

CAREWRITE



Who can resist a baby goat? Not Rick Roy or Heather Graham, residents at Carewest Garrison Green. They say hello to the friendly farm animal during a visit to the care centre from Butterfield Acres. *Photo courtesy Charlotte Jordan*



60 YEARS: 1961-2021
Carewest
INNOVATIVE HEALTH CARE

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Next issue

- Submission deadline: Dec. 17, 2021
- Publishing date: Dec. 24, 2021

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

Thanksgiving Oct. 11
Remembrance Day..... Nov. 11
Hanukkah..... Nov. 29
Christmas..... Dec. 25

Take time to rest,

Dwight Nelson
COO, Carewest

“In the midst of winter, I found there was, within me, an invincible summer. And that makes me happy. For it says that no matter how hard the world pushes against me, within me, there’s something stronger – something better, pushing right back.”

~ Camus

Our experience over the last 18 months has been unlike anything we’ve experienced in the past.

I’ve seen our staff put in a huge amount of time, energy, and heart to help lead Carewest through the pandemic... and we’re not quite finished yet.

As I said, we have come through a time that is simply unprecedented in our lifetimes.

The impact has been pervasive on society – physical health, isolation, job losses, business shutdowns, school and childcare disruptions, and ongoing mental health challenges.

And that is for everyone. Those of us in health care had an additional challenge – keeping those we care for, and ourselves, as healthy and safe as possible. Not an easy task, given that COVID-19 arrived with a bucket of unknowns.

COVID first arrived in Carewest on Sunday March 22, 2020. We were just 11 days into the newly declared global pandemic. To say we were largely flying blind in those early days would be an understatement.

Now by some metrics, we did exceptionally well. As of Sept. 30, 2021, we’ve had:

249 staff test positive for COVID-19

175 clients and residents test positive for COVID-19

39 clients and residents passed away, attributed to COVID

While every death is regrettable, few continuing care organizations of our size in the country had a lower fatality number.

We know, however, that those numbers tell only part of the story.

Many of us in health care could easily be viewed as the walking wounded.



refresh and reflect on your resilience

Our staff have not only experienced all the stressors for themselves and their loved ones, but they are also dealing with the cumulative grief of seeing clients sick or dying, while families suffer with being separated from loved ones.

Whether you're a frontline professional, a manager, a physician, or an executive – you've been impacted significantly.

In the days ahead, we need to sharpen our focus on the people of Carewest. Our staff have been functioning almost non-stop for so long that they are feeling some unique strains.

Take care of yourself — not only because it's the right thing to do for you, but also because it's going to make you more effective and help improve the wellbeing of our workforce. There's much to be said for us modelling the importance of self care but we often do a better job talking about it than practicing it.

There are competing narratives out there about how and what leaders should be in a prolonged crisis. One view has the leader as warrior, strong and steadfast in the storm. In this view, leaders bring great certainty to the situation... even in the most uncertain of times. And please remember – at Carewest we are all leaders.

Plunging headlong into the chaos, leaders know how to find a path forward. And if it doesn't exist, they will create it. Through our strength, we give hope to those watching and following us.

Then there's a different view that's gaining traction in the literature – one that sees the leader as vulnerable.

In this view, senior leaders must occasionally drop the armour to give permission to others:

- To say no
- To grieve
- To step aside
- Simply to ask for help

Whatever we expect from ourselves as leaders, it will have an impact, not only on us but indeed on all your colleagues, residents, and clients.

Each one of the almost 3,000 of us who work hard to achieve the vision and mission of Carewest must also work hard to take care of ourselves, to create a culture of wellness and to strengthen our own resilience and that of our organization.

Going Home Checklist

- Before your shift ends, take a moment to reflect.
- Acknowledge one thing that was difficult and let it go.
- Acknowledge one thing that went well.
- Be proud of the care or attention you gave today.
- Ask a colleague how their shift went.
- Switch your attention to going home to rest and recharge.

Faced with all this professional and personal pressure, Carewest staff continue to show up and do the best they can every day for Carewest residents and clients. The work that you do is critical and we cannot thank you enough for everything you do.

Staff COVID wellness program renewed

Samara Sinclair

Manager, Communications & Marketing

We have all been impacted by COVID-19 and Carewest staff have worked through outbreaks, continuous masking, physical distancing, screening before shifts, illness, working short, anxiety and burnout.

The Carewest OSI Clinic has developed a wellness and resiliency session designed to equip staff with the tools and techniques to better take care of ourselves and to better carry our load of workplace, family and personal lives during the COVID-19 pandemic.

The COVID Wellness Support program is a free online, curriculum designed to educate and support staff to help gain resilience and address the impact COVID-19 may have had on us. The sessions will be pre-recorded and one hour long, so staff can take them at their convenience.

Staff will have access to specialized health professionals from the OSI Clinic on a drop-in basis.

Based on the pilot, the OSI Clinic created a user-friendly, succinct program with eight modules designed to fit within any schedule. The sessions will be available to staff through Careweb. Confidentiality of the individual assessments and other information shared will be strictly guarded by the team.

Staff can self-refer to the program through an e-mail to the OSI referral coordinator.

"It is our hope the COVID Wellness Support Program, offered free to our staff, can provide some learning, comfort and tools to support us over the next few months as we continue through this challenging time," says Jeffrey Krahn, Manager, OSI Clinic.

More communications to follow. Watch for e-mails out to all staff in November.

PIR Audit results show improvement

Carewest is involved with the Partnerships in Injury Reduction (PIR) program and has achieved a Certificate of Recognition since 2003.

The PIR program is a joint initiative between Alberta Health, the Workers' Compensation Board (WCB), Industry Partners such as the Continuing Care Safety Association (CCSA) and employers who participate with the goal of reducing injuries and improving safety.

A Certificate of Recognition (COR) is awarded to employers who meet the program standards during the three year cycle of audits and/or action plans.

"I am pleased to report that we have passed the 2021 PIR Audit with a score of 83%," says Roxanne McKendry. "This is an improvement over the 2020 internal audit."

Highlights of the external PIR Audit

Element 6: Other Visitors at the Worksite – 100%

- The work with MSSs and facilities was successful. The policy and supporting documents stood up against the audit requirements.

Element 10: System Administration – 100%

- QIRM processes are an important element for review of health and safety stats, violence/aggression, code incidents and more.

Element 1: Management Leadership and Organization Commitment – 92%

- Staff/team meetings not consistently documented.

Element 2: Hazard Assessment – 91%

- Hazard Assessment training identified only 50% attendance.
- 50% of Facilities hazard assessments did not identify hazard controls.

