

Volunteers — part of our caring team

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40 years of caring in pictures

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PEOPLE & PROGRESS

 The CAPITAL CARE Group
LEADERS IN CONTINUING CARE

www.capitalcare.net

Spring/Summer 2004

Launch of new home for Northern Alberta Veterans

Ground-breaking for new \$22 million centre

The CAPITAL CARE Group kicked-off the public launch for the new Dianne and Irving Kipnes Centre for Veterans on April 19. The new centre, which will replace the aging Mewburn Veterans Centre, is being built on the northwest corner of the former Griesbach military base in Edmonton. It will be the new home for Canadian veterans living in Northern Alberta who need continuing (long term) care. Construction began in June and is expected to be complete in Fall 2005.

The design and layout of the new centre will reflect the latest in continuing care ideas and research, from the grouping of resident rooms into "houses" with separate kitchens to a special unit for residents suffering with Alzheimer disease and related dementia. The centre will provide care for 120 veterans in private rooms that are divided into eight houses on two floors. There will also be enough space for staff to assist the many residents who need a wheelchair.

The rooms on the first floor will be part of the special care unit that cares for residents suffering from Alzheimer disease and related dementia. These residents will have access to gardens in a secure area. Residents on the upper floor will be able to use a patio or a garden on the main floor.

"Our veterans are looking forward to the new centre," says Phyllis Hempel, chief executive officer of The CAPITAL CARE Group. "In particular, we are sure that residents at Mewburn Veterans Centre will enjoy moving from their shared rooms to private rooms — with their own bathrooms — at the new centre." The new location is close to services



Dr. Dianne and Irving Kipnes, who donated \$2 million for the new centre from a series of Valentine's Day dinners and their family foundation, stand next to Corporal Mike Lemoine of 1 Combat Engineer Regiment. Corp. Lemoine drove the Badger Armoured Engineering Vehicle that broke ground for the Dianne and Irving Kipnes Centre for Veterans.

that residents and their guests and family members can use, such as restaurants, banks, a variety of shops, and a large city bus terminal. As well, by locating the centre on the former Griesbach military base, the centre and its residents will continue the military heritage of the site.

Studies and experience indicate Mewburn Veterans Centre, which opened in 1966, is no longer cost effective to repair and maintain. As well, the lease for the site and building

See NEW HOME FOR VETERANS / 2

\$250,000 donated for centre entry expansion

CAPITAL CARE Grandview recently received a cheque for \$250,000 from the Rotary Club of Edmonton West to build a new front entry at the centre. Construction of the addition, which will include a new visiting area for residents and their guests, as well as a new gift shop, is expected to begin this August and be completed by Christmas.

The donation from the Rotary Club included money from a Community Facilities Enhancement Program (CFEB) grant. The \$125,000 cheque was presented to the Rotary Club by Hon. Dave Hancock, who is the MLA for the riding that includes CAPITAL CARE

See EXPANSION / 4

CAPITAL CARE in partnership announcement

NorQuest College revealed its plans this spring to increase its Downtown Edmonton Campus with a major expansion project and a partnership with The CAPITAL CARE Group that will enable the two organizations to develop a "Teaching Continuing Care Centre" in one of the expansion plan's proposed buildings.

The partnership means CAPITAL CARE could offer its experience and expertise to people needing continuing care in downtown Edmonton. "It also means we can be more involved in the training and education of students who may likely work as caregivers in the future," said Phyllis Hempel, chief executive officer of CAPITAL CARE.

Currently, about 70% of the organization's care staff are graduates of programs from institutions like NorQuest. "And from our experience," says Hempel, "NorQuest graduates have been of stellar quality."

See PARTNERSHIP / 4

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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. Caring for people since 1964, The CAPITAL CARE Group provides continuing care services to more than 1,400 residents and provides community services to over 300 people.

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 elderly alcoholics; and community linking programs such as adult day programs and respite care.

Web site

www.capitalcare.net

E-mail

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Submissions

Submissions to this newsletter are welcomed and encouraged. Please note that submissions may be edited and that the submission deadlines may change. Due to the combining of the Spring and Summer issue, please send in your submission for the next newsletter (Fall) by September 30. Tentative deadlines for the Winter, Spring, and Summer newsletters are December 31, April 30, and July 31.

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Dan Laville (780) 448-2425

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“Our veterans are looking forward to the new centre . . .”

This elevation drawing of the Dianne and Irving Kipnes Centre for Veterans shows the front exterior of the new centre. It is designed to visually complement the residential feel of the centre and reflect the appearance of the residential neighbourhood being developed to the east and south.

NEW HOME FOR VETERANS

Continued from page 1

expires in 2008. The Alberta Cancer Board, which is leasing the site and building to CAPITAL CARE, has indicated the lease will not be renewed because the Board needs the land.

A seniors' housing complex with about 210 suites will be built next to the new centre by a private developer partner. Rosedale Estates was chosen by The CAPITAL CARE Group through a competitive process to partner as the owner/operator of the seniors' housing complex. This complex will give spouses of veterans at the new centre, as well as those not affiliated with veterans, the option of living next door.

The Dianne and Irving Kipnes Centre for Veterans will be a 5,700 sq. metre, two-storey building. The name recognizes Dr. Dianne and Irving Kipnes for their lead support of the project, including a generous \$2 million contribution through their annual Valentine's Day Dinners and their family foundation. At the ceremony, Dr. Dianne Kipnes, who is also the chair of The CAPITAL CARE Foundation, unveiled a plaque that announced the name of the new centre.

During the unveiling, Dr. Kipnes said that it was a great day for Irving and herself, and their many corporate and personal friends who have supported the annual Valentine's Day Dinners for the purpose of giving back to the community by helping raise funds for this project. “Our veterans have done so much for Canada, and with this project we can now ensure that Northern Alberta's veterans have an appropriate and dignified quality of life in their old age,” says Dr. Kipnes.

