

CAREWRITE



Thanks to our friends at the Pet Access League Society (PALS), residents like Shelly Achtemichuk at Carewest Garrison Green, had fun making new furry friends. Kuma, a nine-year-old mixed breed was one among several dogs brightening the day of our residents. PALS volunteers are among many from the community making a difference at Carewest.

Photo by Samara Sinclair

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- Submission deadline: June 23, 2023
- Publishing date: July 1, 2023

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

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Earth Day.....	April 22
Mother’s Day.....	May 14
Victoria Day.....	May 22
Father’s Day.....	June 18
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Cast your vote on Carewest’s new organizational values

Barb Kathol
Chief Operating Officer

It is with gratitude and optimism that I write this message for Carewrite.

We have had a challenging, exciting and rewarding year, moving out of pandemic mode back to providing services and delivering care closer to pre-pandemic ways.

I am grateful to our staff, physicians, and volunteers for your hard work and compassion throughout these challenging times.

I also appreciate the patience and kindness our clients, residents, and families have shown our care teams as we have adapted care to ensure everyone’s safety throughout the pandemic.



Carewest is in the midst of creating a new strategic plan to guide our work for the next three years.

Thanks to those who have contributed to our stakeholder feedback; your thoughts and wisdom are shaping the 2023-2025 plan – your feedback and ideas give me great optimism for what we can achieve together.

As part of our strategic planning, Carewest will be taking a look at our core organizational values to make sure they are reflective of our organization.

Organizational values are a set of core beliefs held by an organization.

They act as guiding principles that provide an organization with purpose and direction and set the tone for its interactions with its customers, employees and other stakeholders.

Our staff, residents, clients and family members are at the heart of our organization and we want your input.

If you haven’t yet already, please take a moment to vote for the organizational values that resonate most with you, with your team and the ones you feel Carewest should hold, as an organization.

The values to be voted on, in no particular order are:

- **Excellence:** *We strive to excel in all that we do.*
- **Accountability:** *We take responsibility for what we do and say.*
- **Integrity:** *We are honest, ethical and transparent.*
- **Trustworthy:** *We believe in and can count on each other.*
- **Relationships:** *We foster connections with our clients and each other by listening as well as sharing.*
- **Teamwork:** *Collaborating and supporting each other every day to achieve our collective goals.*
- **Collaboration:** *We believe in the potential of working together.*
- **Caring:** *We appreciate each person’s unique qualities and honour each other with kindness, respect and dignity.*
- **Compassion:** *We are committed to understanding the needs of all people, and genuine in fostering caring environments.*
- **Inclusivity:** *We nurture inclusive, welcoming environments where everyone is treated equitably and without judgement.*

[Click here to cast your vote today.](#)

The survey will take five minutes to complete, is anonymous and confidential and will close on April 14, so please make your voice heard before then.

We have big priorities that will be a big part of our focus including implementing the electronic health record, Connect Care, across our sites and programs. As well, we are excited to be opening the Bridgeland Riverside Care Centre in partnership with Alberta Health Services.

These two initiatives will form the foundation of the upcoming 3-year plan, which will be released in the next several weeks.

It is National Volunteer Week in April and special thanks and appreciation go out to our Carewest volunteers. Your time, energy and care make such a difference to our residents, clients, families, and staff.

In closing, I would like to reflect on my past year with Carewest. I have been touched by the welcoming and caring nature of our teams, and impressed with all we have accomplished.

Multiple business initiatives have been completed or are underway, improving how we deliver care or service.

Our teams have remained focused on delivering excellent care and services despite staffing challenges, adapting service or opening new beds despite all the pressures facing the continuing care sector.

Thanks to our Carewest community for your dedication, caring, and teamwork.

We have much more to do but we have the people and foundations in place to accomplish much together.

Volunteer Week brings new opportunities

Samara Sinclair
Manager, Communications & Marketing

National Volunteer Week (April 16-23) is a time to celebrate and thank Carewest’s volunteers, who dedicate their time and effort to improving the quality of life for our residents and clients.

This year, we are pleased to welcome Michelle Douglas to the organization, who will be joining us in the new role of Volunteer Services Lead.

Michelle will be developing and shepherding Carewest’s volunteer strategy to recruit and retain more volunteers to our organization.

Please join us during National Volunteer Week to celebrate all the contributions of Carewest volunteers and to welcome Michelle to Carewest.

Volunteering is often seen as a selfless act; a person gives their time, skills, experience, and passion to help others.

From opportunities to develop new skills, to finding deep and meaningful personal connections, the magic of volunteering is that it creates social and economic value for all.

For more info about volunteering at Carewest, visit [carewest.ca/volunteers](#).



Welcome to Michelle Douglas, Carewest’s Volunteer Services Lead.

Booster Fund submission nets innovative technologies at Carewest Garrison Green



Rachelle Forster and Charlotte Jordan, Recreation Therapists at Carewest Garrison Green, stand alongside the virtual reality projector BroomX – one of a handful of different technologies they secured through the support of generous donors and the Calgary Health Foundation booster fund. The technologies are already enhancing the quality of life for residents at the care centre.
Photo by Samara Sinclair

Samara Sinclair
Manager, Communications & Marketing

Recreation Therapists at Carewest Garrison Green Charlotte Jordan and Rachelle Forster were thrilled to have been informed that they were successful in securing more than \$25,000 in booster funding through the Calgary Health Foundation (CHF) for quality-of-life technologies to enhance the lives of residents at the care centre.

They completed a needs assessment in 2021 to address opportunities for improvement for residents at Garrison Green and found that the COVID-19 pandemic had a significant impact on residents’ quality of life. Therefore, they began looking at ways to provide interventions and meet resident needs in new and innovative ways.

