

CAREWRITE



Carewest Colonel Belcher resident Rob Ziebarth stops to smell the flowers in the newly renovated garden in the internal courtyard at the care centre. Rob generously made a \$12,000 donation towards the improvement of this garden, so he and the other residents can enjoy it to its fullest. See full story on Pg. 9.

Photo by Samara Sinclair

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- Submission deadline: December 14, 2023
- Publishing date: December 21, 2023

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

Thanksgiving Day (Can.).....	Oct. 9
Halloween.....	Oct. 31
Remembrance Day.....	Nov. 11
Hanukkah.....	Dec. 8
Christmas Day.....	Dec. 25
Boxing Day.....	Dec. 26
Kwanzaa.....	Dec. 26
New Year's Eve.....	Dec. 31

Pride and National

Barb Kathol

Chief Operating Officer

The National Day for Truth and Reconciliation (NDTR), on September 30, 2023, is an opportunity for Canadians to recognize and commemorate the tragic history and ongoing legacy of residential schools, and to honour their survivors, their families and communities. This year marks the third annual NDTR and Carewest will be honouring the national holiday in a number of different ways.



- **Flags:** Throughout most of September, Carewest will be flying the Survivors' Flag on our sites' flagpoles (or hung prominently, at the sites with no flagpoles). The Survivors' Flag is an expression of remembrance, meant to honour residential school survivors and all the lives and communities impacted by the residential school system in Canada.
- **Wear orange:** We encourage all staff working on September 30, to wear an orange shirt to help raise the profile of and as a symbol of your support for residential school survivors and their communities.
- **Orange t-shirt cookies:** Carewest Food Services have been busy making orange t-shirt cookies for residents to help raise the profile of and show Carewest's support for the Indigenous community.
- **Educate yourself:** There are many opportunities to learn more about the impact of residential schools, about Indigenous culture and about how to support Indigenous people and communities.
- **Sept. 30 stat holiday:** September 30, 2023 will be honoured as a statutory holiday at Carewest. The holiday falls on Saturday this year and the designated day in lieu will be Monday, Oct. 2.

Thank you for joining us in marking this very important day of commemoration.

Another important day of commemoration we marked was Sept. 3, on which Calgary held it's annual Pride Parade.

Carewest staff, clients and families came together to march and show support for the LGBTQ2S+ community.

Day for Truth and Reconciliation



Carewest staff, clients and families marched in the Calgary Pride Parade Sept. 3 in support of the LGBTQ2S+ community.

Photos by Patty Rhodes-Brink, Julia Marsh & Samara Sinclair



The weather was great as Carewest readied its entry into the parade – we donned t-shirts, we decorated the Carewest bus and we got our flags ready.

The Pride Parade had over 200 entries and thousands of people lined 9th Avenue to, whistle, dance and cheer us on.

Specials thanks to everyone who attended to help support this important cause and added a little fun to our day.

Infectious disease experts are predicting an active virus season this fall and winter, with COVID-19, influenza and respiratory syncytial virus (RSV) expected to be circulating at the same time. This year, the virus season has already started and is expected to go until April 2024.

As always, the Employee Health & Safety team have organized their annual Influenza Immunization Blitz, starting Oct. 10, to ensure staff are protected from severe illness caused by the influenza virus.

Influenza immunizations are free for all staff, volunteers and contracted service providers at Carewest and conveniently offered throughout the month of October at all Carewest sites.

Influenza can cause a range of mild-to-moderate symptoms that could become severe or turn into complications like pneumonia – especially in the elderly or in those who are immunocompromised. Because our residents and clients often fall into one or both of those categories, we strongly encourage all staff to roll up their sleeves to protect them. Visit Pg. 11 to see where you can get your immunization at Carewest.



Kawa – new possibilities for client care

Nicole Johnson

MA, MScOT Student, Year 1

It has been a privilege to complete my Level 1 Fieldwork experience at Carewest Glenmore Park. My preceptor Kristine Bergmann, OT, and the entire team on the 1 East ERCTP unit, have demonstrated the high level of collaboration and client-centeredness required to enable successful client outcomes.

While I've been engaging in invaluable learning experiences that will guide my future practice, I've also had the great pleasure of sharing information about a novel approach to treatment planning known as the Kawa Model.

Clients bring their unique stories with them when they seek treatment.

It is the clinician's job to develop an understanding of the complex interplay of factors that impact a person's quality of life.

Forming an impression of a client's case is the backbone of rehabilitative treatment planning. It structures the way clinicians gather and understand client information and informs the choice of evidence-based interventions to achieve desired outcomes.

As part of my self-directed learning during my placement I set a target to develop a network diagram. Network diagrams are theory-based visual impressions of a client's case.

We rely on theories to guide our thinking and I selected the Kawa Model to inform my diagram. The Kawa Model was developed by a team of Japanese Occupational Therapists and uses the metaphor of a river to illustrate a person's life journey (Teoh & Iwama, 2015).

With Kristine's support, I conducted a Kawa-inspired client interview and developed a river diagram depicting a client's unique story.

The elements of the Kawa Model include: the water (one's life flow or energy), rocks (problems or obstacles), driftwood (personal attributes or characteristics), the riverbed and banks (social and physical environments) and the spaces between obstructions that reflect opportunities for rehabilitative efforts (Iwama et al., 2009).

Each component interacts to create a situation that either promotes or restricts a person's well-being.

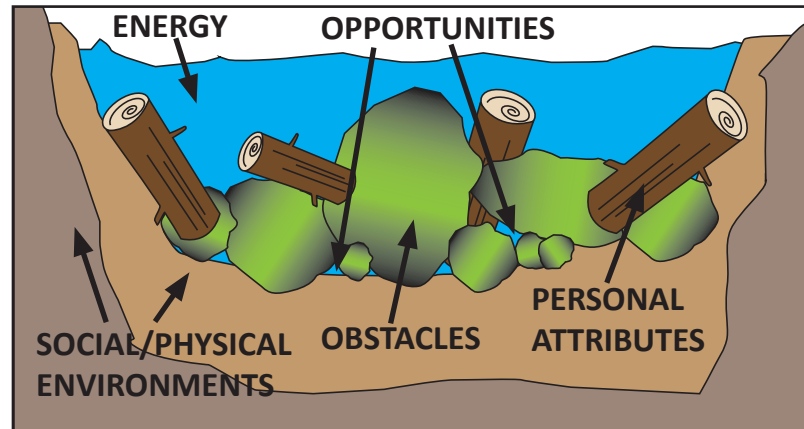


Illustration by Samara Sinclair

Optimal well-being within the Kawa Model means a strong unimpeded river where there is harmony between all elements (Iwama et al., 2009).

