



Corporate investment in quality of life pp. 7 - 15



Run for the Brave breaks fundraising record p. 12



Long-time donors and everyday heroes pp. 5 - 15

## INSIDE

Message from the CEO.....	2
Timeline of our growth.....	3
About our staff and physicians.....	4
Scholarships make a difference.....	5
CapitalCare Norwood.....	6
CapitalCare Lynnwood.....	7
Foundation Year in Review.....	8 & 9
CapitalCare Grandview.....	10
CapitalCare Dickinsonfield.....	11
Kipnes Centre for Veterans.....	12
CapitalCare Strathcona.....	14
CapitalCare CHOICE programs.....	15
McConnell Places & Laurier Houses.....	16

CapitalCare

# people&progress

Fall 2013



Original staff of Edmonton and Rural Auxiliary Hospital and Nursing Home District No. 24.



South Pavilion, also known as "The Annex" was built in 1947 (and torn down in 1995) and was Alberta's first publicly-owned long-term care centre and the place where our history began.

## 50th Anniversary Issue

**WELCOME TO THE** 50th anniversary special edition of our People and Progress Newsletter.

Did you know that the name People and Progress comes from the history book produced to commemorate our 25th anniversary in 1986? It's also the name of our continuing care conference held each year in February since 1987.

The People and Progress Continuing Care Conference, the book and the many activities that took place during that anniversary year were the brainchildren of the Silver Jubilee Advisory Committee of the day. Their objectives were to acknowledge those responsible for the outstanding progress achieved over the years, to make Hospital District 24 better known, and to share the organization's plans for the future.

Today, because as the saying goes, "the more things change, the more they stay the same," CapitalCare's 50th Anniversary Committee has, among other things, produced this special issue of the newsletter with the same objective in mind.

If you subscribe to this newsletter, you will notice a few cosmetic changes first off. Our newsletter is smaller and more manageable and is in now full colour throughout.

For this special issue only, there is no donor list, but the next issue will include all donors from May 1 - October 31, 2013. It will be a long list since we have many supporters.

We did not produce a history book, but thanks to social media, we were able to recreate our history on Facebook. Many of the features we don't have space for in this newsletter are on a Facebook page, as well as photos from each site's Memory Lanes, April 1st balloon launch, the Volunteer Appreciation brunch and the Employee Recognition event.

*Bernadette DeSantis,*  
Communications Manager,  
CapitalCare Corporate Services

Like us on FB  
capitalcare.edmonton



**CAPITALCARE LAUNCHED** a year of celebrations April 1 to mark its 50th anniversary. Eight sites launched 50 balloons each from points north, east, south and west, festooning the skies above Edmonton and Sherwood Park with 400 biodegradable blue balloons, a symbol of

CapitalCare's growth over the past 50 years.

On April 1, 1963 CapitalCare (then called Hospital District #24) began operating 72 beds at Norwood. Fifty years later, CapitalCare is the largest publicly-owned continuing care organization in Canada.

Each of our sites created its own Memory Lane – a collection of photos and memorabilia of residents, staff, volunteers, and memorable moments from the past 50 years. Look for these displays in each centre when you visit this fall.

In September and October, centres will host staff appreciation events with a 50th anniversary theme. The annual volunteer appreciation brunch and recognition evening for long-serving employees, both held last spring, also had the

50th anniversary theme.

On September 19, CapitalCare CEO Iris Neumann, our directors and administrators host the official 50th Anniversary Celebration at the Royal Alberta Museum.

Everyone is invited to attend CapitalCare recognition day October 5 at the Edmonton Eskimos game, where we will have the honour of displaying the Canadian flag during the anthem. Discounted tickets are available and a portion of the proceeds will be donated back to the CapitalCare Foundation.

To purchase these discounted tickets, contact the Eskimos directly by calling Brad Shewciw at 780.448.1529 or email to [brad.shewciw@esks.com](mailto:brad.shewciw@esks.com).

Our year-long celebrations continue into the New Year with the People and Progress Continuing Care Conference February 6 & 7. The theme for 2014 conference is Leading the Journey: Vision to Reality. More information about speakers and sessions will be available this fall on our website [www.capitalcare.net](http://www.capitalcare.net). To be added to our conference mailing list, please contact Cindy Zigarlick at 780.448.2421.

Closing out our celebrations will be the annual Valentine's Gala, February 14 at the Shaw Conference Centre. This is the CapitalCare Foundation's most successful fundraiser, with proceeds exceeding \$2 million over 16 years. Please see page 13 for more information or to reserve your table.



Mailing Address

Return Undeliverable Canadian Addresses to:  
CapitalCare Corporate Services, 6th FL, 10909 Jasper Ave., Edmonton, AB. T5J 3M9, P.M. #40009256

**About CapitalCare**

Operating in Edmonton and area since 1963, CapitalCare is the largest public continuing care organization in Canada. CapitalCare provides continuing care programs and services to nearly 1,400 residents and 300 clients through residential centres and day programs.

**Corporate Office**

**CapitalCare** 780.448.2400  
info@capitalcare.net

**Foundation** 780.448.2413  
ccfoundation@capitalcare.net

**Facility Living**

Dickinsfield 780.371.6500  
Grandview 780.496.7100  
Kipnes Centre for Veterans 780.442.5700  
Lynnwood 780.341.2300  
Norwood 780.496.3200  
Strathcona 780.467.3366

**Supportive Living**

Adult Duplexes 780.496.3335  
Laurier House Lynnwood 780.413.4712  
Laurier House Strathcona 780.467.3366  
McConnell Place North 780.496.2575  
McConnell Place West 780.413.4770

**CHOICE Programs**

CHOICE Dickinsfield 780.371.6642  
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
- Enhanced Support Unit
- Hip Fracture Program
- Long-term Care
- Mental Health Unit
- Palliative Care
- Respite Care
- Sub-acute Care
- Transition and Alternate Level of Care
- Wound Care/Plastics/Arthroplasty
- Young Adult Unit

## Celebrating 50 years of Putting People First

**OUR 50TH ANNIVERSARY** year-long celebrations give me cause to reflect on our past accomplishments and envision our future – a daunting prospect given the so-called grey wave of baby boomers approaching their golden years.

Never before has the world seen so many people living to the age of 100. Statistics Canada recently reported the number of centenarians jumped 53 percent to 5,825 and predicts the number will climb exponentially to 49,300 by 2051.

Since 1963, our organization has been at the forefront of planning, building and improving a continuing care system to ensure that Albertans can continue living the best possible lives – even when they need care.

At first it was about building enough centres to accommodate all those who needed care. Each time we opened a centre, plans were already underway for another. Additional pavilions were added on to existing sites. By the time we celebrated our 25th anniversary, we had gone from 72 beds in one facility to 1,188 beds in six facilities.

Around the same time, we started to move away from a generalist medical strategy to one targeted at the specialized care needs of patients with similar problems. We established specialized units within our existing buildings for people with brain injury, mental health issues and young adults for example.

During this decade-long reprieve from the pressures of expansion we developed our expertise in specialized care, participated in research and began planning alternatives to institutional care in order to keep people in the community as long as possible.

The result was a decade of building that produced several “firsts” in our industry, in our province and even in our country.

In 1995 we opened McConnell Place North, Canada’s first stand-alone residential care centre for people with Alzheimer’s disease. Little did we know then that the home-like building design and social model of care we developed – and replicated in two more such centres – would become the template for the modern long-term care

centres we see today, including our newest facility, the Kipnes Centre for Veterans, opened in 2005.

In this past decade, where other providers are meeting the demand for more supportive living accommodations, we are working with Alberta Health Services to develop more specialized units for people requiring a higher level of care, solidifying our reputation as leaders in complex continuing care.

At the same time, we have introduced a new motto which captures our vision for the future: *Putting People First*. The saying comes from a legacy of caring and compassion for Alberta’s frail, elderly and disabled people, who have always come first in our minds and in our hearts. It reflects our goal to make our centres feel less like the institutions we built 50 years ago, and more like home.