Rachelle and Charlotte began doing research on the types of technologies and products that might meet some of the needs identified by the assessment and submitted a request to the CHF along with some of the evidence they

collected as part of their assessment.

They were delighted to hear that donors had come forward, willing to fund their request.

“We sent in the request in April 2021 and found out all items we requested were approved November 2021. It was very exciting,” says Charlotte.

“We were very thankful to have received this grant, which already has had numerous direct positive impacts on residents,” says Rachelle.

The equipment purchased includes:

- A virtual reality machine (the MK360+ Broom X): The Broom X is a virtual reality projection device that creates immersive spaces on the walls by projecting imagery from a variety of sensory environments, including underwater, mountainscapes, lightscapes and graphic elements.

- ABBY & GENIE from Ambient Technologies:
 - ABBY: The ABBY is an interactive technology board that offers sensory stimulation like touch, sound, and visuals to enhance quality of life for persons with dementia. It allows residents to do an activity they can easily do – such as ‘petting the cat’, play a game, or turn a steering wheel to find themselves ‘driving’ down a lovely country road.
 - GENIE: The GENIE is an easy-to-use communications portal, allowing family members to stay connected with care centre residents who have challenges using other communication technologies (i.e. smart phones, tablets). Family members (remote users) download the GENIE app to their smart device and upload ongoing content such as photos and messages for residents to receive. In addition, family members may also send voice and video messages. GENIE is designed with an easy-to-use interface where residents are able access their messages and respond.
- Interactive wall murals (from Creative Art Co): These wall murals are designed for multiple purposes – some to disguise exit doors or elevator doors to discourage exit-seeking behaviour from residents with dementia. And some to offer interactive games like puzzles, activities or seasonally changing visual imagery.

Bethany Bezanson, a family member of a resident in the EQual program, said the family was extremely interested in



the GENIE for their father, as they all live out of the province from him.

“I am beyond excited that this will be a new way we can stay connected with him because speaking on the phone with him feels very limited. This way we can share photos, messages, memories, or just daily updates with him in a more visual way,” she says.

“It made me cry because I have felt less connected all these years being away from him and trying to speak to him on the phone. You do not understand how much this means to us and our family. Recently, I was able to share my wedding video with him, which made him very happy as he could not be there.”

Charlotte and Rachelle chose the technologies after careful research and consideration of infection prevention and control practices, ease of use, opportunities for socialization and engagement, wide applications, and person-centred functionality.

They said they were very grateful to the donors who funded these technologies, as they have already been an important part of quality-of-life enhancement at the care centre.

“We couldn’t be more thankful to the Calgary Health Foundation and their donors. As recreation therapists, we have had the opportunity to expand the interventions we are able to implement with our residents as well as to increase their ability to engage in independent leisure pursuits across our populations. These resources will have a long-lasting impact on the residents within the Garrison Green community – thank you,” says Charlotte.



Welcome to new med packing tech



Carewest said goodbye to the old and hello to the new with a ceremony to welcome the update of a critical piece of equipment for our Pharmacy... a medication packaging machine. The new machine will allow for faster, safer and simpler medication administration with labeled and barcode-capable medication pouches that ensure easier client medication verification.

Photo by Samara Sinclair

Carewest visits Ukrainian refugees at job fair

Samara Sinclair

Manager, Communications & Marketing

The Carewest recruitment team joined the Calgary Ukrainian Evacuee Welcome Committee and 30 other organizations from around Calgary at a job fair held for Ukrainian refugees fleeing the conflict in their country.

The event was held at the St. Stephen Protomartyr Ukrainian Catholic Church and was well-attended, with 860 job-seekers looking for work.

The evacuee welcome committee confirmed that many open positions were reported filled and more offers for employment pending.

The Carewest Recruitment Team completed 40 interviews at the job fair, with 7-10 Food Service Assistant candidates being sent to Food Service Managers for review.



Additionally, they connected with 20 health care aide professionals who are currently working through the process of becoming licensed in Canada and connected with 100 candidates in the event opportunities arise in the future.

"You have made a real difference in the lives of the evacuees our committee serves, and we look forward to working with your organization in the future," says a representative from the committee.

LGBTQ2S+ seniors in care speak out

Julia Marsh

Carewest DEI Advisory Group Member

In 2019, a Calgary research project was published by leaders representing the housing industry, seniors, and LGBT+ individuals (lesbian, gay, bisexual, transgender, or other sexual/ gender minority seniors). The goal of this project was to understand the makeup of LGBT+ seniors in Calgary and to provide recommendations to housing providers, to better serve them. The project used the term LGBT+ (rather than LGBTQ2S+) as advisors indicated this name was better understood by seniors. [You can reference this research project here: Aging in the LGBT Community.](#) (Quotes in this article are all taken from the project).

"I am very concerned for the future, as my partner and I age, about what our long-term care options will be with respect to gay friendly housing and care."

The research project highlighted the spectrum of experiences shared by Calgary LGBT+ seniors. Not all LGBT+ seniors are "out" as many have lived through an era where their sexual or gender identity was stigmatized, considered a mental illness or even criminalized. Some seniors only identified as LGBT+ when they were in a situation or environment where they felt safe.

"We are aware some older LGBTQ members are residing in senior's facilities and are feeling they are heading to or are back in the 'closet'."

In 2015, the Conference Board of Canada estimated a 71 per cent increase in continuing care for the general 65+ population, (from 2011 to 2026). Research estimates that 13 per cent of the general population identify as LGBT+. Pulling the seniors population from 2016 Calgary census, there are most likely just under 20,000 LGBT+ seniors in the Calgary area. It seems reasonable to assume many people who identify as LGBT+ are either currently within their continuing care journey or may enter in the near future. Surprisingly, housing stakeholders from the Calgary Housing Assessment reported few/no individuals living in their facilities who self-identified as being a LGBT+ senior. This self-identified under-representation has the potential to pose a problem for planning and resource allocation. Thankfully, social awareness from this project, other evidence-based research projects and extensive Canadian media coverage has motivated most leaders to address inclusion strategies for LGBT+ seniors.

