

CAREWRITE



Roli himself, from Roli Mack's Music, serenaded residents and staff at Carewest Rouleau Manor with some of country's greatest hits – perfect choices for Calgary's Stampede Week. Thanks Roli – we really enjoyed your performance!

Photo by Samara Sinclair

This month in Carewrite

- 2-3 Back to business and Carewest Staff Appreciation
- 4 Carewest welcomes new Board Chair
- 5 Virtual technology improves access to care
- 6 Get your influenza immunization
- 7 Influenza immunization clinic schedule
- 8 LTC Resident Experience Survey results are in
- 9 Leadership in the time of a pandemic
- 10 Employee profile: Millicent Sillah
- 11 Carewest Wellness Resource Corner
- 12 Resident profile: Debbie Rossit
- 13 The Personal: 5 things not to store in your garage
- 14 Art donation brings joy to residents at Rouleau Remembrance Day: Lest we forget
- 15 Facilities on Careweb
Shipper/Receiver Randy Bonneau retires after 42 years
- 16 What's happening around Carewest
- 17 Home Alone program a big hit
- 18 Service Awards
- 19 Coffee Break
- 20 Staff Appreciation Week at Carewest

Next issue

- Submission deadline: Dec. 21, 2020
- Publishing date: Jan. 1, 2020

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

Thanksgiving Day.....	Oct. 12
Remembrance Day.....	Nov. 11
Hanukkah	Dec. 11
Christmas Day	Dec. 25

Journey towards

Dwight Nelson
COO, Carewest

So much has happened in the past few months, since the last issue of Carewrite was published.

In that Executive Message, I wrote about the updating of the Carewest Pandemic Response Plan, new public health orders affecting masking, single-site employment restrictions and restrictions on visiting.

I also noted the Carewest Pandemic Relaunch Strategy.

In late September, more than 90 Carewest leaders came together for a Management Forum, to share information about the ongoing COVID-19 pandemic, review how far we've come and look ahead to where we're going.

We were fortunate to have such eloquent speakers as resident Joyce Brnton from Carewest Colonel Belcher, who spoke to us about how the COVID-19 pandemic affected her quality of life as a resident in long-term care.

We also were fortunate to have Caralee Kurio, staff nurse at Carewest Sarcee, and long-serving member of the Leadership Advisory Committee, who had the experience of working during the first outbreak of COVID-19 at Sarcee. We were transfixed as we listened to her talk about her first-hand experience with the virus after being diagnosed with COVID-19. Caralee's powerful and personal story will be featured in the next issue of Carewrite.

We also heard from some of those leading our priority projects, with highlights as follows:

- **Response priority:** Infection Prevention & Control: IP&C services have been taxed greatly during the past few months and were expanded by 0.8 FTE to support our pandemic response. There will be an increased focus on COVID-19 and influenza as we enter the flu season.
- **Relaunch priority – Support Services:** Many of the services supporting the sites were completely or partially restricted throughout the last few months and since then, services have begun returning to the sites. Some of our most recent returns include a relaunch of the gift shops. Cafeteria relaunch is in progress. Elevator maintenance schedules have resumed as well as landscaping and paper shredding services.
- **Priority project: Most Responsible Person (MRP), Administration and Physical Plant Services (PPS) on-call:**



a new normal & Staff Appreciation

We strengthened after-hours and emergency on-call for the MRP, Admin and PPS by offering training to improve understanding of the roles of individuals in on-call positions, what supports are available to those on-call in any given situation and the development of resource materials for these roles.

- **Hybrid Communication and clinical delivery:** To build on the learnings and experiences from the rapid adaption of technology use (like Zoom) during the COVID-19 pandemic by updating current processes and practices to more effectively utilize technology to improve care and communication.
- **Social and recreational engagement with clients and residents:** The improvement of on- and off-site activities by sharing ideas and tools from Recreation Therapists from around the organization, and identifying new ways to integrate virtual services and activities for residents and clients.
- **Deployment and mobility of workforce:** To identify priority workforce challenges due to the COVID-19 pandemic and develop resources and supports to meet the CMOH orders and maintain appropriate staffing levels during COVID-19 outbreaks with six focus areas:
 - Relaunching certain practices and workplaces that were put on hold
 - Creating an outbreak cohort team
 - Backfilling staff who were redeployed
 - Alternate delivery models for flu campaign
 - Redeployment of Southport staff to other areas within Carewest
 - Additional support for site screening stations

Staff Appreciation Week

September 14-20 was the time of year that Carewest leadership very much looked forward to – Carewest Staff Appreciation Week. Throughout the week, we celebrated and honoured all the contributions Carewest employees have made throughout the year.

This is a year like no other. With the appearance of the COVID-19 virus around the world, we have seen staff who work for health care organizations emerge as the heroes of a story that is being written as we go.

During this global pandemic, the need and desire to appreciate the people who provide care and make our health care organizations run smoothly is greater, now more than ever.

In March, the provincial government ordered restrictions on coming together in ways we were all accustomed to.



Photo courtesy Jennilyn Seneca

In June, we made the decision to postpone Carewest Staff Appreciation Week until the fall, when it was our hope that life would have returned to a semblance of normalcy.

As the future remains somewhat uncertain for the months ahead, we decided that the time to recognize all the hard work and contributions of our staff is now.

We hoped the signed cards from your managers, the Crave cupcakes and the compasses – symbolic of leading the way through this uncharted territory – conveyed some of our gratitude to you and everything you've done for our residents, clients, families and each other, over the last few months.

It was just a small token of our appreciation during a time when public health care providers have been subject to government directives of fiscal restraint and accountability.

We thank those who have worked long hours, taken on added responsibility, and those who championed best practices in hand hygiene, respiratory etiquette and personal protective equipment.

We thank each of you, who, when feeling ill, stayed home to protect your colleagues and clients, even though inaction is sometimes the hardest thing to do.

And we thank those who continue to smile, provide a comforting story or a listening ear and who never forget our core values of caring and relationships, learning and responsibility during this complicated and challenging time.

We know that Carewest staff will continue to demonstrate those values each and every day and that our staff are our most valuable resource. Thank you, from the entire Carewest Executive Leadership team!