The ceremony also marked the launch of the public fundraising portion of the campaign for the new centre. The CAPITAL CARE Foundation has set a minimum target of raising \$7 million for the new centre. To date, over \$4.8 million have been raised. Support for the centre is coming from across Alberta and several regions in Canada. “CAPITAL CARE staff should also be proud of their efforts to support this centre,” says Barry Runnalls, director of fund development for The Foundation. “To date, more than \$43,000 has been donated by staff.”

The cost for the centre will be about \$22 million. In addition to the money being raised by The Foundation, Alberta Infrastructure has provided CAPITAL CARE, through Capital Health, with \$7 million. Veterans Affairs Canada will be providing support for enhanced

programming at the new centre, and the balance — up to \$3 million — will come from a mortgage to be taken out by CAPITAL CARE.

More than 200 guests attended the groundbreaking ceremonies, including veterans from the Mewburn Veterans Centre, representatives of all three levels of government, the military, Capital Health, Northern Alberta branches of the Royal Canadian Legion and many of the corporate and individual donors to the project.

Speakers at the ceremony included Lieutenant Governor Lois Hole, Senator Tommy Banks, Alberta Minister of Infrastructure Ty Lund, Mayor Bill Smith, Capital Health chair Neil Wilkinson, Capital Health president and CEO Sheila Weatherill, Canada Lands Corporation board member Stephanie Felesky, and Dr. Dianne and Irving Kipnes.

Generous assistance for the ceremony was provided by the Edmonton Garrison which supplied the band, tents, catering equipment and military personnel. ✪

Dan Laville, Corporate Communication Coordinator, CAPITAL CARE Corporate Services

How to support the new centre

The CAPITAL CARE Foundation has committed to raising **at least \$7 million** for the new centre. **To date, about \$4.8 million** have been raised.

You can make a donation to help build the Dianne and Irving Kipnes Centre for Veterans by:

- Phone: 1-866-THE VETS (843-8387) or (780) 448-2414
- Fax: (780) 496-7148
Attention: Barry Runnalls
- Mail: The CAPITAL CARE Foundation
#500, 9925 - 109 Street
Edmonton, Alberta T5K 2J8
- E-mail: brunnalls@capitalcare.net

More information: www.thevets.org



Ground was broken for the new Dianne and Irving Kipnes Centre for Veterans, which will replace Mewburn Veterans Centre, on April 19. The new centre will be located on the northwest corner of the former Griesbach military base in Edmonton.



Safety a big part of resident well-being



Phyllis Hempel
CEO COLUMN

Where has the time gone? It's now summer — and halfway through the year in recognition of *The CAPITAL CARE Group's* 40th anniversary. Forty years can seem like an eternity to a young child, or just a blip in time to a geologist. To this organization, it reflects four decades of determination and persistence in providing the care that we feel is so important and deserving to our residents. The organization, as with our residents, family members, volunteers and staff, has been through many changes and will likely be through many more over the next 40 years.

I believe that we will remain successful if we continue to ensure that the focus is on residents and understand that staff are our greatest resource in caring for residents. This may seem simple, but it requires long range planning and daily actions to make it a reality.

Everyone's contributions from the past four decades have put us where we are today. Let's make sure that the organization can look back 40 years from now and know that we have worked hard to make a positive difference in the lives of residents.

One of the ways we will make a difference is by focusing on resident safety. Capital Health is hosting a conference this fall on patient safety in their facilities. Similarly, in association with the annual People and Progress conference, we will be hosting a Resident Safety Symposium with support from Capital Health and Central Park Lodges in February.

Resident Safety Symposium

The symposium will take place on February 2nd in Edmonton. Presentations will focus on research and practice in continuing care as it relates to resident safety. It is intended to educate conference delegates on current issues of concern and ideas on improving safety while maintaining resident quality of life. More information will be available on CAPITAL CARE's website (www.capitalcare.net and click on News and Events) as the conference approaches.

CEO/Employee Committee

Another initiative concerned with safety is the newly formed CEO/Employee Committee. This committee, with staff representatives from across CAPITAL CARE and from a variety of disciplines, first met in June and is identifying safety concerns that could put residents at risk of injury. Several issues were discussed by the participants, such as security and equipment.

Committee members will take the list of safety concerns back to their centres and each ask at least 10 other staff for feedback. If you are one of the people being consulted, you will be asked if you think there should be any additions to the list and if you have any ideas for solutions. The next step will be prioritizing the items on the list and deciding which safety concerns should be tackled first.

This committee also fits in well with the best practice model for care that the organization has adopted. This model means that the organization will continuously examine how care and services are delivered and how to ensure the latest methods and ideas are used.

The emphasis on resident safety also helps us to maintain resident well-being. As well, it is becoming a bigger part of the accreditation process when CAPITAL CARE is being audited to ensure we are providing quality care.

Enjoy the rest of the summer! ✨

Share your thoughts with the CEO

I invite you to pass on any ideas you have on making CAPITAL CARE 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, snail mail or voice mail. Or, you can send them directly to me, Phyllis Hempel, by e-mail at phempel@capitalcare.net, by phone at 448-2435, or by fax at 496-7148.

I look forward to receiving your suggestions.

Resident veterans have poetry published

Reflecting the many interests of residents at *The CAPITAL CARE Group* are the range of resident activities. From cutting and sanding wood, to painting nature scenes, making crafts, and visiting local coffee shops and sites of interest, almost everyday you can find residents participating in activities of their choice.

One of the activities that several Mewburn Veterans Centre residents enjoy is writing poetry. The poem below, one of many written by the poetry club, was recently published in the book "Songs on the Wind":

The Poetry Club

What is a Poetry Club?

- Well you may ask,
- To explain what we do,
- Will be my pleasant task!

We're just a bunch of readers
Great Admirers of books —
Adventure, history, fiction, poems,
Even stories about spooks!

Yes! We enjoy the written word
(Nice change from T.V.)
But we're quite ordinary folks,
Drop by and you'll see!

We also go on outings,
(the Victorian tea house was a blast)
Our next trip's MacKay School Museum
— Which has a ghostly past!

