

CAREWRITE



C3 Sarcee Wall of Hope showcases colour and creativity of clients

Clients in the Carewest Comprehensive Community Care program (C3), at Carewest Sarcee, embarked upon filling their Wall of Hope with colourful paintings that depicted what hope meant to each of them. Client Diane DeLude, front, Occupational Therapist Nesrin Koybasi, back left, and Community Care Assistant Andrea Holt, display their work.

Photo by Samara Sinclair

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Next issue

- Submission deadline: March 8, 2018
- Publishing date: April 1, 2018

Submissions are welcome from everyone.
See the back cover for details.

New Year's Day is Jan. 01
Valentine's Day is Feb. 14
St. Patrick's Day Mar. 17
Good Friday is Mar. 30

Happy Holidays:



Dwight Nelson
COO, Carewest

As we usher in the holiday season, we do so in anticipation of family, friends, and perhaps a bit of reflection as we look back on another rewarding and eventful year.

And as we look to the year ahead, we have much to be grateful for in what is certain to be 12 months of opportunities, potential and challenge.

There is much to be proud of as we reflect on Carewest's 56th year in operation – in our accomplishments, in overcoming our challenges and in meeting and hopefully exceeding the needs and expectations of our many stakeholders.

I want to take this opportunity to personally thank all staff for their ongoing dedication, commitment and compassion in caring for residents, clients and continuing to support colleagues, volunteers and community partners during this time.

Key milestones over the 2017 year included the implementation of an organizational structure that included positive change at every level of the organization, from senior management to support services.

It's been a rewarding and successful year

Other key milestones during the year included:

- Over 512 staff responded to our Staff Experience Survey and I am delighted to see that almost 96 per cent of staff say they are proud to work for Carewest and 93 per cent would recommend Carewest to others as a great place to work.
- The Close to Home campaign was launched in partnership with the Calgary Health Trust, creating an opportunity to support quality-of-life initiatives and a home-like environment for residents at Carewest.
- Carewest's Leadership Advisory Council adopted the LEADS in a Caring Environment Framework and created a Leadership Definition for Carewest.
- Keeping up with the latest innovations in safety, Carewest offered training to hundreds of staff on the new Momentum Real-Time Location Tracking System, which replaced aging nurse-call systems at many of our sites.
- The Carewest OSI Clinic celebrated a grand re-opening after the completion of a 1,400-sq.-ft. expansion. Over the last few years, the number of clients registered at the clinic has grown by 20 per cent. Currently, the OSI Clinic has over 370 registered clients who are now being seen in the 8,000-sq.-ft. space.
- The Carewest Music Therapy program was expanded, thanks to an anonymous donation.

These, and other significant milestones are featured in our new Annual Report, which can be found on carewest.ca



We have been fortunate to have been blessed with the resources – people, dollars, equipment, buildings and community support – to enable our staff to work hard throughout the year to provide the best possible care to residents and clients.

We know, however, that this is a challenging time for many in Alberta and it is essential that we demonstrate good stewardship with the resources that have been entrusted to us.

Carewest is currently reviewing our mission, vision and values to ensure they reflect the people, programs and priorities that matter most today.

We are developing a health service plan for the future that we believe will enable us to do our best work as efficiently and effectively as possible, while making a real difference in the lives of our residents, clients, their families and the city of Calgary.

We will be asking you – our staff, residents, clients and families – to support our new direction and to demonstrate our shared values in our actions each and every day.

Thank you for your commitment and dedication in the continuous delivery of safe, quality care for our residents and clients and for being the caretakers of our sustainable future.

On behalf of our Board members and the entire Executive Leadership Team, I would like to extend to each of you and your families best wishes for a safe and happy holiday season and every success in 2018.



Thank you to all Carewest staff who gave in support of the Calgary and Area United Way during the 2017 Carewest United Way campaign.

Together we worked towards making Calgary a great city to live, work and raise a family.



United Way
Calgary and Area



There's still time to get your influenza vaccine

Samara Sinclair

Manager, Communications

There is still time to get your flu shot.

Despite reports this year's vaccination is not as effective against the predominant strain of influenza in circulation, it still decreases your risk of contracting the virus, as well as other strains circulating in the community, like H1N1.

Roxanne McKendry, Manager of Employee Health & Safety, says being immunized is still the best defence against the flu.

"This year is the first time we have been able to offer employees a vaccine that protects against four strains of influenza. Even if the vaccine is not a perfect match, it will either shorten how long you are ill for or reduce the intensity of the influenza symptoms," she says.

Carewest provides free influenza immunizations to staff, long-term care residents, clients in all our subacute and community programs, as well as contractors, students and anyone else working in our sites around residents and clients.

Carewest provides the immunizations until March 31, 2018, so if you haven't been vaccinated, please see a designated health nurse at your site.



You still have time to get your flu shot – any designated nurse can immunize you against the flu, up until March 31, 2018. Employee Health & Safety Nurse Shelley Kanciruk, left, and Manager, Employee Health & Safety Roxanne McKendry, right, deliver influenza immunizations to Jeanine Kimura, Director of Operations, Quality & Performance, and Dwight Nelson, Chief Operating Officer. Photo by Samara Sinclair

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Staff Experience Survey

It's that time of the year again to give us your feedback about work life at Carewest.

The 2018 Carewest Staff Experience Survey will be released to staff early in the New Year, and we will be encouraging staff to provide feedback on the online survey portal – the link for which will be provided to all staff.

The data we gather helps us identify trends for Carewest, whether we are on the right track to achieving key indicators and where we might need to make improvements. Please take a moment and complete this year's Carewest Staff Experience Survey.

