

CAREWRITE



Carewest Bus Driver George Watt shows off a handmade gift, built for him by Comprehensive Community Care (C3) client John Haddad. John presented George with a piece of art he created – a miniature replica of a Carewest bus, down to the finer details including the Carewest logo, wheelchair lift and even George behind the wheel. See full story on Pg. 9.

Photo courtesy Christine Beaugrand

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Barb Kathol

Chief Operating Officer

During this year's Staff Appreciation Week June 19-25, 2023, we took the time to reflect on, acknowledge and celebrate the work that each of you do every day in support of our residents, clients and your colleagues.

This year, we also showed gratitude to Carewest employees for living our new values and creating the type of inclusive community where everyone feels welcome.

As part of the Strategic Planning process, Carewest engaged with staff, residents, clients, families and the Carewest Board. We asked what makes us unique, what are our strengths, our areas for improvement and our opportunities and challenges ahead. We scrutinized our vision, our mission and our values. Those values began re-forming, based on all the feedback we received. We had 759 responses to our Values survey. Thank you for your wonderful feedback. I am pleased to introduce to you, our new organizational values:

C – CARING: We appreciate each person's unique qualities and honour each other with kindness, respect and compassion.

R – RELATIONSHIPS: We connect authentically through listening and sharing.

E – EXCELLENCE: We strive for high quality, safety, innovation and learning in all that we do.

A – ACCOUNTABILITY: We act with integrity and take responsibility for what we do and say.

TE – TEAMWORK: We partner together to provide exceptional care and achieve our collective goals.

You may notice two values carried over – Caring and Relationships, which ranked highly with staff, residents and families in our survey, who continue to value the caring relationships they form during their time with Carewest.

We added Excellence, which ranked highly with staff, residents and clients, and we felt it was important overall to describe everything we do in the provision of high-quality, safe, innovative and informed care or service.



Next issue

- Submission deadline: September 22, 2023
- Publishing date: October 1, 2023

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

Canada Day.....	July 1
First day of Muharram.....	July 19
Ashura.....	July 28
Civic Holiday.....	Aug. 7
Labour Day.....	Sept. 4
Rosh Hashanah.....	Sept. 16
Yom Kippur.....	Sept. 26
Nat. Day for Truth and Reconciliation....	Sept. 30

Appreciation, Guarding Minds at Work

We wove the previous value of “Learning” into the Excellence value statement, as learning and improvement are such an important part of excellence in health care.

Teamwork proved to be a critical value among staff and leadership, who felt teamwork with colleagues, with residents, clients and families was an important part in the delivery of care and providing services.

The value of Accountability ranked higher than Responsibility, and we heard from staff they felt Accountability had been missing from our values. While Responsibility has been replaced with Accountability, we incorporated Responsibility into the value statement, so its concept wasn’t lost.

The values form the acronym **CREATE**, which speaks to the fact that we are all instrumental in creating a Carewest we can be proud of.

On behalf of senior leadership and the Carewest Board, I would like to say how much we appreciate everything you have done to care for our residents, clients, families and each other over this past year.

Thank you also to the 906 staff who completed the Guarding Minds at Work staff experience survey. The results highlight several areas of strength and areas for opportunity.

The survey highlights several areas of strength and several areas for improvement. Areas of strength include:

- **Clear leadership and expectations:** In a work environment with clear leadership and expectations, employees know what they need to do, have confidence in their leaders and understand impending changes. Carewest employees have told us they know what is expected of them in their job and their supervisor supports them effectively in doing their job successfully.
- **Staff engagement:** In a work environment with positive engagement, employees are motivated to do their job well and feel connected to their work, co-workers, and organization. Carewest staff have told us they feel like they are part of a community at work and are willing to go the extra mile if needed.
- **Psychological protection:** In a work environment with adequate psychological protection, employees are free from bullying, harassment and discrimination. Generally speaking, we have heard from most staff that they are not experiencing bullying, harassment or discrimination in the workplace and that they feel safe speaking up at work.

- **Protection of physical safety:** In a work environment with positive protection of physical safety, management takes appropriate action to protect all employees against injury and illness and ensures they have what they need to do their jobs safely. Staff have said they have what they need to do their jobs safely and people at work understand the importance of protecting employee physical safety.

Areas for improvement include:

- **Organizational Culture:** In a work environment with positive organizational culture, there are shared values of trust, honesty, fairness and accountability. Our staff have said that trust could be further developed between staff and managers and people need to be held more accountable for their actions.
- **Recognition and Reward:** In a work environment with positive recognition and reward, there is appropriate acknowledgment and appreciation of employees’ efforts in a fair and timely manner. Carewest staff told us our organization needs to do better in celebrating shared accomplishments and that not everyone is recognized for their good performance.
- **Involvement and Influence:** In a work environment with positive involvement and influence, employees are included in discussions and have input into decisions that impact their respective jobs. Carewest staff have told us we could improve in the areas of including employees in organizational changes that affect them and encourage their participation in decisions that impact their work.
- **Civility and Respect:** In a work environment with civility and respect, all stakeholders are considerate and fair in their interactions with each other. Carewest staff have told us that we could do better handling conflict in the workplace, and in creating effective ways of addressing inappropriate behaviour in the people we serve.

Carewest has finalized its Strategic Initiatives for the next three years (info in the next issue of Carewrite), informed in part by the results from the Guarding Minds at Work Survey. One of our four foundational areas includes creating a healthy workplace and to establish Carewest as a workplace of choice.

I would be remiss if I didn’t take the time to celebrate our first foray into Connect Care with the successful launch at the Carewest Operational Stress Injury Clinic on May 6. Huge thanks for all those who made it happen, including those working behind the scenes helping with some of the clinical data conversion, prior to the launch.

Internal applications move to Lever

Samara Sinclair

Manager, Communications & Marketing

Effective May 15, 2023, Carewest staff will have a new way to view and apply for internal job postings.

