Commemorating heroes

Etch a Memory program to raise funds for new Dianne and Irving Kipnes Centre for Veterans

A new program has been launched as part of the $7 million capital campaign to help build a new home for Canadian veterans. The Etch a Memory program gives people an opportunity to commemorate a personal hero or loved one by purchasing an etching. The etchings will be used to create a recognition wall in the new centre’s memorial garden and serve as a permanent reminder of the pursuit of freedom by Canadian veterans.

The garden will be part of the Dianne and Irving Kipnes Centre for Veterans. Currently under construction, public support is needed to complete a home for the 120 veterans who will move into it late next fall.

The Kipnes Centre for Veterans will be a huge improvement over the current Newburn Veterans Centre. Staff at the existing facility are excited about how resident quality of life will improve when residents move into the new centre.

Unlike the present centre where up to four residents share a room, the new centre will have all private rooms with private bathrooms. The 120 resident rooms will be grouped into eight houses on two floors in a residential-styled building. It is part of the residential redevelopment of the former Griesbach military base in north Edmonton.

“With 2005 designated as Year of the Veteran by the Minister of Veterans Affairs, it seemed an appropriate time to launch the public part of our fund-raising campaign for the new veterans centre,” said Phyllis Hempel, CEO of The CAPITAL CARE Group, which will operate the new facility.

“As well, the board of our foundation is thrilled that Marlene Smith, wife of former Edmonton Mayor Bill Smith, has agreed to become a board member and take on the lead role of chairing the public portion of the campaign.”

“I was honoured when I was asked to join the Board of The CAPITAL CARE Foundation,” says Smith, who will serve as a public campaign chairperson. She will work with The CAPITAL CARE Foundation board and volunteers on ways to involve Albertans in supporting the veterans by donating to the campaign to build the new facility.

The CAPITAL CARE Group, which is building and will operate the new centre, has over forty years of experience in caring for people with continuing care needs. Corinne Schalm, director of Corporate Planning, says that the new centre is expected to reflect the organization’s reputation of being a leader in continuing care.

See ETTCH A MEMORY/2

Sharing hope

Enjoying a good quality of life can mean more than just good medical care or having a comfortable place to live. For many people, it includes meeting and spending time with people of different ages and backgrounds.

Making sure that residents at The CAPITAL CARE Group have the opportunity to participate in activities and spending time with people other than just their care staff is part of the organization’s effort in helping residents to have a good quality of life. Residents from the Young Adult Unit at CAPITAL CARE Dickinsfield recently spent time with grade six students at Katherine Therrien school.

The students are part of the Hope Kids program. The program had its start in 1995, when 10 year-old Steven Roy requested money for flowers to take on visits to lonely people instead of a birthday gift. His birthday wish was the start of the Hope Kids program in 1997, after he told other young people about his experiences. Many of the first Hope Kids visited continuing care centres in the Edmonton area.

Since then, Hope Kids projects have moved into school settings, such as the program at Katherine Therrien school. Residents from the Young Adult Unit and the school’s students have met several times and worked on a variety of projects. The Christmas dinner they shared is an example of the hope shared by the students with the residents and the respect that the residents help to instill in the students.

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Mailing Address:

The CAPITAL CARE Group

P & P Fall 2004/Winter 2005

www.capitalcare.net

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Order an etching

People who want to show their support for northern Alberta’s veterans can commemorate a personal hero or remember a loved one by purchasing an etching. Each etching has room for two lines of dedication text or remember a loved one by purchasing an etching. Veterans when it is completed.

Purchase an etching today by:
• Calling 1-866-THE-VETS (843-8387)
• Visiting http://www.thrivets.org and downloading an order form.
• Cutting out, completing and mailing or faxing the order form on page 12 in this newsletter.

Sobeys gives to Strathcona campus

About 150 golfers attended the Sobeys Lakeland Ridge and Nottingham Charity Golf Classic this summer to raise more than $16,000 for the CAPITAL CARE Strathcona Campus. This was the third year for the annual tournament, which has raised nearly $40,000 in total.

“We were thrilled to find out that we were going to be the beneficiaries for this year’s tournament,” says Marie McInnis, administrator of the campus, “and just as thrilled to receive a $16,345 cheque that will be put towards the purchase of a new, specialized tub for residents.”

Ashley Petansky and Stephen Petansky, owners of the two Sobeys stores in Sherwood Park who co-organized the tournament, said that they are planning to host a tournament next year and to again give the proceeds to another worthwhile cause.

Dan Laville, Manager, Corporate Communications, CAPITAL CARE Corporate Services

Showcasing management opportunities

Attracting and retaining skilled and compassionate staff is essential to The CAPITAL CARE Group because we provide the care it believes is deserved by residents. To do this, the Succession Planning Committee has been developing innovative ways to make the organization an appealing place to work, both for job seekers and staff currently working in the organization.

One of the committee’s recent initiatives was the Management Career Information Day. Held for the first time on November 3 at CAPITAL CARE Norwood, the event was intended to introduce current staff to management career opportunities within the organization and to show those outside the organization the variety of careers that are offered by The CAPITAL CARE Group.

Attendees were given a package containing information on the organization, a workbook to help clarify their career objectives, and a competency dictionary explaining the performance expectations of managers in the organization.

Each of the booths profiled a variety of positions in the areas of fund development, financial management, human resources, corporate planning, office functions, support services, volunteer services, administration, best practice and education.

Booths were staffed by current management employees who spoke to attendees about The CAPITAL CARE Group’s philosophy, the challenges and rewards of their careers, and why they enjoy working for the organization.

In addition to the booths, staff made presentations about their specific career and work areas. Presenters talked about their career, the organization, the continuing care industry and why the audience would want to consider a career with The CAPITAL CARE Group.

The presentations also highlighted how employees are recognized for their efforts and how staff who know they are doing a good job.

Attendees learned that it is a large organization with a family feel to it, that the caring environment ensures residents come first, and that staff are given opportunities to use their skills and gain new ones through education or trying new roles.

The day was well attended, with 75 people coming to the event to learn more about the organization and management opportunities. Twenty-five of the attendees came from outside of The CAPITAL CARE Group.

Members of the Succession Planning Committee feel the event achieved the objective of promoting the organization as a good place to work. “One comment from an attendee speaks loudly of the impact of the day,” says Sharon Houlston, director of Human Resources at The CAPITAL CARE Group. “In answer to what he liked best about the event, he stated ‘The fact that all attendees in spite of qualifications were treated like potential applicants for the position’.”

For more information on a rewarding management career at The CAPITAL CARE Group, please contact Colleen Meagher at (780) 448-2405.

A listing of current career opportunities can be viewed at www.capitalcare.net and clicking on Careers.

Colleen Meagher, Human Resources Manager, CAPITAL CARE Corporate Services
Continued commitment to excellence in the new year

People traditionally set goals in the new year that will benefit themselves or their loved ones. Whether a commitment to exercising regularly, phoning a family member more often, or quitting smoking, New Year’s resolutions are made to improve a person’s quality of life.

Likewise, at The CAPITAL CARE Group, our commitment to the people we serve is to help them have the best quality of life possible. The beginning of 2005 is a good time to reflect on some of our current projects that will benefit residents and staff.

Teaching continuing care centre

Planning for a new teaching continuing care centre through a partnership with NorQuest College continues. NorQuest announced their expansion plans last spring, and together The CAPITAL CARE Group and the college are developing a plan to build the new centre next to NorQuest’s current downtown campus. By integrating education and research with care, the expectation for the project is to create a centre of excellence for healthy aging in Western Canada.

