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CapitalCare

people&progress

fall 2009



Longing for those hot summer nights

CapitalCare Dickinsfield resident Michael Swityk (centre) is joined by daughters Michelle Connelly (left) and Rachelle Swityk (right) for the Hot Summer Nights Street Dance August 20. Residents and volunteers danced to the music of Cabin Fever and enjoyed the novelty of eating the Oreo cookie straws that came with their iced cappuccinos.

CapitalCare unveils new videos

CAPITALCARE HAS PRODUCED two new videos that show what life is like for the people in our care. The movies depict scenes from a variety of centres, programs and units, including long-term care, day programs and palliative care.

"Most people have no idea what continuing care is until they have a family member who needs full-time care, then it can be very overwhelming" said Iris Neumann, Chief Executive Officer for CapitalCare.

"Given the aging population, we wanted to create more awareness of continuing care so that those in need of care know what to expect when they come to us."

The videos, shot primarily at CapitalCare Grandview, CapitalCare Norwood, CHOICE Norwood and Laurier House Lynnwood, were made possible thanks to donations to the CapitalCare Foundation.

Staff, residents, family members and donors will have the opportunity to view the videos at various upcoming staff and family forums, as well as upcoming fundraising events.

The videos will be coming soon to our website www.capitalcare.net.

*Bernadette DeSantis,
Communications Manager,
CapitalCare Corporate Services*

CapitalCare compliant with new continuing care standards

REPORTS POSTED THIS FALL to the Alberta Government website indicate CapitalCare sites provide a high quality of care and services that promote the safety, security and quality of life of residents.

The reports are the result of audits conducted earlier this year to ensure long term care centres are compliant with the government's Continuing Care Health Service and Accommodation Standards and to identify areas where deficiencies exist so that organizations can improve.

Alberta Health and Wellness audits the Infection, Prevention and Control Standards as well as the Continuing Care Health Standards. The audit covers a variety of topics such as promoting wellness, integrated care planning, medication management, nutrition and hydration, and infection prevention and control. Only a sample of sites were audited this year, including CapitalCare Norwood. Sites that were audited were found to be compliant.

Alberta Seniors and Community Supports audits the Supportive Living and Long-Term Care Accommodation Standards. These standards address several topics including the physical environment, hospitality services, safety services, personal services, and management and administration. As of September 30, all CapitalCare sites were compliant with the Accommodation Standards.

The Continuing Care Standards were developed based on input provided by stakeholders to the MLA Task Force on Continuing Care Health Service and Accommodation Standards in 2005.

CapitalCare began preparing for the audits in 2006.

"Although most of our practices already met the standards, some work was initiated to improve practices and develop or improve documentation," said Iris Neumann, CEO for CapitalCare.

"The monitoring and reporting of our audits allows us to demonstrate what we already knew, that CapitalCare provides high quality care and services to the clients we serve," said Neumann.

The compliance reports as well as detailed information about the standards are available at <http://asalreporting.gov.ab.ca/astral/>.

*Tara Walsh, Performance Measurement Coordinator,
CapitalCare Corporate Services*

Return Undeliverable Canadian Addresses to:
CapitalCare Corporate Services, #900, 9925-109 St., Edmonton, AB, T5K 2J8, P.M. #40009256

About CapitalCare

Operating in Edmonton and area since 1964, 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.

Corporate Office

Corporate.....780.448.2400
info@capitalcare.net

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Dickinsfield.....780.496.3300
Grandview.....780.496.7100
Kipnes Centre
for Veterans.....780.442.5700
Lynnwood.....780.341.2300
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
- Long-term Care
- Respite Care
- Sub-acute Care
- Transition Program

Web site

www.capitalcare.net

People & Progress is published quarterly by Capital Care Group Inc. CapitalCare is the trade name for Capital Care Group Inc.

Submissions

Submissions to this newsletter are welcomed and encouraged. Please note that submissions may be edited. The next submission deadline is December 30, 2009.

Editor

Bernadette DeSantis 780.448.2425

Editorial Committee

Abigail Bailey, Shirley Barg, Betts Blakley, Iris Neumann, Lori White, Cindy Wilson.

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Tough times call for continued support

FALL IS ABOUT CHANGE, and at CapitalCare, we've had our fair share of change lately. No sooner had we returned from our summer holidays than we became inundated by pandemic preparedness, budget savings and changes to many of our long-standing activities.

Some things have changed for the better. For example, staffing has stabilized. While we continue to recognize staff for the good and valuable work they do, we are now spending less time and resources on hiring fairs, incentives or special training programs.

Other changes are harder to accept. In late summer, Alberta Health Services, of which we are a wholly-owned subsidiary, asked all departments to look for cost savings of three per cent to offset a projected deficit of \$1.3 billion.

Our executive team has been working hard to identify areas of significant cost savings. Our goal is to minimize the impact on staff and continue to provide a safe environment in which to live and work.

We decided not to purchase minor and major upgrade equipment for the remainder of this year, but we will continue to replace equipment that fails.

Another area identified for cost savings is our annual conference. It is with regret that our People and Progress Continuing Care Conference, which would have been in its 23rd year, has been cancelled for February 2010.

The good news is, in this difficult economy, people seem to understand the need to make responsible decisions. Still, we all want what's best for the people we serve. That's where fund raising comes in.

We are fortunate to be supported in our work by the CapitalCare Foundation. As you read through this issue of the newsletter, you will learn about all the different ways donations to The Foundation enhance the quality of life for people in our care.

On page 7, there's a story about our four new buses and the trips residents were able to take this summer in the community. More than half of \$300,000 it cost to purchase the buses came from The Foundation.

On page 13, The Foundation awarded \$53,500 in scholarships so that CapitalCare staff can pursue their educational and career goals.

On the back page, Run for the Brave, an example of the many events The Foundation puts on to build support for and raise awareness of CapitalCare in the community.

Perhaps the most important story is between pages 9 and 12. It's the names of donors to The Foundation. Without donors, CapitalCare would be a different world all together.

The CapitalCare Foundation, like so many charitable



Iris Neumann, CEO

organizations, has been challenged of late because of the downturn in the economy. In an effort to raise awareness of the needs of people in continuing care, The Foundation developed two new videos this summer. We had hoped to unveil the videos to supporters at our upcoming Christmas festivities. However, due to the risk of exposing large numbers of people, our staff and residents to influenza, these events have been cancelled until the new year.

I invite you, however, to view the videos on our web site. They are at once heart-warming and heart-wrenching. Heart-warming because you see people who need help to live life getting that help; heart-wrenching because you wish people could remain healthy and strong enough to continue living independently. I hope that all those who watch our videos will understand the needs of people in continuing care, the limitations of public funding, and the need for support from donors like you.

There are many ways to show your support for the work we do. Our next campaign is Christmas Lights. Donations to this campaign can be directed to the centre of your choice. Each centre has earmarked the funds for a specific need. In the past, donations to this campaign have paid for electric beds, tub room renovations and special equipment.

Another way to help is simply to attend the annual Valentine's Winemaker's Gala, February 10, 2010 at the Fairmont Hotel Macdonald. This elegant black-tie dinner is one of the only fund raisers where there is no fund raising at the event itself, just the pleasure of good food and wine in the company of loved ones. What better way to show your love, for one another, and for our community.

In this challenging year ahead, I hope you can find a way to continue supporting our work. I know I speak for our staff and residents when I say your support makes a tremendous difference.

My best wishes for good health through the holiday season and in the new year.

OUR MISSION

We are leaders in innovative and compassionate care, supporting the health and respecting the dignity of the people we serve.

OUR VISION

We are a community of excellence in continuing care: teaching, researching and learning to enhance quality of life.

WE VALUE

- the people we serve as our most important focus
- our staff, families and volunteers as our most important resources in fulfilling our mission
- partnerships in the community
- professional ethics in guiding our decision-making
- open and honest communication
- collaborative and cooperative teamwork
- lifelong learning, innovation and continuous improvement
- a safe, respectful environment within which to work, live and visit
- responsible use of resources, providing choices within these limits

2007 - 2010 STRATEGIC PLAN

Executive Management Committee has developed a strategic plan for CapitalCare which reflects our directions and priorities for the next three years. The strategic plan is shaped by our vision, mission and values, and reflects our partnership with Alberta Health Services.

