



Kipnes Centre
Opens Soon

Page 3



Success at the
Masters Games

Page 9

Centres mark Alberta 100th



Page 10

PEOPLE & PROGRESS

The CAPITAL CARE Group
LEADERS IN CONTINUING CARE

www.capitalcare.net Fall 2005

Celebrating our Centenarians



CAPITAL CARE Norwood is home to Alberta's oldest citizen. Fong Mah (pictured here with granddaughter Winnie), turned 110 years old Sept. 28. She is the oldest person in Alberta, the third oldest person in Canada, and the 66th oldest in the world. She is among over 600 Albertans that are 100 years or older this centennial year. Read more about this supercentenarian, as well as The CAPITAL CARE Group's other centenarians on Page 5.

Staff shine at 10th
annual GEM Awards

The tenth annual Employee Recognition and GEM Awards night was held May 5 at the Fantasyland Ballroom. The annual awards recognize and honour The CAPITAL CARE Group staff for exceptional attendance, long service, and for Going the Extra Mile (GEM).

This year, an outstanding number of employees received long-service awards. Awards went out to a total of 306 employees for 15, 20, 25, 30 and 35 years of service with The CAPITAL CARE Group.

"Recognition for achievement is an important component of The CAPITAL CARE Group's retention strategy," said Human Resources Director Sharon Roulston. "The remarkable number of employees getting these long-service awards shows we are retaining dedicated employees for a very long time."

Another 190 employees were recognized for exemplary attendance through the 100 % Club. This award goes out to all employees who have attended all of their regular scheduled shifts and all of the additional shifts which they agreed to work over a full payroll year.

"The dedication of our employees to our residents and clients is one of the main reasons we are considered leaders in continuing care," said Phyllis Hempel, Chief Executive Officer for The CAPITAL CARE Group.

The grand finale was marked by the presentation of the Corporate GEM Awards. For these awards, employees are nominated by their co-workers for exemplary work in their fields. Five awards were given out to employees in the categories of Customer Service, Outstanding Physician, Leadership (both management and non-management) and Innovation.

"The GEM categories help us focus on what's important in our organization — leadership, innovation and customer service," said Roulston. "The program offers an opportunity for staff to recognize their colleagues for a job well done."

McConnell Place North turns 10

Residents, staff, family members, friends, and community members gathered July 18 amidst flower gardens bursting with the splendour of summer to celebrate the 10th anniversary of McConnell Place North, Canada's first residential care centre for people with Alzheimer disease.

Betty Thompson, Administrator of CAPITAL CARE Dickinsfield Campus, opened a short program by acknowledging all who have contributed to the growth and success of McConnell Place North.

"I wish to acknowledge The CAPITAL CARE Group, who had a vision when they created McConnell Place North ten years ago, and opened doors to thirty-six residents who can enjoy homelike living while participating in day-to-day activities that are familiar to them," said Thompson.

Connie Wark, Manager of Project Planning for The CAPITAL CARE Group, was part of the original planning team for McConnell Place North and its manager when it first opened.



Resident Gertie Pysh and
Manager Nat Mitchell

See MCCONNELL PLACE NORTH/ 20

See GEM AWARDS/ 7

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INSIDE THIS ISSUE

People & Progress Conference	2	NorQuest expansion update	8
CEO column	3	Reflections of a summer student ...	9
Kudos	4	Staff scholarships	12
Ethel Ethics	6	Tanks & Tags	14
Ask a physician	6	Donor names	15
		Safeway's We Care campaign	19
		Sister Helen Edwards	20

About The CAPITAL CARE Group

The CAPITAL CARE Group provides full and part-time continuing care in Edmonton and Sherwood Park. Located in Alberta's Capital Health region, The CAPITAL CARE Group is the largest public continuing care organization in Canada. The CAPITAL CARE Group provides continuing care programs and services to more than 1,400 residents and 300 clients through residential centres and day programs.

Facilities

- CAPITAL CARE Corporate Services (780) 448-2400
- CAPITAL CARE CHOICE Program and Community Programs (780) 944-8662
 - CHOICE Dickinsfield
 - CHOICE Norwood
 - CHOICE Mental Health
 - Young Adult Duplexes
- CAPITAL CARE Dickinsfield Campus (780) 496-3300
 - CAPITAL CARE Dickinsfield
 - McConnell Place North
- CAPITAL CARE Lynnwood Campus (780) 496-2500
 - CAPITAL CARE Lynnwood
 - Laurier House Lynnwood
 - McConnell Place West
- CAPITAL CARE Grandview (780) 496-7100
- CAPITAL CARE Norwood (780) 496-3200
- CAPITAL CARE Strathcona Campus (780) 467-3366
 - CAPITAL CARE Strathcona
 - Strathcona Alzheimer Care Centre
 - Laurier House Strathcona
- Mewburn Veterans Centre (780) 496-7160

Also available are subacute, transition and palliative care; specialized programs for persons with dementia and mental illness, young physically disabled adults; and community programs such as adult day programs and respite care.

Web site

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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 Nov. 25, 2005.

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Bernadette DeSantis (780) 448-2425

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Dr. David Foot, Sister Elizabeth Davis to speak at 20th P & P Conference

The longest-running continuing care conference in Canada returns to Edmonton for its twentieth year. The 2006 People and Progress Conference, presented by The CAPITAL CARE Foundation and sponsored by The CAPITAL CARE Group, will take place at the Fantasyland Hotel, Feb. 8, 9 & 10. The conference creates a venue for health care practitioners and researchers from across western Canada to explore issues and to learn some of the newest ideas and best practices in continuing care.

This year's theme, "Unique Partnerships in Continuing Care: Sharing the Caring," seeks to showcase the many and varied partnerships involved in the provision of continuing care services in facility living, supportive living and home living.

Keynote speakers for the 20th anniversary of the conference include outspoken and controversial demographics expert David Foot, Sister Elizabeth Davis and Kit Grant.



Dr. David Foot

Foot, whose books *Boom, Bust & Echo: How to Profit from the Coming Demographic Shift* and the updated paperback, *Boom, Bust & Echo: Profiting from the Demographic Shift in the 21st Century* explore how changing demographics will redefine society's needs, will talk about relationships between economics and demographics affecting

healthcare workplaces in Alberta and Canada. Foot will give two presentations on Friday morning.

Perennial favourite Sister Elizabeth Davis will open the conference Thursday with a unique and inspiring presentation that takes a holistic approach to

healthcare.

"We're seeing that health is more than the health of persons," says Davis. "We are starting to understand what was always so: health has to do with families, with communities and with the people of the earth."

When a person is sick, it affects the entire family, at a minimum. Remember this, do your best, and know that the work is never enough but always necessary."

Closing the conference is professional speaker Kit Grant, whose presentation "Winning with People," identifies how different perspectives on life and relationships are both important and challenging in partnerships.

"One of the greatest skills we can master is the ability to cooperate effectively with people who are not the same as us," says Grant. "Discover how most "difficult" people are just different and learn how to influence almost anyone. Recognize the strength of teams often lies in their diversity."

Dr. Dorothy Cotton will give the pre-conference session Wednesday entitled "The Fine and Elusive Art of Working with Families." As well, a variety of concurrent sessions will take place throughout the day on Thursday. For more information on the conference or to register, please visit www.capitalcare.net/Conferences.

Bernadette DeSantis, Communications Manager,
Corporate Services



Sister Elizabeth Davis



The CAPITAL CARE Foundation

LEADERS IN SUPPORT OF CONTINUING CARE

Unique Partnerships in Continuing Care: Sharing the Caring

presents

People and Progress Annual Conference

Celebrating 20 years as the longest running
continuing care conference in Canada

FEBRUARY 8, 9 & 10
2006

Mark your calendar!

Pre-conference
Wednesday, February 8, 2006

Keynote Speakers and Concurrent Sessions
Thursday, February 9 & Friday, February 10, 2006

Where:
Fantasyland Hotel at West Edmonton Mall
17700 – 87 Ave NW
Edmonton, Alberta
Canada

For Information:
Phone: (780) 448-2421
Fax: (780) 496-7148
Website: www.capitalcare.net/Conference.htm
Email: info@capitalcare.net

Endorsed by:
The Alberta Long Term Care Association



Unique Partnerships
Sharing the Caring

Keynote Speakers

- **Dr. David K. Foot**
Professor of Economics,
University of Toronto
- **Kit Grant**
Certified Speaking Professional
Member of Canadian Speaking
Hall of Fame
- **Sister Elizabeth Davis**
Board Chair, Canadian
Health Services Research
Foundation

Concurrent Topics:

Studies, evaluations and reports on:

- Implementing wellness models in continuing care
- Developing healthy relationships with clients, families and staff.
- Team approach to care issues around mealtimes; preventing falls; end of life care
- Innovations with implications for future care planning
- Collaborating to provide care in the community



The CAPITAL CARE Group
LEADERS IN CONTINUING CARE

Watch for more information and updates at www.capitalcare.net

Our commitment to continuous improvement



Phyllis Hempel
CEO COLUMN

One of the best things to come out of a summer-long government review of long-term care is that it focused debate on ways to improve the system. This is a topic that is near and dear to our hearts. At *The CAPITAL CARE Group*, we are committed to continuous improvement because we believe it leads to a better quality of life for our residents. Over the years, we have demonstrated leadership in many ways, including customer service, human resource practices, staff training, and promoting evidence-based practices and research in the continuing care industry. I'd like to take this opportunity to share with you some of the many ways we measure and promote quality care throughout our organization.