Carewest welcomes new Board Chair

Carewest welcomes Shawna Syverson as the new chair on the Carewest Board. Shawna is a senior executive with over 30 years of experience in public and private sector healthcare. Shawna is the Senior Operating Officer of the Foothills Medical Centre, a position she has held for over 10 years. Shawna did undertake a one-year secondment during this tenure in 2016, when she was the Chief Operating Officer for Calgary Lab Services. She has held several senior roles in the Calgary Zone in the areas of Surgical Services, Cardiac Sciences, Bone and Joint



and the Chief Operating Officer office. In addition, Shawna was the Chief Executive Officer, Surgical Centres Incorporated, a western Canada private and public surgical services company. Shawna is a native Calgarian and has graduated from the University of Calgary with a Bachelor of Arts degree (Major in Psychology). She also has Post Graduate Professional Managers Certificate from University of Calgary and Post Graduate Certificate of Business Administration from Heriot Watt University, Edinburgh Business School, Edinburgh, United Kingdom.

Question and Answer with Shawna Syverson

How do you feel about taking on the role of Carewest Board Chair?

I am humbled, honored and excited to have been offered such a prestigious role. I mean this sincerely.

Have you done this type of work in the past?

I have held a role where I directly reported to a chair of a board. I have held several board positions but this is my first official board chair role.

What do you do for fun?

My lifelong passions are sports and activities. I currently still play organized ringette, hockey and touch football. I love to golf and be outside when I can. I am a fan of the Flames, Broncos and Yankees (sorry to all those Blue Jay fans).

What are your goals for yourself and Carewest while you're in this role?

I want to be a supporter of and advocate for the organization. I want to enable the leaders and teams to deliver excellence in care every day.

I wish to support all the leaders and teams in their wellness so exceptional care delivery can be sustained.

What have you learned about Carewest that has surprised you?

I am really early on in my learning journey so this is a tough question. I think I would say I did not have a fulsome understanding of how large, diverse and complex the Carewest organization is.

Describe your leadership style?

My peers have described me as authentic, compassionate, genuine and a mentor to many. I am humbled by those kind words. I think of myself as a consensus builder who values the feedback of content experts. I am an active listener and lifelong curious learner. I believe strongly that a leader is just one of the many roles on a high-performance team.

What five words would you use to describe yourself?

Thoughtful, analytical, honest, humble and playful.

If you could swap jobs with a staff member for a day, what would you like to try and why?

I would love to do a frontline care provider role. I really miss the closer interaction with the people we are here to serve.

If money were no object, how would you spend the rest of your life?

I would want to be a very active volunteer. My whole career has been one of service and I cannot imagine doing anything but that.

If you could pick one of the Carewest values of Caring, Relationships, Learning and Responsibility, which one resonates most with you?

Relationships! I am a very strong relationship person. I believe we can accomplish anything together when we establish strong and trusting relationships. I believe if we have strong relationships we be much more successful and happy, which will certainly benefit those that we are here to care for.

Virtual technology improves access to care

The COVID-19 pandemic has pushed us out of our comfort zones in more ways than one.

Hours of mask-wearing, physical distancing from friends and family and constant hand-washing are one thing but the COVID-19 pandemic has pushed some people into an arena they never thought they'd venture: technology.

The adoption of new technology has its benefits, as attested by members of the Hybrid Communications and Care Delivery Working Group, who have collectively sought out new ways to make more efficient the delivery of care using new technology platforms.

"While we recognize the value in face-to-face communications, the purpose of the working group was to look at a hybrid model, incorporating traditional forms of communication with new technology platforms like Zoom and Skype," says Yaro Kiselev, Director of Operations for Signal Pointe, Rouleau Manor & OSI Clinic and member of the working group.

"COVID has pushed us to bring more virtual opportunities for the delivery of care to Carewest and we've found it to be more efficient and even more accessible."

During a time when everyone is encouraged to isolate from friends and family, Carewest has brought some of its services to clients in the comfort and safety of their homes using Zoom – an AHS-endorsed online video conferencing application that allows for meetings, chats and webinars.

In the OSI Clinic, much of the assessment and even some of the treatment are now being offered on the online platform – allowing staff to stretch their services farther and improve accessibility for more clients.

Marney Riendeau, Manager of the OSI Clinic, says the use of technology has greatly improved the clinic's productivity, control and reach during a time when the pandemic has been putting pressure on their services.

"The adoption of new technology has allowed for ease of access for clients, and services. Our clients are in Lethbridge, Red Deer and Calgary and some of them are elderly and we don't want to make them travel," she says. Jeff Krahn, Program Facilitator at the OSI Clinic, says the biggest hurdle in the adoption of new technology seems to be simply getting over the fear of trying something new. "It's really the teaching of the technology that seems to be one of the best ways to encourage the embracing of the technology," says Jeff.

"Normalizing technology by changing processes to include it on a regular basis will ensure its longevity and adoption." So far, the following processes have been improved across the organization by the introduction of technology:

- Staff meetings (virtually)
- Case conferences (Zoom breakout rooms)
- Client visits and assessments
- Treatments



Photo by Samara Sinclair

- Staff education
- Client education groups
- Resident/family forum held on Zoom
- Health and safety committee meetings
- Virtual family visits

"When we began using Zoom for resident/family forums, it was very successful. We went from 5-6 attendees to 30 attendees. The improved access removed barriers and we saw greater levels of engagement from families and staff as well," says Yaro.

"This pandemic has taught us a lot. We learned that virtual meetings can be very engaging, require less staff travel and are more convenient to attend for some. We take the meetings to our staff, clients and families, wherever they may be located."

Etiquette for a good Zoom meeting:

Think of a Zoom meeting as a face-to-face meeting and conduct yourself as you would if you were all present in the same room. Here are some additional useful tips:

- Join early – 5 minutes before the meeting start time;
- If you haven't used Zoom before, click the link to download Zoom prior to the meeting and familiarize yourself with any features you may need to use on the day – mute/unmute, stop/start video, screen share etc;
- Have your video on unless you are experiencing connection issues;
- Find a quiet space without interruptions;
- Have a plain background – avoid backlight from bright windows;
- Have good lighting on your face so you can be seen clearly;
- Adjust your camera to be at around eye level if possible – especially take note of the angle of your laptop screen if using the built-in camera.