Rank	Carewest Location	Percentage
1	Administration	80.43 %
2	Signal Pointe	78.07 %
3	Garrison Green	74.16 %
4	George Boyack	74.05 %
5	Colonel Belcher	72.00 %
6	Glenmore Park	71.73 %
7	Sarcee	71.30 %
8	Dr. Vernon Fanning	69.81 %
9	C3 Beddington	66.67 %
10	Rouleau Manor	65.89 %
11	OSI Clinic	65.22 %
12	Nickle House	64.52 %
13	Royal Park	58.90 %
Total		71.24 %

Note: We are tracking behind last year's statistics for immunized staff because this year, we were required to report the number of active staff in Filemaker to determine our percentage of staff immunized. This has affected our immunization rates across the organization.

Achieve Results: Third LEADS Domain

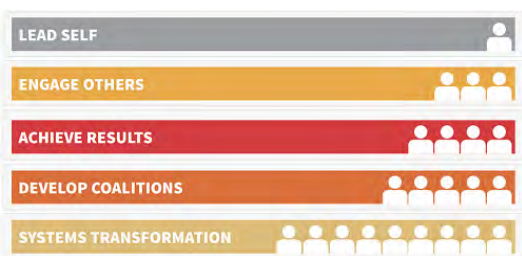
Samara Sinclair

Manager of Communications

The vision for leadership at Carewest has taken shape after the Carewest Leadership Advisory Council formally adopted the LEADS framework as the leadership development structure for Carewest.

The LEADS in a Caring Environment leadership capabilities framework (LEADS) has become the leadership framework that many health care organizations across Canada have chosen to guide the development of internal leadership capacity. And Carewest has chosen to do the same.

LEADS is made up of five domains of leadership and four capabilities that make up each domain. Those domains are Lead Self, Engage Others, Achieve Results, Develop Coalitions and Systems Transformation.



Over the next few issues of Carewrite, we will devote this space to exploring each of the domains and capabilities of LEADS.

Welcome

The Carewest Leadership Advisory Council welcomes the following new members:

Rumi Urasaki

CSM, George Boyack

Suzanne Risi

Food Services Manager, Royal Park & Sarcee

Britta Tracey

Staff Nurse, Glenmore Park & Fanning

They join current members:

Dawne Pettipas

Roxanne McKendry

Melissa Johnson

Yaro Kiselev

Caralee Kurio

Sharon Stabb

Darrell Lang

Melinda Podolsky

Dwight Nelson

Debbie Chaisson

Achieve Results: Leaders are accountable for managing the resources of an organization to achieve results. Leaders create a compelling future, identify specific, challenging goals and outcomes, drive for results, gather data to make evidence-informed decisions, and take responsibility for their actions and the actions of their group. The actions do not occur in isolation from other capabilities, because achieving results, in such complex adaptive systems as those of healthcare organizations, requires all of a leader's wits – leading self, engaging others, developing coalitions, and transforming systems. Achieve Results can be broken down into four capabilities:

Set direction	Take action to implement decisions
Leaders are visionary and have a sense of direction and concern for the future of the organization. Setting the direction of a healthcare organization means scanning the environment, listening to customers/clients, collaborating to develop a compelling vision and specific goals for the future, communicating that vision and goals clearly, and gaining commitment from others.	They act in a manner consistent with the organizational values to yield effective, efficient, public-centred service. Taking action requires technical management skills to work across functions and manage projects, time, resources, and budgets. It also requires focus on detail, developing organizational objectives, policies, plans and program budgets to achieve optimal performance.
Strategically align decisions with vision, values and evidence	Assess and evaluate
They integrate organizational mission and values with reliable, valid evidence to make decisions. Strategically aligning decisions with vision, values, and evidence requires understanding the complexity of the health system, aligning strategy with structure, culture, and skills, integrating information from various sources and balancing the use of evidence with experience.	They measure and evaluate outcomes, compare the results against established benchmarks, and correct the course as appropriate. The leader has to be able to hold people accountable to standards of performance, and to understand and use statistical and financial methods in setting goals and measures for both clinical and organizational performance.

Stay tuned to future issues of Carewrite, where we will explore the remaining two domains of the LEADS in a Caring Environment leadership capabilities framework.

Resident profile

Helen Jankey

Carewest Colonel Belcher

Samara Sinclair

Manager of Communications

Helen Jankey, resident at Carewest Colonel Belcher was haunted by symptoms of multiple sclerosis as far back as she can remember.

She never knew what plagued her, as MS wasn't a commonly diagnosed condition in the 1930s and 40s – the era in which she grew up.

It wasn't until a doctor caught sight of the way she walked after a hospital stay to deliver her two twin baby boys, did she get some clarity into her condition.

“This one doctor came in and saw me walking back to my room from using the telephone and he said, ‘Do you always walk that way,’ and I said, ‘I don't know which way I walk,’” says Helen.

“He made a diagnosis on his own and sent me for some tests.”

Helen didn't let her diagnosis tie her down. She was married at the age of 20, went on to raise five children, modelled for Birks, Eatons, the House of Lady Ann and Simpsons, founded the MS Society chapter in Orangeville, the Carnation Flower Program in Toronto and a local chapter of the Arthritis Society, focused on osteoarthritis.

“You would wonder how I did all these things with MS but I was so used to being busy all the time,” says Helen.

Born in 1934, in the small town of Englehart Ont., Helen moved around the province before settling with her family in Toronto.

After Grade 12, she began working right away for Bauer and Black – a company that produced diapers primarily – making sure the orders were received smoothly.

She met her future husband at a family gathering and married him when she was 20. They had three little girls before they were transferred to Calgary – where Helen gave birth to twin boys.

