

CAREWRITE



Volunteers from Klohn Crippen Berger, Engineering Consultants, bring some lively cheer to residents and staff at Carewest Dr. Vernon Fanning after decorating the centre's Coliseum hall with care.

Photo courtesy Michelle Douglas and Paul Lipnica

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Next issue

- Submission deadline: March 20, 2026
- Publishing date: April 1, 2026

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

Christmas.....	Dec. 25
Boxing Day.....	Dec. 26
Kwanzaa.....	Dec. 26
New Year's Day.....	Jan. 1
Valentine's Day.....	Feb. 14
Family Day.....	Feb. 16
Chinese New Year.....	Feb. 17
First day of Ramadan.....	Feb. 18
St. Patrick's Day.....	March 17

Year in review:

Barb Kathol

Chief Operating Officer

The weather outside may be considered frightful to some but I love this time of year. It's an opportunity to look back and reflect on the year that was and look forward to the new year with optimism.

We have much to be thankful for at Carewest during the holiday season but I'd like to take a moment to focus on our staff.



It was another year of transformational change and Carewest staff rose to meet the challenge that comes with the adoption of new processes, policies and technologies.

We have accomplished much together this year but the real success is that our residents, clients and families continued to receive excellent quality care and services throughout and report they feel a sense of belonging at Carewest.

Notably, ownership of Carewest transferred from Alberta Health Services (AHS) to Assisted Living Alberta (ALA) and began reporting under ALA as a wholly owned subsidiary.

Carewest continued to operate as usual, with no changes to staff or day-to-day operations and no impact to frontline staff. There was no change to continuity of pay, benefits, pension, standard hours, vacation entitlement or banks, seniority, years of service, union affiliation, work location and clinical and corporate systems and processes. Carewest staff continued delivering the same services for residents, clients and families continued to have access to excellent and compassionate care and services, as they always have and Carewest continued to contribute expertise and capacity to help strengthen the health care system across the province.

In November, we launched the MySchedule (Infor WFM) system, bringing Carewest's staff scheduling system into the 21st century. This system drastically reduces reliance on paper processes to track scheduling and payroll functions and utilizes software applications to create efficiencies.

another year of transformational change

This was a large-scale change that impacted all Carewest staff and took a monumental lift from our teams to get off the ground. We appreciate everyone's patience and kindness as we all learn about the system and work through the issues.

Also a monumental lift was the preparation effort from all the sites, to ready the organization for the Accreditation Canada survey.

The purpose of Accreditation is to help us measure our programs and services against national standards, share our strengths, and learn where we can continue to improve.

The Accreditation team visited seven of our Carewest sites and talked with many staff, physicians, and leaders.

They conveyed to us their sincere thanks for making it a warm and welcoming experience and shared they noted excellent programs and leading practices as they spoke to our teams, residents, clients and families.

See Pg. 6 for more information about the strengths and opportunities for improving the health and safety of our programs and services.

The surveyors conveyed some of the messages they heard from clients, residents, and families, indicating staff made them feel like they were home, that their voices were heard, that they would not want to be anywhere else. These statements are a testament to the dedication, caring relationships, and hard work of all our team members.

Other achievements in 2025 include:

- Implementation of the Night Owls program at three of our continuing care sites
- Information management and privacy program implementation and growth
- RLS system implementation,
- Calgary Health Foundation Home Lottery Mountain Edition for Bridgeland Riverside Care Centre
- Cornhole tournament at Carewest Signal Pointe for mental health awareness

And even throughout 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. My sincere gratitude and appreciation for all you do for our clients, residents, families, and each other.

It is my 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 who rely on you. We would also like to thank those who are on call during the holidays, being available for our teams to work through more challenging issues. To our staff working on Christmas Day, it is our hope that cookies from Carewest leadership, will show our appreciation.

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

~ **Barb Kathol**

Carewest Board: Thank you for your support

A huge Thank You to the former members of the Carewest Board for their years of support and guidance.

From left to right: Pam Nordstrom, Shawna Syverson, Barb Kathol (foreground) and Feisal Keshavjee, Nolan Tario, Larry Albrecht and Nick Thain (background). Not pictured: Tom Briggs.

Photo courtesy Julia Sobieski





MySchedule Launch: Reminders

With the MySchedule (Infor WFM) system was implemented across Carewest on Nov. 17, the Project Team wanted to extend a sincere and heartfelt Thank You to all staff and leaders at Carewest for your engagement, willingness to work through this change.

Contacting you for shifts...

- Your contact info:** Make sure your contact information (phone number, e-mail address) is up to date in [e-People](#).
- Your contact preferences:** Make sure your contact preferences (how you'd like to be contacted) is up to date in the [web version of Vocantas](#) (not the app).



Booking you into shifts...

- Your availability:** Make sure availability is up to date in WFM
- Check your schedule regularly:** You will be booked into shifts with no contact from Vocantas, for work that is eight days or later than today. Check your schedule in WFM regularly to see when you have been scheduled. These bookings will be based on your set availability. Only shifts seven days or less than today will generate a notification from Vocantas.



Understanding your schedule...

- WFM will be the source of truth for your schedule:** Unit Clerks will no longer be printing schedules for staff. Your schedule will always been up to date for you to check in Infor WFM.
- Read Understanding Scheduling Essentials:** If you have questions or want more information about how shifts are awarded, please read the [Understanding Scheduling Essentials booklet, on Careweb](#).
- All shifts will be awarded through WFM:** Unit Clerks will not be awarding shifts to staff. Staff will be booked into shifts via WFM and Vocantas.