Get your influenza immunization

Samara Sinclair

Manager, Communications & Marketing

It has been a year like no other and even as we try to return to something that resembles normalcy, there has been nothing normal about 2020.

Along with that return to normalcy is the resumption and continuation of Carewest programs and services.

One of those services that Carewest provides to staff is the annual Influenza Campaign, which sees thousands of immunizations administered free to Carewest staff, in addition to our residents, clients, volunteers and contracted service providers.

Because of the looming threat of COVID-19, Employee Health & Safety Nurse Amie Humphrey says the importance of being immunized against the influenza virus has never been more critical.

“When the influenza seasons starts in October, there will be more than one dangerous virus circulating in our community. It’s more important, now than ever to do what you can to protect yourself, your loved ones and those you care for,” says Amie.

“I anticipate and hope that we will have a record year of influenza immunizations at Carewest.”

Influenza, commonly referred to as the flu, is a serious respiratory disease that is caused by a virus.

If you get influenza, you may have a cough, fever, chills, sore throat, headache, muscle aches, extreme weakness and fatigue. Illness caused by the influenza virus usually lasts between 2-7 days, but sometimes longer in the elderly and people with chronic diseases or compromised immunity.

Sometimes the symptoms can last for several weeks, which makes a full return to personal wellness and activities difficult.

Influenza can lead to pneumonia, hospitalization and even death in some people.

At the same time as stressing the importance of being vaccinated against influenza, Employee Health & Safety (EH&S) would also like to remind everyone that the influenza vaccine is a safe, proven and effective method of preventing the spread of the flu with the Q&A, below. If you have any questions, phone EH&S at 403-943-8182.

Question and answer about the influenza vaccine

Why do I need to be immunized every year?

Everyone should get vaccinated not just to protect themselves but also their families. Health care workers also have a duty to care for residents or clients and have a responsibility to be vaccinated to help protect them from serious illness or death. As immunity wanes over a period of six months, it’s important to be vaccinated ever year.

How effective is the influenza vaccine?

The influenza vaccine is 70-90% effective against preventing influenza infection.

Can I get influenza from taking the vaccine?

No. The influenza vaccine is made of inactivated (dead) viruses that cannot cause influenza.

Are there any side effects from the influenza vaccine?

As with any medication, there may be some minor side effects from the immunization. These may include: redness or slight swelling at the injection site, feeling tired or slightly unwell, and/or slight fever or body aches.

Why do I need to get an influenza vaccination every year?

Influenza virus vaccine is prepared each year with viral strains that are chosen based on information provided from the World Health Organization. A worldwide network of physicians and labs study and identify which strains are likely to circulate during the upcoming season and modify or change the vaccine.

Is the influenza immunization mandatory at Carewest?

No, the immunization is not mandatory. Non-vaccinated staff who have worked on a confirmed Influenza outbreak unit within three days prior to the outbreak will not be allowed to work on the outbreak unit, or on any other unit at Carewest, until the outbreak is declared over.

How can I show Carewest that I have been vaccinated somewhere else?

Make sure to ask for proof of vaccination from the person or agency that gives you the shot. Give the document to your manager or send it to Employee Health and Safety through interoffice mail.

How long does it take for the vaccine to work?

Protection takes 2 weeks to develop after the vaccination.

Influenza immunization clinic schedule

With the support of Alberta Health, Carewest is partnering with Shoppers Drug Mart (SDM) to provide influenza immunizations at most Carewest sites Oct. 8-15, 2020. SDM pharmacists will immunize clients/residents, staff and contract service providers.

We look forward to welcoming Shoppers Drug Mart pharmacists to Carewest and are hoping staff and clients take this opportunity to be immunized. It has never been so important to be immunized against influenza!

October 2020						
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
5 	6 	7 	8 Glenmore Park 0700-1700 1E Room 124 	9 Colonel Belcher 0700-1700 Resource Library Fanning 0730-1500 Conf. Room 2 Royal Park 0700-1500 Multipurpose Room Glenmore Park 0700-1700 1E Room 124	10 	11 Did You Know... Influenza immunizations are FREE for all staff, residents, clients, volunteers & contracted service providers.
12 Happy Thanksgiving! 	13 George Boyack 0900-1700 Chapel Royal Park 0700-1600 Family Dining Room Colonel Belcher 0700-1600 2nd Floor Dining Rm. Fanning 0900-1700 Coliseum Glenmore Park 1200-1700 1E Room 124	14 Garrison Green 0700-1700 Room 190 Signal Pointe 0700-1700 Library Fanning 0730-1500 Conf. Room 2 Colonel Belcher 0700-1600 2nd Floor Dining Rm.	15 Rouleau Manor 0730-1230 Conf. Room G29 Sarcee 0700-1700 Front Lobby George Boyack 0900-1700 Chapel Garrison Green 0700-1100 Room 190 Fanning 1300-2100 Conference Room 1 Glenmore Park 0800-1200 1E Room 124 Rouleau Manor 1230-1400 Conf. Room G29	16 C3 Beddington 1100-1530 Conference Room Administration 0900-1500 EH&S Room Royal Park 0700-1600 Family Dining Room Rouleau Manor 0730-1400 Room G29 Sarcee 0700-1500 Front Lobby Colonel Belcher 0700-1600 2nd Floor Dining Rm. George Boyack 1300-1700 Conference Room	17 	18 Note... There will be some slight changes with the Shoppers Clinics: <ul style="list-style-type: none"> The Alberta Health Care number is required for the Shoppers consent form. There will be a 15-minute observation period after the immunization Clients/residents will need to be able to identify themselves to the pharmacists.
19 Nickle House 1430-1530 Staff Room Rouleau Manor 0630-1400 Room G29 George Boyack 0730-1600 Conference Room Sarcee 1100-1900 Front Lobby Garrison Green 0730-1600 Room 190 Colonel Belcher 0700-1100 2nd Floor Dining Rm. Fanning 0500-1300 Conf. Room 1	20 Rouleau Manor 1500-1900 Room G29 Sarcee 0700-1200 Front Lobby Garrison Green 1400-1800 Room 190 Signal Pointe 1400-1700 Library	21 OSI Clinic 1300-1500 Conference Room Sarcee 1100-1600 Front Lobby Colonel Belcher 1500-1900 2nd Floor Dining Rm. Fanning 0900-1700 Conf. Room 3 Glenmore Park 0700-1200 1E Room 124 George Boyack 0800-1600 Conference Room	22 Colonel Belcher 1500-1900 2nd Floor Dining Rm. George Boyack 0700-1100 Conference Room	23 Colonel Belcher 0700-1100 2nd Floor Dining Rm. Fanning 1300-2100 Conf. Room 2 Signal Pointe 1400-1700 Library Glenmore Park 1200-1700 1E Room 124		
26 	27 Fanning 0900-1700 Conf. Room 1	28 Rouleau Manor 1500-1900 Room G29	29 Fanning 0500-1300 Conf. Room 1			

LTC Resident Experience Survey results are in

Samara Sinclair

Manager, Communications & Marketing

The Carewest 2019-2020 Long-Term/SL4 Care Resident Experience Survey results are now available, after the survey was conducted in January, February and March.