*Putting People First* is also the name we have given to our journey towards person-centred care. This concept is a shift in our way of thinking about our work. It means staff at all levels focus less on tasks and more on what they can do to make each resident’s day more meaningful. Our goal is to engage the 70 percent of our residents with Alzheimer’s disease and other forms of dementia in a way that enhances their quality of life.

As the older population swells, so does the number of people with dementia. Currently, half a million Canadians suffer from various forms of dementia, a number that is expected to rise to more than a million by 2038.

Our mandate is not to cure, but to care for the grey wave approaching. Armed with our legacy of *Putting People First*, our focus on teaching and researching, and our resilience in the face of change, we have never been more ready to tackle the future, come what may.



Iris Neumann, CEO



**Website**  
www.capitalcare.net



**Facebook**  
capitalcare.edmonton



**Twitter**  
@capitalcareYEG



**Youtube**  
www.youtube.com/user/edmontoncapitalcare

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

**Editor** - Bernadette DeSantis

**Editorial Committee**

Bernadette DeSantis, Iris Neumann, Sherry Schaefer, Lori White.

**Contributors to this issue**

Victoria Anderson, Abigail Bailey, Betts Blakley, Elgie Demchuk, Francine Drisner, Thorsten Duebel, Dr. Douglas Faulder, Maureen Flynn, Sylvia Gillespie, Betty Kolewaski, Kelly McClung, Trish McGrath, Penny Reynolds, Sherry Schaefer, Linda Stevenson, Elizabeth Tanti, Lori White, Cindy Zigarlick.

**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

**2012 - 2015 STRATEGIC PLAN**

The Executive Management Committee has developed a strategic plan for CapitalCare which reflects our direction and priorities. It is shaped by our vision, mission and values, and reflects our relationship with Alberta Health Services. It is designed to meet changes in continuing care, enable best practices, and support our leadership. In order to track results and benchmark with other providers, we have attached performance measures.

The next three years will focus on the following areas:

- **CHOICE AND QUALITY FOR CONTINUING CARE RESIDENTS** – Implement an overarching model of person centred care to inspire and guide service delivery, utilize RAI/MDS and implement new approaches and systems to support quality care and service delivery.
- **INCREASE ACCESS, REDUCE WAIT TIMES** – Maintain and renovate continuing care centres and improve access by optimizing use of care beds within the larger program model.
- **OUR PEOPLE ACHIEVING EXCELLENCE** – Meet changes in continuing care through role reviews to ensure the right people at the right place and promote excellence in staff safety
- **ENABLERS AND ORGANIZATIONAL DEVELOPMENT** – Strengthen quality, financial management and partnerships.



CapitalCare's Executive Management Committee left to right, back row; Linda Stevenson, Thorsten Duebel, Betty Kolewaski, Francine Drisner, Lori White, Dr. Douglas Faulder. Right to left, front row: Elizabeth Tanti, Maureen Flynn, Elgie Demchuk, Iris Neumann and Penny Reynolds.

## Continuing care fees and funding

**ALBERTA'S CONTINUING CARE SYSTEM** operates on both fees and funding. Residents pay a fee to cover the costs of providing accommodations and services like meals, housekeeping and building maintenance. These are the costs associated with a roof over our heads like you and I do. Health services are publicly-funded and provided through Alberta Health Services (AHS).

With the amalgamation of the regional health authorities under AHS, a system for standardizing long-term care funding across the province was developed and the result was the introduction of a new funding model in 2009/10 called Patient Care Based Funding (PCBF), which CapitalCare implemented this year.

The PCBF formula uses an internationally-recognized assessment tool called RAI MDS to determine the level of care each resident needs based on their health conditions and attaches funding to this. The more care a resident needs the more funding their care providers receive as determined by AHS. As a result of the new funding model, in the 2013/2014 year some CapitalCare sites received less long-term care funding in accordance with their residents' current assessed care levels.

Over the years CapitalCare has implemented various funding strategies with one goal in mind: to provide the best care possible within the funding available. To that end we continue to review our staffing model, the services we provide, the technology and equipment available to ensure the best stewardship of our resources.

*Linda Stevenson, Director, Finance  
CapitalCare Corporate Services*

## Continuing care standards

**CAPITALCARE HAS A LONG HISTORY** of participating in activities that measure the quality and safety of the care we provide. Since 1969 – the year we were first accredited for meeting the standard of excellence of the day – we have continued to measure our activities against provincial and national standards, striving always to live up to our first motto of “working towards improved care.”

In those days, when our facilities were hospital-like and residents were called patients, quality was measured against standards developed for a medical model of care. Today, since the development of provincial standards for both accommodation and health services, quality and safety are measured against continuing care standards that have evolved beyond ensuring a person's medical needs are met.

While we continue to meet – and in some cases exceed – national and provincial standards of excellence, we are also measuring our ability to provide person-centred care. Person-centred care means caring for people, not patients; it is about homelike environments, not hospitals; providing choices, not sticking to routines; involving families and friends and caring for the whole person. It's about *Putting People First* and achieving a level of quality and safety that will make continuing care a more desirable option for people who need it in the future.

*Lori White, Director, Quality and Corporate Administration  
CapitalCare Corporate Services*

### A timeline of our growth

1964 - Norwood Auxiliary Hospital opens  
 1966 - Lynnwood Auxiliary Hospital opens  
 1972 - Dr. Angus McGugan Nursing Home is added to Norwood  
 1973 - Grandview Auxiliary Hospital opens  
 1979 - Dickinsfield Extended Care Centre opens  
 1981 - Parker Pavilion is added to Lynnwood  
 1992 - Our new name The Capital Care Group is unveiled  
 1993 - Mewburn Veterans Centre transfers to The Capital Care Group  
 1995 - McConnell Place North opens  
 1996 - Strathcona Care Centre joins The Capital Care Group

1996 - Young Adult Duplexes open  
 1996 - CHOICE Dickinsfield opens  
 1997 - CHOICE Norwood opens  
 1997 - Laurier House Lynnwood opens  
 1998 - McConnell Place West opens  
 1999 - CHOICE Mental Health opens  
 2001 - Laurier House Strathcona and Harvest House open  
 2005 - Dianne and Irving Kipnes Centre for Veterans opens  
 2007 - Our new name CapitalCare is unveiled



Long-serving staff of CapitalCare Grandview on April 1, 2013.



Phyllis Hempel (right) presents a volunteer award to long-time resident Russell Lee at CapitalCare Dickinsfield in 1999.

## Staff and physicians

**WE HAVE COME A LONG WAY** from the days when our staff photo was dominated by female nurses wearing crisp white dresses, caps and sensible shoes. Today, a multi-cultural, multi-tasking workforce, many wearing street clothes to blend in, gives person-centred care aided by labour-saving equipment and state of the art technology.

With the baby boom generation needing long term care between 2040 and 2050, and our current workforce already reaching retirement, our thoughts turn to the future: Who will care for us?

Some characteristics of the long-term care workforce of the future are a given. Our staff will continue to be culturally diverse and wear the latest fashion in dress and shoes. We hope to have attracted more males into the sector, as well as new grads who make long term care their first career choice. They will have tools and know-how to use the latest iteration of information technology and devices including web-based social networks, sensors and electronic medicine reminders. We will continue to provide on-the-job training in the best practice of the day.

As the population ages, and long-term care becomes more complex, we will need a highly skilled workforce at all levels to continue to give person-centered care – particularly to the ever-increasing number of people diagnosed with Alzheimer’s and other forms of dementia. We are excited about the prospect of a teaching and researching continuing care centre to achieve this goal.

One thing that will never change is that residents will continue to be comforted by our compassionate, hands-on approach to caregiving. It is the most enduring legacy passed onto to us by our predecessors in crisp white uniforms 50 years ago, and the legacy that moves us forward.

*Elgie Demchuk, Director, Human Resources  
CapitalCare Corporate Services*

**OVER THE LAST 50 YEARS**, there has been a significant evolution in the practice of physicians in CapitalCare long-term care facilities.