Flu update - still time to be vaccinated

Samara Sinclair

Program Director, Communications & Marketing

Thanks to the over 1,300 Carewest staff who have chosen to roll up their sleeves for the influenza immunization this year. If you haven't yet protected yourself against the virus, there is still time. Carewest will offer immunizations until March 31, from any Immunization Resource Nurse (IRN) or Designated Nurse (DN) at your site.

The influenza vaccine is safe, proven and effective at preventing the spread of the virus.

Becoming immunized against the influenza and COVID viruses, are the two most effective actions you can take to keep you, your family and community safe.

Employees, students, volunteers and or contracted service providers with influenza like symptoms will not be permitted to work or enter a Carewest site. They should not work at any other continuing care site with symptoms.

These symptoms include any one of the following that are new or worsening and not related to a preexisting illness or health condition:

Fever, chills, running or stuffy nose, sore throat, cough, difficulty breathing or shortness of breath, and loss or altered sense of taste/smell.

If a worker has respiratory virus symptoms, the worker is restricted from work until at least 24 hours have elapsed after all of the following conditions have been met:

- The workers respiratory virus symptoms improved.
- The worker is fever free, without medications.
- The worker has not developed any new symptoms.

A worker returning to work after having respiratory virus symptoms may still be potentially infectious and is therefore recommended to continuously mask and perform thorough hand hygiene for five calendar days, starting from the first day that worker is fit to return to work, when working in any Carewest setting. If you cannot return to work after two weeks, talk to EH&S.

[Please refer to AHS policy #1188 for more information.](#)

All staff receiving their influenza immunization prior to Dec. 31 will be automatically entered into a draw for a free massage at Massage Addict (value \$94.50).



At Carewest, our Employee Health & Safety (EH&S) Team, plays a vital role in ensuring a safe and healthy workplace for all. From promoting wellness to leading initiatives that protect our people, their commitment to safety is at the heart of our care culture. Most recently, they led another successful vaccination program that keeps our staff and residents protected.

Photo courtesy Paul Lipnica



Carewest shines during Accreditation

Samara Sinclair

Program Director, Communications & Marketing

Carewest was pleased to welcome Accreditation Canada surveyors as they toured our organization in October, measuring processes, policies and programs against national standards. "It's been such a pleasure to be part of the survey team," said Dr. Susan Yates, Accreditation Surveyor, during a debrief meeting where she described Carewest's many strengths and some opportunities for improvement.

During the past few months, Carewest staff have been working very hard towards preparing for this audit. Led by the Quality, Safety & Transformation team, the planning and preparation extended to all levels of the organization.

Carol Baumgarten, Executive Director of Quality, Safety & Transformation, describes the preparation work.

"This accreditation cycle was led by Kristin Rogers our LTC Specialist. Our portfolio felt engaging sites and leadership in the preparation was helpful to build understanding of the standards and what was in place. It allowed identification of work needing to be completed before survey. Although this approach was time consuming, it not only created a strong foundation for this cycle, but also for subsequent cycles," says Carol.

"Our approach was praised by the AHS Accreditation logistic coordinator and consultant. Accreditation is a team sport, and we saw all sites were fully engaged in this work. Without this collaboration, we would not have been able to complete all the work that needed to be done in such a short time. Thank you!" Surveyors assessed Carewest in the areas of planning and service design, patient flow, person-centred care, integrated quality management, IP&C, our facilities, technology, emergency preparedness, our programs/services, communications, medication management and physicians among others.

They noted throughout the process, much of the messages from clients and families were something to be proud of.

"You continue to strive for reaching up and out. There is a calmness and strength of staff. The staff make you feel like you're at home. I wouldn't want to be anywhere else," says Susan of some of the comments she heard from the sites and clients.

"We saw many excellent practices and programs including leading practices as we were on our journey."

Some of Carewest's leading practices that were noted include:

- **Person-centred care:** A clear strength for Carewest – residents and clients spoke highly of being made to feel welcome, the sense of belonging and quality of life.
- **Patient flow:** Surveyors heard and saw examples of strong patient flow with immediate transfer beds (RCTP) and triage coordination.
- **Process preparedness:** They saw clear documentation, fact sheets and guidance sheets that were clear and helpful for people in roles such as off-hours and weekend Most Responsible Persons (MRPs).
- **Privacy:** Establishment of the Chief Privacy Officer role, policies and procedures. Education to staff on privacy breaches, and the development of the new privacy page on Careweb.

- **Integrated Quality Management:** Carewest was commended for investment in infrastructure such as Connect Care, the RLS reporting system, and the establishment of processes for incident reporting, tracking, investigation and resolution at the front lines. That speaks to the strong culture of safety and quality that exists across the organization.
- **Quality Improvement:** Our OSI Clinics were noted to have leading practices in the area of quality improvement.
- **Long-term care:** Colonel Belcher was commended for its Dignity Walk – a way for staff, residents and families to say goodbye and honour those who have passed.
- **Medication Management:** The Carewest Dr. Vernon Fanning pharmacy was congratulated for having safety at the forefront of all processes and on a strong model of medication management. Access to Clinical Pharmacists was flagged as a leading practice.

The surveyors also identified some opportunities to improve at Carewest but prefaced many of these comments by encouraging us to keep doing the good work we're doing.

