

CAREWRITE



At the height of cold and flu season, COVID-19, influenza and RSV are circulating widely in the community. Thanks to all staff who rolled up their sleeves to be immunized in this year's influenza blitz. Getting immunized protects yourself, your colleagues and Carewest residents and clients. COO Barb Kathol was also immunized, getting her flu shot here from Carewest Dr. Vernon Fanning RN Antonio Mines.

Photo by Samara Sinclair

This month in Carewrite

Season's greetings

- 2-3 Season's greetings and Carewest 2023 year in review
- 4 Carewest client comes back to volunteer
- 5 Influenza Campaign results/reminder
Guarding minds at Work survey coming
- 6 Carewest Rec Therapists honoured
Letter from clients and art donation
- 7 Star RN wins ice cream for her unit
Letter from Glenmore Park clients
- 8 PIR Audit results show strength at Carewest
Dr. Diana Turner retires from C3 program
- 9 Colonel Belcher Remembrance Day photos
- 10-11 Employee profile: Nkonde Mfula and Oksana Saroa
What's new on Careweb?
- 12-13 Resident Profile: Leah Dansereau
Rouleau Manor residents visit Stampede
- 14-15 Equine Therapy program galloping success
- 15 Congratulations to Carewest staff
- 16-17 What's happening around Carewest
- 18 Service Awards
- 19 Coffee Break
Fab Over 40 and PALS volunteers celebrate 10 years
- 20 Oct. 18 was Health Care Aide Day

Barb Kathol

Chief Operating Officer

With the holiday season upon us, I wanted to take some time to reflect on the past year of change, challenge and achievement as 2023 comes to a close.

Over the past year, we have seen much change in the health care system, with new government priorities, a re-organization of Alberta Health Services and questions about the position of our own organization in the new health landscape. While future changes may be unsettling, our teams have remained focused on providing high quality care for our clients and families.

Speaking with and seeking feedback from clients, families, staff, physicians, volunteers, our leaders, the board, and many stakeholders, we updated our vision, mission, and values, and developed a new strategic plan to guide our work for the next three years.

On top of this, Carewest had begun work to implement Connect Care in the organization. We have assisted the Calgary Zone with system capacity pressures, we have revitalized our volunteer program, launched a new menu, and have continued to plan for the new care centre in the Bridgeland Riverside community.

Here are some of the other things we have achieved together as an organization in 2023:

The conversion of spaces to create more client-care

beds: To support significant capacity pressures across the Calgary Zone, we opened 14 permanent and temporary beds at Carewest Glenmore Park and Carewest Sarcee, by consolidating office space and optimizing other spaces. We believe that by serving more clients at Carewest Glenmore Park and Carewest Sarcee, we will be better meeting the health care needs of the citizens in the Calgary Zone.

Connect Care launch in OSI Clinic: Connect Care successfully launched at the Carewest OSI Clinic – earlier than the rest of the organization. Staff completed all the training to learn the new system on a condensed time frame, implementing best practices in appointment scheduling and clinical information handling.



Next issue

- Submission deadline: March 22, 2024
- Publishing date: April 1, 2024

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

New Year's Day Jan. 1
Chinese New Year..... Feb. 10
Valentine's Day.....Feb. 14
First day of Ramadan..... Mar. 11
St. Patrick's Day.....Mar. 17
Spring begins.....Mar. 19
Good Friday.....Mar. 29
Easter Monday.....Apr. 1

and Carewest 2023 year in review

Lever launch and continued enhancement: The Recruitment Team started using Lever, a recruitment management system, in the summer of 2021 and implemented Lever for managers earlier in the fall. Streamlined recruitment processes allow managers to better communicate with job applicants and give staff better visibility of the jobs posted.

Flood and wildfire evacuee support: Quick staff response to flooding at three Carewest care centres during last winter's cold snap ensured care for all impacted residents was uninterrupted as they were evacuated to nearby care centres while the water damage to their rooms was remediated. As well, several of our sites welcomed evacuees from the NWT during the summer wildfires.

Implementation of centralized staff booking model: Carewest moved towards a centralized booking model to better support site operations and ensure shifts are filled in a timely and efficient way. The launch of the new team at Southport in October led to an increase in the hours of operation of the booking clerk services to 5:30 a.m.-10:30 p.m. seven days a week, ensuring standardized and equitable booking processes for all staff.

As we worked through these change initiatives, I have noticed our staff have done so with the grace, kindness and skill that supports our reputation as being a provider of choice in the community and the organization trusted to deliver safe, reliable and quality care and services to residents of Alberta.

I am so grateful to have been fortunate to work alongside each of our teams in support of our residents, clients, their families and the health system as a whole. Carewest is an important element of the system and reflecting on our performance over the past year, we should be very proud of what we have achieved.

As I walk through the sites, among all the festive decorations, I notice our staff living our values of Caring, Relationships, Excellence, Accountability and Teamwork. Not only are you living our values but you are helping CREATE this organization by bringing those values to life.

I know this year has been challenging and everyone is feeling tired. It is my sincere hope you can rest and recharge over the holiday season and take the time to celebrate yourselves, your contributions, all you have accomplished and the positive impact you have in the lives of those around you.

To our staff working on Christmas Day, it is our hope that trays of pastries from Carewest leadership, will warm your hearts and convey our sincere appreciation of your dedication and care.

May you all have a safe, happy and healthy holiday season. Best wishes, from the Carewest Board, Executive Leadership Team and myself.