The nature of the residents themselves has changed. Residents come to live in long-term care facilities at an older age and with more complex healthcare needs than ever before. Long-term care is also looking after people who have very complex health issues such as behaviors of dementia, ventilator dependency and brain injury.

The practice of medicine in LTC has become a recognized special interest, reflecting the particular expertise and experience needed. Associations of LTC physicians have been organized in some provinces, and a national association of LTC medical directors is now active in Canada.

Physicians work closely as a team with CapitalCare employees. Residents in CapitalCare facilities have always been fortunate to have a dedicated and expert group of physicians providing excellent care, and they can look forward to more of the same in the years to come.

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

## Executive directors and CEOs



**D.R. EASTON, M.D. EXECUTIVE DIRECTOR 1963 - 1968**

### **DR. DONALD EASTON 1963 - 1968**

On April 1, 1963, when Hospital District 24 began operation at South Pavilion (then the Royal Alexandra Hospital Annex), Dr. Donald Easton was the Executive Director overseeing the operation of the first publicly-owned long-term care centre in Alberta. Within that first year of operation, Dr. Easton helped form Hospital District 24’s first auxiliary – the Norwood Auxiliary. From then on, as new centers were developed, auxiliaries were formed to support them – a tradition CapitalCare owes to Dr. Easton.

Early on in the history of CapitalCare, Dr. Easton foresaw the need for long-term care centers to be scattered throughout an ever-growing city. The Norwood and Lynnwood auxiliary hospitals were built while Dr. Easton was executive director, and he proposed the construction of the Grandview Auxiliary Hospital. Dr. Easton was considered a true visionary who was “intensely tuned in” to the needs of Hospital District 24, as well as to the needs of the continuing care industry.

View a 50th anniversary message from CEO Iris Neumann and our 50th anniversary video on



<http://www.youtube.com/user/edmontoncapitalcare>

More CEO bios on Facebook   
**capitalcare.edmonton**

- DR. DONALD EASTON, 1963 - 1968**
- DAVID MCBEAN, 1968 - 1980**
- DIANA MCINTYRE, 1980 - 1989**
- SHEILA WEATHERILL, 1989 - 1995**
- SUSAN PAUL, 1995 - 1997**
- HELEN LANTZ, 1997 - 2002**
- PHYLLIS HEMPEL, 2002 - 2006**
- IRIS NEUMANN, 2006 - PRESENT**

## Scholarships

SINCE 2001, CAPITALCARE has been able to help employees advance their careers by providing scholarships and bursaries made possible by the CapitalCare Foundation and the support of its generous donors. The roots of the Educational Scholarship Program go back to the days when CapitalCare was Hospital District 24 and staff were supported by a bursary program that enabled them to pursue ongoing education. Today, CapitalCare's commitment to staff education and improvement is a necessity in order to attract and retain qualified staff at all levels.



Best practice in the area of retention cites the opportunity for advancement and growth as one of the top reasons employees stay with a particular organization. CapitalCare recognizes that educational opportunities are a means of building commitment within our organization. The scholarship and bursary programs are an important way to ensure continuity of care for our residents.

As an Alberta Top 60 employer, CapitalCare is committed to the training and development of our staff. Reflected in our value statement, "We value lifelong learning, innovation and continuous improvement", it also supports our philosophy of best practice and leaders in continue care.



Ghouseuddin Muradi (holding cheque) is a licensed practical nurse (LPN) working evenings at the CapitalCare Kipnes Centre for Veterans. He was awarded a scholarship in 2011 to become a registered nurse (RN) and is currently pursuing this program of study while working full-time. His manager, Agnesa Lednicka, (second from the right) wrote in support of his application: "He provides care with a high level of caring and empathy respecting everyone as an individual. He applies person-centred care principles at all times. Also, he is an excellent leader and team player. It has been a pleasure working with him."

## Scholarships recipient thanks donors

"I left my place of birth for safety reasons. Canada gave us a home and opened all doors of opportunity for me and my entire family. Education was the first thing we were gifted in our new country. My wife and I both chose nursing for our occupation. CapitalCare was the first to offer us a job in the field of nursing after graduation. Since 2008 we have been working in CapitalCare.

The desire to upgrade my education has always been my dream, for I believe better service comes with better and greater knowledge. But it seemed so difficult to fulfill this desire alone with my earnings while I had to support my seven children. I needed some kind of financial support to continue my education.

CapitalCare granted me a scholarship to support my educational goal. On behalf of my entire family I would like to thank CapitalCare and all those who helped to make it possible for us to follow our dreams."

Ghouseuddin Muradi, LPN,  
CapitalCare Kipnes Centre for Veterans

## Long-time donors – Dolores Eberly

**DOLORES EBERLY HAS** been associated with CapitalCare since 1967, back when it was called Hospital District 24. Her first position was a night nurse at Lynnwood. Over the course of her career, she worked at Dickinsfield and Grandview as well, retiring from her last position as Administrator at Norwood. As she changed roles and grew in her responsibilities, Dolores needed to upgrade her education. CapitalCare provided financial assistance for her tuition and registration fees. Upon her retirement in 1994, Dolores became a donor to the CapitalCare Foundation and has been an annual contributor for more than 19 years.



Dolores Eberly – donor since 1994

Dolores remembers the days, before the establishment of the Foundation, when the auxiliaries and staff would hold centre fundraisers for equipment or program support. "We relied on those donations," she says. The formation of the Foundation coordinated the efforts of each centre to support both centre-specific needs as well as campaigns benefiting residents across the growing organization. As she herself was a recipient of financial support for her education, Dolores is pleased the Foundation continues to raise funds for this important initiative. She is glad to continue her connection and support for the organization to which she dedicated her career.

## Long-serving staff

"I am always humbled by the number of staff who have spent most, and in some cases, all of their careers working for CapitalCare,"

Iris Neumann, CEO



Carol Morris attended the launch of our 50th anniversary celebrations April 1, 2013 at CapitalCare Norwood. In this photo she proudly displays the pin of Hospital District 24 alongside the 50th anniversary pin.

**CAPITALCARE HONOURS** long-serving staff at the annual Employee Recognition Evening held each May at the Fantasyland Hotel.

In the 50 year history of our organization, three staff members have been recognized for 40 years of service:

- **DOROTHY GONKOWICZ** joined CapitalCare in 1966 as a nursing attendant at Norwood. In 2002, she became an LPN and moved to the Young Adult Unit at Dickinsfield, where she remained until her retirement in 2007.
- **CAROL MORRIS** started working for CapitalCare on its birthday, April 1, 1963. She had just graduated as a licensed practical nurse and was also a newlywed when Norwood, then called "The Annex," was opening and needed staff. A decade later, she moved to the Norwood Day Hospital, the first program in the province to provide out-patient services. And in 1996, Carol became one of the founding staff members of the CapitalCare CHOICE programs at both Dickinsfield and Norwood, where she continued to work on a casual basis until her retirement.
- **FLORENCE YUE** celebrated 40 years of service in 2011, and continues to work in the position she has long held as Support Services Supervisor at Norwood. Flo began her lifelong career with Norwood as a practicum student and became dietary supervisor upon graduation in 1971. Over the years, Flo's roles and responsibilities have grown, along with her education, and she now supervises housekeeping and laundry services as well.

For the year ending in 2012, a total of 192 employees reached milestones in their years of service to CapitalCare ranging from five to 35 years in five year increments. Five employees celebrated 35 years of service along with 17 employees with 30 years of service and 21 employees with 25 years of service.



CFCW radio host Danny Hooper and a crowd of staff, residents and families launch 50 balloons from CapitalCare Norwood April 1st. More photos from the celebrations at all sites are on Facebook.

 [facebook.com/capitalcare.edmonton](https://facebook.com/capitalcare.edmonton)



Doreen Walls passed away in April 2013. Last Christmas, Norwood collected mitts/gloves, scarves toques and socks for all ages, donating the children's items to Norwood School and the adult items to the Hope Mission. Many were knit by Doreen.