Accreditation

The CAPITAL CARE Group voluntarily participates in the Canadian Council on Health Services Accreditation AIM program, a program designed to offer a consistent set of standards against which organizations can evaluate the quality of care and services they deliver. Year after year, we are commended for our commitment to maintaining a quality improvement approach throughout the organization, for monitoring areas of concern and for our innovative solutions to problems.

Quality assurance and risk management

Another way we monitor and evaluate the quality of care and services throughout our organization is through our Corporate Quality Assurance and Risk Management Committee. This committee investigates incidents, makes recommendations for activities to correct the problem and evaluates the effectiveness of the actions taken. Each of our centres also has a Quality Assurance team that investigates incidents at the site level. The Quality Assurance team provides us with an opportunity to address resident and family concerns about the level of care we are delivering in our sites. It allows us, as an organization, to assess our practices on a routine basis, providing ongoing education and support to staff, and can lead to practice or policy changes if needed to ensure high standards of care are being met throughout the organization.

Staff safety

As staff are our most important resource in the delivery of quality care to our clients, we place a strong emphasis on injury reduction. For the past five years, *The CAPITAL CARE Group* has participated in the Partners in Injury Reduction (PIR) Program. This program requires audits of our Occupational Health and Safety programs. In 2004, we received Certificates of Recognition for all our facilities, which entitled us to an

automatic rebate of over \$97,000 from WCB. Based on performance to date in 2005, we expect to receive over \$149,000 in rebates. This money is reinvested in injury reduction programs and training initiatives, the purchase of equipment to prevent injuries, and resource materials. One example of an ongoing program is the implementation of the No Manual Lift Program, which is successfully reducing staff injury and improving the level of service we can provide to clients throughout the organization.

Training and education for staff

Ongoing training and education to equip our staff with the most up-to-date, efficient and effective research-based practices is essential to the delivery of quality care. Some of our significant initiatives in the past have included:

- leading-edge work in dementia care education and training. This is important work because over 70 per cent of residents in our organization have dementia.
- a restraint reduction program aimed at minimizing the use of physical restraints- with the goal of least restraint. Our staff are trained to work together and try all other options prior to considering the use of restraints.
- the introduction of a fall injury prevention program and post-fall protocol that identifies the risk factors for falls and minimizes fall-related injuries while promoting resident autonomy and dignity.
- a wound care treatment program that brings together the expertise of various practitioners to discuss options for treatment of wounds in accordance with regional guidelines.

These initiatives are coordinated through *The CAPITAL CARE Group's* Best Practice Committee, and interdisciplinary group chaired by an administrator and includes best practice leaders, educators, clinical specialists in nursing and rehabilitation, a researcher and *The CAPITAL CARE Group's* medical director.

CEO/Employee committee

One of our most recent initiatives was the establishment of a CEO/Employee Committee to involve more frontline staff in helping to identify issues that can affect resident safety and to generate ideas on solutions. Over the past year, the committee met to discuss three main issues: environmental hazards; policies related to electric wheelchairs; and medication administration. A number of potential safety issues were identified and the committee brainstormed to come up with some simple solutions that we believe will improve resident safety in a meaningful way.

At *The CAPITAL CARE Group*, we are focused on improving resident care in everything that we do. Our commitment to providing quality care has made us leaders in continuing care for over 40 years.

Your suggestions

I invite you to pass on any ideas you have on making *The CAPITAL CARE Group* a better place to live, work, visit, or volunteer. You can share your ideas with a manager, administrator, director, or

the Executive Office by e-mail, letter or voice mail. Or, you can send them directly to me, Phyllis Hempel, by e-mail at phyllishempel@capitalcare.net, by phone at 448-2435, or by fax at 496-7148. I look forward to receiving your suggestions.

Vets, staff get sneak peek at new Kipnes Centre Excitement builds as \$6.2 million raised & opening day draws near

This summer, a handful of residents and staff from the Mewburn Veterans Centre were treated to an advance tour of the new Dianne and Irving Kipnes Centre for Veterans, currently under construction on the northwest corner of the former Griesbach military base.

Television cameras and reporters tagged along as staff took vets through Columbia House, one of eight new houses that make up the \$23-million residential-style continuing care centre.

Dressed in hard hats, protective eyewear and steel-toed boots, the vets, who are often four to a room, were most impressed with the Kipnes Centre's wide corridors and spacious private rooms, complete with a private ensuite.

The new centre will also be able to accommodate female veterans as well as spouses of veterans who require continuing care.

"We're thrilled to be able to accommodate our veterans in a comfortable, homelike setting that reflects their contributions to all Canadians," said Barry Runnalls, director of Fund Development for *The CAPITAL CARE Foundation*.

With opening day set for November 9, *The Foundation* also recently announced that it has now raised \$6.2 million towards its goal of \$7 million for the centre.

Hundreds of guests and dignitaries have been invited for the Grand

Opening. A public open house is planned for November 16. Residents begin moving into their new home November 21.

*Bernadette DeSantis, Communications Manager,
Corporate Services*



(left to right): Mewburn Veterans Centre resident Howard MacKenzie, Recreation Therapist Tracey Mann and Administrator Betty Kolewaski get a hard-hat tour of the new Dianne and Irving Kipnes Centre for Veterans, opening November 9.

Kudos

To the staff of CAPITAL CARE Dickinsfield, Station 2B:

I read all the reports in the paper about long term care. At long last I'm writing to thank all of you for what you did for Bernice. She always had lovely clothes with lots of jewelry to match. I know she was so thankful for the time you gave to dressing her (color coordinated) and putting on her make-up. I did not visit on schedule so I know it was not done because you knew I was coming. Thank you for your great care the four years Bernice was with you.

Sincerely, Eleanor T.

To Dr. Sidhu and all the wonderful staff at CAPITAL CARE CHOICE Norwood and Dickinsfield:

I just want to say thank you for all the care and attention you gave to Bill. He thought the world of all of you, and the kindness you showed him. It made his last few months much more enjoyable. The 24-hour care he received at CAPITAL CARE Dickinsfield was great and much appreciated. You were all so understanding and patient with him. Dr. Sidhu, you are a very special person with your dedication. You were Bill's doctor but you became a friend. We could not have had better care and we will never forget your kindness.

Sincerely, Betty O. and all the family

To the staff of Unit 1CD at CAPITAL CARE Grandview:

I want to express my heartfelt thanks for the nice treatment I received during my stay at CAPITAL CARE Grandview. The staff were wonderful! Never once did I hear any of them grumble – their patience was unbelievable. I also would like to say that the meals were very good (I didn't even lose weight)! Please let some of the staff know that they had one very satisfied patient!

Sincerely, S. L.

To the staff of the Adult Day Program at CAPITAL CARE Strathcona:

I thoroughly enjoyed the caring atmosphere provided for my rehabilitation. Keep up the good work. Thank you.

From Florence P.

To the Evening and Day staff at CAPITAL CARE Grandview:

We know you've heard all sorts of gratitude from many folks you have cared for over the years. My wife, daughter and I think you all are the greatest. You all have the heart, caregiving and kindness that are hard to find in your work. Most can convey humor, when at times it can be difficult. God bless all! We are most grateful to you all for the excellent care given to Nel through her difficult time at CAPITAL CARE Grandview.

Nel M., Les and Karen

Dear Cathie and staff of Laurier House Lynnwood:

I am writing this letter on behalf of myself, my two sisters and our dad to thank all the staff at Laurier House for all the help and support shown to our family during the time they have resided there and particularly, the few days prior to our mom's passing. You can't imagine how much it meant to us to have that support. From the time our parents moved to Laurier House, they have been so well cared for and have appreciated the opportunity to be as independent as they could safely be. I can't tell you how many times my dad has said they should have moved there 10 years earlier! Our mom was very determined to do as much for herself as was possible and you allowed that to happen – thank you. They say that time is the best healer and I'm sure that's true, so even though coming back to Laurier House will never be quite the same, I'll be looking forward to my next trip and to seeing all of you again.

Love to you all, Peggy N.

To Nat Mitchell at McConnell Place North:

I am enclosing a donation for you to use for your staff's education fund. I hope it will help to support the outstanding job you all do.