Helen raised the five children in Calgary until 1972, when the family relocated back to Ontario (Orangeville) after her husband was transferred.



Photo by Samara Sinclair

“Those moves were difficult for all of us but more so for me because I was getting weaker and weaker. I still had the energy to found the MS program,” says Helen.

“I went around to each person's house and interviewed them and found out what they needed to carry on. We had meetings every month and we bought things people needed to get along better in their homes. All the families of the people would come to the meetings. I remember in Orangeville it was a big thing to be involved in that group.”

Helen went on to start the Carnation Flower Program – a sale of the flowers in the first week of May – the proceeds of which went to the MS Society in Toronto.

Resident profile: Helen Jankey

Continued from Page 6

She was given an award for her efforts and she worked to raise awareness and help those living with MS until 1990 when the couple moved back to Calgary. It was there Helen's MS started to become unmanageable and she had an accident in her home.

"We got a new bed and the mattress was so thick. I was in one of those little chairs that you sit in and got around and it was parked right beside the bed. In the morning, I put my hand out and thought I had my hand on the wheel but it wasn't and I fell," says Helen.

She was admitted to Carewest Dr. Vernon Fanning and made the best of her time there, saying she enjoyed her 11 years at the care centre, during which time she

founded a local chapter of the Arthritis Society, focused on osteoarthritis and was awarded the Husky Energy Linkage Award for her efforts.

Helen moved to Carewest Colonel Belcher in 2003 and says she has never been on a medication program for her MS symptoms – that she maintains an engaged a lifestyle as possible, staying involved with Carewest activities and keeping an active mind.

"I have maintained my desire to live by being active in Carewest's many programs and the United Church," says Helen.

"I am an 84-year-old MS victim and credit my long life to being mentally active during these many years."

EQuaL Mobility Group takes strides at Fanning

Samara Sinclair

Manager of Communications

Things are moving and shaking in the EQuaL program at Carewest Dr. Vernon Fanning, where a new physical therapy program is helping residents make strides towards their exercise goals.

The EQuaL Mobility Group offers participants daily fitness with a goal to improve or maintain their mobility.

Clinical Support Coordinator Lara Fowler says as many as 20 people visit the program each morning for 30 minutes of guided exercise, music and companionship.

"Exercise doesn't have to be tedious. Having their own space, the music on and the camaraderie has helped," says Lara. "We've seen people who haven't been coming regularly, not coming at regular intervals and now participating. There have been great improvements."

With the blessing of Director of Operations, Karen Gayman and Jeanine Kimura, Director of Operations, Quality & Performance, to bridge a gap between residents in the EQuaL program and improved therapy outcomes, Lara worked with Janice Cooling, Therapy Support Coordinator and EQuaL PTs/OTs/TAs, to develop the new program.

They undertook an audit of the current state and hosted a client focus group to see what residents would prefer from a new physical therapy program.

"They told us they didn't want to start too early and they wanted to have music," says Lara.

With the buy-in and assistance from EQuaL therapies and from nursing staff to porter residents and encourage their attendance, the program was successfully launched in September in the former Day Hospital space on the second floor.



Carewest Dr. Vernon Fanning resident Rob McArthur is assisted by Therapy Assistants Sharon Kinch, left, Travis Schubert and Physical Therapist Nikki Lamontagne in the EQuaL Mobility Group. *Photo by Samara Sinclair*

"We have eight to 10 residents who come every day and their exercise tolerance has gotten better. We saw a woman who was about to start mechanical transfers get strong enough to maintain transferring herself," says Lara.

"It was really nice to have the collaboration between the front lines and corporate. That has helped us create a successful program."

Nutrition Month: Using mindfulness

Samara Sinclair

Manager of Communications

Between New Years' resolutions in January and Nutrition Month in March, there is plenty external motivation to encourage people to eat healthier. But unless you are motivated internally, lasting change won't stick.

There is a large mental component involved when trying to eat healthy and learning how to harness your thoughts can increase your chances of success.

Carewest Registered Dietitian Jana Spindler says the art of being mindful can be applied as a proven method to achieving and maintaining weight loss.

"Mindfulness is practicing a non-judgmental stance on the present moment. It allows you to slow down your thoughts and be in the moment," she says.

"You let the emotions and cravings come and don't judge them for being good or bad. By practicing mindfulness you're aware of what is currently happening in that moment."

There are many reasons why people eat and often times hunger is the last reason. When hit by a craving, stop and take the time to notice where it's coming from.

"There are three forms of hunger. Your stomach hunger – you're hungry. Your mouth hunger – a want for sweet or salty or chewy."