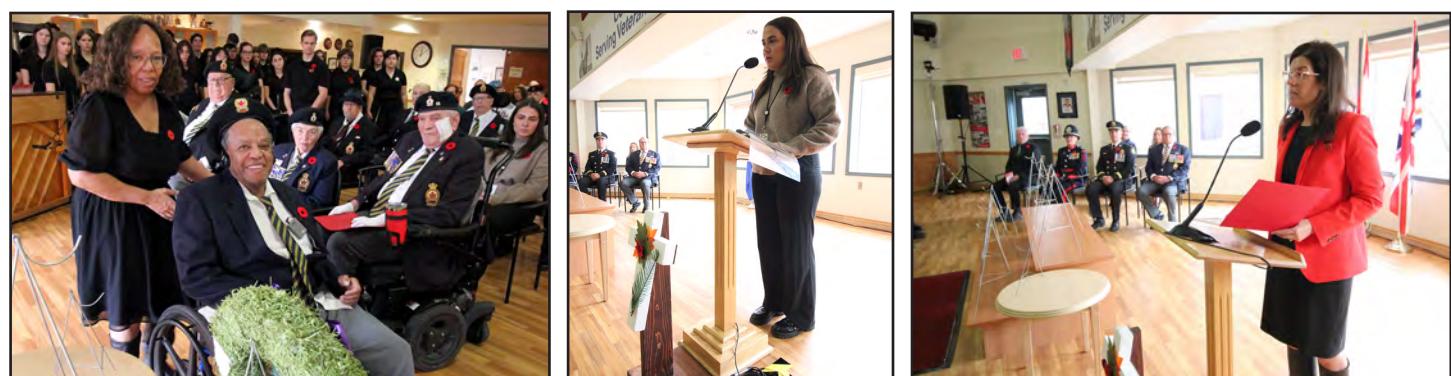
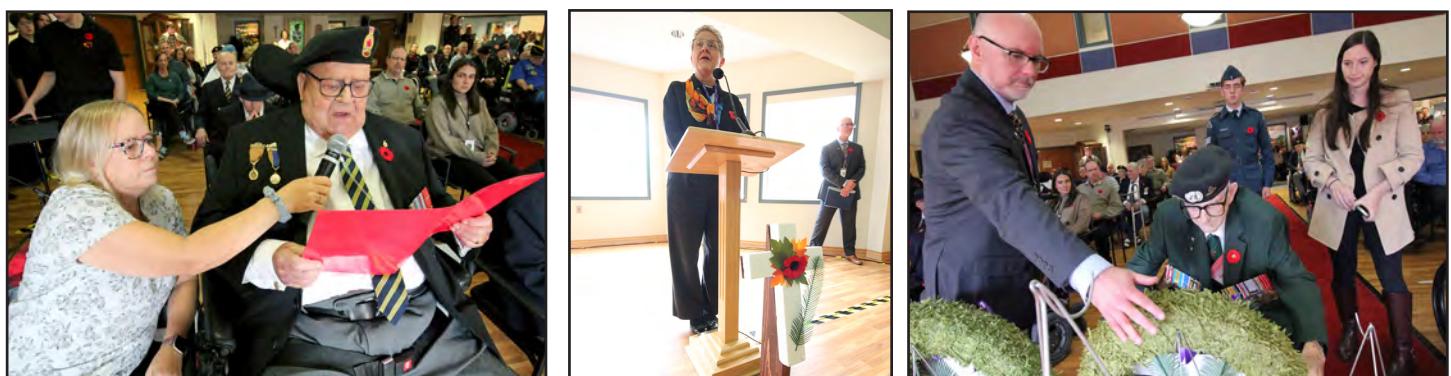
- **Planning and service design:** Look for ways to increase involvement with residents, clients and families and strengthen that voice in discussions around service design and planning.
- **Complaint process:** Standardizing those clear guidelines and the ability to track, learn and streamline the complaints process and align with the larger incident management process.
- **Performance appraisals:** Some inconsistencies were noted in performance appraisals and some said they got performance appraisals that were not attached to setting goals.
- **Emergency Preparedness:** Look at different emergency plans and build education and mock simulation and consistency across the sites.

"Carewest has a lot to be proud of, which was reflected in the surveyor's comments, on the strong quality and safety mindset of staff that was evident at every site they visited. To me, this is our goal each and every day, and to have external surveyors see and feel that from both staff and clients signals that this was a successful accreditation cycle and we await the final report, which should be out by the end of the year," says Carol.

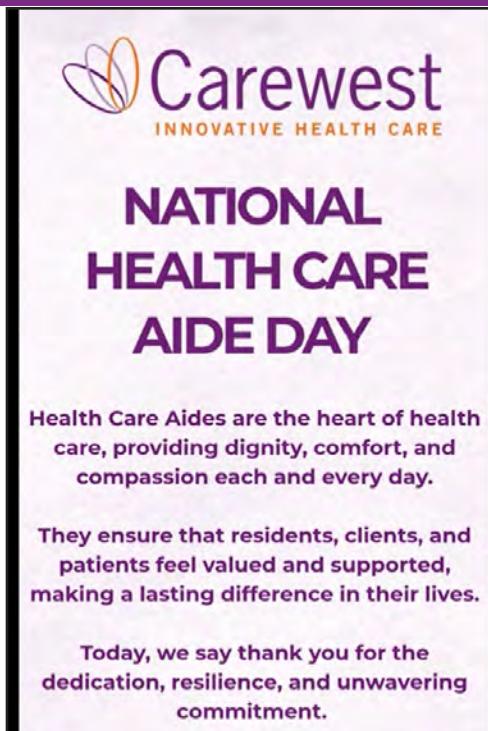
"Carewest has been working very hard after coming out of Connect Care launch, to review policies, workflows and processes. This has been 1.5 years of all teams across Carewest collaborating to understand accreditation standards, what is in place, what needed to be updated or, in some cases, created. Despite this work, Carewest staff have brought our values to life every day, creating the quality experience for each client under our care."