The strategic plan is designed to maintain our role as leaders in continuing care during a time of significant staffing and other resource challenges. Our preferred future will evolve along the following key dimensions:

- **QUALITY** – Ensuring care and services are people-centered, safe, effective, efficient, acceptable, appropriate and timely.
- **ACCESS** – Ensuring the services we offer are obtained in the most suitable setting in a timely manner.
- **INNOVATION** – Promoting the development and implementation of new methods, techniques and systems to ensure quality and safety in care and services delivery.
- **RESEARCH AND KNOWLEDGE TRANSFER** – Creating, obtaining and transferring knowledge to improve the services we provide and to optimize the quality of life of our clients.
- **ORGANIZATIONAL CAPACITY** – Supporting staff through workforce planning, recruitment/retention, leadership training, staff development and communication.



Ask a Physician

What is the best defence against H1N1?

H1N1 IS AN OUTBREAK of influenza unlike any that we have seen for many years. Since this new strain of influenza first showed up in Mexico in April of this year we have been preparing for when it gets to Alberta. In Edmonton the number of cases went from sporadic to serious in the last week of October.

Although it is commonly called the swine flu, this new strain is actually a genetic mix of human, bird and swine influenza viruses. The proper name is now **Pandemic**

(H1N1) 2009 Influenza A.

It is still an Influenza A virus like those that go through our community most winters. The virus has some peculiarities but for the most part the signs and symptoms will be much like those of the influenza viruses from other years. The problem is that it is a very new mix and nobody has any immunity to this one, even if you have had influenza immunizations previously or even a real case of influenza before. Therefore it is the number of persons we expect to be affected that will put a severe strain on the health care system.

We know that, in contrast to seasonal influenza, which typically affects the elderly population more seriously, H1N1 will have a large impact in those 55 years of age and under. Since the majority of our staff is in the population anticipated to be affected, CapitalCare may face greater than usual staff illness. Experts estimate that health care agencies could be short in excess of 35 per cent of their staff due to H1N1.

Immunization is the best defense against Influenza A, including Pandemic (H1N1) 2009 Influenza A. It is a miracle of modern science that millions of doses of a safe and effective vaccine for a new virus can be prepared in a matter of months. This year every citizen should get the influenza immunization for both the seasonal strains and the Pandemic (H1N1) 2009 Influenza A. The immunization could be life-saving and the benefits far outweigh the risks. Side effects from the immunization can be serious, but are extremely rare.

As I write this, residents of CapitalCare who wish to be, have been vaccinated for the seasonal strains of influenza, and as Alberta's Chief Medical Officer of Health has indicated, will be offered the vaccine for Pandemic (H1N1) 2009 Influenza A as soon as it is made available to residents of continuing care facilities. Our staff are considered health care workers and therefore are now eligible to receive the H1N1 vaccine.

While the vaccine for Pandemic (H1N1) 2009 Influenza A became available after the virus was already widespread in the community, it should still have a major role in limiting the extent of the pandemic. Typically we have residents immunized in early October for the influenza that we normally do not see in large numbers until December or January.

We encourage all friends and family of CapitalCare residents to get the influenza immunization and to practice good hand washing. Use the hand antiseptic dispensers that you will see at the entrance to every facility and on every unit. We also remind friends and family to never visit when you have contagious illnesses of any kind, such as influenza or diarrhea.

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

Protect yourself & others from the flu



CAPITALCARE RECOMMENDS that staff get immunized against both the seasonal flu and the Pandemic (H1N1) 2009 viruses.

Immunization clinics were held for staff starting in October and continued through November.

In addition, staff were fitted with N95 respirator / masks. Respirators are required when providing care for a person with influenza-like illness, especially a person with a strong cough or sneeze.

"Safety first! That's the message we are sending to our staff, volunteers, residents, and family members this flu season," said Iris Neumann, CEO for CapitalCare.

Other precautions we can all take to prevent the spread of H1N1:

- Wash your hands frequently with warm water and soap or hand sanitizer. Clean your hands after coughing or sneezing or blowing your nose.
- Wash up after touching common surfaces such as phones, railings or work benches.
- Cover your cough with your upper shirt sleeve.
- Avoid touching your eyes, nose and mouth.
- Practice "social distancing." Avoid or minimize contact with infected people. Stay out of crowds.
- Minimize group meetings; use e-mails, phone conferences, web sessions and text messaging. If meetings are necessary, avoid close contact with others and make sure that the meeting room is well ventilated.
- Stay home from work if you have flu symptoms. These may include fever, runny nose, body aches, sore throat, cough, nausea, vomiting or diarrhea.
- Maintain a healthy lifestyle, paying attention to rest, diet, exercise and relaxation for good overall health.
- Get your flu shot.
- If your job is in healthcare, emergency response, corrections, law enforcement or other occupations that put you in close contact with sick people, find out about any special precautions or equipment such as respirators. Learn about isolation procedures and how to protect yourself and others.

Visiting residents during flu season

CAPITALCARE BELIEVES it is important for residents to maintain contact with their loved ones should an outbreak occur at any of our centres.

If you are healthy...

...we encourage you to visit. However, you may be required to follow infection control practices.

These may include:

- washing your hands
- wearing gloves, eye protection, a gown and/or a mask
- visiting only in resident rooms

Our staff will be able to support and guide you in making your visit a safe one.

If you are sick...

...we ask that you do not come to the centre. This is important to keep our residents and staff healthy during this flu season.

To limit the spread of infection...

...large group activities will not be held at any CapitalCare centre until the new year. This means we have cancelled scheduled visits by school groups, Remembrance Day activities and other seasonal activities, including Christmas social events.

Before you visit...

...check to see if the centre is affected by Influenza-like Illness (ILI). Each centre has an Influenza Information Line and is updated regularly. The same information will be available on our website and will be updated each week on Fridays.

Influenza Information Lines:

**CapitalCare CHOICE,
Adult Duplexes**
780.944.8685

CapitalCare Dickensfield, MPN
780.496.3247

CapitalCare Grandview
780.496.7185

**CapitalCare Kipnes Centre
for Veterans**
780.442.5750

CapitalCare Lynnwood, MPW, LHL
780.341.2337

CapitalCare Norwood
780.496.3280

**CapitalCare Strathcona, SACC,
LHS**
780.417.4351

www.capitalcare.net

Letters

To the wonderful staff and volunteers at McConnell Place North

The Family BBQ was great!!! Thank you so much. I know it requires extra work from many of you to put on special events like this and I just wanted to say THANKS! I am so happy that my mom has the opportunity to participate in extra-special events such as the BBQs, baking, harvesting, movie nights, outings and the many other events that I have not listed here.

It is very apparent to me that all of you care very deeply for the residents of McConnell Place, and I thank God everyday for that. It eases my mind to know that you are there caring for my mom.

My heartfelt thanks,
Cheryl R.

To Everyone at Laurier House Strathcona

There were so many people – way more than I can remember – who were a part of my mother's life over the last seven years, and our family would like to acknowledge their dedication and professionalism in taking care of Millie and the other residents at Laurier House.

Sometimes their work involved monitoring health care issues, but at other times it was helping with little things that made Laurier House feel like a home. Things like helping Millie find the right earrings or a sweater to wear for a special dinner, or dropping in to the room to say goodbye at the end of a shift or coming to visit when on maternity leave to show off the new baby.

These people, the nurses, the physiotherapists, the hairdresser, the receptionist, the caretakers and all the rest deserve our thanks for the work they do every day to create the best quality of life possible for the people in their care.

We also won't forget Millie's friends and neighbours, the residents at Laurier House. We have noticed on our visits indications that the residents have worked to provide the staff with input and assistance in order to make Laurier House a better place to live. And of course, as people spend time together in activities, or at meals and events, acquaintances become friends. All of these people have been a part of Millie's life and have made her time at Laurier House that much happier.