~ Barb Kathol, COO



Congratulations to the staff and residents at Carewest Royal Park, who celebrated the care centre's 25th anniversary with cupcakes and recognition of long-serving staff, such as Debbie Young, centre, Helen Mamecha and Nina Alcaraz, right photo. Jocelyn Burgener, left photo with Client Service Manager Melinda Podolsky, was present at the care centre's ribbon cutting ceremony as the MLA of Calgary-Currie in 1998, and spoke about the exemplary care and feeling of community she experiences daily at Royal Park, during her last four years as a resident there. *Photos by Samara Sinclair*

Carewest client comes back to volunteer



Suzanne Murison, back right, a former MSK client at Carewest Glenmore Park wanted to give back to the unit after she successfully completed the rehabilitation program. Suzanne signed up to be a volunteer and is now coming back to the unit to provide the clients with weekly art lessons. Thank you Suzanne, you are appreciated. Also pictured in the back is Lorraine Spence. Front left to right are Cheryl-Anne Wright, Sajeda Haydar. *Photo courtesy Lorraine Grover*

Samara Sinclair

Manager, Communications & Marketing

Suzanne Murison is one of the newest members of the Carewest volunteer team after her seven-week stay at Carewest Glenmore Park, receiving care for a compression fracture in her back.

While she was there, her husband brought her collection of watercolours and brushes to help her pass the time. "It helped me keep my sanity. It kept my mind off my bad situation," says Suzanne.

"Staff and clients came by to see what I was creating. Everyone loved my art, which was a real boost. I led some classes while I was there and gave the watercolour artwork and bracelets I made to staff who looked after me so well."

As far back as Suzanne remembers, art was a part of her life. She went to art school in B.C. and worked as a graphic designer, creating marketing materials that won national awards and honourable mentions.

She studied painting with oil and acrylics with several acclaimed Canadian artists and often works with fabrics as well – knitting, crocheting and sewing.

When someone suggested she volunteer at Glenmore Park, Suzanne gave some thought to the idea and after considering her skills and experience, felt she would be qualified and would also like to give back.

"I feel ready to help someone else find their creative soul," says Suzanne.

Influenza campaign results/reminder

Samara Sinclair

Manager, Communications & Marketing

Medical experts were anticipating a busy flu season this year and their predictions have so far proven accurate. With COVID-19, Influenza and RSV in circulation, Alberta hospitals are feeling the crunch as the three viruses spread in the community.

Jeremy Wood, Carewest Manager of Employee Health & Safety, says he is grateful to all staff who rolled up their sleeves to be immunized in this year's influenza blitz.

"We are off to a good start with an overall immunization rate and hearing that this year's vaccine offers good protection against influenza," he says.

"Many staff have received their flu shots, thank you to those that have rolled up their sleeves and thank you to the nurses that have been running the clinics."

Influenza can cause a range of mild-to-moderate symptoms, which can become severe or turn into complications like pneumonia. Because our residents and clients are vulnerable, we strongly encourage all staff to roll up their sleeves to protect them.

"Please help us to reduce the spread of influenza in our care centres by getting your shot too if you haven't already," he says.

"We are also hearing that pharmacies are not keeping a large stock of Tamiflu which means some staff are experiencing a delay in getting the prophylactic. Best way to beat this is get immunized."

Site	Immunized by Carewest	Immunized outside Carewest	Total staff	%
Admin	37	4	106	39%
Belcher	116	9	328	38%
Boyack	144	33	301	59%
Fanning	348	32	772	49%
Garrison	116	25	309	46%
Glenmore	177	16	391	49%
Nickle House	10	0	31	32%
OSI	16	5	36	58%
Royal Park	36	4	76	53%
Rouleau	55	12	128	52%
Sarcee	145	9	312	49%
Signal Pointe	48	10	134	43%
C3 Beddington	18	1	45	42%
Total	1266	160	2969	48%

Note: Removed sick, WCB, LOA, and casuals without hours from December 2022 to achieve new denominator. This data is current as of Dec. 2, 2023.

Even though we are on the cusp of a new year and more than three months into the current cold and flu season, there is still time to be immunized.

If you missed the Carewest influenza campaign in October, you can simply look for one of the designated influenza nurses at your site and ask them to be immunized against influenza.

Guarding Minds At Work survey coming

Samara Sinclair

Manager, Communications & Marketing

Carewest will be launching the Guarding Minds at Work survey in mid-January. Guarding Minds at Work is an online resource to help employers assess, protect and promote psychological health and safety in their workplaces.

Carewest has been using their surveys for the past two years. This year, we are using their shorter tool which allows us to focus on specific areas of concern but each question covers a number of related questions in the larger survey. This will also take less time for staff to complete.

Staff will continue to be asked to answer the survey questions online and will be e-mailed a link to do so.

The questions are standard and validated by Guarding minds at Work and we cannot edit them nor can we add spaces for comments.

The survey is anonymous. We only ask for enough identifiers to determine response rates and determine if an area of concern is widespread across Carewest or more focused.

Carewest encourages everyone to participate and respond to the online survey when the notices are sent out in January 2024 – your feedback will continue to help us move forward and create a positive work environment. Keep an eye out on your e-mail inboxes for a link to the 2024 Guarding Minds at Work survey.

Carewest Rec Therapists honoured

Samara Sinclair

Manager, Communications & Marketing

Carewest Recreation Therapists Charlotte Jordan, left, and Emily Dukeshire were both recognized by the Alberta Therapeutic Recreation Association (ATRA) for their exemplary contributions to recreation therapy in enhancing the quality of life for Carewest residents and clients.