We do however,
Have a special brag to share,
We're proud of our own published poet
You'll agree that's pretty rare!

Poetry is about expression,
Imagination, dreams,
A passion for words and ideas
Where it may lead, what it means.

— *Mewburn Veterans Centre Poetry Club*

Sherry Schaefer, Community Liaison, Mewburn Veterans Centre

Oilers visit residents



Three Edmonton Oilers visited CAPITAL CARE *Dickinsfield* during their annual Hospital Visit Day. Oilers forward Eric Brewer (left) posed for pictures and gave his autograph to many residents and their family members, including resident Neil Whitford (above). About 125 residents, family members and staff waited patiently to get pictures and autographs of Brewer, Cory Cross and Brad Isbister. Residents felt honoured to have the Oilers visit and are hoping they make a return visit again sometime.

Linda Ruggles, Recreation Therapist, CAPITAL CARE *Dickinsfield*

Resident Safety Symposium

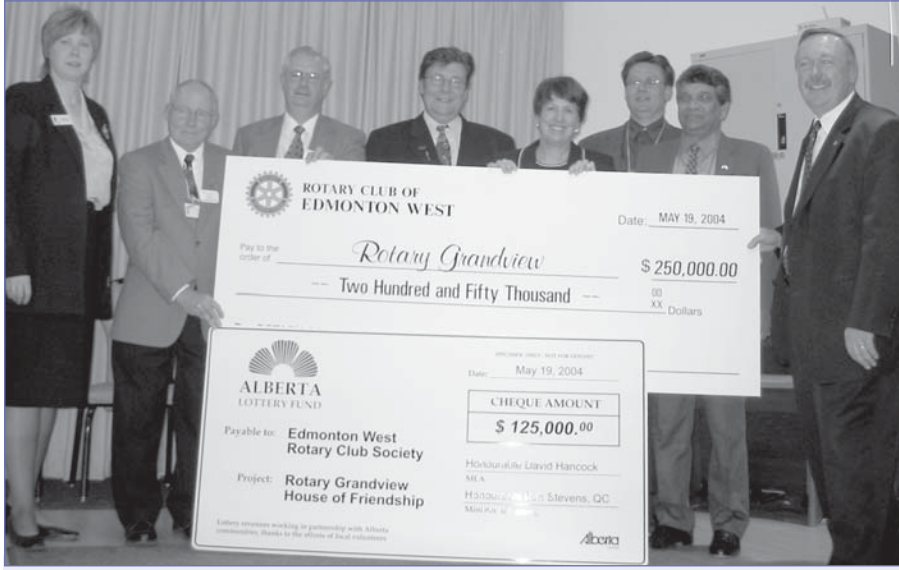
Focus on Research and Practice in Continuing Care

February 2, 2005 Edmonton, AB



This conference is in association with the
19th Annual People and Progress Conference
on February 3 & 4, 2005,
at the Fantasyland Hotel at
West Edmonton Mall

For more information, visit
www.capitalcare.net and click on **News and Events** or phone (780) 448-2421



Minister David Hancock (fourth from left) presented a \$125,000 grant from the Community Facilities Enhancement Program (CFEB) to the Rotary Club of Edmonton West. Rotary Club president John Blimke (far right) accepted the cheque and in turn presented a cheque for \$250,000 to Phyllis Hempel (fourth from right) for a new entry at CAPITAL CARE Grandview. At the presentation were (l - r) Linda Balt, administrator of the centre, Rotary Club members Brian Thompson and David Turne, Hon. David Hancock, Phyllis Hempel, and Rotary Club members Douglas Sollows (architect for the project), Frank Boodram, and John Blimke.

EXPANSION

Continued from page 1

Grandview. During the cheque presentation, president John Blimke explained that Rotary Club of Edmonton West members raised the matching \$125,000 plus an additional \$17,500 not included in this cheque.

The club's donation is a continuation of their 30-year financial and volunteer support for residents at the centre, which began in 1973, the same year that CAPITAL CARE Grandview opened. The donation also serves to reflect the Rotary International's celebration of 100 years of service in February 2005.

"Having the support and drive of such dedicated people from the Rotary Club of West Edmonton and members of the provincial government like Hon. Dave Hancock makes a wonderful, measurable impact on the lives of our residents," says Phyllis Hempel, chief executive officer of *The CAPITAL CARE Group*.

Located immediately west of the University of Alberta's farm in Edmonton, CAPITAL CARE Grandview is home to 145 residents who require continuing care and a 32-bed sub-acute program. The addition will update the appearance of the entry and provide residents and their guests with a new, comfortable place to visit.

The total cost of the project is expected to be \$282,000. In addition to the CFEB cheque and the money raised by the Rotary Club of West Edmonton, *The CAPITAL CARE Foundation* and the CAPITAL CARE Grandview Auxiliary have committed to providing \$14,500 to help furnish the addition's new spaces. ✱



This preliminary drawing of the expansion to CAPITAL CARE Grandview's entry indicates how the project will look when completed. Rotary Club of Edmonton West members actively involved in the project include former president John Blimke, incoming president Ralph Playdon, Dr. Ben Doz, Brian Thompson and Douglas Sollows, who is the architect for the project.

Dan Laville, Corporate Communication Coordinator,
CAPITAL CARE Corporate Services

WELCOME! To residents, families, staff, volunteers, and donors who have joined *The CAPITAL CARE Group* since the last *People and Progress* issue was published!

Residents go online

E-mail, surf web at Mewburn Veterans Centre

Bill MacLean, a resident at Mewburn Veterans Centre, watches highlights of an Edmonton Oilers' game from the Oilers' website. MacLean, who used to attend Oilers games on centre outings, uses the Internet to keep up with the team.



Residents at Mewburn Veterans Centre are now able to access the Internet and e-mail through a wireless computer system, thanks to enhancement funding from Veterans Affairs Canada. This new system provides interested residents with the chance to surf the web and keep in touch with friends and relatives at both their bedsides and at the computer station using e-mail.