Previously, staff would visit Careweb's Career Opportunities page, and click the button for the Internal Application form.

Effective May 15, staff will continue to visit the Career Opportunities page, but the Internal Application form button will be replaced with a button that links the user to the Lever online job applicant tracking platform.

All internal job postings can be viewed from there and applications will need to be received on Lever, going forward.

Internal job opportunities will continue being posted on job boards at the sites, however all applications will need to come online through Lever.

All Carewest staff should already have received an e-mail generated by Lever, with a link to activate their new account.

Please ensure you are checking your corporate e-mail for the link from Lever to confirm your account.

The Recruitment Team started using Lever in the summer of 2021 and implemented Lever for management using a phased approach starting in October.

Since then, it has streamlined recruitment processes, which allows managers to better communicate with job candidates. Additionally, Lever uses automation and dashboards to assist in minimizing repetitive tasks.



Lever will allow better visibility into the jobs staff apply for.

Staff will be able to seamlessly review all vacant positions at Carewest.

Lever also offers robust search functions, making it easier to see all the available vacancies as well as a streamlined application process including access from a smart phone or personal device.

Please ensure you are using @ahs.ca when logging in. The system does not recognize @albertahealthservices.ca

For questions or concerns regarding Lever please reach out to Carewest.Recruitment@ahs.ca



Congratulations Barb!

Congratulations to Carewest COO Barb Kathol – 2023 recipient of the Muhammad Ali Abid Memorial Service Award. This award was created to honor Ali's passionate volunteerism, community leadership and innovation. The Canadian College of Health Leaders, Southern Alberta Chapter, selected Barb as a volunteer and a leader who demonstrates selflessness in helping others, drives innovation and is a compassionate voice for people in need. Barb has asked that the \$1,500 award be donated to the Calgary Women's Emergency Shelter. Presenting the award is Ian Woodcock, COO of Intercare and part of the Executive of the Southern Alberta Chapter of the Canadian College of Health Leaders. Way to go, Barb!

George Boyack admits six fire evacuees

Samara Sinclair

Manager, Communications
& Marketing

Six evacuees fleeing the fires in northern and central Alberta found safety and shelter at Carewest George Boyack in May, just days before smoke from the fires filled the area and drifted down to Calgary.

When elderly residents from the J.B. Wood Continuing Care Centre in High Prairie were told to pack a bag with toiletries, they didn't think anything of it but the next day, staff came to collect them, medications and personal belongings and said they had to evacuate immediately.

The threat caused by wildfires forced the evacuation of the town, as well as dozens of other central and northern Alberta communities, and residents scrambled to collect personal belongings, pets and fireproof their homes.

The residents at J.B. Wood were loaded onto buses and told they were going to Grande Prairie.

"I smelled the smoke while I was in the care centre. I was worried. It did scare me," says Therese Simoneau, who arrived at George Boyack along with five other residents.

Eileen Singleton says she had heard about the fires on the news but didn't think it was that serious and was surprised when she was given the evacuation notice.

"I was hustled on as the last bus along with 12 others. Where are we going? We're going to Grand Prairie. That was where the fun began," says Eileen.

What normally would have been a two-hour trip to Grand Prairie took almost four hours because the bus was stopped, detoured and re-routed multiple times, as roads were actively being closed down around them.

"Fires were popping up here, there and everywhere."

Finally, the group arrived in the late evening at the QEII Hospital in Grande Prairie and were greeted by dozens of staff and volunteers, all eager to make them comfortable until more suitable arrangements could be made.



Front: Wildfire evacuees Eileen Singleton, left, and Therese Simoneau are among six residents staying at Boyack. Back: Therese Simoneau says goodbye as she gets ready to return home to High Prairie. *Photos by Charanjeet Sangha and Samara Sinclair*

Those arrangements were actioned soon, as Eileen and Therese were told they were going to Calgary aboard a chartered plane for just the two of them.

"They strapped us up like we were cargo and put us on gurneys. We were loaded in the plane on stretchers. We took up rather a lot of room. Our stretches lay along the side," says Eileen.

"We had a hostess each to talk to us on the way down for the 1.5-hour flight. It was the nicest flight I had ever had. After we were unloaded, we were brought here, not knowing where in the world we have come to."

Once settled at George Boyack, the ladies became known as the evacuees and have done what they can to make the best of being separated from loved ones. They kept in constant contact with their family and try to join in with the care centre activities.

"They've been very good to us and very kind," says Eileen."

"I'd like to get home for sure," says Therese.

They did go home, on June 5, 2023, 29 days after they arrived.

Thanks to Carewest Transportation Services, who were asked by AHS to provide evacuation transport. Most often this was after-hours and sometimes last minute. The transport team were willing to be flexible with their personal time in order to put patients' needs first and ensure that their first few moments in a new city were safe and comfortable.

Change in Booking Clerk model

Darrell Lang, Director of Human Resources
Alan Chapple, Director of Operations

In 2006, Carewest adopted the current Booking model where booking clerks were site-based and had a small amount of central support during early mornings, evenings, and weekends.

In 2019, the use of group emails for relief shifts and cell phones were introduced to assist in streamlining process. The pandemic, however, has highlighted the following challenges within the current model as the number of relief shifts needing to be fill has increased:

- It has become increasingly difficult to find time aside from short-term booking demands to focus on long-range relief and vacation coverage
- Processes, efficiencies and effectiveness of booking practices vary significantly between sites

Earlier this year, a working group completed a review of the current model and has made the following recommendations for improvement. These recommendations have been endorsed in principle by ELC.