The Kawa Model views client issues through a holistic lens and appreciates that our life challenges rarely occur in isolation, but rather are inseparable from the social, physical, cultural, political contexts of daily life (Iwama et al., 2009).

The Kawa Model's river metaphor can be used as a tool to help draw out client's narratives and help rehabilitation professionals make sense of a client's world to guide effective and meaningful treatment.

In sum, practitioners often meet clients whose life stories have been disrupted by illness or disability. It is the clinician's role to understand client's experiences tied to their diagnosis and help clients imagine new futures for themselves.

The Kawa Model's holistic lens creates a complete picture of who a client is and what is important in their life that can direct more collaborative goal setting and enhance engagement in therapy.

For further information on the Kawa Model and tips for use in practice please consult:

- Iwama M.K., Thomson N.A., & Macdonald R.M. (2009). The Kawa Model: the power of culturally responsive occupational therapy. *Disability & Rehabilitation*, 31(14), 1125–1135. <https://doi-org.login.ezproxy.library.ualberta.ca/10.1080/09638280902773711>
- Teoh, J.Y. & Iwama, M.K. (2015). The Kawa Model Made Easy: a guide to applying the Kawa Model in occupational therapy practice (2nd edition). <https://www.kawamodel.com/download/KawaMadeEasy2015.pdf>

The Visionaries are together again

Samara Sinclair

Manager, Communications & Marketing

The Visionaries have come back together again at Carewest Dr. Vernon Fanning after being sidelined for three years by COVID-19.

This group of ambitious residents plan to look forward with cautious optimism to revitalize the volunteer program and create more recreation opportunities with a focus on the young adults' EQual program.

"We're envisioning a better place for EQual because we are younger, and back when this program started, it had a high profile as serving unique clientele. That has slipped and we'd like to spotlight this program again," says Kelli Moorey, one of the founding members of the group.

"But we want to share our vision – our vision is going to better everybody else. My end goal and thoughts are how we can better the population that is being served here."

One of the main focal points for the group is to get residents involved in the improvement projects to help engage minds, and exercise abilities and tap into the diverse knowledge and skills possessed by fellow residents. Those diverse skills and abilities are instrumental in the successful completion of a project, such as the dining room improvements undertaken in 2018/19 on the first floor.

"We thought we had to start somewhere. Coat of paint, new tables and chairs, art for the walls. Lights and fans. We needed to beautify the area and create a more vibrant dining room experience", says Katie Gerke, another founding member of The Visionaries.

"We're always looking forward to something to fix – that's part of our mandate. We want to work collaboratively with the administration, the facility supports, and other residents to ensure our visions are successful.



Top Drawer customer and Fanning resident Robert Thiessen shops for clothing during the Opening Sale. Top Drawer, an initiative of the Visionaries, partnered with staff, other residents and volunteers, provide clothing to those in need at the Fanning.

Photo courtesy Shelley Rutledge

In addition, to collaborate with your community partners to create sustainable, long-lasting relationships, so that we can achieve your ambitions."

One of those partnerships has already paid off. Katie represented the group's interests in the "Quality of Life" working group. This working group has enabled the Visionaries to pursue collaborative projects such as a new bulletin board called, "The Fanning Forecaster" and a consignment clothing shop for residents called the "Top Drawer."

The store, located on the third floor of the building, celebrated its grand opening in August.

Currently, members are in the process of soliciting further ideas for improvement and volunteers to join their group. If you are interested in joining or have any ideas for improvement at the Fanning Centre, please e-mail either katie@oralart.ca or kelli1@shaw.ca

Stroke distinction awarded to Neuro-Rehab program

Kudos to the Neuro-Rehabilitation team for meeting all standards and key performance indicators of the Stroke Distinction Accreditation Report auditors.

A few highlights included:

- Engaged, collaborative interdisciplinary team working to full scope to provide best practice stroke care
- The team's use of rehabilitation patient group information in order to drive length-of-stay improvements and engage patients and caregivers in their discharge planning.
- Unique role of client educator and individualized education.
- Team has excelled at employing creative strategies and using full scope of practice to sustain quality of service.



Congratulations to Glenmore Park HCA Celia Reandelar, centre, who celebrated her retirement after 49 years with Carewest.

ALC rec therapy supports client interests

Samara Sinclair

Manager, Communications & Marketing

At Carewest Sarcee, the Alternate Level of Care (ALC) Recreation team focuses primarily on the use of a strengths-based approach to support the development of client-specific programs and interventions.

Client Service Manager Brooklyn Hurman describes the ALC unit as a bridge connecting clients from one location to the next, acting as a middle ground for clients who no longer need care in an acute setting but are unable to return to their previous living situation.

With the wide variety of clientele seen at ALC, it can be challenging to find a program that resonates with a large group of people. Recreation therapist Ashley Carvalho develops programs that will interest clients while also supporting their specific goals. One ALC client, Kyle Bilton, was the first to participate in a project.

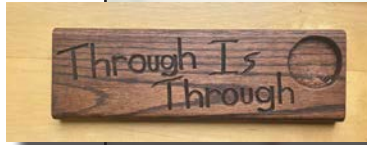
“The reason I approached the recreation department was to find something to do that gave me purpose, kept me busy, and helped with my anxiety and depression. I needed a reason to wake up and have a drive to do something,” he says. “I needed to find an activity that made me feel good about myself and gave me purpose.”