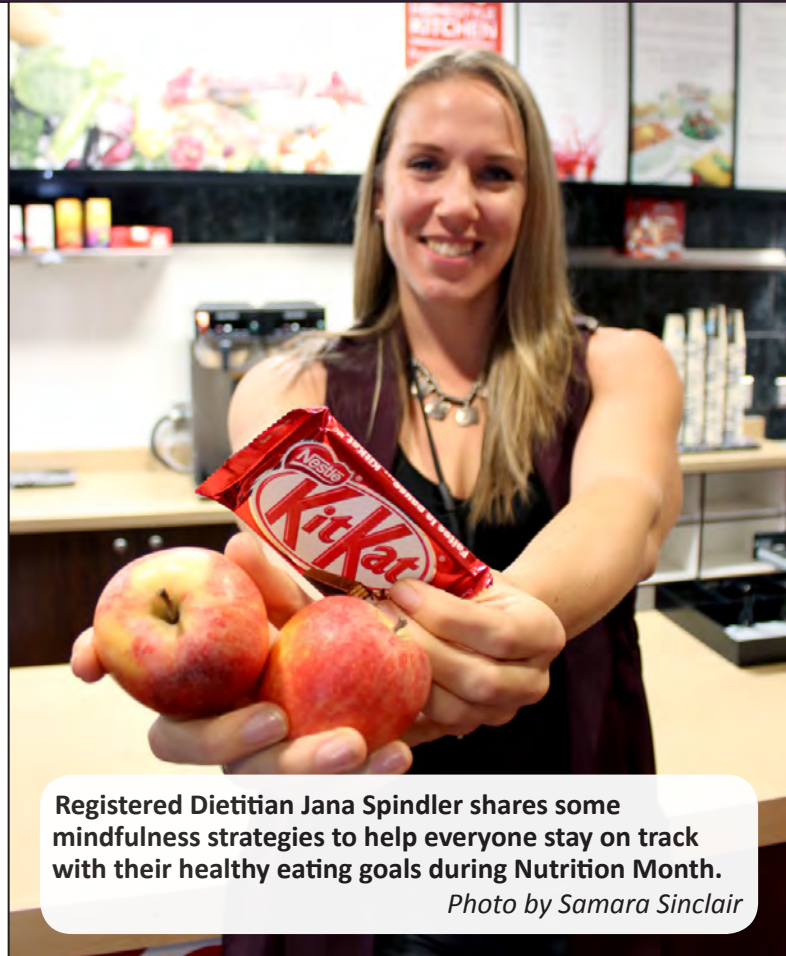
"And heart hunger – the emotional response. It's not just I'm sad so I eat or I'm lonely so I eat. It could be eating in celebration or fun time with family," says Jana, adding those categories were identified by the Craving Change program, a Canadian-based weight-management program.

Taking notice and labeling the reason why you want to eat can go a long way to managing your cravings.

For example, if you determine that you aren't "stomach hungry", you can employ strategies to curb your cravings.

"One of my favourite techniques to use for mouth hunger is to ask yourself if you would eat veggies right now. You always have the option to still eat – the crunchy food or what you're craving but it gets you to check in with why you're eating," says Jana.

Practicing mindfulness is really about taking the time to notice what you're eating, how you feel going into a meal, during a meal and after a meal and not allowing distraction to interrupt the mealtime process.



Registered Dietitian Jana Spindler shares some mindfulness strategies to help everyone stay on track with their healthy eating goals during Nutrition Month.

Photo by Samara Sinclair

You can practice this using some of the following techniques:

- **Chew 25 times:** Take the time to experience and savour the flavor, texture and smell of the foods you are eating.
- **Feed yourself with your non-dominant hand:** Making things a little challenging can help you pay attention to what you are doing – enjoying your meal.
- **Put your fork down between each bite:** The act of putting your fork down allows you to focus on enjoying your food in the moment without thinking of your next bite.
- **Eating with your eyes closed:** Eliminating one of your senses heightens your remaining ones, like taste.
- **Try to identify every ingredient in your meal:** Trying to taste and identify all the different ingredients in your meal is another great way to focus on the present moment and eat more mindfully.
- **Eat in Silence:** Any sensation that you experience outside of taste and smell can distract you and make mindful eating more difficult. Put away your phone and turn off the TV. Jana recommends journaling around mealtime to track feelings, time of day, the nature of the cravings and once a trend emerges, it can be managed.

Mindfulness during Nutrition Month

Continued from Pg.8

"During Nutrition Month, I would challenge everyone to mindfully track their intake for one week for awareness of what's going on. Take a non-judgmental stance – foods aren't good or bad but just what we ate that day. Then go back to identify areas you're proud of or areas you want to change," says Jana.

"I would like to remind people there is no best diet out there. Everyone's eating habits are individual and what works for you isn't going to be what works for the next person and there's nothing wrong with that."

Jana's personal strategies

Meal Prep: I do some meal prep. I cook my meals on Sunday or Monday or the night before and make sure I make complex snacks. At least two food items. A carb and protein (apple and nuts) for lasting energy.

Temptation: If there's something I think I want, I practice the three-bite rule. I allow myself to try what's there. After three bites, I give myself permission to eat it, but if it's not as good as I thought, I'm allowed to throw it out.

Journaling: I'm an avid journaler for awareness. That's my No.1 form of mindfulness that I practice.

Plan ahead: Planning ahead helps so we avoid getting too hungry. If we feed our body and give ourselves balanced energy throughout the day, we give ourselves strength when tempting foods come up.

Balance: I believe you can eat anything, just not everything. You need to be able to find a way to build that into your balanced day.

Accommodation Standards audit results

Terri Hirsche

Education Associate, Education Services

Congratulations to all Carewest staff and contracted staff!

Our Supportive Living site and all eight long-term care sites were compliant in all Accommodation Standards for 2017 during the initial monitoring visits.

This is the second year in a row Carewest can be proud to have met all standards on the initial visits without areas of non-compliance to address.

The licensor reviewed site-specific evidence, completed observation tours and had conversations with residents and staff.

Thank you to all staff who helped compile evidence for the licensor to review.

Compliance with accommodation standards means that staff offer choice of meals and meaningful activities, address concerns, know where to access policies, are diligent in maintaining resident safety and much more.

Our clients have complex needs and Carewest staff rise to the challenge to always give compassionate care, foster supportive relationships, invest in ongoing learning and preserve dignity.

Thank you to all for bringing your hearts to work and following the Philosophy of Care.

Please share the news of your success with those who don't have access to e-mail. Thank you!