Five third-party surveyors assisted in collecting responses from residents from 10 Carewest locations. In all, 452 people answered the survey.

Not all organizations survey their residents directly and this is a great opportunity to gain their valued perspective.

Residents answered questions in eight different categories, including person-centred care, comfort, rooms, activities, food/dining, autonomy, safety, overall experience.

Jeanine Kimura, Director of Quality & Performance, says site teams are already using the information to measure past actions and identify further quality-improvement opportunities.

“The LTC Resident Experience Survey is conducted every two years and results really help us shape and focus our quality-improvement efforts to further a positive resident experience,” says Jeanine.

“We also expect the survey results will be shared widely with residents and families to gain a sense of where each site is at overall. Summaries of the results are posted on the quality boards for further reference.”

As a whole, the data shows an upward trending this year over last year. In most categories, residents expressed a higher degree of satisfaction.

Here are some of the areas where Carewest shone in the survey:

92.3% say overall, they are satisfied with the care and services they receive.

94.5% say they feel safe at Carewest.

90.2% say they are happy with the room.

93.5% say they get the help they need to look and feel clean

93.2% say the people who work at their site treat them with kindness

90.5 say they are treated with respect here

88.1% say the people who work here provide their care gently



Here are some areas for further improvement:

72% say the people who work at Carewest know what they like and what they don't like.

66.8% like the taste of the food at their site.

31.1% feel there are enough activities to do on weekends and 33.2% during the evenings.

56.8% feel the people working at Carewest are interested in what residents have done in their lives.

57.4% have been asked by staff about what activities interest them.

Some of the comments we received back from residents include:

- “The staff are excellent, professional, kind and understanding. We need more of them!”
- “More than enough food here. I have no complaints about the food.”
- “Food is cold. Like choice but most food is too bland.”
- “Some nurses are gentler than others.”
- “Poor eyesight limits activities.”
- “I can voice my own opinion and make my own decisions.”
- “Always a rush to put me to bed.”
- “I would like to choose own clothes to wear each day.”
- “Sometimes it concerns me when I hear people fighting.”
- “I feel very safe.”
- “The staff are 100%. They treat me well.”
- “Excellent place. Super-duper place. Clean and everyone friendly.”

Leadership in the time of a pandemic

Suzanne Risi, Food Services Manager And member of the Leadership Advisory Council

Looking back over the last six months, as Carewest navigated through the COVID-19 pandemic, formal and informal leaders were required to use their own leadership skills while dealing with crisis. The moment that the pandemic hit, it felt that the world stopped, however Carewest grew together with strong support systems, collaboration and sense of community and culture.

In reference to Laurie Schultz “How the Pandemic has Transformed our Idea of Leadership”, she focused on three leadership practices what were particularly effective through the pandemic:

Be Values-Driven

At The Galvanize organization, any decision big or small that was made over the last four months was measured against their core values of authenticity, embracing ambiguity and customer intensity. Carewest’s Core Values are the foundation that help weather any storm during the Pandemic:

Caring: With visitation restrictions in place for the residents/clients, social connection for seniors is critical, playing an essential role in their mental, emotional and physical health. Recreation Therapy organized Skype calls through iPads to connect with their loved ones and organized outdoor visits with families. Although, Stampede events were limited, recreation therapy organized live entertainment outdoors to spread the Stampede cheer. Resident Forum and Food Quality meetings were held outdoors allowing for adequate spacing between each individual to discuss concerns and to encourage client choice and independence.

Relationships: As leaders during the pandemic, it has created a much stronger employer-employee relationships with a common goal working towards and developing new processes for residents collaboratively. Especially at outbreak facilities where fear and uncertainty were present, employees worked long hours to support and care for our residents. Staff were redeployed from other sites to ensure the care of our residents was not sacrificed. Food Services and care staff worked efficiently together to provide tray service for those who were in isolation.

Learning: As information was changing by the day and even by the hour, leaders were encouraged to decide with speed over precision for the safety of our residents/clients and staff. Irene Houghton from IP&C provided

excellent resources and hands-on training on the proper use of PPE. Daily e-mails, team huddles/vis walls and Skype meetings were ongoing to update and educate on new findings and areas of improvement with honest and authentic communication. Orientation and Education in-services were performed differently from virtual to smaller education classes.

Responsibility: The Fit for Work Screening tool was implemented to ensure all staff attending work are well and contributing to the safety of all staff and residents/clients. Asymptomatic testing was encouraged for employees and daily temperatures are taken to ensure the safety of residents. Continuous masking, handwashing, and single-site employer restrictions were an additional measure to reduce the spread and exposure of COVID-19.

Make it Personal

At the Galvanize Organization, “E-mails containing plans for the company so the entire staff felt in the loop of every decision that was made.” Carewest provided updates and new learnings via e-mail to share with teams and Careweb was updated with current pandemic information. Daily Skype meetings between sites and for those working remotely took place to ensure everyone felt part of the decision-making process and the productive energy that it generates.

Focus on what we can control

At Galvanize, “A successful leader needs to be able to address concerns of their team from a place of empathy and compassion, while inspiring confidence in external stakeholders and making hard decisions to ensure that health of the business”.

As we are unsure what lies ahead, practicing empathy and compassion is crucial to demonstrate empathy in every encounter.

The more we can remain calm during this time for our residents, we can act with empathy by simply being there to serve them and to be in the present moment. It is important for self-care by checking in with ourselves.

