

# Impact Report

## Carewest Today



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## Carewest Today

Carewest is Calgary's trusted public provider of continuing care, post-acute and community programs. We are leaders in creating person-centred care communities that advance the healthcare system, supporting those when they need us most. We employ 3,200 staff, two medical directors and work with almost 400 active volunteers, who support our diverse programs. Together we work to provide the best care possible for our residents and clients.

Our thoughtfully designed programs and services enhance the quality of life of those we serve and meet the care needs of the community. We operate from 14 locations and have been helping adults of all ages live more independent lives since 1961, with services ranging from long-term care, designated supportive living, alternate level of care, post-acute rehabilitation and recovery programs, day programs and community programs.



# Barb Kathol

## Chief Operating Officer



What a year it has been. When I reflect on the year it was, I can't help but think of the Greek proverb "The only constant in life is change."

The largest and most impactful of those changes occurred in May 2024 with the implementation of Connect Care, which touched every area of our organization.

Our teams came together to support this critical work in a way that exemplified our corporate values and that made me proud to be part of this remarkable organization.

This project was years in the making for some, and months of targeted learning, practice and issue-solving for many others, but that work culminated in one of the most successful launches in the province. Although Connect Care seemed all-encompassing, we have achieved much over the past year to support our community and enhance care at Carewest:

- Carewest Transportation Services, responded to provide wildfire evacuation transport. Most often this was after-hours and sometimes last minute. The transport team was willing to be flexible with their personal time in order to put patients' needs first.

- Meeting the needs of the community is how Carewest demonstrates its value to Alberta Health Services and to the residents of Calgary. To respond to the need for more alternate-level-of-care (ALC) capacity in the community of Calgary and area, Carewest George Boyack expanded its programming by creating a dedicated ALC unit at the care centre by converting 28 long-term care (LTC) beds.
- Carewest was the grateful recipient of 7,125 volunteer hours in 2024. This is an increase, compared to 2023, when Carewest was served by 1,968 volunteer hours. These volunteers directly benefit our staff and the quality of life of our residents and clients.

In the face of all this transformative work and change, I continue to see our staff living our values of Caring, Relationships, Excellence, Accountability and Teamwork. You help CREATE this organization by bringing those values to life. Thank you.

**Our Executive Team:** Virginia Meyer, Yaro Kiselev, Carol Baumgarten, Shelley Bannister, Beatrice Kozlowski, Darrell Lang, Natale Oliverio, Jennifer Craddock, Diana Turner, Rachel DeFina, Samara Sinclair  
**Our Board:** Shawna Syverson, Feisal Keshavjee, Larry Albrecht, Pam Nordstrom, Tom Briggs, Nicholas Thain

## The Carewest Difference

### Vision

Leaders in exceptional care, supporting those when they need us most.

### Mission

At Carewest, we create inclusive care communities that are person-centred, enhance client quality of life and innovate to advance the healthcare system.

### Values

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

**RELATIONSHIPS:** We connect authentically through listening and sharing.

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

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

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

**Together, we CREATE Carewest, and couldn't be prouder of our organization.**





# WHAT WE DO

## Programs and Services

### Long-Term Care

**EQual (Enabling Quality of Living)** – For adults aged 18 to 64 who have disabilities related to a disease or condition, such as multiple sclerosis or a brain injury, who require the full-time support of a continuing care centre.

**Chronic Complex Care** – For adults who need specialized respiratory support, who also require the full-time support of a continuing care centre as well as people who require specialized treatment, such as hemodialysis or peritoneal dialysis.

**Seniors' Care** – For frail seniors aged 65 and older, who require the full-time support of a continuing care centre. Carewest offers a mix of secured and unsecured units.

**Mental Health Care** – A program providing comprehensive care for adults with complex behaviours due to underlying mental illness, neurocognitive disorders such as dementia or brain injury in a mix of secured or unsecured units.



### Designated Supportive Living

**Designated Supportive Living** – Offers assisted living for adults who may need extra support such as 24-hour health monitoring, personal care and medication assistance. DSL is for individuals who have complex medical needs that are predictable and safely managed with onsite professional nursing (LPN level) and the direction of a home care case manager.

### Alternate Level of Care

**Alternate Level of Care** – Short-stay beds for clients who no longer require the resources of acute or post-acute care but who do require interdisciplinary care, support, rehabilitation and extensive discharge coordination while they await an appropriate living option.