The full report will be available by the end of the 2025, and housed on [Insite's Accreditation page](#).

Nov. 11: Colonel Belcher remembers



Thank you to Health Care Aides



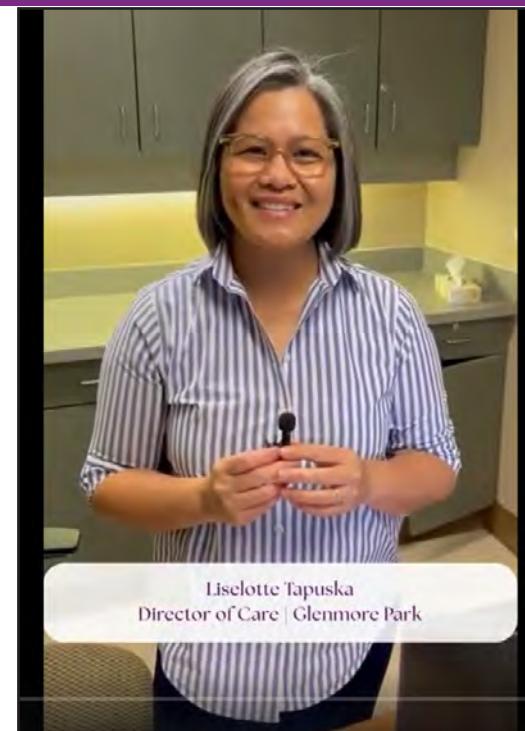
Carewest
INNOVATIVE HEALTH CARE

NATIONAL HEALTH CARE AIDE DAY

Health Care Aides are the heart of health care, providing dignity, comfort, and compassion each and every day.

They ensure that residents, clients, and patients feel valued and supported, making a lasting difference in their lives.

Today, we say thank you for the dedication, resilience, and unwavering commitment.



Carewest wished their Health Care Aides a happy National Health Care Aide Day on Oct. 18 with a Thank You video compiled of messages of thanks from Directors, Managers and staff from Carewest sites.

Carewest Health Care Aides are the heart of our organization. Their compassion, dedication, and commitment make a difference every single day.

Thank you for all that you do!

[Click here to view the video on YouTube.](#)

Video by Paul Lipnica

Thirteen end-of-life trained volunteers

Samara Sinclair

Program Director, Communications & Marketing

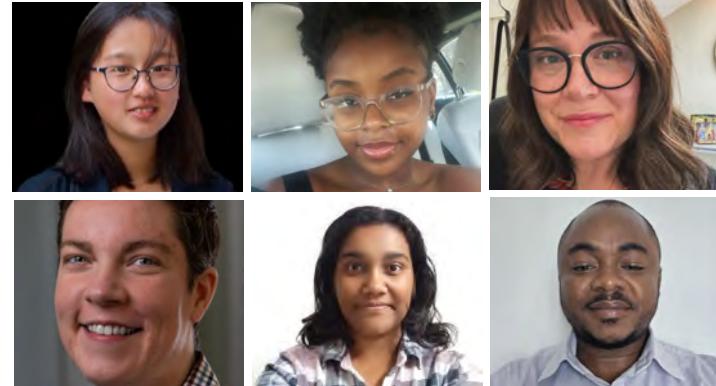
It's an important role... being with someone in their last days, hours and minutes of life and Carewest's committed group of end-of-life (EOL) volunteers are ready to be dispatched to the sites at a moment's notice, if the need arises.

Thirteen volunteers have taken the three-day End of Life training provided by Alberta Health Services' No One Dies Alone program, and are waiting to be matched appropriately with a resident in need.

Volunteer Services Lead Michelle Douglas says volunteers can be sent to the sites in all sorts of different situations.

"Sometimes it's an emergency situation where I have to get a volunteer there ASAP because the resident may not have family and may be alone. We dispatch those volunteers to go to wherever it is needed," she says.

"Sometimes we go in preemptively, so we can get the volunteers to sit with the residents in advance. That way, there's a relationship built prior to the end of their life, so at least they are with someone they know."



During these precious final moments, volunteers may do things like read to residents, listen to music together, converse – often with input from the residents and often determined by their own comfort level and abilities.

Michelle will often get requests for volunteers from the Pain and Palliative Care team, however she invites any staff member at the sites to contact her directly at micelle.douglas@ahs.ca if they see a resident who is in advanced staged of illness, nearing end of life or who may benefit from a specialty trained volunteer to support with approaching end of life.

And if you or someone you know is interested in becoming an EOL volunteer, please visit carewest.ca/volunteers and fill out the [Volunteer Application Form](#).

First Night Owl activities at Carewest a success



The first Night Owls program activities at Carewest were a success, with an evening concert held at Carewest Dr. Vernon Fanning by musicians Natalie Inga and Alex Klipper, courtesy of the Concerts in Care program and a Halloween candy hand-out at Carewest Garrison Green. Night Owls is an initiative at Fanning, Garrison and Carewest Rouleau Manor to bring recreation opportunities to residents during evening hours.

Photos courtesy Anissa Lukocs and Bea Kozlowski

Samara Sinclair

Program Director, Communications & Marketing

The first Night Owls program activities at Carewest were a success, thanks to a concert hosted at Carewest Dr. Vernon Fanning by Concerts in Care and a Halloween candy hand-out activity at Carewest Garrison Green.

At Fanning, musicians Natalie Inga and Alex Klipper entertained residents and staff during the evening hours – at a time that residents felt was often overlooked for recreational activities.

Enter the Night Owl program – a grant-funded initiative for residents at the Fanning, as well as Garrison Green and Carewest Rouleau Manor that addresses ongoing feedback from residents who wanted more opportunities to do things in the evenings.