Caring for ourselves enables us to care for our families, friends, our residents and co-workers. It is important to recognize each other’s needs as we don’t know what is going on in our coworkers’ lives. Being sensitive to the needs of others is the key to empathy.

Employee profile

Millicent Sillah

Licensed Practical Nurse

Carewest Colonel Belcher

“ He pulled a picture from his wallet of my kids and I. He told me my husband was looking for us and he was all right. ”

Samara Sinclair

Manager, Communications & Marketing

LPN Millicent Sillah’s meaningful connections with the veterans living at Carewest Colonel Belcher could be attributed to one thing they have in common – witnessing the atrocities of war.

Only 33 years old and with two children, Millicent fled rebel gunfire in her hometown of Freetown in Sierra Leone, Africa, when it erupted from the weapons of child soldiers near her home one afternoon in 1999.

While her husband was at work, Millicent and her children managed to escape to a nearby wharf, where those who owned boats were also fleeing and taking anyone they could fit in their vessels, with them.

The civil war, which had begun in the Northern provinces, had made its way to the larger city centre, despite reassurances from government that citizens would be safe.

“I only had my kids and what we were wearing and I had a bit of money in my hand. I wasn’t able to pack any suitcases or go with any papers or passport because by then, they were bombing the city so we had to run,” says Millicent, adding her younger brother perished during the attack.

“It happened so fast. By the time the rebels came, my husband was trying to come home to get us but by then, we left. We didn’t know if he was alive and he didn’t know if we were alive.”

Millicent and her kids, huddled in a stranger’s boat, traveled north up the coastline to Conakry, in the country of Guinea. From there, they flew to Banjul – the capital city of Gambia.

As a child, Millicent wanted to be a businesswoman and own a store that sold products from around the world. She started helping with the family business – her father was a physician and owned a Pharmacy/Clinic, in which Millicent worked to keep the books in order.

But as a refugee in a new country, Millicent survived only by learning to braid hair, which she did for two years before hearing about the resettlement program, offered by the United Nations High Commissioner for Refugees.

The resettlement program was for refugees of the war, so they could travel to either the United States, Canada or Australia to start a new life.



Photo by Samara Sinclair

Millicent’s name showed up on the list of people bound for Canada.

“At the beginning I wasn’t happy. There was nobody that I knew in Canada. By then, the thing I was grateful for is just to get away from the hardship and far from any unrest,” she says.

“We were being sent to Newfoundland. When I looked at the map – I saw it was right in the middle of the ocean and said, ‘How are we going to survive there? The rebels didn’t kill us but we’re going to drown anyways.’”

It was December 2000 and just before Millicent and her kids were to leave, she was shopping for some new winter clothes for the Canadian climate. She noticed a man following her in the department store.

When she confronted him, she was shocked to learn he knew her husband – who she hadn’t heard from in over two years.

Continued on Page 11

Employee profile: Millicent Sillah

Continued from Page 10

“He said I resemble someone in a picture his friend gave him, who he met at work in England. When his friend heard he was going to Sierra Leone to look for his family, he gave him a picture,” says Millicent.

“He pulled a picture from his wallet of my kids and I. He told me my husband was looking for us and he was all right.”

She took the phone number of her husband’s workplace with hopes to contact him when she travelled to Canada, as long distance calling was unaffordable in Gambia.

Two excruciating weeks went by. Millicent and her two children finally arrived in Newfoundland on Dec. 13, 2000 and on the next day, she asked the immigration officer assigned to her if he’d help her call England.

Because of the time difference and because her husband was never in the office when she called, Millicent was unable to connect with him for over two weeks.

Finally, on Christmas Eve, she received the phone call she had been waiting for.

“The kids were crying – all of us were crying. He told me how he wasn’t able to get back home to see if we were there after the attack but was able to flee on a ship headed to England, where his mother happened to live,” she says.

She learned that she could file papers that could pave the way to have her husband come to Canada. Two years later, he arrived in Newfoundland.

“Everyone was crying we were jumping up and down and holding tight to each other,” she says.

After five years in Newfoundland, Millicent and her family decided to move to Calgary to look for better work opportunities. She had graduated as a Licensed Practical Nurse from the Centre of Nursing Studies in Newfoundland and wanted to pursue a new career in health care.

She was amazed when she received a response from every single job application she sent out. She moved between a couple of different continuing care operators before she heard about Carewest.

She started as a part-time LPN in 2006 on the first floor at Carewest Colonel Belcher, and 14 years later, still loves what she does.

“What I really love about my job is my interaction with my residents. They are so many of them that I have a special connection to and although I can’t spend too much time with all of them, I will sometimes help with feeding or take them outside in the courtyard, and walk around and talk with them,” she says.

In Millicent’s spare time, she enjoys spending time with her family and travelling with her husband.



CAREWEST WELLNESS RESOURCE CORNER

Care about YOUR health



Suicide is a difficult topic to talk about. However, when someone talks about suicide or brings up concern for a loved one, it’s important to take action and seek help.

About 4,000 Canadians die by suicide every year. It’s the second-most common cause of death among young people.

People who die by suicide or attempt suicide often feel overwhelmed, hopeless, helpless, desperate and alone.

Though not all suicides can be prevented, some strategies can reduce the risk and include:

- Seeking treatment, care and support for mental health concerns – and building a good relationship with a doctor or other health professionals.
- Building social support networks, such as family, friends, a peer support or support group, or connections with a culture or faith community.
- Learning good coping skills to deal with problems and trusting in coping abilities.
- Calling a crisis telephone support line.
- Connecting with friends, family or a support group.

If you’re concerned about someone else, talk with them. Ask them directly if they are thinking about suicide. If someone is seriously considering suicide, they may be relieved to talk about it.

If someone is thinking of ending their life, ask them if they have a plan. If they do have a plan to end their life soon, connect with crisis services or supports right away.

The two most important things you can do are listen and help them connect with mental health services.

- Find a private place and let your loved one take as much time as they need.
- Take your loved one serious and listen without judgment – their feelings are very real.
- Keep your word – don’t make promises you can’t keep or don’t intend to keep.
- Tell your loved one they are important and you care about them.

Supporting a loved one can be a difficult experience for anyone, so it’s important to take care of your own mental health during this time and seek support if you need it. If you need help, call our EFAP provider at 1-800-663-1142.