Benefits update: service awards, premiums, LAPP

SERVICE AWARD SELECTION

The Carewest Service awards show our appreciation to employees who have grown their career with Carewest.

Effective Jan. 1, 2018 we will be partnering with TerryBerry, who offers:

- Recognition of Service in five-year increments from year five to year 50;

- Awards for all levels have been carefully selected based on award level and popular items. There is a large range of items for each level that staff may choose from, which we are confident will meet all tastes.

BENEFIT PREMIUMS

Our benefit premiums are reviewed each year by the Health Benefit Trust of Alberta and adjusted accordingly every January 1st, based on staff usage. Carewest is pleased to announce that there will be no rate increases to any of our benefit plans premiums for 2018.

LAPP CONTRIBUTION RATE DECREASE

In November, the Local Authorities Pension Plan (LAPP) announced a contribution rate decrease of one per

cent to both employee and employer deductions, which is the first decrease in 20 years.

This contribution rate decrease will mean you will see less taken off your pay cheque each pay period and will result in an increase in your take-home pay, without impacting the benefits defined by the plan.

This reduction in your contribution rate starts the pay period of Dec. 11 to Dec. 24, 2017, which you will see on the cheque date of Jan. 3, 2018.

Remembrance Day honours veterans

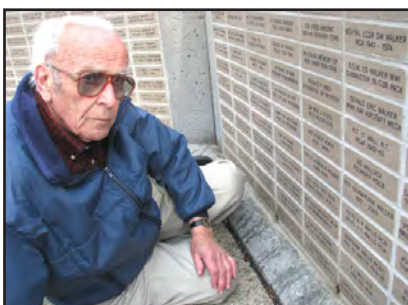


Clockwise from top-left: Kylie and Brady Mackenzie read the poem In Flanders Fields; Andrew Roy lays a wreath on behalf of the Air Force; Rusty Olge and his son Mark lay a wreath on behalf of the Army; Alf Miller acts as piper for the Remembrance Day ceremony at Carewest Colonel Belcher.



Photos by Samara Sinclair

Carewest remembers veteran Sid Wallace



Samara Sinclair
Manager of Communications

Sid Wallace, founder of the Friends of the Colonel Belcher Society (FOCBS), passed away at the age of 94 at Carewest Colonel Belcher – the care centre that has been, and continues to be, the beneficiary of countless generous gifts of time and donations through the FOCBS.

The former naval officer of 27 years did what he could to improve the quality of life for residents at the Belcher and he was involved in countless improvements, including the building of the new care centre in 2003 and overhead ceiling lifts in every resident room.

Thank you, Sid!

School children present poppies to vets

One hundred students from the Grade 3-4 classes at Dr. J.K. Molloy School paid a heartwarming tribute to the veterans at Carewest Colonel Belcher when they visited with bushels of hand-grown poppies they cultivated from seed and presented them to the residents at the care centre.

Residents were also treated to songs sung by the student choir. The Poppy Project was done in partnership with the City of Calgary.

Resident John Nuthersall and his wife Catherine accept the poppies on behalf of the Belcher.

Photo by Samara Sinclair



Pumpkin carving brings joy to residents at the Belcher



Left: Resident at Carewest Colonel Belcher John Bozek enjoys a some pre-Halloween pumpkin carving with Therapy Aide Greg Archer.

Above: Some of the pumpkin designs carved by residents and staff.

Photos courtesy Jilleen Mueller

How are we doing: The Close to Home campaign

Calgary Health Trust

Jill Strickland knows as well as anyone, the importance of quality of life in long-term care for someone you love.

After a lifetime together, raising a family and enjoying a fulfilling retirement, several medical issues led to the need for her husband, Paul, to enter long-term care.

Jill, and her children, Wendy, Tom and Peter wished to make a gift in honour of him and their family in appreciation for the wonderful environment provided for Paul.

The project they chose was the Carewest Sarcee LED lighting project.

This was a high priority project for Carewest for several reasons, but mainly for resident comfort and an increased quality of life, thanks to the ability of LED technology to mimic natural light.

The quality of light provides visual comfort.

“With these new lights it will make it easier for the residents to rise in the morning and look forward to their day,” Jill explains.



Jill Strickland, right, with her daughter, Wendy Lunn

The effects of the Stricklands' generosity will be felt by not only the residents at Sarcee but by their friends and family who come to visit in the space.

For more information on how you can donate to and support Carewest through the Close to Home campaign, please contact Karolina Ciezar at 403-943-3704 or email [Karolina.ciezar@calgaryhealthtrust.ca](mailto:karolina.ciezar@calgaryhealthtrust.ca). The Close to Home campaign is creating an opportunity for the community to invest in and support quality-of-life initiatives and a home-like environment for residents and clients of Carewest.

Psychologically Healthy Workplace piloted at three sites

Samara Sinclair

Manager, Communications

Staff at Carewest Signal Pointe, Carewest Garrison Green and Carewest Rouleau Manor have been chosen to take part in the Psychologically Healthy Workplace project – a three-year pilot project that aims to help Carewest provide better and more comprehensive supports for employees so they can maintain and enhance their mental health in the workplace.

The three-year pilot project is in partnership with the Health Benefits Trust of Alberta and Great West Life and in November, staff at those sites were asked to take the *Guarding Minds at Work* survey to determine current psychological health.

Over the next few years, resources will be made available to help improve that health.

Through employee surveys and interactions with managers, Carewest staff have said they need more resources to help support their mental health in the workplace and Carewest has listened.



This pilot project is reflective of Carewest's commitment to a psychologically healthy workplace for its employees.

It's about investing in the staff and creating a healthier workplace.