Recreation Therapist Anissa Lukocs says the program aims to enhance quality of life on the residents' terms.

"Night Owls aims to fulfill the promise of creating more community access to residents and focusing on resident-centred, meaningful, purposeful opportunities," she says.

"Programming will be directly influenced by residents' expressed leisure wants and needs which aims to increase positive emotion and life satisfaction."

A similar concert held at Rouleau Manor had the residents up, dancing and singing along.

"The residents seemed to really enjoy the concert. About 45 residents came by, with some staying for the entire performance and others popping in for a quick listen. There was a lot of positive engagement, from applause to reflective conversations about music," says Anissa.

"Many residents reminisced about their own musical experiences, and there was a really relaxed, social atmosphere. The beauty of this concert was that it removed barriers like transportation or fees, allowing residents to enjoy live music right where they live, in a comfortable and accessible setting."

Evening concerts aren't the only activities on the docket. Residents at Garrison Green dressed up and handed Halloween candy out to children in the neighbourhood. Residents have been providing feedback, asking questions and sharing ideas for future evening activities at Carewest.

Staff profile

Irene Nji Epse Nyambod

Licensed Practical Nurse

Carewest Dr. Vernon Fanning

“ I always feel happy going to work because I’m passionate about helping clients, providing care for them, and helping those who cannot help themselves. ”

Teagan Melnick

Volunteer, Quality, Safety & Transformation

From the city of Bamenda, Cameroon to the halls of Carewest’s Dr. Vernon Fanning Centre, Irene’s life has been one filled with passion, purpose, and resilience.

As the youngest of nine children and a twin, with amazing parents, Irene had an upbringing filled with love and joy.

“I had a wonderful childhood it was beautiful and sweet. I had all the love and all the attention,” she says.

Her childhood aspirations of becoming an accountant led her to dedicate herself to her studies, particularly to mathematics, eventually leading her to pursue two degrees from the University of Buea in Economics: a Bachelor’s degree in 2007 and a Master’s of Science degree in 2010.

Fresh out of school, Irene sought to join the world of banking which she did briefly, before realizing that becoming a teacher would provide her and her family with a better, more secure life.

“What could I do to earn more money to take care of myself and my family? That’s how I went into the teacher’s training college, because as a teacher in Cameroon, that is one of the highest paying jobs,” she says.

After obtaining her Higher Teacher diploma in 2011 from the University of Bamenda, she became a high school teacher until meeting her husband and immigrating to Canada in 2014.

With this move, Irene now encountered a new challenge – entering the workforce. Without having any Canadian industry experience, she remembers doing interviews and getting positive feedback but not being able to land a role.

“Your resume is amazing, your education is fantastic, but unfortunately you don’t have Canadian experience,” she recalls the recruiters telling her.

Faced with this difficulty and determined to build a new career, Irene enrolled in Bow Valley College’s Practical Nurse program in 2020, where she quickly distinguished herself for her determination and work ethic.



Photo courtesy Irene Nji Epse Nyambod

“I received the Premier Scholarship Award, the Award of Academic Excellence, and the President’s Award, all because of my hard work and good grades,” she says.

Irene was also nominated as the Premier’s Scholarship Ambassador for the Practical Nurse Program, School of Health and Wellness in Bow Valley College in 2023.

During her time at Bow Valley College and on her clinical placement on 2 West at Dr. Vernon Fanning in 2021, Irene found herself on a new path – one that just seemed to click.

After completing her clinical studies, due to Irene’s hard work she was hired as a Nursing Assistant on the unit. Irene transitioned to a full time Licensed Practical Nurse in 2022 after obtaining her license.

“I just fit into the system as if I was there before. I didn’t face a lot of challenges. I had confidence, the skills, knowledge and an amazing team,” she says.

Staff profile: Irene Nji Epse Nyambod

Continued from Page 10

She attributes a lot of this confidence and success in nursing to her education at Bow Valley College.

"Training from Bow Valley College helped me to easily transition as a nurse, which allowed me to face my career with so much confidence and passion."

Irene also acknowledged Hannah, who orientated her.

"I would say she did an amazing orientation because she taught me and she showed me everything that I was supposed to know. She was very detailed."

Irene also maintains ties with Bow Valley College, being asked in 2023 and 2025 to do an interview about her transition to becoming a full-time nurse, her success story and speaking to the impact that the Premier Scholarship Award had on her.

"It was for donors and other people to see how important that award is, to see how it has created an impact on my life, and it was motivation for the next generation to take their studies seriously," she says.

Though she transitioned from economics and teaching to nursing, Irene's passion for care is unmistakable.

"I always feel happy going to work because I am passionate about helping clients, providing care for them, and helping those who cannot help themselves," she says.

She added that one of the most rewarding parts of her job is "Each time I give an injection, clients say, 'Are you done? I didn't feel that.' That makes me smile."

Outside of work, Irene is a proactive mom of three, loves cooking, a community party lover, and a soccer enthusiast.

"If I had the opportunity, I would have been a soccer player, but in my country, that's an area that is not well-exploited," she laughs, recounting her time on her university's team back in Cameroon.

She also makes a point to visit Cameroon as much as she can, staying connected with her extended family.

Irene's journey is a testament to the power of purpose and perseverance. From her initial aspirations of becoming an accountant to her placement at Fanning, Irene has showcased how determination, resiliency, and passion make all the difference.

Carewest says farewell to long-standing staff



Two long-standing members of Carewest retired this year. Carewest Medical Director Dr. Diana Turner accepts a gift from COO Barb Kathol after 27 years at Carewest (left). And Health Care Aide Jamil Braid, from Carewest Glenmore Park retires among his colleagues at a potluck celebration of his 30-year career.