## CapitalCare Norwood

**CARING AND COMPASSION** – two words that described the character of CapitalCare Norwood 50 years ago, and today, caring and compassion still remain our priority – and our passion.

Norwood is our first and oldest site. Although the bricks and mortar haven't changed, we have been evolving our programs and services to meet the changing needs of the over one thousand Albertans a year we serve. Once a traditional long-term care centre, Norwood now offers six unique programs, including sub-acute, transition and alternate level of care units, a palliative hospice, and two complex long-term care units – chronic ventilation and acquired brain injury – each staffed with knowledgeable and compassionate caregivers dedicated to meeting the special needs of our clientele.

As Norwood North approaches the end of its own life-cycle, we look forward to collaborating with Alberta Health Services to replace this building with an innovative concept that combines teaching and researching in a continuing care centre. Norwood took us into the future of continuing care 50 years ago, we are poised to lead CapitalCare into the next 50 years.

*Penny Reynolds, Administrator,  
CapitalCare Norwood*



From L-R: Brad Meakins, Melissa Jones and Robert Le are Team Techno Trackers. In the 10<sup>th</sup> annual Run for the Brave, they took part in the 5K event, finishing in 13<sup>th</sup> place. They were also among the top 10 pledge earners.



Joanne Charchuk, age 75, is legally blind and speaks by plugging a hole in her throat. Every year since 2009 she participates in the 5K event by walking behind her wheelchair. "I wanted to prove to myself that I can still do what I'm passionate about," said Charchuk after completing her first race. Joanne had been an experienced race participant prior to moving to Norwood in 2007. This year, she raised over \$1,500 for CapitalCare Norwood for CapitalCare Norwood and was also a top pledge earner.

## Everyday heroes

**BRAD MEAKINS IS 37** and lives on CapitalCare Norwood's Chronic Ventilator Unit. Because of his Muscular Dystrophy, he has limited movement of his extremities and requires adaptive technology to do simple tasks many of us take for granted such as turning on the TV, using his computer, or answering the telephone.

Brad and the unit's occupational therapist Melissa Jones joined in this year's Run for the Brave, raising \$1,500 to build a loaner program of adaptive technology for all residents of the unit to use.

"The Run for the Brave is a unique opportunity to raise money for projects near and dear to the heart of each individual site," says Jones. "It is a day to acknowledge staff and residents who truly are everyday heroes."

"Joanne, another resident from our unit, has completed the run for several years. She starts training and collecting pledges early in the year, typically becoming a top pledge earner."

"It's more than a run; it's an opportunity to build community at our sites, everyone working towards a common goal."

## Kudos to staff

**With love to all the staff at CapitalCare Norwood**

On November 7, 2010 our mother, Doreen Walls, was transferred from the Royal Alexandra Hospital to CapitalCare Norwood's Palliative Hospice. She was confused, had no appetite, needed oxygen running, was totally dependent and dying with cancer. For the next six months, with fantastic compassionate, and knowledgeable care, she became stronger, started eating, the oxygen came off and she was once again lucid and starting to become less dependent on others for care.

She was transferred to the 4th floor, to long-term care. She continued to receive exemplary care from the caring and skillful staff there. Today at age 88, she is again our mother, giving sage advice and worrying about how hard the staff works, etc. She keeps busy knitting items for the needy and sewing when she gets the urge. As she used to be, she is fully up on all the latest political issues and is great company to visit.

I realize God has given my six brothers, two sisters, myself and our numerous offspring this added blessing to our lives, but I must compliment the wonderful staff at CapitalCare Norwood, every department, for their compassionate and delightful care to all the residents who live there. I am truly thankful to God and to the people He has chosen to care for my dear mother.

- Lois Gordon



## CapitalCare Lynnwood

**JUST EAST OF WEST EDMONTON MALL** is CapitalCare Lynnwood, the little centre that grew. We began our journey in 1966 with 100 long-term care residents in the original Lynnwood building. In 1981 the Parker Pavilion was added and 222 more residents joined the Lynnwood family. Two special care units were developed in the Parker Pavilion – the Behavior Assessment and Stabilization Unit (1988) for people with dementia who have challenging behaviors, and a Mental Health Unit (1996). Just last year, we converted a unit in the Lynnwood Pavilion for a new Enhanced Support Unit for residents with complex medical conditions that require enhanced behavioural support.

In 1997, our campus grew geographically with the addition of Laurier House Lynnwood two blocks northwest of us. Laurier House is an innovative care concept combining long-term care services in a condominium-style suite which can be shared with a spouse or family member. Imagine, no more divorce by nursing home! We also opened CapitalCare's second Alzheimer care centre – McConnell Place West – in 1998.

Today our sprawling campus is surrounded by beautiful gardens and patios where families may visit and feel at home with their loved ones. My thanks to all the donors who have contributed to our dining room project and other recent renovations. Lynnwood has become more like home.

*Francine Drisner, Administrator,  
CapitalCare Lynnwood*



Millie Gabriel (left) came to live on the Mental Health Unit of CapitalCare Lynnwood in 1996. She is pictured here in June 2013 enjoying the new patio with Winnifred Hibbert, a resident of 2nd Parker Pavilion, and Winnifred's daughter Jane. Millie has since passed away.

## Corporate investment in quality of life

**THE CAPITALCARE FOUNDATION** is supported by a growing number of corporate sponsors who believe in giving back to the community. These organizations support the Foundation's signature events and campaigns which provide enhancements and comforts of home for our residents.

Fantasyland Hotel, located within West Edmonton Mall, has been a partner with CapitalCare for over a decade. As the venue of choice for two primary events – People and Progress Conference and the annual Employee Recognition Evening – the Fantasyland Hotel supports a variety of fund-raising events such as the annual Charity Golf Classic, Run for the Brave, and the *Cooking Up Quality of Life* campaign.

Fantasyland Hotel continues to exceed the expectations of the partnership by "going the extra mile." Every holiday season, the management team from Fantasyland Hotel visits a CapitalCare centre to share the spirit and magic of Christmas, bringing decorations and pastries to those who remain in our centres for the holidays. This is a highlight of the year, not only for the Fantasyland team but especially for staff and residents at our centres.

Fantasyland Hotel is known for creating memorable experiences; their 12 theme rooms provide an innovative and unique hotel adventure. Their strong belief in "giving back" so that communities thrive has been a main philosophy in nurturing the relationship with the CapitalCare Foundation.



Managers of the Fantasyland Hotel departments including Banquets, Catering, Kitchen, Restaurants, Housekeeping, Maintenance, Front Office, General Manager, Accounting, Purchasing, WEM Inn and Head Office gather in front of the new tree they purchased and decorated for the atrium of CapitalCare Lynnwood in 2011.



Some of the staff and management of the Mental Health Unit (3rd Parker Pavilion) at CapitalCare Lynnwood.

## Kudos to staff

### To the staff of 3<sup>rd</sup> Parker Pavilion, CapitalCare Lynnwood

My uncle Don lived on 3rd Parker Pavilion for 16 years. He passed away last fall.

As you can imagine, after 16 years we went through many different phases, and we always had the team behind us. Initially Uncle Don was very reluctant to leave his house, but with the encouragement and support of the group, he soon settled in. Within a few months he told me that he loved living there – he would refer to it as "home."

Uncle Don was treated with respect and with love. He was made to feel more like support staff than a resident in those early days; helping with bingo, reading scriptures, pushing wheelchairs, reading to people. Being treated this way allowed his transition to be so much smoother than it would have otherwise been. He was able to maintain his dignity and use his talents and gifts, allowing him to still feel some independence.

When he died, we were surrounded by the staff who had loved him for all those years.

I write this to salute the staff and management on 3rd Parker, but also to remind you all that the dedication and support you give to the residents living in your care facilities does not go unnoticed. You are the brave, loving people helping others to maintain dignity and feel loved as they go through these difficult stages of their lives.

You will always be loved and remembered.

– Lori M.