"Every time I enter a new space, I have to ask myself, 'is it safe?' Coming out is a continuous process".

"There is a narrative in the 2SLGBTQ+ seniors community about people having to return to the closet should they ever need to move into a care facility," says Stephen Ditchburn of Calgary's Rainbow Elders.

Rainbow Elders is a Calgary volunteer organization of LGBT+ seniors who support and address matters pertaining to seniors in the LGBT+ community. Mr. Ditchburn's recent presentation to the Carewest Diversity, Equity and Inclusion Advisory Group offered insight that discrimination, oppression, and homophobia can be top of mind for some LGBT+ seniors who are moving into care facilities. He stresses the importance of creating safe spaces and having ongoing staff training in gender and sexuality.

Social determinants of health are the non-medical factors that can have a significant influence on health outcomes—examples are social inclusion, non-discrimination and housing. Learning there is a percentage of LGBT+ Calgary seniors who do not feel safe sharing their authentic selves in continuing care community is something we have a responsibility to rectify.

What can we do to create a safe and equitable space to live and work in? It begins with you and I. We need to commit to the creation a safe spaces for both residents and coworkers. Carewest is an agency that values relationships, caring, responsibility and learning. Diversity, Equity, and Inclusion is a priority for Carewest. If you have an interest in policy, talk with your Manager about getting involved in Carewest's DEI Advisory Committee. Talk with them about behaviors you can act on or implement in your program. My personal motivation is that I have family members that identify as LGBT+ and I want to work in an environment where I know my family's authenticity would be respected should they ever need care. I want to build genuine relationships with my coworkers and together create a safe space.

Our generation has access to resources, support and understanding that generations before us did not. Mr. Ditchburn of Rainbow Elders would like to see the rainbow flag displayed as a demonstration that staff have received training in LGBT+ matters. We can commit to learning ('My Learning Link' has a diversity module). We can develop self awareness that our life experience is different from coworkers or the residents who live in our communities. We can listen and learn from one another. If we are open-minded, we may just find ourselves in a place others want to join.

Glenmore, Sarcee assist with capacity pressures

Samara Sinclair
Manager, Communications & Marketing

At Carewest, we have always been responsive to the needs of clients in the Calgary Zone.

To support significant capacity pressures across the Calgary Zone, effective March 31, 2023, we will permanently open several permanent and temporary beds at Carewest Glenmore Park and Carewest Sarcee, growing our subacute programs at these sites.

At Carewest Glenmore Park: Six new spaces

- Four new spaces will be created out of current office space that was originally designed and intended to be inpatient client rooms. These four semi-private beds will be located in MSK rooms 102 and 103.
- Two beds will be located in RCTP rooms 214 and 243.

At Carewest Sarcee: Two new spaces and six temporary spaces

- Two new spaces will be created out of current office space that was originally designed and intended to be inpatient client rooms. These spaces will be located on second floor, RCTP Room 211 and 212.
- Also, since October 2022, six beds have been allocated from the Comprehensive Community Care (C3) respite program temporarily, for Alternate Level of Care (ALC) clients and this will continue until September 30, 2023. These temporary spaces are currently located in the long-term care unit 3, Rooms 301, 302 and 316, as well as the C3 respite bed on ALC in Room 111.

Funding for these bed additions and six temporary ALC beds has been approved, and managers have been actively involved in the surge plan to ensure a smooth transition on the units.

This augment of beds will require some minor renovation and the movement of several offices within the sites. At Glenmore Park, the RCTP, ERCTP and MSK Transition Services and Social Work teams will be moving into the Gift Shop space, which will be closed and converted to appropriate office space for these staff. These decisions have been made in collaboration by the management team.

The gift shop not only provided snacks, clothing and other items, it was also a place where clients and families could buy therapeutic aids. Closing the gift shop was a difficult decision but it was made with consideration of the need to provide more inpatient beds and the savings from running the gift shop will be redirected back into client care.

To this end, we are looking at other ways to support therapeutic aids and the most popular items people are purchasing. We will also be creating a dedicated staff room on second floor, freed up by some of the shifting spaces.

At Sarcee, the RCTP Transition Services and Social Work teams will be moving into another office space, and the therapies team will also be relocated. This decision was also made in collaboration with management and staff at the site.

It is our hope this opportunity to optimize some of the spaces at the site will increase our client bed capacity to better meet the needs of the community and these changes will also address the longstanding challenge at Glenmore Park of limited space for staff offices and breaks.

As we work to ensure as smooth of a transition as possible, we want to thank you in your patience and support. We believe that by serving more clients at Carewest Glenmore Park and Carewest Sarcee, we will be better meeting the health care needs of the citizens in the Calgary Zone.

Recruitment saves the planet - reduces paper

Samara Sinclair
Manager, Communications & Marketing

The Carewest Recruitment team has taken steps to digitize the onboarding process for new employees to reduce the volume of paper used, increase the turnaround time for faster processing and create a more reliable system for data collection and storage.

Recruitment Services Lead Laetitia Haynes says the previous process was quite cumbersome and paper-dense.

“Previously, we created physical files for each new hire which could potentially contain up to 15 different paper documents,” she says.

“Before the process improvement, we would use an average of about 90 pages on a new hire who qualifies for benefits and average of 40 pages on a new hire who is not eligible for benefits.”