Knowing he is a carpenter by trade, the recreation team, with the help of Mozac Samson, Manager of Support Services, and Ken, a Carewest painter, a project was created to revamp the care centre’s outdoor flowerboxes.

The task would require Kyle’s knowledge of carpentry through sanding, painting, and rebuilding the boxes.

The flower beds were old and weathered, some with wood rotting away. Over a few weeks’ time, Kyle diligently worked away on the job he was given. With a fresh coat of paint and boxes filled with flowers, the back garden now serves as a welcoming social hub for the summer season.

Kyle said that working on the project was fulfilling.



“The recreation team gave me the ability to help others, feel valued, and have a sense of purpose and meaning. I feel my best when I know I can help out and contribute in any way.”

While care and rehabilitation remain an integral piece to the client experience, recreation and leisure play just as important of a role. It is crucial for clients to still feel like themselves and still have a sense of being a person with goals and aspirations.

“It is essential for the individual’s well-being to feel supported in their recreational and leisure pursuits,” says Ashley. “Through the use of individual assessments and developing rapport with clients, the recreation team is able to support and develop programs that are person centered and involve the client in the decision-making process.”

Recreation is an important aspect when cultivating a sense of community in a care setting. As seen with some of the work done here at Sarcee, collaborative effort leads to impactful outcomes.

Kyle’s story is just the beginning of what the recreation team hopes will become standard practice at Sarcee.



Homewood Health opens crisis hotline for persons impacted by wildfires across Canada

Anyone experiencing trauma and grief and seeking mental health support may contact the confidential, 24/7 hotline at **1-833-648-2910** for counseling and/or referrals to community resources. Homewood Health’s EFAP program is also available by visiting [Homewood.ca](https://www.homewood.ca)

Resident rises above discrimination

Samara Sinclair

Carewest DEI Advisory Group Co-Chair

Discrimination can come in many forms. It can be blatant rudeness or subtle micro-aggressions. Sometimes it is done intentionally and sometimes we may do it without even knowing.

Resident at Carewest Dr. Vernon Fanning, Kelli Moorey's whole life had been characterized by feeling like she never fit in and feeling left behind by family, teachers, friends, mentors and co-workers in a world she physically could not keep up to.

Despite this, Kelli obtained two degrees – a Bachelor of Art in Psychology and a degree in Social Work – which she graduated with in 1994. And later, a Master's degree in 2005.

She realized she was attracted to women at a young age and embraced her sexuality.

She took control of her health and advocated for herself among multiple health professionals until the diagnosis of rare genetic mutation was finally made.

Despite phrases like, "pick up the pace", "you're so clumsy" and "why are you so slow" that would often punctuate her days, Kelli overcame the effects of much of the discrimination she faced in her life.

"I'd feel always like there was some form of ridicule. My whole life, I've always felt less than because I couldn't keep up or physically shine. In some ways, I welcomed my diagnosis because now I'm not expected to not trip. It was almost a blessing because I have the right to say I'm disabled," says Kelli.

Kelli indulged in alcohol at the age of 14, overwhelmed by the euphoria and freedom she felt as her parents' alcohol neutralized her feelings of disconnection.

"My mom and dad gave me the basic tools for coping with life – but as far as being confident and comfortable in your own skin, I didn't get that. I was so shy and when I drank, I forgot about all of it. It was relaxed and so nice to escape the horrors of my young life," says Kelli.

Realizing the alcohol was becoming a problem, Kelli made the decision in her mid-twenties to quit.

She had been working at Gulf Oil at the time and looking forward to a future in the oil and gas sector. But that all came crashing down during the 1980s oil bust and 300 people were laid off, including Kelli.

Maintaining her sobriety was a challenge during this time, as Kelli grappled with the notion of having to return to school – a place in which she never had positive experiences.

She decided to enroll in the University of Calgary's Psychology program and simultaneously joined Alcoholics Anonymous (AA) to take control of her addiction.

In the years that followed, Kelli worked hard to obtain her two degrees and she also found a special kinship with the people she met through AA, many of whom were gay and who faced similar struggles as Kelli.

"I ended up meeting some people who

were really good for me. I got into the gay life and it was the first time I fit in," says Kelli.

Kelli began the process of trying to get a diagnosis for her disability and multiple tests given by multiple doctors yielded only empty theories.

It was only when she moved into Carewest Dr. Vernon Fanning, 13 years ago, that she was finally given a definitive diagnosis.

"My neurologist sent all my records to a geneticist and he figured out I had a mutation on my SPAST gene. It affected only my legs," says Kelli.

After Kelli moved into the Fanning Centre, she began dating a fellow resident. The seven-year relationship that ensued made Kelli feel like she was living a more authentic life. The staff knew about her sexual orientation. And having a partner in the care centre made the days more tolerable.

But after their breakup and her partner's eventual passing Kelli wondered how to fill her days.

"It's hard to live in these little rooms. To be stuck in here with the brain that I have and not be able to engage, to walk wherever I want. I want to get things done. I want to help people and it's so hard to do from this place. You go through your life with so much vastness of knowledge and experience and it's all put on the shelf because you have a disability," she says.

Today, Kelli is working on an initiative with several of her fellow residents to make life better at the Fanning Centre. She hopes to help others with disabilities to realize they can contribute and be recognized as equal participants in society.



Thanks to Calgary Health Foundation donors

Samara Sinclair

Manager, Communications & Marketing

A big thank you to the Calgary Health Foundation (CHF) and donors to the CHF Booster Fund, who funded several of much-needed projects at Carewest that improve resident and client quality of life.

This program was designed to provide funding opportunities for staff-identified projects that make a powerful impact in elevating client care and staff experiences. The Booster Fund is funded thanks to the support, and staff participation in the [WinWin Staff Lottery](#).

Carewest Dr. Vernon Fanning is the recipient of some of the booster funding and Director of Operations Shelley Bannister wanted to express her gratitude on behalf of the staff, residents, clients and families.

"We, in receipt of these significant donations, wish to express our sincere gratitude for the generosity of the Calgary Health Foundation. This will enable enhancements of our services and care for our residents/clients, and families," says Shelley.

