



Employee recognition event page 3 & 6



People and Progress conference page 7



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CapitalCare  
**people&progress**  
spring/summer 2007



**Together forever**

Bud Johnston steals a kiss from his wife of 62 years at a Valentine's Day party at CapitalCare Strathcona. Both Bud and Jean have Alzheimer's disease. The couple lives together in a private room on Strathcona's long-term care unit. "Every day is Valentine's day for them," says the Johnston's son-in-law Don Brandon.

**CapitalCare to build 3rd Laurier House, 30 news beds for Strathcona**

**CAPITAL HEALTH** announced May 18 the approval of an additional 72 beds at two CapitalCare sites. The projects include a new 42-bed care housing project on land adjacent to the Grandview site, and 30 more long term care beds attached to the north east side of the current building at Strathcona.

CapitalCare was one of three continuing care operators to be awarded projects under a regional plan to add 120 new continuing care beds and modernize another 222 beds in older facilities.

"Additional beds in the community are critical to helping us increase capacity and improve access across the system," says Marguerite Rowe, Vice President and Chief Operating

Officer for Community Care, Rehabilitation and Geriatrics. "We've added about 1,000 continuing care beds and spaces in the past three years, but we have to add more each year to keep pace with our aging population and modernize our facilities."

The Grandview project, to be named Laurier House Grandview, will commence construction as soon as possible after the design work is completed. Planning and site preparation of the Strathcona addition will begin immediately. These projects are expected to be completed in 2009, and will bring to 12 the number of new building projects that CapitalCare will have completed since 1995.

continued on page 16

**New directions, new look, same excellence in care**

**The CAPITAL CARE Group** and *The CAPITAL CARE Foundation* have new names and a new look and feel. We are now CapitalCare, leaders in continuing care, and the foundation is the CapitalCare Foundation, leaders in support of continuing care.

You will notice the new look and feel on everything from our newsletter, to our website and our stationery.

The familiar symbol of the two 'C's back to back has been retained, but modified to reflect the ever-increasing continued on page 16

**CapitalCare welcomes new CEO**

**IRIS NEUMANN** was appointed to the position of Chief Executive Officer for CapitalCare on February 19, 2007. Neumann had been the Acting Chief Executive Officer for CapitalCare since October 2006, succeeding Phyllis Hempel.

"Iris brings a wealth of experience in long term care and has previously held positions as Senior Administrator for

CapitalCare and Administrator of the CapitalCare Lynnwood Campus (2001-2006) and CapitalCare Grandview (1997-2001)," said Marguerite Rowe, Vice-President and Chief Operating Officer, Community Care, Rehabilitation and Geriatrics,

CapitalCare, a wholly-owned subsidiary of Capital Health, is continued on page 4

About CapitalCare

Located in Alberta's Capital Health region, CapitalCare is the largest public continuing care organization in Canada. CapitalCare provides continuing care programs and services to more than 1,400 residents and 300 clients through residential centres and day programs in Edmonton and area.

Corporate Office

Corporate 780.448.2400  
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Facilities

Dickinsfield	780.496.3300
Grandview	780.496.7100
Kipnes Centre for Veterans	780.442.5700
Lynnwood	780.496.2500
Norwood	780.496.3200
Strathcona	780.467.3366
Laurier House Lynnwood	780.413.4712
Laurier House Strathcona	780.467.3366
McConnell Place North	780.413.4770
McConnell Place West	780.413.4770
Strathcona Alzheimer Care Centre	780.467.3366

CHOICE and Community Programs

Adult Duplexes	780.496.3335
CHOICE Dickinsfield	780.496.7577
CHOICE Norwood	780.944.8662
CHOICE Mental Health	780.944.8668

Programs and Services

- Acquired Brain Injury Unit
- Adult Day Support Programs
- Behaviour Assessment and Stabilization Unit
- Chronic Ventilator Unit
- Dementia Care
- Mental Health Program
- Palliative Care
- Respite Care
- Self-directed Care
- Sub-acute Care
- Transition Program

Web site

www.capitalcare.net

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Submissions

Submissions to this newsletter are welcomed and encouraged. Please note that submissions may be edited. The next submission deadline is September 30, 2007.

Editor

Bernadette DeSantis 780.448.2425

Editorial Committee

Shirley Barg, Betts Blakely, Sherie Hough, Iris Neumann.

Contributors this issue

Shirley Barg, Abigail Bailey, Mariane Baker, Dr. Doug Faulder, Sherie Hough, Pam Gulay, Korene Kowalilak, Shannon Pollard, Dee Rea, Linda Ruggles, Sherry Schaefer, Bev Thomas, Sandra Troughton, Tara Walsh, Grace Webster, Cindy Wilson, Kellie Zdebiak.

Past accomplishments and future directions

**WHILE** I have been attending the employee recognition celebrations that are held every spring in every CapitalCare centre, I have spoken about our past accomplishments as well as some of the future plans for the organization. It's my pleasure to share with you some of the achievements I believe are great examples of caring, effort, appreciation and excellence.

A new look and feel

You may know that we have been talking about a new mission, vision and values for the organization. It is 10 years since these statements have been revisited and our organization has gone through many changes since then. In preparation for this change we have also updated our visual identity to reflect the progressive, compassionate community of caregivers we have become. You will be hearing more about our new mission, vision and values in the fall.

New projects

We are busy finalizing plans for a new 42-bed Laurier House on land adjacent to our Grandview site and 30 new long term care beds at Strathcona.

This past year we have been involved in many projects that demonstrate our leadership as an organization. For example, Knowledge Brokering which promotes clinical practice based on research, a Balanced Scorecard, which measures results, electronic care planning implementation and safety initiatives like Partners in Injury Reduction. In addition, we have been reviewing the Health Professions Act, including job competencies and regulated practice. This has involved almost every group of employees.

Using information from these sources, we continue to implement the dementia care program along with restraint reduction, clinical practice guidelines for falls management, wound management, the no-manual lift program, diabetes guidelines and full scope of practice for Licensed Practical Nurses & Unit Clerks. And we continue to train students from many disciplines.

Staffing

Another area that we are working very hard at currently, and will continue to over the next few years, is recruitment and retention of staff. In this booming economy, we find ourselves short of staff at times. Our Human Resource staff have stepped up their efforts by attending hiring fairs and giving presentations at educational institutions and job fairs. (see page 5)

Our Most Valuable Asset - Employees

One of the most attractive features of working for CapitalCare is that we value employee participation as a means to improving our resident care. To that end, we have an Employee/CEO committee that meets regularly. This interaction has been invaluable with suggestions from the 2006 committee resulting in improvements to resident safety.

“volunteers and the community enable us together to provide good care, a home and opportunities for a meaningful life to the people who come to live in our centres”



It is hoped that similar improvements will result from the current committee which is generating ideas on attracting and retaining employees.

Our shining stars

This spring we also recognized our employees for their long-service and outstanding contributions to our organization. Amazingly, in these times of high staff turnover, we honoured one employee for 40 years of dedicated service to CapitalCare. I invite you to read more about Dorothy Gonkowicz and all our “shining stars” in the following pages.

Our future

What does our future hold? More education and learning. As a result of the Auditor General's report in 2005, we are introducing education this year on the new accommodation and health care standards, mandated by Alberta Health and Wellness. Through grant funding from Capital Health we are implementing what is called Required Organizational Practices, initiatives around wound care, infection control, pharmacy reconciliation and root cause analysis, all intended to help us provide better care.

And we will continue to participate in and do research. We have been involved in over 100 research projects in the last 11 years. Some of the reasons we do research are to help us do our jobs better and to help us understand what quality of life means for our residents.

Our Partners in Care

All of this effort and ongoing learning as well as our partnerships with families, volunteers and the community enable us together to provide good care, a home and opportunities for a meaningful life to the people who come to live in our centres and participate in day programs like CHOICE. Through the Family Relationships Program we hope to encourage more involvement of families in planning resident care and to create positive interactions with physicians and care staff.

I look forward to leading this organization at this time and I encourage you to join us in our mission to improve the quality of life of the people we serve.

Iris Neumann, CEO  
CapitalCare Corporate Services

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.

Communication

We communicate honestly and openly.

Ethics

We strive to do what is right.

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.





Administrator Francine Drisner (front row, right) and the staff of CapitalCare Dickinsfield present a bouquet of roses to Dorothy Gonkowicz, who was recognized May 10 for an outstanding 40-year career with CapitalCare. See story on page 6.

## Long Service Awards

### TEN YEAR AWARDS

Margaret Amonoo  
Glenda Angodung  
Olivia Asante  
Mary Jane Baniqued  
Leah Baril  
Stephanie Belcourt  
Gayla Boake  
Jerzy Borysewicz  
Cindy Brooks  
Louise Brosseau  
Rusela Calara  
Wayne Campbell  
Gigie Capati  
Valerie Chahley  
Kam Chan  
Michael Chaykowski  
Sharon Chimko  
Sharlene Cook  
Teresa Dahl  
Ernesto Deleon  
Jonilyn De Los Angeles  
Chun Ying Eglinski  
Evelyn Esperida  
Eva Forestier  
Catherine Gamez  
Christa Gerhardt  
Marilou Gonzales  
Rita Gratton  
Judy Halladay  
Elaine Handley  
Hakimeh Hashemzadeh  
Christine Hill  
Margaret Hook  
Myrna Ibero  
Sally Isla  
Lucena Johnson  
Darla Joinson  
Terri Jones

Erica Lai  
Sandra Lapointe  
Pat LaSalle  
Lucy Laude-Ankamah  
Nova Ladyo  
Teresa Lashmar  
Carol Letcher  
Judy Lewis  
Leonida Manas  
Gwyn Martin  
Trish McGrath  
Medee Martinez  
Doris Milke  
Josephine Moran  
Lee-Anne Morkin  
Tarshia Naidu  
Fe Pangisban  
Emerenciano Pineda  
Sanh Quang  
Frances Ramkhelawan  
Ingrid Reimerink  
Lisa Rizo  
Joanne Robanske  
Susan Robert  
Bonnie Roberts  
Naty Rosete  
Patricia Semeniuk  
Marianne Sheppard  
Reinuka Singh  
Almena Smith  
Gordon Smith  
Beverly Solomon  
Ann Stokes  
Sherry Storey  
Wilfred Taino  
Cheryl Lynn Taylor  
Bev Thomas  
Roselin Thompson  
Dawn Vyphuis