Charlotte was awarded the 2023 ATRA Professional of the Year Award, which recognizes an individual who has made significant contributions to the field of Therapeutic Recreation in the past 12 months.

This may include but is not limited to service on committees and boards which reflect advancement in our field, outstanding patient care, promote/enhance work in the field of therapeutic recreation (providing formal or informal support/education/workshops/presentations).

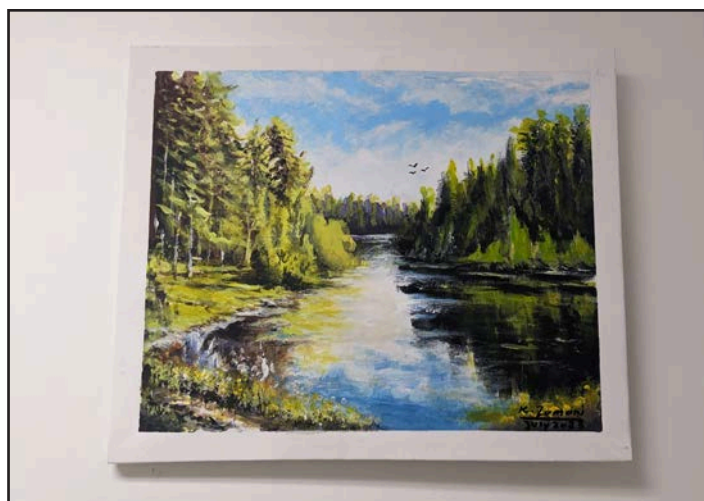
Emily was awarded the Outstanding Preceptor Award, for demonstrating excellence in the provision of therapeutic recreation education in the workplace and valuing the importance of mentoring future professionals in a clinical setting.

Congratulations to you both!

Photo by Samara Sinclair



Letter from clients and art donation



My Dad Kazem Zamani was in Carewest (Glenmore Park 2 East) for awhile. He wants to say thanks to all of the kind and nice staff and doctors and nurses.

You changed his life in a very good way and now he can walk again. I hope health and happiness for you all. I donated two paintings to Carewest to say thank you. Love you all.

~ Kazem Zamani

Star RN wins ice cream for her unit

One of Carewest's RNs won the Giving Tuesday competition from Village Ice Cream, winning free ice cream for her and all her colleagues on the Neuro-Rehab unit at Carewest Dr. Vernon Fanning. Genevieve Wassill was nominated by a friend for service to the community and to clients on the unit and won. Here is the written nomination:

Genevieve can walk into the room and turn your ugly mud pit into a beautiful field of wildflowers. She is the most caring, smart, strong, empathetic, and kind person. Genevieve has worked as a Registered Nurse at the Dr. Vernon Fanning Centre in Calgary for the last ten years. Last year she took on the role of Patient and Family Educator, and has gone above and beyond for her clients. This role is so perfect for her and she makes a HUGE difference in people's lives. She explains every little thing from basic procedures, to what the different medications really do. She goes above and beyond her job, making sure family members and loved ones are also all comfortable. She always takes the time to make sure everyone feels seen, heard and safe.

Aside from being an extraordinary worker, Gen is also an amazing mother to two little girls. She ensures that those girls are celebrated for their individuality and uniqueness. She encourages them to help make her clients' lives better by making homemade cards for her clients! She is also planning on doing a Christmas activity on her unit. She will be donating her time, bringing her girls and best friend to bring some Christmas cheer to her clients!



This year Gen's uncle had a bad fall and ended up in the hospital with a spinal cord injury. Gen started a Go Fund Me to help him as he transitioned back home after a long hospital stay. She went to the hospital every week to visit him, and continued to help her extended family. All while maintaining her standard of excellence at work, being an extraordinary mom, friend and community member. One of Gen's best friends had a series of medical issues over the past few years, from suffering a stroke and brain injury to battling breast cancer. Gen has taken time to make sure she gets to medical appointments – going with her for procedures and helping her navigate new challenges. Gen is the pillar holding multiple people and communities together with her positivity, infectious smile and beautiful soul. She truly is the essence of kindness and she deserves to be celebrated for all that she selflessly does!

Letter from Glenmore Park clients

With sincere appreciation for all Carewest staff on Floor 1 and 2 West, while Wayne Moses has been recovering from hip surgery before transitioning back to home.

Each and every one of you have been absolutely phenomenal in your care, expertise, knowledge, compassion, empathy, scheduling and concern during Wayne's recovery (as well as all the other clients).

We both have a lot of respect for the heart you invest in your careers and your clients on a daily basis, working hard under difficult and challenging situations with people and their health status to boot.

In getting things ready at home for Wayne to return, we joked with the physios about them coming to watch and supervise his shower and bathroom activities to see if our handicap aids/equipment will suffice to do the job.

As you might expect, there is only limited seating availability. LOL – tickets to the event are probably highly in demand and the admission fee would be priceless. LOL – maybe \$25 each – obviously first come, first served.

Over the three shifts on both floors, we hope you enjoy some of the snacks in the kitchen that we have left for you, as a small expression of our appreciation.

We wish each of you personal success and fulfillment in your individual career pursuits.

Your contribution in health care is immense and it is important you all play an active role in providing your ideas, comments and suggestions to the overall system changes, as you know the best, with your inside perspective.