Once the survey results have been collated, Carewest will be using the data to roll out meaningful initiatives to help employees take control over their mental health and possibly rolling out the initiative to all the sites.

Positive Talk

Communicating in a positive manner with staff, residents, clients and families is something we strive for at Carewest. We created the Positive Talk series of booklets to help.

If you'd like copies of the Positive Talk booklets, contact Carewest Communications at 403-943-8158 or e-mail samara.sinclair@ahs.ca

9. Scenario

Keeping in touch

A family member, who is visiting his mother with a friend, wonders if a question about his mother's night has been answered in the communication book they have been using.

My mother's memory isn't what it used to be, so I've started communicating with staff through this communication book I bought. Look here - I asked about my mom's night and her nurse wrote me a note.

What a great idea! Maybe I'll start a communication book at the care centre my father is staying at to communicate with the staff there.



Helpful approaches

Instead of trying to round up answers about his mother's evening care by asking day staff, this family member decided to start communicating with the night staff through a book he brought in. If he has any questions about his mom's care, he will write it into the communication book and leave it open for night staff to see. When he comes in the next day, he checks for their responses. If the information is confidential in nature, it will not be put in the communication book. The nurse may invite him to discuss it with her privately.

Try to avoid

- Citing staff indifference as the reason why you don't get answers
- Complaining to people about the terrible care your mother receives
- Losing your temper

Letter of thanks

From a Glenmore Park Client

I want to thank all the staff on 1 West:

From the great clerk staff, to the doctors (especially Dr. Heather Eliason) and the knowledgeable nurses who treated me with respect and care.

And most of all, to the many nursing attendants, who made life bearable.

Teaching me how to grow from one lesson to the next was amazing.

For amazing showers, great listening and care.

For helping me get ready for my wedding. You were awesome.

Bev Leavitt

Careweb Suggestion Box response



A Carewest Online Suggestion Box question was submitted Oct. 3, 2017, asking if a manager could set out a specific time to take breaks and what to do if issues arise in meeting the unpredictable and unscheduled care routines of our clients. Thank you for your inquiry. Please see below, the response to your suggestion from Darrell Lang, Director of Human Resources.

Carewest managers have the leeway to try different work routines, including setting out specific break times, to see what works best on the unit. It sounds by your letter that this is a new change. Because this is a new initiative on your unit, be aware of your upcoming breaks and try your best to time the care around those break times. It is important that you get to take your break regularly. If you find it isn't working, take note of when and why. Raise the issue with your manager, citing your specific examples.

Employee profile

Fleur Hughes

Music Therapist

“As a child, I wanted to be a nurse but I guess I've become a nurse of music because I use music to make people feel better. I love what I do. I'm pretty passionate.”

Samara Sinclair
Manager of Communications

“Where words fail, music speaks.”

This quote by Hans Christian Andersen resonates in the mind and heart of Carewest Music Therapist Fleur Hughes like the tinkle of beads in a rain stick.

It's one of her favourite quotes and since she joined Carewest in September, Fleur has seen evidence of how music can communicate with someone's soul – even if they can't speak for themselves.

“What led me in my journey as a music therapist is seeing how music helps people, connects people with each other and connects people with a part of them they had lost. Music works with each unique person,” says Fleur.

“As a child, I wanted to be a nurse but I guess I've become a nurse of music because I use music to make people feel better. I love what I do. I'm pretty passionate.”

Fleur grew up in Johannesburg, South Africa, where her parents always encouraged what interested their three children.

By the time she was six, Fleur was playing the recorder, the flute at 11 and the piano by 14.

“I always loved music and there were times of my life when I went through stressful periods, and music was always there,” she says.

She took her Bachelor of Music in Johannesburg and decided to move to England in 2002 to teach music to high school students but ultimately, that wasn't her dream job.

“I decided it wasn't for me and I joined the army as a musician. They have everything in the army – doctors, dentists, educators, musicians. We got to play at Buckingham palace and it was all very ceremonial,” says Fleur.

In 2009, Fleur transferred to another role in the army.

“The Artillery Battery I was with went to Afghanistan in 2009 and there is really where my musical journey began with music therapy.



Photo by Samara Sinclair

While on tour, I saw the effects of PTSD and how people got affected by trauma and it made me wonder if there was such thing as music therapy. When I got back in 2010, I researched it.”

Her research led to the University of the West of England in Bristol, where they invited Fleur to audition and in 2012, she embarked upon the journey to obtain her master's degree in music therapy.

Fleur had met her husband doing basic military training and when her husband was offered the opportunity to take a posting in Canada, specifically Medicine Hat, Fleur and her husband accepted it as part of a new adventure.

Continued on Page 15

Employee Profile: Fleur Hughes

Continued from Page 14

With her already culturally diverse background, Fleur had no problem integrating into Canadian culture and immediately began working in her field as a music therapist for a community organization that assisted children and adults with physical and learning disabilities.

"My husband ended up leaving the army in 2016 and we were quite isolated in many respects living in Medicine Hat. Carewest had an opening and I decided to apply because I missed living in the city," says Fleur.

"I thought the job at Carewest would present some fresh new challenges and it was important to advance as a practitioner but I also had some skills to bring to the position. My approach is very much person-centred."

Fleur works out of Carewest Garrison Green, Carewest Royal Park, Carewest Rouleau Manor and Carewest Glenmore Park, where she says she very much enjoys working with and learning from an interdisciplinary team to apply therapeutic interventions like song-writing, singing, lyric analysis, composing, breathing to music and instrumental playing.

"I treat people using the therapeutic qualities of music. For example, I might use receptive techniques like relaxed listening to reduce anxiety."