Photos by Samara Sinclair and Leizl Conway

Client profile

Lauretta Thygesen

Carewest C3 Program

“They have wonderful staff there that are so kind and so loving and seem to enjoy being there. They don’t miss a thing when it comes to taking care of us.”

Teagan Melnick

Volunteer, Quality, Safety & Transformation

From farm life in rural Alberta to decades of community involvement, Lauretta Thygesen’s journey is one of hard work, joy, and resilience.

At 99 years old, her story is filled with family, friendships, and a sense of pride in the life she’s built.

Born in Edmonton but raised in Holden Alberta, Lauretta grew up as the eldest of five siblings on a busy farm during the Second World War. Work was hard, and everyone had to pitch in.

“We liked to say we were raising bacon instead of pigs,” she recalled with a laugh.

With many of the men away at war, she worked hard alongside her father, tending cattle and pigs and helping to keep the farm running.

“I missed out on doing other things because of my farm work, but I was always proud to be a farmer’s daughter and that I grew up on a farm,” she says.

Her childhood was shaped by responsibility, but also by resourcefulness.

At just 14, Lauretta began her first job at a local grocery store, wrapping goods in brown paper and saving her earnings to buy fabric for sewing projects.

“With the money I made, I would buy materials, because at the time I was taking home economics in school and my first effort was an apron,” she says.

The family moved to Oyen, Alberta. I worked at the MacLeods store. Those years were busy and full of change as she and her husband began building their lives together.

Eventually, the family moved to Calgary, where she began a new chapter in her career. She found herself at dealerships, Shaw Trucks, Brooks Chevrolet and NOVA an Alberta Corporation in the 1970s.

“I enjoyed whatever I did at my jobs, from keeping records or working reception, I liked it all,” she says.

After retiring at the age of 57, Lauretta didn’t slow down. She worked alongside her husband in his products manufacturing business, helping to manage the office and make deliveries.



Photo courtesy Teagan Melnick

Family remained at the heart of everything she did, and she cherished the time spent with her children and grandchildren.

Today, Lauretta is a client of the Carewest Comprehensive Community Care program (C3), where she enjoys two days a week of socializing, exercise, classes, and games.

“They have wonderful staff there that are so kind and so loving and seem to enjoy being there. They don’t miss a thing when it comes to taking care of us,” she says.

Before her shoulder injury, Lauretta loved participating in sports at C3 and hopes to return to those activities soon.

She appreciates the sense of community and the chance to connect with others, loving to see how the staff creates a great environment.

Client profile: Lauretta Thygesen

Continued from Page 12

"The place is very clean and nice, and they work so hard getting all the flowers and anything planted. We help plant tiny seeds and do planter pots and end up with tomatoes and all kinds of stuff; it is really lovely."

Outside of C3, Lauretta remains deeply connected to her community.

She is a proud 67-year member of the Royal Canadian Legion and has been part of Women of the Moose for 47 years.

She also attends gatherings with local senior groups, such as Bowness Seniors, where she enjoys dinners, dances, and friendships. Stage West is another outing she loves.

"I was proud to speak on November 11 of the Royal Canadian Legion Ladies Auxiliary at the Oyen Legion's 65th anniversary celebration. The head of recreation asked me and although I haven't had a mic in my hand for a long time, I am proud of myself for doing that," she shares, recalling the honour she felt to address her peers and receive a beautiful frame commemorating her time.

Even as the years have passed, Lauretta has maintained her independence.

She only recently gave up her driver's license – a decision she approached thoughtfully, but continues to stay active.

Especially as she has something big to look forward to... her 100th birthday bash in May.

"They are throwing me a party and I'm excited for it," she says with anticipation.

Her life story is a tapestry of remarkable experiences and simple joys showcasing a life well-lived.

From her early days on the farm to her time at C3, Lauretta reminds us that life is richest when shared with others.

As she approaches her milestone birthday, she continues to inspire everyone around her with her warmth, resilience, and spirit.



Where's Maple?



Maple has been popping up in different locations around Carewest! Can you tell where they were spotted in this photo? Try to guess - the answer is on Page 19.

Fanning's Chronic Complex Care celebrates 20 years



Congratulations to the staff from the Chronic Complex Care units at Carewest Dr. Vernon Fanning, who celebrated their 20th anniversary of providing excellent care to residents and families.

Carewest staff transition to @carewest.ca e-mail

Samara Sinclair

Program Director, Communications & Marketing

Carewest staff will be transitioning to a new e-mail domain @carewest.ca . This is happening because of the Refocus Alberta provincial healthcare restructuring. As a wholly owned subsidiary of Assisted Living Alberta, Carewest will present as a legal entity with our own email domain.

The transition will occur starting Jan. 14 at 5 p.m. and will continue overnight until the morning of Jan. 15 at 6 a.m. You will be asked to log off from your computer during this time. Do not sign on to your computer before 6 a.m. on Jan. 15... that may interrupt the migration.

Staff who are working during the transition (and logged on to the system) will be scheduled to transition at a day/time they are off work in the days following Jan. 15. Their schedules have been shared with the transition team.

E-mails sent to our former @ahs.ca and @albertahealthservices.ca addresses will continue to be received by staff and permanently directed to your new carewest.ca account after the transition.

End users will not notice a change in their e-mailing experience.

Staff do not need to set up or take any action to access their new email account.

Content from existing AHS inboxes will be transferred to the new Carewest email address during the transition. You will still have access to all existing emails and folders.