~ Wayne and Elaine Moses

PIR Audit results show strength at Carewest

We are pleased to announce that Carewest has successfully completed the PIR audit with a score of 85%. PIR stands for Partners in Injury Reduction, a voluntary program in Alberta that sets standards for health and safety programs. The Continuing Care Safety Association (CCSA) oversees PIR as the certifying partner for this sector. By participating and maintaining best-practice standards for health and safety, and successfully completing the PIR Audit, Carewest gets incentives from the Workers Compensation Board (WCB).

Carewest recently completed its annual evaluation in the form of an audit at Fanning, Nickle House, Signal Pointe, OSI (Red Deer) and Southport. The audit process included a review of health and safety documentation, interviews and observations. Thank you to all staff that took part in this big effort.

Carewest passed its audit with an overall score of 85%. This is on par with last year's results and indicates a good health and safety program with room for improvement. You will see from the graph:

Areas of strength are in elements:

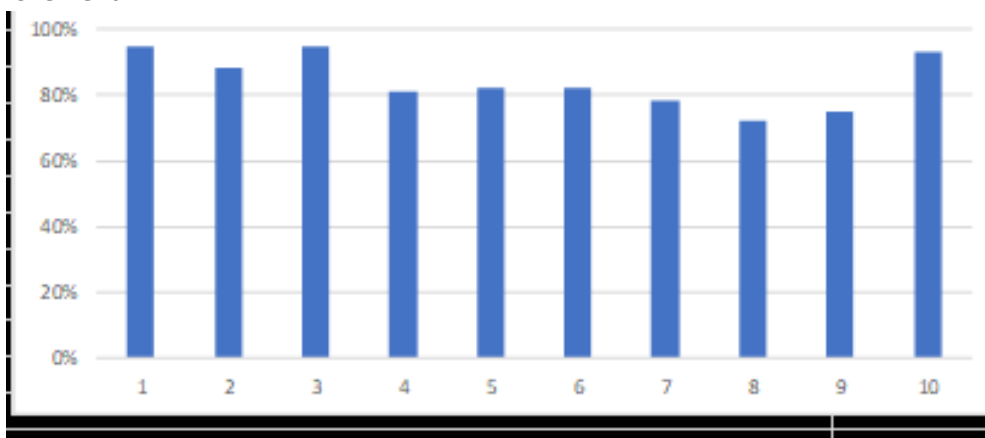
- #1 Management, Leadership and Commitment
- #3 Hazard Control
- #10 System Administration

Areas for improvement are in elements:

- #7 Inspections
- #8 Emergency Response
- #9 Incident Investigation

We are working on the PIR Audit Action Plan to address all deficiencies and suggestions for improvement. Please share these results with your teams at your team meetings or visibility walls.

1	Management, Leadership and Organizational Commitment	95/100 (95%)
2	Hazard Assessment	128/145 (88%)
3	Hazard Control	124/130 (95%)
4	Joint work site Health and Safety Committees	77/95 (81%)
5	Qualifications, Orientation & Training	74/90 (82%)
6	Other parties at or in vicinity of the work site	41/50 (82%)
7	Inspections	62/80 (78%)
8	Emergency Response	54/75 (72%)
9	Incident Investigation	75/100 (75%)
10	System Administration	63/70 (93%)
	Overall	795/935 (85%)
Pass – Audit meets scoring requirements		



Dr. Diana Turner retires from C3 program after 28 years

Dr. Diana Turner, Carewest Medical Director, enjoys some food with colleagues in the Carewest Comprehensive Community Care program (C3) at Carewest C3 Beddington. Diana began working in this area when she joined the CHOICE program in Edmonton, which was a precursor for the C3 program in Calgary. She will continue working in the capacity of Carewest Medical Director at the other sites.

Photo by Samara Sinclair



Colonel Belcher Remembrance Day ceremony



Lest we forget. Carewest's Remembrance Day ceremony at Carewest Colonel Belcher commemorated the sacrifices of all the veterans who reside or receive services in our care centres, as well as the sacrifices of all those who were never given the opportunity to grow old alongside us and their families. Special thanks to the Vets' Angels, Friends of the Colonel Belcher Society and Veterans Affairs Canada for your financial support of the event, and to the Bishop Carroll Chamber Choir and 604 'Moose' Royal Canadian Air Cadet Squadron for making it a day to remember.

Photos by Samara Sinclair



Employee profiles

Nkonde Mfula & Oksana Saroa

Pain and Palliative Nurse Consultants

Samara Sinclair

Manager, Communications & Marketing

Carewest's Pain and Palliative Care Consultants Oksana Saroa and Nkonde Mfula work to support clients with serious or life-changing illness in maintaining their best quality of life.

Both passionate advocates of palliative care, they explained that a palliative approach to care does not only begin at the end of someone's life, but can start right at diagnosis of a serious illness. It is the responsibility of all care staff to ask about and honour residents' and clients' individual ideas of how they want to live their best lives.

Part of the work they do includes education about the illness trajectory, symptom management throughout the progression of the illness, facilitating advanced care planning and grief support to clients, families, and staff.

Anyone can request a consult from Nkonde and Oksana by talking to a regulated nurse (RN or LPN) on the care unit, who will submit an electronic referral form for triaging. Supporting the entire organization, they say they have specific goals for the program.

"The goal is for everyone to take ownership of recognizing the individual needs of residents and clients and that we are all part of that palliative approach to care," says Nkonde.

"It's about asking yourself, 'How can I improve this individual's quality of life', not just when they are dying but from the moment they walk through the Carewest doors. It's about including advanced care planning in care discussions to find out the clients' wishes and goals."