While there are existing computer-use programs for residents in other centres at *The CAPITAL CARE Group*, the wireless setup eliminates the requirement for residents to use a computer only where there is an Internet plug-in. This enables residents, especially those with limited mobility, the chance to use Internet-based programs and services by using a laptop computer in their rooms.

To date, residents have designed birthday cards for fellow residents and researched websites on areas of interest. E-mail has also been very popular — imagine the excitement of a resident when he receives a reply within a day; far different than the traditional postage letter mail.

Both self-directed residents and those suffering from dementia are enjoying the availability of the wireless computers. With more than 30 residents now interested in using the computers, the centre's leisure services staff are in the process of fine tuning their skills so that they can assist residents in using e-mail and other Internet-based applications. ✱

Sherry Schaefer, Community Liaison, Mewburn Veterans Centre

'..desire to set gold standard for staff training . . .'

PARTNERSHIP

Continued from page 1

The partnership is also an opportunity to help the organization meet the expected continued demand for health care staff. "With more than a quarter of our staff being more than 50 years old, it is vital to build relationships that will provide us with not only the number of care staff we need, but also the quality of staff we demand," says Hempel.

Staff quality is important because CAPITAL CARE believes staff are the greatest resource in caring for residents. The partnership fits well with the organization's desire to set the gold standard for staff training and care in the industry.

As well, the teaching component of the proposed teaching continuing care centre could offer care aides, LPNs, and other disciplines, such as RNs, rehabilitation staff and physicians, a chance to combine their academic knowledge with hands-on experience. NorQuest students in health-related programs would get practical, hands-on experience in a health care environment at the same location where they are attending classes.

NorQuest College President Dr. Wayne Shillington says the high points are the opportunities this partnership will create for becoming a resource centre for continuing care. "Students, staff and residents will all come together to support and reflect the value of healthy aging. Applied research will be an active and contributing component of the initiative." As well, says Shillington, "Best practice and excellence in health care will be common goals and education is the conduit to achieving these goals."

"Most importantly," says Hempel, "the main beneficiaries of this partnership would be continuing care residents and the students who will learn how best to take care of them." Ideas that could result from the partnership include an aging-in-place concept where people can stay living in the same location as their needs change, a wellness clinic that would support people living in the community, and a supportive housing environment with 24-hour emergency support and continuing care services.

Although funding has yet to be secured for the expansion, the college is requesting capital funding for education from the provincial government with additional funding coming from the private sector and through fundraising initiatives. The total value of the expansion is expected to be \$100 million. ✱

Dan Laville, Corporate Communication Coordinator,
CAPITAL CARE Corporate Services



Kudos

To the staff at Strathcona Alzheimer Care Centre

Please express our thanks to each of your staff for being open and welcoming to the NorQuest College Health Care Aid students. They have been mentored in dementia care and will be able to take these skills with them into future endeavours.

Thank you also to the residents who were very patient with the students and the learning process.

*L.K., Health Care Aide instructor
NorQuest College*

To recently retired Gwenne Tweddle, former manager of McConnell Place West

Thank you for the gift of knowing you. Thank you for the treasure of working with you.

Thank you to the people who brought us all together.

May you find as much joy and happiness in every one of your future days as you have given us.

With our tremendous admiration and respect to a lady who is clearly a one of a kind jewel.

To know compassion is to know Gwenne.

L.B. and D.R.

To the staff at Laurier House Lynnwood

There are not enough words to thank you for the loving care you all have given to mom. Your kindness, respect, and genuine love did not go unnoticed and has been very much appreciated by all her family.

To trust that she was always in your constant care has been a blessing for all of us.

Her Family

To the staff at the Mewburn Veterans Centre

You people are doing a great job making the Mewburn comfortable and attractive for the residents and families. Thanks so much.

J.D.

To the staff at CAPITAL CARE Norwood

This is a letter of commendation regarding Iris Fendelet. I regularly visit my mother and have been immensely impressed with the manner and demeanour with which Iris acts. It is astonishing the way she joyfully treats residents, regardless whether the concern is minor or major.

Last year, my mother had cancerous tissue removed. Given that her brother and three sisters died from cancer you can imagine the profound fear that my mother has regarding the disease. I observed so many acts of kindness as Iris comforted my mother.

The purpose of this letter is to give you feedback on a person who I believe is a role model for caregivers. Thank you.

L.Y.

To the staff at Mewburn Veterans Centre

I just wanted to express to all of you my heartfelt thanks for the excellent care that not only my father received while he lived with you but also for all your kindness and compassion for us as well. It meant the world to us.

K.B.

To The CAPITAL CARE Foundation, on behalf of the Palliative Hospice at CAPITAL CARE Norwood

I think it takes a special kind of person to work in palliative care. Some of your caregivers are good, some very good and a very few excellent. After giving kind and tender care for a few weeks or few months (in the case of my wife — two and a half months), when your staff lose a person it must cause some feeling of stress. I think it was the long weekend in May when the care manager, close to tears, told me that she had lost four of her residents.

While courses to educate and enhance promotion are good, I think that staff need to know that they are needed and very much appreciated.

A.N.

To the staff at CAPITAL CARE Strathcona

On behalf of our family I want to sincerely thank you all for your most kind and tender care of my Mom. All to us includes housekeeping, kitchen staff, volunteers, administrators, Dr. Cahill, RNs, LPNs, hair stylists, the dog and cats and I am sure others that I can't even think to mention.

Your caring smiles, hugs and words to both Mom and us were always appreciated. You can never measure the personal touch but I can assure you that we knew it was heartfelt. The end is always difficult but Pam your sincere care was special and appreciated.

You are all angels. Your special care, words and deeds will never be forgotten. We knew then Mom was in great care. We will always be forever grateful and thankful.

C.N.

To the staff of Main A at CAPITAL CARE Dickinsfield

Thank you for the wonderful care administered to the residents of Main A.

V.M.