Millie's Family

To all the staff at the Kipnes Centre for Veterans, in particular Nelson House

My family and I send you our heartfelt thanks and appreciation for the tender loving care you gave Andy during his time with you. Your work is invaluable, and the world is a better place because of you. We shall always hold each and every one of you at Kipnes in our hearts with esteem and great affection.

Freda S.

I cannot express to you how much we appreciate the care, kindness, love and compassion you showed my dad Andy. He could not have been in a better place or with people who truly made it his home. I know that he in turn cared for each of you, which I am sure some of you received in hugs. You are all "angels" and are so appreciated by all of us.

Love Jim, Lesley, Hugh, Kristian & Richard

To all the staff at CapitalCare Norwood,

Simple words like "thank you" just don't seem to be enough to express the gratitude that we feel for the wonderful care our mother received during her stay at Norwood. Watching her go through what she did was the most difficult thing we had ever experienced. However, with the help of all of you, she was able to travel her final journey with the dignity and the self respect that not only meant a lot to her, but to all of us.

Again, thank you for all of the wonderful care and compassion that each and every one of you displayed and know that it will never be forgotten and that we will always be grateful.

Kindest regards,
The family of Caterina P.

To the staff and volunteers of 4th Parker Pavilion, CapitalCare Lynnwood

Thank you for the care you gave Mom. Everytime you took a few minutes to smile or talk with her, every time you were patient when she ate slowly, every time you touched her hand, you gave her a gift of kindness, which is really the best gift of all.

Thank you also for your thoughtfulness to us at the time of Mom's death. You helped make a difficult time a little bit easier.

Sincerely,
Anne's Family



McConnell Place North resident Alice Iskiw and summer volunteer Judith at the summer carnival August 6.

To Everyone at CapitalCare Lynnwood, 2nd Parker Pavilion

On behalf of our dad, papa and great-grandfather Sandy, we would like to thank you for your thoughtfulness and for the warmth you have shown to him in every kind work and deed throughout the past three years.

He enjoyed the humour, the dances, the interaction with staff. Dad often told us how well he was treated and how hard-working everyone was there. Even during the final stages of his life, you treated him with dignity, still making sure he was clean, fresh, and with his hair combed. Even after he passed away, staff came to say goodbye.

As well, all of you were kind to us, his family, especially during the last week of his life, when one or more of us were there around the clock. The time spent talking with us and making sure we were okay was so very much appreciated. Your hugs were warm and comforting.

Thank you for the love and concern shown to us. We will never forget you. You have been a blessing to our father and to us.

With love and appreciation,
Joyce and Wilson, Bob and Sharon, Darcy, Sandra, Kirsten, Jillian, Dylon, Robbie and Alyssa

To the staff of Main B, CapitalCare Dickinsfield

We wish to thank you all for the 24-hour care our mother received from December 2005 to May 2009 at her home away from home in Main B. We want to express our sincere gratitude for caring for her as if she were family.

The J. Family

To CapitalCare Corporate Services,

My brother and I would like to close this chapter of my mom's "stay" at CapitalCare Grandview by sending you her obituary. Unfortunately I don't have the contact information for all of the Grandview staff that we came into contact with over the past years, but we want all to know how much we admire and appreciate the "Great Ones of Grandview." We truly feel that the team at Grandview are really special and we stand by our comment: "We should all be so lucky to receive this quality of care."

Again with our thanks,
Tom and Jerry H.

Doreen H. died in her sleep on September 7, 2009 at the age of 94 years... Mom spent the last few years keeping everyone very much on their toes at CapitalCare Grandview. She also discovered a previously hidden talent for painting during her time there. The family would like to thank everyone at Grandview for their kindness, courtesy, friendship and professionalism. We should all be so lucky to receive this quality of care.

To the staff of Fraser House, Kipnes Centre for Veterans

Many thanks to all the staff involved in Bill's care. The care, understanding and patience given to Bill was excellent. The Kipnes facility and staff are the best.

Thanks very much,
Dave S.

Out with the old, in with the new

Dishwasher for Norwood;
Nurse call system for Lynnwood

ONCE UPON A TIME, in a continuing care centre not so far away, there lived an old dishwasher. For 36 years, in the dishroom at CapitalCare Norwood, the dishwasher labored away, cleaning a seemingly endless cycle of breakfast, lunch and dinner dishes.

As it got older and older, the dishwasher got grumpier and grumpier. It would spit steam, jam up and refuse to work for the poor support services staff.

Maintenance staff worked very hard to cheer it up and keep it running. But in September 2007, a brave manager named Walter Yau said, "That is enough. We can't keep using our best resources on a grumpy dishwasher that doesn't want to work anymore."

So Walter gathered a team of brave friends to fight for the dishroom and to find a new dishwasher. For 22 months, the brave team of friends (Bill Barnard, Toufic Kazma, Florence Yue, and Erika Washington) worked to find funding, develop a new room layout that best fit the tiny little dishroom, and listen to the needs and wants of dishroom staff.

Their biggest challenge was on the dish intake portion of the dishroom. They wanted to bring the carts of dirty dishes directly into the dishroom, but needed to have a spot for two people to scrape the dishes and a spot to soak the dishes. Walter, Toufic and Bill got a great idea to combine the scraping table and the soak sink into one new super sink.

On August 28, 2009, the old, grumpy dishwasher was retired and construction started on the improved dishroom with a brand new machine. For three weeks, a contractor worked to install the new dishwasher, replace

the flooring, and add the super new scrap/soak sink.

On September 23, the improved dishroom opened back for business with a much happier, hardworking dishwasher. Walter, his team of friends and all of Support Services celebrated the victory with a ribbon cutting ceremony.

This story is one of many happening around CapitalCare sites where we have been making upgrades at some of our older facilities. Another has been the introduction of cutting-edge nurse call technology.

On July 16, the staff on 4 Parker Pavilion at CapitalCare Lynnwood started piloting the new Ascom Medic Wireless handset that is tied into the nurse call system. Several CapitalCare sites have either Spektralink phones or NEC phones tied into their nurse call system, but this is the first time a wireless phone has been used in Lynnwood and the first time any Alberta Health Services site in the Edmonton region has used the Ascom phones.

CapitalCare Planning and Research spent over a year looking for the best phone technology for our needs. Staff at the other sites let us know that we needed to find a more robust, easier to use phone that would also improve safety. The features that made it stand out in the crowd of wireless phones are:

- Larger display screens
- Cell phone like controls and menus
- Hands free operation
- Water resistance



CapitalCare Norwood support and maintenance staff "retire" their old dishwasher after 36 years. From left to right: Walter Yau, Lois Mead-Leshenko, Debbie Cheng, Toufic Kazma, Bill Barnard, Chau Luu, Denise Drake, Rebecca Bongo, Delia Diaz, Tara-Lynn Courtepatte and Alexandra Wilk (kneeling).



Norwood's new dishwasher with combined scraping table and soak sink.

- Texting capabilities, and most importantly,
- The red panic button.

The red panic allows staff to quickly summon help from fellow staff members with two quick pushes of the button. The phone will automatically call all other team members' phones and allow the user in need of

help to talk hands free. CapitalCare Dickinson will be the next site to receive the new nurse call system.

*Erika Washington,
Manager, Facility Projects
CapitalCare Corporate Services*

Never too old to paint

Grandview art program on display at conference

CAPITALCARE GRANDVIEW was invited by Alberta Seniors and Community Supports to highlight resident artwork at the department's annual Seniors Services Conference held this year in Edmonton, September 24 & 25.

The conference was an opportunity for individuals involved in the seniors' sector to network and gain knowledge of what others are doing within the province. At the networking reception, delegates had the opportunity to view the artwork and talk with volunteer art instructor Jo-Ann Rasmussen and Sharon Holmes, a volunteer who helps with the program. The reception was a huge success with many organizations inquiring how to start such a program for their facility.

Jo-Ann has been volunteering at Grandview since October, 1998. For the past 10 years she has offered a weekly acrylic art class to geriatric residents whose diagnoses range from moderate to severe dementia, from Multiple Sclerosis to strokes. Each week, a group of residents gathers for art class where they receive careful guidance from Jo-Ann and other volunteers who help the residents discover their own artistic abilities.