- Have one central booking clerk team located at Southport, reporting to one leader
- Complete the implementation of a centralized booking clerk model by September 2023, in advance of Carewest devoting significant resource efforts to Connect Care

- Add 3.18 FTE of booking clerk positions to the centralized model
- Increase the hours of operation of the booking clerk services to 5:30 a.m.- 10:30 p.m. seven days a week
- Ensure standardized and equitable booking processes for all booking clerks
- Share booking clerk resources to enhance the ability to respond to varying site needs
- Redevelop and implement a standardized training and orientation process for booking clerks
- Make process improvements to most effectively support operational booking needs

By centralizing the booking clerk model, Carewest will be able to better support site operations and ensure shifts are filled in a timely and efficient way. These changes mean booking clerks may support different sites, work different shift patterns and be physically located at Southport.

Changes in the workplace are difficult – but we are committed to ensuring a smooth transition. We will keep you and your Unions (as applicable) informed throughout this process. To address immediate questions and concerns, Project Sponsors will hold a virtual information meeting on Thursday May 11, 2023 from 9 a.m to 10 a.m.

Laetitia Haynes will lead this initiative and will be supported by Carly McDougall. If you have questions, please reach out to them. Thank you in advance for your patience and willingness to help improve our booking model.

OSI expands services to British Columbia

For the first time, Carewest has expanded its catchment area to clients in interior British Columbia, who are now being served by the Carewest Operational Stress Injury Clinic if they live anywhere east of Salmon Arm. Senior Manager of the OSI Clinic, Stormy Marshall, noticed they were getting a small trickle of referrals to the clinic from interior B.C. – many of whom were coming to Calgary because Calgary was closer to them than Vancouver, where the B.C. OSI Clinic offers services.

“We started to look at how we formalize it and have a relationship with the B.C. OSI that is mutually beneficial with clients. We met with the OSI B.C. manager and Director and formalized a tentative line across interior B.C. – all referrals east of the line would be coming to Calgary and anything to the west would go to the B.C. OSI,” says Stormy.

“We looked at our list and found we could also assist B.C. OSI with assessments since their waitlist was longer.”

Last year, only a couple of Carewest OSI psychologists were licensed to practice in B.C. and therefore, clients needed to drive into Calgary for treatment. Today, more staff at the clinic are licensed to practice in B.C. This means an increased availability for virtual care to treat clients in a safe space while staying in B.C.

In terms of virtual care, the OSI Clinic is open to any residents from B.C., to join the virtual group treatment sessions, such as Cognitive Behavioural Therapy for Insomnia, Pain Reprocessing Therapy, and other group programs.

“We’ve done an extremely good job at virtual care and virtual care is the future for smaller segregated areas like interior B.C.,” says Stormy. “They can drive in if they so desire an in-person appointment but a lot of clients opt for virtual so they can access treatment wherever they are.”

Cultural competency key to good care

Lorraine Grover

Carewest DEI Advisory Group Member

In 1988, Canada passed the Multiculturalism Act that states, “Multiculturalism acknowledges the freedom of all members of Canadian society to preserve, enhance and share their cultural heritage.”

On June 27, we celebrate Canada’s National Multiculturalism Day. A day to recognize our cultural diversity and also a day to reflect on the cultural diversity of the clients/residents, families, employees, vendors, and contractors that live, receive care, visit and work in our organization.

By celebrating our differences, we also recognize and celebrate our common interests and strengths.

In health care, we work with people from cultures that we may not know about or are unaware of the history, and rituals they practice.

Cultural competency is the first step for all employees of Carewest in becoming knowledgeable about how to make our fellow staff, residents, clients and families in our sites feel accepted and heard.

How can you learn more about becoming culturally competent? Ask questions of the people you work with or in your care.

Find out what is important to the person and what you should know to help make their time at Carewest feel welcoming. Another great opportunity available is to complete the workplace educational online modules from Alberta Health Services.

The Indigenous Awareness and Sensitivity training modules can be found on MyLearningLink and are free for all Carewest employees to take. The primary goal of cultural safety is for all people to feel respected and safe when they interact with us, their health care providers, while in our care.

Cultural safety and how to adopt this principle in our daily work encompasses the idea that it is not enough for the employees to learn about a specific culture to be effective practitioners. We need to acknowledge that the individual person in our care comes to us with their own history and cultural identity.

By practicing cultural humility, we acknowledge that as employees, we are also learners in the environment we work in and are learning daily about our residents’ and clients’ experiences.

The question I want you to ask yourself is, ‘How do we help our residents and clients practice or maintain their cultural traditions?’ Is there a specific time that you assisted a resident or client to practice their traditions?

I know for me, I am assisting an Indigenous client on my unit to practice their smudging ceremony. I am practicing cultural humility as I learn and respect the importance this ritual holds for this person during their time of healing.

This is your turn to shine. Let your DEI Committee know when you had the opportunity to assist or learn about a cultural practice or ritual and we will publish the results in the upcoming Carewrite. Send an e-mail to CarewestDEI@ahs.ca with your name, occupation, site, and a brief example of where you shone in your daily care practices.

Voting Day at Carewest Colonel Belcher

Bill Cook, resident at Carewest Colonel Belcher, prepares to cast his ballot in the May 2023 Alberta Provincial Election.

Residents at many Carewest sites benefited from mobile polling stations – a service of Elections Alberta – which set up voting stations at many care centres, for the convenience of those who live there.

Photo by Samara Sinclair



Associate Director Role review outcomes

Samara Sinclair

Manager, Communications & Marketing

The Associate Director (AD) role was introduced to Carewest in late 2021 to better support a program model across the organization as identified in the 2021 senior organizational structure review, as well as support recommendations arising from the mid-management review (2018). Creating this role was also a strategy to facilitate succession planning and growth for leaders. Four AD roles were created, three with a clinical program focus (Continuing Care, Complex Mental Health, and Sub-acute services), and the fourth aligned to Clinical Support services.

Since our Associate Directors have started, they have proven an invaluable resource to Carewest and to the Directors of Operations. They have overseen many of the elements of site operations, led or participated in key improvement initiatives, managed change and acted as a resource for managers. We are extremely grateful for all the accomplishments and contributions made by our Associate Directors in the last two years.