"We involved clients and residents in the submission development, as well as cross-functional teams, and it was an uplifting exercise. We are so very grateful and inspired to keep working with you. Thank you."

Residents and clients at Carewest will benefit from the following funded projects:

- **Overhead ceiling lift and walking track for therapy gym:** Supporting clients in harnesses to offload body weight is a best practice during retraining gait for clients who are rehabilitating from many conditions,

especially stroke. Currently the ceiling tracks in the therapy gym enable walking half the length of the parallel bars in a harness. The client then has to be turned 180° to return, with much of the treatment time used in turning rather than practicing stepping forward. This funding would reconfigure and expand the gantry lift system in the therapy gym to provide a continuous walking track inside the parallel bars with the optional use of a harness for practicing stairs.

- **Bariatric Suite expansion at Fanning:** Weigh scales are critical to client health status assessment and adjustment to care planning. Inappropriate equipment (or lack thereof) has led to staff injuries. This funding would provide for the addition of a bariatric commode, a bariatric wheelchair scale, a bariatric bathhouse ceiling lift/scale combo and a bariatric side chair.
- **Recliner chairs for subacute rehab and (C3) quiet rooms:** This funding would provide for eight wipeable power recliners with handheld controls. The goal of the subacute rehab unit is to facilitate client recovery and return to their home in the community. Recliners are used for clients who have the habit of sleeping in a recliner at home and find it most comfortable. This being the clients' goal, then this is what we want to be practicing in the subacute setting. Recliner chairs also provide a comfortable option for families when staying overnight.
- **Sit-to-stand lift:** Signal Pointe does not currently have a sit-to-stand lift. This will aid in active/assisted participation with transfers. This funding will provide for a sit-to-stand lift at Signal Pointe.

Kudos to Natale Oliverio, Associate Director and Natalie Garwol, Project Coordinator for articulating need in areas that were comprehensive, interesting and met the intention of the funding.



Farewell to Dr. Dawes



Staff on 3 West at Carewest Dr. Vernon Fanning bid farewell and celebrated Dr. Simon Dawes, who provided excellent resident and client care for the past 15 years and is leaving to pursue a change in career with AHS. You will be missed, Dr. Dawes! *Photos courtesy Josefina Hilera*

Resident passion project blooms in garden

Samara Sinclair

Manager, Communications & Marketing

Carewest Colonel Belcher resident Rob Ziebarth acquired a good understanding of gardening at a young age, thanks to his grandmother who loved to garden.

Before his multiple sclerosis flared up, he was an avid gardener at home in his spare time.

When it became too difficult to live independently in the community, Rob moved to Carewest Nickle House, where he admired the work of the landscapers there.

When he moved to the Colonel Belcher 1.5 years ago, Rob noticed the gardens could use a little sprucing up.

“Over the last year, I noticed the garden beds were very boring. It was just annuals and when winter comes, there was nothing to look at. With perennials, instead of looking down at nothing, you have something to look at,” he says. Rob decided then to generously donate \$12,000 to completely renovate the interior garden.

He engaged with the same landscaping company that had done work at Nickle House – Keena Landscaping – and collaborated with owners on the design.

They completely re-built the flower beds and planters, creating unique shapes to house the plants. They added perennials like phlox, clematis, iris, daisies and poppies.

“Diana and her husband worked really hard on that,” says Rob.

“They did it all on weekends and it only took one month to do all that. The finished product is excellent. I can’t wait for some of the flowers to bloom.”

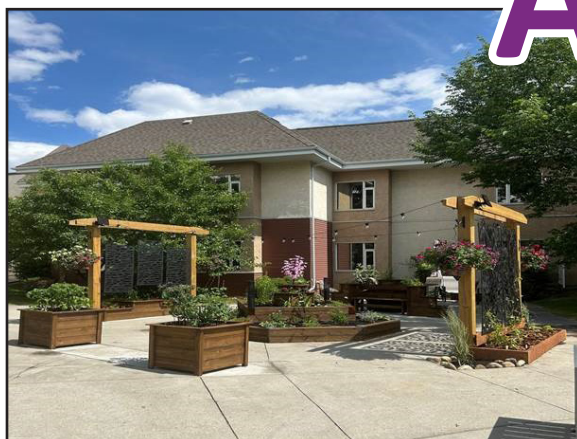
Now, residents at the care centre have a modern, colourful, fragrant and lovely place to enjoy the outdoors and they partner with staff to take care of the space.

“We are delighted to announce the successful completion of the internal courtyard garden renovation project at our site. We would like to express our sincere appreciation to our client Rob for his generous contribution towards this endeavor,” says Soumya Salian, Manager of Support Services.

“Rob’s thoughtful donation has allowed us to transform the garden into a stunning space. We extend our heartfelt gratitude to Rob for his support, as his donation has significantly enhanced the experience for everyone at our site.”



BEFORE AFTER



Employee profile “

Adam Abdo

Food Services - Dishwasher

Carewest Dr. Vernon Fanning

I looked at the placement and thought it was something to try. ”

Samara Sinclair

Manager, Communications & Marketing

Adam Abdo, Dishwasher at Carewest Dr. Vernon Fanning, is cleaning up at work by learning everything he can and improving his skills.

So much so, that he's proud to say he's been transferred to work on the busiest days of the week.

Born in Calgary as the eldest of two siblings, Adam grew up with a mild developmental disability but that never stopped him from enjoying life, dreaming big and achieving great things.

He looked up to his superhero idols and wanted to one day make a difference in this world.

During high school at the Third Academy, Adam developed a love for cars and often watched his step-father work on his vehicles in the garage.

He thought it might be fun to be a mechanic and his parents encouraged him to enroll in the Life Skills course in the Transitional Vocational Program at Mount Royal University to learn communication and employment-related skills.

“Adam is an integral part of our Employment Preparation Certificate Program at Mount Royal University. The Transitional Vocational Program, is an initiative aimed at equipping adults with the necessary tools for self-supporting, competitive employment,” says Rebecca Breland, Mount Royal University Employment Specialist in the Faculty of Continuing Education.