"I might use improvisation or drumming for self-regulation. Or neurological techniques to work on speech rehabilitation or improving motor skills," says Fleur.

"The direction I would like to see health care moving in is a holistic approach where we work with a range of approaches in maintaining health."

Fleur plans to take her PhD in Music with a focus on mental health and wellness and is looking forward to seeing her profession regulated in Alberta – a goal that the profession is actively working toward.

In her spare time, she enjoys traveling, horseback riding, going to see live music and "glamping" – a more luxurious form of camping (glamour camping), where participants stay in accommodations usually nicer than a tent.

"I love the wilderness and nature here. I love the culture here. Who would like poutine until you've had it, and it's so addicting. I also like how Calgary has this mix of people – artsy people, oil and gas, families, young people," says Fleur.

"I'm getting to the point in my life when my nomadic lifestyle needs to stop. I need to put down roots. Calgary reminds me of Johannesburg. It's busy and bustling and people here work hard and play hard and I can relate to that. Calgary makes me feel like home."

Music therapy an important part of whole-person care

Samara Sinclair

Manager of Communications

The line between music for recreation and music for therapy is a fine one but the differences between the two practices are huge.

According to Carewest Music Therapist Fleur Hughes, there are analytical, medical and psychodynamic approaches to the profession that involve patient analysis, goal-setting, treatment plans and reviews of the plan to help patients improve or maintain their health.

"It's about the functional real-world application. If you're working with someone who is struggling with walking, you might use rhythm to help with their gait," explains Fleur.

Currently, music therapy is not a regulated profession in Alberta and the provincial association, Music Therapy Association for Alberta (MTAA) is involved in moving that initiative forward in the province.

"Regulation will strengthen advocacy for our profession. It will make sure our practice is ethical and will ultimately improve the promotion of music therapy," she says.



Music Therapist Fleur Hughes, centre, with Carewest Garrison Green residents Violet Korn, left, and Jeanette Davey, says music therapy is an important part of treating the whole person.
Photo by Samara Sinclair

"It will help us establish credibility and to be taken seriously as therapists. People don't always see the psycho-therapeutic nature of the work that we do."

What's happening

Delicious new items tasted for Carewest master menu



Carewest Food Service Managers and Registered Dietitians gathered to taste-test some of the dozens of new menu items proposed to refresh the Carewest master menu. It's been four years since the current menu was refreshed and Carewest will be introducing the new menu items into the 28-day menu. Made from scratch with fresh and seasonal ingredients, the new dishes will be prepared in-house by our experienced cooks. And because they will be made in-house, Carewest can maximize the flavour based on feedback from residents and clients and nutritional value based on feedback from registered dietitians. All Carewest menu items are approved by registered dietitians to be nutritious and delicious and will offer customization options to meet the needs of residents and clients on modified diets. Residents will be able to try these new items and provide feedback before the launch of the new menu. The new menu will continue to evolve based on resident feedback – thanks to increased control over how the dishes are made.

Photo by Samara Sinclair

Visibility Walls bring measurable results to front lines

Elizabeth Reimer, Client Service Manager at Carewest Dr. Vernon Fanning Neuro-Rehab and RCTP, left, walks her staff once a week through the Visibility Wall set up on 2 East.

During the wall walk, new staff were welcomed to the unit and the number of clients on time to therapy were reviewed for the month of November.

Visibility Walls are a way of identifying the areas we can improve on a unit, and engaging frontline staff in generating ideas and testing those ideas to make improvements in their work area.



Photo by Samara Sinclair

around Carewest

Dancing the night away at Sarcee

The Midnight Blue Jazz Society performed at Carewest Sarcee for an evening of music and dancing. With the strobe lights, upbeat music and eager residents, everyone had a chance to show their moves on the dance floor.

Dennis Sutherland, left, who is a resident at Sarcee and his spouse Joyce Harris had a wonderful evening together singing along and dancing to several songs. It was a night that will not soon be forgotten.

*Photo courtesy
Tamara DeStefani*



Photo courtesy Sandra Cook Wright

Palliative skills

On October 3, 2017 the Pain and Palliative Consult Nurses held the first full education day for Health Care Aides called "Enhancing Palliative and End-of-Life Skills for HCAs in Carewest".

The goal was to identify HCAs who could be champions on their units for palliative and end-of-life care. The day was well attended and feedback was positive. We wish to thank all the CSMs who helped identify these special individuals and who made it possible for them to attend.

We also want to thank the Directors of Operations who made all this possible.

Service Awards

November, December and January's Service Award winners have provided kind and compassionate care and service to Carewest residents and clients for 5, 10 and even up to 40 years.

Thank you for your service, commitment and dedication!

5 Years

Melissa Johnson
Leopoldo Marrero
Sony Sharma
Gertrude Mensah
Shafa Alrikabi
Michelle Axelson
Annie Carampatan
Ying Lin
Norlito Maala
Olga Paglomutan
Saveeta Prakash
Adillah Safi
Wenting Xia
Jacqueline Swindells
Donald Myles
Tosha Neil
Nyagoa Peter Tut
Manju Shrestha

Carly McDougall
Jennifer Becker
Jacqueline Bryce
Tatyana Collins
Xuong Huu Hoang
Meskelibra Kidane
Charlotte Makinde
Gianjit Kaur Sandhu
Lindiwe Nyamukondiwa
Catriona Byers
Divya Mareena Castelino
Alexis Rambaud Abuy
Angeluz Fernandez Garcia
Blesselyn Castro Florendo
Temitope Famuyisan
Zobaida Hammoud
Sarah Broom
Elisabeth Anne Petit