Karen Watkins  
Grace Webster  
Denise Wegenast  
Jean Whitley  
Dorothy Wiecek  
Bozena Wyrod  
Luisa Yogawin  
Zofia Ziemniak

### FIFTEEN YEAR AWARDS

Elvesa Abia  
Nida Alfonso  
Evelyn Braithwaite  
Irene Breitreuz  
Mary Castor  
Hilda Castro  
Yin Ha Chan  
Hirut Cheboud  
Maria Csicsmanec  
Doreen Ewasiuk  
Prunita Figueroa  
Tanya Hostyn  
Maria Izquierdo  
Jeanne Jensen  
Hyung Kim  
Anh-My La  
Ruth Laidley  
Jennifer Lewis  
Christianna Maruyama  
Jeanette McClymont  
Maria Medeiros  
Marlayne Neveu  
Georgie Phillips-Pesaruk  
Kim Pollard  
Caroline Rainville  
Flor Rivera  
Roswitha Schmitt-Blouin  
Alison Tenove-Downey

Lieu Tran  
Catherine Valencia  
Muna Wayrah  
Monica Wong

### TWENTY YEAR AWARDS

Silvia Adamson  
Connie Bleau  
Estrella Bonilla  
Leonita Bulatao  
Mina Cochingco  
Lucille Faragini  
Cathie Gillespie  
Noha Hammoud  
Geraldine Hunt  
Pansy Hutchinson  
Gwen Jensen  
Nan Kindler  
Sandra Knecht  
Susan Lumley  
Diane Mason  
Doreen Moisan  
Dianna Morin  
Laurent Morin  
Fatuma Muru  
Kirmila Narayan  
Rose Ong  
Carmen Piquette  
Lea Anne Stelter  
Inderjit Thandi  
Ta Tran  
Christina Tsang  
Simeon Ylagan

### TWENTY FIVE YEAR AWARDS

Leonila Almaden  
Parin Bandali

Judith Barron  
Geri Brouwer  
Ava Brown  
Siew Chang  
Generosa Coh  
Yvonne Coleman  
Tes Divinagracia  
Rose Dziadyk  
Randy Enns  
Marlene Fairbairn  
Marilyn Hallett  
Gloria Hastings  
Joan Howrish  
Matilda Kiesling  
Sheila Kurian  
Sandra Leung  
Chau Luu  
Debbie Lynch  
Emma MacNeil  
Noemi Manazano  
Thelma Martin  
Pauline McLean  
Wilhelmina Mejia  
Gladys Mina  
Beatrice Orth  
Larry Ostapiuk  
Rosemarie Pinson  
Cora Powell  
Ofelia Ramos  
Betty Rea  
Joan Robertson  
Sandra Romaniuk  
Laura Sanderson  
Frances Shore  
Barbara Skates  
Marty Stecyk  
Virginia Tejada  
Ruby Traspaderme  
Alice Vargas

Lily Voo  
Grace Walters  
Connie Wark  
Joan Wettlaufer  
Alexandra Wilk  
Marie Yambao

### THIRTY YEAR AWARDS

Rebecca Bengco  
Christine Costanzo  
Dawne Marie Fitzpatrick  
Rajas Govender  
Eileen Gregoire  
Gloria MacDonald  
Zenaida Mangahas  
Rose Marchak  
Liberty Pestano  
Brenda Roberts  
Linda Slobodian  
Debbie Woytovicz

### FORTY YEAR AWARD

Dorothy Gonkowicz

### 100% CLUB AWARD

#### - 10 years

Deanna Van Soest  
Rhonda Williams  
John Watson  
Christine Brough

### 100% CLUB AWARD

#### - 15 years

Ferdinand Abenojar  
Dawne Marie Fitzpatrick



Customer Service,  
Jason Edinger,  
McConnell Place North



Leadership  
Non-Management,  
Elda Glover,  
McConnell Place West



Leadership Management,  
Shannon Pollard,  
Strathcona Alzheimer  
Care Centre



Outstanding Physician,  
Dr. John Henderson



Innovation, (l-r) Jan Cooper, Lori Woloshyn, Kim Pederson,  
CapitalCare Lynnwood

Congratulations to the 2007 GEM award recipients!

## Letters

**To Diane Burpee, Care Manager, Mental Health Unit, CapitalCare Lynnwood**

My wife Ruth (Irene M.'s sister) and I wish to express our appreciation for the care that Irene is getting on 3 Parker Pavilion. We can not get over how well kept that floor is. It is always pleasing to see how well kept Irene is in clean clothes and seemingly happy. She always proclaims how well she is treated. Ruth and I are always listened to when we may have a concern and action is taken to look after what we are concerned about. We thank God daily for the care she is getting and for the confidence we have in the security. Thank you very much and keep up the good work.

Gratefully,  
-Ernie C. and family

**To Cathie Gillespie, Administrator, CapitalCare Lynnwood**

This is just a brief note to thank you and your marvellous team for the time you so willingly spent with our group on May 2. It was wonderful to see the great facility that you have (Laurier House Lynnwood), but even more wonderful to see and hear from the team of people you assembled for us to talk with and ask questions of. We know that you all have busy work schedules and the fact that you spent all morning giving us the information that we asked of you, and so willingly showed us around your facility was more than appreciated. It is easy to understand why your residents and staff are so happy with Laurier House - the facility is wonderful, but it is the enthusiasm of all of you that make it the place it is. You have shown us a model of operation which we will strive to emulate. Thank you again on behalf of our group,

-Harry Jukes, Director, Kootenay Columbia Seniors' Housing Cooperative

**To CHOICE Dickinsfield**

The M. family would like to thank Dr. Whittaker, all the nurses and staff at the CHOICE Dickinsfield program for their many acts of kindness towards our mother, Maria.

-Maria M., Emilia M.

**To Nat Mitchell, Manager, McConnell Place North**

Enclosed is a draft for \$1,000.00 in memory of my mom, Mildred E., to be used for education purposes for the staff at McConnell Place North. To care for residents with Alzhemier's is not an easy task day after day so my family would like to contribute towards helping the staff learn ways to make it safer and more enjoyable. It's one small way we can repay them for all the love, care, support and friendship while mom was a resident there for eight years and also for her last difficult days. We once again would like to thank each and every one of you for all you've done for mom and the family, particularly my brother and me. You'll be forever in our hearts.

Sincerely,  
-Myrna P.

**Dear staff of Kipnes Centre for Veterans**

Our deepest appreciation to all of you who contributed so much to the quality of my father's life (Bill S.). He often said the Mewburn and now Kipnes Centre was the best place he could have chosen to retire. A special thank you to Dr. Grewal for his care and dedication to my father's health, especially last summer during his contribution to making a great decision to continue those medical procedures that saved his life. And he did have a great last year, as all his children had a chance to express their deep love to him before he passed away.

Warmest regards,  
-The S. family

**Dear Strathcona LTC staff, nurses, caregivers, volunteers, everyone**

Thank you all so much for the exceptional care you gave mom, for time spent with her and love freely given. She told me over and over how happy she was in her home at Strathcona, how well she was cared for and how her move to Strathcona was the best move she ever made. You were all so kind and loving with mom. You allowed her to retain her independence, teased her, laughed with her, patted her and took wonderful care of her. Please know that she loved you and appreciated how hard you all work. Mom had a good time with you!

Thank you!  
-Colleen



Bill J. at the Klondike Days Brunch at CapitalCare Grandview, July 2005.

**To Jennifer Williams, Administrator, CapitalCare Grandview**

I would like to take this time to pass on the feelings our family have about Grandview ever since our loved one Bill J. arrived at the home in May 2001, until he died on April 12th this year. We had a feel for Grandview from the moment we were taken on a tour by Lynda MacKenzie and we never looked back on this wise decision.

Bill had never been ill or in hospital until he was 80 and had his stroke, so having to find a place for him to live was a very emotional time for us all. I thought I would be so down and sad about the whole situation; instead I felt very much a part of a loving, caring community and this feeling never changed.

The nursing staff, recreation workers, cafeteria people, front staff, cleaners, physiotherapists and OT, volunteers and so on, all care about the residents, we were like one big happy family. I know there are times when things go wrong, especially when they are short of staff and nerves get on edge, but these pass and all is well again.

I am mentioning all this so you will know that those of us that are very much involved in Grandview are so appreciative of the effort made by the staff to make Grandview a "Home away from Home." I have visited many nursing homes in Calgary and Edmonton and I am so happy we chose Grandview and Bill had six very good years there.

I wanted to express these feelings as I know in today's world we hear so many negative thoughts. We can't expect everything to be done by others, we have to do our part. We are very fortunate here in Alberta with our health care, it is not perfect but for my money it is pretty darn good.

Keep up the good work and I will always have a soft spot for Grandview and follow its development in the future.

Sincerely,  
-Joan J. and family

**To Betty Thompson, Administrator, CapitalCare Norwood**

I am writing this note of thanks and appreciation to let you know what a marvelous, caring empathic staff you have looking after palliative patients and their families. My family recently had to face the challenge of having an immediate family member who was diagnosed as terminally ill. The staff that looked after my mother and our family over the past five weeks while she was in their care was phenomenal. They were gentle, supportive, empathic and humorous when needed and truly went beyond the call of duty at one of the most difficult times in our lives. Losing someone is never easy, nor is giving over the care of someone you love to strangers. Your staff made this easy for us by showing us how much they cared for our mother. This is to let you know that you are truly lucky to have such dedicated, caring staff who bring great heart, professionalism and support to your facility. For that my family and I are truly grateful.

-The S. families

## New CEO continued from page 1

the largest public continuing care organization in Canada. Neumann has responsibility for over 2,700 staff who provide care for more than 1,400 residents and over 300 community clients through 11 centres in Edmonton and Sherwood Park.

"We are leaders in innovative and compassionate care to frail elderly and disabled adults, supporting

the health and respecting the dignity of the people we serve," says Neumann. "Together with staff, families, volunteers and our partners in the community, we envision a community of excellence in continuing care: teaching, researching and learning to enhance quality of life."

Neumann has a Master of Science in Health Administration and a Bachelor of Science in Nutrition from the University of Alberta. Her areas of specialization include dementia care, ethics and restraint reduction.  
*Bernadette DeSantis, Communications Manager  
CapitalCare Corporate Services*



# Hiring Fairs now crucial part of the recruitment strategy

**ASTOUNDING** success from past hiring fairs has prompted CapitalCare to hold them on an ongoing basis. With continued staff vacancies especially in areas such as Nursing and Support Services, three hiring fairs were held in the spring: two in March at Strathcona and Norwood, and one in April at Lynnwood. As a result we have hired 68 new staff members.