Here's what you need to do after you are transitioned:

- **Things to update:** Your e-mail signature, business cards and all your key contacts outside Carewest.
- **Signing on with your new e-mail:** Office 365, Genesys, Zoom, Adobe online tools, etc.
- **Signing on with our old e-mail:** Third-party vendor logins, such as Lever, etc.
- **No change in username login:** Your network computers and devices, Connect Care, e-People, MyLearningLink, Teams, financial systems, shared drives, etc.
- **OneDrive-shared documents:** Staff will need to reshare any files previously shared on OneDrive with other colleagues who still require access.

There may be instances after the transition, when select staff may not be able to access e-People, or OneDrive (through Teams). If these issues don't resolve in 24 hours, please phone the IT Service Desk at 1-877-311-4300.

OIS offers injured staff comprehensive services

Samara Sinclair

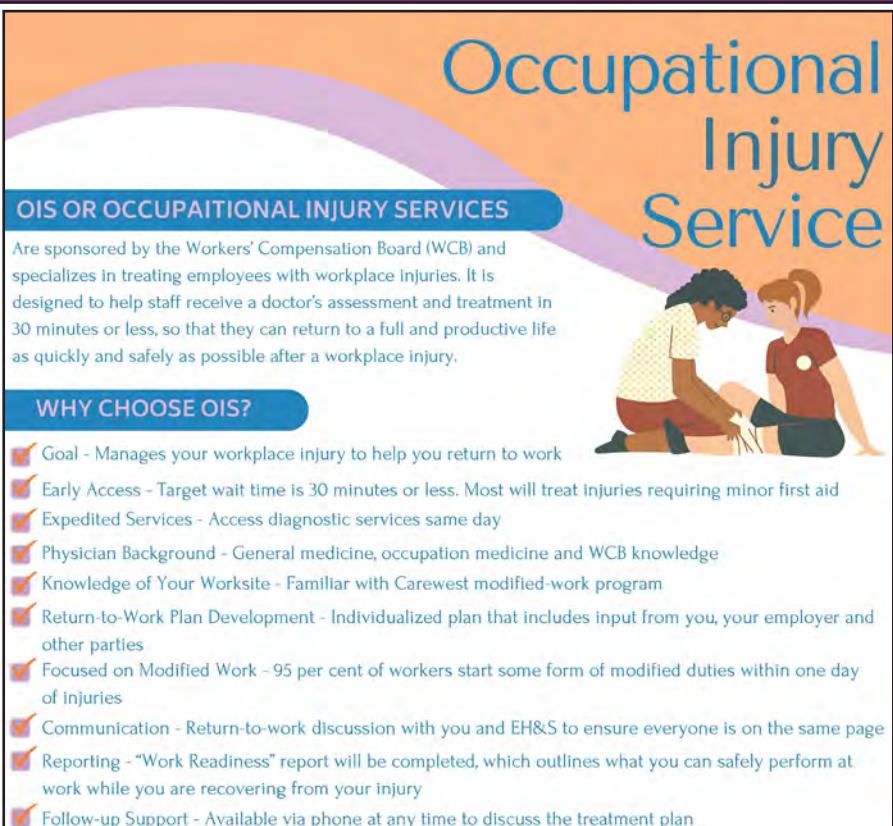
Program Director, Communications

Occupational Injury Services (OIS) is sponsored by the Worker's Compensation Board (WCB) and specializes in treating employees with workplace injuries. OIS is designed to help staff receive a doctor's assessment and treatment in 30 minutes or less so that they can return to a full and productive life as quickly and safely as possible after a workplace injury. OIS offers:

- Quick access (staff are guaranteed to be seen by a physician in 30 minutes or less) to a clinic staffed by healthcare professionals.
- Fast-tracking of diagnostic and treatment services such as MRI, ultrasound, physiotherapy, etc.
- Coordination of a safe return to work via modified work plans.
- A high level of customer service.

Staff who are injured in the workplace are encouraged to take advantage of this comprehensive service.

[Click here to see OIS locations in Calgary](#)



The brochure cover features a purple and orange design with the text "Occupational Injury Service" in large blue letters. Below the title is a small illustration of two people, one in a white coat, sitting and talking. The text on the cover includes "OIS OR OCCUPATIONAL INJURY SERVICES" and a brief description of the service's purpose and benefits.

WHY CHOOSE OIS?

- Goal - Manages your workplace injury to help you return to work
- Early Access - Target wait time is 30 minutes or less. Most will treat injuries requiring minor first aid
- Expedited Services - Access diagnostic services same day
- Physician Background - General medicine, occupation medicine and WCB knowledge
- Knowledge of Your Worksite - Familiar with Carewest modified-work program
- Return-to-Work Plan Development - Individualized plan that includes input from you, your employer and other parties
- Focused on Modified Work - 95 per cent of workers start some form of modified duties within one day of injuries
- Communication - Return-to-work discussion with you and EH&S to ensure everyone is on the same page
- Reporting - "Work Readiness" report will be completed, which outlines what you can safely perform at work while you are recovering from your injury
- Follow-up Support - Available via phone at any time to discuss the treatment plan

IP&C Hand Hygiene Excellence Awards Q2 2025/26

Carewest Infection Prevention & Control is proud to recognize the outstanding efforts of our staff and sites in promoting hand hygiene excellence. These awards highlight the dedication and teamwork that keep our clients and staff safe.

Hand Hygiene Reviewer Star Award

winner: Marivic Taberna

Honors the auditor who recorded the most hand hygiene observations during the quarter.



Hand Hygiene Excellence Award

winners: OSI Clinic, Signal Pointe and Garrison Green

Recognizes the top three Carewest sites that achieved the highest percentage of completed observations compared to their quarterly targets.