To Linda Balt and the staff at CAPITAL CARE Grandview

I would like to take this opportunity to tell you what a wonderful time my family and I had with my husband at one of the "Diners" evenings. Chef Don puts these meals on a few times a year and we just want you to know how much we appreciate what they do for us.

The meal was outstanding and we were waited on, which was a real treat. Don, Katsoe, Gloria and the staff are so friendly and put a lot of effort into the dinner.

Carrie and Leanna and the volunteers worked so hard to make the evening so special for the residents and their families. The food services people and the recreation department do such a good job in making us happy to have our family members as residents at CAPITAL CARE Grandview.

J.J.

To the staff at CAPITAL CARE CHOICE

I will always treasure the kindness that you showed for our family member while she was a member of the CHOICE family. I too felt the same closeness and will forever hold memories of all the times she spent with you.

I also want you to know that I too felt the same kindness in your dealings with me and my family in these recent days.

J., K. and P. H.

To the staff of 3AB at CAPITAL CARE Dickinsfield

Every so often one has the pleasure of meeting someone extraordinary. I have been blessed to have been able to know an entire staff of exceptionally kind and compassionate individuals. I never had to worry about the care Dad was receiving.

The understanding and concern given not only to Dad but also to me each and every time I visited is second to none. You are a wonderful group of people that help make this world a better place.

I'll miss the visits but I will think of you often, always spreading the word about the incredible people that spend their days and nights taking care of our loved ones.

B.K. and B.M.

To the staff at McConnell Place North

Thank you all so much for taking such good care of our Aunt during her stay with you.

L. and H. S.

To the staff at the Strathcona Alzheimer Care Centre

Thank you for the wonderful, loving care and concern you gave to our Mother. The dedication to your work and the residents of the centre is evident in all that you do.

We greatly appreciate all that you did for Mom and all that you did for our family.

*R. R. and family
P. J. and family*

To the staff at CAPITAL CARE Grandview

A very special thank you to all for your kind and compassionate care. You made me feel I could come home and carry on the proper way and I am.

Fran, keep up with your humour. Thank you Sharon and your physiotherapy staff.

Thanks again.

A.F.

To Esther Ma at CAPITAL CARE Lynnwood

I want you to know how much we appreciate the help extended to us by Esther Ma. Esther talked to my family member about the positive effect of being able to get out of her room and move about more and suggested trying an electric chair.

She arranged for one, on a trial basis, and spent considerable time on this project, measuring and fitting the chair and showing her how to drive, etc. Esther was most kind, careful and sensitive.

We would like to recognize this and want to make you and your seniors aware of the positive attitude and follow-up actions in getting "mobile." Three cheers for Esther from our whole family.

F.B.

To the staff at CAPITAL CARE Norwood

We all want to thank you again for your kindness and excellent care to Dad during his time there. Thanks to the staff who attended his funeral service. We appreciated the time and effort.

We thank you for making sure that Dad knew he was loved and valued. That's what mattered most.

B.V.



Recognizing the invaluable contributions of staff

More than 110 employees recognized for long service, attendance and going the extra mile

Staff from across *The CAPITAL CARE Group* are recognized every May during an evening event that celebrates staff accomplishments and contributions.

The categories of recognition this year included long service, which celebrates staff who have worked at CAPITAL CARE in five year intervals; 100% Club, which reflects perfect attendance; and, Going the Extra Mile (GEM), which recognizes staff who exemplify the organization's values, such as customer service, innovation, leadership, and teamwork.

A CEO Award of Appreciation was given to John Young for his contributions to CAPITAL CARE over the past 20 years. His support has included serving as a board member for multiple terms and initiating the LPN Scholarship Program.

Congratulations to all award recipients. You are making a difference! ✨



The Edenization Implementation Team was the recipient in the Project Team category. Team members (l - r) are Lucille Faragini, Shelley Warnock, Tanya Hostyn, Liz Orenstein, Colleen Meagher, and Terri Jones.



Carol Morris was recognized for 35 years of service. She is an LPN at CAPITAL CARE CHOICE Dickinsfield.



Angela Francis, who works at CAPITAL CARE Grandview, is this year's recipient of the corporate-level Customer Service category.



This year's Going the Extra Mile (GEM) recipient for Leadership Management is Bonnie Roberts. Roberts works at CAPITAL CARE Dickinsfield. She is the centre's manager of Support Services.



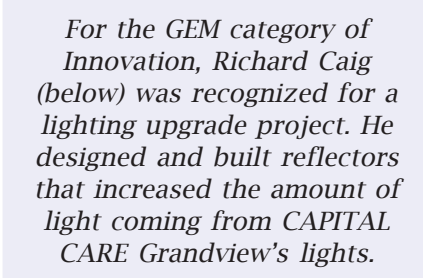
Sharon Roulston (left), CAPITAL CARE's director of Human Resources, stands next to Marilyn Hallett, from CAPITAL CARE Lynnwood, who is this year's corporate Leadership Non-Management recipient.



John Young received the CEO's Award of Appreciation for 20 years of support for CAPITAL CARE. He was the first presiding officer of the annual People and Progress conference.



Dr. Chris Lord, director of Medical Services at CAPITAL CARE, congratulates Dr. Paul Grewal (right) on his receiving the Outstanding Physician award. Dr. Grewal cares for residents at Mewburn Veterans Centre.



For the GEM category of Innovation, Richard Caig (below) was recognized for a lighting upgrade project. He designed and built reflectors that increased the amount of light coming from CAPITAL CARE Grandview's lights.



Congratulations to all 2004 award recipients!