“Our program specifically caters to adults with mild developmental disabilities, aiming to facilitate a successful transition into various levels of competitive employment.”

Students in the program engage in supplementary courses that cover functional academics, personal management, teamwork, job safety, and first aid.

As part of the program, Adam came across the posting for a dishwasher at Carewest Dr. Vernon Fanning, and decided to apply to get him into the job market and earning money.

“This was the first place I applied. I looked at the placement and thought it was something to try,” says Adam.



Photo by Samara Sinclair

Robb Allen, Manager of Food Services, expressed satisfaction with Adam's performance and pride in his growth and skill development.

“He is an asset to us. We like to speak of our successes and give props to those teaching and growing.”

Adam says he enjoys his job and co-workers and works quickly to ensure all the dishes are cleaned, the dishwashers are emptied/filled and the freezer is clean.

In his spare time, Adam enjoys going for walks, visiting the local 7-11 for a cold treat, playing video games and going to see superhero movies at the theatre.

October Flu Clinic Schedule

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
9 Happy Thanksgiving! 	10 Colonel Belcher 0730-1630 2nd Fl. Dining Rm 	11 Fanning 0730-1600 Coliseum Glenmore Park 0730-1600 Front lobby Colonel Belcher 0700-1630 2nd Fl. Dining Rm.	12 George Boyack 0730-1600 Conference Room Sarcee 0815-1630 Main Floor	13 Royal Park 1200-1600 Family Dining Rm. Sarcee 0815-1630 Main Floor George Boyack 0800-1615 Conference Room Fanning 0600-1000 2100-0100 Coliseum Colonel Belcher 0700-1630 2nd Fl. Dining Rm.	14 15 Did You Know... Influenza immunizations are FREE for all staff, residents, clients, volunteers & contracted service providers.	
16 Signal Pointe 1200-1600 Library Rouleau Manor 0800-1615 Conf. Room G29 Fanning 1300-1900 Conf. Room 1 Colonel Belcher 0700-1300 2nd Fl. Dining Rm.	17 C3 Beddington 1200-1600 Conf. Room Signal Pointe 0700-1300 Library George Boyack 1400-1800 Conf. Room Rouleau Manor 0800-1615 Conf. Rm. G29 Fanning 0800-1600 Conf. Room 1	18 Garrison Green 0730-1600 Bittman Hall Nickle House 1330-1400 1500-1600 Staff Room Royal Park 0800-1100 Family Dining Rm. Fanning 0600-1000 2100-0100 Coliseum Colonel Belcher 1500-1900 2nd Fl. Dining Rm.	19 Rouleau Manor 0730-1600 Conf. Rm. G29 Sarcee 0730-1600 Front lobby Glenmore Park 0600-1600 Front lobby Garrison Green 0700-1100 Bittman Hall George Boyack 0730-1600 Conf. Room	20 Admin 0900-1500 EH&S Room Glenmore Park 0600-1600 Front lobby Fanning 1300-1900 Conf. Room 1 Colonel Belcher 1500-1900 2nd Fl. Dining Rm.	21 22 Please note the dates, times and locations in this schedule are subject to change. Check with your site for the most up-to-date information.	
23 Glenmore Park 0600-1600 Front lobby Garrison Green 0700-1600 Bittman Hall Rouleau Manor 0800-1615 Conf. Room G29	24 Admin 0900-1500 EH&S Room Garrison Green 1400-1800 Bittman Hall Colonel Belcher 1500-1900 2nd Fl. Dining Room	25 Glenmore Park 0600-1600 Front lobby Royal Park 1200-1500 Family Dining Room Fanning 0600-1000 2100-0100 Coliseum	26 OSI Clinic 1100-1200 Conference Room Signal Pointe 1100-1700 Library Colonel Belcher 0700-1100 2nd Fl. Dining Room	27	28 29 	
30 Sarcee 0815-1630 Main Floor Colonel Belcher 0700-1100 2nd Fl. Dining Rm	31 Sarcee 0815-1630 Main Floor	1	2	3		

Client profile

Richard Woodhurst

Carewest Sarcee

“What has transpired since then could only be described as miraculous. I’m sitting in my apartment in subsidized housing.”

Samara Sinclair

Manager, Communications & Marketing

“From Hopelessness to Hope” could be the name of the roller coaster that was Carewest Sarcee client Richard Woodhurst’s life as he struggled with mysterious health issues and an instability that stole his independence and potential to thrive.

Prior to his stay in the Alternate Level of Care (ALC) program at Sarcee, Richard was plagued by mysterious gut pain that would leave him debilitated, depressed and feeling like he had no control over his own life.

He was unable to work and lost his home, relying on the generosity of friends and their living room furniture as a place to lay his head at night.

He would try to find solace in nature but one day, he found something else that would change the course of his life.

“In April, I fell off my bike. There’s a cliff in Fish Creek with a steep slope. I stopped on the slope and when I went to start pedaling again, I lost my balance,” says Richard.

“The bike went toward the cliff and I jumped off and landed on my left leg and there was a cracking noise and I blew out my upper tibia plateau.”

Despite the ordeal, Richard thanks God for that fateful day, as it was the catalyst to a series of events that enabled him to finally take control of his life.

Richard was born and raised in Montreal and had a tumultuous childhood. He drifted between Vancouver and Saskatchewan. He rebelled against the system, writing nothing but his first and last name on his high school final exams. He hitchhiked around London, England and the Island of Crete for a couple of years.

When he was 21, he and his sister decided to pack up and take a trip to find their fortunes in California but the car broke down in Calgary so there they stayed.

“Landscaping was my first job – we did most of Fish Creek park. We planted 900 poplars and used tamping machines and laid sod. We built the pathways,” says Richard.

But Richard wanted a better job and he used one data analyst course he took in Montreal as the selling point on his resume, along with the ability to speak two languages and was hired by the AGT as a computer operator.



Photo by Samara Sinclair

Shortly after, Richard jumped on an opportunity at the City of Calgary as a computer operator and he spent 14 years building his career there.