With the creation of the AD roles, there was a commitment to evaluate the roles after 6-12 months. A survey was sent to leaders and individuals with whom the ADs interact frequently. A focus group of randomly selected Client Service Managers was held, as well as a focus group with the Associate Directors. The intention of this information gathering was to find out what's working well and some of the areas that could be improved or streamlined.

Noted in both the survey and focus groups, the ADs are valued for their operational expertise, both with deep knowledge of Carewest, as well as their "how to" expertise. They are an extra help and additional leadership and oversight to ensure timely and proper implementation of new directives, policies or other safety procedures and additional support in the implementation of corporate and portfolio programs and initiatives.

Here are the recommendations resulting from the role review:

1. Develop an organizational structure so that the program-based ADs have direct reports to enable direct coaching and mentoring of managers, increased authority to make decisions and guide practice, and set a clear reporting structure so managers know where to go for support and direction.
2. Define the program leadership and accountability assigned to the AD role to ensure the ADs do not get drawn into routine, day-to-day operations but have

the time to focus on the objectives of the position as they relate to programming / process / quality improvements.

3. Provide more enhanced support to both new managers with everyday challenges as well as senior managers to work on complex issues, such as client/family challenges, facility or staffing crises and outbreaks or equipment failures.
4. ADs will lead the implementation of portfolio and cross-portfolio initiatives, collaborating together to ensure consistent, efficient and effective change initiatives across Carewest. The AD Leads of organizational initiatives will assist other ADs (in concert with CSMs and managers) in the implementation across portfolios with a focus on being a change leader, more planning with the change and implementation support.
5. More involvement with residents and clients to support leaders with complex concerns. This would include providing direction and guidance, increased involvement with residents, clients and families directly and via participating in resident forums and via an escalation process through the CSM, if needed.

The following recommendations were also noted, not only for ADs but for Directors and the COO as well:

1. Intentionally develop opportunities for increased senior leadership visibility and presence to other leaders, staff, residents, clients and families.
2. Better definition and communication of the scope, structure and accountabilities of the AD role in how it differs from the Director role to reduce duplication of work and enhance understanding of when to appropriately involve ADs in site issues.
3. Use the role to enhance succession planning and advancement. Continue to develop leadership competencies so that the AD role is an effective stepping stone toward more senior roles in the organization, as well as continue to develop leadership capabilities across our Carewest leaders.

Our next steps are to review these recommendations with all stakeholders and develop action plans to move each of these recommendations forward. Thank you to everyone involved with this review, for your engagement, insight and commitment to making things better.

And thank you to our four associate directors for your willingness to take on a challenging new role, for being willing to help us grow the role in a way that meets our strategic objectives and for all the great work you have accomplished so far.

Client gift goes a long way to show caring

George Watt

Carewest Bus Driver

My name is George. I drive bus for Carewest C3 program.

As part of a team of drivers, I have the responsibility of picking people up from their homes and dropping them off at this awesome program to participate in various activities put together by Carewest staff. They are amazing!

During our travels as bus drivers, we meet many people who over time become more than just a ridership.

They become our friends and we take great pride in supporting them.

John Haddad, is one such friend.

I have known John about a year and look forward to seeing him on the days I pick him up.

Big John, as I like to call him, has a special place in my heart.

His caring nature, awesome sense of humour and his infectious laugh just makes me and others smile.

He is also a very giving person and the reason I am writing this short story.

One morning not too long ago, John had talked about building a bus for me out of wood.

He loves working with his hands.

I was pleased to hear this but let him know it wasn't necessary and thanked him just the same.

The following week however, he presented me with the bus he built with all its fine detail.

His smile went a mile as he was so proud of what he had accomplished and so was I for that matter, and it showed.



The bus woodworking carving (above) that Carewest C3 Client John Haddad, right, built was presented to Carewest Bus Driver George Watt, left.

Photos courtesy Christine Beaugrand



I was thrilled that John would take the time to do this for me and I now display it with pride in our home.

I will always remember your act of kindness John and why it is so important to be good to one another.

Thank you John for being the beautiful caring person that you are.

We are all the better for it.



**Happy Stampede to
all Carewest staff,
residents, clients and
families.
Yeehaw!**

Employee profile

Michelle Douglas

Volunteer Services Lead

Carewest Administration

“Everyone I spoke to about Carewest could not say enough about the organization. After I was hired, I truly felt it was the best thing I’ve done.”

Samara Sinclair

Manager, Communications & Marketing

Carewest’s new Volunteer Services Lead Michelle Douglas lived her life in the fast lane, managing change, adapting quickly and taking on new challenges prior to coming to Carewest in March this year.

Horse racing, fashion buying and bartending were some of the many roles Michelle took on to put herself through school, challenge herself and support her family.

Born in Toronto but raised in Barrie, Ont., Michelle had an active childhood. She dreamed of one day becoming a social worker or a lawyer and rode horses competitively in her spare time.

“I used to do three-day eventing, which is dressage, stadium jumping and cross country. I focused on doing cross-country trials and on my horse Camelot. It’s timed, so you have to go as fast as you can. You could be going over a course that is many kilometres with a lot of natural jumps through the course,” says Michelle.

“There are people judging at every jump and you can’t fall off and your horse can’t refuse. The jumps are quite high and it’s fast and terrifying. I loved it and so did my horse. My horse learned to count and I had to ask the person timing the event to start the countdown from five instead of 10, because he’d be so excited to get going, he’d destroy the starting gate during those 10 seconds.”

Michelle started high school in Barrie with two broken thumbs in splints, to add to the long history of other broken bones in her body, after being pushed off her horse during a jousting tournament at a local renaissance festival.

But she healed and as she went through high school, she turned her attention to her future. After being accepted both at the University of Toronto and University of Manitoba, she chose the latter because the cost of living was more affordable.

During that time, she worked five jobs to support herself and pay for tuition, including working at the University outside class times and tending bar in a nightclub in the evenings.