Ten Year 100% Club

Evelyn Braithwaite
Mavis Fadden
Rose Fodchuk
Oswald Jaipaul
Kamla Mankasingh
Marie McInnis
Liz Orenstein
Linda Slobodian
Glorification Tenorio
Maureen Warring

Janet Southerton
Dante Sarmiento
Sherry Schaefer
Kay Thomas
Jim Thomson
Margaret Turner
Colleen Ulch
Gloria Ureta
Emmanuel Villaruel
Marianne Willett
Else Woller

Barbara Castro
Enid Hibbert
Darlene Johnman
Grace Johnston
Susan McKenna
Shirley Van Mechelen
Karen Molloy
Marlene Murtha
Darlene Smith
Maureen Warring
Cindy Wilson

15 Year Awards

Wilma Alqueza
Mercedes Araya
Aida Asuncion
Isaac Azmera
Kaye Barnett
Karen Barrault
Alice Christiansen
Mariel Dalusong
Katherine Driedger
Fatma Ghebremusse
Lorelle Gillis
Cam Ha
Cynthia Johnson
Rosalina Jumawan
Susan Jurczak
Kim Kalen
Lucyna Lachacz
Carol MacDonald
Maria Manalo
Tracey Mann
Darlene McDonald
Wella McLeod
Pat Miller
Diana Moore
Lesla Mullen
Judy Munchua
Susan Newman
Liz Orenstein
Eddy Picardal
Ray Poon
Larissa Pope
Maria Revolone
Sophie Rooyackers

20 Year Awards

Sandra Butler
Myrna Butt
Melanie Castro
Susan Corlett
Elizabeth Csernyanszki
Rose Davis
Fe Delera
Helen Girard
Elda Glover
Laurie Grant
Alice Hui
Lisette Husereau
Rosmond Lee-Walters
Mary Beth Masse
Olga Mirkovich
Tracy Passey
Shirley Montgomery
Jane Morrow
Rosemary Novak
Valerie Ottley
Klazinga Peeters
Surinder Rai
Glorification Tenorio
Marion Tesche
Lynnette Thompson
Lorraine Untereiner
Shirley Walle
Marcella Ward
Mona Ward
Joy Williams

25 Year Awards

Loretta Bowen
Ervin Bredenfeld

30 Year Awards

John Calder
Felicidad Dimailig
Anita Escalona
Jerry Hayduk
Kye Jung
Emily Meneses
Jeanette Stern

35 Year Award

Carol Morris

Customer Service

Angela Francis

Leadership Non-Management

Marilyn Hallett

Leadership Management

Bonnie Roberts

Outstanding Physician

Dr. Paul Grewal

Project Team

Edenization Implementation Team

Innovation

Lighting Upgrade

CEO Award of Appreciation

John Young



Ethel Ethics article

CAPITAL CARE Ethics Committee ETHEL ETHICS REPLIES

Dear Ethel Ethics,

Mrs. Z and Mr. T have developed a close relationship while living in a continuing care centre. They both have spouses that visit frequently, are both diagnosed with a dementia and both do not remember that they are married. This friendship is demonstrated with holding hands, kissing, dancing together and spending most of their free time in each other's company.

The staff and spouses are uncomfortable with this relationship because they believe it is moving towards an intimate physical relationship. They want it to end. Should we, the staff, discourage this friendship?

Signed,

Uncomfortable

Dear Uncomfortable,

Intimacy, sexuality and sexual behaviours remain some of the most sensitive and controversial health care issues that arise in long term care facilities. As persons with dementia experience changes in cognition and judgment, the expression of their sexuality may result in behaviours that make other people uncomfortable.

There is a belief in society that "sex is for the cognitively intact" or "sex is for the young". Consequently, it is often difficult for both staff and families to accept that all people including those with cognitive impairment retain their adult feelings with a need to express their sexuality and sexual behavior.

So what does this mean for these two residents and their relationship? If we believe that sexuality is integral to the experience of all people, then we must accept sexual expression as part of our residents' lives. How will we then help our residents to achieve the sense of well-being, value and respect that comes from intimacy with others?

The issues of sexual expression and disinhibition as part of dementia care should be discussed with families during the admission process. And then as relationships are formed each one must be discussed on an individual basis. Fundamental to this discussion is the belief that sexual behavior and interest is a normal part of an individual's day to day life.

The family should be involved in identifying the meaning of sexual expression and help the staff determine a living plan for their relative. Some of the questions that may need to be addressed are what is appropriate for this person, is there an unmet need, is there any harm, and do both involved persons consent?

Consent when cognitively impaired also needs to be thoughtfully considered. One assumption that can be made is that if neither resident protests — for example, if holding hands and kissing are activities that occur regularly and if there are no adverse behaviours with other things like personal care — then consent is assumed.

We also recognize that some sexual expression may not be welcome and monitoring and redirection may be required.

All members of the care delivery team have personal values and beliefs about sexuality and sexual expression. At times these values and beliefs may conflict with those of the organization. However, intimacy and sexual expression, touch, tenderness and warmth were and are a part of our residents' lives.

As human beings we all require love, touch, tenderness and warmth. They are a natural part of daily living and quality of life. To that end, we offer our staff opportunities to develop knowledge and skill to assist them during these situations and to respond appropriately.

There are some very good written and video resources available to help families and staff understand the issue of intimacy and sexuality as it relates to persons with dementia. ✱

Some of the information for this response comes from work done at Shalom Village in Ontario. If you would like more information, please contact a member of The CAPITAL CARE Group Ethics Committee.

CAPITAL CARE Ethics Committee

Caring for your skin



Dr. Chris Lord ASK A PHYSICIAN

I've been a senior for nearly two decades now, and I'm noticing that my skin is not as resilient as it once was. Is there anything that I can do to improve the condition of my skin?

Skin changes start to show in our 20s, with later development of "character lines" that can progress to blotchy, wrinkled and leathery changes on the face and hands.

The initial changes are genetically determined and relate to biochemical alterations in collagen and elastin. Cigarette smoking speeds up the biochemical changes. Add to these changes photo-aging (which hastens the normal chronological changes) from chronic and excessive sun exposure.

The biochemical changes result in loss of elasticity which leads to drier skin, loss of fat padding which results in sagging, and less suppleness which produces wrinkles.

From the photo-aging, we acquire mottled pigmented areas, skin roughness, fine wrinkles, liver spots on the hands, and dilated blood vessels. Blotchiness and spider veins are often seen on the chest and neck. As well, the loss of elasticity and atrophy causes white areas to appear.