Low Score Elements (under 80%)

Element 7 Inspections – 60%

- Those who conduct inspections (management, supervisors and H&S Committee members) require formal training.
- 47% of Management inspections were completed in compliance with the policy.

Element 8 Emergency Response – 67%

- Require documentation of fire drills (and debrief actions) for sites not under direct Carewest control (OSI Calgary/Red Deer, Southport, Beddington).
- Resume previous practice of monthly drills.
- Emergency Code Debrief form not being used consistently.
- Require either First Aid Acceptance from Alberta OHS or required number of staff to take first aid with CPR.

Management Leadership and Organizational Commitment	92%
Hazard Assessment	91%
Hazard Control	88%
H&S Committees	71%
Qualifications, Orientation & Training	83%
Other Visitors at the Worksite	100%
Inspections	60%
Emergency Response	67%
Incident Investigations	78%
System Administration	100%

Element 4 H&S Committees – 71%

- Need to establish minimum training requirements for members.
- Inconsistent attendance at meetings made it difficult to determine which members had training in responsibilities and duties, hazards, inspections, etc.
- A different system for tracking attendance is recommended.
- Hazard tracking sheets did not identify timelines for completion or completion of items. Hard to determine if items were resolved or not.
- Missing a dispute resolution process for the TOR or Safety Policy.

Element 9 Incident Investigation – 78%

- Low number of Near Misses are being reported – awareness training or revising the definition of near miss may be required.
- 36% of investigations did not identify contributing factors and appropriate corrective actions; 29% of investigations reviewed did not have a timely investigation.

Due to COVID, 2021 was a "Documentation" audit (policies, procedures, training lists, etc., were reviewed). No interviews or observation tours were conducted. Our Certificate of Recognition is good for 1 year only.

COVID-19 has made it difficult to deliver traditional safety to our staff and management which could potentially drive the score lower in several elements.

In 2022, Carewest must undergo a complete PIR Audit with all three components (documentation review, interviews and observations).

Roxanne says the next steps include the creation of an action plan and establishing priorities that can be completed before the next external audit in the spring of 2022.

Goodbye to Ali Abid, friend of Carewest

Ali Abid, friend to Carewest, senior design consultant with the AHS Design Lab and founder of GenHelp – a movement dedicated to addressing loneliness in seniors populations – passed away tragically and suddenly in a motorcycle accident on July 16, 2021.

Hundreds of community children, inspired by Ali, donated personalized artwork in the form of handmade greeting cards to Carewest residents across the organization.

Overall, Ali delivered over 3,000 hand-written cards from people all over the province into the hands of seniors living in isolation.

Ali was a devoted husband to Tayabba, a dedicated father to his two small children and worked tirelessly as a consultant for change and innovation.

Ali was incredibly active in the non-profit community and was well-known for his generous nature and his smile.

Ali volunteered his time with the Alberta International Medical Graduates Association (AIMGA), coaching international medical graduates on how to navigate Alberta's medical system and culture.

Ali was also very involved in Calgary's Islamic community – specifically the Akram Jomma Mosque – where he worked diligently to set up COVID vaccine clinics, drop-in information sessions, and rallied leadership to address vaccine hesitancy in the community.



The AHS Design lab received many messages in the days following Ali's passing, with stories from teams across the health sector, both within and outside of AHS, who have spoken of Ali's bravery, his good nature, his humble intelligence.

They've spoken of how he inspired them, how he changed the way they work, how he was unforgettable with his passion, integrity and contagious enthusiasm.

Many people have reached out to ask how they can support Ali's family after this devastating loss.

Donations can be sent via e-transfer to Marlies Van Dijk in the AHS Design Lab at mvandijk@telus.net and they will be forwarded to Tayabba.

Gratitude for Carewest from Arts Commons

Arts Commons has launched a program called Season of Gratitude to thank frontline workers for their service during this pandemic.

Carewest staff can receive up to four free tickets by:

- Visiting artscommons.ca/freetickets
- Fill out the enrollment form before October 29, 2021
- Watch your e-mail in November – Arts Commons will be matching registrants with a show that meets their preferences, depending on ticket availability .
- Follow the instructions in the e-mail to redeem tickets for your show.

Arts Commons is the largest performing arts centre in Western Canada, located in downtown Calgary beside Olympic Plaza.

They are home to art galleries, theatres and the Jack Singer Concert Hall and our Resident Companies (Alberta Theatre Projects, Arts Commons Presents, Calgary Philharmonic Orchestra, Downstage, One Yellow Rabbit and Theatre Calgary).

Collectively, they present thousands of live productions of theatre, dance, music and more every season.

It's time to get your influenza shot

Samara Sinclair

Manager, Communications & Marketing

The topic of COVID vaccines may be on the front pages of the papers but Carewest's Influenza Campaign blitz starts in October and this year, is more important than ever.

With the Delta variant of COVID-19 circulating in the community, this year's cold and flu season could be a very active one. And one of the best ways to temper that activity is to become vaccinated against influenza.

One of the 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.

Amie Humphrey, from Carewest Employee Health & Safety says when the influenza seasons starts in October, there will be more than one dangerous virus circulating in our community.

"During the pandemic, getting vaccinated against influenza gives you one less thing to worry about," she says.

"Being immunized, is the most effective action you can take to keep you and your family safe".

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. 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. See opposite page, for Carewest Influenza Clinic Schedule.

COVID-19 vaccines mandatory for Carewest

Samara Sinclair

Manager, Communications & Marketing

Thank you to all Carewest staff who have received their COVID-19 immunization. Your decision to become immunized will not only protect you and your loved ones but also your fellow staff members, our residents, clients and their family members.

Carewest finalized its [COVID-19 Management and Immunization Policy](#) and it is now posted to Careweb.

We have also completed an [FAQ about mandatory vaccines](#) at Carewest, which is also on Careweb.

All Carewest staff, physicians, volunteers, students and onsite contracted service providers must have received both their doses by Oct. 16, 2021, to be in compliance with our new policy.

To all those staff who have not yet been vaccinated, you will be placed on an automatic unpaid leave of absence, effective Nov. 1. This means you will stop receiving income from Carewest, as you will no longer be permitted to work or to enter Carewest sites.