After his career plateaued, Richard decided to move to the private sector and earned a Network Service Management certificate, which enabled him to work for Citibank for five years, during which time he traveled all over the world, managing teams of network engineers.

He worked for Network Associates, finally making it to California after all, with an office in Silicon Valley.

Then, he was hired at Telus in Calgary and worked to aid the company in a national deployment of their network, which was a stressful position. Richard was managing multiple teams, carrying three pagers and two cell phones and working seven days a week.

“I had a breakdown. Along with that, my ex and I split up and I ended up being a single dad with two daughters while I was under all this stress at work. I fell into a deep depression,” says Richard.

Telus supported him throughout this time, offering him treatment and medical leave. Eventually, they offered him an exit package, which Richard gratefully accepted.

Client profile: Richard Woodhurst

Continued from Page 12

Feeling better and with some newfound wealth, Richard decided to invest in a spiritual publication and purchased Synchronicity Magazine. But the magazine began losing business, and at the same time, Richard's health issues began posing a problem.

"Things just fell apart. I had been struggling with health issues. They just kept getting worse and worse. I tried everything as far as lifestyle went. I tried vegan, raw vegan, gluten free, lactose free. Somehow this gut condition I developed just kept getting worse," says Richard.

"Whenever it would flare up, I would fall into severe depression. This went on for a period of time until eventually I was debilitated. I had no ability to function. I wasn't working, and lost everything."

That included his home and Richard began couch-surfing at family and friends' houses while he tried to get his condition diagnosed.

His multiple visits to walk-in clinics gave him a diagnosis of diabetes but little else in terms of managing his mental health or chronic pain. A friend recommended a health clinic in Cochrane and Richard began doing work with Dr. Sinha to get to the root of his health care issues.

After a bit of progress, Richard suffered the fateful bike fall and broke his leg. He was sent to ALC at Carewest Sarcee.

"The first few weeks were very traumatic to me. I had a number of breakdowns while I was there. I wasn't able to tolerate the things going on around me. My life wasn't supposed to end up like this," says Richard.

He had a meeting with the site social workers in which he was told that unless he was able to secure housing, he would be discharged to the Calgary Drop-In Centre. Very upset by this news, Richard revisited plans he shelved years ago to look into subsidized housing.

With the help of Nurse Clinician Caralee Kurio and Client Service Manager Brooklyn Hurman, Richard completed the multitude of forms needed to pursue this option. This included filing his taxes, claiming an early pension and applying for various housing opportunities around Calgary.

"I went to the Kerby Centre and tried to advocate for myself with the kind people there to assist me in moving forward. Caralee worked with me with the application forms. She helped me fill in the functional assessment and she got it signed by the doctor," says Richard.

"What transpired since then could only be described as miraculous. I'm sitting in my apartment in subsidized housing. My first pension check was just deposited. I'm safe. I'm not going to get kicked out. I'm cooking meals when I feel like it. I can relax."

During his time at Carewest, Richard's intestinal symptoms began to subside. His leg begun to heal. And he took control of his own life.

"It was Carewest that was instrumental in giving me the space in getting this work done. The help I got from Carlee was what I needed. In a few short weeks, I was able to do what I wasn't able to do in five years. The support I received given my situation was amazing," says Richard.

"Life now is night and day from where I was three or four months ago. From hopeless to now each day I thank God."

Letter of thanks from resident J.J. Rempel

Dear Management,

I have a lot of good things to say about how good Garrison Green is – so awesome! Especially second floor. I was very impressed by all the help I have been getting. The care is very wonderful for that. A big shout-out to all the resident assistants, registered nurses, cleaning staff, unit clerks and many more! I was at the resident forum last week. I am very shy at saying things out loud. So I'm going to tell you what I think you should be doing. When you guys and gals are walking the floors, you could shout out to them – how are you doing? Or you can say that you're doing a good job. I think that would go a long way. Thank people for their good job and make them happy. And it will also make you happy too. I know you are doing your best around here. You are not super heroes but in my eyes, you are.

~ J.J. Rempel, resident, Carewest Garrison Green



Building a community through change

Samara Sinclair

Manager, Communications & Marketing

The concept of change may strike fear in the hearts of the toughest health care workers, especially in an industry like continuing care – where consistent change is necessary to improve programs and services offered to residents and clients.

But change created with the team, for the team, doesn't need to be scary, according to the folks who are part of AHS Alberta Improvement Way (AIW).

The AIW team provides the principles; knowledge and tools necessary to help make changes for the better – from quick, easy process changes, to larger, more complex improvement work including site, zone or provincial projects.

The Alternate Level of Care (ALC) unit was created in 2020 at the height of the pandemic at Carewest Sarcee. It brought the hospice and long-term care staff together into one team, delivering care to clients.

When Client Service Manager Brooklyn Hurman assumed management of the newly evolving ALC program, the pandemic was easing, staff were exhausted and were learning to deliver care to a different population than they were used to.

“Early on I recognized the level of fatigue and frustration were oddly mixed with a spark and drive in the staff,” says Brooklyn.

With a new-found passion for change management, and with an eye to the potential for improvement on this unit, Brooklyn engaged with Sandra, Senior Process Improvement Consultant /AIW Curriculum Lead, to start looking at what improvements could be made.

The process began with pulling a team together of a variety of staff to be representatives on the AIW project team.

The team gathered information, compiled data and with the help of Sandra, and prioritized unit needs to see the areas that would benefit from improvement.

The main areas identified were the need to increase occupancy on the unit, lack of communication, the unit culture and attention to staff concerns.



“We learned which areas needed improvement and the steps to take towards implementing changes. It made us think about how we can do better as individuals and as a team,” says Health Care Aide Cheryl Macneil.

The focus of the change became the discharge-planning process, and how to improve the process so that discharge planning started right from admission to ensure everyone was working collaboratively to achieve a discharge goal.

Electronic communication was put into place by way of a TEAMS page, being mindful of efficacy and efficiency of discharge rounds, and focusing on accountability of the ALC team members to maintain momentum on discharging clients to the right location.