Interviews on-site continue to be an important part of the event. In fact, during the spring hiring fairs, almost 150 people were interviewed on the spot.

The success of this event can best be described by Care Manager Jan Cooper: "Having an open hiring fair gives you the chance to have immediate contact with potential employees," said Cooper. "We are in a 'Welcome to CapitalCare' mode and offer our best customer service to each individual who takes the time to see what we have to offer. It's the most effective recruitment process I've seen."

CapitalCare has made plans to hold job fairs regularly throughout the year. The next hiring fairs will be in the fall. The Kipnes Centre for Veterans will host its first event September 19, from 3 pm - 7 pm, followed by Dickinsfield on October 10th and Grandview november 7th.

Between hiring fairs, ongoing recruitment continues with the Human Resources team attending functions at NorQuest College, Centre High, Youth Emergency Shelter, Edmonton Public Schools, University of Alberta Career Fairs, Faculty of Nursing at University of Alberta and MacEwan College.

In addition, our recruitment video "Does your job smile back?" appeared for eight weeks on Global television's *Alberta's Best is Hiring* program seen Saturday mornings at 10:00 am. To date, 3011 people have viewed our video on our website.



Support Services Manager Rosemary Jacobsen speaks with an applicant at the Norwood Hiring Fair, March 8.

"Does your job smile back?" has become our official recruitment slogan. We believe it invites people to think about what our 2,700 already know: that a career in continuing care provides a greater level of job satisfaction and gratification. It speaks to the kind of people we are looking for, those who want a job where they can make a difference.

Bev Thomas, Human Resources Manager  
CapitalCare Corporate Services

## HIRING FAIR September 19, 3-7pm



### Does your job smile back?

CapitalCare is the largest public continuing care organization in Canada, with 11 sites in Edmonton and Sherwood Park.

Our employees receive competitive wages and benefits, ongoing training and development, opportunities for advancement, scholarships and bursaries, and enjoy work-life balance in an environment of respect and recognition.

#### Is it any wonder they're smiling?

<b>We are currently looking for:</b>	<b>September 19, 3-7pm at</b>
Registered Nurses	Kipnes Centre for Veterans
Licensed Practical Nurses	4470 - McCrae Avenue, Edmonton
Nursing Attendants	(152 Avenue / 113A Street)
Housekeeping	
Food Services	

**Bring your resume! Interviews on site!**  
For more information about the Hiring Fair call (780) 448-2400  
For a complete listing of all our career opportunities visit [www.capitalcare.net](http://www.capitalcare.net)



## People person makes them smile Norwood residents smile back

**RONI DAVIS** was one of 30 new employees recruited from the fall 2006 Hiring Fairs. The one-time personal trainer now works as a recreation attendant at CapitalCare Norwood.

"I want to be part of a place where I can feel like I'm making a difference," says Davis, who has done a variety of jobs before joining CapitalCare, including 16 years as a special needs teacher in Asia.

"I love being around people, but I also love a challenge."

Davis says she was attracted to a career at CapitalCare because of the opportunity to touch lives. She told the story of the time she broke her back while training as a body builder. After many years of surgery and therapy, she regained her mobility. "Those doctors gave me my life back," says Davis.

"Since then, I've made it my mission to give something back. I want to touch a million lives. To make just one person smile, everyday, for the rest of my life, that's how I plan to touch a million lives."

Residents have taken to her smile and her outgoing personality. "Her sense of humour is second to none," says Roma Anderson, who spent some time on Norwood's transition unit. "Some people just have it."

Judging by the response of residents to the Smile campaign posters, many CapitalCare staff have what it takes. "Because of all the nice people here, my life smiles back," wrote Norwood resident Keath "Dusty" Rhodes in a message to a staff member at the March 2007 Hiring Fair.



Norwood Recreation Attendant Roni Davis shares a smile with resident Roma Anderson.

If you know someone like Roni Davis, tell them about our next Hiring Fair. A job that smiles back awaits them too!

For more information about CapitalCare's new Employee Referral Program, contact the Human Resources Department at 448-2400.

Bernadette DeSantis,  
Communications Manager  
CapitalCare Corporate Services

"Those doctors gave me my life back," says Davis. "Since then, I've made it my mission to give something back. I want to touch a million lives. To make just one person smile, everyday, for the rest of my life, that's how I plan to touch a million lives."



Ask a Physician

## Support stockings relieve swollen legs

*My wife is an Alzheimer's patient in a nursing home. She always has swollen legs. She was on water pills but they seemed to make her dizzy. What can we do now?*

The problem of swollen legs is known to doctors and nurses as dependent edema, a common problem in continuing care residents. Edema can be more than a discomfort for some patients. It can lead to skin infection or even skin ulceration.

First, I will discuss some of the less common causes of dependent edema in long-term care. Edema can be a sign of a serious problem such as heart disease, kidney disease or liver disease. In the typical continuing care resident, these problems are known and are controlled as well as possible, but the sudden onset or marked increase in edema should be a cause for concern. As well, certain medications can cause edema and your physician will watch for the onset or worsening of edema with any medication change.

The more common cause in residents such as your wife is the unfortunate lack of mobility often seen in our continuing care population. When leg muscles are used to walk or stand, blood is pumped back from the legs to the heart. This pumping action of the leg muscles is very important to the circulation, and the lack of muscle pumping action combined with gravity leads to dependent edema. Often it is noted that the edema is not as bad in the morning after the resident has been in bed overnight, but worsens once the resident is up for the day.

There are two other factors that can contribute to the edema. The first is a lack of protein in the

bloodstream. This makes edema worse as the protein holds water in the circulation and keeps it from leaking out of the veins into the legs. When residents are not eating well their protein levels may decline and dependent edema may occur. As you can imagine, a lack of mobility and poor eating may apply to a resident with Alzheimer's dementia.

The second factor is varicose veins or a previous episode of phlebitis. In this case, the pumping action of the leg muscles is even less effective as the veins cannot carry the blood back as well as they should.

Your doctor is correct in not relying on water pills, or diuretics, to treat your wife's edema. Most continuing care residents do not have too much water in their system, and diuretics can dry them out too much. This can make them dizzy and prone to falls when they stand up. Diuretics can be useful when there is heart, liver or kidney disease as mentioned earlier, but the pills will be used cautiously in patients at risk of becoming too dry.

The most common effective treatment used now is compression. The low pressure of a tensor bandage or the higher pressure of support stockings compresses the legs. These act to push the water out of the skin back into the veins, and they help the pumping action of the leg muscles. The bandages or stockings are both usually applied in the morning when the edema is less, and then keep the edema from worsening over the day.

I hope that some simple measures like this will help your wife.

*Dr. Doug Faulder, Director, Medical Services  
CapitalCare Corporate Services*

## Evening of employee recognition

**CapitalCare EMPLOYEES** were honoured for their exceptional attendance, long service and outstanding performance at the annual Employee Recognition and GEM Awards night May 10.

The Fantasyland Hotel ballroom was transformed into a night sky, shimmering with silver stars for this year's show, "A Night of Stars." Over 400 people attended the event.

For their long service, 326 employees who have from five to 40 years of service were recognized.

CapitalCare's CEO Iris Neumann joined Caroline Clark, Senior Operating Officer for Capital Health's Community Care Services Division, in congratulating this year's recipients. "Those who received long service awards have something in common beyond years of service—it is a combination of qualities—dedication to the residents and clients we serve and determination to make a difference in their lives," said Neumann.

Dorothy Gonkovic, an LPN from CapitalCare Dickensfield, was recognized for an outstanding 40-year career with CapitalCare. Connie Bleau, Care Manager for Dickensfield's Main D unit, has known Dorothy for the past 20 years and had the honour of presenting her with her award. "Her understanding of resident needs is tremendous and her contributions to numerous committees and quality improvement projects have been invaluable to all of us," said Bleau.

Of the 206 employees who have 100 percent attendance records, six were honoured at the corporate event for 10 and 15 years of unbroken attendance.

Outstanding performance is recognized by the Going the Extra Mile (GEM) awards. This marks the 12th year of annual GEM awards. One hundred and fifty-five employees were nominated by peers, volunteers, residents and family in five categories.

The winners of the 12th annual corporate GEM Awards are: Jason Edinger of McConnell Place North for Customer Service; Elda Glover of McConnell Place West for Leadership Non-Management; Shannon Pollard, of Strathcona Alzheimer Care Centre for Leadership, Management; Dr. John Henderson for Outstanding Physician; and Jan Cooper, Kim Pederson and Lori Woloshyn of CapitalCare Lynnwood for Innovation.

Cooper, a care manager, Pederson, a dietitian and Woloshyn, a physical therapist, joined forces in February 2006 to create LIFE WISE, a staff wellness program focusing on nutrition, weight management and exercise. One year later, over 25,000 kilometers had been walked and a combined weight loss of 600 pounds had been achieved between Lynnwood and Corporate Services.

The GEM awards for each site were presented along with the five and ten year long service awards and 100% club awards at the centre and corporate services events in March and April.

Anne Forge, Director of Human Resources, thanked members of the employee recognition committees for the hard work and long hours that went into the selection process and the planning of the various celebrations. This year the Corporate Awards selection committee members were Karen Barrault, Stephanie Belcourt, Stella Dowle, Pam Gulay, Hanna Handreka, and Tara Walsh.

"At CapitalCare, we value our staff as our most important resource in fulfilling our mission," said Forge. "We have always recognized our employees for their contributions, and that is one reason why we are known as an employer of choice in continuing care."

*Bernadette DeSantis, Communications Manager  
CapitalCare Corporate Services*



Ethel Ethics

## Ethics consult looks for consensus, not right or wrong

*I am a front line health care worker. I care for a resident who is getting a medical treatment that I don't think she really wants. Nobody seems to listen to her. How can you help me?*

Thank you for being concerned about a resident in your care, and for being mindful of clinical ethics. I encourage you, and any staff, any residents or any family member, to contact any member of the CapitalCare Ethics Committee if you have a concern about an ethical dilemma regarding resident care. There is a representative from each campus, but you are not obliged to use only your local representative.