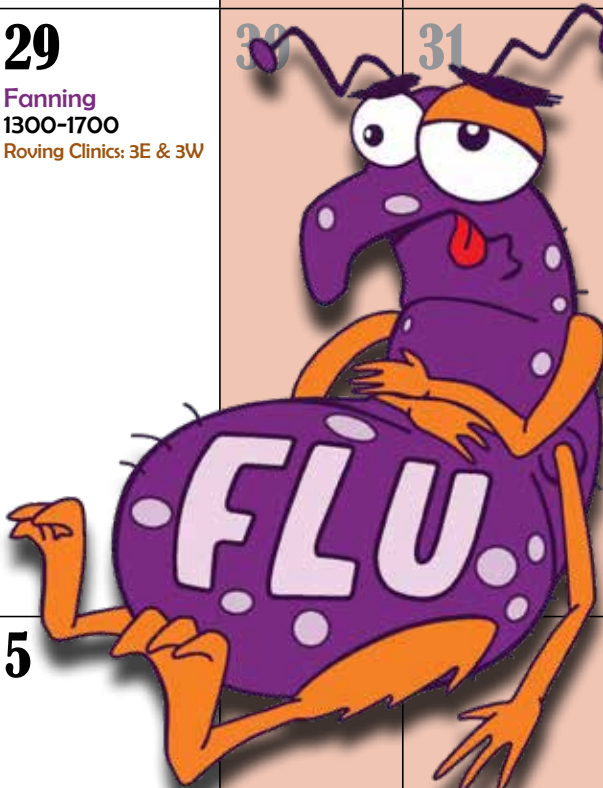
You will remain on an unpaid leave of absence, until at least 14 days after you've received your second dose of the COVID-19 vaccine, because that is how long it takes to build immunity to the virus. We don't know how long these leaves would last but it could be months.

- Employees on an unpaid leave of absence will stop receiving employer-paid benefits premiums after 30 days. The employee can choose to pay their own.
- For employees on an unpaid leave of absence who have achieved full immunity (two doses plus two weeks) and would like to return to work, please provide proof of both your immunizations to Employee Health & Safety and advise your manager that you are able to return to your duties.

Carewest is actively reviewing all staff requests for either a medical exemption or an exemption for a ground under the Alberta Human Rights Act. If such requests are approved, Carewest will make all attempts to accommodate such situations. However, accommodation into other roles may have to involve remote work and there are very limited opportunities for such roles at Carewest, given the nature of our care environments. Management is reviewing Carewest's ability to accommodate individuals who cannot be placed into a remote-work arrangement, which might include unpaid leaves.

The COVID-19 vaccine is safe and we know it is the most effective means to prevent the spread of the virus, to prevent outbreaks in our sites, to preserve workforce capacity to support the healthcare system, and to protect our fellow colleagues, residents, clients, visitors and others accessing Carewest sites from COVID-19. Book your immunization appointment today at ahs.ca/vaccine.

October-November Flu Clinic Schedule

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
11 Happy Thanksgiving! 	12 Colonel Belcher 0730-1630 2nd Fl. Dining Room 	13 Fanning 0730-1400 Conf. Room 2 Glenmore Park 0730-1600 Glenview Lounge Colonel Belcher 0730-1630 2nd Fl. Dining Room	14 George Boyack 0730-1600 Chapel	15 Royal Park 1200-1600 Family Dining Room Fanning 0600-1300 2100-0100 Coliseum Glenmore Park 0630-1600 Glenview Lounge Colonel Belcher 0730-1630 2nd Fl. Dining Room	16 17 Did You Know... Influenza immunizations are FREE for all staff, residents, clients, volunteers & contracted service providers.	
18 Signal Pointe 1200-1600 Library Royal Park 1330-1630 Family Dining Room Fanning 0600-1300 2100-0100 Conference Rm. 1 Glenmore Park 0630-1300 Glenview Lounge Colonel Belcher 0700-1300 2nd Fl. Dining Room George Boyack 0700-1630 Conference Room	19 C3 Beddington 1200-1600 Conference Room Colonel Belcher 1600-2000 2nd Fl. Dining Room	20 Garrison Green 0730-1600 Bittman Hall Sarcee 0730-1600 Front Lobby Royal Park 1330-1630 Family Dining Room Fanning 1300-1800 Conference Rm. 2 Glenmore Park 1500-1900 Glenview Lounge George Boyack 0900-1700 Conference Room	21 Rouleau Manor 0730-1500 Conference Room G29 Nickle House 1330-1600 Staff Room Garrison Green 0700-1100 Bittman Hall Colonel Belcher 0700-1100 2nd Fl. Dining Room	22 Administration 0900-1500 EH&S Room Fanning 0600-1300 2100-0100 Coliseum Colonel Belcher 1500-1900 2nd Fl. Dining Room George Boyack 1300-1700 Conference Room Signal Pointe 0900-1715 Library	23 24 Please note the dates, times and locations in this schedule are subject to change. Check with your site for the most up-to-date information.	
25 Fanning 1300-1700 Roving Clinics: 1E & 1W Garrison Green 0700-1600 Bittman Hall Glenmore Park 1500-2300 Glenview Lounge Sarcee 0700-1500 Sarcee Lobby George Boyack 0700-1600 Conference Room Rouleau Manor 0700-1500 Conference Room G29	26 Garrison Green 1400-1800 Bittman Hall Colonel Belcher 1500-1900 2nd Fl. Dining Room Sarcee 1000-1800 Sarcee Lobby	27 Fanning 1300-1700 Roving Clinics: 2E & 2W George Boyack 0700-1100 Conference Room Rouleau Manor 0700-1500 Conference Room G29	28 OSI Clinic 1300-1500 Conference Room Colonel Belcher 0700-1100 2nd Fl. Dining Room Rouleau Manor 1300-1700 Conference Room G29 Signal Pointe 0700-1515 Library	29 Fanning 1300-1700 Roving Clinics: 3E & 3W	30 31 	
1 Sarcee 0700-1300 Sarcee Lobby	2 Sarcee 1100-1600 Sarcee Lobby	3	4	5		

Carewest partners with Massachusetts General

Carewest staff will be among the first long-term care staff in Canada to receive specialized training developed by Harvard Medical School and the Department of Psychiatry at Massachusetts General Hospital (MGH).

This partnership will enable the organization to not only deliver state-of-art training, but will also enhance and support our overall philosophy of care.

Collaborative Problem Solving (CPS) is an evidence-based approach to responding to challenging behaviour that promotes the understanding that people with behaviour challenges lack the skill – not the will – to behave; specifically, skills related to problem-solving, flexibility, and frustration tolerance.

People with behavioural challenges, who may “act out” inappropriately or aggressively, often lack the skills to manage their frustration or to solve problems, according to the Collaborative Problem-Solving Program curriculum, which will be offered to a first group of 100 Carewest staff.