Some of those paper documents might have included the new employee’s resume, interview notes, references, criminal record history, immunization records, tax forms and photocopies of their identification.

Carewest currently hires 450-500 new employees per year and the volume of paper inspired HR Assistant Moji Dare-Olipede to bring forward this initiative to her recruitment colleagues.

She suggested digitizing a number of the documents, including references, criminal record history, benefits packages, vaccination records and practice permits.

“Currently, the process is completely paper free until the filing stage where we then print 12 pages for the next area of business. Our initial data collection and storage methods have also been drastically improved in a manner that everyone has access to all new hire documents in real time,” says Laetitia, adding this has reduced administration time collecting and transferring data, and keeps it available for future access, should it be needed.

“Simply learning new and better ways to conduct our processes with results has also left us feeling motivated. We are very proud of the process improvements we have made in the department and continue to seek ways to streamline our work in an effort to remain fiscally responsible and support operations.”

Funding announced for continuing care

Carewest Colonel Belcher was the site of an announcement of \$570 million increase in funding for the continuing care system in Alberta. The increase marks a 15% increase over last year’s funding.

Minister of Health Jason Copping announced \$1 billion over three years to begin transforming the continuing care system to meet the growing needs of an aging population.

Also speaking was Carewest Board Chair Shawna Syverson, Carewest Nurse Clinician Bukola Adewumi and ACCA Board Chair Feisal Keshavjee.

“Alberta seniors and persons with disabilities deserve high-quality care in their homes and communities, close to their family and friends,” says Copping.

“This significant investment in Budget 2023 for the continuing care system will support care and services for Albertans to increase their independence and quality of life.”

Photos by Samara Sinclair



Flood updates at Belcher, Garrison, Signal Pointe

Carewest Colonel Belcher

Flooring work in Tecumseh has been completed. A deep cleaning of the rooms and hallways was done before returning resident belongings to their rooms. Re-admission of residents is occurring late March/early April. The flooring replacement on Vimy has also been completed. Flooring replacement in Dieppe is underway.

Carewest Signal Pointe

Construction and remediation of the rooms impacted by the flood in Houses 3 and 4 will commenced March 20. Due to safety reasons, residents or families will be unable to access spaces under construction. We appreciate your patience and understanding during this time, as we work to ensure remediation is expedited as quickly as possible.

Carewest Garrison Green

Flood damage at Carewest Garrison Green was isolated to the front entrance and it is 97% complete with some minor touch ups to be done. All remediation has been completed, and areas returning to normal activity.



Employee profile “

Caroline Graham

Registered Nurse
Carewest Glenmore Park

My favourite part is talking to the clients and understanding how every person’s unique set of experiences brings them here.”

Samara Sinclair
Manager, Communications & Marketing

Caroline Graham did not sit idly by and let chance make her career decisions for her.

She dug many holes to uncover her passion in geriatric health care, specifically with a rehabilitation focus in mental health.

But first, she dabbled in travel, marketing, publishing, massage therapy, before taking her nursing education after the passing of her mother in 2016.

The RN at Carewest Glenmore Park did several practicums in acute care settings during her Bachelors degree, but realized she wanted to do nothing else after she began working on the Geriatric Mental Health Unit (GMH) two years ago.

“I was on an MSK Unit over at the Foothills. I was on a palliative care unit. I was on acute respiratory unit at Rockyview and I was on a cardio unit for one of my third rotations. I saw a large spectrum of high acuity units but nothing seemed to vibe with me and nothing stood out, as to, this is what I want to do with nursing,” she says.

“I requested my preceptorship to be at Acute Geriatric Unit at Rockyview because it had a rehab philosophy to care. I absolutely loved it. I realized with a rehab philosophy, it was encouraging high levels of independence and patients to live their best life that really attracted me.”

She was inspired to investigate health care as a career choice, after her mother fell ill with lung cancer and Caroline stayed with her when she needed palliative care.

Born and raised outside London, England, Caroline following in her father’s footsteps, who worked in travel and tourism, and developed a love for international travel and an early age.

“My mom’s family lived in Australia so that was one of the first trips I took as an infant. I travelled the world extensively. I ended up working in the travel industry for a period of time,” she says, adding she worked at British Airways at Heathrow Airport.



Photo by Samara Sinclair

“I was ground staff – checking luggage, boarding flights and accompanying people onto flights. I loved it – the buzz of the airports and meeting people. I used to stand in Heathrow and listen to the Concorde airplanes taking off and the whole airport would reverberate and it would really excite me.”

Because the shift work didn’t allow for much of a social calendar for a young 20-year-old, Caroline took on a new role with a vacation tour operator, first in customer service and then in marketing.

After getting married and doing some traveling, Caroline felt her career was stagnating.

Employee profile: Caroline Graham

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When the idea of moving to Canada presented itself, Caroline had already gotten a taste of health care after her father passed away in 2004 and her mother later suffered a stroke.

“It was a difficult decision to make leaving my mom on her own and my sister lived far away. But she supported me. I moved here in 2012 and I got a job with another marketing agency – Red Point Media, which produced Avenue Magazine. But this calling to health care was in the back of my mind,” says Caroline.

“After my mom passed away in 2016, I started to upgrade my schooling because I knew I needed more to get into nursing school – English, math, biology, chemistry – and was accepted into nursing at Mount Royal University. I graduated the RN program right in the middle of COVID in 2020.”

Caroline found a casual posting on the GMH unit at Glenmore Park, and today she is a Prime Therapist working with clients living with anxiety, depression, personality disorders and somatic symptom disorders, who are all on

the in-patient unit voluntarily to receive treatment that might include recreation therapy, exercise, group therapy sessions, one-on-one therapy sessions and weekend passes for those who don’t pose safety concerns.