### Post-acute programs

**Geriatric Mental Health Program** – A short-stay program for seniors with primary psychiatric disorders who require assessment, treatment and rehabilitation to be able to return to the community. This is a voluntary program for those who are recovering from acute mental health conditions.

**Musculoskeletal (MSK) Program** – For adults requiring further assessment, monitoring and rehabilitation to enable them to return to the community following an acute phase of musculoskeletal injury or bone or joint surgical procedure.

**Neuro-Rehabilitation Program** – For adults who have had a neurological injury, such as a stroke, and require additional assessment, recuperation and rehabilitation before returning to the community.

**Rehabilitation & Community Transition Program (RCTP)** – A short-stay restorative-care program that supports medically stable adults who do not need an acute-care level of service, but may require additional assessment, recuperation and therapy before returning to the community.

### Community Programs

**Comprehensive Community Care (C3) Program** – A unique, long-term maintenance and support program for seniors who live in their homes in Calgary. Integrated and coordinated care is provided by a 24-hour health care team through a medical health clinic, day program, home support, transportation, access to respite beds and emergency response telephone system.

**Day Hospital** – A community-based program for seniors experiencing a mix of physical, mental, emotional and social concerns. The emphasis is on assessment and treatment within a short-term, goal-based program that offers education, support and therapies.

**Respite Care** – Respite care available for short-term, continuing-care residential stays up to two weeks to provide support for adults with chronic illness and to provide respite for families so they may have a break from care giving.

**Operational Stress Injury (OSI) Clinic** – An ambulatory care clinic funded by Veterans Affairs Canada that supports former and current Canadian Forces members, and members of the RCMP suffering from an Operational Stress Injury who require specialized assessment and treatment.

**Adult Regional Seating Clinic** – A specialized community service where individual needs of clients are assessed and special equipment prescribed and fabricated to make clients safer, more comfortable and independent in their wheelchairs.

### Day Programs

**Wellness Day Programs** – Available to adults over the age of 65 who are living in the community and who require a social, leisure and health-promotion program and whose families would benefit from respite services.

**Dementia Day Program** – Available to older adults who live at home with dementia, affecting their ability to socialize and interact in community activities and whose families require respite services.

### Younger Adult Day Support (YADS) Program

For adults 18 to 65 with chronic illnesses, brain injury or physical disabilities, who require a social, leisure and health-promotion program and whose families would benefit from respite care.



# Our Organizational Work



## Connect Care launch

During the month of May, Carewest implemented Connect Care throughout the organization. Staff worked hard to attend training sessions, learn new processes and equipment, and practice new ways of communication in an electronic environment.

## Making a Difference

Every day, Carewest staff make a difference in the lives of our residents and clients. One client thanked staff for all their support after she was admitted to Carewest to recover from an illness, during which time her husband passed away suddenly. Staff brought in their children to visit with her over the holidays.

## ALC expansion at Boyack

Meeting the needs of the community is how Carewest demonstrates its value to the health care system and to the residents of Calgary. To respond to a need for more alternate-level-of-care (ALC) capacity, Carewest George Boyack expanded its programming by creating a 28-bed dedicated ALC unit at the care centre. This will assist ALC clients to transition from acute care to an environment more suited to their care needs.

## RAI Assessor model

Carewest dedicated Resident Assessment Instrument (RAI) Assessors to conduct resident RAI assessments (affecting care planning and funding), which freed up nurses for care activities. This resulted in improvements to assessment quality and improved resident quality of life.

## Reorganization

A re-organization following the implementation of Connect Care reduced role overlap and strengthened leadership in support of teams in the delivery of high-quality care.

## Chart/records management

In preparation for Connect Care, members of the Carewest Health Information Management (HIM) team partnered with the AHS HIM team to relocate thousands of paper client charts. Since January 2024, over 4,963 boxes of paper charts were sent to Iron Mountain for offsite storage, retention, and eventual destruction, with each file carefully logged so it can be tracked and accessed if needed.



## Launch of MealSuite

MealSuite – a digital Food Services management software program, designed to automate and simplify the end-to-end food service operations – was launched at Carewest. Clients benefit from many features of the program including: more consistent management of diets and allergies and a better analysis of nutrition targets.