Planning is progressing on the building design and for the programming in the completed building. During the planning period, the two organizations are looking at ways of working together. The Collaborative Activities Committee, made up of three representatives each from The CAPITAL CARE Group and NorQuest, is examining how the healthcare education programs at NorQuest and the needs of our caregivers can best complement one another. Student practicums, resident care programming and staff priorities will be reviewed to determine how the needs of residents at The CAPITAL CARE Group and students at NorQuest can be best met.

Creating leaders in care

Another example of The CAPITAL CARE Group’s leadership in the continuing care sector is the organization’s collaboration with Capital Health and the University of Alberta. In conjunction with the Faculty of Nursing, the “Leadership Issues in Continuing and Community Care” course is being instructed by Faculty of Nursing professor Donna Lynn Smith at CAPITAL CARE Grandview.

Your suggestions

I invite you to pass on any ideas you have on making The CAPITAL CARE Group a better place to live, work, visit, or volunteer. You can share your ideas with a manager, administrator, director, or the Executive Office by e-mail, snail mail or voice mail. Or, you can send them directly to me, Phyllis Hempel, by e-mail at phempel@capitalcare.net, by phone at 448-2435, or by fax at 496-7148.

I look forward to receiving your suggestions.

Warm, sun-filled fun at McConnell Place North

Residents go antiquing

Residents at Laurier House Strathcona celebrated Senior’s Week with an antique theme. They went on several outings, including a visit to the Antique Mall and the Strathcona Heritage Museum. The week’s activities ended with the centre’s version of “Antiques Roadshow.”

The residents ran the show and brought many interesting artifacts. Items ranged from a carriage clock, to old coins, books, kitchen gadgets, maps, photographs, musical instruments, and jewelry. Each resident spoke about their items, how they obtained them, and what personal significance the item held for them.

Residents enjoyed being able to formally describe and talk about their items using a microphone. Along with residents, their family members, volunteers, and staff also attended and represented a wide age range, from about 20 to 96 years old. By listening to the residents, staff and volunteers learned a lot about the challenges that residents had experienced from the days of yore. Good times were relived, and everyone enjoyed the interesting stories which came with each item.

Residents at Laurier House Strathcona, displays her antique clock during the centre’s antique show. Staff member Andrea LeBlanc is on the right, holding the microphone.

Phyllis, a resident of Laurier House Strathcona, displays her antique clock during the centre’s antique show. Staff member Andrea LeBlanc is on the right, holding the microphone.

Roswitha Schmitt-Blouin, Leisure/Volunteer Coordinator, McConnell Place North

Andrea LeBlanc, Activities Convener, Laurier House Strathcona

Phyllis Hempel

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Preventing infections

Protecting the health and safety of residents and co-workers is important, and one of the easiest and most effective methods of not transmitting viruses to others is by washing your hands. Centres are using waterless cleaners and the traditional hand cleaning method of soap and water to prevent the spread of infection, including the Norwalk virus and influenza.

Vanessa Luc, an occupational therapist, Anita Cassidy, a physical therapist student, and Gailene Shaw, a physical therapist, were three of the hundreds of people who attended the World of Work safety review at CAPITAL CARE Dickinsfield.

The annual World of Work was launched this year at CAPITAL CARE Dickinsfield. The displays are used as a safety review for staff at The CAPITAL CARE Group and are alternated throughout the organization’s centres.

The theme for this year’s presentations is carnival, and it caught the eye of many staff at the centre. More than 350 staff participants completed their display workbooks. After the books were reviewed and returned to staff, the answer key was posted in each unit or area for participants to follow-up on and compare their answers.

Five carnival tent-style displays were set up to provide information on:

- Infection control: Hand washing
- Abdominal thrusts: The Horatio and Julius story
- Workplace Hazardous Materials Information System (WHMIS): Personal Protective Equipment (PPE) and Material Safety Data Sheets (MSDS)
- Fire safety: Phases and evacuation skills
- Starbuck’s: Awkward positions

The displays, which attracted a lot of attention with their colour and originality, were developed and produced by The CAPITAL CARE Group’s centre educators. Several participants commented that this World of Work was the best ever.

Staff are thanked for their participation and congratulated for doing such fine work! Staff at other centres are encouraged to check the Corporate Education Calendar in the Education section on the intranet and watch for flyers to learn when World of Work will be coming to their centre in 2005.

Shirley McDonald, Centre Educator, The CAPITAL CARE Group’s Dickinsfield Campus

More staff scholarship and education funding

Partnerships in learning approach will enhance recruitment and retention

The CAPITAL CARE Group is a leading employer in the continuing care field. Staff receive a variety of benefits and opportunities in an environment that encourages creativity and innovation. This is part of the organization’s approach to attracting and retaining good staff.

Research shows that employer-sponsored education is a key factor for prospective employees who are making a career choice. Offering educational opportunities is a way of attracting qualified workers to the organization and building commitment to the organization with current staff.

The current skill and workforce shortage in health care is expected to increase as the workforce approaches retirement. So, as well as attracting new staff, it means that developing talent from within The CAPITAL CARE Group is necessary. Retaining qualified staff is important in all departments and areas, from health care to finance and food services.

Offering scholarships and other educational support to staff at all levels in all disciplines is one method of encouraging individuals to pursue their lifelong learning goals while helping to retain qualified employees.

The CAPITAL CARE Group, with financial support from The CAPITAL CARE Foundation and its generous donors, is pleased to announce several educational and scholarship opportunities:

- Five annual $6,000 scholarships for the Licensed Practical Nurse program at Norquest College for four years.
- Two annual $4,000 scholarships for four years for obtaining a graduate degree.
- $10,000 annually ($5,000 from The CAPITAL CARE Group and $5,000 from The Foundation) for two years for the Alberta Registered Nurses Educational Trust (ARNET) program. ARNET is operated by the Alberta Association of Registered Nurses.
- Ten annual $6,000 scholarships for the Licensed Practical Nurse program at Norquest College for four years.

Together, these scholarship and educational funding programs support both front-line care and management staff. Support for staff is ingrained in The CAPITAL CARE Group’s corporate culture, and it stems from the organization’s mission statement and values which emphasize a commitment to effective staff recruitment, development and training.

At The CAPITAL CARE Group, staff are the most important resource in caring for residents. Staff who are interested in learning more about the scholarships are encouraged to contact their managers for more information.

Bev Thomas, Manager, Human Resources, CAPITAL CARE Corporate Services

More about ARNET for RNs

The CAPITAL CARE Group, in conjunction with The CAPITAL CARE Foundation, has formed a two year partnership with the Alberta Registered Nurses Educational Trust (ARNET) to provide financial assistance to support the professional practice of registered nurses who work at The CAPITAL CARE Group. These financial awards acknowledge the positive impact that active learning has on the quality of care and services provided to residents and clients at The CAPITAL CARE Group.

The awards also help to recognize the responsibilities shared among registered nurses, their professional organization (Alberta Association of Registered Nurses) and The CAPITAL CARE Group as the requirements for the Health Professions Act (HPA) are developed. The HPA was passed by the Alberta Legislative Assembly in 1999 and will require all health professional colleges to follow common rules to investigate complaints and set educational and practice standards for registered members.

Information on the ARNET program and its application process can be found on the Alberta Association of Registered Nurses website at www.nurses.ab.ca

Mark your calendars to attend:

Resident Safety Symposium:
Focus on Research and Practice in Continuing Care
(Feb 2, 2005, in Edmonton)

People and Progress 19th Annual Conference:
Seeking a Balance: Safety, Risk & Quality in Continuing Care
(Feb 3-4, 2005, in Edmonton)

For more information and to register:

- Website: www.capitalcare.net and click on Conferences
- E-mail: jennydavis@capitalcare.net • Phone: (780) 448-2541
  Please note that speakers, presentations, and schedule are subject to change.
Kudos

To Phyllis Hempel, CEO of The CAPITAL CARE Group

When our mother died after a stroke, and suffering from dementia, her passing was a mixed blessing to us – relief and sadness.