Unlike traditional models, the CPS approach avoids the use of power, control, and motivational procedures, and instead focuses on collaborating to solve the problems that lead to challenging behaviours and to help build the skills needed to succeed.

“We are interested because the philosophy of the approach aligns with our complex mental health model at Carewest,” says Yaro Kiselev, Director of Operations, Signal Pointe, Rouleau Manor and the OSI Clinic.

“More humane, compassionate, and effective care for people with challenging behaviour is possible, but it must start with an understanding of who these individuals are and what they need to succeed.”



According to MGH, there are millions of people with social, emotional, and behavioural challenges in North America.

Without an effective solution, these individuals lose hope and often end up with substance abuse disorders and even homeless.

These are tragedies that could be avoided – if only more people knew the latest about what causes challenging behaviour and how to help.

“MGH trainers will be meeting with Carewest leadership to learn more about the organization and our programs and services to ensure the training can be customized to meet our needs,” says Yaro.

“Ultimately, we hope to enhance our overall philosophy of care with an evidence-based approach to care delivery and train more staff within Carewest.”

You may be approached by your manager regarding your interest in taking this training.

Due to the limited number of available spots, the allocation to each site is reflective of the number of complex clients in that program or area.

Based on the feedback of this education, we are hopeful to continue to offer this training to other staff at Carewest in the future.

Donate a carved pumpkin between Oct. 24-31

At Carewest Colonel Belcher – 1939 Veteran's Way N.W.

Residents will be toured through the “Pumpkin Patch” for Halloween



Carewest COO Dwight Nelson recognized by CCHL

Reprinted with permission from the Canadian College of Health Leaders.

“You are not a leader until you have produced another leader who can produce another leader.”

This is Dwight Nelson’s favourite quote as he believes that it is the hallmark and obligation of any true senior leader.

He qualifies one of his greatest accomplishments the ability to contribute to the growth and development of others.

“I had the good fortune to have some great mentors and coaches over the course of my career and I’ve tried to return that gift to others”.

Dwight did not have a clinical background or education when he first entered healthcare.

He was a young chartered accountant (CA) who started off as a finance director at a hospital.

He discovered early on that healthcare is a dynamic field, a place that really matters to everyone at some point in their lives.

As he gained experience, several great opportunities to expand into broader management roles came to light, which allowed him to learn more about the care side of the business.

He obtained his Certified Health Executive (CHE) designation early, which helped him from both an understanding and credibility perspective.

He served as a Vice President at Alberta Children’s Hospital, then as inaugural CEO of one of Alberta’s new health regions in the 1990s.

Later, a new opportunity arose in Saskatchewan, and he became President & CEO of one of the large tertiary health regions, a position that he held for 12 years.

Today he works in the continuing care sector, an important and challenging environment especially during the pandemic.

Mr. Nelson has been a member of the CCHL since his first year in healthcare.

He served on the national board twice – once as the Alberta director and once as the Saskatchewan director.

That has led him to some amazing relationships with several outstanding colleagues across Canada.

He has also been involved on many College committees over the years, along with that all important chapter participation.

“For the past few years, I’ve had the privilege of chairing the College’s Excellence in Diversity & Inclusion Awards Committee.

It’s so relevant today and very enjoyable. I’ve been fortunate to be a recipient of the College’s Mentorship Award in 2012 and the Southern Alberta Chapter Award for Distinguished Service in 2020. Being recognized by one’s colleagues is truly an honour.”

Being involved with the local CCHL Chapter has been very beneficial both personally and professionally to Dwight.

He mentioned how the people you get to know and network with are interesting and committed health leaders.

“The educational sessions are timely and topical for anyone committed to ongoing learning and growth.

I’ve been involved in local chapter executives in both Alberta and Saskatchewan.

You get a lot out of such involvements but it’s also an opportunity to give something back to our profession.”

Fond farewell to these valued colleagues



David Sawatzky



Barbara Fredrich



Coleen Manning



Valerie Seddon

Employee profile

Melody Yuen

Clinical Safety Standards & IP&C Coordinator

Carewest Administration

“ I hope to make a difference in the system one day. This has been a strong motivator and one of the main reasons why I push myself with professional development and continuing education. ”

Samara Sinclair

Manager, Communications & Marketing

She wanted to be a singer, and even placed among the Top 5 winners of the Calgary Chinese radio singing competition when she was 20 years old but Melody Yuen, Carewest's Clinical Safety Standards & IP&C Coordinator, ended up taking a very different career path.

Melody was born in Calgary but was here only temporarily as at that time, it was common for Hong Kong parents to give birth in Canada to ensure their children obtained Canadian citizenship.

Melody's parents raised her in Hong Kong but the family moved to Calgary when her mom was diagnosed with a rare virus that required brain surgery. Melody was 10 years old.

“Because her treatment was more than a year long, I had to go to school in Calgary and I realized the Canadian school system had a very different curriculum. I didn't want to go back to Hong Kong – it was so stressful and I would have fallen back a grade. I stayed in Calgary with my mom's friends until my parents moved back when I was 14,” says Melody. “The years without them were very difficult.”

In high school, Melody discovered another passion – biology, specifically dissecting specimens to examine their physiology.

She enrolled in the University of Calgary's Biological Sciences program, majoring in Zoology and got to dissect to her heart's delight – an obese domestic cat, a shark and the corpse of a lion, which had been donated to the school.

“Zoology was amazing. But there was not much you could do with a Zoology degree so I did the fast-track nursing program at the U of C. I became an RN in 2015,” says Melody.

Melody graduated at the same time a hiring freeze was implemented across the province and couldn't find a job for six months. In the meantime, she decided to travel around Asia. Upon her return, she knew she had to get a job and decided to apply to one of the most reputedly challenging units to work on – the renal unit at Foothills Hospital.

“It's a known fact that Unit 37 is not easy. It's a step down from the ICU,” said Melody.



Photo by Samara Sinclair

“It was scary. I definitely made some mistakes at the beginning of my career and learned from it. And then, Carewest finally called me back, in 2016.”

The transition from acute care to long-term care was challenging for Melody.

Working at Carewest Sarcee, the pace was much different and she went from caring for four patients, to a caseload of 20 residents. Much less was automated and she felt overwhelmed by the amount of paperwork involved in her day.

“It's so structured in long-term care, because your time is so jam-packed in the eight-hour day,” she says.

“I knew I couldn't do floor nursing forever. It was too hard on the body with shift work. I wanted to explore what else I could do. I talked to a few managers to see what their path was and then I found out quite a few managers were educators.”