Photo by Samara Sinclair

“This is why it took me longer to get my degree... it was lots of fun. I stayed in Winnipeg for a few years and moved back to Toronto. I started working as a receptionist. I ended up being moved to customer service and then into design and product development. That parlayed into being a full-on fashion buyer and I worked for Tommy Hilfiger,” says Michelle.

After three years with Tommy Hilfiger, Michelle was hired at Yamaha, doing the purchasing of leathers for their line of motorcycles. There, she met her future husband, and the couple was married in Toronto.

Employee profile: Michelle Douglas

Continued from Page 10

In 2003, Michelle's husband got a job at Suzuki in Calgary, as their district sales manager and they moved out west.

"I got a job buying all the Italian leathers for Parts Canada. It's an after-market power sport company. You'll see an expensive line called Alpinestars and it's motorcycle leathers, jackets and clothing. Soon after we moved here, I became pregnant," says Michelle.

"And being a fashion buyer, you can't travel all over the world when you're a mom. My husband worked away all the time so I decided I would stay at home and have kids. I took seven or eight years off. I had my second son and stayed home until he was in Grade 1."

During that time, Michelle began volunteering with Dogs With Wings, an organization that trains service dogs for people and social service agencies.

"We volunteered to raise a service puppy. I thought it would be a good experience for my kids – that it would teach them the world isn't about them. I thought let's give them something they'll have to work really hard at, adore and then to do something to give back," she says.

"I was identified to the organization as someone who would be able to recruit other volunteers. I had a knack of talking people into doing things they didn't know they wanted to do."

During her nine years with Dogs with Wings, when she trained and placed six service dogs, Michelle often thought back on her own childhood, during which time her parents instilled a respect for volunteerism in her, by being involved in and volunteering at all her extra-curricular activities.

She was hired by the Jewish Family Service Calgary (JSFC) to run their volunteer program but after a year, was hoping for a bigger and better challenge to move her career forward.

She became aware of the posting for Volunteer Services Lead at Carewest and did a bit of research into the role and Carewest as an organization.

"Everyone I spoke to about Carewest could not say enough about the organization. After I was hired, I truly felt it was the best thing I've done. My team is amazing but everybody – the entire organization – is amazing," says Michelle.

"I've met all the recreation therapists and the players at those sites who I would be in contact with. I felt so welcome and the training has been great and I don't lie in bed at night thinking, 'What have I done'. I am excited to come into work every day, which is amazing."

In Michelle's spare time, she enjoys volunteering in her sons' football league and began riding again, at a stable in Cochrane.

Baby birds hatch at Colonel Belcher

Carewest Colonel Belcher is fortunate to have been chosen as a trusted nesting ground for this little robin family, in the Lancaster internal courtyard. There are a few species of birds in Alberta that lay blue eggs - among them American robins, starlings, bluebirds, blue jays and house finches.

You can see the nest in the Lancaster internal courtyard, once you open the door, walk a little bit and the nest is to your left, just before the end of railings. But please give these new parents space to raise their babies.

Photo courtesy Fe Camejo



Resident profile

Melvin Grocutt

Carewest Garrison Green

“

I tried to grab the ladder but I slipped underneath and got run over. It ran over my legs. I survived but lost my leg.

”

Samara Sinclair

Manager, Communications & Marketing

While some fondly remember how they got to school when they were children in the 1930s – whether it was walking uphill both ways, in a horse-drawn carriage or through raging blizzards – resident at Carewest Garrison Green Melvin Grocutt has a rather unusual recollection of his school-time method of transportation.

He traveled two and from school via piggyback, holding onto the neck and shoulders of one of his neighbours, who would deposit Melvin directly into his classroom chair and then literally pick him up from there at the end of each day to take him home.

When Melvin was 10, he and some friends would head down to the train tracks running through the Crowsnest Pass, where he grew up, and try to jump on the slow-moving trains to carry them the remaining distance home.

However, on one fateful day, things didn't go as planned.

“When I got out of school, me and the boys would stand around and wait for the train and hop on and get a ride and we'd head home by the train that last mile. One day the train didn't stop, it slowed down but never stopped,” he says.

“I tried to grab the ladder but I slipped underneath and got run over. It ran over my legs. I survived it but lost my leg.”

While it wasn't uncommon for people to lose limbs, hands, feet or fingers during that time, there was little programming for amputees.

The miners at the coal company Melvin's father worked at, took up a collection so Melvin could continue going to school, which he did, by piggyback or being pulled in a wagon by one of his siblings or neighbourhood friends.

Although he was hesitant at first, by the age of 14, Melvin became a master of using the crutches and could even run with his one leg and a good set of crutches.

At that time, the Red Cross decided to finance an artificial leg for Melvin, which required him to travel for two days to Vancouver to have it fitted.



Photo by Samara Sinclair

“It never fit well. When I put it on, it really hurt and I couldn't walk with it without limping. The guy who made the leg, could not understand why. I used it for 2-3 years but I couldn't really use it because it hurt me,” says Melvin.

“There was a man here in Calgary making artificial legs so I came to see him. He felt the stump and felt something there. He got a big pair of homemade pliers out of metal and so he grabbed this thing he was feeling in my leg and he pulled out a piece of bone. It was embedded in my stump and every time I stepped down, it pushed into my flesh. It healed quickly and after that, it was very comfortable.”

Melvin moved to Calgary when he was 16 years old, after graduating high school, and enrolled in a Business specialty program offered by Mount Royal College to amputees. There, he attended with amputees from all over the province and learned skills like bookkeeping and accounting.

Resident profile: Melvin Grocutt

Continued from Page 12

After the one-year program, new graduates from the program were in high demand and Melvin was offered the two jobs he interviewed for.

He spent one year working at a parts manufacturer, ordering parts using a typewriter and then switched jobs to work with some acquaintances at a construction company, doing office work.

During the 30 years with that organization, he had become a partner, met his wife and had three children, and when the business was sold, Melvin bought his own business in 1980 – manufacturing prosthetic limbs for amputees.