Thanks to you and your staff for being so caring, kind and understanding of the people in your care as well as the families.

Sincerely, Carmen M.

To the staff of the Mewburn Veterans Centre:

Thank you for your caring attention to Ray who passed away in July. The whole family is very appreciative of the way the staff made his last days a bit more comfortable.

The W. family

To the staff of CAPITAL CARE Lynnwood:

We are extremely grateful that we found 3rd Parker and that Edward was accepted into the program. What an awesome program! Thanks for all your support!

The E. Family

To the doctors and staff at CAPITAL CARE Norwood, Unit 2N:

When Henry was moved into Norwood, we came to see him and thought this building sure is getting old and needs repair. But when we saw how much thoughtfulness, kindness and help was given to him and to us when we visited, it certainly made us realize it's not always the place that counts, but the people like you who work here. May God richly bless you all.

The K. Family

To the team at CAPITAL CARE CHOICE Mental Health:

The CHOICE Mental Health team is strong and must be supported by the family. Not only has the team given my relative the best physical and mental support, they have also given me an education in mental health and given my family peace of mind. Thank you for this unique program.

Name withheld by request

To Iris Neumann and CAPITAL CARE Lynnwood:

The Tender Ties Nursing Attendant/Emergency Medical Responder program at the Northern Alberta Institute of Technology has had the opportunity for many years to be granted clinical placements for their students at CAPITAL CARE Lynnwood. We wish to express our heartfelt thanks to the following people: Heather Wilson, Site Educator, for the support she has shown our students and the care given to facilitating learning opportunities; Jan Cooper, Diane Burpee, Christina Snow, Jillian Barber and Christianna Maruyama, care managers of 2nd Parker, 3rd Parker (MHU), 4th Parker North, 4th Parker South and 2nd Parker Lynnwood for the outstanding leadership and mentoring that we have witnessed first hand. Most importantly, the numerous staff nursing attendants that have acted as preceptors for the students of our program. Their great compassion and care for the residents they support is evident in the values they pass on to our students. We look forward to continuing this valuable partnership with The CAPITAL CARE Group. Once again our thanks.

*Sincerely, Wendy C. Young, RN, Nursing Instructor
Tender Ties Agency and Northern Alberta Institute of
Technology (N.A.I.T.)*

To the Mewburn Veterans Centre:

Just a note to say thank you to all of the Recreation Therapists who have served at the Mewburn Veterans Centre over the past number of years. They are a dedicated group and our family greatly appreciates all of them. Thanks also for introducing the music therapy program which we hope continues at the centre. Great to see and hear the singer/guitarist in the residents' rooms.

Sincerely, The L. Family

To McConnell Place West:

William, a decorated veteran of the Second World War, passed away Aug. 31. We appreciate the loving care and attention the wonderful staff gave our father during his stay at McConnell Place West.

The D. Family



TCCG's centenarians celebrate Alberta's century



Fong Mah, 110
CAPITAL CARE *Norwood*

Fong Mah was born Sept. 28, 1895, in Kwangtung, China. Around 1920, she married Lip Gar Mah through an arranged marriage. Lip Gar had come to Canada in 1910, but Fong could not join her husband in Canada because of a law forbidding Chinese immigrants from bringing their wives and children with them. In China, Fong and her three children lived in a fancy, two-storey brick home Lip Gar had built for them on one of his visits. The children attended a private school and Fong

could afford nice clothes, including more than 100 silk dresses. When the Japanese invaded China in the 1930s, Fong and her family took

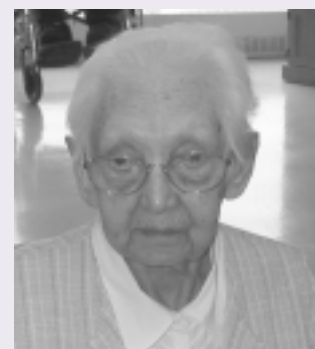
refuge from marauding soldiers in nearby caves. After the Communist regime took over in 1949, the family's property was seized and the family was threatened with forced labour. Fong and her grown children fled to Hong Kong. In 1958, after Canada had repealed the Chinese Immigration Act, Fong and her son Jack immigrated to Edmonton. Fong and her husband resided together in their Chinatown home until Lip Gar's death in the mid-1980s. Fong lived alone in a Chinese seniors residence until she was 99, doing her own cooking and cleaning, and walking to the corner store for groceries. She came to CAPITAL CARE *Norwood* in 1994 and is considered to be the matriarch of the 4th floor, where can be seen "holding court" in her trademark red toque, pearl necklace and elegant wardrobe. She enjoys her daily cup of tea, sweetened with five sugars, and looks forward to regular visits by her family. Of her three children, only two daughters residing in California remain. Fong is adored by 15 grandchildren, 27 great-grandchildren and 17 great-great-grandchildren.



Etta Mayo, 106
CAPITAL CARE *Norwood*

Born July 3, 1899 in Neepawa, MB., Etta was the eldest of her family. She married Edwin Wiley in 1920 and had five children. After her husband passed away, she moved to Edmonton in 1968. She started bowling in her 60s, and it was through this interest that she met her second husband Frank Mayo at the Plaza Bowling Lanes. They were married in 1968. Her health today is attributed to her willingness to work hard as she grew up helping her father on the

family farm. She continues to remain active and currently enjoys musical entertainment, socializing with friends and family, reminiscing about the past, and many other activities. A resident of CAPITAL CARE *Norwood* since 1997, Etta continues to brighten the days of those around her with her winning smile.



Maria Chubay, 104
CAPITAL CARE *Dickinsfield*

Born Aug. 25, 1901 in Ukraine, Maria came to Canada as a one year old, with her parents and grandparents. She had two brothers and four sisters. Only one sister, who lives in Edmonton, remains. Maria enjoyed living on the farm and helped with all the chores. She especially liked picking saskatoons with her grandmother. Maria was able to attend school for two summers. As an adult, Maria

worked at a powdered egg factory, breaking eggs, and at the old Charles Camsell Hospital as a dietary aide for many years. Maria married Mike Chubay in 1919. Of their seven children, only one daughter Eileen, who lives in Prince George, B.C., remains. Her daughters-in-law remain close and visit often. Maria has also outlived two grandsons. Maria has a strong faith and attends church when she can. Maria, who continues to walk with the aid of her walker, enjoys "going for walks" and the social time around meals. Last year for her 103rd birthday, she requested a piece of cake from the middle, as she "was watching her cholesterol." She also commented that the cake was too pretty to eat.



Vi Harrington, 101
McConnell Place North

Vi was born March 1904 in Terington St. John, England. She was married to Walter Beattie for 17 years, and to Carl Harrington for 17 years, and was widowed both times. Her daughter Joan lives in Edmonton, and her son Stewart lives on Salt Spring Island, B.C... Vi worked as a nurse in nursing homes in the 1940s and 1950s. After retiring in 1955, Vi enjoyed travelling back to England and also travelled to Australia. She was very

much involved in volunteer work at the Northgate Lions Senior Centre when it first opened. McConnell Place North has been her home since 1998. Vi enjoys flowers, children and pets. She is most comfortable in her room where she is surrounded by her favourite things: plants and little teddy bears. She enjoys sipping her tea from a fine china cup while she talks to her budgie. Vi has a great sense of humour and enjoys a chat with visitors, who always receive a warm welcome when stopping by to visit.



Hazel Nielsen, 101
CAPITAL CARE *Norwood*

Hazel Nielsen was born Nov. 16, 1903, in Wiarton, ON. She moved to Metiskow, AB. in 1909 where she lived in a "soddy," a house made of bricks of prairie sod. The family kept the soddy as a kitchen after their house was built. Hazel attended school by horseback. Her family moved to Edmonton in 1919. Hazel married Peter Nielsen on her 18th birthday in 1921. Together, they had four daughters who were all born and raised

in the community of Rosedale in Edmonton. Hazel has 12 grandchildren and three great-grandchildren. Hazel's past interests included playing cards, gardening, hosting Christmas parties and reading. She came to live at Norwood earlier this year and is quickly adapting to her new home. Staff and residents look forward to many new memories with her, starting with her upcoming 102nd birthday.



RobRoy McGregor, 100
Mewburn Veterans Centre

RobRoy was born in Rydal Bank, ON., on Jan. 24, 1905. He joined the Calgary Highlanders in 1941 and went overseas. RobRoy returned to Canada in 1945 and went to work for BA Oil in Edmonton. He then went into business with two partners and they formed Oil City Transport in Edmonton. In 1968, he moved to Lodgepole, AB. and ran the post office and owned a sports shop until retirement. He enjoyed hunting, fishing and socializing. After retiring, he and his wife Alice moved

back to Edmonton and resided for many years at the Queen Alexandra Lodge. RobRoy was a member of the Mewburn Day Program before becoming a full time resident in March 2004. Of RobRoy's ten children, three sons and four daughters remain. He has 16 grandchildren, 17 great-grandchildren and two great-great-grandchildren. RobRoy is looking forward to moving into his private room at the new Dianne and Irving Kipnes Centre for Veterans in November.