So what can a person do to delay or stop these changes? The simplest thing to do is use a skin moisturizer for dry skin and a sun block to limit further sunlight damage.

Dermatologists can provide a variety of more aggressive treatments, such as using lasers that target cells under the skin surface to treat freckles and pigments. Lasers can also treat leg spider veins.

Skin surfaces can be smoothed out by using botulinum toxin to relax muscles. Brown spots on the back of hands can sometimes be removed with bleaching creams. Chemical peels and liquid nitrogen can diminish "age spots," as can laser treatments. Fat transplantation and silicone can be used to fill in atrophied areas.

Unfortunately, many of these treatments are not permanent, are not covered by health care insurance and have to be repeated, sometimes within a year.

So, remember to take care of your dry skin and use common sense in avoiding excessive and damaging sunlight exposure. ✱

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

Oct. 22

27th Annual Jack Milner Memorial Workshop

Work Life Balance

The Growth Shop's Wendy Bodnar will present two sessions that are both included in the registration fee:

Stress Bytes: 6 Proven Strategies to Manage Stress

&

Building Energy in a Low Energy World

To register and for more information, contact Liz Tanti:

Phone: 496-7140 E-mail: etanti@capitalcare.net
Web: www.capitalcare.net and click on News & Events

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.



A visiting program for persons with Alzheimer disease

Program integrates day program with residential program

The Friends and Visitors Club is a day program for adults with Alzheimer disease or related dementia. The program opened in Sherwood Park at the Strathcona Alzheimer Care Centre in 2002. The centre provides 24-hour care to 36 residents.

The day program, which typically has 9 clients per week day come from the community to the club, has two unique features that distinguish it from traditional adult day care programs: it was developed around the concept of a friendship/visiting theme, and it is integrated into the daily life of a residential Alzheimer care centre.

To learn if the program met the objectives established for the program and answered the questions posed by stakeholders, an evaluation study was designed to determine its success and its impact on residents of the Alzheimer Care Centre. Evaluation results indicated that the friendship/visiting theme program permeated interactions between visitors and residents. The Friends and Visitors Club (FVC) served the clientele for whom it was intended and did so very cost-effectively.

The evaluation concluded that the (FVC) was a success because it met the program's goals as well as the goals of several groups who supported the program. The program helped residents welcome the visitors from the community, even on the rare occasion when residents' initial reaction to "strangers in their kitchen" was concern about having more people to feed.

Staff achievements

One of the ways that *The CAPITAL CARE Group* strives to continually improve the experiences of residents in the organization is through staff development. The following points illustrate the variety of staff activities that reflect the organization's emphasis on developing the skills of staff to learn improved methods of providing care residents:

- Tiana Rust, a research assistant with CAPITAL CARE's Research Unit, has received two scholarships. She received a \$17,500 Canada Graduate Scholarship (CGS) from the Social Sciences and Humanities Research Council of Canada. As a result of the CGS scholarship, she was also automatically awarded a Walter H. Johns Graduate Fellowship scholarship funded by the University of Alberta, where she is completing her master's degree.

Rust's thesis title is "Caregiver beliefs about aging and disease: Effects on independence of persons with Alzheimer disease." Her thesis complements her research interest in health and the elderly.

- Corinne Schalm, director of Corporate Planning at CAPITAL CARE, is one of just 24 participants selected for a new national fellowship program — Executive Training for Research Application (EXTRA).

The EXTRA fellowship is designed to train health services leaders to become even better decision makers by using and applying evidence from research in their day-to-day work. The two-year program combines residency seminars, e-learning, mentorship and networking components with intervention projects undertaken in fellows' home institutions. A key element of the program is an intervention project through which fellows will apply their classroom learning to solving issues in their home organization.

Schalm will develop a balanced scorecard approach to measure the performance of an organization which links measurement to strategy. This framework is now used by over half of Fortune 1000 companies, but relatively few health care organizations, and almost no continuing care organizations.

- Dr. Tammy Hopper, assistant professor, Faculty of Rehabilitation Medicine in the Department of Speech Pathology and Audiology, will be a research associate with *The CAPITAL CARE Group*. The joint appointment is for the next three years.

- Gerontology is one of the 14 speciality certification exams that registered nurses (RNs) can voluntarily write. One of the exams is for the Canadian Gerontology Nursing Certification, which RNs can obtain by demonstrating current specialized knowledge and skill in gerontology. The certification is valid for five years.

This year, CAPITAL CARE had four RNs who successfully passed the exam: Linda Murray, care manager, CAPITAL CARE *Grandview*; Elizabeth Tanti, educator/best practice leader, CAPITAL CARE *Grandview*; and, Agnes Mitchell, clinical specialist, CAPITAL CARE *Dickinsfield*. Rita Gratton, a care manager at CAPITAL CARE *Norwood* successfully recertified this year.

Compiled from various sources

A reason for giving

- light n. 1. spiritual or intellectual comprehension or awareness; enlightenment
2. Public attention; general knowledge

With information from The Houghton Mifflin Canadian Dictionary of the English Language

Families of day program participants also thought that the program did well at integrating their participants with the residents at the centre. The families were overwhelmingly satisfied with the program. "These findings suggest this is a potential model for future day programs for this population group," says Dr. Doris Milke, research coordinator at *The CAPITAL CARE Group*.

Research tools and methods used in the evaluation included caregiver questionnaires, satisfaction surveys, observation, videos of centre residents and program participants, interviews, focus groups, functional assessment measures, chart reviews, and utilization statistics. The final evaluation results were presented at the Gerontological Society of America's 56th Annual Scientific Meeting.

More information on the program is on the web at www.capitalcare.net Click on Programs and then on Friends and Visitors Club.