“In 1980 the fellow making artificial limbs was tired of doing it and wanted to retire. At that time, it was part of a government program. I bought his business and it was a good business in that sense that it was government backed. We did lots of arms and hands too and by the time I bought it in 1980, we were making hands that were electronic,” he says.

“We ran it for six years. It was an excellent business. We were doing prosthetics like braces for the back and legs. I hired a man who was trained in orthotics. We sold that business in 1986 and I retired. Three times,” jokes Melvin.

Care model redesign

Carewest Colonel Belcher CSMs Jennilyn Seneca and Marissa Esperanzate co-led a project aimed at re-designing the nursing care model on site for long-term care programs.

The project looked at the roles of HCAs, RN, LPNs, and the RN Team Lead.

Following comprehensive engagement with frontline clinicians, the new care model launched on June 19th.

The new care model was co-designed with staff to ensure that all staff work to full scope of practice in collaborative care environment and with clearer roles and expectations.

Residents will continue to receive the highest quality of care as the model attempts to address the balance of caregiver burnout with consistent caregiving.

An evaluation process will follow six months post-launch... the results of which will be shared broadly with the organization for future learning.

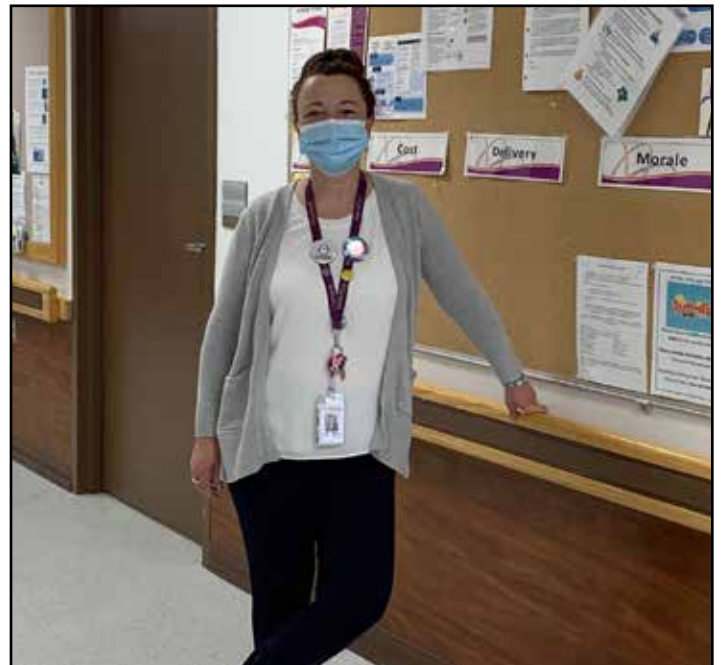
During his retirement, he took over bookkeeping for a chartered accountant and helped during tax season, and also worked part time at Inland Valve, which bought valves of all types for the oil industry.

Melvin loved the work and stayed for 10 years, up until the age of 65, when he retired for good and spent his days traveling, hunting, fishing, and golfing with his brother, his friends, his wife, three children and three grandchildren.

He recalls some of the great times he had during his retirement.

“A lot of my life was fishing trips. Every year I went to the Queen Charlotte’s for the week. I rented a motel with a couple of close friends. We got to fish some of the rivers for salmon,” says Melvin.

“At one time I was a bow hunter. I’ve done all animals with a bow and arrow for many years. I was never overly successful, but I did harvest a couple of moose, a couple of elk, a number of deer and one bear. Once I started having difficulty walking, climbing hills was no longer very enticing, so I gave my bow and arrow to my nephew.”



Carewest Dr. Vernon Fanning Client Service Manager Carol Anne Friesen is halfway through her Master of Arts in Leadership – Health Specialization through Royal Roads University and was just awarded the 2023 Calgary Health Foundation-Florence and Lloyd Cooper Scholarship for Nursing Leadership.

The scholarship recognizes the pivotal role that nursing leadership plays in Alberta’s health system and in the care of all Albertans. Congratulations Carol Anne!

OSI Clinic goes live with Connect Care

Samara Sinclair

Manager, Communications & Marketing

If he's being completely honest, Senior Manager of the Carewest Operational Stress Injury (OSI) Clinic, Stormy Marshall, says the day they transitioned to the Connect Care system was "pandemonium".

"I'd love to say we were all praising Connect Care but launch day was stressful because we were trying to use a brand-new system, check clients in, and do a lot of things. For the first couple of weeks it was slow," he says.

"You are not going to be as fast at your job for the first few weeks using the new system. Set that expectation now." The OSI Clinic transitioned to Connect Care on May 8 – only three months after they had begun preparing.

This timeline was short, comparatively speaking, as most areas have one year to prepare for the transition to Connect Care. The OSI Clinic wanted to quickly upgrade processes in relation to scheduling client appointments and information storage to better adhere to Carewest policies and practices.

During those three months, staff completed what amounted to approximately 4-8 full days of training (depending on their role), which included online coursework through MyLearningLink, in-person training led by an instructor, and time playing in the Connect Care "Playground" to practice with the new system.

Also, during that time, all client processes that included documentation had to be checked to ensure they were represented in the Connect Care system.

"We had to take a look at everything we do as a clinic – all our workflow. How does a client come into the clinic, how do they flow through our system, how do we put them into programs and groups, how are they assigned to a care team," says Stormy.

"All parts of the client's journey as they flow through our system needed to be reviewed and considered as we implement and revise Connect Care. We needed to make sure every part of their journey was able to be documented appropriately and critical areas where we provide care weren't missed."

In the first few weeks, as staff began using the new system, they found small nuances and challenges that they had to work around.

These were minor and most were easy to navigate with help from staff Super Users and the Connect Care team.

As time went on, staff began seeing the benefits of the new system.