Dorothy Middleton, 100
Laurier House *Lynnwood*

Dorothy Day Middleton was born Jan. 23, 1905 in Lyleton, MB. and moved to Pipestone and Zealandia before settling in Saskatoon, SK. At the age of four, Dorothy - who lived with her family in a tent until the parsonage was ready - started first grade to keep warm. By age 19 she had obtained a BA and a diploma from the Royal Conservatory of Music and was established as a teacher, accompanist and chamber music pianist in

Saskatoon. Dorothy married William Edgar Knowles Middleton, a scientist, and moved to Toronto, where their children, John and Diana, were born. During the Second World War she was active as a volunteer and played in a trio at numerous air bases and other venues in support of the war effort. After the war, her musical career expanded when the family moved to Ottawa. In 1961 she learned to type, and typed Bill's famous books on the history and science of weather instruments and meteorological optics, written over the next 20 years. They travelled extensively in North America and Europe, finally retiring to Vancouver in 1966. They were very active in retirement until 1992, when Bill's health forced them to move to Edmonton to be near family. They moved into Laurier House in 1997 and Bill died in January 1998. For Dorothy's 100th birthday, 16 members of her family put on a concert at Laurier House. Dorothy has five grandchildren and ten great-grandchildren.



Reducing the risk of falls



Dr. Chris Lord
ASK A PHYSICIAN

My 81-year old husband was recently admitted into continuing care for several reasons. His diagnosis include diabetes, a heart condition, and what I suspect is the early stages of dementia. Although the staff who care for him seem to be quite attentive, I'm still worried about him falling. Are there things that can be done to prevent him from falling? Is there special protective clothing available that he could wear to protect him if he falls?

Falling is a risk that increases as we reduce our level of activity, develop more health problems and then have to take more medications to control those health problems. Sadly if we do fall we may become apprehensive about having a further fall and then in a perverse manner reduce our activity. Poor eyesight should be corrected. Pain that might limit normal movement should be identified and controlled. Shoes need to be worn to prevent slipping. It helps if your husband's blood sugar and blood pressure are kept within a recommended range. As well as medications, advice from the dietitian about nutrition and the physiotherapist as to appropriate physical activity assist in reducing his fall risk. The occupational therapist will advise if splints or supports need to be used. The pharmacist can identify if any of the medications might cause confusion or a drop in blood pressure that runs the risk of leading to a fall. The staff and nurses who provide help with dressing and daily activities will be observing if your father is unsteady on his feet at particular times of the day.

The suggestions and adjustments provided by this team of caregivers does lessen, though can never totally remove, the risk of a fall. A hip fracture is one of the potential consequences of a fall that everyone is concerned about. There are now acceptable hip protector garments that can be worn under regular clothing that diminish this complication.

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

Mealtimes 101

Refresher course on basic feeding principles developed at *Grandview*



Did you know the average time it takes to assist a resident at mealtime is 30 minutes? One reason for this is that many residents develop problems swallowing. Ensuring that all staff and volunteers assisting with resident meals are

trained in basic feeding principles is essential for resident comfort, safety and dignity during meal times. Deanna Van Soest, Registered Dietitian at CAPITAL CARE *Grandview* and Mewburn Veterans Centre and Claire Ann Hodgson, Occupational Therapist at CAPITAL CARE *Grandview* (pictured above) have developed a 15-minute education session for staff, families and residents which includes a poster presentation and accompanying brochure. Basic feeding principles are discussed, including positioning, feeding tips, time management and mouthcare. This simple, easy-to-use resource is available for all centres. For more information contact: Laura Tkach, R.D., Manager, Support Services, CAPITAL CARE *Grandview*/Mewburn Veterans Centre, 496-7120.

SYMPTOMS OF SWALLOWING PROBLEMS

- ☐ Coughing or choking during or after eating/drinking.
- ☐ Delay in swallowing food & fluids.
- ☐ Gurgly voice or breathing.
- ☐ Voice becomes weak, whispery after swallowing.
- ☐ Watering eyes/nose after swallowing.
- ☐ Collection of food in one or both cheeks.
- ☐ Drooling or food spilling out of mouth.
- ☐ Shortness of breath.
- ☐ Complaining that food is stuck in throat.
- ☐ Refusing to eat or avoiding certain textures of food.
- ☐ Frequent chest infections or pneumonia.

Can eating ice cream be risky for some?



ETHEL ETHICS

Dear Ethel Ethics,

Last year, my mother had a stroke which affected her ability to swallow. Because of the swallowing problems and a high risk of aspiration, she is fed by a tube which provides for her nutritional needs. She has always been a very determined lady and thankfully is still independent in her electric wheelchair. She is still competent and frequently talks about her days as a member of a mountain climbing club during the 1920's. Mom was very proud of the fact that they

climbed many of the major peaks in the Rockies!

Lately she has become very frustrated with the fact she is not allowed to have ice cream when the other residents are served ice cream. (Ice cream is her favourite food!) Since the staff won't give it to her due to the risks of aspiration, she has bought her own. She often leaves some in the fridge on the unit and it gets pushed so far back in the freezer that she can't reach it. When she asks for help from nursing to retrieve the ice cream, they refuse to assist her in this 'risky behaviour'. In order to stop her from buying ice cream at the store, the staff posted her picture in the store! I don't think that I have ever seen my mother so agitated and upset. She also has recently developed high blood pressure, although I don't know if its related. My mother is able to understand the consequences of her choice and she stated that "I don't know why they are treating me this way as I can make my own decisions."

How should I handle this situation?

Signed,

Concerned Daughter

□ □ □

Dear Concerned Daughter,

Clearly it is important to your mother that she has the freedom to make her own choices. In ethics terminology, this would be called autonomy. However, the staff are also demonstrating an ethical principle called non-maleficence or 'do no harm'. They are trying to decrease the chance of your Mom aspirating the ice cream into her lungs. Although autonomy is important to having a good quality of life it can make it tricky for practitioners to provide good care and promote health.

Most people would agree that a competent person understands the nature and consequences of their decision and is in the best position to weigh the risks and benefits to themselves. Your mother is competent and appears to understand that she could aspirate from eating ice cream. It also seems clear she wants to live with that risk.

At the same time, we might not want to support a choice that a reasonable person would say involves heavy risks but only small benefits. For example, not wearing seatbelts when in a car can be more convenient but it is against the law because of the evidence showing the serious risks associated with not wearing them. In deciding whether to support a choice it often helps to consider whether the harm is certain, substantial and imminent.

In your mother's case the harm is substantial if pneumonia results from aspirating the ice cream. With pneumonia, the harm becomes imminent. However the harm in this case is not certain as she may or may not aspirate. We also don't know what the odds are of aspiration leading to pneumonia. So we are dealing with an example where the harm is imminent and substantial but uncertain. But life is about making choices. We have all at times made choices that are perhaps not the best. For example jaywalking, lack of exercise, eating too much high fat, high calorie food or smoking.

Your turn ...



We want to hear your thoughts.

Should the mother be allowed to have ice cream? Please send your comments to:

Iris Neumann, Administrator,

CAPITAL CARE *Lynnwood*,

8740 - 165 St. Edmonton, AB., T5R 2R8

e-mail: info@capitalcare.net

Congratulations to all 2005 GEM award recipients!