You should discuss your concerns about this resident with the committee member of your choice. The Committee member that you contact will record the details of your concern, and then consult with the chair of the Ethics Committee, who currently is Dr. Doug Faulder. Together, they will decide if this is an ethics issue and if it is appropriate for all or some of the committee to be involved, in the form of an ethics consult.

If it is apparent that it is appropriate for the Committee to do a consult, then agreement would first be sought from the resident (or their guardian) and the

attending physician to set up a consultation meeting. It will be decided who should attend the consultation meeting. This meeting could be a special meeting, or part of a care conference.

At a meeting, it will be explained that the Ethics Committee will listen and help sort out issues. The values and relationships of all involved will be noted. The ethical dilemma will be examined with basic ethical principles such as autonomy, fairness, doing good, and avoiding harm. The Committee does not make a decision, or declare who is right or who is wrong. Rather, they will look for a consensus to come out of the meeting. The Committee members may need some private time to deliberate among themselves. A consensus decision should be reached after various options are discussed and the advantages and disadvantages, the benefits and burdens, and the ethical implications each option noted.

A consultation report will be written and placed on the chart, if the resident consents. All consultation reports will be discussed at a meeting of the CapitalCare Ethics Committee.

I hope that this process will be informative and rewarding for you, and results in an agreeable resolution of your dilemma.



## Your turn...

We want to hear from you.  
What are your concerns?

Please send your comments to:

Ask the Experts  
c/o The Editor - P&P Newsletter  
CapitalCare  
500, 9925-109 St. Edmonton, AB T5K 2J8  
E-mail: info@capitalcare.net



# People and Progress Conference, 2007



Max Brown plays to the camera during his “uplifting” presentation.

**IMPROVING** the quality of care in long-term care has a lot to do with improving the level of communication between caregivers, residents and their families, nearly 500 elder care providers heard at this year’s People and Progress Conference, February 8 & 9, at the Fantasyland Hotel.

“Continuing care providers recognize that in addition to the need for more staff and more consistent standards, we need to improve the way we communicate with families, because engaging families in assisting us with the care of their loved one is the key to improving the quality of life of the people in our care,” said Iris Neumann, CEO for CapitalCare.

The 21st annual People and Progress Conference was presented by the CapitalCare Foundation and supported by CapitalCare, and is the longest-running continuing care conference in Canada. It brings caregivers and families together with experts to share knowledge and advances in continuing care.

This year’s theme, “Who’s Speaking? Who’s Listening? Connecting and Communicating in Continuing Care,” explored how effective communication can help to avoid misunderstandings, build relationships, and improve quality of life for residents in continuing care.

On Feb. 8, counsellor and author Lucy MacDonald gave a keynote address on the power of assertive communication. “There may be no single thing more important in our efforts to achieve meaningful work and fulfilling relationships than mindful communication,” said MacDonald.

Mindful communications means directly stating your thoughts and feelings without offending, abusing or manipulating the other person; standing up for your own rights, while respecting the rights of others; and creating a win-win situation.

Concurrent sessions throughout the day provided a forum for innovative learning, promoting best practice and increasing knowledge for employees in the continuing care sector.

Maureen Osis, a registered nurse and family therapist, gave a presentation on “Dealing with Distressed Families.” One approach to reduce the distress, Osis said, is E.A.S.E. Engage and Empathize; Acknowledge; Set boundaries; Enlist help.

Family caregivers, volunteers and auxiliary members enjoyed a full day of learning, laughter and inspiration designed specifically for them.

Delegates were treated to hand, foot and back massages in the Relaxation Room a calm and restorative environment provided by Aveda. And at the end of the day, delegates attended a wine and cheese reception, courtesy of Konica Minolta, which provided an opportunity to network, socialize and compare notes on the day’s presentations.

The conference continued on Feb. 9 with leadership trainer Max Brown. Brown spoke about how employers in any industry can build a committed workforce by communicating what matters most to employees: recognition. “It’s so rewarding for an employee to receive some kind of acknowledgement for a job well done,” said Brown. “Acknowledgement comes in many forms, whether it be a gift, a kind word or even just a smile. It makes a job worth doing, worth doing better.”

Delegates were wowed by Brown’s motivational presentation. “Wow! We know it! We do it – sometimes. Let’s do more!” wrote one delegate. “Very truthful words to live by,” wrote another. “Thank you for inspiring us!”

The conference concluded with author and humourist William Thomas, whose presentation was based on his book Margaret and Me, a tribute to his mother who suffered from Alzheimer’s disease. “You have to go where the mind goes,” said Thomas. “I was always trying to bring her back to reality, but it was more fun when you just went with her program,” Thomas said of the time his mother thought she saw her mother in the nursing home.

Thomas showed how humour, as a means of communicating, is the natural cure for stress and how laughter is life’s ultimate healer.

Dates for next year’s People and Progress Conference have been set for February 7 & 8, 2008 at the Fantasyland Hotel. The theme for this conference is “Continuing Care: Coming of Age.” Visit [www.capitalcare.net](http://www.capitalcare.net) for more information this fall. *Bernadette DeSantis, Communications Manager CapitalCare Corporate Services*

# RAI Day

**IN CONJUNCTION** with the P&P conference, the Knowledge Brokering Group (KBG), presented the first RAI day Feb. 7. The KBG is a demonstration project funded by the Canadian Health Services Research Foundation and Alberta Heritage Foundation for Medical Research , and brings together researchers and decision-makers from Canada and the United States.

The symposium attracted well over 200 people, all with an interest in the Resident Assessment Instrument (RAI). RAI is an assessment tool currently being implemented in long term care and home care agencies across the province of Alberta.

Dr. Clara Boland from Missouri was one of the symposium favorites with her presentation on “Using RAI Data to Get it Right!” Delegates found the symposium to be engaging and informative and appreciated the “hands on” approach to using the RAI data.

*Kellie Zdebiak, Knowledge Brokering Group Associate CapitalCare Corporate Services*

## People and Progress Who’s Speaking? Who’s Listening?

Our sponsors are the reason we can continue to host this annual conference for staff and volunteers in long term care. Without their support we would not be able to bring in world class speakers. The CapitalCare Foundation extends our sincere appreciation to the sponsors of our 21st annual People & Progress Conference.

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Rob Rondeau of Konica Minolta Business Solutions (Canada) congratulates Fran Reynolds, a delegate of the Volunteer, Auxiliary and Family conference, on winning a printer at the wine and cheese reception.



KCV welcomes new PPCLI  
Commander-in-Chief

Her Excellency, the Right Honourable Adrienne Clarkson, former Governor General of Canada, visited the Kipnes Centre for Veterans March 18, on the occasion of her installation as Commander-in-Chief of the Princess Patricia's Canadian Light Infantry, based in Edmonton. Also pictured: From left to right: Brigadier General Larry Gollner, Colonel of PPCLI (Princess Patricia Canadian Light Infantry); Betty Kolewaski, Administrator, Kipnes Centre for Veterans; resident Russell Birns; Madame Clarkson; Christine Gollner (seated); Major Erik Liebert, Regimental Major (standing). Madame Clarkson was the 26th Governor General of Canada from 1999 - 2005.



Happy Anniversary!

Marlene Nordstrom, Manager of Service Planning & Facility Projects for Capital Health, and Phil Kovler, Care Manager of Norwood's Chronic Ventilator Unit, celebrate the first anniversary of the opening of the unit June 5. Residents have named the unit Red Eagle Ridge. The Chronic Ventilator Unit is a Capital Health program for residents within the region who need assistance with breathing using a ventilator. The unit offers 16 air conditioned private rooms - all with wheelchair accessible washrooms, showers, wall oxygen and suctioning and individually controlled thermostats. Common areas include a bistro style dining area, lounge, and main floor solarium.



Senior's Week at Grandview

Alberta Liberal Leader Kevin Taft and his wife Jeanette Boman chat with Grandview residents during Senior's Week, June 4-11.



In her robes

Strathcona resident Sadie McHugh tries on the lieutenant governor's purple robe during the Alberta Legislature "Tour and a Tea," June 8. Four elders took the Senior's Week tour, which started at the marble staircase and fountain and ended up in the interpretative centre. The robes were worn by Alberta's first female lieutenant governor, the Honourable W. Helen Hunley, who served from 1985-1991.



Curling legend visits Dickinsfield

In January, Dickinsfield centenarian Ellen McGillis received a surprise visit from Randy Ferby, the Edmonton skip, six-time Brier champion and a four-time world champion, who stopped by to wish her a happy 100th birthday. Ellen, an avid curling fan herself, was thrilled and commented that Randy was the most handsome male visitor she had in her 100 years of life. She also shared some curling tips with him, to help him reach his goal of winning the gold medal at the 2010 Vancouver Winter Games. Randy presented Ellen with an autographed Ferbey Four book and a signed team photo, which Ellen proudly displays in her room. He also stopped to chat and sign some autographs for other residents and staff members.





From left to right: Recreation staff Mary Anne Barsatan, resident James Peterson & recreation staff Maureen Haywood display their ponchos and sombreros.

## Fiesta Days at Lynnwood

Arriba! Lynnwood residents enjoy a Mexican Fiesta, March 22, complete with burritos and strawberry Margueritas.



Resident Emilie Gabriel attempts to break open the piñata.



Entertainment was provided by the Ballet Folklórico Mexico de Edmonton.



From left to right: Back row; CEO Iris Neumann; Connie Wark, Manager of Project Planning; Jim Tweddle, Manager, Laurier House Lynnwood; Cathie Gillespie, Administrator, CapitalCare Lynnwood. Front Row: Residents Amy Wilson and Mildred Curtis.

## Laurier House Lynnwood turns 10

Canada's first care housing project celebrated its 10th anniversary on June 12. Laurier House Lynnwood, which opened its doors to residents June 18, 1997, combines the independence of home living with the care and support services of facility living. The opening of the first Laurier House is significant because it meant that couples could continue to live together when one of them required care. Prior to this couples could only live together in continuing care if both people required care.

Ralph Kruse is one of Laurier House Lynnwood's original residents. His wife was in continuing care at CapitalCare Dickinsfield since 1986 after suffering a stroke. He visited her everyday, attending to her care and feeding, but the back and forth was becoming onerous. "I prayed everyday for a place we could live out our final days together. Someone handed me a brochure for Laurier House. I bought it sight unseen," says Kruse, whose wife eventually passed away in 2003.

Ron Palmer and Pat Smith were also among the first residents. "We couldn't get in here fast enough," recalls Ron. "I remember wheeling my wife in over planks of plywood because they hadn't finished building it yet."