# Annual Campaigns

**Valentine's Gala**

\$2,353,000 in 16 years

**Christmas Lights**

\$1,319,476 in 23 years

**In Celebration & Memory**

\$1,251,122 in 23 years

**Share a Smile**

\$551,393 in 17 years

**Golf**

\$508,000 in 17 years

**Research**

\$224,471 in 15 years

**Education**

\$172,444 in 12 years

**Run for the Brave**

\$111,015 in 9 years

## From the financial statements

**Financial highlights for fiscal year ended March 31, 2013:**

Annual fund revenue.....	\$525,294
Capital campaign revenue.....	\$801,962
Special event revenue.....	\$197,131
<b>Total revenue.....</b>	<b>\$1,524,387</b>

## Highlights for the year ending March 31, 2013

- ten special events were held during the year for both general fundraising and capital campaign. Total revenue of these events was over \$282,000.
- disbursements to resident programs and CapitalCare centres for the fiscal year totaled more than \$480,000
- total revenue for the year was over \$1,524,000.
- 20 major gifts (\$5,000 and over) were received during the year totaling \$544,289.

## 2012 - 2013

### Projects supported by donors

- Recreation therapy supplies
- Music therapy support
- Pet therapy supplies
- Furnishings for indoor and outdoor settings

In addition are the following centre specific items:

**CapitalCare Norwood**

- Specialized medication carts
- Bathing stretcher
- Lifts
- Electric beds and mattresses
- Television
- Exercise bike

**CapitalCare Strathcona**

- Lifts
- Bladder scanner
- Tubs and spa renovations

**CapitalCare Grandview**

- Choir chimes
- Bingo machine
- News program supplies
- Dining room renovations

**CapitalCare Dickinsfield**

- Dining room renovations
- Sporting event tickets
- Centre décor
- Christmas décor
- Piano maintenance

**CapitalCare Lynnwood**

- Television and audio
- Special event catering

**Kipnes Centre for Veterans**

- Sporting event tickets

## Donating is **really** easy

You can donate to the CapitalCare Foundation right from our website!

Just go to [www.capitalcarefoundation.net](http://www.capitalcarefoundation.net) > **Donate now** and you can donate either one time or repeatedly to the centre of your choice, our newest campaign or where it's needed most.



CapitalCare Foundation's Board of Directors (L - R): Jackie Rae Greening, Liz Tweddle, James Morrissey, Rob Jolley, Carol Bentley, Kelly McClung, Jason Marino, Sine Chadi, Dave Jamieson, Andy McPherson, Iris Neumann, and Ron Sills.



## Message from the chair

**OUR MISSION** at the CapitalCare Foundation is to help the residents in CapitalCare centres to live their life in a warm and inviting home-like atmosphere. And we accomplish this when we can make their home environment more enjoyable, more convenient, and more beautiful. Realistically government funding can't finance all of these changes. That is where the CapitalCare Foundation and support from people like you come in.

The past few years have centred on renovating dining rooms; the communal gathering places where residents spend time eating and socializing, and where family and friends come together – just like they did back home – and the familiar aromas and activities of home come to life.

With support of our community, including individuals, corporations, and other organizations, the Foundation helped raise an astonishing \$3.7 million. That meant we were able to fully commit to renovating 19 dining rooms in our CapitalCare centres.

We've already seen the results of the first renovated dining rooms, incredible new dining spaces where residents are enjoying a brighter and more home-like environment. And that joy will spread to other dining rooms this year.

What lies ahead is the completion of the dining room renovations and a continued effort to rejuvenate common spaces within all the centres. These include outdoor and indoor spaces, areas designed for relaxation and reflection, and those designed for energetic activity.

In addition, we remain focused on providing equipment that ensures quality of life for those in care, including specialty beds, lifts, and spa-like tub rooms.

Again, thank you for being a part of our Foundation and this incredible pivotal year of change. Please continue to think of us in your annual giving plans. Visit our website for powerful stories and more information about the Foundation at [www.capitalcarefoundation.net](http://www.capitalcarefoundation.net).

Yours truly,

*Kelly McClung*  
Chair, CapitalCare Foundation

p.s. Watch for the launch of our new 'Did You Know?' campaign and promotions coming in the Fall.

# did you know

This fall CapitalCare Foundation donors and supporters will begin to see more of this image. It is the launch of a new promotion to inform our community about the impact of support for CapitalCare residents.

**Did you know that we circulate this People and Progress newsletter to more than 6,500 subscribers throughout the capital region and as distant as North Carolina?**

## Looking back on our achievements

**WHILE THE MISSION** of the CapitalCare Foundation has been revised over the years, the essence remains the same; to enhance the quality of life of those served by CapitalCare. From the building of the Alzheimer care centres to the newest centre, the Kipnes Centre for Veterans, this support is evident.

As we approach the Foundation's 25th anniversary next year, our focus has shifted from supporting new buildings to renovating existing facilities. Creating warm and inviting spaces in 30-year-old buildings originally designed with brick and hospital white décor is a challenge, however, the results have been amazing and truly made an impact for our residents. It is the power of giving that makes these projects a reality.

Future projects include further renovations of family visiting and resident rooms, equipment for improved care, and education for best practice. More than ever the support of our donors, corporate sponsors and community is essential.

Looking back on our achievements over the years, what strikes me is the people that made it happen; the stories of why people give and the legacies that live on because of their gifts. Giving can make such a difference for those who live, and I truly mean live, in CapitalCare centres. Our Passion is Caring and that motto continues on.

*Sherry Schaefer,*  
Director, Fundraising and Donor Relations,  
CapitalCare Foundation





The first of CapitalCare Grandview's two dining rooms renovated through donations to the *Cooking Up Quality of Life* campaign and what they looked like before the renos.



Before

Five more dining rooms are in progress at CapitalCare Dickinsfield, to be completed in early November. We have raised \$3.7 million towards our goal of \$4 million. To share your support for the *Cooking Up Quality of Life* campaign please visit the CapitalCare Foundation website at [www.capitalcarefoundation.net](http://www.capitalcarefoundation.net) or call 780.448.2413.

## CapitalCare Grandview

**CAPITALCARE GRANDVIEW** is celebrating its 40<sup>th</sup> anniversary this year. Our centre is nestled in Grandview Heights, a quiet south side neighborhood, and we are pleased that we have been able to form a solid partnership with the community.

Over the years Grandview has made a significant shift from an institutional model of care and environment toward a very intentional person-centred approach. Our new dining rooms and enhanced dining experiences are a testament to the success of this approach.

In addition to long-term care, Grandview has operated an orthopedic sub-acute program since 1997, the goal of which is to rehabilitate people who have had hip and knee surgery so that they may continue to live independently in the community. In the last 12 months alone 934 patients have benefitted from this program.

Our staff are committed to enhancing quality of life for residents and patients through their dedication, knowledge and compassion. We are proud of the approximately 100 employees at Grandview with more than 15 years of service with CapitalCare, and this year alone four individuals celebrated 30 plus years employment at CapitalCare Grandview. Our staff, residents, patients, volunteers and families make up a caring and close knit community.

*Maureen Flynn, Administrator,  
CapitalCare Grandview*

“Improving the dining experience for our residents is an essential part of person-centred care. Someone once said that we move many times in life and really when one gets to long-term care it is our last address – an address that is not just a building and place to stay but our home, so the look and feel should be comfortable like a home, and the tastes and smells should be what we want in our home.”

*- Iris Neumann, CEO, CapitalCare*



Agnes Gomes (right) chats with RN Tomi Fatungase in Grandview's new dining room in the Spring of 2012.



Joan Goplin (centre, waving) is surrounded by family, staff and other members of team Grandview, including Karen Wichuk (left, standing) and her mother Marilyn.

## Kudos to staff

### **Kudos to the caring staff at CapitalCare Grandview**

The family of Agnes Gomes can't thank you enough for the care and comfort you provided to our mother, who resided at Grandview for the last year and a half. It was important to us that she spend her last years in a caring environment. She always said how happy she was and how kind you all were to her. Again, thank you to each and everyone for the wonderful work you do. We are grateful for your professionalism and dignity towards our mother.