## Wildfire evacuee support



Carewest Transportation Services responded to provide wildfire evacuation transport. Most often this was after-hours and sometimes last minute. The transport team was willing to be flexible with their personal time to put patients' needs first.

## Chief Privacy Officer role

Carewest created a Chief Privacy Officer role to support Carewest through improved privacy education and awareness, appropriate access and disclosure of Freedom of Information and Protection of Privacy (FOIP) and Health Information Act (HIA) information, and manage any breaches of same.

## CC Downtime/recovery

As part of Carewest's commitment to safety, Connect Care downtime and recovery processes were developed and tested to ensure continuity of care during a network outage. These processes were adopted, staff were educated across the organization, with continued use of processes as needed during downtimes.

## Connect Care assistance

Consistent with many earlier launches, Carewest staff traveled across the province to assist Capital Care, our northern counterpart, and other teams in their launch of Connect Care, six months after our own launch. Our people shared their knowledge, skills and experience to help answer questions and address issues.

## Year 1 centralized booking



One year ago, the centralization of staff scheduling and booking with the implementation of a call centre, resulted in front-line staff spending less time finding replacements and more time providing care. The transition to digital availability calendars allowed for a more equitable and transparent process when calling out shifts.

## Water main break response

Carewest rolled up its sleeves and did its part during the Calgary water main break crisis and employed various water conservation efforts to help support the city's water supply.



## Our Staff

Looking back upon her medical career, Carewest Medical Director Dr. Diana Turner felt setting up and operating her own practice was her greatest career accomplishment.

But when speaking about what brought her the most joy in her career, Diana highlighted working as part of an interdisciplinary team, after joining Carewest in 2008, to help residents and clients manage chronic complex disease.

Approaching retirement, Diana reflects with pride on the last 17 years of team-based care with a focus on chronic disease management. "I like the team-based approach. Family medicine in a private practice can be quite isolating. You're no longer in the big community at the hospital or in residency but in a much smaller cohort, which I did for decades," says Diana.

"But at Carewest, you work with a team of experts, which you just don't get in a private practice. It's not just a job – it's a community." When she began at Carewest in 2008, Diana was coming from Edmonton, where she was the second physician hired in CapitalCare's CHOICE program, similar to Carewest's C3 program in Calgary. Prior to that, she developed and acted as the first program director for the Care of the Elderly Enhanced Skills Family Medicine training program at the University of Calgary; this after residency training in

*"At Carewest, you work with a team of experts. It's not a job – it's a community."*

Edmonton that put her newfound interest in geriatric care into practice. "I was brought up with my grandparents and great grandparents. When I entered medicine, I saw a lack of knowledge in the area of geriatrics," says Diana.

"When I was in Edmonton, I had great exposure in training because they had a Care of the Elderly training program there and I was able to interact with preceptors who specialized in geriatrics and care of the elderly."

Born and raised in Calgary, Diana lived an active childhood. Playing competitive volleyball, basketball, curling, fastball, track and field, and gymnastics made for a full schedule but Diana still made time to dream about what it would be like to be a physician.

It wasn't always geriatrics that held her interest. Diana graduated from the University of Calgary in 1985 with a B.Sc. in Cellular, Molecular and Microbial Biology. After six years of research at the U of C in the field of virology to better understand how viruses work, she decided to enter the field of medicine.

After Diana passes the baton onto the next generation of physicians, she hopes to continue being engaged in her community by volunteering, being active and pursuing some of her hobbies like painting and crafting.





## Our Residents

*“The doctor said, if I lived, it’s a one per cent chance...”*

At 46 years old, Ben Dizon was a young man when a severe stroke robbed him of his ability to walk, talk, work and live any semblance of the life he once had.

As a successful, well-connected and well-liked warehouse supervisor at Gordon Food Service, Ben had spent the last seven years of his career at the company working hard, enabling others to advance and finding job opportunities for people new to Canada, as he once was. Until one day, in 2014, he collapsed at work after suffering from a headache for most of the morning.

“It was a bad stroke. The doctor said, if I lived, it’s a one per cent chance, and if I make it out, I wouldn’t be able to respond and I would be paralyzed. My stroke was at the brain stem – it bled a lot,” said Ben.

Born and raised in the Philippines, Ben moved to Calgary with his parents and siblings, looking for a new life after graduating from high school in 1987.

He attended the British Columbia Institute of Technology and took the two-year Warehouse Manager certificate program, and settled in Vancouver for 15 years, working as a warehouse manager for a telephone manufacturer.