Cathie Gillespie, Administrator of CapitalCare Lynnwood, was Laurier House Lynnwood's first manager. "Through the ten years of growing, learning and sharing, Laurier House Lynnwood has always maintained its integrity," Gillespie said. "The smiles on people's faces, the friendly greetings, the everyday, home-like sounds and smells from the kitchen tell me that Laurier House really is a home for our residents and place of which staff are proud and eager to work at."



Four of the original residents of Laurier House Lynnwood: (left to right) Ralph Kruse; Ron Palmer and his wife Pat Smith; Mildred Curtis.





# Lobster Fest

On April 28, 400 family, staff and friends of CapitalCare Strathcona enjoyed a maritime theme Lobster Fest, Dance and Auction fundraising event at Our Lady of Perpetual Help Church, in Sherwood Park. The centre partnered with the Sherwood Park Rotary Club to raise over \$15,000. A big thank you to all who came out to join in the fun and support the centre in this venture!

*Shannon Pollard, Manager  
Strathcona Alzheimer Care Centre*



Administrator, Helen Shea  
"Kisses the cod" as part  
of her official Newfie  
"Screech-In" at the Lobster  
Fest and Auction Fundraiser.



From left to right: Gary Moerkerk, Sherwood Park Rotary Club; Shannon Pollard, Manager, Strathcona Alzheimer Care Centre; Helen Shea, Administrator, CapitalCare Strathcona; Vic Bidzinski, Sherwood Park Rotary Club; Keith Paterson, Sherwood Park Rotary Club.

# Memorial Garden

Members of the 15 (Edmonton) Service Battalion unveil a bronze plaque to commemorate their support of the memorial garden at the Dianne and Irving Kipnes Centre for Veterans, May 25. Pictured from left to right: Honourary Colonel Gordon Greig; Sherry Schaefer, Community Liaison Manager, KCV; Betty Kolewaski, Administrator, KCV; Commanding Officer Monty Ross; Cindy Wilson, Fund Development Officer, CapitalCare Foundation; Regimental Sergeant Major Dijker.

*Sherry Schaefer, Community Liaison Manager  
Kipnes Centre for Veterans*



# jjB Mini Masters

Murry Osborne and Blair Oke auction off a customized Spiderman motorcycle at the 3rd annual jjB Mini Masters at the Blair Oke Golf Academy in Edmonton April 5. Each year, the realtors of jjBarnicke host 120 of their clients at this fun fundraising event, which supports Alzheimer research at CapitalCare. It was great fun as the golfers tested the newest equipment as well as putting and driving ability under the critical eye of staff from the academy. Murry, staff and supporters doubled their fundraising goal with a total \$16,150 this year, bringing the three-year total to \$28,150. Sincere thanks again to Murry, his team at jjBarnicke and all those who supported.

*Cindy Wilson,  
Fund Development Officer  
CapitalCare Foundation*

# Tanks n' Tags

10K Road Race 5K Walk and 1K Kids Run  
Saturday August 25, 2007 9:30 am

In support of  
CapitalCare Kipnes Centre for Veterans

Edmonton Garrison  
Steele Barracks

185 Mons Avenue/Highway 28A  
(Five minutes north of Edmonton on 97 Street)

Flat & Fast – Timed Run  
Post-Race Pancake Breakfast  
Free T-shirt with each entry  
Win a Tank Ride!



Register online at [www.runningroom.com](http://www.runningroom.com)  
For more information visit [www.capitalcare.net](http://www.capitalcare.net)

Receipts issued for donations of \$20 or more. Charitable Registration #13874 8835 RRO001

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## Seniors suffer from stereotyping, UofA/CapitalCare study reveals

**RESEARCH CONDUCTED** at CapitalCare's three Alzheimer care centers reveals seniors are being stereotyped as grouchy, inflexible types who live in nursing homes, when the opposite is true.

The study compared knowledge about aging and Alzheimer's disease between caregivers and non-caregivers. One of the main findings was that caregivers were more knowledgeable about Alzheimer's disease, but still shared some of the negative stereotypes about aging held by non-caregivers.

The study results are published in the latest issue of Educational Gerontology.

The lead author of the study is Tiana Rust, a PhD candidate in the University of Alberta Department of Psychology and a casual Research Assistant in CapitalCare's Research Unit. Phase One of the study was funded by the CapitalCare Foundation's Alzheimer Care Research Grant in 2004.

"Anytime caregivers are basing their care on stereotypes rather than the individual's needs, that can be a problem. When expectations are wrong, it could affect behaviour in negative ways," said Rust.

Rust cites instances in which retail clerks speak loudly to seniors before assessing whether they even have hearing problems; or people who expect less from a nursing home resident than he or she is capable of, can undermine the senior's sense of self-esteem.

One of the main misconceptions the study reveals is the number of seniors in long-term care facilities. While almost 40 per cent of those surveyed thought 25 per cent of people over 65 years of age lived in institutions, only five per cent actually are.

"People who require a stay in long-term care are thought to be either physically or cognitively incapable of living on their own, and if people are assuming that one-quarter of seniors over 65 require that kind of help, that's making the assumption that a lot of older adults aren't capable of caring for themselves," said Rust.

As well, about 60 per cent of those surveyed thought that adaptability to change among people 65 or older was either rare or present among only half of them. In fact, most seniors are adaptable. And almost 40 per cent of caregivers assume that most old people feel 'grouchy', when in fact, most say they are seldom angry.

On the test quizzing about Alzheimer's knowledge,



File photo

25 per cent of caregivers held the misconception that incontinence is always present in Alzheimer's patients. "This was surprising because fewer than 40 per cent of the residents at the caregivers' facilities were incontinent," Rust noted.

The study shows that more education is needed about aging, Rust said. "It's important that people learn more about what it is to be an older adult and also to know what Alzheimer's and dementia are about. It is important to recognize that older adults are a very heterogeneous group, ranging from very vital and capable to those in the last stages of dementia. They fall all along the continuum."

*Reprinted with permission from the University of Alberta ExpressNews*

## EDMONTON II: Enhancing Safety in Home, Community and Long Term Care

**CapitalCare PARTNERED** with Capital Health to host Edmonton II: Enhancing Safety in Home, Community and Long Term Care Conference, May 29-30 at the Westin Hotel in Edmonton.

Over 300 leaders in home, community and long term care attended the two-day forum that discussed safety initiatives, technology and best practices from around the world. Delegates examined the challenges in advancing health care safety and showcased leading-edge Capital Health and CapitalCare safety protocols for home, community and long term care.

Presenters included Dr. Michael Leonard, Physician

Leader for Patient Safety with Kaiser Permanente, Colorado who provided practical safety ideas, tools and techniques that can be readily applied to the workplace; Susan Silverthorne, Patient Safety Officer, Alberta Cancer Board who shared her insight into how disclosure can be ethically and appropriately conducted using the Health Quality Council of Alberta disclosure framework; Dr. Kahn Qayumi, Director for Centre of Excellence for Surgical Education and Innovation with the University of British Columbia who provided a very informative session on technologies on the horizon that will enhance safety in the community;

and Dr. Robert Bucknran, Medical Oncologist with the Princess Margaret Hospital in Toronto who closed the conference with an energizing presentation looking at non-verbal/emotional content of interaction as a first step in emotion-handling.

Following the conference Capital Health and the Canadian Patient Safety Institute co-hosted a national roundtable on long term care that focused on identifying the priority safety issues and actions in this sector. A national position paper on key safety issues in long term care will be developed as an outcome.

*Submitted by Capital Health*



File photo

## Fostering hope in a seemingly hopeless situation

**JAN COOPER**, Care Manager at CapitalCare Lynnwood, is conducting a project on her unit to see if 'Hope-itude' can make a difference to the quality of care residents receive.

"Hope is a rational thought process. It takes courage to be hopeful. I call that daily thought process 'Hope-itude' (a hopeful attitude)," says Cooper.

The goal of the project is to improve communication and therefore enhance family/employee relationships. Ultimately, Cooper, who has worked for 25 years as a registered nurse and care manager, primarily in the field of dementia and palliative care for the elderly, hopes to improve resident care and staff satisfaction.

"This type of nursing, in my opinion, is a privilege. You can imagine the heartache and hopelessness that is experienced by significant others as they live this life journey with their loved one. Do you think they feel hopeless? Of course!"

Cooper plans to meet with family members within the first two weeks of admission, to talk with them about their hope for their loved one.

"Part of this exercise will be to see if their hope evolves as the disease process progresses," says Cooper,

The meetings offer an opportunity to create awareness among the care team as to how to support the family members in this experience through resources such as further education, providing support and comfort and just being there to listen.

An example of providing hope for families is through the use of pictures. Photos of residents engaged in daily activities are posted on the resident's individual bulletin boards. Cooper says regardless of the resident's cognitive status or ability to participate in a physical manner, pictures can bring hope to families.

"Hope gives us the fuel to live well in our everyday life. It doesn't mean that we are in a sugar-coated state of denial. Rather, hope lets us look at adversity straight on and consciously decide how we are going to react to it and manage it."

The project stems from Cooper's work obtaining her Hope Studies Certificate. CapitalCare sponsored Cooper to take the Hope Studies program at NorQuest College.

"NorQuest's Hope Studies program teaches us to become intentional about our own hope, to foster it daily with simple symbols that are meaningful to us such as sunshine, laughter and music. I've learned that my hope is ever changing and evolving," says Cooper,

"Regardless of your career path, Hope Studies will enhance your performance. It gives you a solid foundation in your personal life that supports a positive outlook. I would highly recommend this program to anyone," says Cooper.

*Bernadette DeSantis, Communications Manager CapitalCare Corporate Services*



# NorQuest College prepares internationally-trained nurses for work in Canada

**WHEN OKSANA RUSNAK** moved to Canada in November of 2005 with her husband and two children, in addition to her personal belongings, she packed along her hopes, dreams, and desires for a better quality of life.

A hospital nurse for 18 years in the Ukraine, Rusnak was eager to restart her profession in a new country. Without proper English, however, she knew that was not going to be easy.

“A friend at the Edmonton Mennonite Centre for Newcomers told me about NorQuest College program,” says Rusnak. “It was the perfect program because it taught me English and about nursing in Canada.”

Rusnak is one of 16 graduates of the Practical Nurse for Internationally Educated Nurses program at NorQuest College. The unique, 10-month pilot program provides practical nurses from other countries with the knowledge, clinical judgment, and communication skills required for nursing in Canada.