Employee profile: Melody Yuen

Continued from Page 10

Melody took the Adult Education Certificate at Mount Royal University and was hired as a Clinical Educator at Carewest on her third try.

During her time as an educator, Melody worked at a number of sites and had also begun taking her Master's Degree of Science in Nursing. Then, the pandemic hit.

"I was educating staff about proper use of PPE and fit-testing for N95 respirators. Sarcee went on outbreak and I tried to support the unit as best I could but then became one of the first round of people to quarantine due to an exposure," says Melody.

"After quarantine I worked with Irene (Houghton, former IP&C Coordinator), trying to learn about what she does, what she's looking for and how I can help her in an education capacity. I really liked what Irene was doing. It's still clinical but it's a lot of leadership and trying to make the best decision for the organization using best practice guidelines. I wanted to give that a try."

Melody didn't have to wait long – when that role was vacated in the fall of 2020, she applied and was hired.

During the height of the pandemic, Melody did a lot of outbreak management work – managing which residents and clients were isolated or in quarantine, ensuring the sites had enough PPE and helping setup the isolation carts, managing admissions and transfers in facilities on outbreak, interpreting the Chief Medical Officer of Health (CMOH) orders and implementing new best practices at the site.

Today, in addition to outbreak management, Melody assists with quality audits, conducts IP&C walkabouts, policy reviews and IP&C program management including PPE Safety Coach and infection surveillance.

"Everything is pretty new to me so I'm learning as I go. I have found a passion in client and staff advocacy and wished to be involved in such processes. I hope to make a difference in the system one day. This has been a strong motivator and one of the main reasons why I push myself to excel with professional development and continuing education," says Melody.

"As a floor nurse, I sometimes found my voice felt small and sometimes unheard. I want to help the frontline staff to have a voice of their own and be heard and make a difference on a unit, site or even system wide."

The Personal – outdoor living and home insurance

Transforming a backyard into a beautiful oasis can be both a fun project and a worthwhile investment.

A backyard kitchen is a great way to increase your home's value. When installing a backyard kitchen, speak to your home insurer to ensure you have enough coverage to account for the increased value it adds to your home.

Hanging out around a fire pit can transform your suburban backyard into a cozy outdoor getaway spot. Before buying or building your fire pit, you'll need to review local fire codes to see if they are permitted in your neighbourhood.

You can search the city's website to find out if you can legally have a backyard fire and learn the requirements.

A modern outdoor playset can create memories for you and your child that will last a lifetime.

If possible, have it professionally installed so you know the play area is secure and safe.

You'll want to review your insurance policy to make sure you have enough liability coverage to cover the risk an outdoor swing set or other equipment can pose.

A fountain or water feature can add a beautiful focal point to your backyard and provide a relaxing sanctuary.

Water features are prone to freezing in the winter and electric wiring must be properly routed away from sources of moisture.

Your insurance policy may not cover your water feature so speak with your insurer to find out.

Having a pool or a hot tub in your backyard is like having your own tropical resort at your doorstep.

You'll likely need extra insurance coverage since you are increasing the cost of rebuilding your home and taking on more risk by having a pool in your backyard.

Always speak to your insurer before installing a pool.



Resident profile

Steve Shapka

Carewest Colonel Belcher

“ I would have to top off the coal in the tender with 12-15 more tonnes, which I would move with a shovel. It would take three or four hours. ”

Samara Sinclair

Manager, Communications & Marketing

At 100 years old, one might never guess that Carewest Colonel Belcher resident Steve Shapka was once responsible for moving dozens of tonnes of coal each day with nothing but a shovel.

Settled comfortably into his chair in his room, surrounded by Happy 100th birthday cards hanging on the wall, Steve recalled how he laboured to keep steam engines running so trains on the Canadian Pacific Railway could transport passengers and goods across Canada.

“In those days, the steam engines were fired by coal so they had a tender behind the steam engine, carrying between 8-12,000 gallons of water and 15-20 tonnes of coal – only to go half a day. That’s what the capacity was of the tender. You required water every 40 miles and had to fill the tender with water,” says Steve.

“You’d get to Canmore, which was midway to Field, B.C., and I would have to top off the coal in the tender with 12-15 more tonnes, which I’d move with a shovel. It would take three or four hours. The firebox was so hot, you had to use special asbestos gloves because ordinary gloves would shrink in the heat.”

Born and raised on the outskirts of Calgary, which, in the 1920s was the Elbow Park area, 19-year-old Steve began working at the CPR in the dead of night to get ahead of the influx of workers that were set to be hired the next morning.

Gaining those few hours of seniority served him well, as he began polishing engines, was quickly promoted to fireman and eventually, engineer, before the end of his 40-year career.

His career barely had the chance to get off the ground, when he enlisted in the Royal Canadian Air Force in 1940, at the beginning of the second world war.

His knowledge of steam-powered energy made him an invaluable asset, as he used steam to heat the buildings and water that supplied the men and women in the Air Force.

During his four years with the Air Force, he was stationed in Goose Bay, Labrador and Moose Jaw, Saskatchewan.