What was not mixed, however, was the quality of care mom received in the short time she was at CAPITAL CARE Lynnwood. We have had three other parents die in facilities such as CAPITAL CARE Lynnwood, and have been impressed with the quality of care given them, but CAPITAL CARE Lynnwood has been exemplary.

Mom was given excellent care by the staff. Phil Lloyd was simply ‘the best’ when it came to giving care and attention to mom. Phil talked with her, took her on special outings, and had mom at her breakfast club on a regular basis. And mom flourished under the care given by Phil.

We have also been impressed with the other staff who worked with mom. From the front desk to the various rooms, the staff were always cheerful, helpful, very professional and demonstrated caring towards their charges. At the risk of forgetting someone, we can’t name them all. But the staff on third floor Lynnwood were wonderful, as was Jim Thomson, social worker, who also needs to be singled out for mention.

Knowing that mom was in such competent and caring hands gave us a great deal of comfort. Our thanks to The CAPITAL CARE Group and especially CAPITAL CARE Lynnwood Campus and its staff for their role in mom’s care.

M. and C.B.

To the Staff at CAPITAL CARE Choice Dickinsfield

I just got word that I have been accepted into continuing care. I want to say thank you for all the care that I have received here. I am going to miss you all. It’s hard for me to think of not seeing any of you again. It’s getting to feel like home here for me and now I’ll have to get used to a new place. Thanks to all. I will have fond memories of you for sure.

P.C.

To Betty Thompson at CAPITAL CARE Dickinsfield

I am writing to express my thanks for the care that was given to Kyla during her stay in your facility. She was at all levels your staff treated her with compassion and dignity. She was fortunate to have been placed at CAPITAL CARE Dickinsfield and been exposed to such caring staff.

J.P.

To Nat Mitchell of McConnell Place North

Just a quick note to express my sincere belief in the opportunity for staff members who have demonstrated a sincere desire to provide improved care and attention to the residents in their charge and to attend workshops to improve their skill and knowledge.

Attached is a cheque to be used for staff education.

C.S.

To the Staff at Station 97 and the office staff at Mewburn Veterans Centre

We wish to express our sincere thanks to each of the staff who have provided excellent care for Dad over the past seven years of his stay at the Mewburn Veterans Centre. We looked forward to moving to the new Centre but that wasn’t to be.

We appreciate all the personal help you have given the family when we inquired about his health and care.

B. and M.C. and family

To the evening staff of ICD at CAPITAL CARE Grandview

You have touched my life in so many ways and I want to thank you so very much. The kindness you have given was in a way that’s all your own. You will remain always in my mind with happy memories.

C.

To the staff on the first floor at CAPITAL CARE Grandview

We want to thank all of you for your cheerful and efficient manner in looking after Roy’s needs while he was in your care. We appreciate it very much.

R. and N.J.

To staff member Rosie Lee-Walter at CAPITAL CARE Norwood

Your care and concern are sincerely appreciated and will always be remembered. Thanks ever so much.

The S. Family

To the staff and volunteers at the Mewburn Veterans Centre

Words cannot express our appreciation for the wonderful care you provided for our uncle in these last years of his life. The centre was a place where he could feel valued, productive and safe, even when his mind and body were letting him down.

Thank you for the poetry club and camaraderie with cheerful and respectful staff and volunteers, opportunities to get out into the world, craft activities, the supportive recreational and rehabilitation staff, competent medical care and Rev. Harry! Thank you for helping us with our grieving and final arrangements. And thanks to everyone and for everything that we’ve forgotten here. You are an inspiration to us.

The A. Family

To Jim Thomson and the staff of 2LP at CAPITAL CARE Lynnwood

I wish to express my thanks and appreciation for the help and assistance which you provided concerning the admission of my sister.

Your manner was both considerate and professional, and I was thankful that you were available to help us through a difficult time.

Please convey my thanks and appreciation to the staff who welcomed my sister on her admission. I found them to be kind, caring & thoughtful. The unit was attractive and cheerful, and I feel more comfortable about my sister’s stay with them.

E.M.

To the staff at CAPITAL CARE CHOICE

Many thanks for your kind care and compassion to Dad and our family this past eight months. The CAPITAL CARE CHOICE Program enabled us to function as a family much more easily. Your happy smiles and warm greetings were always appreciated.

The N. Family

To the staff at Laurier House Stratcona

The family of Margaret Paterson wish to extend our heartfelt thanks to the staff of Laurier House Stratcona for the loving compassionate care that was received.

We are grateful for all the kindness shown to us during this time.

A. and L.

To Betty Thompson at CAPITAL CARE Dickinsfield

Please accept our most gracious thanks for the encouraging, enlightening and exciting tour of CAPITAL CARE Dickinsfield in October.

We were ever so warmly welcomed not only by yourself but by other staff members and residents alike. We were impressed with the level of activity going on in the centre and the echo of laughter heard here and there.

We were also grateful for and impressed with the excellent demeanour of your volunteer facility guide, Martha Doyle. Martha handled both herself and us in a very caring yet professional manner and left us with no questions unanswered by the end of her in-depth explanations and tour. She has a wonderful smile, shares it so freely and seems passionate about the centre’s level of care.

S. and H.P.

To the office staff at Mewburn Veterans Centre

We wish to express our sincere thanks to each of you who were involved in the care of Dad during his stay at the Centre. Special thanks to Pastor Harry for your concern of Dad’s spiritual well-being, your hospital visits and our many interesting conversations.

B. and M.C. and family

To Shelley Warnock and the staff at Strathcona Alzheimer Care Centre

I would like to let you all know how much the care you provided my Mother Bessie meant to me. I want to offer my thanks to all of you at Strathcona Alzheimer Centre. You afforded me the opportunity to rejuvenate mind and body by allowing me some time, in order to take a much-appreciated break. Asking for help is a hard thing to do, and I never felt that I was imposing on you. Your empathy and compassion made me feel that I was not alone in providing care for Bessie. You were like friends helping. Your care allowed Bessie to retain her dignity, and helped friends and family to preserve their memories of her.

The centre became a support group, a place to talk with people who understand the disease, and knew just what I was going through. It provided for an opportunity to share our experiences, and then learn from others on how to cope. Your support helped me to manage the stress, and the feeling of isolation. On behalf of Bessie, and our family, I would like to again express our thanks for your kindness.

B.F.

To the staff at The CAPITAL CARE Group

The auditors want to thank the staff and management of The CAPITAL CARE Group. All staff were extremely courteous and helpful toward the auditors and made them feel welcome. A big thank you to all those individuals that assisted in gathering documentation, interviews, and all those functions that made the audit run smoothly.

The CAPITAL CARE Group has a strong program in place, and the employees are very familiar with their health and safety program. You should be very proud of your program and growth. The goal is to strengthen the program and make it as effective and meaningful as possible for the safety of all workers. Continue to develop action based on the audit and we look forward to returning to observe all the great initiative we know you are capable of implementing.

Congratulations on a great score, keep up the good work.

Ken, Connie and Gay

(from the Partnerships Audit Report)
Six more staff receive LPN scholarships

These six staff are The CAPITAL CARE Group’s most recent Licensed Practical Nurse scholarship recipients. From left to right they are Mary Batong, Amanda Seguin, Fahrija Stivicic, Mohamed Shaw, Fong Thammavongsa, and Sharon Desy.