*- The Gomes Family*

## Everyday Heroes

**JOAN GOPLIN, 57**, led an active lifestyle of boating, camping, fishing, skiing, and hiking and, because of a brain injury, now resides at CapitalCare Grandview. Joan took part in this year's Run for the Brave with her daughter & grandchildren. She fundraised to promote Grandview's recreation resources that promote quality of life.

Karen Wichuk, who walked with her mom Marilyn, also from Grandview, was the Run's top pledge earner raising over \$5,000 for the centre.

## CapitalCare Dickinsfield

**THE OPENING OF CAPITALCARE DICKINSFIELD** in May 1979 marked the first time in Alberta that a care facility integrated both auxiliary hospital care and nursing home level care into one building that was less institutional and more home-like. Other firsts included Edmonton's first specialized care unit for young adults (1984) and Canada's first stand-alone Alzheimer care centre – McConnell Place North – in 1995.

Over the years our site has evolved to become a campus of care that is home for: 275 young adults and seniors; 14 young adults at duplex care homes integrated into the community; 36 people with dementia living at McConnell Place North. We also have a Young Adult Day Support program with 28 registered clients and a CHOICE day program.

Although our residents live in different buildings, the common theme is that this is their home. Dickinsfield's staff, volunteers and Ladies Auxiliary work together to provide quality care and services.

The future will bring more changes to our campus as we continue on our person-centered care journey. Our dining room renovations will soon be complete and staff, residents and families are all busy on projects such as renaming our auditorium and our houses (units).

*Betty Kolewaski, Administrator,  
CapitalCare Dickinsfield*



The first of CapitalCare Dickinsfield's 11 dining rooms renovated through donations to the *Cooking Up Quality of Life* campaign and what they looked like before the renos.



Before

## Everyday heroes

**ROSALIND HARPER RECEIVED** CapitalCare Dickinsfield's Senior of the Year award in 2012. The award is presented annually to a resident who has made a significant contribution to resident life at the centre.

Rosalind was born in Calgary and raised in Edmonton. She has always been a big part of her community and initially made a name for herself singing with her father's band. Her artistic accomplishments are impressive: she has had the privilege of singing with Canadian music icon Senator Tommy Banks, and has also contributed stories to the Black Pioneer Descendants Society, an organization which promotes awareness of the roles and accomplishments of black pioneers in western Canada.

Rosalind came to Dickinsfield in August 2009. She quickly became an active member of the community and a registered volunteer. She is known as "Songbird" because her beautiful voice can be heard all over the centre. On Wednesday evenings, she provides dinner entertainment as part of the Tea Time Twosome. People often comment on how much they enjoy the performances and how it brightens their evening. Rosalind is also a regular member of the Dickinsfield Heart and Soul Choir and encourages others to get involved.



Rosalind Harper (centre) is surrounded by family as she receives the 2012 Senior of the Year award. Her mother (left) and her husband (right) reside on the same nursing unit.

## Long time donors – Allan and Alice Bell



Allan and Alice Bell

**IN 1979, ALLAN'S MOTHER** was 88 and needed long-term care. She was one of the first admitted to the new Dickinsfield Extended Care Centre. Reminiscing about her life at Dickinsfield, Allan can still point out the room where she lived. Her life at Dickinsfield was full of outings, music, and recreation activities. After his mother passed on in 1983, Allan remained an active volunteer and, in 1992, became a donor of the then newly-founded CapitalCare Foundation.

"It is important to help others," says Allan, who was born and raised in Edmonton and worked as a school teacher. "Through the years I have been fortunate to be able to give back."

Alice recalled how in the 1930s when they were both young, her dad, as the local grocer, would extend credit to those who needed it. Several families with four or five kids just couldn't afford groceries, "so my dad would help them out." Years later, Alice says, these same people tracked her dad down in a neighboring community to repay their grocery bill, long after he had sold the business. "Giving to the community and helping others is what we grew up with and what we have always done."

Supporting the Foundation since its inception 24 years ago, Allan's gifts extend beyond financial contributions to giving of his time and talent as well. He went with residents to Camp HeHoHa, played the violin at music events, and supported recreation programs.

Now in their 80s, Allan and Alice look at Dickinsfield and see a home they may need for themselves one day. They are astounded at the difference the new flooring, lighting and design have made to the very dining room where Allan visited with his mom more than 30 years ago. "It really warms it up", said Alice.

"Giving to the community and helping others is what we grew up with and what we have always done."



## Dianne & Irving Kipnes Centre for Veterans

**THE KIPNES CENTRE FOR VETERANS** is CapitalCare's newest facility. It opened in November of 2005, replacing the aging Mewburn Veterans Centre, which was torn down in 2007. It is home to 120 men and women who laid their lives on the line for the rights and freedoms we enjoy in Canada today. We believe that the least we can do for our veterans is to give back a little by making the final stages of their lives as comfortable and enjoyable as possible.

We decided this spring that the residents, who live in our secure unit with advanced stages of dementia, should have safe and easy access to the outdoors. We embarked on an ambitious project to develop a comfortable and safe outdoor garden which will allow residents and families to enjoy the short summer season in Edmonton. We are hopeful that this new garden will be completed this year so it will be ready for use in the spring of 2014.

We have also decided on a second phase of outdoor development. Research shows that cognitively more intact residents enjoy the busy comings and goings at the front entrance of a facility. We will therefore provide a second outdoor area at our main entrance hopefully next year. We sincerely hope that your generous donations will help us in completing these wonderful projects.

*Thorsten Duebel, Administrator,  
CapitalCare Kipnes Centre for Veterans*



## Run for the Brave

**OVER 300 PARTICIPANTS** – aged from 2 to 92 years – laced up their shoes for the most successful Run for the Brave in its ten year history this August 24, raising a record-breaking \$27,000 for residents living in CapitalCare centres. Neil Sadownik, winner of the 5K event, returns every year with his family. He rips up the course in no time in support of family friend Scott Reed, who lives at the Kipnes Centre for Veterans. "It's the friendliest run we have ever been in!"

Four-year-old Izzy Cernjavski, who took part in her first race four years ago from inside a stroller pushed by her mom Pam, was running on her own this year for the "Grannies and Grandpas" and raised over \$3,000. Kipnes Centre staff member Shannon Brophy raised \$2,500 and made the top pledge earner list again this year.

Originally created to support veterans of the Second World War and Korean War now living in CapitalCare centres, the Run has grown into an event that raises funds for all residents. The Run attracts all kinds of participants from Current serving members of the Armed Forces to marathon runners in training and CapitalCare staff, residents and their families.

This year we experienced the highest number of military participation in history. Brigadier-General J.C.G. Juneau and Commanding Officer Colonel Macauley thrilled veterans by taking part in the event. PAFFO Jess MacDonald zipped through the 10K winning the women's event, placing amongst the top ten.

There was fierce rivalry between centres to see who could recruit the most volunteers and participants. CapitalCare Lynnwood snuck in from the periphery to win the coveted Tank the Bear from the reigning champions Kipnes Centre for Veterans. Congratulations to all the centres for the best showing in history.

In addition to the run, participants were treated to a pancake breakfast and ice cream, and explored the many displays including an armoured vehicle, a military fire truck and antique cars provided by the Edmonton Antique Car Association. As one of the residents from Strathcona said, "I can't wait until next year, I'm bringing my family."

*Sylvia Gillespie  
Special Event Coordinator, CapitalCare Foundation*

Thanks for making the 10<sup>th</sup> annual Run for the Brave our most successful yet!



## Kudos to staff

### To the staff of the CapitalCare Kipnes Centre for Veterans

Myself and family would like to express our utmost gratitude and appreciation for the wonderful care you gave to my dad George during his stay at Kipnes. You all became his extended family and made his final years in life's journey as fulfilling as possible under the circumstances. Dad expressed to me many times that he enjoyed living there and felt he was being cared for very well.

Thank you so much and may God bless you all, for being such warm caring people.