Resident profile

Debbie Rossit

Carewest Signal Pointe

“ The doctors said I’d never walk again but my parents put braces on me and got me walking. I’m grateful for that. ”

Samara Sinclair

Manager, Communications & Marketing

The peaks and valleys of Debbie Rossit’s life have created a landscape of resilience and strength for the 61-year old resident of Carewest Signal Pointe.

She looks back at a life and recounts struggles with illness that affected her when she was a small child that continue to affect her today.

“When I was a child, I asked my mom why all the children were laughing at me when I ran. She said I had polio and used different muscles. I was two years old and nearly lost my life,” says Debbie.

“The doctors said I’d never walk again but my parents put braces on me and got me walking. I’m grateful for that. Instead of putting me in a wheelchair for life, they did that for me.”

As a child, Debbie went on to develop a love for dance, and enjoyed learning the waltz, disco, the Fox Trot and the Cha-Cha.

She also walked a lot and went on “walk-a-thons” of 25 miles in eight hours.

She spent her childhood looking after her little sister and playing with her older brother, fishing, bicycling and playing tag.

In high school, Debbie took accounting courses and got married. She was 17 years old.

When she graduated, she started her first job as a stock clerk but had her sights set on better things.

“There was one young lady working in the accounting department and I thought if she could do it, I could do it. Two weeks later, she quit her job and I asked for her position,” says Debbie

“They gave me the position as an accounts receivable clerk and I really enjoyed it.”

But she was only there six months before her husband pointed out she wasn’t making enough to contribute to the household expenses and urged her to find another job, which she did, at Silvano Colour Lab, a large photo printing company.



Photo courtesy Jennifer Bartsch-Maki

Debbie was there for four years and even though the job was boring, she made the extra income to support the household expenses. She also, found the opportunity for some excitement every once in a while.

“The police would use Silvano to develop their crime photos. We’d look at the pictures the police would bring in to be developed. We weren’t supposed to but we would sneak a peek. And we saw the photos of people with battered faces from crime scenes,” she says. “I sometimes wonder how their lives are today.”

Debbie and her husband came to Calgary in 1979 after Debbie’s husband got a job as a tile setter for a company looking to expand into western Canada. Debbie says she liked Calgary right away. As they got settled, Debbie worked as a stock clerk and later, joined her husband on his tiling jobs.

Resident profile: Debbie Rossit

Continued from Page 12

"I would go to work with my husband and I'd take the tiles out of the box and clean up and make sure the glue was ready. I tried grouting but it was hard work," she says.

"After that, I basically did accounts payable, payroll and data entry for many companies. Including oil and gas and Mark's Work Wearhouse."

In 1996, Debbie began noticing she was feeling weak and sluggish and went to see her doctor, who diagnosed her with post-polio syndrome – which could occur when people get polio at a young age.

Symptoms such as muscle/joint weakness and pain, muscle atrophy, general fatigue, breathing or swallowing problems and sleep-related disorders, could appear 30-40 years after the initial polio illness.

Then, in 2006, Debbie noticed a gradual worsening of her symptoms – a change that required her to take afternoon naps and struggle to complete a full day's work.

To her surprise, the doctor diagnosed her with multiple sclerosis after doing an MRI.

"It was an absolute shock," she says.

In 2011, Debbie and her husband separated and he moved back to Montreal to help his brother with his construction business.

"It was too expensive for me to go with him and the humidity is not good for my legs," she says.

Debbie struggled to maintain an independent lifestyle as she began needing more and more assistance due to her illness.

But today, she says she is proud of those years she spent, living independently.

"My greatest achievement is that I managed to still keep positive after the separating from my husband. I accomplished a lot without him being at my side. Normally I would run to him for his opinion but I managed to live on my own in my apartment building without constantly calling to him. I do miss his hugs however," she says.

"I didn't have many people to talk to and I was very lonely but I just took it one day at a time."

Today, at Carewest Signal Pointe, where Debbie has been living for almost two years, she finds she has many people to talk to and lots to occupy her time.

She enjoys playing cribbage, participating in the monthly resident forums and getting to know her fellow residents.

"Even though the Carewest staff and rec team keep me busy, my thoughts and prayers are with my husband. He's not well right now and is 76 years old. I miss our daily hugs," says Debbie.

In a recent telephone conversation, she assured her husband she will be all right when he's gone and that she is in good company.

"So, when that sad day happens, I know I will have lots of support here to help me out. I'm less lonely and less depressed because there's always someone to talk to."

The Personal: 5 things not to store in a garage

Your garage can offer you extra space for storage, but some items need to be protected carefully and others can be hazards. So think carefully before you put just anything in the garage.

Important documents and photos:

Important documents, artwork, school projects and family photos can be climate-sensitive and be damaged if they are exposed to fluctuating temperatures, if your garage floods or if you get vermin or pests in the space. If you can't store these items inside your home, place them in air-tight storage bins off the ground in your garage.

Food

Storing food in your garage is like announcing a free meal for critters. Food can go bad if kept in the garage. Instead, place excess food in a spare pantry or basement refrigerator.

Source: The Personal Insurance

Flammable Material

Avoid storing propane tanks and portable gas cans in the garage, as they might leak and cause a garage fire. If you must store these items in your garage or shed, consider placing them safely in an air-tight container, off the concrete ground, away from ignition sources.

Furniture

While the garage is suitable for outdoor patio furniture, it's not the best place for your indoor furniture. Your upholstered and wooden furniture can potentially be destroyed by pests, vehicle fumes and temperature swings.

Fabrics

Fabrics like bedding and clothing can absorb dust and odour and may be vulnerable to mould buildup. They can also become a new home for pests and insects. Consider keeping them in the basement or attic in a sealed container.

Art donation brings joy to residents at Rouleau

Kristin McVeigh

Communications Advisor, Calgary Health Trust

It is an incredible feeling and act of generosity when we can pass on some of our beloved possessions to bring joy to the lives of others. That is exactly what Patrick Windle has done.

Patrick's love of art started in 1974, when he taught in a classroom across from the art studio.

The first piece of art he ever bought was from their year-end art sale and was a small piece for \$10.

Since then, Patrick has grown his passion and has been all over the world collecting art and honing his keen eye.