This year marks the fourth year of the Licensed Practical Nurse Scholarships at The CAPITAL CARE Group. The scholarships are for staff and give them an opportunity to develop their health care career. Residents benefit from the scholarship program as well, because it attracts health care job seekers and serves as an incentive for existing staff to remain working with the organization. Extending the length of time that the average staff member works at The CAPITAL CARE Group is crucial to continuity of care and providing residents with caregivers who know their needs and preferences.

The scholarships are made possible by The CAPITAL CARE Foundation, which has raised $100,000 to fund the program over the past four years. Through the generosity of The Foundation’s supporters, each scholarship recipient receives money for tuition and books for the Licensed Practical Nurse (LPN) program at NorQuest College.

Six more staff received the scholarship this year. Mary Batong, Sharon Desy, Amanda Seguin, Mohamed Shaw, Fahrija Stivicic and Fong Thammavongsa will be completing the NorQuest program and then returning to work at The CAPITAL CARE Group as LPNs.

“We are proud of all our LPN scholarship recipients,” says Sharon Roulston, director of Human Resources for The CAPITAL CARE Group. “And one of the recipients who has made us especially proud is Kerri Lee Labrash.”

Labrash began working at CAPITAL CARE Dickinsfield in May 2002 in Food Services as a food service aide and then as a cook’s assistant. After applying for and receiving a scholarship, she began the LPN program in September 2003.

“Not only did she graduate this fall,” says Roulston, “but she was the valedictorian of her graduating class.” When she graduated, Labrash said she was looking forward to getting back to The CAPITAL CARE Group and working with residents as an LPN.

To date, 19 staff have received the scholarship. In addition to The Foundation, the College of Licensed Practical Nurses Association and NorQuest College are thanked for their participation and support of the LPN Scholarship program.

Bev Thomas, Manager, Human Resources, CAPITAL CARE Corporate Services and support of the LPN Scholarship program.

New reference books

Earlier this year, green table tents and flyers with the slogan “Let’s Look It Up!” heralded the arrival of new textbooks for the nursing staff at CAPITAL CARE Dickinsfield Campus. With current and comprehensive information, the new books will be a valuable resource and replace the General Skills Nursing Procedure manuals.

To promote the use of these new textbooks that include Mosby’s “Textbook for Nursing Attendants” and Potter and Perry’s “Canadian Fundamentals of Nursing,” education sessions were held for nearly 170 staff nurses, licensed practical nurses and nursing attendants.

The sessions included reviews of the best practice process, evidence-based practice, the Calgary Collaborative Nursing Model, the Resident’s Needs Model and practical exercises on how to use textbooks as a resource. Case scenarios and real life examples were used to demonstrate how information in the textbooks can help staff provide the most appropriate care to residents.

To maximize the value of the textbooks and to reinforce the benefits of teamwork, participants shared their case scenario review results with one another. Bookmarks with the Collaborative Nursing Model and the definition of evidence-based practice were also handed out to reinforce why using the textbooks as a reference is an important part of providing the best care possible.

Participants commented that they appreciated the opportunity to review the use of textbooks in general and, in particular, the opportunity to review the new books.

Betty Drury, a benefactor and great supporter of the campus, helped to purchase the textbooks. “In addition to supporting the annual Edith Drury Day—which is attended by staff from across The CAPITAL CARE Group, Betty donated the funds necessary to buy this valuable resource for our staff,” said Betty Thompson, the administrator of the campus.

“September first was designated as textbook distribution day, and after we thanked Betty for her wonderful generosity, we went throughout the centre and replaced the nursing procedure general skills manuals with the new textbooks.” The organization’s other centres have also completed the new textbook roll-out.

Panel members will include:

Carol Anderson
• Continuing Care Practice Leader, Community Care Services, Capital Health
Heather Heinrichs and Donna Stewart
• Social Worker, CAPITAL CARE CHOICE Dickinsfield
Phyllis Hempel
• Chief Executive Officer, The CAPITAL CARE Group
Lynn Olenek
• Administrator, Central Park Lodges

Speakers will include:

Dr. John Wade
• Chair, Founding Board, Canadian Patient Safety Institute
Dr. Alan Forster
• Scientist, Clinical Epidemiology, Ottawa Health Research Institute
• Assistant Professor, University of Ottawa, Medicine
Brad Hagen, PhD
• Researcher, Associate Professor, University of Lethbridge
Doris Milke, PhD
• Research Coordinator, The CAPITAL CARE Group
• Adjunct Professor, Department of Psychology and Adjunct Assistant Professor, Faculty of Nursing, University of Alberta

For updated information, please visit www.capitalcare.net and click on Conferences

For more information and to register:
• Website: www.capitalcare.net and click on Conferences
• E-mail: jennydavis@capitalcare.net • Phone: (780) 448-2421

*Please note that speakers, presentations and schedules are subject to change.

Welcome! To everyone who has joined The CAPITAL CARE Group since the last issue was published!
Combining visits to the doctor with computers

Dr. Chris Lord
ASK A PHYSICIAN

When I visited my doctor last month, I noticed that she was using a computer to check on information from a previous visit. I had several health-related questions for her, so I didn’t have time to ask her about the computer. Will this be something that I am likely to see every time I go to see her? I’ve heard electronic health records mentioned in the news, but I’m still not quite sure how they will impact the care that I’ll receive from my doctor.

The computer has become a common sight in the doctor’s office and provides an additional tool that can assist in the delivery of medical care. One of the features that physicians love is being able to quickly review any laboratory tests you may have had, ordered either by your physician or any other physician in the Capital Health region.

Another feature allows x-ray reports from the hospital to be immediately available. This is a great help if you were recently in an emergency department or even admitted to the hospital. A list of the medications that a senior has been taking (and sometimes has forgotten about) is readily at hand. Again, this includes all the prescriptions from all of the doctors who may have seen that senior.

Within the physician’s office, if the doctor so wishes, all the material that previously was put into your paper chart can now be stored electronically on a computer. Potential advantages are decreased space requirements for storing information and the quick retrieval of information that a computer can make possible.

As a computer can offer more security features than those of the traditional paper charts, the worry that someone — who is not authorized to look at your personal information — has diminished.

As with any new tool, how much a computer and the health records accessible from it can enhance the speed and quality of care provided greatly depends on how the computer is used and what information is available on it.

Dr. Chris Lord, Director, Medical Services, CAPITAL CARE Corporate Services

$104,000 donation from Edmonton Poppy Fund

The Greater Edmonton Poppy Fund announced in November that they were donating $104,000 for veterans at the new Dianne and Irving Kipnes Centre.

The donation will go towards the purchase of furnishings and equipment needed at the current Newmawburn Veterans Centre.

In addition to there being a need for the items, the items were selected because they can be moved to the new Dianne and Irving Kipnes Centre for Veterans when it opens.

The new items, such as blood pressure machines, new resident easy boy chairs, and TV cabinets, will be appreciated by veterans at the centre.

Sherry Schaefer, Community Liaison, Newmawburn Veterans Centre

Poinsettias galore

Poinsettias have become synonymous to Christmas and decorate many offices and homes during the season. This past Christmas, CAPITAL CARE Grandview and Newmawburn Veterans Centre had an especially festive feeling, courtesy of Les Bidewell from Select Call Centre and the company’s customers. Bidewell arranged to donate more than 300 poinsettias. Eleanor Lake and Mary Usik, residents at CAPITAL CARE Grandview, pose with some of the donated poinsettias.

Running for veterans

Phyllis Hempel, chief executive officer of The CAPITAL CARE Group, and John McDougall, campaign chair for the “Serving Those Who Served” fund-raising campaign, walk across the finish line at the first Tanks and Tags running and walking event.