Jo-Ann was nominated by Grandview this spring for the 2009 Minister's Seniors Service Awards, which recognize Albertans who volunteer their time to make a difference in the lives of seniors. It was through this nomination, the department became aware of Grandview's excellent art program.

*Dee Rea, Coordinator of Volunteer Services
CapitalCare Grandview*



CapitalCare Grandview's art program was on display recently at the annual Seniors' Services Conference in Edmonton September 24 & 25.



Resident Ed Craig pulls up carrots from the garden at McConnell Place North.

Harvesting the crop at MPN

Residents, staff and dedicated volunteers of McConnell Place North Alzheimer care centre welcomed fall by digging up potatoes, beets, carrots, onions and parsnips, harvesting the zucchini, beans, apples and rhubarb stalks, then preparing it all for our garden lunch on September 23. We cleaned, peeled and cut, we baked and cooked, we pickled and reminisced. To cap off the family-style lunch, we held our annual pie-judging contest. Winners were: 1st place – Pecan Pie; 2nd place – Carrot Pie; 3rd place – Peach and Berry Pie.

*Sherri Bessette, Activities Convenor,
McConnell Place North*



Resident Jean Fergusson and staff member Kathy Conway peel carrots for the annual garden lunch.



Dining al fresco at MPW

Residents from McConnell Place West Alzheimer care centre enjoy the last outdoor lunch of the summer August 27. Along with their lunch of hand-made sandwiches, garden salad, fresh fruit and punch, residents held a sing-a-long to "the oldies."



Strathcona "Beach" the place to be for fun in the summer sun



Volunteers and staff of Laurier House Strathcona put on a fashion show for residents August 25 with swimsuits borrowed from the University of Alberta's Department of Human Ecology. Elders recalled that the suits, spanning the period from 1895 - 1935, were hot and itchy and left everything to the imagination.

Meanwhile, Laurier House resident Richard Cunningham (left) cools his heels in the company of friends at Strathcona's sandy backyard beach.

Have bus will travel

Residents tour summer attractions in new buses

FOUR NEW CAPITALCARE BUSES hit the road this summer, allowing residents to enjoy out trips in the community. The 12-passenger, wheelchair-accessible buses were made possible largely through grants and donations.

The CapitalCare Foundation contributed \$185,000 towards the buses, which cost \$75,000 each. This included a Community Spirit grant of \$25,000. The Greater Edmonton Poppy Fund, the Korean War Veterans Association and the Wetaskiwin Legion contributed a total of \$45,000, while the Norwood Auxiliary raised \$10,000. The new buses replaced aging buses at four centres: Kipnes Centre for Veterans, Lynnwood, Norwood and Strathcona.

Each bus is customized to meet the specific needs of the centre's population. For example, plug-ins were added to the bus used by Norwood so that residents on a ventilator can charge their ventilators en route. The buses used by Lynnwood and Strathcona have foldaway seats and can accommodate passengers using wheelchairs or walking passengers. The seat belt system is much improved and makes it easier to secure wheelchairs.

"It's very important to access the community," says Ken Heatherington, a resident of Lynnwood. "It helps to stimulate the mind, and so it's very enjoyable to have the opportunity to go out."

*Tracey Mann, Recreation Therapist,
CapitalCare Kipnes Centre for Veterans*



Photo above: Kipnes Centre for Veterans staff bus driver Dwaine Ferguson (standing) assists resident Ron "No-Neck" Davis down from the new bus to attend the Run for the Brave August 22 at the Edmonton Garrison. A team of participants from Norwood also arrived by bus to attend the fundraiser. By the end of the summer, the Kipnes Centre had already put on 500 kilometres, taking residents on excursions to Elk Island National Park, football games, casinos, dinners, luncheons and on country drives.

The Kipnes Centre also received a \$200 donation from EPCOR on behalf of Doug Hughes, who volunteers in Leisure Services at the centre. EPCOR's Essential Volunteers Program recognizes the gifts of time, skills and talents that EPCOR employees give to the communities in which they live and work.



From left to right: Lynnwood residents Marie Taylor & Donalda Bley enjoying friends, fine food and a glass of wine at a supper outing to the Cheesecake Café August 26th.



Strathcona resident Neil Harskamp (seated) and Recreation Attendant Angelina Palmer enjoy a visit to the Edmonton Valley Zoo August 18.



Melanie Tymchuk (seated), a resident of the North Horizon's unit at Norwood, and Nursing Attendant Halina Cieply enjoy an out trip to Rundle Park August 27.

Remember your loved one on the Wall of Pride

NOVEMBER 9 MARKED the fourth anniversary of the opening of the CapitalCare Kipnes Centre for Veterans. The \$23-million continuing care centre for 120 Canadian war veterans was built through a combination of government funding and donations.

Even though the centre has been operating for four years, fundraising is ongoing. Initiatives such as the Valentine's Gala and the Run for the Brave contribute to the centre's fundraising goals as have many businesses, services clubs and individuals who have raised money for specific needs and programs.

Kipnes Centre residents enjoy beautiful, home-like surroundings, both inside the centre and outside. A new bus takes Elders on out trips in the community. Service Clubs and members of the military host social events at the centre, such as pancake breakfasts, pub nights

and dinners. The generosity of our supporters makes it possible for our war veterans to have an enhanced quality of life in their remaining years.

One of the ways you can show your support for these veterans, and, at the same time, honour the memory of a loved one, is to "Etch a Memory on the Wall of Pride."

The Wall of Pride is a free-standing structure made of individually-etched glass blocks and located in the memorial garden outside the centre.

Now you can honour the memory and commitment of those who served and continue to serve for our country.

To learn more, clip the coupon below or contact the CapitalCare Foundation @ 780.448.2413 or ccfoundation@capitalcare.net.



Etch a Memory on the WALL OF PRIDE



Etch a Memory in commemoration of your 'hero' and support the Kipnes Centre for Veterans

Now, you can honour the memory and commitment of our veterans who served and continue to serve valiantly for our country. The Wall of Pride is located in the memorial garden at the Dianne and Irving Kipnes Centre for Veterans. This is where inscriptions of family and friends of our Canadian veterans and others will be etched in place, recognizing and remembering the pursuit of freedom and joining those already remembered on this wall.

To order your etching complete the form below and mail with payment to:

Serving Those Who Served
c/o: CapitalCare Foundation,
#500, 9925-109 Street,
Edmonton, AB T5K 2J8

You will be contacted to finalize the details of your etching. The 4x8 blocks can include up to four lines of 11 letters per line and the 8x8 can include up to eight lines of 11 letters per line.

I would like to reserve a 4x8 etching (\$300 each) or 8x8 etching (\$600 each)

Contributor information: Mr. Mrs. Ms. Other (specify)

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Payment Information:

Memory Inscriptions:

@ \$300 each \$

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Total Enclosed \$

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CapitalCare Foundation reserves the right to refuse orders of questionable taste. Charitable Reg. No 13874 8835 RP0001



leaders in support of continuing care

Christmas Lights campaign hoping to raise \$90,000

THE CHRISTMAS LIGHT A TREE direct mail campaign celebrates its 20th anniversary this year.

This year's letter, which supporters will be getting sometime before Christmas, comes from the family of a resident at CapitalCare Lynnwood.

Older centres such as Norwood, Lynnwood, Dickinsfield and Grandview are in need of equipment and modernization.

The letter tells how one family's transition to long-term care was made easier because of the care and attention of staff and because of the comfortable surroundings and activities CapitalCare is able to provide.

Over the many years the CapitalCare Foundation has held this campaign, you have supported us with total donations of over \$1 million.

With these funds we have provided electric beds, electric lifts, specialty chairs, equipment and renovated and decorated throughout our 11 centres.

Last year over \$66,500 was raised; this year we are hoping to raise \$90,000.

I know times are tough for many people this year, and so I thank you in advance for considering a donation to support CapitalCare programs and services. Your support truly makes a difference to the people in our care.

To learn more, please contact me at 780-448-2424.

Cindy Wilson, Fund Development Officer, CapitalCare Foundation

We are very grateful to the following

Donors for their contributions to the needs of CapitalCare residents and clients from July 1 to September 30, 2009.