Although his love of art came later in life, Patrick was taught the value of giving back early on.

"I was raised in a fairly religious family where giving and sharing was part of what we learned. I learned as a kid that if you've got more than you need give it away, and give it to someone who needs it."

This philosophy led Patrick to donate 32 art pieces at Rouleau Manor Carewest.

Situated at the Holy Cross Campus, Rouleau Manor is a 77-bed long-term care facility provides care for residents over the age of 45 who suffer from mental illness and cognitive impairment.

Items like art brighten the walls and are exactly what those residents need to make it feel more like home.

"We have enjoyed Patrick's donation very much and it is appreciated by both staff and residents," says Yaro Kiselev, Director of Operations.

"I've heard comments of how this artwork has brightened up the space, made it more homelike and the paintings are very calming."

We're grateful for the generosity of people like Patrick Windle.



Photo by Kristin McVeigh

Those living in care homes have been some of the most vulnerable during the COVID-19 pandemic and have faced necessary restrictions that can make them feel isolated and disconnected.

Gifts such as these are important in reminding residents that we are with them in difficult times.

For more information on how you can donate to and support Carewest through the Close to Home campaign, please contact 403-943-0615.

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.

Nov. 11 is Remembrance Day. Lest we forget.



Facilities on Careweb

Natalie Garwol

Project Coordinator, Corporate Facilities

Corporate Facilities has many items on Careweb of interest to staff.

If you click on the Facilities tab, you'll find copies of the Physical Plant Services (PPS) and Managers of Support Services (MSS) organizational charts, phone lists for Corporate Facilities, site maintenance including contact details for each PPS on-call team, as well as the latest copy of the on-call rotation schedule, which is developed by Corporate Facilities and cover 16-week periods.

The main Facilities page was recently updated to include a dropdown menu listing key site specifications for each site. Information such as the square footage of a facility, for example, may be used for planning, completing City surveys, or generally having a better understanding of your site. A second dropdown menu on this page provides links to PDF copies of our Life Safety Plans. These drawings are tailored to each facility and depict the locations of important life safety systems and equipment.

If you hover your cursor over the Facilities tab, you'll see a fly-out menu that gives Facilities Staff access to additional resources such as:

Looking for something on Careweb? Don't know where to find it?

You can access the Customer Service Request Portal on the Facilities page under "Physical Plant Services (PPS)". As well as find each site's e-Facilities login information and instructions on how to properly submit a service request. Check out the Facilities Page for this information and much more!

[Click to enter](#)

- Call-Back Authorizations
- Domestic Hot Water forms
- Building Rounds
- Vacant Room Checklist
- Equipment Receiving Report

Corporate Facilities also has several policies on Careweb, under the Administrative Manual, under Facility Management. These include:

- Capital Facility Plan policy
- PPS General Work Practices policy
- Equipment Preventative Maintenance Program

Shipper/Receiver Randy Bonneau retires after 42 years

Randy Bonneau, Carewest Shipper/Receiver, based out of Carewest Dr. Vernon Fanning, hangs up his nametag after 42 years of service to the organization.

Randy started as a dishwasher and Food Services Assistant when he was 16 years old at Carewest Dr. Vernon Fanning and loved his work for more reasons than one.

While he enjoyed working with the residents and eventually moved into a cook position, in 1982, Randy met his wife at Carewest and the couple married while they were Carewest employees.

Randy went on to the shipping and receiving department after 24 years in Food Services and has been doing that ever since.

He's looking forward to spending time with his grandkids, during his retirement and taking on projects around the home and yard.

We're going to miss you, Randy! All the best in your retirement!

Photo by Samara Sinclair



What's happening



Curb side concert

Musicians from Bright Youth Journey take the time out of their schedule to delight residents at Carewest Rouleau Manor, who gathered outside in the parking lot for a curbside concert. Thanks so much to all the musicians who partook and the GenHelp - Calgary Community Affections Initiative.

Photo by Samara Sinclair



Activity Convenor Wendy Oliver-McKenzie at Carewest Garrison Green accepts 200 cards from the Dawoodi Bohra Community in Calgary, represented by Adnaan, 10, Batul and Aarefam 6, who were just a few of the artist volunteers from GenHelp's Community Affections initiative.

Photo courtesy Ali Abid



2 East client Tueny Howarth used knitting to help recover the use of her affected arm and hand after her stroke in February. She knit many cotton dish cloths and baby hats with whatever donated yarn we had around!

Photo courtesy Patty Rhodes Brink

around Carewest

Home Alone program a big hit

Neil, 8, left, and his sister Audrey, 11, are two of 187 children of Carewest staff that enrolled in the Home Alone Safety Plus First Aid course to teach them basic skills for being home alone safely. The online course was free for children of Carewest staff and used interactive games and role playing to facilitate learning. Thanks to Unit Clerk Sarah for sending us the picture, for the positive feedback and pointing out that her dog Jake wanted to take part too!

Photo courtesy Sarah Ballard



Stampede Parade



Staff from Carewest Dr. Vernon Fanning put on a great Calgary Stampede Parade for residents at the care centre. Marshal Ken Yuu, physical therapist from 2 West (left photo) acts as Parade Marshal.

Photos courtesy Katherine Cassidy and Britta Tracey



Carewest Garrison Green was featured on the Canadian Society of Nutrition Management website for presenting attractive meals using a green approach. The care centre's new room service delivery model, uses sustainable, insulated, reusable and recyclable material. Food is directly portioned into meal trays and sent to resident rooms. One tray can replace 16 disposable pieces per resident per day.