The “Tanks and Tags” road race was held for the first time in September. Along with a five kilometre road race, there was a three kilometre walk and a one kilometre kids race. Runners from the general public, soldiers from the Edmonton Garrison, staff from The CAPITAL CARE Group – and even residents from CAPITAL CARE Norwood – participated in the races. Residents from Newmawburn Veterans Centre also came to watch the races.

“Many thanks to the staff, friends and families who supported this fun fund-raiser,” says Barry Runnalls, director of The CAPITAL CARE Foundation. “Pledges were gathered from participants and a total of $4,500 was contributed, all going to the new Dianne and Irving Kipnes Centre for Veterans.”

This year’s run was so successful that Cheryl Chapin, the Edmonton Events Co-ordinator for The Running Room, said, “We are certainly going to do this again.”

Next year’s event is on September 11 and will again be held at the Edmonton Garrison.

Sherry Schaefer, Community Liaison, Newmawburn Veterans Centre

People and Progress 19th Annual Conference

Seeking a Balance: Safety, Risk & Quality in Continuing Care

February 3 & 4, 2005, Edmonton, Alberta

Presentations and speakers include:

• Long Term Care: Warehouse or Springboard?
  Dr. Jean Chouinard (Medical Director, St. Vincent Hospital, SCO Health Service, Ottawa)

• Inspiring Health and Safety in the Workplace
  Valerie Cade Lee (Certified Speaking Professional, and President, The Performance Curve)

• An Employee’s Behaviour — Performance Issue or Abuse?
  Anna Forge and Colleen Meagher (Managers, Human Resources, The CAPITAL CARE Group)

• Facilitating Function in Dementia
  Dr. Tammy Hopper (Assistant Professor, Department of Speech Pathology and Audiology, University of Alberta)

• From Vision to Reality — Capital Health Electronic Health Record Journey
  Neal Campbell (Manager, netCARE Development, Capital Health)

For more information and to register:

• Website: www.capitalcare.net and click on Conferences
• E-mail: jennydavis@capitalcare.net
• Phone: (780) 448-2421

Please note that speakers, presentations, and schedule are subject to change.

Please note that speakers, presentations, and schedule are subject to change.
To ensure that the organization is building on its experience and expertise in providing continuing care services, The CAPITAL CARE Group formed a Research Unit in 1996 through an agreement between the organization and the University of Alberta.

The Research Unit’s main focus is the coordination of external research seeking to involve The CAPITAL CARE Group’s Alzheimer’s and dementia centres and units. Due to this focus, the Research Unit is attached to McConnell Place North to help facilitate evidence-based practice in the centres.

The organization developed its first dementia care unit 20 years ago and currently has three specially built residential units – McConnell Place North, McConnell Place West and Strathcona Alzheimer’s Care Centre. As well, the organization has four special care units, two units for late stage dementia, and four other units where the majority of residents have dementia.

In 2002, The CAPITAL CARE Group adopted the research theme of enhancing the quality of life for residents, staff and families/friends. These sub-themes were also adopted:

- Quality of care for residents
- Continuity of care for residents
- The physical and social environment
- Staff issues
- Issues regarding family members/friends
- Organizational issues

The Research Unit is headed by Dr. Doris Milke, who has been with the unit since it opened. She is one of a small number of Canadian scientists with a doctorate in environmental gerontology, and she also serves as adjunct associate professor in the Faculty of Nursing and the Department of Psychology at the University of Alberta. Tara Walsh, who holds a Bachelor of Arts in psychology, is the full-time research assistant.

Each May, a fourth year psychology student is given the opportunity to intern with the Research Unit for 12 to 16 months through the Cooperative Learning Program at the University of Alberta.

Stacy Greening, Research Intern, CAPITAL CARE Research Unit

CYNTHIA JOHNSON, Clinical Specialist-Rehabilitation, McConnell Place North

Helping staff further their education and progress in their careers is a priority at The CAPITAL CARE Group. This priority reflects the organization’s belief that skilled staff who like their jobs are much more likely to be good caregivers. Along with the new education and scholarship opportunities for staff, such as the graduate degree scholarship and the education funds offered in conjunction with the Alberta Registered Nurses Educational Trust, staff are eligible for several other bursaries:

- The Roger & Dorothy Parker Bursary: For non-management staff who are employed in direct resident care. Funds are restricted to education courses in the continuing care fields of nursing, pharmacy, physical therapy, occupational therapy, or recreation therapy.
- The David & Dorothy McBean Bursary: For non-management staff to assist with education and training in the fields of continuing care and palliative care.
- The Pearl Havelok Porter Bursary: For non-management staff who are employed in direct resident care. Preference will be given to employees applying for reflexology and acupuncture courses.
- The CAPITAL CARE Foundation Bursary: For non-management staff who wish to further their education and training and who are not eligible for the Parker or Porter Bursaries.
- The CAPITAL CARE Foundation Management Education Bursary: For management staff to assist them in furthering their education.

This year, twenty-six recipients shared almost $9,000 in bursary awards. The bursary program is made possible through The CAPITAL CARE Foundation and the support of several sponsors.

The next staff bursary application deadline is Spring 2005. Interested staff applicants can submit a completed bursary application to their centre’s administrative assistant or to Jenny Davis, corporate program assistant, at 780-426-2421 at CAPITAL CARE Corporate Services. For more information on the new scholarships and educational opportunities, please see the article “More staff scholarship and education funding” on page four.

Congratulations to all 2004 CAPITAL CARE staff bursary recipients!

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
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</thead>
<tbody>
<tr>
<td>Monique Belanger (Registered Nurse)</td>
<td>CAPITAL CARE Lynwood</td>
</tr>
<tr>
<td>Sherri Bessette (Recreation Attendant)</td>
<td>CAPITAL CARE Dickinsfield</td>
</tr>
<tr>
<td>Gina Borromeo (Nursing Attendant)</td>
<td>CAPITAL CARE Lynwood</td>
</tr>
<tr>
<td>Su Ling Chong (Physiotherapist)</td>
<td>Mewburn Veterans Centre</td>
</tr>
<tr>
<td>Tessie Dizon (Laundry Worker)</td>
<td>CAPITAL CARE Grandview</td>
</tr>
<tr>
<td>Michelle Girard (Licensed Practical Nurse)</td>
<td>Laurier House Strathcona</td>
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<tr>
<td>Erroll Hastings (Care Manager)</td>
<td>CAPITAL CARE Norwood</td>
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<tr>
<td>Tanya Hostyn</td>
<td>CAPITAL CARE Strathcona</td>
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<tr>
<td>Suman Jain (Nursing Attendant)</td>
<td>CAPITAL CARE Lynwood</td>
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<tr>
<td>Tourif Kazma (Maintenance Worker)</td>
<td>CAPITAL CARE Norwood</td>
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<tr>
<td>Bonnie Kennedy (Rehabilitation Attendant)</td>
<td>Laurier House Lynwood</td>
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<tr>
<td>Sandra Knecht (Licensed Practical Nurse)</td>
<td>CAPITAL CARE Lynwood</td>
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<tr>
<td>Rosemarie Lemencea (Resident Companion)</td>
<td>McConnell Place West</td>
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<tr>
<td>Herbert Mak (Maintenance Worker)</td>
<td>CAPITAL CARE Dickinsfield</td>
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<tr>
<td>Cyndi Martin (Rehabilitation Attendant)</td>
<td>CAPITAL CARE Lynwood</td>
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<tr>
<td>Trish McGrath (Centre Manager)</td>
<td>CAPITAL CARE CHOICE Dickinsfield and Duplexes</td>
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<tr>
<td>Nicole McLeod (Care Housing Attendant)</td>
<td>Laurier House Strathcona</td>
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<td>Josephine Moran (Nursing Attendant)</td>
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<td>Mercy Nickel (Nursing Attendant)</td>
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<td>Kim Pollard (Social Worker)</td>
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<td>Carrie Schmidt</td>
<td>CAPITAL CARE Grandview</td>
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<tr>
<td>Janina Spierzak (Physiotherapy Aide)</td>
<td>CAPITAL CARE Lynwood</td>
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<tr>
<td>Sandra Troughton</td>
<td>CAPITAL CARE Dickinsfield</td>
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<tr>
<td>Jackie Verklund (Administrative Assistant)</td>
<td>CAPITAL CARE Grandview</td>
</tr>
<tr>
<td>Grace Webster</td>
<td>CAPITAL CARE Corporate Services</td>
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</tbody>
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The CAPITAL CARE Group

www.capitalcare.net
Promoting vets centre
K-Bro Linen Systems puts logo, contact information on delivery vehicles