“It was very quickly after I accepted the job on a casual basis that I fell in love with it. A lot of the clients here are living with other chronic disease as well as mental illness. That is often a big interconnection and one impacts the other,” says Caroline.

“As the Prime Therapist, I am managing their journey through admission, care planning, as part of a multi-disciplinary team of physicians, psychiatrists, physiotherapists, occupational therapists, dietitians, and family, and sometimes facilitate family meetings to understand the client’s experience at home and concerns from the family. I also provide 1:1 therapy and facilitate psycho-educational and sharing groups.”

“It’s a very collaborative and a full-scope role. My favourite part is talking to the clients and understanding how every person’s unique set of experiences brings them here, and helping them move forward to make changes that will be beneficial for them. Understanding their world is what I love about this job,” she says.

Playing the lottery can benefit Carewest

Carewest staff will begin receiving e-mail notifications about the WinWin Staff Lottery – a lottery in which proceeds are directed to the care organization of your choice, including Carewest, to benefit residents and clients.

The WinWin Staff Lottery is open to anyone living in Alberta, with the exception of those employed by participating foundations.

Tickets may be purchased for either the monthly draws with cash prizes up to \$50,000 and/or the Quarterly Cash 50/50 draws, where cash prizes total half of the quarterly jackpot. Last month’s 50/50 cash prize winner took home more than \$480,000.

The monthly cash draws offer 618 total prizes valued at \$1,500,000. Each month, from a list of eligible tickets there will be 50 draws for \$1,000, and one draw for \$50,000. In addition, there will be six Bonus Draws of \$50,000 for January, February, March, May, August, and November.

When you participate in the WinWin Staff Lottery, you are directly supporting the advancement of health care in Alberta through local foundations and health trusts. Your participation in the lottery facilitates investments



in health care while also providing you a chance to win hundreds of cash prizes.

Tickets can be purchased individually, in sets or in combination discount packs. They can be paid for via credit card or through automatic payroll withdrawals.

So far, support of the WinWin Staff Lottery has contributed more than \$23 million to help enhance health care across Alberta.

For more information or to buy tickets, visit winwinstafflottery.ca

Resident profile

Marilyn Meyer

Carewest Dr. Vernon Fanning

“ I was very excited about venturing out and doing something that was my passion. ”

Samara Sinclair
Manager, Communications & Marketing

Carewest Dr. Vernon Fanning resident Marilyn Meyer looks back on the past 75 years of her life with gratitude and positivity, for years well-lived in concert with her values and dreams.

What may seem to some as an unconventional life, Marilyn wouldn't have had it any other way.

She attended Bible College in Sask., after graduating high school in High River, decided to become involved in the ministry and moved to Banff where she lived her life serving the church, working in the local businesses and living with her landlords – a married couple who owned a home on Banff Avenue.

“I was excited about venturing out and doing something that was my passion,” says Marilyn.

“I lived my life in such a happy environment. Most of my friends are single, as was I. I was never married but was never lonely and I made such great friends along the way. They still come visit me today.”

Born and raised in High River, Marilyn enjoyed a loving and supportive childhood – the youngest of three children. During this time, Marilyn enjoyed many family vacations to destinations like Banff, Alta.

While her brother and sister chose more academic pursuits, eventually going on to work in the oil-and-gas industry and as a teacher respectively, Marilyn decided she wanted to go into business, including secretarial but decided to set that aside to pursue her love for the Full Gospel Church at Eston Bible College (FGBI).

Between her three years of Bible College, Marilyn always worked summers in Banff for a little extra cash, and she fell in the love with the town, deciding that's where she wanted to settle.

“When I went to Banff, the world came to us and our little church was a revolving door because we had nationalities and backgrounds from around the world and they were always a blessing to us,” says Marilyn.



Photo by Samara Sinclair

Her Minister, Bob Tauber, was well connected within the town and when Marilyn asked for his help to find a job, she was surprised to learn she started right away – at a local retail store called The Quest for Handcrafts.

After the store closed for the winter, Marilyn started at the Banff Mineral Springs Hospital, in the office admitting patients, upon the recommendation of Bob's wife Jan, who worked there as an OR nurse at the time.

“I advanced to office manager and began attending monthly courses – Health Care and Organizational Management for two years by correspondence. I went to Ottawa two years in a row to complete my exams,” says Marilyn.

From 1969 to 1995 – 26 years – Marilyn grew within her role at the hospital. But as with many things in life, change is inevitable and Marilyn parted ways from the hospital after new management took over the administration.

Resident profile: Marilyn Meyer

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“Everyone thought I would leave Banff and come to Calgary to continue working at a hospital but I loved it there and that's where my passion was,” says Marilyn.

In the years that followed, Marilyn worked in a number of small and large local businesses, working for the Banff Centre for a year, selling shoes and clothing at Madame Angelo and at a children's retail shop called Scallywags.

When Scallywags was sold to different owners, Marilyn's minister offered to talk with one of the part owners of the ice cream shop at Johnston Canyon and got her a job between 2018-2019.

“I absolutely loved working there. I'd go out and see beautiful wildflowers along the drive into Johnston Canyon. The ice cream parlour was a little tiny building outside of the lodge and people would come down from the trail thirsty and wanting an ice cream,” says Marilyn.

“That was my last job and I worked from May to October. I was happy being retired as my health took a turn.”

Marilyn had been working closely with her doctor to avoid having to go on dialysis but eventually her kidneys stopped filtering her blood effectively and she began doing peritoneal dialysis four times a day at home, which was challenging for her to manage by herself.

“I would go from my dialysis to my new La-Z-Boy chair and then would go back and sit down and I got no exercise. My landlord would need to come help me up the stairs when I had doctors appointments. It was hard at home because I would need to lift those bags to the washroom and my friend had to come over four times a day to help me,” she says.