Language training instructors, in partnership with practical nurse

instructors, offer individualized instruction to improve communication and cross-cultural skills. Interactive classes, labs, and workshops target specific student needs to assist with communication challenges, and prepare nurses for the practicum and the national PN exam.

Rusnak admits nursing in Canada is different in many ways.

“The knowledge is the same but I found some approaches to be different, especially mental health area,” explains Rusnak. “In the Ukraine, I can tell a patient everything will be fine but in Canada it is called “false reassurance” which I was totally surprised to learn.”

Another graduate of the PN for Internationally Educated Nurses program is Min Xi who practiced nursing for 12 years in China before moving her family to Canada in 2000.

The mother of three children started language instruction at NorQuest in 2002 before enrolling in academic upgrading and, eventually, the international nursing program.



Nursing professionals from around the world graduated from the PN for Internationally Educated Nurses program at NorQuest College on January 12, 2007. The unique pilot program combines English language training and cross-cultural communication to prepare international nurses for Canadian hospitals and care facilities.

“I have background in nursing but different health system in Canada,” admits Xi. “The fast-track program was perfect because I have nursing knowledge but I just need to learn the language and how the health system works in Canada.”

Xi admits she was a little scared at the prospect of nursing in a new country but says NorQuest prepared her well.

“Different country and different health system but I now have the education in Canada to do the job,” exclaims Xi. “I am very happy and excited to practice nursing again.”

For Xi, that chance came immediately

following graduation from NorQuest when she landed a job at the University of Alberta Hospital.

As for Oksana Rusnak, she says her desire for learning is far from over.

“I plan to study for many years. I want to make my Masters in nursing here,” says Rusnak. “It’s my job and I love it. Believe it or not, I miss the smell of a hospital.”

For more information on the PN for Internationally Educated Nurses program, please contact Margo Saunders at 644-6357 or Julie Mjelve at 297-6076, or visit [www.norquest.ca](http://www.norquest.ca)  
*Submitted by NorQuest College*

## Long Term Care Winter Conference 2007

**THE 11TH ANNUAL** Long Term Care Winter Conference held at the Jasper Park Lodge from March 9 - 11, 2007 was attended by 77 delegates from a variety of healthcare backgrounds. The conference began with a Wine and Cheese Reception on Friday night to welcome the delegates, many of whom were accompanied by their spouses and family members.

Speakers at the conference included:

Hark Sidhu MD, PhD, a CHOICE Program physician and Karen Yukes RN, MN, Director of the CapitalCare CHOICE Program gave a presentation on resident focused care conferences that initiated a lively debate on the necessity of the physician to attend every conference.

Pamela Turner MD, FRCPC, is presently on the medical staff at the Royal Alexandra Hospital and is Assistant Clinical Professor, Department of Medicine at the University of Alberta. Pamela talked about the challenges of bariatric patients and described the services available at the Adult Weight Management Clinic and Bariatric Clinic at the Royal Alexandra Hospital where she is the Medical Director. She advocates a multifaceted and multidisciplinary approach consisting of education, counseling, dietary changes, physical activity and medications.

Gerry Schwalfenberg, MD, CCFP is an active staff member at the Misericordia Hospital and chairman of the Medical Liaison Committee at CapitalCare Lynnwood. Dr. Schwalfenberg has carried out a comprehensive review of the extensive vitamin D literature and has an article upcoming in the Canadian Family Physician. He discussed the role of vitamin D in the cells and the effects on organs of the body. He informed the delegates that much higher levels than are currently recommended are required to prevent an insufficiency or deficiency of vitamin D.

Leon J. Kagan, MD, CCFP, FRCP(C) is the Division Head, Geriatric Psychiatry in the

Capital Health Region. Dr. Kagan presented a profile of caregivers in Canada and stated that there are over two million eldercare providers over the age of 45, three quarters of caregivers are females, and women will average 18 years as caregivers in their lives. He went on to describe the neglected areas of caregiver assessment and although it is recognized that caregivers are in need of increased support it is unclear whether structured group interventions are better than general ones. What are the costs of caring?

- Men and women averaged between 3 and 5 hours per week on care tasks.
- It would have taken 276,509 full time employees at a cost of \$5 - \$6 billion to replace the work of 2.1 million Canadians who cared for seniors in 1996.

Dr. Peter McCracken, Professor Emeritus within the Department of Medicine (Geriatrics) at the University of Alberta. Dr. McCracken talked about the benefits of early diagnosis and treatment of dementia and produced some startling statistics. By 2050, a 400% increase in population over 85 is predicted and 40% will have dementia. In 1994, over 50% of people in the community and 90% of those in institutions had dementia. In terms of treatment strategies, two main neurotransmitters have been studied, acetylcholine and glutamate. Dr. McCracken reviewed the available drugs and galantamine, a drug that is used for the symptomatic treatment of patients with mild to moderate dementia of the Alzheimer type, has been shown to be safe in this population.

The weekend conference was sponsored by the following pharmaceutical companies: Abbott, AstraZeneca Canada Inc., Janssen-Ortho, Lundbeck Canada Inc., Merck Frosst Canada Ltd., Novartis and Pfizer Canada Inc. *Sherie Hough, Executive Associate CapitalCare Corporate Services*

## Awards, nominations and honourable mentions

**SUZANNE MAISEY**, Agnes Mitchell, and Betty Thompson were nominated for SEARCH Canada’s SEARCHing for Excellence Awards. Former Clinical Specialist Agnes Mitchell went on to win the award in her category—Outstanding Local Project—for her project to determine a reliable means of assessing and managing pain in a dementia population. The award was presented June 15 at the 2007 biennial SEARCH Forum and Conference in Edmonton.

**SUZANNE MAISEY**, Manager of Planning and Evaluation, and Claire Anne Lauder, Occupational Therapist, were featured in SEARCH Canada’s 2007 Annual Report for their leadership in developing and implementing the CapitalCare Best Practice Desktop, a tool that streamlines the evidence gathering and assessment process, ensuring easy access to practice-relevant information and resources, increasing employees’ skill in navigating and using information sources through online training, shortens the time spent searching for evidence, and reduces the time spent assessing the quality of resources by providing pre-assessed resources. The result is an increased quality of evidence available to support and inform decision-making and more individuals across the organization with an increased capacity to choose, assess and use that evidence.

**THE KIPNES CENTRE FOR VETERANS** project was nominated for the Mayor’s Award in the Universal Design category of the City of Edmonton Advisory Board on Services for Persons with Disabilities.

**ALANA KNOPP**, CapitalCare Research Assistant, completed her Bachelor of Arts degree in Psychology. For the past year, Alana had been attending university full time while working part-time as a research assistant in CapitalCare’s Research Unit, a position she started as research intern.

# CapitalCare making progress with Balanced Scorecard

## Restraint and falls reduction initiatives are paying off

**RESULTS** from the 2006 Balanced Scorecard (BSC) show CapitalCare has exceeded targets in the area of restraint reduction as well as the major injury rate from falls. Results indicate restraints are used only 16 % of the time compared to the target of 20%. And the injury rate from falls is at 0.0145 per 100 resident days compared to a target of 0.020.

In addition, we saw improvements in many areas including both frequency and severity of injuries resulting in staff lost time and voluntary turnover of permanent management staff.

A BSC is a strategic management tool, originally designed in the private sector that enables organizations to clarify their vision and strategy, translate them into action and to take a long-term, comprehensive approach to measuring performance beyond the short term financial bottom line.

Recently public sector organizations have begun to use this tool to spur continuous improvement by establishing measurable targets, to communicate the priorities of the organization to staff members and clarify how they can contribute to those priorities.

The 2006 BSC results have identified one area for strategic improvement: staff overtime hours that have been increasing over the past few years. By identifying this issue, the organization has been able to begin work on recruitment and retention initiatives with the goal of reducing staff overtime hours.

2006 also saw the addition of campus level BSCs, from which each campus identified 2-3 indicators on which to focus. Staff made a great effort on a number of different initiatives stemming from this and success was seen at every site.

**Targets were exceeded at:**

Kipnes Centre for Veterans – Client Survey “I enjoy mealtimes”  
CapitalCare Lynnwood – percentage of residents with mechanical restraints  
CapitalCare Strathcona – percentage of residents with mechanical restraints and voluntary turnover of permanent staff.

Currently, CapitalCare has a Corporate BSC including 31 key indicators and a Campus BSC including 23 key indicators both focusing on the following perspectives:

- Clients: respect, individuality, satisfaction with care, and continuity of care
- Stakeholders: provider of choice, healthy finances, and donor commitment
- Community Partnerships: shared expertise, and valued and trusted partner

- Internal Processes: effective clinical processes, social model of care, client safety, staff safety and wellness, and access to information,
  - People: learning and research retention, development and recognition of staff, leadership development, and research
- Through the work of the BSC implementation steering committee and the BSC centre champions committee, the BSC continues to be updated to ensure it is strategically focusing on the organization's vision and mission and is relevant to specific services and programs offered at each of the campuses. New targets are being identified for the upcoming year. The continued use of this valuable tool is integral to CapitalCare maintaining its reputation as leaders in continuing care.
- Tara Walsh,  
Performance Measurement Coordinator  
CapitalCare Corporate Services*

## Staff notes

**Patti Ballance** became Practice Leader, Rehabilitation Services for CapitalCare on March 26, 2007. Patti has a B.A. in Recreation Administration and a master's degree in Leadership and Training from Royal Roads University, Victoria, British Columbia. She is currently a PhD candidate at the University of Alberta. Patti practised as a Recreation Therapist at the QEII Hospital in Grande Prairie, and became the Manager of Occupational and Recreation Therapy for the Mistahia Health Region in Grande Prairie. Most recently she has been involved with a research project with the YMCA and the University of Alberta.

Human Resources Director **Anne Forge** was asked by the Canadian Institute to be part of a panel presentation at their two-day Workforce Shortage Summit at the Westin Hotel in January. The session was called “Workforce 9-1-1: Modernizing HR Planning and Processes to Match the Changing Landscape of Healthcare”. Other speakers included the mayors of Edmonton, Prince George and Yellowknife, and reps from the Crown Investments Corporation of Saskatchewan and Citizenship & Immigration Edmonton and BC.