While filing cabinets remain full of client records for now, that won't be the case forever. And the office is ordering less paper, as paper charting is no longer required.

Binders of health information will be a thing of the past and client documentation can occur in the Connect Care system and by using a Workstation on Wheels (WOW), right at the point of contact with the client.

"It was difficult for the team to walk back and forth to do their documenting for our rTMS therapy. Now they can enter the information and be standing with the client, instead of running back and forth with a clipboard. This will be great in long-term care. As you walk the floor and see your clients, you won't need the binder," says Stormy.

"Carewest is going into a positive space to be able to launch really well. While I didn't feel completely prepared for everything as I would if we could have launched with the group, Connect Care was very supportive in getting us ready for the launch."

Strategic Plan: CREATE Carewest 2023-2026 released

Carewest is excited to present the new Strategic Plan: CREATE Carewest 2023-2026. In it, we developed four strategic cornerstones: Client Experience, Healthy Workplaces, Financial Sustainability, Agile System Integration.

For each of these foundations, we have built upon it a number of strategic goals to achieve over the next three years and then narrowed it down further into strategic objectives that would help us achieve those goals.

We are so proud of who we are, how far we've come and excited about the future for Carewest.

We feel our vision, mission, values and strategic plan will help guide us as we work to provide the best possible care for our residents, clients and families. Thank you for helping CREATE Carewest and being part of our journey.

[Click here to view our new Vision, Mission, Values and the new Strategic Plan Summary.](#)

Adjustments to Cafeteria food prices

A message from The Executive Leadership Committee

Effective June 1, 2023, cafeteria users will notice an increase in the price of food sold in our cafeterias.

This increase is a result of the rapid rise of inflation that has impacted food prices around the world, as well as to ensure that our cafeteria operations are self-sustaining going forward.

Price increases will vary depending on the food item but will be standardized from site to site.

Our prices will remain competitive to other retailers, while still continuing to be affordable for all of our customers.

Going forward, cafeteria prices will be reviewed regularly to ensure we are still aligned with market prices for food.

We value the business of our residents, clients, staff and visitors to our care centres and appreciate your understanding as we implement these changes.

Staff Appreciation Week photos



Nicole McDonald, 1 East EQual HCA (left) wears the new Values pins. Staff at Carewest Colonel Belcher (above), enjoy 15-minute massages, cotton candy and popcorn. Photos courtesy Mayenne Dulce (left) and Leah Adviento (above).

What's happening



Avid puzzle makers Nancy, Annette, Kathy, and Debra (L-R) met on 1 West at Carewest Glenmore Park and worked as a group to complete a 275-piece puzzle in a timed competition in 57 minutes. This was no small feat as the pieces were all cut irregularly. Team Puzzle Busters showed great teamwork by assigning different areas of the puzzle to each team member. The group is requesting that other clients/residents at other Carewest sites attempt to meet or beat their challenge to complete a puzzle in 57 minutes or less.

Photo courtesy Lorraine Grover



Spring has sprung at Fanning and residents, clients and staff are ready for it! The front entrance pots are planted with pansies which make everyone smile this time of year!

The greenhouse is bursting with snapdragons, asters, zinnias, marigolds and many varieties of tomato plants all started by seed by residents and clients. These will fill the rooftop garden late in May. Bring on the sunshine – bring on the warmer temperatures! Fanning gardeners are ready to go!

Photos courtesy Shelley Rutledge

around Carewest



Woodworking group answers call for Bean Bag Toss boards

The Neuro-Rehab Woodworking Group meets weekly in the Craft Cabin at Fanning Centre. Clients usually work on independent projects in the therapeutic group to explore adaptations that may be helpful after having a stroke.

However, a request came from Recreation Therapist Shelley Rutledge for Bean Bag Toss boards and crafty volunteer John Beal said "Hey, you know, I think we could make some of those here!"

Using some scrap wood, volunteer John took it home to his shop and created the toss boards. The members of the Woodwork Group worked together to sand and paint boards and they turned out terrific! Steven and John challenged each other to a game once the paint dried! Great team work everyone!



C3 Beddington celebrates 10th anniversary

C3 Beddington Client Manuel Rosales helps the centre celebrate its 10th anniversary with cake for breakfast. The centre opened on May 7, 2013 and staff and clients were able to celebrate with two of the centre's original clients, who were in attendance to enjoy the festivities. Manuel was one of those clients.

We can all agree C3 Beddington has had a positive impact on us all and we are thankful to be here together!

Photo courtesy Sandy Mooney

Service Awards

November, December and January's Service Award winners have provided kind and compassionate care and service to Carewest residents and clients for 5, 10 and even up to 45 years.

Thank you for your service, commitment and dedication!

5 Years

Rasika Alankara Dewage	Angella Lee Hlymbicky
Evelyn Benson	Gladys Imoukhuede
Janvier Biziyaremye	Tyler Kilcup
Acacia Ann Bouffard	Attabak Latif
Catalina Bueno Bolanos	Ashley Martindale
Marie Fe Angelie Butalid	Sylvia McFadyen
Germanie Butron	Emma Meyer
Lydia Garcia Catbagan	Jun Lester Miguel
Aneesh Chandrasuthan	Wennie Nadela
YiChun Chen	Mayonawan Marian Omeike
Rodmar Colipano	Ruby Ortula
Robdu Denebo	Tsering Pema
Kelly Dueck	Myi Myi Ruiz
Cristina Fabillar	Sheryl Tanriverdi
Carlene Forsythe	Laxmi Thapa
Jennifer Gonzales	Jay William Wilson
Annaly Grace Habon	Fahima Yusuf
Marites Hawkins	Yuting Zhu
Calise Hicks	