“For me, the discharge planning project was the most impactful project we worked on as a group,” says Staff Nurse Caralee Kurio.

“It can be easy to get caught up in our own ways, so having AIW take a look at some of our processes was really great to have an outside perspective and fresh ideas. I learned a lot about change management and how to make appropriate and sustainable changes.”

Carol Baumgarten, Director of Operations, Sarcee says working with AIW provided us with collaborative space, clarity on areas of priority work, provided organized focus to implement change with the goal of sustainability.

“This experience not only increased occupancy of the ALC unit, it established a community of change leaders. I am very proud of what the ALC and AIW team have created together,” she says.

Thank you for the special anniversary

Jeff and Mary Davis celebrated their silver wedding anniversary on July 18. Jeff is one of the hemodialysis residents at Carewest Dr. Vernon Fanning, on 3 West. He is a former biker and loves to travel. Staff on 3 West decorated his room and both were able to celebrate and enjoy their special day surrounded by staff on 3 West. Jeff and Mary wanted to express their appreciation:

"A special thank you to the staff on 3 West for making our day special. We were able to enjoy a fine meal and enjoy our memories of years gone by while looking to the future."

~ Jeff and Mary

Submission courtesy Josefina Hilera



NEW: Online availability calendars

Congratulations to Chamalie De Alwis Fanning 2 East LPN whose name was randomly drawn as the winner of the Availability Calendar contest, and the recipient of a 100-piece bag of assorted Lindt chocolate truffles.

Samara Sinclair

Manager, Communications & Marketing

In May 2023, it was announced that Carewest will be moving towards a centralized booking model to better support site operations and ensure shifts are filled in a timely and efficient way.

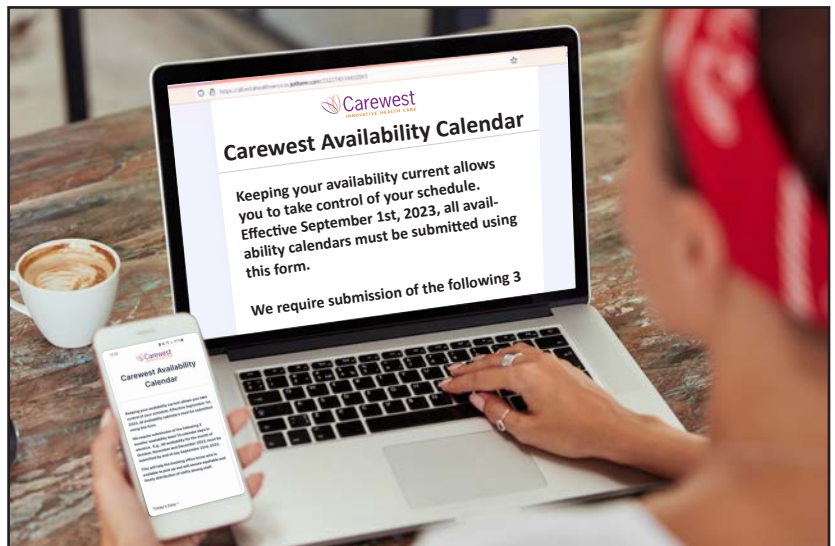
In alignment with this work, we are excited to introduce digital [availability calendars](#). Effective September 1st, availability calendars will be the principle tool used in determining relief shift call order.

In addition, availability calendars are beneficial because:

- They allow booking clerks to offer shifts to only interested and available staff
- They prevent unnecessary communication with staff who are not available
- They help staff manage their work/life balance
- They help ensure vacant lines are filled quicker and more effectively, benefiting the entire unit/program

In the past, staff filled out a paper availability calendar, which was manually entered into the system. To increase efficiency and ease of use, Carewest has implemented a new online electronic tool that staff can use to indicate their availability.

[The new digital Availability Calendars are now accessible online from any mobile device or desktop computer by clicking here](#), or by visiting the portal on the [Staff Scheduling and Timekeeping page on Careweb](#).



Thank you to the 1,194 staff who have already taken steps to fill out their calendars!

The completed online availability calendars will be then automatically routed to the Carewest Central Booking e-mail. Preference will be given to those who complete availability calendars. Those who don't complete availability calendars will miss out on available shifts.

We have sent out QR Code stickers to all the sites for staff, so you can stick them at home, at work or anywhere else you think you might want quick access to the link to the digital availability calendars.

We understand this is a change in process and we thank you in advance for your patience and willingness to help improve our booking model.

What's happening



Samir Kayande, MLA for Calgary Elbow stops for a picture with Director of Operations Alan Chapple and Carewest Garrison Green during a site visit. Samir came to visit to learn about Carewest and meet some of his constituents.

Photo by Samara Sinclair



Staff at Carewest Dr. Vernon Fanning jumped into action to support first responders and residents affected by a fire at the neighbouring Mountainview Apartments. The City of Calgary Incident Commander as well as the affected residents and families, expressed sincere appreciation for the outstanding efforts of Carewest staff to ensure people were sheltered in the Fanning Coliseum and had basic needs met through this emergency event. Food Services served water, snacks and sandwiches, Pharmacy staff helped people call their pharmacies to get emergency medications. Staff took names of people so there was a record of their whereabouts and helped people call family members. The care and concern shown in assisting residents to contact families and loved ones was so appreciated.

Photo courtesy Kate Ramirez

around Carewest



The Calgary Stampede was celebrated to the fullest at Carewest Signal Pointe with games midway for the residents. Residents Scott Cayer, with the balloon, and Jason Lowry enjoyed a Water Balloon Bean Bag Toss, left, Social Worker Raeleen Soltys horses around with a WANTED frame, resident Jo-Ann Hanson pins a tail on the cow and resident Leiza Twasuk with staff member Abha Agtarap enjoys a rousing game of horseshoes. Afterwards everyone enjoyed a Popsicle treat.

Photos courtesy Jennifer Bartsch-Maki



Garrison Green residents and staff hosted their own Pride event and invited the Rainbow Elders for Pride Week. Resident Shelley Achtemichuk, second from left, hangs out with some of the Rainbow Elders who came out to visit.