**Cathie Gillespie** became the Administrator of the Lynnwood Campus effective March 19, 2007. Cathie has been the manager of Laurier House Lynnwood since its inception in 1997 and interim administrator of the Lynnwood Campus since October 2006. Cathie is a registered nurse and her knowledge and experience in her former positions will be invaluable in her role as administrator of this large and varied campus.

**Eric Power** became CapitalCare's Director of Finance on March 27, 2007. Eric is a member of the Certified General Accountants' Association of Canada and Certified General Accountants' Association of Newfoundland. He has completed a Long Term Care and Organizational Management Program and has worked in healthcare since 1983. Eric held the position as the Director of Corporate Finance for the Central Health region in Grand Falls-Windsor, Newfoundland where he was responsible for the planning, organization and administration of the financial management of the region's facilities and services.

**Liz Werner** became the Corporate Coordinator, Infection Prevention and Control for CapitalCare on April 2. This position is part of the action plan for the Required Operational Practices (ROP) grant from Capital Health and will assist CapitalCare to meet the infection prevention and control standards mandated for continuing care organizations. As well, Liz will take the lead on the ROP as a whole ensuring the various elements are completed on time. Liz has worked for CapitalCare since October 1995 when she was an RN at Mewburn Veterans Centre. Liz was a Care Manager from 1996 – 2000, a Director of Care from 2000-2002 and the Best Practice Leader for MVC/KCV until July 2006.



### Reflections on a 39-year career with CapitalCare

Carol Morris, a CHOICE Program LPN, retired after 39 years of continuous service with CapitalCare. Carol began her career April 1st, 1963 at what was then called Edmonton and Rural Hospital District 24. She worked at Norwood for several years until she secured a position in the first “Day Hospital”. The Day Hospital originated on the lower south wing of the Angus McGugan Pavilion before moving to CCD in 1979 where the YADS program is today. In March 1996 the CHOICE program came into being and along with it came more challenges and rewards.

“I’ve always tried to do the best I can for the clients and their families and will miss these interactions a great deal,” Carol told staff at her retirement party. “Nursing has been a part of my life for over 40 years and I’m going to miss it. I have fond and cherished memories too numerous to mention.”

Carol's plans for the future include being able to spend more time with family and friends, traveling and getting better at golf, “so I can give my husband some competition,” she said.

## 21st Annual CapitalCare Staff "Fun" Golf Tournament



Plan now to join us on  
**Sunday, September 9, 2007**  
You Don't Need to Be a "Gutter" to Have Fun!

- 18 Holes of Golf (with some shucky rules!)
- Modified "Best Ball" format
- Steak BBQ, Silent Auction & Prizes
- \$70.00 per person

**Sandpiper Golf Course – St. Albert**

Or... join us for the **BBQ only** for \$21.00  
Or... if time is tight, **golf only** for \$50.00

No Experience Necessary – Sense of Humor Essential  
Registration forms & further info available from:

Sandra Troughton 436-3330	SandraTroughton@capitalcare.net
Grant Sinclair 443-2403	GrantSinclair@capitalcare.net
Judy Baker 443-2440	JudyBaker@capitalcare.net
Andy Wilson 443-2424	AndyWilson@capitalcare.net

**\$11 Discount on Cost of BBQ for the First 2 People who Volunteer!**

Silent Auction Supporting the CapitalCare Foundation



# A fond farewell to Foundation director

**ON MARCH 27**, Barry Runnalls, former Director of Fund Development for the CapitalCare Foundation, retired. Barry had spent over 10 years of his career with CapitalCare. During that time, he presided over three major capital campaigns, raising \$1.5 million for McConnell Place West; \$1.5 million for the Strathcona Alzheimer Care Centre, and \$7 million for the Kipnes Centre for Veterans. Barry was also involved in the Health Smart Solutions campaign, a Capital Health regional campaign, which involved nine different hospital foundations and raised a total of \$20 million. Previous to joining CapitalCare, Barry was involved in fund development for MacEwan College, the University of Alberta and the Alberta Lung Association. A week of farewell activities preceded Barry's official retirement. On March 26, staff assembled at

CapitalCare Norwood to celebrate Barry's career with fine speeches, good food and great company. The next night, a party at the Petroleum Club brought together a lifetime of people Barry knew. Barry asked that, in lieu of gifts, the Foundation start an educational fund in his name. To date the Barry Runnalls Legacy Fund has raised \$16,200. If you are interested in supporting this fund towards staff education please use the coupon provided. Barry is now enjoying his summer at the family cabin at Pigeon Lake, playing golf and following his grandchildren around the country attending various sporting events. Barry, we miss you, but we are pleased for you at the same time. Happy retirement! *Cindy Wilson, Fund Development Officer CapitalCare Foundation*



Barry receives a gift from the Dickinson Centre Operations Committee.



CEO Iris Neumann presents Barry with a watch on behalf of CapitalCare.



Barry is flanked by Foundation staff members Cindy Wilson and Abi Bailey.



L-R: Barry's wife Bev, and mother Alice, 92, from Surrey, B.C., at the reception at the Petroleum Club, March 27.



L-R: Phyllis Hempel, former CapitalCare CEO; Helene Rust, Director of Facility Living for Capital Health's Community Care Services division; Marguerite Rowe, Vice President and Chief Operating Officer for Capital Health's Community Care, Rehabilitation and Geriatrics division; Sharon Roulston, former CapitalCare Human Resources Director.

Instead of gifts, Barry is asking that you contribute to the establishment of the Barry Runnalls Legacy Fund in support of educational opportunities for staff at CapitalCare's eleven sites.

CapitalCare provides nursing care, mental health services and end of life care in a variety of continuing care housing options. We serve adults and the frail elderly who may have Alzheimer disease or other dementias, Multiple Sclerosis, Cancer, Heart disease, Stroke, Parkinson's, Cerebral Palsy and other complex care needs.

☐ Yes, I would like to contribute to the Barry Runnalls Legacy Fund  
Tax Receipt required ☐ Yes ☐ No

I am enclosing a donation of \$ \_\_\_\_\_

\_\_\_\_\_  
Name

\_\_\_\_\_  
Address

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City/Province


\_\_\_\_\_  
Postal Code

Payment options:  
☐ VISA ☐ AMEX ☐ MASTER CARD ☐ CHEQUE (Make cheques payable to: CapitalCare Foundation)

\_\_\_\_\_  
Name on card

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Card number

\_\_\_\_\_  
Expiry date

 **CapitalCare**  
FOUNDATION  
500, 9925 - 109 Street NW  
Edmonton, AB T5K 2J8  
Charitable Registration No. 13874 8835 RROOO

# Volunteers Jazz Up the Day

**THERE IS A FORM** of live ‘jazz’ that takes place regularly in each of our care centres. In terms of music, our dedicated volunteers provide the notes on which our elders and residents play, thus creating wonderful, syncopated rhythms. The activities conveners and recreation staff provide the treble clefs and time signatures that facilitate the whole process.

So do volunteers jazz up the day? You bet, and that was the CapitalCare volunteer appreciation theme for this year’s gala event at the Fantasyland Hotel. On April 10th we celebrated over 433 volunteers and guests with an evening of live jazz by the Charlie Austin trio and talented soloist Rhonda Withnell. Special thanks to the ‘All That Jazz’ troupe (who by day are known as staff members of Kipnes Centre for Veterans). They livened up the evening with an extraordinary jazz dance. Wow!

This is the first year that all our centres joined together to celebrate and recognize the time, talents and treasures that our volunteers give on a daily basis. Generous hearts are ageless, timeless and cross-cultural. We are thrilled that some of our residents who also volunteer were able to join in the celebration. Seeing volunteers gathered from all of our centres really pointed out the great number of people who commit their time and hearts to the residents, elders and clients of CapitalCare.

Door prize donations included a hand made quilt and limited edition art prints. As a token of our thanks, each volunteer received a lovely brushed stainless steel saxophone clock. Our CEO, Iris



All that jazz! Staff from the Kipnes Centre for Veterans do a little dance at the first annual volunteer appreciation night, April 10, at the Fantasyland Hotel.

Seeing volunteers gathered from all of our centres really pointed out the great number of people who commit their time and hearts to the residents, elders and clients of CapitalCare.

Neumann, brought greetings and thanks to our special volunteers on behalf of CapitalCare. The HOPE Kids and students from LY Cairns enjoyed the jazz theme so much that they treated us to some spontaneous dance moves! It is our wish that the beat continue and the days ahead are filled with the dance and jazz of life that our volunteers so willingly provide. Thanks everyone! *Marianne Baker & Sandra Troughton, Coordinators of Volunterr Services CapitalCare Dickinsfield & Grandview*

## Thank you to our Sponsors

The CapitalCare coordinators of volunteer services would very much like to thank the following people/organizations for their generous donations to our April 10th gala, Volunteers Jazz Up the Day:

Donna Austin and the Canadian Western Bank  
Annette Ayre, Open Ayre Studio  
CapitalCare Foundation  
Darren Chartier and Shell Canada  
Stephanie Chartier and Home Interiors Canada  
Naida Geisler and the Board of the Fort Edmonton Historical Foundation  
Joan Healey  
Kipnes Centre for Veterans  
Freda Lorentz  
Patrica McHonick

## 30 news beds continued from page 1

“We are leaders in innovative building designs that reflect the care needs and changing expectations of our residents and their families,” said Iris Neumann, Chief Executive Officer for CapitalCare.

CapitalCare first introduced the concept of care housing 10 years ago with the opening of Laurier House Lynnwood in 1997. (see photos page 9) Laurier House Strathcona opened in 2001 in Sherwood Park.

Laurier House combines publicly funded health

and personal care with a “life lease” feature, so that people may live in their own home with 24 hour health and personal care. In a life lease situation, a person who needs care may live with a spouse or companion in a one- or two-bedroom suite which they may decorate to their own tastes.

CapitalCare Strathcona currently has 50 general long-term care beds, so the 30 new beds will have a significant impact on the availability of continuing care beds for residents of Strathcona County.

“It’s wonderful news,” said Helen Shea,

Administrator of CapitalCare Strathcona. “It will mean that the older population will be able to ‘age-in-place,’ in their home community, closer to their loved ones.”

Capital Health is contributing \$3 million towards the \$3.7 million-project. The CapitalCare Foundation will be launching a capital campaign this fall to raise the additional funds required for the project.

*Bernadette DeSantis, Communications Manager CapitalCare Corporate Services*

## New direction continued from page 1

role of our partners in care: families, volunteers and the community. The joining of two ‘C’s shows how caregivers and the community, can work together to improve the quality of life of the people we serve.