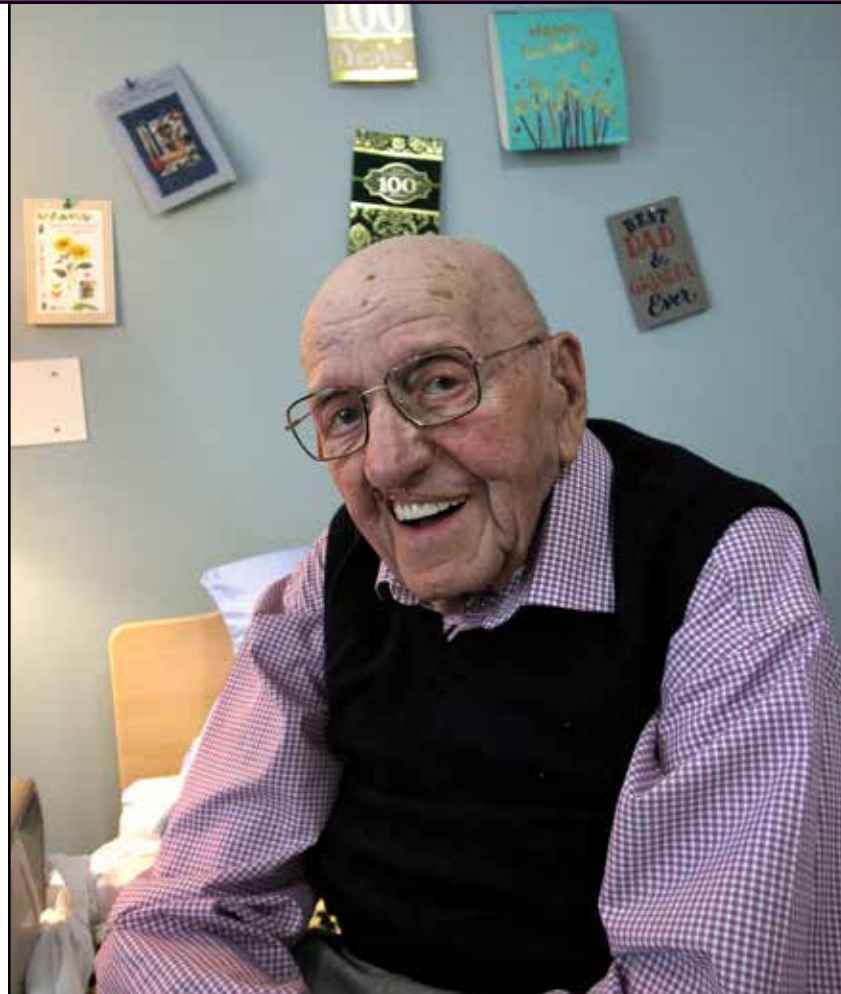


Photo by Samara Sinclair

When he returned to the CPR, Steve began building a long and storied career. He worked the spiral tunnels from Field through Mount Stephen, through which he drove the extra locomotives required to push trains up the steep grade through the Kicking Horse Pass.

“One of the unusual things about the tunnels that I really enjoyed was the wildlife liked the salt and on the train, you always had to use salt to prevent the ice from melting too fast in the refrigerator car. The salt would drip on the railroad ties,” says Steve.

“The animals would lick up the salt right into the tunnel and you’d see three or four deer in the tunnel and they would just move over to the side when the train went by.”

From the 1950s-1970s, steam engines were gradually retired and replaced with diesel-burning locomotives.

Resident profile: Steve Shapka

Continued from Page 12

Steve remembers the last steam locomotive he ran was the largest in Canada at that time and the last steam engine ever built. It is currently on display at Heritage Park and as part of their train exhibit.

When Steve began operating diesel trains, he moved back to Calgary from Field, where his family had been living for the last four years.

He had married Irene, who he met on a blind date, and the couple had two boys and a girl.

After Steve retired in 1981, he played golf five days a week with friends and his children.

Steve and Irene had been married for 65 years before she passed away in May 2007.

Steve had been living at Chartwell Harbours since 2007 but in October 2020, he fell and broke his hip and because it's been challenging for him to regain mobility, he moved into continuing care. He's been a resident at the Colonel Belcher for about eight months.

During his spare time, Steve enjoys reading, watching sports and just took advantage pub hour to try and get to know fellow residents at the centre.

He enjoys chatting with his two sons, who live in Vancouver and receiving regular visits from his daughter Chrissy as well as hearing stories about his seven grandchildren and 11 great grandchildren.

Chrissy's daughter Shannon is also a regular visitor. She visits about three times a week and together, they go for long walks around the community, by the river to watch for trains and enjoy passing the time playing Cribbage.

Remembrance Day filming at Colonel Belcher



Lest we forget...



A camera crew from PSICORP Group Media came to Carewest Colonel Belcher Sept. 15, to pre-record a Remembrance Day ceremony for residents at the care centre.

The advance filming is done so residents can take in the ceremony from their rooms and avoid gathering in large groups, to prevent the spread of COVID-19.

A live-stream of the video will be shown on carewest.ca/remembrance on November 11, 2021.

Photo courtesy Kirsten Phipps

Truth and Reconciliation Day - Sept. 30

~ LAND ACKNOWLEDGMENT ~

We do our work on Treaty 7 territory. We acknowledge all our first people who have called this place home for thousands of years and welcomed us here to make our own lives. These are people of the Blackfoot Confederacy, Stoney-Nakoda Nations, Tsuu T'ina Nation and the Métis. May we always dwell together on these lands with respect and peace.

Samara Sinclair

Manager, Communications & Marketing

The Government of Canada recently passed legislation to make September 30 the National Day for Truth and Reconciliation, starting in 2021.

This declaration provided an opportunity for federal employees to recognize and commemorate the tragic history and ongoing legacy of residential schools, and to honour their survivors, their families and communities.

It is an important step in the reconciliation process.

While the holiday is meant for employees of the federal government, each employer in Canada has the option to acknowledge this new holiday in the ways they see most fitting for their business, their employees and their customers/clients.

Carewest is committed to commemorating the history of Canada's indigenous people and the tragic legacy of residential schools and on Sept. 30, honoured the new National Day for Truth and Reconciliation in the following ways:

- Online education modules for staff on Indigenous Awareness and Sensitivity Training on [MyLearningLink](#) or [Continuing Care Connections](#). Once you are logged on to the platform you are most comfortable using, use the Search function to find "Indigenous Awareness and Sensitivity".
- Staff from around the organization wore orange shirts to mark the day;
- We lowered our flags to half-mast on Sept. 30
- We are put out a formal call for volunteers interested in helping guide future action towards improving care environments for the Indigenous residents, clients and staff as part of a Diversity and Inclusion committee. Staff or residents interested can e-mail rebecca.mansfield@ahs.ca

As well, each site commemorated Truth and Reconciliation Day in their own way.

For more information please view the [Truth and Reconciliation Commission of Canada Calls to Action Report](#).

Thank you to all who joined us in marking this very important day of commemoration.

Transportation Services assists AHS

Samara Sinclair

Manager, Communications & Marketing

The COVID-19 pandemic has necessitated a health care response like no other – from the provincial level, right down to local health care operators, like Carewest.

As the number of positive COVID-19 cases have steadily increased, the demand on health care services in Calgary and Edmonton has been particularly high.

Alberta Health Services have asked Carewest to partner with them to provide transportation services to alleviate the burden of the increased movement of patients throughout the health care system.

In order to do this, Carewest will be temporarily postponing all leisure transportation, effective Sept. 20, 2021, until such time as the burden of the COVID-19 pandemic on the health care system has eased.

Carewest will continue offering transportation services for existing programming needs, medical appointments, transfers and other non-leisure-related requirements.

We will continue to assist with AHS' COVID response until such time as we are no longer needed and regularly reassess our availability to provide transportation service for leisure bus outings.

Jan. 1, 2022 Flex Spending Account Allocations

Ruth Zwolinski

Manager, Compensation & Benefits

For employees in the groups below, your Flexible Spending Account Allocation period is between November 4th to November 21st.