Have a dance for Dad at your next social function in the Great Room!

- Jeannette



Jeannette visiting her father George at the CapitalCare Kipnes Centre for Veterans

## Long-time donors – Dianne & Irving Kipnes

**DR. DIANNE AND MR. IRVING KIPNES** have been supporters of CapitalCare for more than 15 years. They began their involvement with the CapitalCare Foundation when Dianne became a director, and then Chair, of the Foundation board. They shared their passion for helping those in care with friends and colleagues by hosting a fundraiser that celebrated a day near and dear to their hearts – Valentine's Day.

In the beginning, the Valentine's Galas took place in their own home. Support for the event increased when the couple declared their support for the new veterans centre and the event moved to the ballroom at the Fairmont Hotel MacDonald. The Kipneses raised \$1 million through the event and matched that with a \$1-million donation of their own towards the centre that now bears their name.

For the past three years, the Valentine's Gala has been a shared event between CapitalCare Foundation and the Edmonton Opera Association. Now nearly 900 people attend the February 14th event, held annually at the Shaw Conference Centre, making it Edmonton's premiere Gala of the year. Guests support Dianne and Irv's two great passions – health care and the arts – and are treated to fantastic food, musical interludes by the Edmonton Opera Chorus and elaborate décor.


Each year a video is shown that demonstrates the therapeutic component of music in health care, especially for those with dementia.

"When we started many years ago with the music and memory connection at the Valentine's Day Gala, it seemed to me that (music as therapy) was not widely noted," Dianne told guests at last year's Gala. "Now, there's a growing body of neuroscience that addresses this subject."

"Music calms agitation, improves mood, encourages sociability and increases cooperation in patients," she noted. "When a patient remembers, it enhances the connection with family and staff. It warms all of our hearts as we share a past moment."

Last year's video featured Pierre Roberge, a former resident of McConnell Place West, one of CapitalCare's two dementia care centres. In his youth, Roberge sang opera. In the video, his daughter speaks about the progression of his Alzheimer's disease, and how he experienced memory loss and physical changes, but his knowledge of music was retained.

"His memory for music is deep, it's deep in him, it's who he is," says Jocelyn Speirs. "When so much more is gone, it doesn't surprise me that his music will be the last to go."

The video "Hearts, Minds and Music: 2013" was a touching reminder of the importance of supporting residents in ways that touch the heart and can be viewed on our YouTube channel at [www.youtube.com/user/edmontoncapitalcare](http://www.youtube.com/user/edmontoncapitalcare). 



Sherry Schaefer, (left) Director of Fundraising and Donor Relations, CapitalCare Foundation with Valentine's Gala hosts Dr. Dianne and Irv Kipnes.



**VALENTINE'S  
GALA**

♥ Friday, February 14, 2014 ♥  
Shaw Conference Centre, Halls A, B & C  
Proceeds Benefit

Edmonton Opera & CapitalCare Foundation

Reserve your table today!  
[edmontonopera.com/gala](http://edmontonopera.com/gala) ♥ 780.497.3261



The tub rooms in Heritage House were recently and skillfully transformed from what you see in the photo below, into much more modern yet cozy spas.



## CapitalCare Strathcona

**CAPITALCARE STRATHCONA** in Sherwood Park is among the newer generation of long-term care facilities. Designed to be more home-like than traditional auxiliary hospitals or nursing homes, Strathcona's original building – Heritage House, built in 1994– offers traditional continuing care to 75 residents on one floor and includes the choice of semi-private or private rooms. The centre also offers an Adult Day Support Program and a Community Rehabilitation program.

In 2001, with the support of the community, two more home-like facilities were added: Harvest House – a secure, one-story building for 36 residents with dementia; and Laurier House Strathcona, a condo-style care option which can be shared with a spouse or family member. Our 153 residents can enjoy the numerous secure courtyards and patios that surround our park-like campus.

Since the implementation of person-centred care across our campus, meal times in particular have become a more pleasurable experience. Our new Early Riser continental breakfast program means residents can enjoy their first meal of the day as the sun comes up.

Through our outreach programs we are nurturing relationships with the surrounding community so that our residents may continue to age in place in the community that has been and forever will be their home.

*Elizabeth Tanti, Administrator,  
CapitalCare Strathcona*



Cory Jodoin (third from the right) with his father (holding award) and team as Jen-Col receives the 2011 General Contractor of the Year Award from the Edmonton Construction Association.



Lilly Thomson celebrates her 102 birthday with her family at CapitalCare Strathcona in February 2013.

## Corporate investment in quality of life

**JEN-COL CONSTRUCTION LTD.** is a mid sized construction firm that has handled everything at CapitalCare from dining room renovations, to nursing station renos and tub room-to-spa re-vamps. Like CapitalCare, Jen-Col is a person-centred organization. Everyone from the owner, Cory Jodoin, to the frontline staff and project managers ensures that our residents needs are always considered. It is not unusual to see one of their personable staff kneeling down beside a resident in a wheelchair, discussing the 'ins and outs' of the renovation project at hand, truly demonstrating a caring attitude towards the people who live in the spaces they create.

Incorporated in 1978, Jen-Col has provided construction services for the past 33 years. Their broad-based project work includes schools, sports centres and health-care facilities. Their impact on continuing care in Alberta is large. Some of their flagship builds include the 60-bed long-term care centre in Grimshaw, Youville Home in St. Albert, and a multi-level facility in La Crete.

Their support at the annual Charity Golf Classic, Wooden Bowl Breakfast and many other fundraisers is exceptional. They believe strongly in building a better future, for their people, their clients, and everyone whose lives they touch.

## Celebrating centenarians

**THERE ARE NEARLY 6,000** people in Canada aged 100 or older, according to the 2011 census and 14 of them are living in CapitalCare centres. CapitalCare Strathcona has three of these "supercentenarians."

Earlier in the year, Lilly Thomson celebrated her 102 birthday surrounded by her family, friends and staff, all enjoying a piece of cake, old time music and lots of well wishes. When asked about the secret for a long life, Lilly's family described her as always being "full of life" and Lilly herself stated "live life!"

Dora Gara, 102, raised eight children with her late husband Andrew. When asked about her secret to life she does not hesitate to talk about the importance of family and she shyly mentions (with her strong Ukrainian farming background) that a little hard work does not hurt either.

Mary Warnock, 102, worked as a teacher and principal at Ardrossan School. Mary is a lady of few words but her daughter Nancy mentions often how being around children in the past and still now brings Mary a smile.

Charles Toogood, a resident at the CapitalCare Kipnes Centre for Veterans, is 104 and is CapitalCare's oldest resident. The veteran of the Second World War told the National Post last year that his secret to longevity is the love of a good woman.

"We were married six weeks short of 75 years," he says of wife Nan, who passed away in 2007. "I give her credit for keeping me going . . . She was a super cook. She was a super everything."



Trish McGrath with clients of the CHOICE Dickinsfield program.

## CapitalCare CHOICE Programs

**IN ADDITION TO** providing continuing care services in our residential centres, CapitalCare offers day centre programming for 300 older adults living in the community. Our three CHOICE programs assist over 200 older adults to remain living independently in their own homes longer and help to reduce their use of in-patient and emergency department services.

CHOICE stands for Comprehensive Home Option of Integrated Care for the Elderly. It is modeled after the American Program for All-Inclusive Care for the Elderly (PACE). The CHOICE program at CapitalCare Dickinsfield, opened in 1996, was one of the first programs of its kind in Canada; now programs modeled after CHOICE are offered in other cities across the province. We also offer CHOICE program specifically for elderly adults with mental health issues.

CHOICE is designed for medically complex and/or, frail individuals with ongoing medical needs or complex social or living situations. Clients come to the centres to receive services from a multidisciplinary team and benefit from regular social contact through the day centre programming.

Program evaluations completed in 2003 and 2009 show similar results: Emergency Room use decreased 35 percent and acute care admissions decreased 61 percent for clients attending CHOICE. Early results from the most recent program evaluation reveal a continued reduction in emergency and acute care visits as well as falls for CHOICE clients. We look forward to continuing to offer this valuable program to more people in the future.