After 49 years living on Banff Ave. Marilyn's landlords made the decision to sell their home. They were also getting older and decided to downsize. Her landlords' daughter found her a place in an assisted living centre in Cochrane and she moved in August 2022.

Within the first two weeks at the centre, Marilyn suffered three falls caused by vertigo and was transferred to Foothills Hospital, where she was treated for peritonitis for the next nine weeks.

Doctors also advised her to switch from peritoneal dialysis to hemodialysis – which would require Marilyn to obtain her dialysis within a health facility, aided by care staff.

In November 2022, Marilyn moved to Carewest Dr. Vernon Fanning, on unit 3 West, and obtains her hemodialysis on site, three times a week in the evenings, allowing her lots of time to visit with her friends during the day.

“Now, it's absolutely wonderful. They set you up, they chitchat with you and they put a warm blanket on you. The staff are absolutely incredible here,” says Marilyn.

“When I walked in here, I felt it was a very friendly atmosphere and my family said how clean and fresh it smells. Carewest has a really wonderful recreation team. There's so many activities you can participate in. Hymn sing, baking, trivia, java club.”

With a supportive new roommate and new physiotherapy routine, Marilyn is optimistic her vertigo will begin improving, allowing her to further enjoy the activities she looks forward to – the musical performances, resident forum, mealtimes and games.

“The staff are so caring and compassionate. I think the world of every single one of them,” she says.



Flavour, nutrition the focus of dishes

The three-bean dahl, left, and the mango salsa, right, were created to add a little colour and zest to Carewest's new menu rotation. The two new additions boast robust flavour profiles, high fibre, low fat and add new vegetarian options to the menu. Food Services Manager Robb Allen says he is aiming to have the two new dishes in production for Spring.

Photos courtesy Robb Allen



Four Queen's Jubilee Medal winners

honoured at presentation ceremony



Samara Sinclair
Manager, Communications & Marketing
The Queen Elizabeth II Diamond Jubilee Medal is a way to honour significant contributions and achievements by Canadians and Carewest is proud to have nominated four outstanding staff members who were presented with their medals at an awards ceremony at Carewest Dr. Vernon Fanning.

Alongside family and their colleagues, Cathy Renkas, Client Service Manager at Rouleau Manor, Natale Oliverio, Associate Director, Erin Winkler, Manager, Clinical Effectiveness, Allied Health and Stephanie Keys, Educator received their medals from Chief Operating Officer Barb Kathol.

Here is a little bit of information about the four recipients:

Cathy Renkas, Client Service Manager

Cathy developed targeted programs, enabling marginalized populations achieve better health outcomes and engage with the community. Cathy led the development of a first-in-Canada Harm Reduction Program within the continuing

care sector. She is a retired member of the naval reserve, reaching the rank of sub lieutenant and provided her expertise and leadership to help defend our nation.

Natale Oliverio, Associate Director

With Carewest for over 10 years, Natale served as the Manager of Transportation, Manager of Support Services, Acting Director and most recently as Associate Director. In each of these positions, he excelled in his role, showing dedication to improving the quality of lives for Carewest residents. Natale supports his parish, local community, schools, events in Calgary and fundraising projects. He has been a member of the Knights of Columbus, and is a leader in his community.

Erin Winkler, Manager Clinical Effectiveness Allied Health

Erin Winkler is an exemplary healthcare leader, serving diverse client groups throughout her healthcare career. Through Erin's work, she has developed the credibility with our allied health professionals and the interdisciplinary team. In the community, Erin has taken a special interest in equine therapy for youth with developmental disabilities. She is involved in charitable organizations

Four Queen's Jubilee medal honourees

Continued from Page 14

that provide these programs, and lends her expertise as an occupational therapist to ensure tack and saddlery are accessible to meet the needs of riders.

Stephanie Keys, Educator

Stephanie is known for her loyalty, dedication and hard work. In addition to performing her clinical educator job, Stephanie demonstrates extraordinary commitment to dementia care. Her expertise is demonstrated when she

facilitates Supportive Pathways training – a province-wide, dementia-care train-the-trainer program. She often steps in to assist care givers when they need assistance. She has exemplified the mission of Carewest and has positively impacted the field of education. She is an excellent educator who is not only very knowledgeable, but also very kind and patient and makes lifelong learning fun.

Additional congratulations to Carewest Board Chair Shawna Syverson and to Rob Caswell, Senior Manager, HR Partnerships & Labour Relations, who were nominated by different organizations and also earned the medal.

Neuro-Rehab staff present projects at conference

Trudy Taylor

Nurse Clinician, Carewest Neuro-Rehab Unit

Did you know that we have celebrities on our Carewest Neuro Rehab Unit? Please join me in congratulating Sabrina Celarie, Genevieve Wassill and Julia Marsh!

They participated in live presentations at the "Advances in Stroke Recovery Scientific Conference 2023." The conference is a virtual gathering of hundreds of stroke experts, leaders and the clinical care community from around the world.

Sabrina, Genevieve and Julia shared posters and live presentations of two of our recent quality improvement projects, Depression and Suicide Screening, and Individualized Education Assessment.

They did a fantastic job representing Carewest Neuro Rehab and their passion for improving stroke care was reflected in their presentations.



Carewest Dr. Vernon Fanning Neuro-Rehab Social Worker Julia Marsh, Staff Nurse Genevieve Wassill and Nurse Clinician Sabrina Celarie present at the Advances in Stroke Recovery conference on two quality improvement projects worked on by the team – Depression and Suicide Screening, and Individualized Education Assessment.