Oksana says another one of their goals is to build program capacity, because the need for a palliative approach to care becomes more pressing as baby boomers age and people are living longer.

"Improving quality of life is part of Carewest's mission and staff are already doing this but we'd like to see it become a little more formalized in documenting the rich and valuable conversations they have with clients about how they want to live their lives, so they can share with the rest of the team," she says.



Photo courtesy Oksana and Nkonde

"That's my favorite part about this work – people's stories. I love meeting people where they are at today but also finding out how they got there."

Born in the Ukraine, Oksana came to Canada when she was in elementary school. She remembers the culture shock of coming from a region where the streets were full of people, walking to commute, buying groceries for the day or enjoying a meal in a restaurant, to a country where most people commuted by car, the sidewalks were empty, and grocery stores full of everything you could need for weeks at a time.

She finished her nursing program at the University of Alberta in 2010 and her Master's degree in 2016. Before coming to Carewest, she worked in renal medicine, ear/nose/throat surgery and geriatrics.

As part of her Master's program, she gained experience in health informatics and assisted with the implementation of eClinician at AHS.

Staff profile: Oksana and Nkonde

Continued from Page 10

She did some palliative care consulting for AHS before coming into her current role at Carewest in November 2022.

"I have always gravitated towards palliative care and working with seniors is something I was always drawn to. When I took the role as the palliative care consultant, the first thing people told me was, 'that's your thing!' I think I had loved it long before I realized I was good at it, and I enjoyed it so much," she says.

Nkonde was born and raised in Zambia, and came to Canada on her own as an international student in Grade 12.

She completed a Bachelor of Science at the University of Winnipeg in 2007, and then she obtained her Bachelor of Nursing at the University of Manitoba, graduating in 2010.

Besides learning about the realities of the winter climate in Canada, she also gained nursing experience in acute medical units, emergency, on a post-anesthesia care unit, in primary care and long-term care.

"I loved nursing and love just how diverse nursing is. You can practice in so many areas. Nursing was also a natural transition for me because my mom is a retired nurse," she says.

She joined Carewest in 2015 and worked as an RN at Carewest Garrison Green and Carewest Dr. Vernon Fanning but it wasn't until she was able to secure a spot in AHS' palliative care course that she realized her passion.

"There were AHS courses that Carewest had an assigned number of staff who could take them annually. You were lucky if you got in. I got in once. That course was really what strengthened my recognition that this is what I want to do," she says, adding she joined the Carewest pain and palliative care team in October 2021.

"My favourite part of this role is the connections I get to make with people, whether it's staff, clients and families and hearing people's stories. It's such a great privilege to be included in people's lives like that."

Nkonde is currently in grad school, pursuing her Master's degree with a focus on palliative care.

Both Oksana and Nkonde enjoy spending time with their young children, family and friends as well as traveling.

Nkonde, in particular, enjoys creating art, gardening, anything with interior design and going to the mountain parks.

Oksana enjoys spending time outside, reading and binging on her favorite TV shows and movies.

Staff can find and access Pain and Palliative Care resources for themselves and print them for families and clients on [Careweb's Pain and Palliative Care page](#) (under the Clinical tab).

On there, you can find resources on end-of-life care planning, support for family, symptom management and care coordination.

What's new on Careweb

Staff booking resources on the [Staff Scheduling and Timekeeping page](#).

- **[Link to online Availability Calendars](#):** As the principle tool used in determining relief shift call order, the link to the new digital Availability Calendars is available on the Staff Scheduling and Timekeeping page. Preference will be given to those who complete availability calendars online. Those who don't complete availability calendars will miss out on available shifts. Keeping your availability current allows you to take control of your schedule. Effective September 1st, 2023, all availability calendars must be submitted using this form.

- **[Understanding Scheduling Essentials Toolkit](#):** The Understanding Scheduling Essentials toolkit is meant to provide staff with important information about Carewest's standard booking practices as well as tips and resources for staff to ensure they have fair and equitable access to shifts. Inside the toolkit, you will find information on how shifts are booked (short and long range), the importance of availability calendars and the process for shift cancellations, vacations and sick calls.
- **[Booking Pamphlet - Working Relief Shifts](#):** Defines expectations for casual and regular employees picking up relief shifts and outlines process in filling relief shifts, especially short calls.

Client profile

Leah Dansereau

Carewest Garrison Green

“ The wedding was beautiful. My dog was the Dog of Honour. We had a bubble machine with bubbles flying all around. ”

Samara Sinclair

Manager, Communications & Marketing

When Garrison Green resident Leah Dansereau developed an aggressive form of multiple sclerosis (MS) in her mid-40s, she had just bought a house, a Doberman puppy, erected a chicken coop, hiked the West Coast Trail and had a full-time job working as the head secretary for the Alberta Government's Persons with Developmental Disabilities Program.

In 2017, she lost everything when the rapidly progressing illness took over her body, and had to sell her home, surrender her dog to her parents and spend two years of her life living in acute care hospitals before finding permanent residence in a continuing care centre.

Before then, Leah didn't realize anything was wrong. She had been seeing a naturopath for migraines and food intolerances but it wasn't until her boss pointed out something was off, that she finally went to see a doctor.

“My supervisor came to ask what was wrong with me and I said, nothing – I was tired,” says Leah, adding her boss asked her if she had been drinking on the job or doing drugs.

“I was having a hard time talking. She said something is wrong with you – go across the street and get checked.”