*Trish McGrath, Manager,  
CHOICE and Community Programs*

## Kudos to staff

**To Stella Dowle, Care Manager,  
CapitalCare CHOICE  
Mental Health**

Since my mother started attending the CHOICE program, she has been much more stable and happy. Prior to attending this program, my mother was often very confused, depressed and quite unhappy. She would try to change her medication on her own or find doctors who would change her dosages for her. This always led to an emotional crisis for her and, as a result, for the rest of our family. Now with regular visits at the program, everyone's life has improved. Recently I had the opportunity to visit mother while she was at a session and it was remarkable to see how smoothly it all works. Your staff is very outgoing and very comfortable with each patient. Each patient is respectfully treated as an individual who is known, not as a patient, but rather as a valuable individual. We thank you all for the wonderful success the CHOICE program enjoys. It is a dream come true for our mother and family. Sincerely,

- Dorothy M



Ernie Golka enjoys playing the piano for the regular sing-alongs at CHOICE Dickinsfield.

## Everyday Heroes

**ERNIE GOLKA WAS** 78 when he entered the CHOICE program. He had experienced a heart attack, several surgeries and was exhausted from the frequent trips to the region's hospitals to be treated for his multiple medical conditions. His family was equally exhausted. They were trying to juggle all his medical appointments with their own hectic lives.

"For both dad and for us, CHOICE has been godsend," says Ellen Golka-Moxham, Ernie's daughter. "We don't know how we would have managed without it and we seriously doubt if dad would be doing as well as he is today without it. My father and all the other CHOICE participants are thriving from all the care and support and encouragement. The program has given them all a quality of life that would have been impossible to achieve if each participant was trying to do it alone."

In addition to the medical support provided, another important aspect of the CHOICE program is the way it instills hope in each participant. "It's the opportunity to make friends and participate in social activities, to learn and to play. It's that quality of belonging to a larger family. It's a home away from home."



Robin Nicol of Gilead (right) with Foundation Chair Kelly McClung (centre) and CEO Iris Neumann (left)

## Corporate investment in quality of life

**GILEAD SCIENCES, INC.** is a research-based biopharmaceutical company that discovers, develops and commercializes innovative medicines in areas of unmet medical need. With each new discovery and investigational drug candidate, they seek to improve the care of patients living with life-threatening diseases around the world. Gilead's primary areas of focus include HIV/AIDS, liver disease, oncology and inflammation, and serious cardiovascular and respiratory conditions.

For the past eight years, Gilead has been the title sponsor for CapitalCare Foundation's Annual Charity Golf Classic. Their commitment to the fundraiser and avid participation in the event has ensured continually increasing proceeds year to year. They have enthusiastic staff who focus on making the community a better place, either through active participation and support of fund-raising events or through their primary job of finding solutions to real life problems. Founded in 1987 in California and expanding to Canada, including an office in Edmonton, they have maintained a philosophy of giving back to the community in which they are located. CapitalCare Foundation is just one of the many organizations they have supported.



Stephanie Sprysak, who turns 103 in December, can be routinely found sunning herself in the award-winning gardens of McConnell Place North. She credits her longevity in part to plenty of sunshine.



Audrey and Ron Murray enjoy a sunny afternoon on their patio at Laurier House Lynnwood. "It's not really living if you can't be with your honey," says Audrey.

## Innovation – Life lease

**THE OPENING OF LAURIER HOUSE LYNNWOOD** in 1997 marked another turning point in long-term care: no more divorce by nursing home. Previous to this model of care, couples could only live together in a long-term care setting if *both* of them were assessed as requiring it.

Laurier House, with its unique life-lease concept, allows couples to continue to live together in a condo-style suite of their own, even when only one of them requires care. Life-lease agreements allow people who require care housing more flexibility and choice. Round-the-clock nursing care and services are provided for the person who needs it, and companions can come and go as they please. Small pets are permitted and residents furnish their suites according to their own tastes.

A choice of studio, one-bedroom or two-bedroom suites is available, making it an option for singles as well as people who want to share their suite with a family member.

A lump sum is paid upon admission for the life lease. A monthly fee covers building upkeep, housekeeping, facility laundry, utilities, meals and snacks. When you no longer require the suite, the initial payment is returned to you, minus a small percentage dependant on the number of years lived in the suite.

Laurier House is not designed for people with dementia; however it is an option for people with chronic disabling diseases, such as Multiple Sclerosis, and Parkinson's, and who have the capacity to direct their care.

Laurier House Lynnwood is within walking distance of West Edmonton Mall. A second Laurier House is located at Strathcona Campus in Sherwood Park. For admission information to all long-term care facilities in Edmonton, including Laurier Houses, call Alberta Health Services at 780.496.1300.

## Innovation – Dementia care centres

**THE OPENING OF MCCONNELL PLACE NORTH** in 1995 marked a turning point in the care of people with dementia. It was the first stand-alone residential care centre in Canada for people with Alzheimer's disease. Now, with over 1.1 million Canadians expected to acquire the disease in the next 25 years, others have developed similar models of care.

Research shows that people in the early to mid stages of dementia are not suited to traditional long-term care centres.

"They get confused," says CapitalCare Senior Researcher Dr. Doris Milke. "They don't know what their role is, whereas, in a smaller, home-like setting, they immediately figure out they should be acting like they are at home."

CapitalCare modeled its dementia care centres after Woodside Place in Oakmont, Pennsylvania. The one-storey, E-shaped building can accommodate 36 residents (30 in private rooms) in three houses that are colour coded to help residents find their way.

Each house has its own kitchen, living and dining room. There is a great room for communal activities, wide sunlit hallways for walking indoors, secure courtyards for walking outdoors, and a secure backyard complete with a gazebo, gardens and meandering paths that lead back into the centre.

CapitalCare built two more such centres – McConnell Place West at Lynnwood Campus and Harvest House at Strathcona Campus – and modeled the new Kipnes Centre after this concept, except on a larger scale.

In these home-like settings, residents experience life as if they are at home. Nursing stations do not exist. Staff, who blend in because they don't wear uniforms, work from the house kitchens. Residents help out around the house to the best of their abilities. They may set the table, help clean up after the meal, fold linen, and help themselves to food from the fridge.

"While the model works well for people in the early to mid stages, the unfortunate reality of dementia is that people eventually lose their remaining abilities," says Dr. Milke. "When that happens, long-term care in a facility is at present our best option."

With this in mind, CapitalCare is implementing the person-centred care approach experienced at our McConnell Places across the organization, and, where possible, renovating facilities to make them more home-like.



Dr. Doris Milke, Senior Researcher

## Research for care

**THE MCCONNELL PLACES** are named after Edmonton homebuilder Ches McConnell and his wife Alma. In 1996, the couple donated \$1.5 million to the University of Alberta and CapitalCare to help build the two Alzheimer care centres as well as establish a grant to enable research into ways to improve care for those living in long-term care. Ches had been diagnosed with Alzheimer's nearly a decade earlier.

"Someone you know or someone you are close to will be touched by this disease," Alma McConnell said at the time. "And it just seemed to me if Edmonton could sort of specialize, do one thing and do it well, that would be wonderful."

In 1996, CapitalCare established western Canada's first research unit embedded in a continuing care centre. That same year, the CapitalCare Foundation established the Alzheimer Research Grant.

By 2005, the grant had funded 17 of the 55 geriatric research projects linked to Edmonton, according to a report by the Institute for Continuing Care Education and Research ( ) in Edmonton.

The report also showed that while most projects were from the University of Alberta, CapitalCare employees produced three times more research than any other healthcare or long-term care provider in the city, and 15 times more than most providers.

The Research Unit is on the forefront of CapitalCare's efforts to make care better. Over 70% of residents in CapitalCare have some type of dementia and what is learned about Alzheimer's care is applicable to almost all of those residents.

Please consider a donation to the Foundation's *Research for Care* campaign.