The allocation forms for your 2022 credits will be mailed on Monday November 4th to your home address.

These forms must be completed and returned to Human Resources by the deadline of November 21st, 2021.

If forms are not returned, your spending account credits will default to Account 1 (Non Taxable Health account).

Please contact Human Resources if you do not receive your allocation form by November 12th.

- **Non-Union GSS (General Support Services)**
- **Non-Union Auxiliary (LPN & HCA)**
- **Non-Union Management / Professional**

- **AUPE GSS (General Support Services)**
- **AUPE Auxiliary (LPN & HCA)**
- **CUPE GSS (General Support Services)**

Note to all: If you are on vacation during this period please make arrangements to allocate early. You may do this through e-mail or fax.

**Please note if you allocate to the taxable RRSP or TFSA accounts (if applicable) you do not need to set up your account prior to submitting your form to us. You will need to contact RBC by January 1st 2022.

** Note that should you allocate to a taxable account of RRSP or TFSA, the applicable taxes will be deducted from your pay cheque earnings and will reduce your take home pay.

Should you have any questions please call Ruth at 943-8172 or Karen at 943-8176.

All forms should be faxed back to 943-8179.

Cast your ballot in municipal election

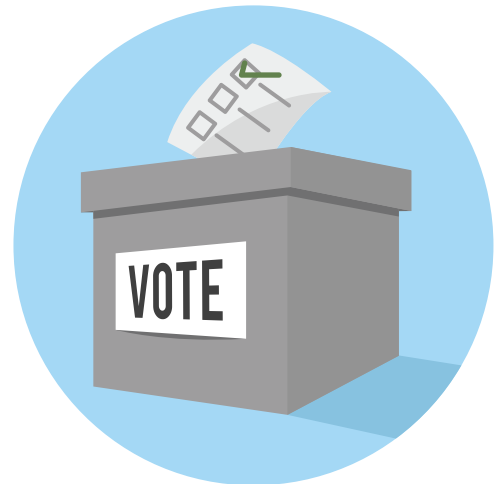
The Calgary Municipal Election is scheduled for Monday, Oct. 18, and this year, electors will have the opportunity not only to elect a councillor in one of Calgary's 14 wards, a school trustee and a new mayor... they will also be able to vote on a number of other items. This year, you will receive two ballots – a municipal and a provincial ballot.

On the Municipal Ballot, voters will elect:

- City Council (14 wards)
- School board trustees (seven public/seven separate)
- Calgary Mayor
- Voters will vote on adding fluoride to Calgary's water.
 - **Question** - Are you in favour of reintroducing fluoridation of the municipal water supply?
 - The fluoride vote is not binding on Council. City Council makes the final decision.

On the Provincial Ballot, voters will elect:

- Nominees for the Senate of Canada (3 nominees)
- Voters will also vote on two referendum questions.
 - **Question 1** - Should section 36(2) of the Constitution Act, 1982, Parliament and the government of Canada's commitment to the principle of making equalization payments, be removed from the Constitution?
 - **Question 2** - Do you want Alberta to adopt year-round Daylight-Saving Time, eliminating the need to change our clocks twice a year?



Carewest residents and clients will be able to vote this year using mail-in ballots at Carewest Colonel Belcher, Carewest Dr. Vernon Fanning, Carewest Garrison Green, Carewest Royal Park and Carewest Sarcee. Ballot packages will be distributed to the residents for voting.

Onsite voting occurs at Carewest Rouleau Manor on Friday October 8, 2021 from 1:30-3:30 p.m. and Carewest George Boyack on Thursday October 7, 2021 from 1:30-4:30 p.m. Voters will be directed to a designated area for voting.

[Click here to find your ward and see all the candidates running in your area of the city.](#)

What's happening



Staff in the Rehabilitation and Community Transition Program (RCTP) at Carewest Sarcee pitched in to make “Conquer COVID-19” and “We stand and fight COVID-19” t-shirts and posed together in solidarity against the virus. Over the last 18 months Carewest staff pulled together to respond to the pandemic and to multiple outbreaks around the organization. Great job team!
Photo courtesy Kristen Riffel



Celebrating 75 years

On Tuesday June 22, 2021 Mary and Michael Novak celebrated their 75th wedding anniversary under the gazebo in the Happy Home Garden with their family at Carewest Sarcee.

Coffee, tea and fancy dessert was served while the family enjoyed looking back at family photos.

It was such a beautiful day for these two love birds!

Happy Anniversary from your friends at Carewest Sarcee.

Photo courtesy Suzanne Risi

around Carewest



This photo represents only a small sample of the 40 handmade pieces of artwork donated to Carewest Colonel Belcher by students of the Calgary Arts Academy – a Grade 6-9 public charter school. Thank you to all the students who took the time to spread a little joy in our care centre with your creativity. *Photo courtesy Tracey Vigneault*



Despite the pandemic, Carewest Dr. Vernon Fanning RCTP clients and staff took time to create their own the 2021 Summer Olympic fun! They called it “Friday Olympics” and had three events in which everyone was welcome to participate: Discus Throwing – points were awarded as to where paper plates landed on Olympic Rings; Cup Stacking – staff vs. staff with timer; Balloon Badminton – staff paired up with clients and kept their balloon from hitting the ground. The top three of each event were awarded a medal (made out of old CDs) and worn proudly! Hand sanitizer and wipes were used to keep everyone safe! *Photo courtesy Shelley Rutledge*

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

Ariel Abarra	Karen Hannah
Adela Acebo	Tracey Huddy
Zenaida Agtarap	Kevin Hui
Susan Atillo	Mergitu Jeldu
Krista Biglin	Tiffany Li
Paul Bolanio	Weris Mahamud
Rufel Bolanio	Ashlie McMonagle
Sandra Brefo	Amanda O'Connor
Oliver Cadiente	Rebekka Paslawski
Rebecca Carriere	Jacqui Reaburn
Jennifer Craddock	Indra Sharma
Angelita Arlene Cushia	Taphle Silim
Emily Dukeshire	Babylyn Silvano
Marie Joy Dulay	Mobina Thomas
Shirley Erguiza	Lea Trinidad
Britney Ferguson	Esmeralda Tullao
Rea Mae Ferrer	Rhonda Turner
Yvette Fonkwe	Marc Kevin Valdez
Erika Franklin	Erin Winkler
Charmaine Gayo	Lauren Yallop
Krystle Guevara	Hirut Ruth Yitbarek
Chathurika Gunawardena	