10 Years

Minnie Yacat
Virgilia Hidalgo
Seekkuhew Kularathne
Jasbir Nijjar
Cristina Calpito
Carlota Tacsagon
Hadela Adel
Yvonne Liznerova
Teresita Ordinario
Mercedes De Vera
Leila Dela Paz
Genevieve Lascano
Lucia Tunac Agbayani
Mariam Koroma
Ifeoma Morgan
Ruby Padillo
Maureen Wilkinson

Esther Githaiga
Navjot Kaur Jaswal
Joy Okoro
Violeta Agmaliw
Rigbe Gebreselassie
Dongyun Jolene Sun
Andrea MonceRobina
Marie Antonette Oray
Mae Guzman Cogasi
Cherry Ann Tumolva
Mary Mwaura
Ursula Johnson
Sonia Carpio Valle
Kaiser Al Qatrani
Shawna Marie Maynard
Ormelda Licudo
Purita Watson
Lynda Clare

20 Years

Susan Jane Turner
Barbara Anne Hagan
Liliana Hardej
Loretta Elaine Maloney
Amsale Wolde Atraga
Marvlett Woodburne

Julita Casuncad
Donna Susan Russell
Rosario Donato Sak
Gloria Olpindo
Leny Gallasic
Erica Yuen-hing Lee

15 Years

Maria Cecilia Morales
Nicoleta Simona Rusu
Surinderjeet Bains
Avelina Tina Garcia
Icilda Doreen Hemmings-
Hodges
Ruby Anna Malinis
Attilio Zuzic
Marilou Lopez Horne
Stella Oyefeso
Abeba Alemayehu
Jeannette Howell

Analyn Mallari
Pauline Deglint
Nelia Oliver Garcia
Anita Belanger
Amalia Lacanaria
Mary Lynn Lemay
Susana Marasigan Quijano
Bunmi Ajike Tobun
Marizabel Bildan
Dianne Lynn Nichol
Katherine Ceglarek

25 Years

Helen Mamecha
Ella Yu-toy
Lynn Smith

30 Years

Mary Lolita Hunter

35 Years

Patsy Faye Cheveldayoff

40 Years

Erlinda Deonon Cushia

Coffee break

Samara Sinclair, Manager of Communications

Sources: www.armoredpenguin.com & www.sudokuessentials.com

Word Search

Resolutions, Winter and Nutrition Month



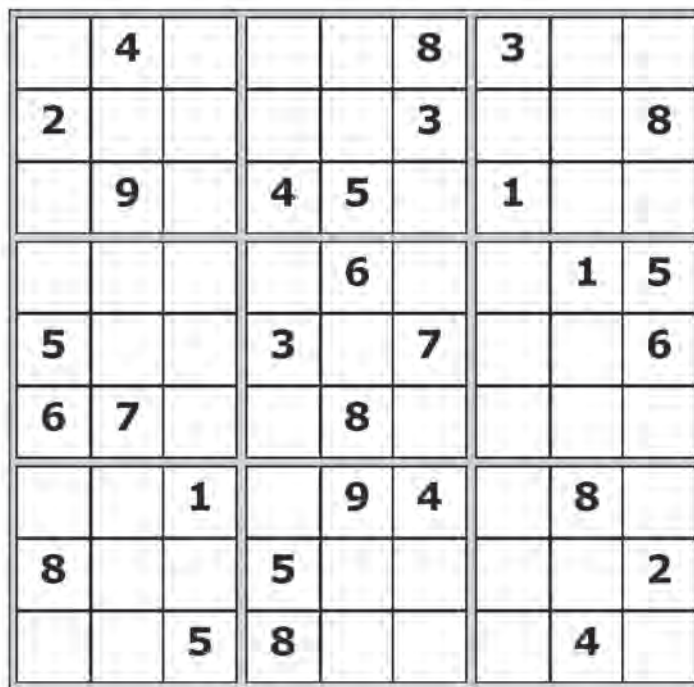
Apples
Balance
Boarding
Carrots
Change
Courage

Frosty
Igloo
Improve
Inspire
Motivate
Nuts

Oranges
Skiing
Snow
Toboggan
Tomatoes
Try

Sudoku

Level: Easy



How to play Sudoku

Fill in the game board so that every row and column of numbers contains all digits 1 through 9 in any order. Every 3 x 3 square of the puzzle must also include all digits 1 through 9.

Carewest's first transportation audit a success

David Sawatzky

Director of Operations, Glenmore Park, Sarcee & Beddington

Natale Oliverio, Manager of Support Services, and his team successfully passed their first Transportation Audit on the Carewest busing services.

The audit was a rigorous evaluation of all aspects of the busing service, and the auditor was very impressed with the preparation for the audit and the work that Carewest has done to manage this service within the organization.

The preparation was such that a typical two- to three-day audit was completed in one day.

Final scoring of 10.7 per cent (the lower the score, the better) was an impressive score for a first audit.



Carewest file photo

This allows Natale to move forward with only minor things to address in his action planning.

My thanks and congratulations to Natale and his team!

Christmas spirit alive at Glenmore



The Women Helping Women interest group of the Calgary Newcomers' Club came to Carewest Glenmore Park to add a festive touch to the care centre. Front from left is Dixie Harris and Diana Poirier. Second row, left is Hillary Harris, Barb Ingle, Cathy Clonts. Back is Carewest Recreation Therapist Lorraine Grover. The Calgary Newcomers' Club welcomes ladies new to Calgary or who have had a life change. *Photo by Samara Sinclair*

Carewrite

Carewrite is produced quarterly. We welcome your submissions.

Please contact Samara Sinclair, Manager of Communications

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