Customer Service



*Karen Barrault
Corporate Services*

Outstanding Physician



Dr. Andrew Cave

Leadership Management



*Jan Cooper
CAPITAL CARE
Lynnwood*

Innovation



*Philomena Lloyd
CAPITAL CARE
Lynnwood*

Leadership Non-Management



*Eugene Rofvarg
CAPITAL CARE
Lynnwood*

Ten Year Awards

Myrna Andrade
Darlene Andrietz
Hanibal Apostol
Allander Bautista
Sandra Beaudry
Kathy Bell-Rabko
Christine Brough
Michelle Bui
Florence Burwash
Shawn Cardinal
Reynaldo Carrasca
Tara Chmilar
Cheryl Collins
Angelina Culaton
Roman Dolores
Patsy Ellis
Edna Embernate
Pat Ferguson
Karen Fitzgerald
Deborah Friesen
Julito Galit
Aline Gibson
Ivy Goltman
Judy Goyan
Carrie Harper
Gladys Hawryliw
Lourdes Hinolan
Suman Jain
Sukhminder Kalher
Toufic Kazma
Brenda Kraft
Marcel Lobay
Tracy MacDonald
Brenda Marsh
Donna McIntosh
Luba McPhedran
Linda Murray
Ameeta Narayan
Mary Newman
Elena Pineda
Shannon Pollard
Holly Purpur
Ruby Reedman
Mable Rouncville
Snezana Rozek
Fresca Sawitzki
Mohamed Shaw

Gertrude Shoults

Bernice Spence
Gladys Stasiuk
Marlene Steinke
Mona Stennes
Kevin Ulmer
Donna White
Jennifer Williams
Robert Yee

15 Year Awards

Donald Babin
Cecilia Baloca
Nancy Benjamin
Faye Bissett
Gisele Blanchard
Hang Bui
Hilarion Chan
Louisa Cheung
Hiu Chu
Lolita Costales
Lolita Del Rosario
Loreta Ellis
Maria Esteves
Iris Fendelet
Janie Fredericks
Arlene Gatien
Dave Giles
Maria Gonzalez
Joan Grundy
Dale Hannigan
Pat Hubman
Betty Hulleman
Julie Huynh
Linda Joyce
Zewude Kebede
Mary Kehoe
Walter Kolody
Sharon Kowch-Gordon
Darlene Kranic
Susan Kuryk
Beulah Langford
Helen Lanuza
Melane Leentvaar
Lorraine Lenz
Dianne MacDonald
Cyndi Martin
Ena Martinez

Grecia Navarro

Phu Nguyen
Mercy Nickel
Ana Ochoa
Beverly Osman
Alejandro Padigos
Elzbieta Pasiorowski
Veronica Pinnock
Anna Poon
Lynn Pushie
Jean Starzyk
Georgina Terry
Blanca Torres
Deanna Van Soest
Jessy Varghese
Wendy Wilson
Gina Yu
Beata Ziniak

20 Year Awards

Louise Allin
Filomena Amores
Alice Arain
Connie Ashton
Shirley Bailey
Amarjeet Bajwa
Aileen Belke
Audrey Boucher
Diane Burpee
Darci Cooney
Christina Dorocicz
Joyce Dowuona
Maria Filasol
Rosemarie Fuchinsky
Gloria Griffiths
Alganesh Hagos
Terri Hannley
Lynda Hauca
Grace Hoogers
Evelyn Keller
Olivia Kich
Sharon Latimer
Sabine LeBlanc
Sheryl Lynn
Margaret Malica
Achamma Narayan
Grethlyn Philip
Pat Rae

Christine Saipe

Jeanette Touma
Marianne Willett
Edna Witte
Linda Zelkovich
Maureen Zorn
Ferdinand Abenojar
Emilian Asuncion
Beverly Baker
Shirley Balderston
Rosemary Bentley
Michelle Bourque
Frances Cartwright
Katsoe Chan
Pushpa Chendria
Patricia Danese
Priscilla Decastro
Zenaida Delapaz
Delia Diaz
Darlene Dubilowski
Rebecca Dumlao
Esther Eiler
Elsa Fenwick
Sophie Geary
Marcia Hill
Elise Huber

Heather Jackson
Krystyna Jette
Jean Kidd
Sharon Krawchuk
Helena Leote
Arlene Littlejohn
Sherlynn MacKintosh
Norma Maltby
Gurnam Mann
Wendy Martin
Dorothy McDermott
Irene Obrok
Charon Oshanski
Ofelia Palafox
Mei Ping Gelink
Albert Pinson
Elisa Reyes
Glorianne Sieben
Grant Sinclair
Donna Slywka

Evangeline Somera

Beth Sorochn
Herminia Tablizo
Mecana Tsang
Ambika Varma
Isabell White
Mavis Williams

30 Year Awards

Mavis Fadden
Margaret Green
Yvonne Hyde
Erna Johnson
Janina Kosoric
Pam McLean
Joan Smith
Marilyn Tessari
Catherine Turlock

35 Year Award

Dorothy Howard

Corporate 100% Club Awards

Bill Barnard
Sandra Leung
Arlene Littlejohn
Herbert Mak
Maria Mederios
Karen Molloy

2006 GEM Awards



Nomination committees are forming in October and will be looking for volunteers.

Nomination forms are available on the Intranet. Don't miss this opportunity to recognize a deserving co-worker for Going the Extra Mile!



NorQuest College moves forward with expansion

TCCG's Teaching Continuing Care Centre one step closer to becoming a reality

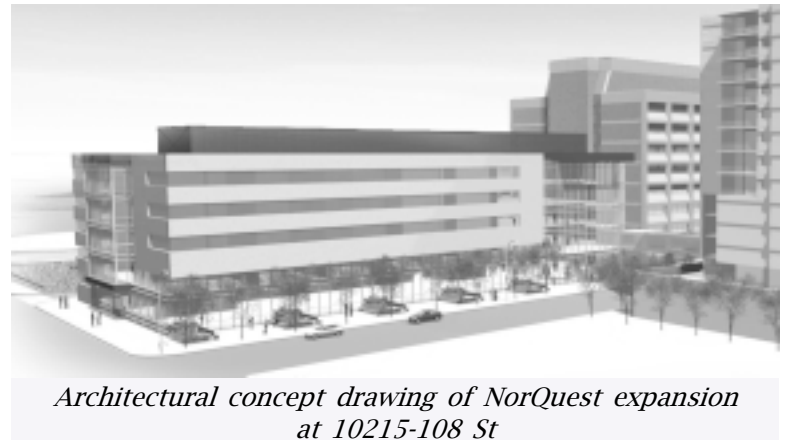
In September, the Alberta government formally announced a \$1-million contribution to support NorQuest College's Downtown Campus Development Plan. The funding will be used specifically for conceptual designs and planning of the *NorQuest College Learning Centre*.

President Dr. Wayne Shillington said the announcement is the news NorQuest College has been waiting for says. "This is about much more than just financial support. It is government recognition that NorQuest is a vital and important post-secondary institution in the Alberta advanced education system," said Shillington. "We're thrilled to have the provincial government's support."

The \$70-million, five-storey, multi-functional facility will be constructed adjacent to the main building on the NorQuest Downtown Campus (10215-108 Street), ensuring improved access, increased program capacity, and more classroom space. Phase I construction of the *Learning Centre* is scheduled to begin in the fall of 2007 and slated to open in 2009, accommodating enrolment growth of 1,500 new full-time students and alleviating long waiting lists for its Practical Nurse and Health Care Aide programs.

The announcement is welcome news to *The CAPITAL CARE Group* CEO Phyllis Hempel. "We're delighted that NorQuest will be able to train more health care workers because we have such a high demand for them in the continuing care sector," said Hempel.

NorQuest College is Alberta's largest supplier of health care aide and practical nurse graduates, the largest continuing care workforce. In April 2004, NorQuest College partnered with *The CAPITAL CARE Group*, the largest public continuing care provider in Canada, to plan for a Teaching Continuing Care Centre.



Architectural concept drawing of NorQuest expansion at 10215-108 St

The Teaching Continuing Care Centre would be an opportunity to train Health Care Aides and Licensed Practical Nurses as well as offer experience for other disciplines such as RNs, rehabilitation staff and physicians who are taking the Care of the Elderly program.

The vision is to create a centre of excellence that integrates clinical care with education and research for seniors in continuing care and supportive living environments. At present, NorQuest College and *The CAPITAL CARE Group* are working together to coordinate course content so that students learn directly from practitioners the skills they need to pursue careers in a continuing care setting.

"Our hope is to build a Teaching Continuing Care Centre at NorQuest that will improve access to continuing care services in downtown Edmonton while offering students our expertise and experience so that we can help improve the quality of care at all continuing care centres in the health region," said Hempel.

Bernadette DeSantis, Communications Manager, Corporate Services

Gonzo golf game raises \$800 for Kipnes Centre

Proving that skill is not required to have fun and support a good cause, 48 weekend golfers took to the greens at the Devon Golf and Country Club Aug.29 for the annual TCCG staff Fun in the Sun Golf Tournament. Twelve teams teed-off for 18 holes of one the most unusual golf games ever conceived. Teams were permitted to use string to count proximity to the hole, and putt around a maze of baker potatoes on the 18th hole. Marshallettes Colleen Meagher and Fe Delera patrolled the green fining golfers for not obeying the so-called rules. One



The winning team: (from left to right) June Coljee, Metro Babchuk, Don Christianson (not pictured) and Pat Ferguson



One of the more spirited teams: (from left to right) Jim Macdonald, Bernadette DeSantis, Corinne Schalm and Barry Runnalls.

golfer was fined for being too quiet and another staffer was fined for breathing. Other teams, who should have been fined for being too "spirited," were not. The day ended with a silent auction and steak dinner in the clubhouse. At the end of the day, \$800 was raised in support of the Dianne and Irving Kipnes Centre for Veterans. It was a fun day full of laughter and an opportunity to get to know your colleagues outside of the busy workplace.

Bernadette DeSantis, Communications Manager, Corporate Services



NorQuest
COLLEGE
1965-2005

The CAPITAL CARE Group is pleased to present the following opportunity on behalf of NorQuest College.