Across the street was the Sheldon Chumir Medical Centre and Leah waited for hours to be seen. While she was waiting, a doctor specializing in MS caught sight of her and offered her a consultation.

That consultation included a cat scan that revealed something concerning... although more tests were required, it appeared Leah had MS.

She was sent to Foothills Hospital and did not return to work that day.

In the years that followed, Leah went through multiple tests, lost much of her independence due to the illness, had to relearn how to walk four times and died (and was resuscitated) three times.

She went through a divorce, said farewell to her adult children who moved away to start their own lives and moved into continuing care.

“It was a terrible year. I'd take one step forward and four steps back,” she says.



Photo by Samara Sinclair

“I couldn't look after myself anymore. I fell down in the chicken coop and I had my cell phone, so I called my brother. He came over to help me out of the chicken coop and I was covered in poop. I sat down on the couch and it felt like someone unplugged me because I lost all my core strength.”

Born and raised in Brockville Ont., Leah moved to Calgary when she was 14 after her parents' separation.

After volunteering at a hospital for children, she decided she wanted to become a social worker and went to Mount Royal University to obtain her certificate, however realized partway through that the program wasn't for her.

She got married, started a family and ran a day home out of her house so she could stay home to care for her children. After five years, when her children began going to school, Leah worked at the Calgary Catholic School Board.

Resident profile: Leah Dansereau

Continued from Page 12

"I started off as a noon-hour supervisor and then I worked my way up to head secretary," says Leah.

She worked there for many years but after her separation from her husband, she was unable to afford raising her two children alone on the salary she made.

That's when she began working at the Government of Alberta and was there for 4 years before her MS symptoms forced her to leave.

At that time, Leah had been an avid kickboxer and had even won several prizes for her achievement in the sport.

"My MS forced me to stop kickboxing. I used to love it," she says.

After her diagnosis, she spent much time in the hospital and after selling her home, she moved into a continuing care facility in McKenzie Towne and put her name on the wait list for Garrison Green. She waited during the pandemic and after four years, was finally able to move to Garrison.

There, she met her current husband, a fellow resident and the couple were married this summer at a wedding at the care centre, coordinated by Leah's family, friends and the centre staff.

"The wedding was beautiful. The staff here were lovely and helped with a lot of stuff. They did a wonderful job

here. My daughter came and did my hair and makeup. We had it outside in the big courtyard.

My parents made an arch for us – big enough for two wheelchairs. My dog was the Dog of Honour. We had a bubble machine with bubbles flying around," she says.

Leah also volunteers and donates her time to Pawsitive Match – an animal rescue organization focused on finding homes for cats and dogs in life-threatening situations.

Twice a week, she goes to the Global Pet Foods store to take care of the cats waiting to be adopted.

"I look after cats. I go there, clean out their litter box, tidy up their area and mostly I just play with the cats. The owners of the pet store bring their dogs to work so I try to introduce the cats to the dogs so the cats aren't scared of them," says Leah.

"I think that's why my cats get adopted so quickly. When someone comes in unable to adopt a cat because they have a dog, I can say they are socialized to dogs. I love to volunteer, especially with animals."

She tries to remain an active member of the community and enjoys getting out and about when she can, thanks to her power wheelchair donated to her by her former mother and father in-law.

"I'm able to be as independent as I like, living here. I'm happy here. The staff are excellent here," she says.



In July, the Carewest bus took residents and staff of Carewest Rouleau Manor to the Stampede. We had a blast! Resident Andrew Holder, pictured left, talked all week about wanting to go on a ride and was able to ride the swings at the Stampede. He raved about this the rest of the summer. Another resident enjoyed watching a motor cross bike show. Even months later, when he sees me in the hallway, he says "remember at Stampede we watched that show and I had a cold hot dog". We smile and laugh and remember the fun day.

The residents at Rouleau live with complex mental health conditions. Many of them cannot leave the site independently and have no family or friends to take them out. Many are young (in their 20s and 30s). A day out in the community helps boost their mood, creates a feeling of community and connection and helps to break up the long days. The residents look forward to the outings and talk about them for months after. The Carewest transport plays a big role in the quality of life at Rouleau Manor and we are truly grateful for this program.

~ By Emily Dukeshire

Equine therapy program galloping success



Brenda Fehr with Dare to Dream Horse Rescue and Vanessa LaPrairie stand by some of the horses used in the OSI Clinic's equine therapy program. *Photos by Samara Sinclair*

Samara Sinclair

Manager, Communications & Marketing

Many Carewest staff come to work with ideas on how to bring to life the “innovative” in the Carewest tagline, Innovative Health Care.

Not all those ideas involve seven-foot tall, four-legged equine methodologies, however.

When Carewest OSI Clinic Psychologist Natasha Sherbot-Stronach proposed the possibility of involving horses in client treatment, she received the green light to establish a program.

When clients come to the Carewest OSI Clinic, many come suffering from Post-Traumatic Stress Disorder (PTSD). They may struggle with issues of trust, emotional regulation, anxiety and depression.

Natasha says Equine Therapy can teach clients how to trust again.

“The clients resonate with the horses. Many of the horses come here with trust issues due to abuse and have had their own health trauma, relating to people or related to health issues,” says Natasha.

Natasha is talking about the horses rescued at the Dare To Dream Horse Rescue, where young horses destined to be slaughtered are rehabilitated to become part of the farm's youth therapy program or sold to approved loving homes.

Brenda Fehr and her husband Henry have rehabilitated about 500 horses in the past 16 years and when they were approached by Natasha to assist with the OSI Clinic's Equine Therapy proposal, they graciously agreed.