Congratulations to our Q2 winners! Thank you to all our staff for making hand hygiene a priority. Your efforts help ensure the highest standards of safety and care across Carewest.

Photos courtesy Prynzy Crisostomo

What's happening



Staff from booking and scheduling hard at work during the implementation of MySchedule (Infor WFM) on Nov. 17.



Holiday spirit at Carewest

Staff at Carewest Rouleau Manor enjoy a holiday potluck together with homemade dishes to share.

Right-top: Volunteer Declan Avery shares some cheer with Recreation Therapy Aide Vladimir at Carewest George Boyack.

Right-bottom: Boyack Resident Patricia Cairns visits with a friend over the holidays.

Photos courtesy Aziz Mahboob and Jason Kosolofski



around Carewest



Top: Staff from RCTP at Carewest Dr. Vernon Fanning get into the Halloween spirit. *Photo courtesy Julia Marsh*

Left-top, bottom: Staff celebrate the spooky holiday at Carewest C3 Sarcee (top) and C3 Beddington (bottom). *Photos courtesy Luna Vinluan and Gwenda Chan*

Above-centre, right: Halloween week at the Belcher was spooktacular. Residents painted and carved pumpkins, did a Halloween scavenger hunt around the building, played some Halloween games and, pictured here, some pumpkin bowling. *Photos courtesy Janene Andrews*

Service Awards

November, December and January 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.

5 Years

Tabas Ahmed
Funmilayo Akinsete
Andrina Anthony
Elizabeth Apostol
Marigen Bayang
Nisha Chackochan
Catherine Ce Clancy
Diansha Clarke
Olaoluwa Ekpokpe
Abimbola Eniola Elufisan
Susan Gallup
Samuel Gebresslassie
Richelle Howard
Heather Ince
Manjeet Kanda
Vanessa Lacanilao
Cherie Louis Gelin
Aziz Rahman Mahboob
Kathy Mangagil
Helen McDonald-Bohan
Preety Minhas
David Quan
Twyla Swartz
Jeanie Xin Qing To
Mark Daniel Uayan
Brigida Urmamatam

15 Years

Songmi Ahn
Alif Ali
Angelita Almario
Valerie Bruneau
Ming Li Carol Fung
Angelita Garcia
Amie Humphrey
Alpha Kargbo
Shaima Khidri
Seung Hee Kim
Luz Klaassen
Mercedes Lichtry
Cristina Lim
Raychelle Mariano
Pamela Mitchell
Palaza Ndlovu
Chandrika Patel
Beenish Sarfraz
Leena Simon
Trudy Taylor
Eduardo Timbreza
Maria Lourdes Vicedo
Donna Yuen

10 Years

Katrina Cinco
Rebekah Dirk
Debbie Galarse
Nesrin Koybasi
Pei Shannon Li
Zaneta Lipshitz
Darci McGregor
Guizhu Ashley Mu
Nahla Qalo
Catherine Renkas
Genalyn Savard
Jacqueline Sazon
Hadijar Sewalu
Andrea Simioni
Bo Tang
Christa Todd-Savoia
Jacqueline Tomandl

20 Years

Nanette Bamfo
Nola Bennett-Laird
Maria Chavez
Lorie Frigillana
Scott Gelfand
Diane Kirkhope
Meera Manak
Jacinta Paccalagan
Arcy Pietrowski
Gemma Rovelo
Vanessa Santos
Julie Stewart
Shamim Sultana
Arlene Tan

25 Years

Nadine Anderson
Ravneet Baidwan
Novelette Barrett-Johnson
Laura Boutin
Amy Button
Normarie De Castro
Fabiana Giuricich
Betty Norman Bray
Sharon Speers
Carolyn Spotowski
Linda Steinke
Cheriana Winkle

35 Years

Farida Bhanji

40 Years

Grace Dayrit



Colleagues gather around Sarah Wong at her retirement celebration, after her 28-year career at the Carewest Pharmacy. It was a wonderful event honouring her dedication, leadership, and the many contributions she has made. Sarah's commitment have left a lasting impact, and we wish her all the best in her retirement!
Photo courtesy Kevin Hui

Coffee break

Samara Sinclair, Manager, Communications & Marketing

Sources: armoredpenguin.com & puzzles.ca/sudoku

Word Search

Theme: Travel getaways



Africa

Australia

Barcelona

Brazil

Canada

Columbia

Cuba

Dominican

Greece

Italy

Jamaica

Japan

Maldives

Mexico

Peru

Philippines

Spain

Thailand

Sudoku

Level: Medium

9	1	6	2	4				
2	3							
			1		8			2
5	2	1						7
	8	9				5	1	
7	6			9				3
			8		7	2	1	
	9				4	6		5
	7	3			5			

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.

ANSWER TO WHERE'S MAPLE: Scarce Chapel

Workforce discounts update for Carewest staff



From restaurants to exciting experiences, we've got amazing discounts for our healthcare workers: Visit Workforce Discounts on Insite for deals.

Plus, get the coverage you need for home & auto insurance:

- [Armour Insurance – for nurses & nurse practitioners](#)
- [Belairdirect – save up to 32%](#)

Scan the QR code or [click here to view some of the great workforce discounts.](#)



 SCAN ME



Gail Calagan RN at Carewest Glenmore Park, RCTP, achieved 100 per cent on her compressions on the skills guide during her adult skills test during CPR training.

Photo courtesy Terri Shaw

Carewrite

Carewrite is produced quarterly. We welcome your submissions.
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All individuals appearing in this publication have consented to participate.