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Thank you ...

...to over 30 CapitalCare staff who volunteered for the CapitalCare Foundation's bi-annual casino July 26 and 27th. The Foundation raised \$75,000 towards the purchase of electric beds and equipment at our sites.

- Shirley Barg
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Donor recognition books updated

THE LEATHER BOUND BOOKS on display at each CapitalCare centre have been updated to include the names of new supporters who have donated a total of \$125 or more, and those who have moved to a higher donor level since last year.

Donors are encouraged to look through the books and to notify the Foundation of any errors or omissions.



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

CapitalCare
FOUNDATION
500, 9925-109 St
Edmonton, AB T5K 2J8
Tel. 780.448.2413
Fax 780.496.7148
ccfoundation@capitalcare.net

Foundation awards \$53, 500 in scholarships to CapitalCare staff

THE CAPITALCARE FOUNDATION awarded eight scholarships totalling \$53,500 to CapitalCare employees in September.

Five scholarships of \$8,000 each were awarded to staff to take the Licensed Practical Nurse (LPN) Program through NorQuest College.

The recipients of the LPN Scholarship are:

- Karen Batacan, Nursing Attendant (NA), CapitalCare Lynnwood
- Lynette Drouin, NA, CapitalCare Dickinsfield
- Maria Tudtud, Care Housing Attendant (CHA), Laurier House Strathcona
- Anjula Narayan, CHA, Laurier House Lynnwood
- Tara Fithen, CHA, Laurier House Lynnwood

As well, Clare Princent, an LPN from McConnell Place West, received a scholarship for \$7,500 towards a Registered Nurse program. And two Graduate Scholarships valued at \$3,000 each were awarded to Jim Tweddle, Manager of Laurier House Lynnwood and Trish McGrath, Manager of CHOICE Dickinsfield and the Adult Duplexes.

The CapitalCare Foundation raises funds to provide financial resources that help CapitalCare staff access training and educational opportunities.

To date, The Foundation has raised \$112,000 in eight years through the Educational Scholarship Program.

Scholarships help to attract and retain staff, increase career opportunities for staff and, most importantly, have a positive effect on our residents.

"With the cost of tuition rising, as well as the demand for skilled health care workers, these scholarships give caregivers the opportunity to increase their knowledge and develop their careers," says Anne Forge, Director of Human Resources for CapitalCare. "At the same time, CapitalCare benefits from having increasingly skilled staff who are familiar with the organization's residents, expectations, and processes."

Scholarship recipients are required to fulfill a two-year return-of-service requirement upon accepting the scholarship.

This valuable program is made possible thanks to the generosity of donors.

*Natalie Zacharuk, Manager,
Recruitment & Workforce Planning,
CapitalCare Corporate Services*



From left to right: Lynette Drouin, LPN scholarship recipient, with Georgette Durand, a resident at CapitalCare Dickinsfield.

Licensed practical nurses moving up

LYNETTE DROUIN DIDN'T HAVE TO leave the building to go back to school. The LPN scholarship recipient is one of two CapitalCare Dickinsfield staff members taking the Practical Nurse Program in a classroom at the centre.

NorQuest College began offering the Practical Nurse Program at Dickinsfield last year as part of a pilot project to give nursing students practical, hands-on experience with the elderly and disabled people living at the centre. At the time, CapitalCare had 38 LPN vacancies.

A 3,500-square-foot storage area in the basement of Dickinsfield was retrofitted as a classroom, complete with computers, desks and hospital beds. The new classroom and lab opened to students on January 7, 2008.

"We believe that the more students are exposed to opportunities in a continuing care setting, the more they will be interested in continuing care as a career of choice," Iris Neumann, CEO for CapitalCare, said at the time.

Sheila da Cruz Almeida was among the first 26 students to graduate in August, 2009. A teacher and mother of two, Sheila had been working part-time in support services at Dickinsfield when the opportunity came up to take the Practical Nurse Program on-site. Nearly two years later, she's moved up from the basement to unit 2D as an LPN.

Says Sheila: "It's awesome. I feel that I've grown as a person and am utilizing my full potential."

For Lynette Drouin, going back to class is another leg of the accelerated career journey she's taken over the past year. Last summer, Lynette had been at home raising two boys when the opportunity came up to get into health care. CapitalCare was offering a learn-while-you-earn program to train people with no previous experience to become Nursing Attendants. She enrolled in the six-month program at CapitalCare Lynnwood and graduated this spring.

She immediately started working as a Nursing Attendant at Dickinsfield and was encouraged by her manager to apply for the LPN scholarship.

Although she's had to give up her position to go to class, Lynette still works casual, and says she's grateful she can maintain relationships with the residents while taking an education break.

Moving up to becoming an LPN will mean increased responsibilities as well as an increased salary. Nursing attendants at CapitalCare make between \$16.83 to \$20.51 per hour, depending on level of certification. LPNs make from \$21.92 to \$28.44 per hour. While nursing attendants typically concentrate on providing personal care to residents, LPNs have the training to take on more advanced duties, including medication administration, wound care and certain assessments.

CapitalCare encourages LPNs to work to full scope of practice. To that end, Care Managers, Best Practice Leaders and Centre Educators at each site support LPNs to develop their skills to enable them to practice at full scope.

"LPNs have told us that they get greater job satisfaction when they can use all the skills they have learned," says Anne Forge, Director of Human Resources. "The benefit to CapitalCare, our residents and clients is consistency in caregivers and enhancing clinical skills at the unit level."

For further reading on LPNs working in continuing care, please see the feature article in this issue of *Care*, a newsletter by the College of Licensed Practical Nurses of Alberta.

*Bernadette DeSantis, Communications Manager,
CapitalCare Corporate Services*

The Barry Runnalls Legacy Fund was established in March 2007 on the occasion of Barry's retirement as Director of Fund Development for the CapitalCare Foundation.

The fund supports educational opportunities for staff at CapitalCare's 11 sites.

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)

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Charitable Registration No. 13874 8835 RR0001



CapitalCare Norwood resident Joanne Charchuk plugs her tracheostomy to speak to a supporter after completing the Run for the Brave.

Persistence pays off for Norwood in Run for the Brave

CAPITALCARE NORWOOD made a strong showing at this year's Run for the Brave, raising nearly \$2,000 for the centre.

"The heartbeat of our group was Joanne Charchuk," says Recreation Therapist Carolyn Taylor. "She looked beyond her own barriers to not only finish the race, but raised \$575 all on her own."

Joanne, 71, is a resident of Red Eagle Ridge. She is legally blind and requires a respirator. An experienced race participant prior to moving to Norwood in 2007, Joanne was apprehensive about going the 5km distance.

Joanne used her sponsors as a source of motivation. By enlisting the help of unit clerk Iris Fendlet, Joanne created a fundraising hub on the unit. Working with administration and recreation staff, Joanne reached out centre-wide to families and residents to bring more visibility to the race, as well as put a face to the

team members within the centre.

"I wanted to prove to myself that I can still do what I'm passionate about."

During the race Joanne persevered and walked the entire 5 kms without using her stand-by wheelchair.

"There was no pressure to come in first. We enjoyed ourselves and kept the motivation alive within the team one step at a time."

Being congratulated and encouraged along the way by runners, volunteers and walkers, including MP Laurie Hawn, who stopped to share his own story of perseverance, gave Joanne the extra boost to cross the finish line on foot alongside her teammates. When asked if she would do it again Joanne replied, "No question about that!"

Carolyn Taylor, Recreation Therapist, CapitalCare Norwood

People & Progress conference cancelled for 2010



Scott Matheson (right) and Ann Van Dewark at the 2009 Valentine's Winemaker's Dinner at the Fairmont Hotel Macdonald.

February gala an opportunity to show your love

THE PEOPLE AND PROGRESS Continuing Care Conference and the Volunteer, Auxiliary and Family conference have both been cancelled for 2010.

Alberta Health Services, which is facing a deficit of \$1.3 billion, asked its subsidiaries to forego conferences for the 2009 - 2010 budget year.

The People and Progress conference has been the CapitalCare Foundation's primary way of supporting education and development for frontline caregivers, volunteers, auxiliary members and families.