“This is the first program in which we've had therapists come with their clients and let them do the work,” says Brenda.

Natasha and her colleagues Vanessa LaPrairie, Casual Psychologist, and Ana Drandic, Consulting Psychiatrist with

Equine Therapy

Continued from Page 14

Clinic, began taking cohorts of clients out to the farm, four at a time, over a period of 6 weeks between the months of May to October. In total, 16 clients have been through the program.

Vanessa used to ride competitively as a teenager and it wasn't long before she adopted her own horse that she uses to work with the clients.

"Getting started with the Equine Therapy, I definitely wanted to do more of this and I wanted a horse so badly that I jumped at the opportunity. Myself and Ana did the introductory Equine Therapy course and looking at getting certified over the next few years and hopefully get approval from Veterans Affairs Canada to continue the program over the next few years," she says.

"We paired the therapy with DBT (Dialectical Behaviour Therapy) and focused on mindfulness. The horses are such a good metaphor for that. They are strong but fragile."

Dialectical means "the existence of opposites" and people are taught two seemingly opposite strategies – acceptance and change.

Ana says Equine Therapy was paired with DBT mindfulness because DBT is a therapy also focusing on regulation of emotions.

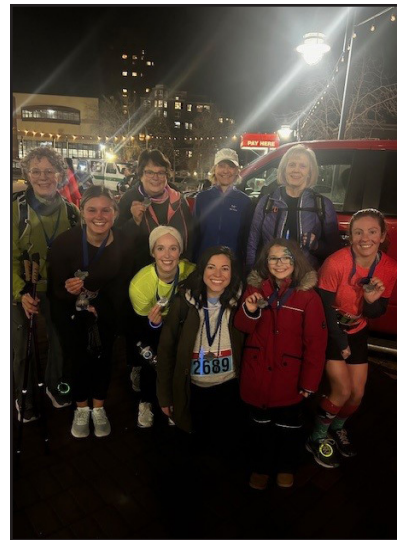
"People's trauma is often related to events resulting from other people. Animals offer an ability to coregulate the anxious nervous system of the client in an emotionally safe way, resulting in increased ability to engage with people that are around us (be it the therapist, the co-participants in the group) and thus increased ability to benefit from therapy," she says.

"This is a likely mechanism by which equines help – not to mention they are very attuned, prey animals who by reacting to our emotional states help us become aware of what is going on inside us."

Congratulations to Carewest staff

Congratulations to Nadine, Manager of Clinical Effectiveness and Nursing Practice and Sabrina, Nurse Clinician, for the recent completion of their Masters in Nursing (MN), from the University of Calgary. Carewest was proud to support these two staff members as they pursued their graduate studies.

Photo courtesy Jeanine Kimura



Carewest staff completed in the Sight Night Run/Walk at Eau Claire in support of the Alberta Sports and Recreation Association for the Blind (ASRAB). Proceeds raised go to supporting sport and recreation opportunities for blind and visually impaired Albertans. Way to go!

Photo courtesy Megan Blain

Congratulations!
Félicitations!

Kaitlin Chivers-Wilson

winner of the / lauréate du

**Mental Health
Research Award**

FORUM 2023
OTTAWA
GATINEAU

**Homewood
Health**



Carewest OSI Clinic Medical Director Dr. Kaitlin Chivers-Wilson was named winner of the Mental Health Research Award, presented by the Canadian Institute for Military and Veteran Health Research at their 2023 Forum. Kaitlin presented on Evaluating the effectiveness of delivering Cognitive Processing Therapy in an intensive format for the treatment of post-traumatic stress disorder in an OSI context. She passes along kudos to everyone on the OSI team.

What's happening



Ghosts and goblins arose around Carewest this Halloween. The Recreation Therapy Aide team at Carewest Garrison Green (top-right), Thristian, Reylna, Carrie and Mandana (back) and resident J.J. (front) orchestrated an elaborately decorated, two-room haunted house for folks at the care centre, equipped with a spooky soundtrack, a fog machine and black lights. Meanwhile, across the city, staff at Carewest Dr. Vernon Fanning show off their costumes. Happy Halloween!



Staff on the 1 East unit at Carewest Dr. Vernon Fanning celebrated a Thanksgiving potluck on Oct. 6 in appreciation of everyone's contributions and dedication to their work over the last year.

Photo courtesy Mayenne Dulce

around Carewest

Holiday Light-Up at Carewest Sarcee

Staff at Carewest Sarcee stopped amidst their Holiday Light-Up to pose for a photo, showing off their holiday attire and colours.

The event spread a little holiday cheer among residents, clients, families and staff at the care centre as staff handed out chocolates and enjoyed each other's company.

Photo courtesy Carol Baumgarten



This summer, the Carewest bus took a group of residents to the Mount Lorette Ponds in Kananaskis. They roasted hot dogs, made s'mores and enjoyed the beauty of the mountains. Some of the residents went for walks, while others tried their hand at fishing. Everyone was smiling and chatting, enjoying the fresh air and mountains. George Webber, resident, pictured here, tries his hand at fishing.

Photo courtesy Emily Dukeshire

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 40 years.

Thank you for your service, commitment and dedication!