The logo for the $7 million dollar fund-raising campaign to help build a new veterans centre for Canadian veterans living in Northern Alberta is now on several of K-Bro Linen Systems’ large delivery trucks. Staff at K-Bro decided that, in addition to financially supporting the campaign, that their delivery vehicles would be a great way of raising awareness of the new centre and the need for donations to make it as fitting a home as possible for the veterans. The Kipnes Centre for Veterans should be completed by the end of 2005.

Staff had fun in the sun
The weather for this year’s “Fun in the Sun” staff golf tournament was sunny and made for an enjoyable day of golfing. The team of Metro Babchuk, Pat Ferguson, Peter Wilson and Cindy Wilson won the tournament and credit their “string management” for their victory. For every string purchased, tournament players could remove a putt from their score. More money was also raised through the watchful eyes of course marshals, Colleen Meagher and Maureen Doucette. Their responsibilities included fining tournament golfers for infractions — or alleged infractions. Together, they raised $126 in fines.

The tournament, which was organized by staff and attended by staff and their families and friends, raised $800 for The CAPITAL CARE Foundation.

Supporting a new home for veterans in Northern Alberta
With continued support from the community and veterans organizations, the goal of raising at least $7 million for the new Kipnes Centre for Veterans will be reached. A donation this past fall by the St. Albert branch of the Royal Canadian Legion brings the campaign $12,000 closer to its goal. Barry Runnalls, (left), from The CAPITAL CARE Foundation, accepted the cheque from Diana Henderson.

Gift will warm residents
(Ir) Ioland Pucci, Agostino Pucci, Agnesa Lednicka, a care manager at the campus, and Iris Neumann, administrator of the CAPITAL CARE Lynnwood Campus, stand next to the blanket and towel warmer. Residents appreciate being able to receive a warmed blanket or towel when they are feeling chilled. The warmer was purchased with some of the money donated by the Puccis. A new shelving and storage unit were also purchased with the donated money.

Donor print recognition
Donors honoured in recognition book
The leather bound donor books on display at each of The CAPITAL CARE Group centres have been recently updated to add the new names of supporters who have donated a total of $100 or more and those who have moved to another donor level since last year’s update.

Prominently displayed in each centre, the books are updated each fall to ensure all donors whose donations have totalled $100 or more to The CAPITAL CARE Foundation since 1989 are recognized for their gifts according to the donation category. Donors are invited to look through the donor recognition books and advise Cindy Wilson at (780) 448-2424 at The Foundation of any errors or omissions. Donors are also asked to contact The Foundation if there is an error or omission in the donor listings (beginning on page 13) in this newsletter.

Longtime supporters
The CAPITAL CARE Foundation provides support for programs and activities which enrich the lives of residents throughout The CAPITAL CARE Group. Crucial to being able to provide this support is the generosity of many companies, organizations, and individuals. The RAM Group, a technology solutions company, has been donating the proceeds from sales of mulligans at its annual appreciation golf tournament for eight years. This year, the total for their donations surpassed $13,000. Ed Hofestede (left), regional manager for the RAM Group and Alpin Schweitzer (right), chairman and owner of The RAM Group, presented Barry Runnalls (centre), director of Fund Development for The Foundation, with a cheque for $1,500.

A reason for giving
respect tr. v. 1. to feel or show esteem for; to honour. 2. to show consideration for; avoid violation of; treat with deference. 3. to relate or refer to; to concern.

With information from The Houghton Mifflin Canadian Dictionary of the English Language
One of the Christmas traditions at CAPITAL CARE Grandview is the Christmas Police Party. Every year, the Police Pipe Band and other officers come to the centre to help celebrate with family members.

The Police Pipe Band and other officers come to the centre to help celebrate with family members.

What Christmas party would be complete without a little music? Country western singer Danny Hooper (centre) is between Linda Balt, administrator of CAPITAL CARE Grandview, and Lori White, care manager for Unit 2AB at the centre.

The season of giving

Residents and staff at Laurier House Strathcona showed that it is indeed as good to give as it is to receive! They collected almost $300 and enough items to assemble 26 gift-filled shoe boxes for needy children worldwide through the Samaritan’s Purse “Operation Christmas Child” program. Before the shoe boxes were assembled, the items were sorted. Then, residents picked a decorated shoe box and a label indicating the age and gender of the recipient before filling their boxes.

To help set the mood, Christmas music was played — and after all the work was done, festive punch was served.

Olympic gold medallist at centre

The Rotary Club of Edmonton West has been a strong supporter of CAPITAL CARE Grandview since it opened 30 years ago. Members continue to come to the centre several times a month to help provide entertainment and assist residents. When the club invited gold medallist Lori-Ann Muenzer to speak at a meeting, they opened the presentation to staff and residents. Residents enjoyed seeing and hearing about Muenzer’s experiences as a gold medallist and the preparation that it took to help her succeed. Muenzer won a gold medal in track sprint cycling at the Athens Olympics.

The 15 Service Battalion continued its tradition of escorting Santa Claus to Newborn Veterans Centre in late December. Along with sharing Christmas cheer and offering rides to residents and staff at the centre, the 15 Service Battalion Society donated $25,000 towards the new Dianne and Irving Kipnes Centre for Veterans. The new centre is currently under construction and will replace the existing one. Berry Kolosinski, administrator of Newborn Veterans Centre, accepted the cheque from Commanding Officer Monty Ross. Phyllis Hempel, CEO of THE CAPITAL CARE GROUP, is on the far left, Barry Romallos, director of Fund Development for THE CAPITAL CARE Foundation, is on the right of CO Ross, and Major Tsang is on the far right.

15 Service Battalion donates to vets

CAPITAL CARE Norwood residents and staff braved the brisk weather in September for a three kilometre walk in the “Tanks & Tags” relay to raise money for the new Dianne and Irving Kipnes Centre for Veterans. As well as being the only centre which had residents in the race, CAPITAL CARE Norwood won a prize for the centre with the most participation within the organization. Everyone who made pledges for the relay is thanked for their support.

Residents join road race

Mary Rawluk, Mary Mandryk, and Sophie Sinopoulo, all residents at CAPITAL CARE Norwood, along with family member Bonnie Bryson (back row at right) entered the Tanks and Tags relay.
The Christmas Lights campaign for the 2004 festive season was launched in November. This was the fifteenth year for the annual campaign that raises funds for resident comforts at The CAPITAL CARE Group. The campaign is expected to be completed by early February, and to date it has raised more than $65,000.

Comments from residents and their family members have shown residential-styled facilities — which look and feel more like a typical suburban home than a traditional continuing care centre — help residents to feel more comfortable. In the design of its newest centres, such as the McConnell Places and Laurier Houses, The CAPITAL CARE Group has incorporated a residential style into the centres’ designs and construction.