In light of the conference's cancellation, The Foundation is shifting its focus to the February 2010 Valentine's Winemaker's Gala.

In the past, funds raised from this event have supported Alzheimer's care throughout CapitalCare centres. This year, a portion of the funds raised will go towards staff education.

"We're asking donors and sponsors who have supported CapitalCare's educational activities in the past, to consider sponsoring or attending the Valentine's Winemaker's Gala," said Foundation chair Scott Matheson.

The 13th annual Valentine's Winemaker's Gala takes place February 10, 2010 at the Fairmont Hotel Macdonald in Edmonton.

"This elegant black-tie event is for lovers of food and wine as much as it is an evening to celebrate love for

one another and for the community," Matheson said.

The evening begins at 6:00 pm with a cocktail reception and is followed by a four-course meal, each one paired with a wine chosen by a featured winemaker.

"Between the wining, the dining and the good company, we are treated to stories of love sustained through the ages.

"It's one of the only fundraisers you can go to where there is no fundraising, only the cost of the event and the promise of love celebrated and renewed," Matheson said.

In addition to supporting staff education, funds raised from this year's gala will also be used for resident activities and comforts at all sites, as well as major renovations at CapitalCare Lynnwood and CapitalCare Dickinsfield, two of CapitalCare's oldest facilities.

"CapitalCare's residents and clients are not just people with health needs. They are someone's loved one: a husband to some, a mother to others or perhaps a lifelong friend," said Matheson.

"Staff show their love by helping the people in their care live richer lives. You can show yours simply by sponsoring and/or attending the Valentine's Winemaker's Gala."

Bernadette DeSantis, Communications Manager, CapitalCare Corporate Services

"It's one of the only fundraisers you can go to where there is no fundraising, only the cost of the event and the promise of love celebrated and renewed."



We're sorry!

THE 24TH ANNUAL PEOPLE & PROGRESS CONTINUING CARE CONFERENCE FEBRUARY 2010

has been cancelled

Please consider making a donation to the CapitalCare Foundation in support of staff education

For more information please contact 780.448.2413 • ccfoundation@capitalcare.net • www.capitalcare.net



leaders in support of continuing care

Ducks don't stand a chance against KCV sharpshooters

Resident Herman Parchman, assisted by Recreation Attendant Ethel Keats, takes aim at a wooden duck. The shooting event was one of ten different events that made up the first annual Seniors' Games, held July 15 at the Kipnes Centre for Veterans. Other activities included bowling, fishing, soccer, hockey, volleyball, horseshoes, bocce ball and bingo. Elders living at the centre as well as those attending the Day Program enjoyed the games and BBQ organized by staff and summer volunteers, and the children from the YMCA daycare came out to play too!

*Avalon Thorne, Recreation Therapist,
CapitalCare Kipnes Centre for Veterans*



Norwood trials art therapy program

CapitalCare Norwood is trialing an art therapy program for residents in units such as North Horizons (Brain Injury), Red Eagle Ridge (Chronic Ventilator), Long Term Care (2 North) and Transition (3 AMP). Each participant works to their own abilities. All participants have expressed how important this program is for them and many have shown improvement in both ability and mood. Participants say the program gives them a chance to express themselves using a variety of creative methods.

*Carolyn Taylor, Recreation Therapist,
CapitalCare Norwood*



Grandview gunfighters feelin' O.K. coralled in saloon for annual western BBQ

No strong winds could cool down the annual Western BBQ August 18 as the outdoor event "mosied on" inside. Residents, families and staff alike joined to listen to the lively country music tunes by the Country Trio while enjoying a cowboy lunch of baked beans and burgers with all the "fixins."

Summer volunteers snapped away at the Western-themed photo booth taking pictures of residents and staff dressed up in their favorite country western outfit. A few residents stepped right up for a personalized "Wanted" poster.

*Carolyn Taylor,
Recreation Therapist,
CapitalCare Grandview*



Photo far left from top left corner: Alissa Dion, Cheryl Legere, Lynn Fiddler, Betty Tyszkiewicz, Carolyn Taylor, Wendy Hammer.

Photo left: Dorothy Coombs



Ethel Ethics

Can you force a person to eat just to keep them alive?

MY MOTHER HAS END STAGE DEMENTIA and is refusing to eat or drink. Mom will push the glass or spoon away or turn her head away from us when we try to feed her. She refuses even her most favorite goodies brought from home. She has lost a tremendous amount of weight and she is sleeping through much of the day. She is no longer able to walk and does not appear to know any of the family that comes to visit. The physician tells me Mom is nearing the end of her life and that comfort and quality of life should be most important in her final days. I understand she could have a tube placed in her stomach to give her food and fluids. My fear is that my mother will die if she does not eat or drink.

Eating can be a very important part of our social, emotional and physical well being. As a society we often think of food and hydration as life sustaining. It can be very distressing when a resident is not able to get sufficient nourishment.

When a person with a progressive disease such as dementia refuses food or drink there may be several reasons. A resident may no longer feel hunger or thirst; perhaps there is no recognition of the need to eat or drink. The connection between the brain and mouth can be affected where food or drink can no longer be swallowed safely, placing a resident at risk for pneumonia. It is also thought perhaps food is one of the last things a resident has control over at the end of life.

It is important to ask your loved one if she is hungry or thirsty. Often a resident may not be able to communicate verbally but may push food away or shake their heads when food or fluid is offered. It is not uncommon for individuals in

the end stages of dementia to clamp their teeth together or purse their lips when a spoon or glass is brought towards their mouth. As distressing as this may be to watch as a loved one, a resident may reach a point in their dementia where he/she no longer recognizes food or drink when it is offered.

Something to consider when thinking about a tube feed for your loved one: is this something this resident would want? A tube feed can prolong a resident's life by providing nutrition; however, would such a procedure improve their quality of life? Feeding someone with end stage dementia by tube feed will not change their ability to walk, or improve the quality of visits with their loved ones. The sole purpose of a tube feed is to provide nutrition. Unfortunately, placing a tube feed will not stop the progression of dementia. It is important to review any advanced directives a person may have created in the past. This may help guide you in their wishes regarding end of life decisions around a feeding tube.

While we cannot change the outcome of dementia, we can help promote quality of life when visiting a loved one near the end of life. Often quiet visits can be an area to concentrate on as we often cannot change how dementia affects a person. Some suggestions are hand massage with lotion, a touch on the arm, conversation, looking at pictures, favourite music. This may help to give you and your mom some comfort in your visits.

Ethel Ethics

Is your language creating a relationship wound?



Jim Thomson

LISTEN CLOSELY to the key words used in health care environments between any combination of residents/clients, family/friends, and staff/volunteers, especially when some level of frustration, anxiety, unhappiness, uncertainty, worry, anger or fear is underlying the communication.

Listen and you will often hear certain words more than others; words like concern(s), issue(s), problem(s). These words can fall off our tongue without us being aware of how they can negatively affect our listeners and the future direction and tone of the conversation.

For example, I have observed at some Resident Care Planning Conferences, with the resident's family present, where a staff member will announce, "Here are the problems we are having with your dad," and I have watched the family's faces turn to frowns and one of the family sadly respond, "Is my dad a problem for you?" The staff member back-tracked by saying, "I did not mean it to sound that way," but by then the damage had already been done.

Families do not want or need to hear that their loved ones are the source of problems for us or that we have, issues or concerns with the person. Indeed, the use of these words often leads to increased tension and a negative change in the tone of voice used as the conversation progresses. This can ultimately make a situation that should have been fairly easily addressed become a situation that requires a lot of work to heal the relationship wound.

My recommendation is for all persons in health care environments to replace words like problem(s), concern(s) and issue(s) with the word need(s). Unmet needs are ultimately the source of any problem, issue or concern. So, in the same example above, the staff member could begin with, "Here are the needs we have identified for your dad and the care plan we have in place to address those needs." Can you hear and feel the difference?

The first advantage to need/unmet need language is that it gets immediately and effectively to the heart of the matter. That is, some need exists that is not being met.

The sooner we can identify and acknowledge the unmet need, the sooner the need will be satisfied, when it is possible to satisfy.