Essential Leadership Skills for Health-Care Professionals Certificate Program

NorQuest College and Northern Lakes College have partnered to offer this unique program to health-care professionals in the Edmonton area. This program includes nine two-day courses to develop and enhance the leadership skills that are vital in the health-care industry.

Program starts November 2005!
Take your leadership to the next level!
Register Now! Call 1-866-652-3456



**Northern
Lakes
College**

Hope Studies Certificate Program

This three-part certificate program provides a practical approach to bring hope into your daily life and the lives of your clients.

Courses include:

- Practical Strategies for Using Hope
- Using Hope to Increase Job Satisfaction
- Different Theories of Hope

Program offered September 2005 and Spring 2006!
Offered in partnership with The Hope Foundation.
For more information or to register call (780) 644-6000.



**The Hope
Foundation
of Alberta**

For information on other NorQuest College programs visit www.norquest.ca

TCCG employees make strong showing at World Masters Games



Over a dozen employees of *The CAPITAL CARE Group* competed in the World Masters Games, which took place in Edmonton July 22 - 31. CAPITAL CARE Lynnwood's Jose Algara, a 21-year veteran of the

Support Services team, won two gold medals in tennis. The shy, 5'6" housekeeping attendant, who picked up the game 17 years ago after purchasing a tennis racket for \$5 at a garage sale, attributes his win to the messages of encouragement he received from co-workers, and to the fact that no one came out to watch him play. "That would have made me too nervous," says Algara.



Corinne Schalm (front row, centre) and her teammates take home the silver medal in ladies' basketball.

Other medal winners included Corinne Schalm, Director of Corporate Planning, whose team won the silver medal in ladies basketball, and Val Wilson, Clinical Dietitian at CAPITAL CARE Dickinsfield who won a silver medal in lawn bowling. Other highlights included a performance by Information Systems Manager Martin Tailleux's dance troupe.

Bernadette DeSantis, Communications Manager, Corporate Services

Congratulations to all Masters Games participants:

Jose Algara (*Lynnwood*)
Tennis

Val Connell (*Grandview*)
Hockey

Susan Day (*Dickinsfield*)
Soccer

Sandra Figeat (*Strathcona*)
Soccer

Tanya Hostyn (*Strathcona*)
Triathlon

Diane Llewellyn (*Grandview*)
Soccer

Dr Chris Lord (*Corporate Services*)
Running

Barb Potter (*Grandview*)
Triathlon

Corinne Schalm (*Corporate Services*)
Basketball

Kathryn Sample (*Corporate Services*)
Swimming

Ron Talavera (*Grandview*)
Basketball Officiating

Wendy Warawa (*Strathcona*)
Soccer

Val Wilson (*Dickinsfield*)
Lawn Bowling



Martin Tailleux and his dance troupe perform at the World Masters BBQ.



Jose Algara wins double gold in tennis at the World Masters

The CAPITAL CARE Group goes SMOKE-FREE!

The CAPITAL CARE Group is committed to providing clients, visitors, staff, physicians and volunteers with a smoke-free site. CAPITAL CARE Norwood, CAPITAL CARE CHOICE Norwood and the Kipnes Centre for Veterans will be smoke-free as of November 21, 2005. All other sites will be smoke-free starting January 1, 2006.

Thank you for helping us to provide a clean air environment!

"I couldn't have asked for a better way to start my career," writes Strathcona summer student



GUEST COLUMN

Imagine this scenario: It's 7 a.m. on your 19th birthday. Wearing your very first pair of scrubs, pure white runners and Grant MacEwan Student Nurse nametag, you enter the dementia unit where you will spend your very first nursing clinical. You're terrified... you have never met anybody with dementia before, and the only elderly people you have ever spent time with are your very independent grandparents. On top of this, the horror stories of the second year students are running through your head and your instructors' looming threats of the not-so-pleasant skills you are to learn in the

near future. You're starting to wonder if spending \$6000 on tuition for this was a good choice, because you really just want to run as far away as possible. On the other hand, you have the guiding words of the practicing RNs in your life: "Get through this. Long term care is the toughest place to nurse. If you can do this, you will be o.k." So, you hesitantly sit in the report room, and wait for the care attendants you will be following around to arrive. As they show up, you are greeted with smiles, welcomes and gratitude for the extra hands. The report goes well, with smiles and playful jokes among the staff members, and soon enough you get a tap on the shoulder, and a "You're with me!" from one of the girls. Off you go.

This was my first day. That day I worked harder than I probably have in my entire life. But I also learned more than I ever did in any classroom I've been in. Every resident room we went in, I was introduced to the resident, whether they were able to respond to me or not, told a bit

about their history, and showed how to do their care in the easiest but also most dignified way possible.

These staff are unfailing. Three hours of solid, on your feet, bending, lifting and sometimes unpleasant work passed in the blink of an eye before coffee time. At resident meal times, I was instructed as to who needed to be fed with a spoon, who you could put a spoon in their hand so they hopefully would remember to eat on their own (if not, help them), and who could eat perfectly well by themselves. In addition to care skills, I was also shown many other things around the unit, such as where all the baking supplies and key to turn on the stove were, so that we could make up some muffins or cookies as a treat (and make the unit smell good), where the collection of old movies and CDs were kept to put on for entertainment, and where the packs of cards, games and balls were kept. The birds, fish, and cats on the unit were also kept fed and clean.

Before anything else was done in the bathtub room, the soothing music had to be on. By the end of that day, my terror was gone and I had learned so much, not just about nursing, but about care! Every person there, throughout the course of my clinical, taught me something about how their jobs were about more than nurse work. One in particular even thinks it involves loud (bad) singing. But they are the epitome of a team, the best teachers I've ever had, and now, as I have been employed for the summer (along with eight of my classmates, who had equally great experiences), cherished co-workers. I couldn't have asked for a better way to start my career.

*Meigan Jones, Summer Student
CAPITAL CARE Strathcona*

"Get through this. Long term care is the toughest place to nurse. If you can do this, you will be o.k."



Mewburn celebrates Alberta 100th



Mewburn Veterans Centre's very own centenarian RobRoy McGregor cuts the centennial cake with the assistance of Chef Don Bruce at the Centennial Family BBQ September 1. The Princess Patricia's Canadian Light Infantry assisted with the celebration.



The CAPITAL CARE Group
LEADERS IN CONTINUING CARE

**Congratulates the Province of Alberta
on its Centennary**



Centre

Grandview belles shine at



Summer fun in the McConnell Place



Resident Renee Phillips chats with Volunteer/Leisure Coordinator Roswitha Schmitt-Blouin over watermelon at the annual Klondike Days breakfast; three-year-old Justin Igarta goes for a ride with resident Ruth Richardson and summer youth volunteer Eric Baylon at the annual Kids Carnival.

Norwood's 1st Summerfest

CAPITAL CARE Norwood and CAPITAL CARE CHOICE Norwood joined forces this summer to host Summerfest, an exciting new summer event attended by over 100 residents, patients, families, friends and staff. The event was held on a hot, summer afternoon, July 28. With many helping hands and the assistance of Norwood's youthful "Volunteers," the front lawn of CHOICE was transformed into a carnival setting with miniature horses, live entertainment, magic shape balloons, a Funny Photos booth, fresh popped popcorn and ice cream. Photo left: Resident Mary Rawluk poses at the Funny Photos booth; Photo right: Resident John Terboch visits with a miniature pony from the Hearts and Hooves program.



Page

Klondike Days Brunch

Grandview staff and residents show off their Klondike finery at the annual Klondike Days Brunch July 18. (Top left): Resident Lorraine Boyko is assisted by Rehabilitation Attendant Cherlyn Legare at the petting zoo; (Below) Grandview staff (from L-R) Claire-Ann Hodgson, Sybil McHale, Daithe Dziadyk, Linda Murray, Louise Haley and Barb Potter get into the Klondike spirit with handmade costumes. (Bottom left): Global TV weatherman Kevin O'Connell broadcasts live on Global News at noon.



The sun at the North



(Photo right) CAPITAL CARE Dickinsfield Centenarian Maria Chubay celebrates her 104th birthday on Aug. 23

Camping in Kananaskis



Yes, it did rain this summer! But that didn't stop a happy group of campers from Dickinsfield's Main D Unit from enjoying a four-day trip to Kananaskis in June. (Back row L-R) Andrew Joly, Amanda Joly, Roger Joly, Lois Pawl. (Front row L-R) Randy Pawl, Jan Hrasko, Jennifer Noskiye, Y Tek, Karen Hovde, Kim Kennedy, Neil Whitford. Photo at left: Karen Hovde and mom Iola Gibson fishing on lower Kananaskis Lake



Happy 104th birthday, Maria



Strathcona collects bears for Hurricane Katrina kids



Residents, volunteers, families and staff of the CAPITAL CARE Strathcona Campus collected 254 stuffed animals to be "adopted" by the children affected by Hurricane Katrina. The stuffies were part of the Teddy Bear X-Press campaign organized by radio station 96X. (Left to right) Dorothy King, Ethel Beckman, Mary Davison and Kay Patry - all residents of Laurier House Strathcona.