5 Years

Chidinma Abati
John Absalud
Wazema Arague
Lauresse Linn Pearl Binghay
Megan Blain
Crystal Collinge
Glocel Diva
Kira Dorey
Joy Ejiofobiri
Archie Espinas
Corren Gordon
Leah Iwedi
Rosabella Legaspi
Manju Mangad
Rebecca Mansfield

Nieves Mascarinas
Rohini Masih
Tawakalt Owoola
Elizaba Peter
Karen Phung
Bernadette Rico
Neisa Leonore Sanchez
Amy Sideen
Ramandeep Singh
Rita Small
Jocelyn Sy
Charina Tomimbang
Taralyne Rachelle Tripp
Adelyn Wilson
Georgia Young

20 Years

Jennifer Adem
Candida Bielak
Xin Cui
Dolores Del Rosario
Emily Fernandez
Josephine Formento
Cassy Gibeau
Emilisa Guanzo
Parmjit Kang
Erica Krumwiede

Vanessa Madrid
Ross McCuaig
Felina Mission
Sandra Morin
Mojisola Olowe
Shirel Salcedo
Josephine Sampang
Myrth Soriano
Andja Sterl

10 Years

Sandra Aquintey
Susantha Ganihigedara
Mudiyan
Yassine Hasnaoui
Adenike Kareem
Rhonda Page

Manminder Rai
Caitlin Smith
Kathryn Sweett
Dianne Sy
Siyana Thomas
Kathrina Valentos

25 Years

Sukhinder Jaswal
Maria Zherrington-kelly
Pearlina Johnson
Andrea Lebel
Manuta Limbu

Gina Rivard
Gerda Melissa Smith-
Nurse
Alfe Tubera

30 Years

Randy Dicks
Norda Jordan

Charlotte Weis

15 Years

Rachel Agustin
Gloria Aranjuez
Rhodora Casten
Eileen Castillo
Lorena Caverro
Luisa Dadula
Maria Domondon
Helen Gamido
Maricel Garcia
Rowena Houghton
Charlotte Jordan
Harvinder Kaur

Annie Lidron
Rhodella Mallari
Alveena Masih
Charmaine Mcdonald
Armi Medrano
Norma Nueva
Meliza Reyes
Lorna Sab-It
Jennilyn Seneca
Magdalena Tabing
Zenebework Taye

35 Years

Deanne Jans

Tracy Toney

40 Years

Mariquita Sanvictores

Coffee break

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

Word Search

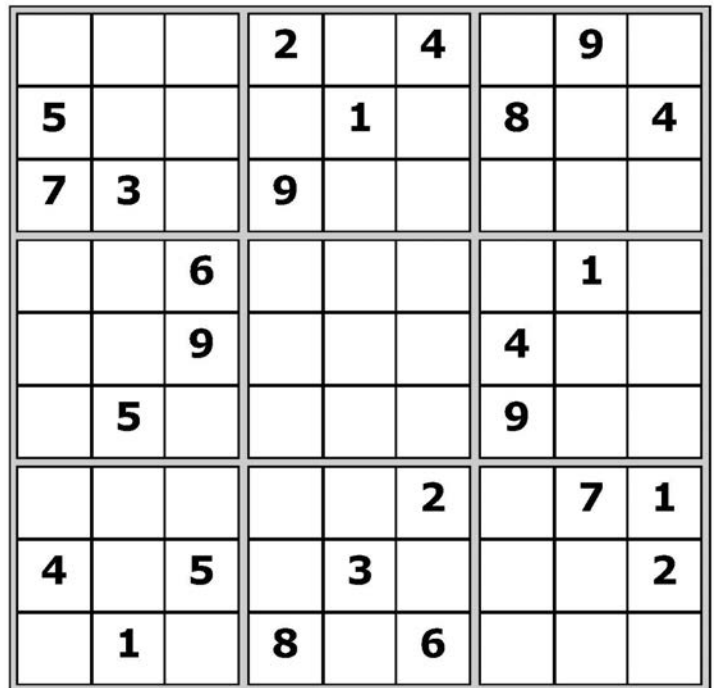
Ramadan



Communal	Holy	Muslim
Crescent	Introspection	Prayer
Dawn	Islam	Qur'an
Dusk	Month	Ramadan
Eid al-Fitr	Moon	Refrain
Fasting	Mosque	Worship

Sudoku

Level: Easy



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.



After rounds of public voting, Carewest Dr. Vernon Fanning receptionist Grace Bulinda-Romeo came in third place in the Fab Over 40 competition, supporting the National Breast Cancer Foundation. *Photo courtesy Grace Bulinda-Romeo*



Three dedicated volunteers at PALS celebrated their 10-year anniversary bringing joy and pet therapy visits to people of all ages in Calgary. They celebrated this milestone at Carewest Sarcee and Global News was there to document the achievement. Pam Pastirik (who has been coming to Sarcee with her pets for the past nine years), Patti Johnston and Valerie Soderberg – thank you for your service to Calgarians and to Carewest residents and clients.

Health Care Aide Day was Oct. 18



October 18, 2023 was National Health Care Aide Day and Carewest is proud to honour the 1,300 skilled HCAs employed at our organization. Thank you for everything you do in providing excellent care and support for our residents, clients and their family members, and for living the Carewest values each and every day. Pictured here are Jessica Liquigan, front left, and Sosina Abuhay. Back, left to right, are Joy Festejo, Meseret Eshete and Ashley Martindale - all from the 1 West EQual unit at Carewest Dr. Vernon Fanning.

Photo by Samara Sinclair

Carewrite

Carewrite is produced quarterly. We welcome your submissions.
Please contact Samara Sinclair, Manager, Communications & Marketing
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All individuals appearing in this publication have consented to participate.