The second advantage of this language is that the word need is a remarkably neutral word. It is normal to have human needs. But we can and do feel, at times, uncomfortable, singled-out, defensive, or unfairly labeled when others identify our needs/unmet needs as problems, concerns or issues.

Humans are also creatures of habit and language use and patterns are one of our biggest habits. The words we use are hard habits to break. But the right words can make a positive difference. When you find yourself about to speak words like problem, issue or concern stop for a moment, then ask yourself, "How can I state this in the more neutral and the more effective language of a need /unmet need?" And sometimes we may need to do a bit of detective work to discover what the real need is.

Once you begin using this more neutral and more effective language, it becomes easier to use until it becomes a habit. You will have replaced a language that is often perceived as hostile and ineffective with a neutral and effective language.

The language of problems, issues, and concerns acts like sand, like an irritant thrown into the gears of the health care environment, grinding on human relationships. The language of needs/unmet needs, works like a lubricant in the gears of the health care environment, assisting human relationships to run more smoothly.

Jim Thomson, Registered Social Worker
CapitalCare Lynnwood

Make a will, or the state will make one for you



A message from the CapitalCare Foundation.

YOU SHOULD HAVE A WILL. A Will is a legal document that specifies who gets what (and how) at the time of your death. With a Will, you get to exercise a valuable right. You distribute your property and possessions the way you want.

Having a lawyer prepare your Will may improve the likelihood that your Will does what you want and that all legal requirements are met.

Through your Will, you decide who will receive your property and possessions when you die. That's the most important reason for having a Will. If you die intestate (without a Will), provincial law will determine where your property and possessions goes.

Ordinarily, that means family members will receive your property and possessions. If, for example, you are married and have children, your spouse will receive a certain portion and your children, another portion without regard to special needs. Without regard to your wants.

With a Will, you can, within certain limits, do what you want with your property and possessions. You can give all your property and possessions to your spouse. Or only some of it. You can provide for your children on an individual basis. You can make specific gifts.

Your Will, however, lets you do more than direct the distribution of your property and possessions. Your Will affords you several other advantages.

With a Will, you can make sure that your family has the income it needs, without waiting. Without a Will, your assets may be

"frozen". And a court's approval may be needed before money starts flowing to your family.

In your Will, you name an executor. Your executor carries out the provisions in your Will.

Your executor's job can be difficult. Generally, the larger your estate, the more complex the job. Tax returns must be filed. Assets must be invested. Property and possessions must be valued. In most cases your Will must be probated. A knowledgeable executor can save your estate money, and make matters easier all around.

You can use your Will to make a gift to the CapitalCare Foundation. Your estate gets a charitable tax credit for your gift to us. And the time and form of your gift can be adjusted to meet your family's needs.

You can make an outright gift. That's the easiest, and helps us at once.

You can also make a deferred gift. Deferred gifts come in many forms. In one form, you set up a special trust in your Will. The income from the trust goes to your spouse or children (you can name anyone). When the trust ends (you decide when), we receive the property and possessions that's left. By deferring your gift you can take care of family needs first, and then help us later.

The CapitalCare Foundation will put your money to good use. You know that. As a result, we are most flexible in working out gifts that help us both. We understand that your family comes first. But we can show you ways that you can help us in your Will, too.

Don't delay. If you don't have a Will, talk to your lawyer.

Just don't ignore the advantages a Will offers. They are valuable indeed. Your family will thank you for your foresight.

New legislation brings clarity to decision-making



Mary Anne Jablonski

MANY ALBERTANS VALUE their independence and want to make their own decisions for as long as possible. The Alberta government is helping Albertans do just this with the new (AGTA), which came into effect on October 30, 2009 and replaced the 30 year-old (DAA).

I believe this is good legislation that better addresses the current needs of Albertans by providing more decision-making options and safeguards to protect vulnerable adults who no longer have the capacity to make all of their own decisions.

Decision Making Options under AGTA

- Supported decision-making – if an adult has the capacity to make their own decisions but would like some help, they can sign a regulated form that authorizes someone they trust to be their "supporter". The adult can give their supporter legal permission to access relevant information that might otherwise be protected under privacy laws.
- Co-decision-making – is an alternative to full guardianship for adults whose ability to make decisions is significantly impaired, but can still make decisions with good support and guidance. The assisted adult must agree to the arrangement and to the person who is appointed as their co-decision-maker.
- Guardianship – if an adult lacks the capacity to make personal decisions, the Court may appoint a guardian to make decisions for them. A guardian can make decisions in areas such as health care, where the adult can live, who the adult associates with, social activities, education, employment, legal matters or any other personal matters.
- Specific decision-making – is designed to provide timely decision making services for adults who do not have the capacity to provide informed consent for health care decisions or temporary admission to, or discharge from, a residential facility. Health care providers may select someone from a ranked list of family members to make the decision for the adult.

Trusteeship

If an adult lacks the capacity to make their own financial decisions, the Court may appoint a trustee or the Office of

the Public Trustee as a last resort. One of the changes to trusteeship is allowing individuals who live outside of Alberta to be trustees.

Capacity Assessments

The new AGTA introduces a more standardized and rigorous process for capacity assessments to protect an individual's rights while also providing clearer guidance for the health care professionals conducting the assessments. Additionally, the application process has been changed to ensure that the proposed represented adult's views on the co-decision-making, guardianship or trusteeship application are heard and made available to the Court.

Protective Measures

The new AGTA also includes more protective measures including enhanced suitability screening of a new co-decision maker, private guardian, or trustee and a formal complaint and investigation process. Interested persons, including the assisted or represented adult, can submit a written complaint to the Office of the Public Guardian.

For more information on the new AGTA, go online to www.seniors.alberta.ca/opp or call toll-free 1-877-427-4525.



Your turn...

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

Please send your questions to:

Ask the Experts
c/o The Editor - P&P Newsletter CapitalCare
500, 9925 - 109 Street
Edmonton, AB T5K 2J8

E-mail: info@capitalcare.net



Farewell to Auxiliary founder

CapitalCare Dickensfield Administrator Francine Drisner (centre) bids farewell to the founder of its Auxiliary August 21 at a potluck attended by staff, volunteers, Auxilians, residents and families. Simone Godbout (left) and her daughter Jeanne (right, seated) retired to B.C. this fall after serving Dickensfield for more than 30 years. Simone was instrumental in bringing the Roman Catholic mass to the centre. Jeanne volunteered with the Spiritual Care team. Their contributions are greatly appreciated and they will be missed by all.

Summer students learn long-term care centres are homes, not hospitals

CAPITALCARE BID FAREWELL to nearly 20 students working throughout the organization this past summer.

Among them was University of Alberta history student Sara Sherman, who worked at CapitalCare Strathcona under the Summer Temporary Employment Program. The government-funded program helps post-secondary students gain work experience in their chosen field of study.

Wary at first of working in a long-term facility, Sara was eager to return to Strathcona for a second summer.

"I wasn't so sure that I would enjoy my experiences here because I feel uncomfortable in hospitals," she said. "But when I had a tour of this facility I felt at home in an instant."

"I wasn't so sure that I would enjoy my experiences here because I feel uncomfortable in hospitals. But when I had a tour of this facility I felt at home in an instant."

Sara shared positions between Recreation and Volunteer Services. In volunteer coordination, she updated the volunteer roster database, interviewed and orientated new volunteers, and helped the Coordinator of Volunteer Services manage the volunteers. She assisted with running activities programs as well "The management experience that I gained with the volunteers

will be an invaluable skill in my career as an urban planner, because I will have to communicate with and coordinate many people to get a job done," Sherman said.

Among the fringe benefits of the job, Sara says she enjoyed learning about Alberta's history first hand from the residents. Spending time on the long-term care unit gave her a better understanding of dementia and has helped her become closer to her own grandparents.

Sara enjoyed her experience so much that she continues to volunteer throughout the school year by bringing in her two dogs to visit.

CapitalCare benefits from the STEP program as well, says Natalie Zacharuk, Manager of Recruitment and Workforce Planning for CapitalCare. "Students accomplish a lot of work, bring new perspectives to the work we do and are exposed to careers in long-term care," says Zacharuk. "It's important for us, as an employer of choice, to build up a workforce for the future."