Service Awards

August, September and October'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

Kathy Brochu	Adoracion Rigor
Gwenda Chan	Melissa Stewart
Vaughan Denscombe	Ma Carla Cecilia Torres
Janet Guzman	Quang Ethan Van
Ninoska Lanthier	Miraluna Mira Villaruz
Christine McIntosh	Omolola Adigun
Marites Morales	Jaquelin Alvarado Donis
Armie Nadeau	Kehinde Ausi
Dwight Nelson	Temitope Ayinde
Ogom Okafor	Roxana Baranescu
Taiwo Okedeh	Katelyn Barr
Krishna Regmi	Michelle Bayang
Mary Sacramed	Judy Ann Borja
Kate Smith	Margaret Daley
Cynthia Tabernilla	Kristi Glasow
Tiny Thomas	Subhash Goti
Sherry Thompson	Angela Isenor
Anna Vouladakis	Yi Ji
Cary Apejas	Zohra Lakhani
Jovito De Hitta	Layna MacDonald
Rachelle Forster	Jodie McKay
Winnie Gay Galut	Reanne Medallon
Paramjeet Gill	Alisha Mulic
Lynn Huskins	Saluwa Naalu
Eronmonse Louis Ikoghode	Fariba Nazari
Teresa Jones	Chioma Nweke
Jacqueline Lloyd	Melanie Rosete
Bryan McKelvie	Zoya Startseva
Amber Mendoza	Britta Tracey
Jessica Novak	Ian Vinson

10 Years

Yetnayet Dinberu	Stephen Maangi
Helen Doria	Champi Mohotty
Sarah Esse	Arlen Mejia
Derek Fulton	Marie Mercado
Yvette Kong	Jennifer Steeves
Dianne Lewis	Mathew Sese Tubanimi
Lilian Morales	Wen Xie
Susan Ndunda	Faith Antona
Mabel Itohan Osaze	Ma Lilibeth Diaz
Marion Persaud	Maricel Epie
Emmeline Santos	Ruth Ewe
Elizabeth Turuok	Grace Fontanilla
Sara Vall	Guerdia Germain
Marineth Villostas	Jagdish Gill
Nedeljka Vukovic	Amanda Gordillo
Deanne Wiseman	Maty Ibasco
Chime Yankey	Leticia Jumarang
Marie Jean Baduria	Haregeweyen Kassa
Neyla Veronica Beltran	Leticia Lamin
Marizel Cabanela	Meagan MacGregor
Victoria Domingo	Tessa Mejia
Wilma Olalia Garcia	Vanessa Nelson
Rosemary Garcia	Amanda Richter
Teodora Gunday	John Samuel
Nancy Mwadi Kabeya	Carole Wakelin
Benyam Kitla	Alma Wasi
Elvira Limpin	

20 Years

Parkash Malhi	Lidia Alexandru
Mary Mojica	Marina Bieber
Angelita Nisperos	Marie Dulce
Sophia Abdu	Noor Jamal
Melanie Dacula	Dolores Logue
Calixta Pituc	Leticia Miguel

15 Years

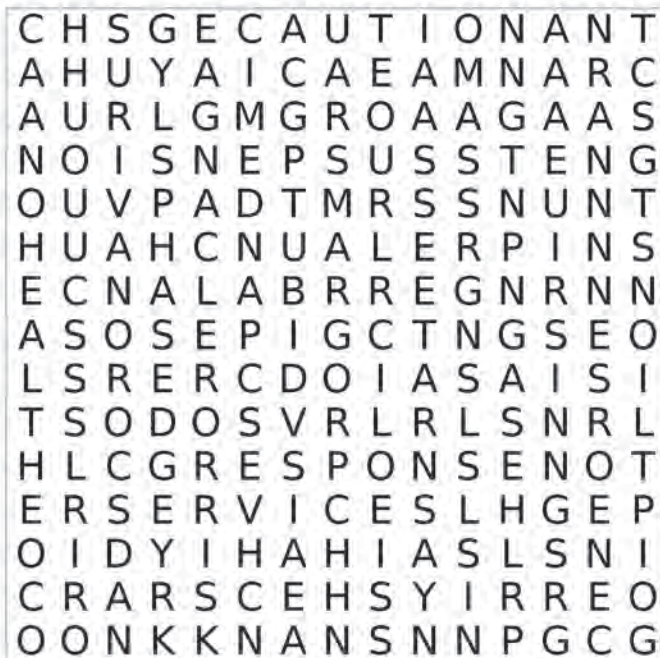
Gerald Boucher	Edna Soriano
Harolda Cole	Darlene Sumastre
Gurdeep Mangat	Doreen Tabingo
Edelyn Thompson	Afolashade Akinsehinde
Sally Timmangen	Wimple Culchesky
Aisa Basilio	Evangeline Lomboy
Leonisa Dela Vega	Deborah McCready
Jayashree Kubavat	Genevieve Osuji
Cipriana Manganaan	Lucia Smith
Mary Sangalang	Shirrel Sullivan
Sisay Sibulu	Doris von Tettenborn

Coffee break

Samara Sinclair, Manager, Communications & Marketing
Sources: www.armoredpenguin.com & www.sudokuessentials.com

Word Search

Carewest Relaunch



- | | | |
|-------------|----------|------------|
| Balance | Phased | Restart |
| Caution | Planning | Risk |
| Coronavirus | Programs | Services |
| Health | Recovery | Strategy |
| Orders | Relaunch | Suspension |
| Pandemic | Response | Triggers |

Sudoku

Level: Hard

9						4	8	6
				9		1		
2			5		6			
	1	6		3	5		4	
	2						6	
	9		6	8		2	3	
			9		8			4
		2		5				
6	4	9						8

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.

August, September and October's Service Awards

Continued from Page 18

25 Years

Rene Gripping Jacqueline Brazeau
Jenny Chau Luong Dennis Feria

30 Years

Judy Yee-Steffensen Heather Cano
Susan Fortaleza Battad Margaret Hay

35 Years

Karen Danyluk

40 Years

Elizabeth Solis
Debbie Bosch



A group of anonymous costumed good Samaritans gather outside Carewest Dr. Vernon Fanning carrying signs saying, "Thank You Health Care Workers."

Photo courtesy Patty Rhodes Brink

Staff Appreciation Week at Carewest



Cupcakes, compasses and cards were fanned out to all Carewest staff during Carewest Staff Appreciation Week 2020, to show appreciation for the dedication, compassion and caring displayed during the year and all the extra work undertaken during the COVID-19 pandemic. Here, Patricia Hewko, Supervisor, Staff Scheduling & Timekeeping, unwraps her Crave Cupcake (foreground) while Darrell Lang, Director of Human Resources and Liisa Hukkala, EH&S Claims Coordinator look on in the background.

Photo by Samara Sinclair

Carewrite

Carewrite is produced quarterly. We welcome your submissions.

Please contact Samara Sinclair, Manager, Communications & Marketing

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