10 Years

Asia Abdalla	Candice MacPherson
Genelyn Acebedo	Kaizel Mandal
Laura Alexandru	Maria Manese
Suzette Antwi	Girly Mativo Hernandez
Maria Atta	Maria Theresa Meera
Norman Austria	Georgiana Mohorea
Marie-Eve Bujold Viens	Georgina Molnar
Lea Cabrales	Katherine Morrisette
Melanie Cain	Marlys Muller
Sheila Canete	Serah Mwangi
Leonisa Capangpangan	Dzesebel Ortega
Beverly Ann Cassan	Henry Oviahon
Lydia Clemente	Alissa Paley
Leila Cruz	Maria Carmen Paragas
Juliana Cuffley	Andrea Pearson
Tamara De Stefani	Epifanio Pinca
Jocelyn Gannapao	Laarnie Roy
Chakanetsa Goredema	Jocelyn Sagun
Sadiri Idica	Natividad Simangan
Tom King	Natimar Solidum
Yaroslav Kiselev	Vanessa Terado
Roselyn Ladores	Jaice Thomas
Christie Laguindam	Carmel Thompson
Gloria Legaspi	Ngodup Tsering
Janet Li	Jeniffer Ventura
Jia Li Li	Janet Williams
Kenny Kim Lira	Nera Yu

15 Years

Aryam Afeworki	Presentacion Hargreaves
Jingying Ai	Edmond Kwong
Thava Anantham	Tianna Mathieson
Erlinda Andrada	Maria Rangel
Judy Balsamo	Usha Sidpara
Maria Baroso	Catherine Sonde
Dawn Berthelette	Marivic Taculin
Jorelyn Dellosa	Generah Udemba
Fatima Demello	Ren Xia
Joceline Faraj	Huayan Xiao
Maricyl Fontanilla-Sen	Alvetha Yorke-Clarke

20 Years

Analie Dee	Jerome Quevedo
Elizabeth Diamante	Leonila Sadol
Peter Elliott	Janice Sharpe
Mari Fabunan-kohn	Teresita Steiner
Anna Garcia	Teresa Thomas
Barbara McNeir	Romil Violanda

30 Years

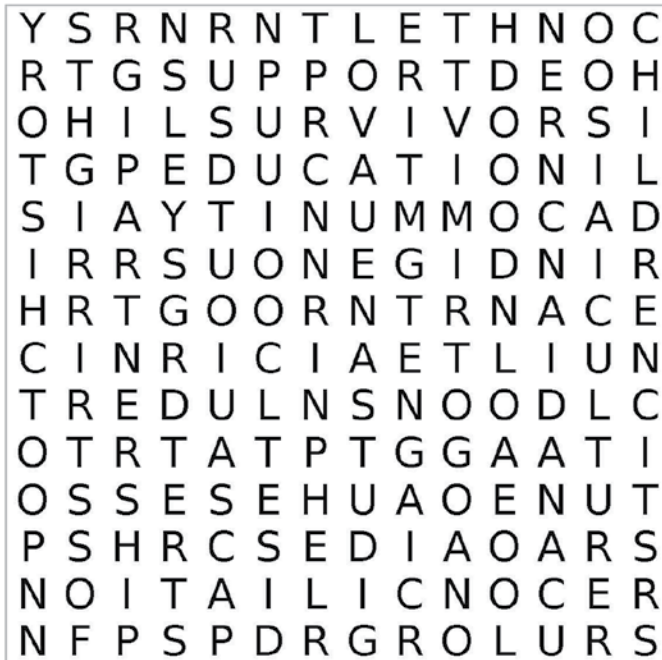
Lesley Johnston	Cheryl Macneill
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Coffee break

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

Word Search

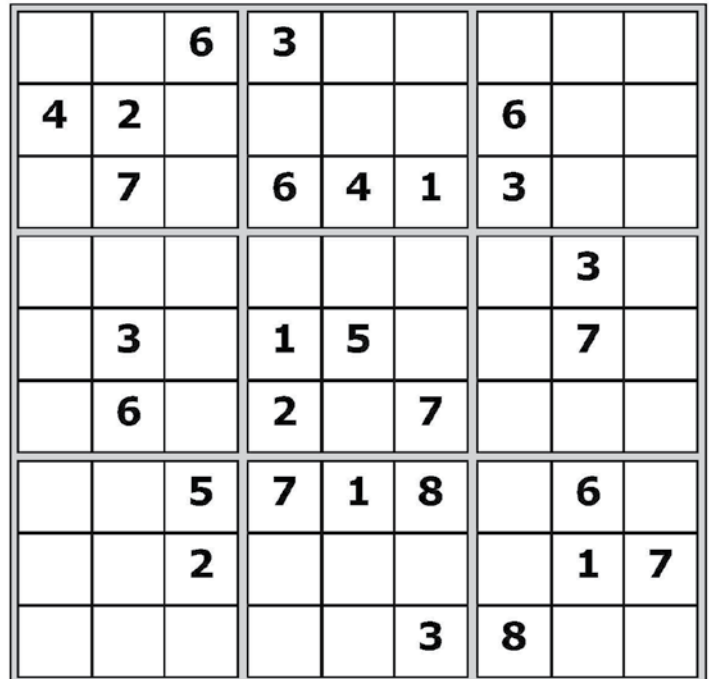
Truth and Reconciliation



- | | | |
|-----------|---------------|----------------|
| Canadian | First Nations | Reconciliation |
| Children | Healing | Respect |
| Community | History | Rights |
| Culture | Indigenous | Support |
| Dialogue | Orange | Survivors |
| Education | Partnership | Truth |

Sudoku

Level: Medium



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.

35 Years

Donna Yousph

40 Years

Shelley Rutledge

Agnes Saporsantos

After she hit her head on the edge of a cabinet, Kirsten Phipps, Administrative Secretary at Carewest Colonel Belcher, had a concussion and had to recover for three weeks at home. Unable to watch television as part of her recovery, she bedazzled this hard hat and wore it to work upon her return, as a reminder to be careful with your head.

Photo courtesy Kirsten Phipps



Wound dressings find new home



Staff on 1 East at Carewest Glenmore Park undertook a quality improvement project to increase the efficiency of access of specialized wound dressing supplies. They did this by creating a centralized system for storing and dispensing specialized supplies for the building. Pictured are (L-R) RNs Arlene Tan, Eric Laureta, Sheila Gaela. *Photo courtesy Dennis Feria*

Carewrite

Carewrite is produced quarterly. We welcome your submissions.
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Special thanks to Freepik.com, which supplied all illustrations unless otherwise noted