Educational Scholarship Program awards \$119, 200 in scholarships



Strathcona LPN John McCullough and Human Resources Director Sharon Roulston



CAPITAL CARE CHOICE Director Karen Yukes and CHOICE Dickinsfield LPN Jennifer Goulding



Sharon Roulston, Norwood Best Practice Leader Christie Sharun and Norwood Administrator Jennifer Williams

LPN Scholarship Program (\$12,700 each over two years)

Tony Abrantes (Activities Convenor) — CAPITAL CARE *Strathcona*
 Denise Callander (Administrative Support II) — CAPITAL CARE *Strathcona*
 Erin McWatters (Nursing Attendant) — CAPITAL CARE *Norwood*
 Angelina Palmer (Nursing Attendant) — CAPITAL CARE *Dickinsfield*
 Holly Purpur (Care Housing Attendant) — CAPITAL CARE *Strathcona*
 Staci Stewart (Resident Companion) — McConnell Place West
 Donnell Wyse (Community and Home Support Worker) — Young Adult Duplexes (\$6, 000)

LPN to RN Scholarship Program (\$16,000 each over four years)

John McCullough (LPN) — CAPITAL CARE *Strathcona*
 Jennifer Goulding (LPN) — CAPITAL CARE CHOICE *Dickinsfield*
 They are both enrolled in the Athabasca University Post-LPN BN Degree Program.

Graduate Degree Scholarship Program (\$5,000)

Christie Sharun (Best Practice Leader/Centre Educator) — CAPITAL CARE *Norwood* to pursue a Masters in Health Science at Athabasca University.

2005 Bursary Award Winners (\$8,000 total)

Monique Belanger (Staff Nurse) — CAPITAL CARE *Lynnwood*
 Sherri Bessette (Activities Convenor) — CAPITAL CARE CHOICE *Dickinsfield*
 Cielito Casem (Nursing Attendant) — Mewburn Veterans Centre
 Roman Dolores (Building Services) — Mewburn Veterans Centre
 Hemrajie Ganess (Care Housing Attendant) — Laurier House *Lynnwood*
 Michelle Girard (LPN) — Laurier House *Strathcona*
 Lolita Javate (Nursing Assistant) — CAPITAL CARE *Lynnwood*
 Susan Jurczak (Occupational Therapist) — CAPITAL CARE *Lynnwood*
 Bonnie Kennedy (Rehabilitation Attendant) — Laurier House *Lynnwood*
 Ruth Laidley (Foodservice Aide) — CAPITAL CARE *Lynnwood*
 Pat LaSalle (Care Housing Attendant) — Laurier House *Strathcona*
 Mark Lashmar (Cook) — CAPITAL CARE *Dickinsfield*
 Cyndi Martin (Rehabilitation Attendant) — CAPITAL CARE *Lynnwood*
 Trish McGrath (Manager) — CAPITAL CARE CHOICE *Dickinsfield* (Mental Health and Young Adult Duplexes)
 Mercy Nickel (Coordinator of Volunteer Services) — CAPITAL CARE *Norwood*
 Beverly Osman (Certified Nursing Attendant) — CAPITAL CARE *Lynnwood*
 Kim Pollard (Social Worker) — CAPITAL CARE *Norwood*
 Dee Rea (Administrative Assistant) — CAPITAL CARE *Grandview*
 Bonnie Seale (Administrative Support) — CAPITAL CARE *Dickinsfield*
 Debbie Sheehan (Care Manager) — CAPITAL CARE *Dickinsfield*
 Shirley Simpson (Rehabilitation Attendant) — CAPITAL CARE CHOICE *Dickinsfield*
 Sandra Troughton (Coordinator of Volunteer Services) — CAPITAL CARE *Dickinsfield*
 Grace Webster (Senior Executive Secretary) — CAPITAL CARE *Corporate Services*

The CAPITAL CARE Group is committed to promoting lifelong learning and assisting employees in all service areas with career planning. Over the past four years, the Licensed Practical Nurse Scholarship Program has provided over \$100,000 in scholarships for staff to upgrade their caregiving skills. These scholarships are made possible by the support of *The CAPITAL CARE Foundation* and its generous contributors and supported by the College of Licenced Practical Nurses of Alberta, NorQuest College and Athabasca University, our partners in learning.

The opportunity for staff to enhance their knowledge, skills and abilities in critical needs areas within the organization ensures *The CAPITAL CARE Group* has highly trained health care professionals to deliver effective, quality services for its clients. Educational incentives are one way to attract and retain workers and to address the expected shortage of skilled employees that is predicted within the next ten years.

This year, in an effort to expand these programs and offer more scholarships and bursaries to staff, *The CAPITAL CARE Foundation* created the Educational Scholarship Program. In addition to providing funding for the Licensed Practical Nurse Scholarship Program, the Educational Scholarship Program provides two new scholarships, valued at \$16,000 over four years, for the completion of the Licensed Practical Nurse to Registered Nurse degree, and one new scholarship, valued at \$5,000 for obtaining a graduate degree. With the creation of these three new scholarship programs, and the increased program costs of the LPN programs, over \$119,000 in scholarships were awarded to TCCG staff. Congratulations to all recipients and thank you to our generous donors!

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



Tony Abrantes



Denise Callander



Angelina Palmer



Holly Purpur



Staci Stewart



Donnell Wyse

The CAPITAL CARE Foundation 2005 Charity Golf Classic

Supporters contribute \$23,000 towards Alzheimer care at the new Kipnes Centre for Veterans

Supporters of *The CAPITAL CARE Foundation's* annual Charity Golf Classic contributed \$23,000 to Alzheimer care at *The CAPITAL CARE Group*. The proceeds of this year's tournament, held June 6 at the Coloniale Golf and Country Club in Beaumont, will support an Alzheimer care program at the new Dianne and Irving Kipnes Centre for Veterans.

The Foundation thanks Manulife Financial for it's sponsorship of the BBQ lunch, and all existing and



Sean Curtis (left), Brent Komarnicki, and Linda McCurdy look on as Phyllis Hempel, CEO of *The CAPITAL CARE Group*, attempts a putt on the 11th hole



The winners of this year's tournament are (left to right): John Newnham, John Connolly, Fred Tonn, Ken Rudko.

new supporters that made this tournament a success. We look forward to your continued support next year as we celebrate the tournament's 10th anniversary.



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200 racers enter 2nd Annual Tanks and Tags Road Race

The second annual Tanks and Tags 5K Road Race was held September 11 at the Edmonton Garrison. With support from the 15th Edmonton Service Battalion the event was a huge success, raising over \$4,000 in support of the new Dianne and Irving Kipnes Centre for Veterans. Almost 200 racers both young and old participated in either the 5K Timex Run, the 5K Fitness Fun Walk, or the 1K Kids Run. Fans of the runners cheered them on through the cool temperature and vets from the Mewburn Veterans centre greeted racers at the finish line. In keeping with the military flavor of the event winners of the events were awarded prizes and

'dog tag' medals. A pancake breakfast was served in true military fashion after the race.

Many thanks to all employees of *The CAPITAL CARE Group* who supported the event by volunteering, running, walking or sponsoring a participant. Staff and residents at CAPITAL CARE Norwood pulled together and raised \$311. This year's winner of the center with the highest participation was awarded to Corporate Services. Congratulations!

*Sherry Schaefer, Community Liaison,
Mewburn Veterans Centre
&
Wendy Wong, Recreation Therapist,
CAPITAL CARE Norwood*



(Top right): Three residents of CAPITAL CARE Norwood - Violet Groat, 95, John Terborch, 72, and Florence Griffin, 86 - braved the wind and cold to cross the finish line in the 5K Fitness Walk. (Centre right): TCCG CEO Phyllis Hempel gets ready for the 5K Fitness Walk. (Bottom right): Chantell Widney crosses the finish line with a time of 18 minutes, 17 seconds to win the Women's 5K Run.



Etch a Memory

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

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

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

How to Order: Mail this form and payment to: Serving Those Who Served
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For more information on the new veterans centre, please call 1-866-THE-VETS or visit www.thevets.org

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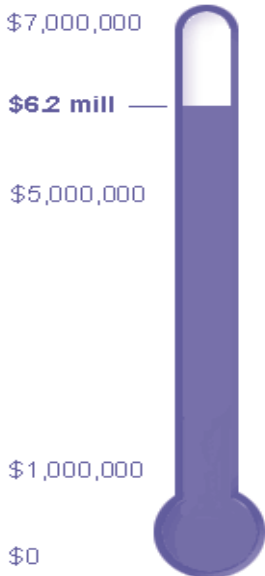
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www.capitalcare.net/foundation (780) 448-2413

November 2004

KCV fundraising update

Fundraising for the new Dianne and Irving Kipnes Centre for Veterans has surpassed the \$6 million dollar mark.



