

Living our Values



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Put People First, Balance Living with Safety

The Kipnes Centre for Veterans turned the 100th birthday party of a lively resident from a challenge into an opportunity to provide person-centred care by living our values.

Jack Owen, a veteran of the Second World War, looks forward to celebrating his birthday. “Jack’s a lively guy,” says Aileen Wong, Site Director. “He’s got a beer fridge in his room; he’ll dress up for Halloween; he loves to make things happen.”

Jack’s family wanted to have a big party at the centre; his friends at Canadian Forces Base (CFB) Edmonton wanted to bring him to the base for a tour of some tanks. In the war, Jack was a tank gunner and shot down an enemy plane.

“Jack loves that he can still live his life here as he likes it,” says Aileen. “Knowing that both the party and the tour at the base would make him happy, we thought about Put People First, and arranged our staffing and routines around making Jack’s birthday a success.”

Balancing party plans with day-to-day operations at the centre was challenging enough. Things intensified when the family advertised the party in the newspaper and invited the media to spend the day with Jack.

“We were concerned about how many people would show up and how we could maintain the privacy and security of our other residents with all these extra visitors in the centre after hours,” says Aileen.

With Balance Living and Safety in mind, the centre used a guestbook to track Jack’s party visitors, and managers acted as chaperones until the last of the 120 guests had left. The guestbook was presented to Jack as a memento.

For more information contact:

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