facility, Carewest Signal Pointe.

Ms. Reagan knows first-hand the impact Alzheimer disease can have on a family, and is committed to raising awareness of the disease, as well as the importance of caregiver support. She was appointed a member of the U.S. Alzheimer Association's National Board this year.

Here are some of the exciting auction items: A two-week trip to the Bahamas including airfare and accommodation in a private vacation home, tickets to Hawaii, millennium Waterford crystal, family ski passes at COP, dinner parties for you and eight friends, Banff Springs Hotel Spa package, paintings, golf packages and many more!

Tickets are \$225.00 each with over half of that amount tax receiptable. For further information or to purchase tickets please call 267-2986 or drop into the Development Office at the Admin. Centre.



Planned Giving – make the most of your estate while supporting a cause you believe in.

What is planned giving?

Planned giving is when you make a commitment now, to donate a fixed amount at a later date.

It offers you tax effective planning which can have substantial benefits for you, for your estate and for your favorite charities including Carewest. Traditionally, many of us assume the only gift possible is an outright gift of cash, when in fact, you can plan to support the ongoing and future work of Carewest and other charities through bequests by Will, securities, life insurance policies, property, special trusts and annuities.

Like most donors, you probably write a cheque once or twice a year to your favorite charities. These gifts are uncomplicated, they are certainly appreciated by the charities and they do result in a tax credit. However, writing a cheque is not necessarily the most cost-effective way to make a charitable gift. The following brief summary on charitable bequests will give you some information on ways you can maximize the amount of money available to your heirs, while providing a valuable gift to a cause you believe in.

What is a bequest?

The most common type of planned gift is a bequest by Will. A bequest is a gift of personal property which you make through a Will, including cash stocks, bonds, real estate or items such as art, jewelry, stamp collections or books. A charitable bequest is simply when the recipient is a charity.

A "specific bequest" is the gift of one or more specific items, or a set amount of money. For example, leaving the sum of \$50,000 is a specific bequest.

A "residual bequest" is the gift of what's left of your estate after the payment of debts and the distribution of other gifts. For example, you might leave specific gifts to family, friends, etc. and the residue to a charity.

A "conditional bequest" – a gift that depends on some other event. A

conditional bequest would, for example, leave a gift to a charity if another of your beneficiaries does not survive you.

People often think only wealthy people have an estate, but that's not so. A home, a bank account, cars and personal possessions all make up your estate.

Carewest often receives bequests and donations from deceased individuals who wish for a portion of their estate to go

towards care of seniors. Most of these bequests come from former residents or from families of former residents.

Information on planned giving and bequests can be obtained by contacting the Carewest Development Office at 267-2986.

(Reference: *Planned Giving for Canadians*, 2nd Edition by Frank Minton & Lorna Somers)

- Phyllis Konrad,
Development Coordinator

Staff Comings and Goings

Farewell to **Sue Yaskiw**, Team Leader, Resident Services, Carewest Cross Bow and George Boyack. Sue worked for Carewest for almost 25 years. She started at Glenmore Park as a Recreation Therapist, and after taking time off here and there to raise her family, ended up by spending the last ten years at Cross Bow and George Boyack. All the volunteers, staff and residents she has worked with over the years will really miss her but at the same time, wish her well in her new position with the Glenbow Museum. Good luck Sue!

Janet Feuchtwanger has been selected to fill the position of Program Leader on 1st floor, Carewest Glenmore Park. Janet has a Bachelor of Nursing degree and a Masters of Health Science Administration. Most recently Janet worked on developing the policies throughout Carewest for our care and administrative manuals. Along with balancing a busy career, Janet enjoys family time with her husband and two sons. She starts her new position on September 13th.

Welcome to **Catherine Waddell**, Education Coordinator, Carewest Sarcee. Catherine joins Carewest from the Rockyview Hospital where she worked in Seniors Health. Catherine has a Bachelor of Science in Nursing degree as well as a Masters of Education specializing in Adult Education. In her spare time, she likes to hike, paint with watercolours and is an avid reader. Catherine started with Carewest on August 30, 1999.

Come and play!

Co-ed Adult Volleyball Tournament
Saturday September 26th at the
Volleyball Dome (2825 - 24 Ave.
NW) \$100 a team or if you would
like to play, I can put you on a team.
\$20 per person. Some of the top ten
reasons for playing Adult Co-ed
Volleyball are:

- #10 Better than the lottery -- lots of free plays
- #8 You get some good Digs in
- #6 You get compliments on how nice your Set is
- #4 It's not illegal to make a Kill
- #1 Meet lots of nice people, that would rather GIVE than RECEIVE.

Hope to hear from you!

For more information, please call
Janet Miles at home 273-0840.

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