He had three daughters and settled in Calgary in 2005 to build a life for himself. Ben’s eldest daughter Courtney, says it was very hard to see her father fighting for his life in hospital.

“To see the doctors try to wake him up all the time, calling his name, it was traumatic experience,” she says. After many months in the hospital and many months of rehab, Ben slowly began to relearn how to eat, how to stand, dress and wash. He moved in with family who helped care for him but eventually needed the services of a continuing care organization, so Ben came to Carewest in 2022, at the encouragement of his sister Bernadette, who works at Carewest Signal Pointe. Ben moved into Carewest Nickle House – a 10-bed residential care centre – and Courtney says he’s able to stay connected with all his friends and those he’s helped throughout his life, and even do things he loves like watching Flames games and offering cooking lessons virtually, to his daughters.

“I like everything about Nickle House. I feel like it’s home. I’m friends with everybody here. The support here meets my needs. Good friends, the room is lovely. It feels like a vacation every day,” says Ben.





## Our Volunteers



Rhonda Gallelli warms people up. Not only because of her sunny disposition or glowing personality. Rhonda keeps people toasty by crocheting blankets for the residents at Carewest Colonel Belcher. As she starts on her 43rd blanket for the care centre, bathed in the sunlight coming through the large picture windows in her living room, with her two dogs at her feet, she carefully selects the colours she thinks the care centre veterans may like, based on how they may have served in the Canadian Armed Forces.

“It’s nice if you know somebody... you can do colours they like. There are camo colours so I’d make some camo blankets. I’d do navy, white and blue for the Navy. And the PPCLI mess kit formal dress – red, white, black. Around Christmas, I did Christmas colours – snowflake blankets, Easter blankets,” says Rhonda.

“In addition to my own wool, I go on Marketplace and find people who want to get rid of their wool and I work with their colours. Wool is expensive but I really enjoy doing it.”

Crocheting is not Rhonda’s only passion. She was an avid runner and cyclist, having completed 200 races before a hamstring injury sidelined her and required her to complete weeks of rehabilitation and convalescence.

*“Because my husband was in the military, I’ve always known about the Belcher.”*

During that time, she turned to one of her other passions – volunteering. She began focusing on her fundraising work with the Alberta Wilderness Association and the Cochrane Humane Society. “Volunteering is something I’ve always done and probably always will. It’s been a great life – good career and good volunteering,” she says.

A self-described western girl, Rhonda was born in Calgary and raised on her parents’ farm in rural Alberta, before settling back in Calgary.

Being hearing impaired in her left ear, learning was always a challenge for Rhonda, so she skipped university and took a shorter route to the workplace – a secretarial arts course at SAIT in 1977, after which she worked her career as an Executive Secretary in the oil and gas sector. When she retired in 2014, she dedicated her time to volunteering and began making blankets in 2019. To date, Rhonda has donated about 500 volunteer hours to the Colonel Belcher.

“I’ve been crocheting since I was 6. I was taught by my aunts and they gave me my first pair of knitting needles and crochet hooks,” says Rhonda.

“My husband was in the military. He was a captain in the PPCLI stationed in Calgary. I’ve always known about the Belcher so I wanted to make blankets for the veterans.”



## Our Programs

*“Many of our clients go home and have amazing recoveries.”*

There are many risk factors of stroke. High blood pressure, inactivity, smoking, poor diet sneak their way into the lifestyles of many North Americans and quietly erode the quality of the lining or blood flow in the arteries.

In the brain, when one of those arteries blocks or when the lining of the artery fails, it can trigger a life-altering medical emergency called a stroke.

Depending on the size of the stroke and where in the brain it occurs, it can cause catastrophic loss of cognition, motor skills, memory or muscle function.

And if someone suffers a moderate to severe stroke in Calgary, chances are good they will come to the Neuro Rehabilitation program at Carewest Dr. Vernon Fanning.

Led by Elizabeth Reimer, Senior Operations Manager on this specialized unit, the Neuro Rehab program is a full-service bridge between hospital and home for about 65% of the 300 clients they see each year. “If you are a patient in stroke rehab, it means your stroke is probably life-altering. But things may get a lot better and many of our clients go home and have amazing recoveries,” says Liz, adding that the interdisciplinary team work to full scope of practice so that clients can get back to their lives after an average 35 days.