Our colours have changed too. The purple and “hospital” green have also been replaced by warmer, lighter blue tones.

The new look and feel is part of a larger project to update CapitalCare’s mission, vision, and values. CapitalCare’s Executive Management Committee has been working with a consultant and various stakeholder groups to update its mission, vision, and values, to more accurately reflect the organization’s changing role.

In the past decade, CapitalCare has undergone significant changes. These include: a move away from the medical model of care and towards a social model of care; the development of Western Canada’s only continuing care research unit; and the development of specialized services and programs to meet the needs of a diverse population.

Our new mission vision and values will be launched this coming fall.

Regardless of the changes to our name, you can always count on the same quality of care you have come to expect of the leaders in continuing care.

*Bernadette DeSantis, Communications Manager CapitalCare Corporate Services*

### What do you think?

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

Please send you comments to:



500. 9925 - 109 Street  
Edmonton, AB T5K 2J8  
Tel. 780.448.2425 Fax 780.496.7148  
bernadettedesantis@capitalcare.net





Matt Colomb, General Manager/Senior Plant Director, Gilead, presents CapitalCare CEO Iris Neumann with the proceeds from the tournament. The actual amount raised was \$33,000.

## Gilead Charity Golf Classic raises \$33,000 for Alzheimer care

**THE GILEAD** Charity Golf Classic, held June 4 at The Links in Spruce Grove, raised \$33,000.00 for Alzheimer care at the Dianne and Irving Kipnes Centre for Veterans. Thirty-one teams participated in the event, including NorQuest College President Wayne Shillington and Edmonton Mill Creek MLA Gene Zwozdesky, who was also the auctioneer for the live auction.

This year’s event was sponsored by Gilead, a multinational biopharmaceutical company with a plant in Edmonton. Gilead is known for the anti-influenza drug Tamiflu. The Foundation would like to thank all individuals, community sponsors and volunteers for their support of this annual event. *Cindy Wilson, Fund Development Officer CapitalCare Foundation*



L-R: The winning team of Dennis Tomin, Chris Currie, Nathan Toornstra and Ron Lauzon.



L-R: Foundation Chair Liz Tweddle, Donna McCaffery, Diane Pearce and Bonnie Goudreau received the award for “Most Honest Golfers.”

### Title Sponsor



### Exclusive Hole Sponsors

EIL Environment Services  
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### Thank-you gift to Golfers

Gilead & CapitalCare Foundation

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Varscona & Metterra Hotels on Whyte

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Edmonton Oilers Community Foundation  
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Joan Healey  
The Fairmont Hotel Macdonald

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### Volunteer Sponsor

The Sign Cellar

### Volunteer Lunch Sponsor

Capital Packers Ltd.

### Lunch on the Course

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### Registration Package Sponsor

Nevada Bob’s Golf - Calgary

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The Brick  
The Dish & the Spoon  
The Edmonton Art Gallery  
The Links at Spruce Grove  
The Sign Cellar  
Varscona & Metterra Hotels on Whyte  
Westin Hotel  
WOW Factor Desserts



## New Foundation Chair

**IN JANUARY** the CapitalCare Foundation welcomed Liz Tweddle as the new chair of the board of trustees. Liz takes over for Dr. Dianne Kipnes who served two three-year terms as chair and now sits as past chair. Liz joined the board as a trustee in March 2004, but her ties to CapitalCare go back much further. Her father was a resident of CapitalCare Grandview for 16 years until he passed away in August 2002. Gwenne Tweddle, the first Manager of McConnell Place West, is her sister-in-law, and Gwenne's son Jim Tweddle is the current manager of Laurier House Lynnwood. Liz's mother is also

currently receiving continuing care. Liz says she got involved with the CapitalCare Foundation because she wanted to lend support where she had received support in the past. "I wanted to give something back," says Tweddle. "The demands on the system will become greater and greater because of the aging population. We all need to put our energies into creating the best possible quality of life for residents of continuing care, now and in the future." Liz is currently the Coordinator of the Office of the President at NorQuest College.

The CapitalCare Foundation is a registered charity which raises funds to support the programs and services of CapitalCare. The volunteer board includes Iris Neumann, CEO of CapitalCare, and Vern Hartwell, Capital Health Representative. In 2006-2007, the CapitalCare Foundation, through the generosity of its donors, raised \$1,437,328. To learn more about the CapitalCare Foundation, or to support its campaigns, please visit [www.capitalcare.net/Foundation](http://www.capitalcare.net/Foundation). *Cindy Wilson, Fund Development Officer CapitalCare Foundation*



## New fund development director no stranger to CapitalCare

**TIM HAAK** became the Director of Fund Development for the CapitalCare Foundation March 27. Tim has 30 years of experience in the fund development field and has worked for such charitable organizations as the YMCA, Special Olympics and Alberta Lung Association. Tim has also taught fund development courses

at MacEwan College. Many of you might remember him from the People and Progress conference two years ago where he spoke to auxiliaries and volunteers on "WOW! What a Difference a Volunteer Makes." "Tim's knowledge on positioning, strategic planning and general people sense is seen as a great addition to our

board," said Chair Liz Tweddle. Tim is a strong supporter of the Alberta Association of Fundraising Executives (AAFRE), and for the past five years has been the contract administrator for this professional association. *Cindy Wilson, Fund Development Officer CapitalCare Foundation*

## News and notes from the CapitalCare Foundation



**Christmas Lights campaign was well supported**  
I am pleased to report that this year's Christmas Lights campaign raised over \$71,000 since it began in November 2006. This year's campaign highlighted the story of Bud and Jean Johnston, a couple married 62 years, who came to live at CapitalCare Strathcona after both of them were diagnosed with Alzheimer's disease. Their incredible love story is told by their dedicated family members, daughter Tisa and her husband Don Brandon.

When I met Don and Tisa I was humbled by their support towards their parents. With the support of Strathcona Care Manager Karen Fitzgerald, Don and Tisa customized two adjoining rooms on the Special Care Unit, making a very warm and welcoming new home for Bud and Jean. The centerpiece of the redecorating project was an electric fireplace. Don and Tisa graciously donated a second fireplace for the enjoyment of all residents of the unit.

Thanks, Don and Tisa, for sharing your story with us and for your support.



**10th annual Valentine's Winemaker's Dinner**  
For the past 10 years, Dianne and Irving Kipnes have dedicated themselves to raising money for the CapitalCare Foundation. Thanks to this extraordinary couple, in the last five years, the Foundation's signature event, the Valentine's Winemaker's Dinner in support of the Kipnes Centre for Veterans, has raised a total of \$1 million. This year's theme was "Memory and Memories." The elegant black-tie affair was held, as always, at the Fairmont Hotel Macdonald, and featured a selection of Veuve Clicquot Ponsardin Champagne. A heart-felt thanks to Dianne and Irving Kipnes for all your support over the years.

**It's hard to say goodbye UNLESS... That person is a happy retiree.**  
Yes Barry we miss you, but we are pleased for you at the same time. On March 27 many of us celebrated your career with fine speeches, good food and great company. Prior to this night Barry asked for one party to bring together a lifetime of people he knew. Mission Impossible! Then he asked for no gifts. This was a difficult task until he said he would like a Legacy Educational Fund in his name. The vision then started to take shape. To date we have \$16,200.00 We know we could not possibly have you all present so we ask if you are interested in supporting this fund towards staff education please do so by filling in the following form below.

More news and notes on page 8 of donor supplement

Instead of gifts, Barry is asking that you contribute to the establishment of the Barry Runnalls Legacy Fund in support of educational opportunities for staff at CapitalCare's 11 sites.

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☐ Yes, I would like to contribute to the Barry Runnalls Legacy Fund  
Tax Receipt required ☐ Yes ☐ No

I am enclosing a donation of \$ \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

City/Province \_\_\_\_\_ Postal Code \_\_\_\_\_

Payment options:  
☐ VISA ☐ AMEX ☐ MASTER CARD ☐ CHEQUE (Make cheques payable to: CapitalCare Foundation)

Name on card \_\_\_\_\_

Card number \_\_\_\_\_ Expiry date \_\_\_\_\_

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500, 9925 - 109 Street NW  
Edmonton, AB T5K 2J8

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Donors

We are very grateful to the following donors who thought of CapitalCare and the needs of residents from November 16, 2006 to March 17, 2007.

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Please contact us with any changes to your name or changes to your mailing address by:

 **CapitalCare**  
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Fax 780.496.7148  
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News and notes  
continued from page 2 of Donor Supplement



great shape, Amy has set her sights on the outside garden. Presently, with your support, she has raised \$42,000 towards her overall goal of \$50,000 for all centre projects. If you can help Amy reach her goal, please give us a call at 448-2424 or send a donation to: CapitalCare Foundation, 500, 9925 -109 Street, Edmonton, AB, T5K 2J8.

What a Delightful Person

Tim and I had the pleasure of meeting Amy Wilson while on tour of Laurier House Lynnwood. We arrived at her two-bedroom suite to be greeted by tea and cookies. This industrious 90 year old has been running the Laurier House boutique since October 6, 1999. To date she has added home-like touches such as China cabinets & a grandfather clock. With the inside looking in



Share a Smile

This year our Share a Smile letter from March 28 came from Aurla Stevenson telling us her story about life in long-term care.

Aurla, 66, has been a resident of CapitalCare Dickinsfield since 1987. Despite her own disabilities, Aurla has tried to be a role model for others by maintaining weekly visits with seniors in hospital or other continuing care centres.

She is an avid supporter and participant in the Super Cities Walk

for MS and advocates for people with disabilities. She can often be seen around the centre chatting with other residents and family members.

Her are some of the comments you wrote back to us:

- Dear Aurla, You are an inspiration to all. God bless you and let you continue to set an example for us.”
- You are amazing Aurla. Thanks for sharing your story.

The spring Share a Smile campaign fundraising efforts supported by you, have raised over \$20,000 to date. These funds will be used for special equipment, financing programming activities, supporting the purchase of wheelchair accessible buses and improve the home-like environment and comforts at our eleven centres.

Thanks again Aurla for sharing your story. Time has a way of changing things, but not the joy friendship brings. It has been a pleasure to know you these past 20 years.  
*Cindy Wilson, Fund Development Officer  
CapitalCare Foundation*

In Celebration and Memory

November 16, 2006 - March 17, 2007

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