For information on how to donate, please call *The CAPITAL CARE Foundation* at (780) 448-2413 or visit www.thevets.org where you can also view photos of the centre under construction.

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We are very grateful to the following donors who thought of *The CAPITAL CARE Group* and the needs of residents from April 1, 2005 to June 30, 2005

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

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Guiding principles at *The CAPITAL CARE Group*

Our Mission

Delivering quality continuing care in partnership with our community.

Our Vision

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

Our Values

Vision

We are guided by a vision of the future.

Customer

We regard our residents as our central focus.

Quality

We are committed to quality and excellence.

Ethics

We strive to do what is right.

Communication

We communicate honestly and openly.

Leadership

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

Trust and Teamwork

We work as a team.

Training and Development

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

Technology and Innovation

We improve our methods, systems and equipment.

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Kipnes Centre and Strathcona Care Centre benefit from Safeway's We Care campaign

Two centres were the beneficiaries of the 2005 Safeway We Care fundraising campaign. The Bonnie Doon Safeway raised \$31,600 in support of the new Dianne and Irving Kipnes Centre for Veterans, opening this November. Their hard work and dedication to the project was recently recognized at the Northern Alberta Safeway Staff picnic. One of their volunteers, Agnes Trautman, 82, was also recognized for her extraordinary volunteer service.

The Wye Road Safeway in Sherwood Park contributed \$16,757 to CAPITAL CARE *Strathcona*. The money will go towards the purchase of a towel



(Left to right): Ian Adair (Safeway Regional Director), Molly Malone, Agnes Trautman (holding the cheque) Chris Wilkes, Jeannie Barnie, Betty Kolewaski (Administrator, Mewburn Veterans Centre), Sherry Schaefer (Community Liaison/Volunteer Coordinator, Mewburn Veterans Centre), Brian Bradley (Safeway District Manager)



(Left to right) Wes Mayes (Store Manager), Eileen Stannard, Kay Gusso, Marie McInnis (Administrator, CAPITAL CARE Strathcona), Heather Ellerbeck (Campaign Captain) and Karen Kathan.

warmer and cabinet for the Strathcona Alzheimer Care Centre and overhead lifts for the Strathcona Care Centre. The funds were raised through two major events over the past year: "Charity Check-out Day" last November and "Show Your Heart Day" last February. Special thanks to Mrs. Eileen Stannard for supporting this event and to the staff of Wye Road Safeway for their time and commitment to raising this money.

Marie McInnis, Administrator
CAPITAL CARE Strathcona
&
Sherry Schaefer, Community Liaison
Mewburn Veterans Centre

Share a Smile raises over \$35,000

The Share a Smile direct mail campaign raised over \$35,000 this year. Share a Smile encourages people to make a donation that would improve the quality of life for residents by funding equipment, finishing touches, residents' comforts and resident and client activities. We appreciate your support this past spring.

Research for Care raises over \$10,000

Once again the donors and supporters of *The CAPITAL CARE Foundation* have been very generous in their support of our Research for Care direct mail campaign. To date we have received close to \$10,000 to support our research projects.

Donations to the Research for Care campaign helps *The CAPITAL CARE Group's* research unit to develop best practices that ultimately lead to improvements in the care we provide to our residents.

Cindy Wilson,
Fund Development Officer
The CAPITAL CARE Foundation

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Dickinsfield's Sister Helen Edwards celebrates 60 years of service with the Ursulines of Chatham



Sister Helen Edwards

White-haired Sister Helen holds the hand of a *Dickinsfield* resident, a woman she has known for years — a woman soon to take her last earthly breath. With tender caring etched gently on her face, Sister Helen prays. Sister Helen lives a life of faith and devoted service to others, and has given the past 15 years to Pastoral Care at CAPITAL CARE *Dickinsfield*. This summer volunteers, staff, and residents gathered to honour Sister Helen as she celebrated her 60th anniversary of sisterhood with the Ursulines of Chatham.

Helen was 14 when she left her parents and 10 brothers and sisters in a Saskatchewan farming community to live with her aunt and uncle in Battleford, SK. Although raised in a Catholic home, living in Battleford gave Helen more opportunity to be involved with the church community in the small town, as she attended a Catholic school. Helen's realization that the Church was her calling came when she was 15. "It was a true moment of revelation and I knew what I had to

do," recalls Sr. Helen with a smile. "I fought it, though. No way was I going to be a nun." However, Helen's strengthening faith would determine her path.

When young Helen told her parents that she was thinking about entering a convent her father was happy for her, but her mother wanted to see her married and surrounded by children. Providentially, at least part of

Helen's mother's wishes would come true when Helen, at the age of fifteen, went to the convent school in Vibank and in January 1945 she entered the Ursuline convent as a postulant. Although she had dreamed of being a nurse, the Ursulines were a teaching order, so after taking her final vows in August 1949, Helen finished high school and went to teachers' college. As she started her teaching career with a grade one class back in Vibank there was no doubt in her mind that being a nun was her life calling.

Sister Helen came to Alberta in 1967 where she organized and ran a daycare. In 1989 Sister Helen moved from the convent to an apartment. "It was hard to leave the convent. For the first time in my life I had to learn how to manage a household," Sister Helen laughs. "I had lived a very sheltered life in the convent." She did parish work for St. Anthony and St. Dominic Churches and in 1991 came to *Dickinsfield* to do Pastoral Care.

Sr. Helen has found a strong sense of community in *Dickinsfield*, and working there has satisfied her old desire to work in health care. Everyone at the Centre knows Sr. Helen and she has become like a family member to many. Her face takes on a glow as she explains, "I've been given the precious gift of being able to serve others. Serving God's people is the greatest thing I can do."

Besides bringing comfort to residents, Sister Helen shepherds a group of volunteers who help with the Pastoral Care program and celebrate mass every Friday at CAPITAL CARE *Dickinsfield*.

Shirley Barg, Ladies Auxilliary,
CAPITAL CARE *Dickinsfield*

MCCONNELL PLACE NORTH

Continued from page 1

Her speech, entitled "Reminisce: A Dream Come True," recalled the challenges and excitement of getting an innovative model of care in place.

"This is a beautiful building, and it has stood up well, and while we are proud of the model of care, it's really the staff who put the heart in the building," said Wark.

Nat Mitchell, Manager of McConnell Place North, thanked dedicated staff, families and volunteers for their contributions to making McConnell Place a special home for residents. She elaborated on the generous donations from families and friends over the years, which have gone towards, among other things, creating McConnell Place North's award-winning garden.

To mark the 10th anniversary, McConnell Place North completed its meandering pathway, a walking path lined with therapeutic flower gardens leading residents to different points of interest. Some of the visual markers along the winding path include benches for resting, a cedar arbour, a mail box, and, at the beginning of the pathway, a cedar clubhouse for golf putters and lawn games. Residents can experience the fun and challenge of putting a few balls on the first circled lawn of the pathway. Rudy Chowaniec, one of the dedicated Knights of Columbus who built the three cedar attractions, was recognized for his many contributions and the beautiful cedar wood creations in the garden. The pathway's arbour was named "Rudy's Haven" in his honour.

The afternoon was spent enjoying the fiddle music of Jay Kuchinsky, and anniversary cake and punch. Rain showers brought the festivities indoors, but a few raised umbrellas and toured the beautiful garden.

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



Longtime Knights of Columbus volunteer Rudy Chowaniec stands under the arbour named in his honour at the McConnell Place North 10th anniversary celebration

So long Cookie!

Lynnwood's Georgina Clark retires after 30 years

A retirement tea was held June 23 for 2nd Parker Unit Clerk Georgina Clark. Georgina, better known as Cookie to family and friends, began her career in the health field 37 years ago, 30 of which were spent at CAPITAL CARE *Lynnwood*. She can tell many stories of the old "District 24" and how as a young woman of 18, she had to learn quickly to keep up with the resident care needs required of her nursing attendant position. As time went on, Georgina took up the challenge of the Unit Clerk position and delved into the land of computers with trepidation and determination.

Georgina's life/work journey has seen many changes over time, but her passion for the care of the elderly has never changed. She will begin her retirement with plans to visit family, and this fall she joined the Ladies Auxiliary at CCL. We wish her well and know that whatever Georgina becomes involved in, she'll have everything organized with a paper trail from here to Vancouver!

Jan Cooper, Care Manager,
2nd Parker Pavilion, CAPITAL CARE *Lynnwood*



What do you think?

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Please send your comments to:
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