CapitalCare employed a total of eight post-secondary STEP students this year at Norwood, Dickensfield, Lynnwood, Kipnes Centre, Grandview, Strathcona and Laurier House Lynnwood campuses, as well as its Corporate Services office.

In addition to the STEP students, CapitalCare employed 12 high school student interns under the CAREERS: Next Generation Program. This program provides career-oriented internships for high school students hoping to work in health sciences in the future.

Interns work in various roles throughout the organization such as Service Aides, Food Service Clerks and Recreation Aides. They are paid for their summer employment and are welcome to stay on in a part time/casual position after their work period. As a benefit in addition to salary, CAREERS interns also receive 10 high school credits for their positions with CapitalCare.

For information on summer student positions including volunteering, visit www.capitalcare.net. For more information on CAREERS: The Next Generation Program, visit www.nextgen.org

Jeffrey Wood, STEP student,
CapitalCare Corporate Services



Summer student Sara Sherman (right) on an out trip to the Valley Zoo with CapitalCare Strathcona resident Allen Karpoff.

Farewell to...

...**SHERIE HOUGH**, who retired from her position as Executive Associate August 28 after nearly 20 years with CapitalCare.

Sherie worked in Executive Office at Corporate Services for the past ten years and was a member of the Executive Management Committee.

During that time she worked with three CEOs, four finance directors, three human resource directors, two medical directors and the list goes on.

She spearheaded the corporate awards and employee recognition programs, and was instrumental in formulating many policies and procedures.

For ten years, Sherie had been the chair of the long-running, annual People and Progress Continuing Care Conference.

Before transferring to Executive Office, Sherie, a physiotherapist, was the Manager of Rehabilitation



Sherie Hough

and Volunteer Services at CapitalCare Lynnwood.

Sherie and her husband Peter moved to Calgary where Sherie will be busy assisting with her daughter's business, and spending time with seven grandchildren who live in Calgary, Ottawa and Australia.

CapitalCare staff in the news

CapitalCare is participating in the Long Term Care RAI Quality Improvement & Measurement Project, sponsored by Alberta Health & Wellness. The goal of the project is to use RAI 2.0 data to improve quality of care. Funding has been provided to hire Long Term Care Quality Consultants to work with facilities to strengthen their quality improvement programs using RAI data. A portion of this funding will be used to cover CapitalCare quality improvement activities and a portion will be used to provide support to other long term care facilities in the Edmonton Zone. Bonnie Roberts and Andrea Wiebe, RAI/MDS Coordinators for CapitalCare, as well as Barb Potter, Practice Coordinator at CapitalCare Lynnwood, will provide quality improvement support to CapitalCare and other assigned facilities.

CapitalCare Physical Therapist Su Ling Chong, received an award from the Spinal Cord Injury Treatment Centre Society this fall for her contributions to research in spinal cord injury. Chong splits her time between the sub-acute unit at CapitalCare Grandview and the Centre for Neuroscience at the University of Alberta. The award was handed out at the 7th Annual Alberta Rehabilitation Coordinating Council Awards Dinner September 18. The ARCC's annual awards dinner is an opportunity to honour professionals and support personnel who have provided exemplary service within their respective fields.



Su Ling Chong



Staff of CapitalCare Dickensfield show their appreciation for donations to the staff education fund, which enabled 14 nursing attendants to attend NorQuest College's Health Care Aide Conference October 2. Photo above from left to right: Mary Long, Rowena Manuel, Colleen Ulch, Saba Admasu, Melissa Travassos. Photo below from left to right: Maria Matal Sol, Bonny Yin, Nadine Houghton, Rayann Brown.



Welcome ...

...**LORI WHITE**, who accepted the position of Executive Associate in the Executive Office, effective October 5.

Lori had been a Care Manager at CapitalCare Grandview for the last six years.

Before joining CapitalCare, Lori, held nursing management positions with ParaMed Home Health Care (a division of Extencare Canada Inc.) and Edmonton Nursing Services.

Lori is a Registered Nurse with 30 years' experience, with a major focus on geriatric care in the institutional, teaching and homecare environments.

We look forward to her sense of humor, her calm approach and her knowledge of long term care as she joins both EMC and the Executive Office team in her new role.



Lori White

Following Lori's appointment as Executive Associate, Bev Thomas, became the Care Manager on 2AB and 2CD at Grandview and Linda Murray will now assume her Best Practice Leader position on a permanent basis.

CapitalCare was honoured by the Faculty of Physical Education and Recreation at the University of Alberta October 2 for its support of the faculty's Professional Practicum. Since 1984, over 2,200 Recreation, Physical Education and Kinesiology undergraduate students successfully complete the Professional Practicum. CapitalCare staff have supervised 37 students over the past 16 years. Patti Balance, Practice Leader (Rehabilitation) for CapitalCare and Bev Friske, Recreation Therapist at CapitalCare Grandview attended the ceremony.



Patti Balance

Welcome...

... to all new residents, families, staff, volunteers and donors who have joined CapitalCare since the last issue of the People & Progress newsletter.



What do you think...

...about this newsletter?
...about what you'd like to see in it?

Please send your questions to:



Ask the Experts
500, 9925 - 109 Street
Edmonton, AB T5K 2J8
E-mail: info@capitalcare.net



Jessica Hachey, racer 1456, went on from the start of the 10K Run to win the race in the female division. Geoff Ulrich won in the male division and Nicholas Martin won in the youth division.

Run for the Brave raises over \$16,000

THE RUN FOR THE BRAVE 10K Run and Family Fun Walk (formerly Tanks 'n Tags), continued to break records, raising \$16,198, up from over \$12,500 last year, and attracting 160 participants and 50 volunteers to the August 22 event at the Edmonton Garrison.

The event has traditionally been a fundraiser for the Kipnes Centre for Veterans. This year, staff and residents of other CapitalCare centres could designate their pledges to the centre of their choice. The Kipnes Centre received the highest amount of pledges, raising \$5,269. Staff from the centre also took home "Tank" the bear for having the highest number of participants and volunteers.

Other centres making a strong showing were Dickinsfield, Norwood and Lynnwood Campus. Dickinsfield's team of nine staff and family members raised \$495 for the centre's beautification project. Norwood's team included two residents who completed the 5K walk. The team raised \$1,916 for Norwood. Lynnwood Campus raised a total \$2,082.

Prizes were given to the top three fundraisers and all were CapitalCare staff. Anne Forge, Director of Human Resources, and her husband Nigel took the top prize raising \$2,410. Terry deVisser raised \$1,538 and Christie Badach and her husband Tony raised \$1,070 for McConnell Place West.

Adding to the enjoyment of the event, members of the military displayed several vehicles, including a ladder truck and two armoured vehicles, aboard which the children enjoyed climbing. The younger kids played in the bouncy castle provided by the Edmonton Oil Kings. Everyone enjoyed the post-race pancake breakfast cooked up in the field kitchens parked at the fitness centre. As well there were cool treats from St. Albert Dairy Queen and players from the Edmonton Capitals signed autographs.

Dickinsfield Volunteer Coordinator Sandra Troughton was the winner of the weekend for two in Jasper, compliments of Mountain Park Lodges.

The CapitalCare Foundation thanks all sponsors of this annual event: ATCO Gas, Capital Packers, EZ Rock 104.9 fm, Fantasyland Hotel, Horizon Milling, the Running Room, Sysco and the met agency.

For more photos, please view the photo gallery at www.capitalcare.net.

*Bernadette DeSantis, Communications Manager,
CapitalCare Corporate Services*



Kipnes residents (from right to left) Melvin Lund, Ron Davis and Henry Henkel cheered participants from the sidelines, assisted by volunteers from the centre and from the military.



The team from Norwood is triumphant crossing the finish line after completing the 5K walk. They are (from left to right) resident Mary Trenholm (seated), Recreation Therapist Carolyn Taylor, volunteer Melvin Creighton, staff member Wendy Larose and resident Joanne Charchuk.



Daniel Bailey, 10, gets into the military spirit while volunteering at the event.