10 Years

Funmilayo Adigun	Caralee Kurio
Mesghana Asmerom	Gertrude Lamontagne
Eman Bagas	Salls
Reena Balaram	Ashley Lopez
Andrew Belen	Jill MacMullin
Cori Gail Bravo	Shanila Mahmood
Sandra Bulado	Marina Manahan
Jennifer Busakay	Parveen Mehrani
Celia Cogasi	Cherry Lyn Mendoza
Barbara Cuffley	Afaf Mohammed
Cristina Dela Rosa	Leonisa Noche
Jaswinder Dhillon	Hannah Odiakosa
Sandip Dhillon	Sindhu Oommen
Alyssa Engelman	Irene Rivadillo
Jeanie Fan	Shirley Roa
Cassandra Hazelwood	Ankush Sharma
Honey Gail Isip-Meneses	Melissa Sianoza
Harmanjeet Jawanda	Sarah Trudeau
Sunil John	Mekdes Tulu
Kham Keobounphan	Vanessa Wang
Cynthia Klimove	Nardos Weldemariam
Nilesh Kotadiya	Hope Young

15 Years

Maiza Antioquia	Jeannelyn Miran
Salvacion Atay	Valerie Mitchell-Barrett
Ana Rosa Byfield	Ginalyn Pagarigan
Erlinda Castro	Editha Reyes
Sonia Cosmilla	Joanha Sayaman
Sabina Darao	Eleanor Sito-sanchez
Raquel Estor	Remedios Tanada-Howarth
Maria Galanto	Jianing Wang
Marina Geronazzo	Ana Wehbe
Oicher Laurencio	Tenzin Zomkey
Mundele Mikanda	

20 Years

Thelma Arellano	Sandra Gray
Gina Carrigan	Faye Hank
Baljeet Chahal	Jocelyn Monares
Virginia Cortiguerra	Dalisay Pagara
Marlo Dacanay	Moana Rasmussen
Vanessa Dy Buco	Fil Rodriguez
Carol Anne Friesen	Amalia Thorogood
Maria Galamay	Romulo Timbreza

25 Years

Freda Boadi	Stephanie Keys
Gayle Brady	Rosie Liam
Catharina Hall-roth	Marian Mackenzie

30 Years

Rhodora Bauzon	Sandra Hernandez
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Coffee break

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

Word Search

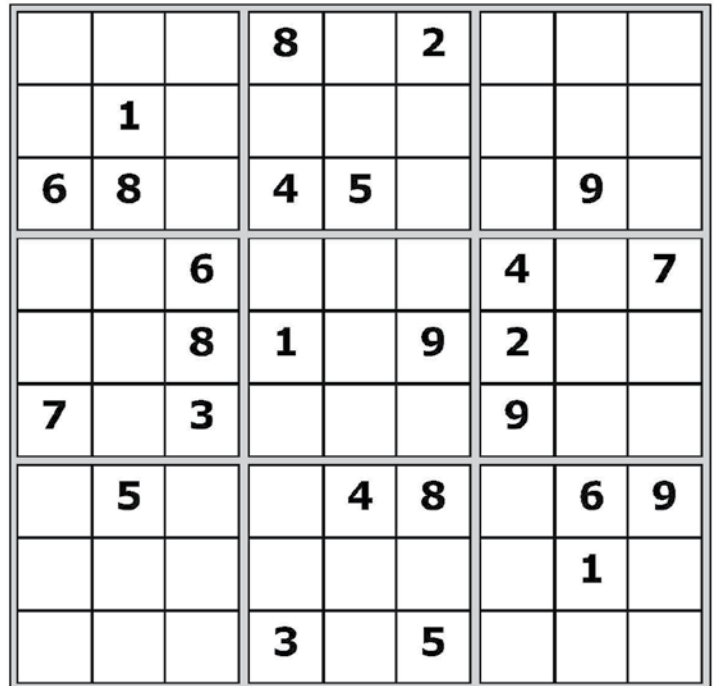
Bucket list



Acting	Learning	Skydiving
Bungee	Limousine	Spelunking
Concert	Painting	Surfing
Dog Sled	Rafting	Tattoo
Hang Glide	Sailing	Travel
Karaoke	Scuba	Zip line

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.

35 Years

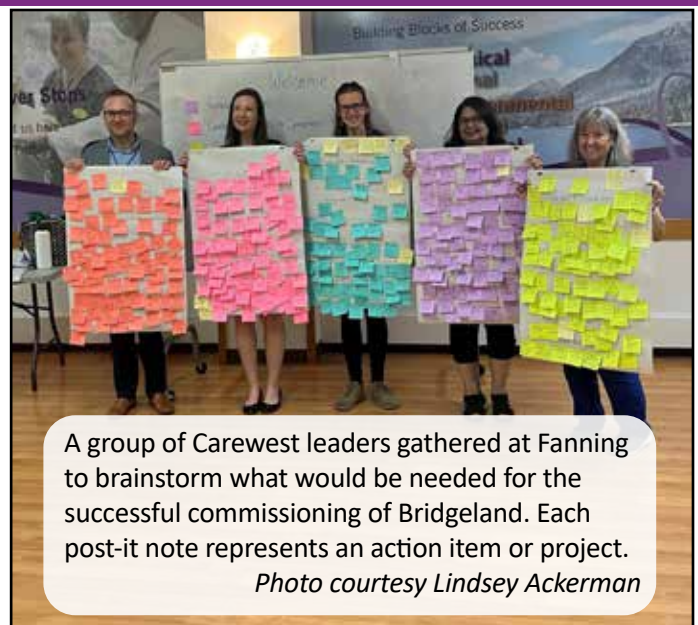
Patricia Rhodes Brink

40 Years

Iren Kovago

45 Years

Karen Dajas



Flowering trees showcase beautiful grounds



Even as the smoke from almost 100 wildfires burning in northern and central Alberta, clouded the skies over Calgary, it didn't stop Spring from blooming throughout the gardens and trees in the city, including at Carewest care centres. Pictured here are the crab apple trees outside Carewest Colonel Belcher in full bloom at the end of May.

Photo courtesy Barb Kathol

Carewrite

Carewrite is produced quarterly. We welcome your submissions.
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