It is very exciting that there was a lot of interest from conference participants who want to learn more about what we are doing in order to help improve care for other people living with stroke around the world.

Thanks to all staff who took the time to submit their photo to obtain a new Carewest ID badge. So far, almost 90% of staff have now received their new badges.

As of April 11, 2023, Carewest will be charging \$5 to all those who haven't yet gotten their new badges. If you haven't yet submitted your photo through the [Name Badge Requisition Form](#) on Careweb, do so today to avoid the \$5 deduction from your pay advice.

As per usual process, if you lose or damage your ID badge and require a new one, all replacement badges will be at a \$5 cost to the employee.

What's happening around Carewest

Massage Therapy Student Practicum Clinic

Massage therapy students from Mount Royal University offered their outreach services to staff at the Carewest Dr. Vernon Fanning Neuro-Rehab unit. RN Robyn Maerz gives the thumbs up while she receives her 10-minute massage from one of the students. If you're seeking specialized treatment for certain conditions, you may be eligible for a no-cost therapeutic massage from trained students. Students provide therapeutic massages to individuals with specific conditions. Or, if you aren't eligible for the no-cost massage, you can take advantage of their low-cost clinics. Massage clients receive massage therapy treatments specific to their condition. Students are in their final semester and operate under the direct supervision of experienced instructors, who are also licensed massage therapists. This program takes place in a clinical setting on the Mount Royal University campus. [For more information, visit the Student Practicum Clinic website.](#)

Photo courtesy Megan Blain



City of Calgary Coun. Kourtney Penner visits Glenmore Park

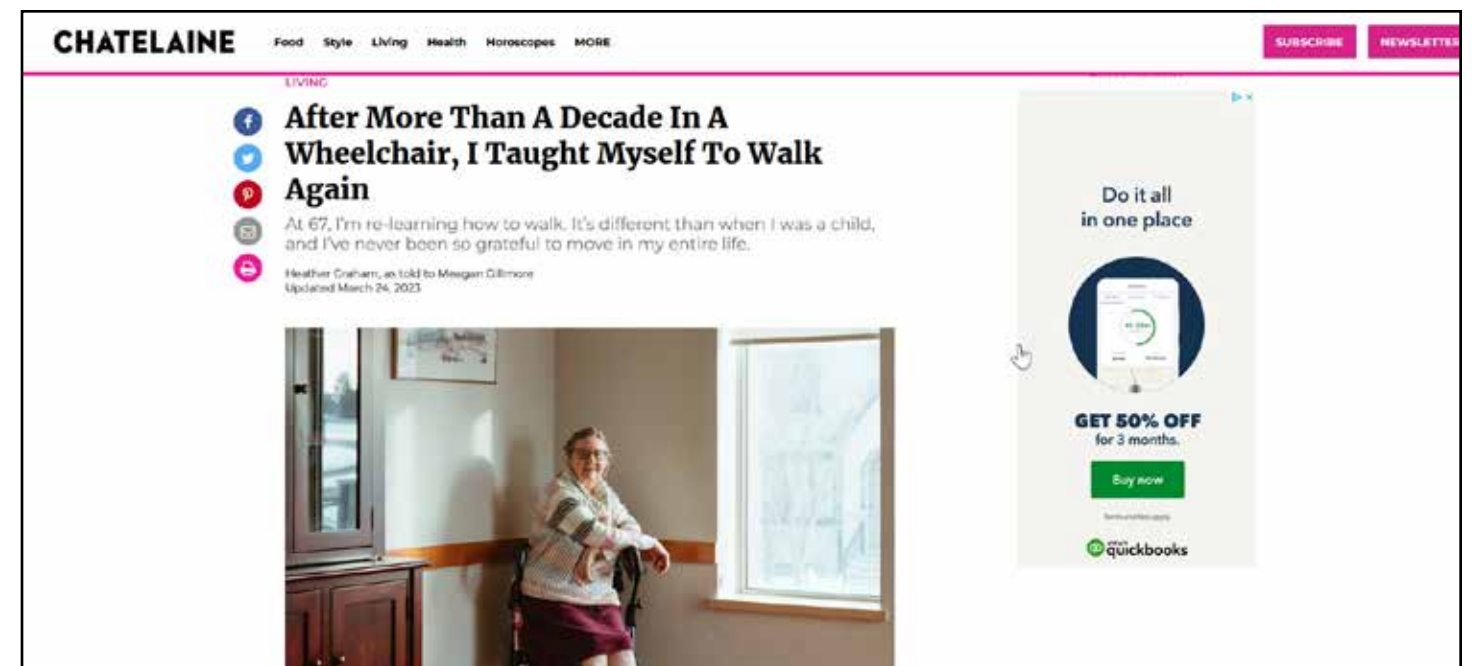
City of Calgary Councillor Kourtney Penner visits Carewest Glenmore Park, in her constituency of Ward 11, to meet the staff and clients and listen to some of the concerns from the area. She toured the care centre and spoke with clients about their histories and lives in Calgary.

Director of Operations Carol Baumgarten, left, and Associate Director Kerrilyn Stephens, background, discussed some of the issues facing Glenmore Park including appropriate places for smoking and Calgary Transit.

Photo by Samara Sinclair



Garrison resident featured in Chatelaine Magazine



That is Carewest Garrison Green resident Heather Graham, posing for a photographer for Chatelaine magazine, which featured her in their issue online in March 2023. Heather, a co-author of three books, wrote a piece about re-learning to walk after using a wheelchair for the past 11 years, due to multiple sclerosis. [Click here to read Heather's inspiring piece.](#)



Kaitlyn van Bakel, a Master's Occupational Therapy student from the University of Alberta, completed a manual on using mindfulness practices as part of her internship with preceptors Juliana Cuffley and Steve Lee at Carewest Glenmore Park. Kaitlyn presented on mindfulness techniques that can assist our clients on the unit, as research has shown the prevalence of mental health disorders is five times higher in people with orthopedic trauma as compared to the general adult population. We wish Kaitlyn all the best in her continued studies.