Photo courtesy Charlotte Jordan

Service Awards

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

Thank you for your service, commitment and dedication!

5 Years

Marie Abenir	Ramandeep Grewal
Juliet Alonzo	Taryn Kapoor
Daniel Auvigne	Shama Khan
Saima Batool	Tabeel Kyei-Baffour
Melody Mae Brett	Vergil Laquibla
Rhean Calixtro	Marco Lebrasseur
Janete Cutaran Camte	Kenneth Luu
Carlie Carlson	Kathryn Lythgoe
Alix Carter	Gurpinder Mallhi
Elya Cary	Rebecca Mvundura
Rosalie Dela Cruz	Juliana Nwosu
Mary Ann Diada	Ly Frances Pilotin
Oghenetejiri Efemuai	Darwin Santos
Joey Fabrigar	Erin Elizabeth Talbot
Allyza Ferrer	Emma Timbol
Jeraldine Ancheta Gabriel	Kelsie Ugiomoh
Dale Godden	Carrie Worthington

10 Years

Kennie Adebisi	Loveness Kambiro
Noha Afech	Amina Noorali
Adedoj Awomodu	Sonia Pineda
Sandra Bhola	Thelma Poquiz
Randy Calles	Travis Schubert
Jhoanna De Guzman	Cecilia Seco
Aileen Dela Cruz	Petra Shudzeka
Lauren Edwards	Kristen Steele
Emmanuel Fontanilla	Deanne Stillie
Kendra Lynn Furgason	Kamaljit Teja
Joefel Ganitnit	Lula Yosef
Allan Hennessey	Sylvia Young
Lola Johnson	

15 Years

Madelyn Bolando	Angela Pekas
Valentina Amboko Mwange	Rose Pierre
Maria Rita Canave	Thelma Pineda
Katherine Cassidy	Charanjeet Sangha
Sa Cho	Rhoda Santos
Marilyn Claveria	Rachelle Senft
Hui Ding	Julia Sobieski
Stephanie Eichenauer	Katarzyna Spytkowski
Rebecca Garcia	Jocelyn Supremido
Priscilla Gialen	Nadine Tacsagon
Trisha Hennel	Jose Tanque
Aurea Lantano	Evelma Tionsgon
Jessica Liquigan	Mylene Valentino
Brenda Norada	Wendy Wardell
	Barbara Williams

20 Years

Dody Balagso-deSouza	Maria Gregorio
Ritu Chhibber	Catherine Kennedy
Cecille Escalaw	Shelley Martin
Patricia Fink	Prabhjot Sandhu
Sharon Glass	Kerrilyn Stephens

25 Years

Surinder Bedi	Mario Rebenque
Linda Ferguson	Joy Samuel
Fely Leahey	Marilou Valdez-feria
Karen Lo	

30 Years

Chin Fuk Eric E Chan	Treena Romashenko
Teresa Malahay	

Coffee break

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

Word Search

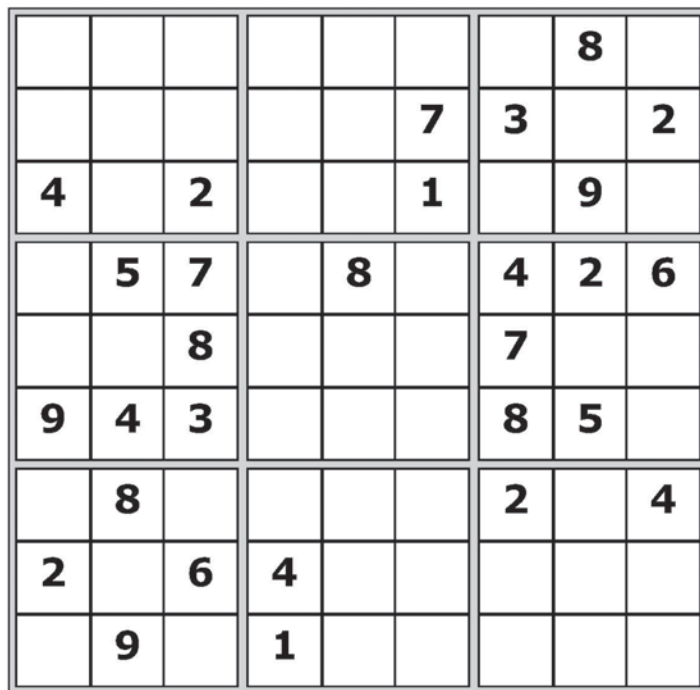
Halloween



Blood	Goblins	Treat
Candy	Gore	Trick
Costumes	Gravestone	Vampires
Darkness	Horror	Warlocks
Decorations	Scary	Werewolves
Ghosts	Skulls	Witches

Sudoku

Level: Fiendish



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

Cherylee Bernacki	Minora Moore
Patricia Borden-Macrae	Debbie Young
Kerry Graham	

40 Years

Heidi Remington

45 Years

Randy Bonneau



Christine Noel, Colonel Belcher HCA, left, and Megan Blain Unit Clerk, sign a banner to commemorate the hard work and support of the staff during the flooding at the Belcher.

Photo courtesy Leah Adviento

George Boyack has been Caboodled



Carewest George Boyack is delighted to be working with the Bridgeland Community Association to create a European style Caboodle pilot project in its upper parking lot. The Caboodle design is intended to transform the half of the upper parking lot into a beautiful area where Boyack residents and families can welcome and interact with the residents of the Bridgeland community. A special thank you to Boyack residents and families whose donations and gifts have sponsored the beautifying of the Caboodle with newly planted trees, planters, painting of the lot, umbrellas, a memory wall, among many other items. Thanks also go out to the incredible efforts of Nathalie, Nazila and the Bridgeland Community Association for collaborating and coordinating the work, volunteers, and product needed to make the Caboodle a success. *Photo courtesy Alan Chapple*

Carewrite

Carewrite is produced quarterly. We welcome your submissions.
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