When furnishing these new facilities, the furniture and decoration is selected to contribute to a homelike feeling. The impact of these items in the older, more traditional institutional-style centres is even greater. “The older centres were built using a different design philosophy, so by being able to add resident comforts such as handmade quilts, paintings, framed prints, armchairs, couches, and even antique furniture, made possible through the Christmas Lights campaign, centres feel much more like home,” says Barry Runnalls, director of Fund Development for The CAPITAL CARE Foundation.

As with all donations, supporters can direct their gift to the centre of their choice. Or, a donor can choose to have their donation for the Christmas Lights campaign go to the centre that could most benefit from their generosity.

To make a donation to any of The CAPITAL CARE Foundation’s campaigns, please call Cindy Wilson at 780-448-2424.

This photo of Dennis Loughlin and his mother Fay Loughlin, a resident at CAPITAL CARE Dickinsfield, enjoying a visit together was the feature photo on this year’s Christmas Lights campaign materials.

### Etch a Memory

Now you can honor the memory and commitment of our veterans who served and continue to serve valiantly for our country.

The Wall of Pride will be located in the memorial garden at the Dianne and Irving Kipnes Centre for Veterans. This is where inscriptions of family and friends of Canadian Veterans will be etched in place, recognizing and remembering the pursuit of freedom.

**Etch a Memory in commemoration of your ‘hero’ and support the new Kipnes Centre for Veterans**

<table>
<thead>
<tr>
<th>How to Order</th>
<th>Mail this form and payment to: Serving Those Who Served  c/o The CAPITAL CARE Foundation, #500, 9625-109 Street, Edmonton, AB T6K 2J8  or Fax to (780) 448-7148</th>
</tr>
</thead>
<tbody>
<tr>
<td>I would like to reserve a 4” x 8” etching ($250 each) or 8” x 8” etching ($500 each)</td>
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</tbody>
</table>

**Etching inscription**
- 2 line maximum
- 21 characters maximum per line including spaces and punctuation
- Characters Available: A B C D E F G H I J K L M N O P Q R S T U V W X Y Z 0 1 2 3 4 5 6 7 8 9 - + # $ ! ( )

**Etching inscription**
- Line 1: ____________
- Line 2: ____________

**Contributor Information**
- Mr.
- Mrs.
- Ms.
- Other (specify): ____________
- Name: ____________
- Address: ____________
- City: ____________
- Province: ____________
- Postal Code: ____________
- Daytime Telephone: ____________
- Email: ____________
- Payment Information: ____________
- Memory Inscriptions: ____________
- at $500 each = $ ____________
- at $500 each = $ ____________
- I prefer to contribute directly to the Serving Those Who Served campaign: $ ____________
- Total Enclosed: ____________

Please make cheque or money order payable to: The CAPITAL CARE Foundation

For more information on the new veterans centre, please call 1-866-THE-VETS or visit www.thevets.org

The CAPITAL CARE Foundation has the right to refuse orders of questionable taste. Charitable Reg. No.: 13874 8853 RR001

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**Staff support The Foundation**

Though a lot of support for The CAPITAL CARE Group and its residents comes from people in the community, staff also play a part in supporting their organization through The CAPITAL CARE Foundation.

One example is their involvement in organizing and attending the annual “Fun in the Sun” golf tournament that raises money for The Foundation. Other examples include the $40,000 raised for the new veterans centre and the golf centre activities that also raise money to help improve resident quality of life.

“We’d like to make sure staff know that their efforts and donations are certainly very appreciated and are a wonderful reminder of the concern that staff have for the well-being of residents at The CAPITAL CARE Group,” says Cindy Wilson, fund development officer for The Foundation.

---

**Support for research**

Not only is research invaluable in developing new and better ways of providing care, but it is also useful for evaluating the effectiveness of current programs. An example of a completed evaluation is the one done on the Friends and Visitors Club day program at the Strathcona Alzheimer Care Centre, which is part of the CAPITAL CARE Strathcona Campus. The evaluation revealed that the program served the clientele for whom it was intended and that the program was cost effective.

The most recently completed annual Research for Care campaign raised $28,000. “Through this campaign, donors have shown once again how important residents and their family members are at The CAPITAL CARE Group,” says Cindy Wilson, fund development officer for The CAPITAL CARE Foundation.

Funds raised through the campaign will go towards research at The CAPITAL CARE Group. The money will help the organization’s Research Unit to continue investigating, developing, and evaluating programs and processes to benefit people receiving continuing care services.

---

Dan Laville, Manager, Corporate Communications, CAPITAL CARE Corporate Services
Donors

We are very grateful to the following donors who thought of *The CAPITAL CARE Group* and the needs of residents from July 2, 2004 to December 10, 2004.

To ensure your gift is appropriately recognized, please contact *The CAPITAL CARE Foundation* with any corrections to your name as listed below or changes to your mailing address by:

**Mail:**
The CAPITAL CARE Foundation
500, 9925-109 Street
Edmonton, Alberta T5K 2J8

**Phone:** (780) 448-2424

**Fax:** (780) 496-7148

**E-mail:** cindywilson@capitalcare.net

---

Achtymichuk, Frances
Adams, Sharon Adams, Andrew
Adzich, Donald
Aitkin, Fred Aitkins, Dianne
Alberta Human Resources & Employment - West Area and AISH
Alberta Long Term Care Association
Albrecht, Don
Albright, Maxine
Allan, Alex Allan, Joanne
Allan, Miles
Allen, Rae C. Allen, Carol
Alton, Ronald
Anderson, John C. Anderson, Grace Y.
Anderson, Myrtle
Anderson, Orlene
Anderson, Ruth
Andrews, Ann
Arlette, Philip Arlette, Elizabeth
Armstrong, Arnold Armstrong, Doris
Arnold, Olive H.
Arnold, Richard W. Dr. Arnold, Maureen
Arrison, Ralph Arrison, Mary
Arychuk, Gary Arychuk, Pat
Arychuk, Stephanie
Ashton, Elwood
Ashton, Garda M.
Astner, Dan Astner, Darlene
Auld, Charles G.
Austen, Larry Austin, Susan
Babchuk, Sonja
Babich, John Babich, Alex
Badiuk, Morris Badiuk, Marie
Bagby, Margaret
Bahrey, Jocelyn F. Morck, Randall K.
Bailey, Abigail
Bailey, Jean
Bailie, Dale Bailie, Stuart
Baker, E.C.
Baker, Judy Lee
Ball, Olga
Balt, Linda
Barnard, Doris J.
Baron, Ernest
Basford, Doreen Basford, George
Basiuk, Orest Basiuk, Beverly
Bator, Lena
Baty, Sylvia S.
Beaton, John D. Beaton, Joyce
Beattie, Lois Beattie, Steuart
Beatty, Jean
Beaubien Glover Maskell Engineering
Beaver, Marie Clark, Claire
Beier, Gerry
Beliveau, Karen
Bell, Don Bell, Frank
Bell, Frank E. Bell, Shirley
Bell, Teresa
Bell, W. Alan Bell, Alice
Bentstol, Joan A.
Bertles, Frances
BGS Enterprises Inc.
Bice, Helen
Blilodeau, Maurice
Biltek, Helen
Bince, A.E. Bince, Lorraine
Bissett Investment Management
Black, Jeffrey D. Black, Rhonda-Lee J.
Blackford, Ann
Boates, Isobel
Boida, Robert
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Guiding principles at *The CAPITAL CARE Group*

**Our Mission**
Delivering quality continuing care in partnership with our community.

**Our Vision**
We are leaders in innovative continuing care, recognized for enhancing quality of life for those we serve.

**Our Values**

- **Vision**
  We are guided by a vision of the future.

- **Customer**
  We regard our residents as our central focus.

- **Quality**
  We are committed to quality and excellence.