Photo courtesy Lorraine Grover

Service Awards

Coffee break

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

November, December and January’s Service Award winners have provided kind and compassionate care and service to Carewest residents and clients for 5, 10 and even up to 35 years.
Thank you for your service, commitment and dedication!

5 Years

- Osaretin Aihobaku

Femi Babatunde

Ma Ana Loraine Cajigal

Tonianne Carloni

Rob Caswell

Arceli De Vera

Robert Emery

Jamielet Gerardo

Pauline Goodman

Mariana Hughes

Sarah Joachim

Ruel John Jordan

Jinson Kochupurackal Johny
- Craig Maddess

Maryann Montesinay

Linda Njapa

Aminat Otolorin

Nichole Pamaran

Mikyung Park

Jessica Rivera

Jennifer Joy Singlot

Sofiya Soloman

Josalyn Sosa

Hans Edward Tabuno

Julia Veinotte

Addis Zewge

10 Years

- Gladys Acquah

Tania Akter

Oluwole Alabi

Arlene Arcillas

Domingo Arellano

Olutayo Awotesu

Rogelie Bigelow

Mark Vincent Bonus

Dean Coghill

Lale Combete

Kunsang Dolma
- Rezene Elose

Christina Ford

Marites Lazaro

Linda Leece

Sheila Marie Pascasio

Rubirosa Presto

Maria Quiros

Editha Spencer

Young joo Suh

Joannah Trinidad

Karen Villa

25 Years

- Armande Connelly

Theresa Jeanes

Ina John

Jeanna Kinghorn
- Louise Norman

Angelita Silverio

Marilyn Van Sertima

Linda Welcher

15 Years

- Gail Calagan

Maria Capitan

Xiaohong Ellen Cui

Allison Czechowskyj

Jill Davidson

Weiling Du

Digna Duque

Zenaida Escorpizo

Elenita Estella

Beena Jaison

Bradley Knecht

Micheal Knopp

Yu Kuang

Leanna Lage
- Amelia Lam

Ana Lazzarotto

Nhan Le

Colia Lee Macdougall

Wendy Lindeman

Geoffrey Martin

Aileen Mendoza

Monica Mitchell

HaJung Parreno

Susan Ramsay

Briane Sproule

Nicole Stevens

Norma Stewart

20 Years

- Christelle Boudreau

Allison Dickson

Rhonda Gorman

Dolores Hellmuth

Christina Kopczynski

Shane Mckay
- Christine Noel

Vilma Padilla

Elizabeth Reimer

Heidi Spicher

Darlene Sutherland

Gayle Woods

30 Years

Theresa Bray

35 Years

Bernardo Dizon

Word Search

Season’s Greetings



- Allium

Alyssum

Columbine

Crabapple

Crocus

Daffodils
- Hosta

Hyacinthe

Iris

Lilac

Lupine

Mayday
- Pansies

Primrose

Reed grass

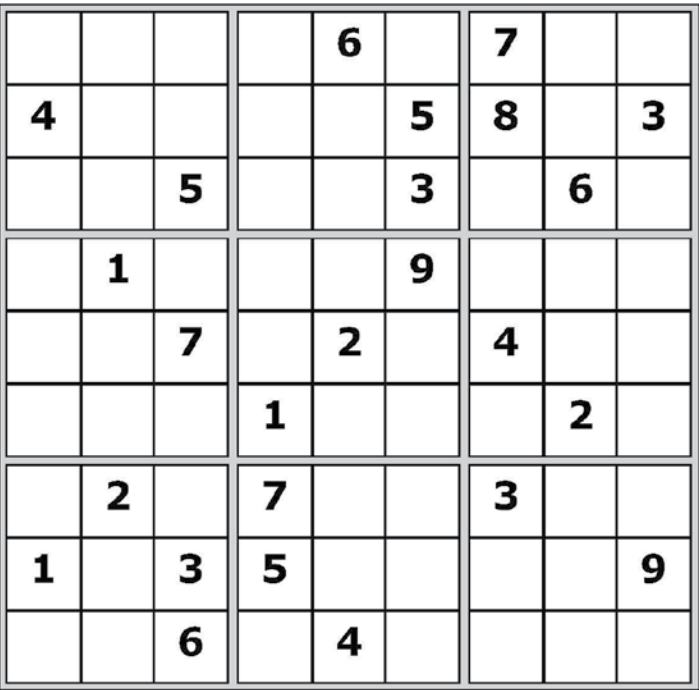
Salvia

Snapdragon

Tulips

Sudoku

Level: Very hard



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.

At the Health Care Job Fair

Carewest recruitment staff attended the Health Care Job Fair on Feb. 25 to promote Carewest as a top employer and great place to work.

Laetia Haynes, Lead, Recruitment Services, Jacqueline Swindells, Recruitment Coordinator and Dupe Ogundana, Recruiter, were on hand, performing interviews and extending conditional offers to qualified candidates.

Photo courtesy Laetia Haynes



Calgary Mayor visits Colonel Belcher



Calgary Mayor Jyoti Gondek visits with residents at Carewest Colonel Belcher to help them celebrate their milestone centenarian birthdays. Pictured here is Sydney Miller, who celebrated his 103 birthday at time. Since this photo was taken, Sydney has passed away. Our sincerest condolences to Syd's family and friends. *Photo courtesy Leah Adviento*

Carewrite

Carewrite is produced quarterly. We welcome your submissions.
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