A client’s success in returning home is largely dependent upon the severity of the stroke, which can affect sensation, vision, ability to swallow, balance, ability to move the body, cognition, memory and speech.

At Carewest’s Neuro Rehab program, staff set clients up for success with a wide variety of comprehensive interventions and treatments, including dressing programs, breakfast group, memory and orientation group, oral/motor exercise group, strength groups and aerobic exercise.

Dedicated staff work to educate clients about life after discharge and risk reduction, creating a curriculum based on the individual learning needs of each client and family.

Staff will even conduct home visits and liaise with vendors to install equipment like ramps or grab bars to ensure a client’s success in the home after discharge from the program.

“We offer a broad range of services to meet the needs of our clients because this has been our niche. Our focus is on long-term success at home and making sure the right supports are in place,” says Liz. “Putting best practice interventions and processes in place has changed the outcomes for our clients. This allows people to get back to their lives, families and communities.”





**WE ARE GRATEFUL**  
Donors and Volunteers

**A HUGE THANK YOU**  
For making a difference for our residents,  
clients and staff!

Our donors and volunteers make such a meaningful impact at Carewest. They contribute to the day-to-day lives of our residents, clients, family members and staff.

They play a significant role in supporting innovative programming and equipment at our sites and making a difference in the lives of those we serve.

*~ We could not do what  
we do without you!*



# Calgary Health Foundation



Carewest residents and clients benefit tremendously from the generosity of our donors and volunteers. Whether they are giving gifts of financial support or gifts of their time, Carewest donors and volunteers make an immensely positive impact on the quality of life for those living with, staying with and working for us.

Take our residents at Carewest Colonel Belcher for example. Thanks to the Friends of the Colonel Belcher Society and the Calgary Health Foundation, funds are being raised to support a music therapy program at the care centre. This program will make a positive impact for residents, who connect with music for moments of joy, memory and feeling.

Another example is the volunteer who uses his skills as a school art teacher to run art classes for fellow residents and clients at Carewest Sarcee. Every week, he breathes light and colour into their lives.

Making a difference in the lives of others is easy at Carewest. If you are a family member wishing to get involved or show gratitude for the care and support provided to your loved one, the Calgary Health Foundation has a Grateful Family program to enable you to direct a gift to the site and unit of your choice.

The Calgary Health Foundation fundraises for excellence in health care and contributes to the quality of life for those served by Carewest.

We also gratefully accept family members willing to donate their time to accompany residents on outings, run programs or just spend time with the residents. Carewest volunteers continue to enhance our programs and services by helping us provide comfortable environments, a special meal or a sense of joy.

Anyone can apply to become a volunteer or give to improve the quality of life for our residents and clients. You don't have to be a family member.

We gratefully accept donations through the Calgary Health Foundation at [calgaryhealthfoundation.ca/carewest](http://calgaryhealthfoundation.ca/carewest) or by calling 403-943-0615. Or you can apply to volunteer at [carewest.ca/volunteers](http://carewest.ca/volunteers).



[calgaryhealthfoundation.ca/carewest](http://calgaryhealthfoundation.ca/carewest)



In celebrating our success, we must credit all the Carewest staff who make a difference every day in the lives of our residents, clients and their families.

Carewest works to be leaders in our field, offering specialized programs and services that other continuing care providers do not. Our staff are always searching for creative ways to provide care, programs and services.

Carewest staff live our values of Caring, Relationships, Excellence, Accountability and Teamwork and are the reason we have been Calgary's trusted public provider of continuing care services since 1961.

We have achieved much over the past year in service to the community – thank you for being part of our history.

*We are excited about **creating the future with you.***

## Our valued staff



## Employer of Choice



At Carewest, we work hard to be an employer of choice and believe offering excellent care to our clients starts with our staff. We listen and respond to the needs of staff in providing them with the knowledge, tools and resources to ensure their success.

- **Education and training:** Carewest believes well-educated employees are an essential part of the work we do. We take pride in ensuring our staff have access to a wealth of ongoing education that enhances their skills and performance.
- **Employee Health and Safety:** Our occupational health nurses help prevent staff injuries, promote wellness and help manage employees through periods of illness or injury so they are able to return to work as soon as possible. EH&S promotes physical and psychological health and safety for all.
- **Staff Experience Surveys:** Carewest is committed to ongoing input from staff to provide us focused insight into the factors that support a positive culture and psychological health at work.
- **Diversity and inclusion:** We create an environment where diversity is celebrated and where everyone feels safe to be themselves.