**Ethics**
We strive to do what is right.

**Communication**
We communicate honestly and openly.

**Leadership**
We achieve our mission through leaders who inspire, support and provide guidance.

**Trust and Teamwork**
We work as a team.

**Training and Development**
We improve our staff through effective recruitment, development and retention.

**Technology and Innovation**
We improve our methods, systems and equipment.
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In Memory and Honour

Alex Hilderman  Francis John Taylor  John Mizier  Mike Sadownyk
Allan Poeter  Frank Nestransky  John Mudge  Mona Jeffels
Alma Olsson  Frank Pege  John Onysky  Mr. Jimenez
Amy Sainchuk  Frank Wankiewicz  John Schalkwyk  Nancy Elizabeth McBean
Anne Prinsen  Fred Muzylowski  Julia Faulkner  Olga Kruger
Anne Rocoski  George Brown  Katheryn Maslyk  Olga McKinstry
Annie Motowylo  Germaine (Bergeron) Charest  Kay Jarman  Oliver Kapler
Archie Clark  Gerrit Plazier  Ken Crockett  Ordie Loberg
Arnold Neumann  Gerrit Peters  Ken Lewis  Orval Bottolfs
Barbara Elter  Grace Horneman  Ken Pulleyblank  Pearl Karenko
Bessie Givens  Grace Whitten  Kenneth Lewis  Ray Rodney Fraser
Cecile Gozjolko  Guiseppina Guzzo  Kyla Solly  Richard W. Rooke and Fern M. Roo
Clara Calper  Harriet Butcher  Lee Henderson  Rita Pilgrim
Diane Crighton  Helen Fay Mills  Leo Routette  Roy Fraser
Donald Victoor  Ida Lammare  Leonard Bauer  Ruth Diduck
Dora Hailey  Jack Wardrop  Lillian Lindahl  Sherrill Skistod
Doris Supsak  James Anton  Lody Kuziw  Sophie Shenkarek
Douglas Marshall  Jane Eleniak  Lydia MacGregor  Steve Cembrowski
Edith Elaine Cochrane  Jean Newby  Mable Weaver  Theresa Engelman
Eleanor Corris  Jena Eleniak  Margarethe Norlander  Tillie Koehler
Elizabeth Duguid  Jessie Rogers  Marguerite Babb  Victoria Derhak
Elizabeth Gargus  Joan D World  Mary Rudnitsky  Victoria Grace Whitten
Ellie Stark  Joan Hubman  Mary Maydonik  Wanda MacDonald
Erna Nuthack  Johan (John) Schalkwyk  Max Baron  William Bernice Smith
Florence Benoit  John Babich  May McClung  William J. Zurbrigg
Florence Lintner  John Mitchell  Michael Fedorak  Celeste

In Memory and Honour

Whittaker, R. Bryn Dr.
Wierenga, Harriet
Wiersma, Adrian
Williams, Jennifer Williams, Terry
Wilson, Cliff Wilson, Marie
Wilson, Jean
Wilson, Peter D. Wilson, Cynthia
Wilson, R. Oliver Wilson, Gwen M.
Wiltiemuth, Louise
Winton, Cecilia Winton, Paul
Woeppe, Susan
Wolfram, Martin Wolfram, Shari
Work Abilities Ltd.
Wray, Lilian
Wright, Lloyd Wright, Ethel
Wudel, Wibert A. Wudel, Agnes
Wynne, Desmond Wankiewicz, Patricia
Yasman, Vern Yasman, Ann
Yates, H.N. (Bud) Yates, Mary Joan
Yendle, I.
Yost, Donald
Yuill, Annie E.
Yukes, Karen
Yun, Jane
Zabiak, Alex
Zaboroski, Rosemarie
Zaboroski, Stan
Zasiedko, Helen
Zazula, Mildred
Zieman, Joanne
Zurbrigg, John Zurbrigg, Celeste
Poet in residence at CAPITAL CARE Lynnwood

One of the rewards of getting to know someone is finding out about their interests, skills, and background. Staff and volunteers at The CAPITAL CARE Group have the chance to meet many people and learn about their lives. If a survey were to be done on residents' backgrounds, survey responses would likely include researcher, farmer, teacher, businesswoman, painter, stay at home mom, and writer.

Fred D. Anderson is a resident at CAPITAL CARE Lynnwood in west Edmonton, and he has become known for his poetry. In fact, he recently published a book of poems. Titled “White Flashes on Charcoal,” the book includes 30 of his poems and five colour illustrations. Published this past July, the book has been well received. More than 100 copies were sold by the end of August.

A member of the Edmonton Stroll of Poets, Anderson’s poems have been featured many times. The poems have been profiled in the University of Alberta anthology “Read Two Poems and Call in the Morning,” the “VUE” newspaper, “The Icelandic Canadian,” the “Synchronicity” magazine, and on CBC Radio. His poem “Morning View from Bale House” was awarded second prize in a 2002 Poetry Institute of Canada contest.

Anderson began writing poetry in 1996 when his niece, who was writing a book about their family, asked him to make a contribution. He responded with a poem and has been writing poetry ever since. Anderson says his poems deal with nature, its complexity and beauty, interesting people, human emotions, and pictures with words.

Prior to moving to the centre in 2000, he completed a bachelor of commerce from the University of Manitoba and an MBA from the University of Western Ontario.

On the back cover of his book, Anderson says that he is blessed to be surrounded by his wife, their three children and their partners, and their two grandchildren. His other interests include water colour painting, sketching, enjoying the outdoors, sports, music, theatre and board games.

Volunteers receive award from Governor General

Volunteers are a vital part of The CAPITAL CARE Group. Each day they bring their spirit and companionship to residents throughout the organization’s centres. Hundreds of volunteers share thousands of hours annually with residents and are responsible for improving the quality of life for many residents.

“This is why recognizing the contributions of volunteers is so important,” says Phyllis Hempel, chief executive officer for The CAPITAL CARE Group. “And why we were so thrilled to learn that of the 23 Canadians who were being recognized for their contributions, two of these volunteers are people who spend a lot of time with residents at CAPITAL CARE Dickinsfield.”

In November, the Governor General’s office announced the Governor General’s Caring Canadian Award. Winnafred Morris and Isabell E. Osborne, CAPITAL CARE Dickinsfield volunteers, were two of the recipients being recognized with this award.

Morris has been a volunteer at CAPITAL CARE Dickinsfield since the 1980s. She began as a volunteer driver and now assists residents at mealtimes, sits with residents who are dying, and offers friendship and compassion to anyone in need of comfort. Morris spends up to four days a week at the centre.

Likewise, Osborne is another dedicated volunteer. She has been helping out at CAPITAL CARE Dickinsfield since 1992. Osborne writes letters on behalf of residents and provides transportation to church for residents. She also sits with residents who are dying and without family. As with Morris, she can be relied on and is appreciated by both residents and staff.

The Caring Canadian Award is presented to individuals and groups whose unpaid, voluntary contributions provide extraordinary help or care to people in the community. Recipients of the award have served over a number of years and normally have not been recognized previously by a national or provincial honour.

Along with a framed certificate, recipients receive a lapel pin with a symbol that represents Canadians who selflessly give of their time and energy to others. Award presentations are made by the Governor General as her travels permit or by a designate of the Governor General.

If you are interested in becoming a volunteer at any of The CAPITAL CARE Group’s centres, please call (780) 448-2400 and ask to be transferred to the coordinator of volunteer services at the centre of your choice. Alternatively, visit www.capitalcare.net and click on the Volunteers button on the left side menu.

Dan Laville, Manager, Corporate Communications, CAPITAL CARE Corporate Services

What do you think?

About this newsletter? About what you’d like to see in it?

Please send your comments to:
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White Flashes on Charcoal

Poetry by

Fred D. Anderson

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