# OUR LOCATIONS

## Carewest Colonel Belcher

Seniors' Care, Mental Health Care, Adult Day Program,  
Designated Supportive Living  
1939 Veterans Way N.W.  
403-944-7800

## Carewest Dr. Vernon Fanning

EQuaL Program, Neuro-Rehabilitation Unit, Younger Adult  
Day Program, Rehabilitation & Community Transition  
Program, Chronic Complex Care  
722 16th Avenue N.E.  
403-230-6900

## Carewest Garrison Green

EQuaL Program, Seniors' Care, Mental Health Care  
3108 Don Ethell Boulevard S.W.  
403-944-0100

## Carewest George Boyack

Seniors' Care, Mental Health Care  
1203 Centre Avenue East  
403-267-2750

## Carewest Nickle House

Designated Supportive Living  
950 Robert Road N.E.  
403-520-6735

## Carewest Royal Park

Seniors' Care  
4222 Sarcee Road S.W.  
403-240-7475

## Carewest C3 Beddington

Comprehensive Community Care (C3)  
8120 Beddington Boulevard N.W.  
403-520-3350

## Carewest Signal Pointe

Mental Health Care, Dementia Day Program  
6363 Simcoe Road S.W.  
403-240-7950

## Carewest Rouleau Manor

Mental Health Care  
2206 2nd Street S.W.  
403-943-9850

## Carewest Sarcee

Seniors' Care, Rehabilitation & Community Transition Program,  
Alternate Level of Care, Comprehensive Community Care (C3)  
3504 Sarcee Road S.W.  
403-686-8100

## Carewest Glenmore Park

Rehabilitation & Community Transition Program,  
Musculoskeletal Unit, Geriatric Mental Health, Day Hospital  
6909 14th Street S.W.  
403-258-7650

## Carewest Operational Stress Injury Clinic

Assessment, treatment development, family support, referrals  
Location 1: Suite 203, 3625 Shaganappi Trail N.W.  
Location 2: Suite 102 - 5010 43rd Street, Red Deer  
403-216-9860

## Carewest Administration

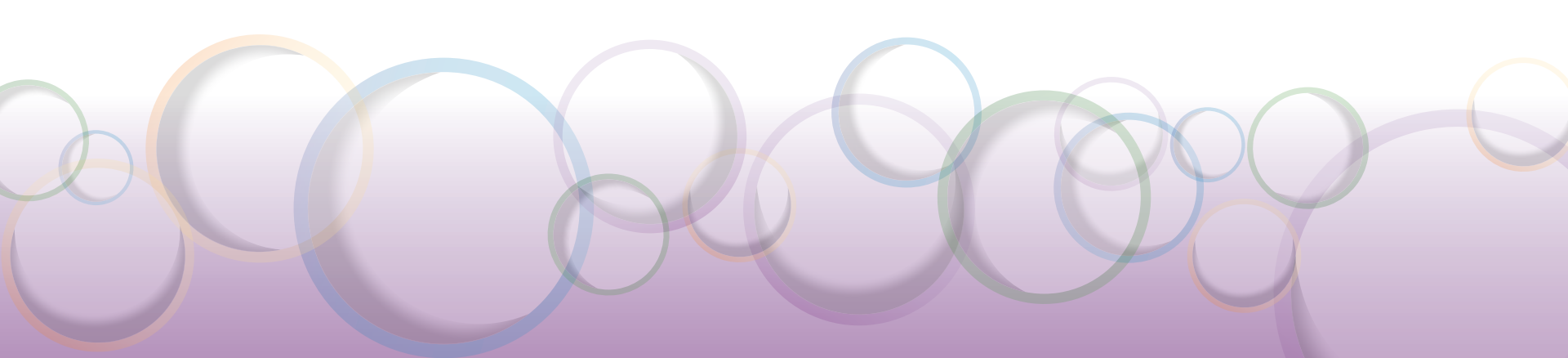
10101 Southport Road S.W.  
Calgary, Alberta, T2W 3N2  
403-943-8140



# COMING SOON...

## The Bridgeland Riverside Continuing Care Centre





Follow us on



Or on [carewest.ca](http://carewest.ca)