Staff at The CAPITAL CARE Group involved in developing and evaluating the program included Dr. Doris Milke, research coordinator, Research Unit; Corinne Schalm, director, Corporate Planning; Shelley Warnock, manager, Strathcona Alzheimer Care Centre; Connie Wark, manager, Project Planning; Tiana Rust, research assistant, Research Unit; and, from the University of Alberta, Dr. Sheree Kwong See, Associate Chair, Department of Psychology, and Barbara Waldie, who was Dr. Kwong See's master's student at the time of the evaluation.

Assessing personalities

Defining personality types can shed light on communication styles

CAPITAL CARE *Dickinsfield* was the scene of the 13th annual Edith Drury Memorial Education Day in May. The session "What Colour is Your Umbrella; It's All About Communication" was well attended by staff and focused on how people with different personality traits communicate with one another.

Using the True Colors theory, guest speaker Dianne Pearce helped participants understand their own personality type before guiding them through a variety of exercises. The exercises demonstrated how people within the four colour groups interpret and communicate differently in the same situations.

Everyone had the opportunity to use their own True Colors umbrella to demonstrate how they act under stress. They played an amnesia game and even created pictures that represented a highly functioning team that included all four colour types of personalities.

The laughter heard coming from the auditorium revealed how much the 71 participants from across *The CAPITAL CARE Group* were enjoying the presentation. Evaluation results indicate that the colour theory was very well received and that they will use the information in their personal and professional lives. ★

Shirley McDonald, Centre Educator, CAPITAL CARE Dickinsfield Campus



The CAPITAL CARE Group is fortunate to receive support from many people, including Betty Drury (left). Through Drury's continued financial support via the Edith Drury Memorial Fund, staff get an opportunity to attend a day long presentation designed to help staff improve aspects of their professional and personal lives, which in turn helps to provide residents with rejuvenated staff.

19TH ANNUAL

PEOPLE AND PROGRESS CONFERENCE

Seeking a Balance: Safety, Risk, & Quality

FEB. 3 - 4, 2005, IN EDMONTON, ALBERTA

To learn more about this continuing care conference:

Web: www.capitalcare.net and click on News & Events

E-mail: info@capitalcare.net Phone: (780) 448-2421

FANTASYLAND HOTEL, WEST EDMONTON MALL



Looking back at CAPITAL CARE *Dickinsfield*

Centre celebrates 25th anniversary this year with current and past staff

What were you doing on April 16, 1979? Were you watching Kramer vs. Kramer or Star Trek at the movies? Or maybe you were watching M.A.S.H or the Dukes of Hazard on television?

If not, you could have been listening to "YMCA" by the Village People or "Too Much Heaven" by the Bee Gees.

Or, you could have been welcoming the first residents to CAPITAL CARE *Dickinsfield*. The centre first opened its doors on April 16, 1979, a week before its official opening. Ten residents were admitted that first day and everyday thereafter until the centre reached its capacity of 300 residents. Residents and family members loved the centre's design, the centre's bright colours, and all of the open spaces.

The ground-breaking for CAPITAL CARE *Dickinsfield* happened two and a half years earlier on a very cold day in January 1977. Sam Rao was the centre's first administrator, and three of the original residents are still living at the centre.

In 1995, CAPITAL CARE *Dickinsfield* expanded with the opening of McConnell Place North. McConnell Place North was Canada's first residential family style living environment for people with Alzheimer disease, and resulted in the Dickinsfield site becoming a Campus.

Events from CAPITAL CARE *Dickinsfield*'s 25 year history could be compared to the storyline of a good novel, complete with floods, a lightning strike, bats, and a marriage in the chapel. The most important memories are the ones shared between staff, residents, and volunteers — memories that reflect care and concern shared through smiles, tears, special events, and daily care routines.

In her speaking notes, Susan Paul, the centre's third administrator, said, "You work in a very special field where commitment is felt first hand by residents and their families . . . and where you do make a difference in people's lives." She also emphasized how the

commitment shown by staff has made the centre and *The CAPITAL CARE Group* known as leaders in continuing care for quality, customer service, innovation and a high level of expertise in the care of residents.

This year's 25th anniversary is being marked by several special events that have included a resident and family tea, a Silver Celebration dance, and a dinner and silent auction to raise funds for a renovation to the centre's Young Adult Unit. A celebration in late May honoured many guests, including past and present staff and the CAPITAL CARE *Dickinsfield* Ladies Auxiliary. The celebration highlighted the dedication of 37 staff members who have worked at the centre since 1979. ✱

Bonnie Roberts, Manager, Support Services, CAPITAL CARE Dickinsfield

An administrator's note

The excerpt below is from a note sent to CAPITAL CARE *Dickinsfield*'s current administrator, Betty Thompson, and her staff from the centre's second administrator, Dolores Eberly:

Dear Betty and staff,

Thank you for inviting me to the 25th anniversary of CAPITAL CARE Dickinsfield. It is an honour to be part of the history of such an outstanding centre.

It was wonderful to recognize so many of the staff members. The original staff members, as well as those who joined later, are of course the reason that CAPITAL CARE Dickinsfield has such a good reputation for the care it provides.

Dolores Eberly



Many former CAPITAL CARE Dickinsfield staff attended the centre's 25th anniversary celebration. Susan Paul (above left), the centre's third administrator, planted a silver birch tree with the centre's second administrator, Dolores Eberly. Not only is silver the traditional gift to mark 25 years, but a tree is used by the centre to symbolise how past and current residents, volunteers, and staff have built a strong foundation for the centre to continue growing within the community.

The photo below shows most of the 36 staff who have worked at CAPITAL CARE Dickinsfield since it opened in 1979.



Tech-based projects help staff deliver quality care

The CAPITAL CARE Group's Information Systems department is working on several initiatives aimed at improving resident care by assisting staff in designing, implementing and learning how to use computer-related technologies for the benefit of residents.

Currently, the department's primary project is the Clinical Information System (CIS). The goal is to select and implement a tool that will assist the organization in managing resident information and in implementing a new set of resident assessments called Minimum Data Set (MDS) 2.0.

Since this project will involve a large percentage of the organization's staff, Information Systems will be asking staff to provide feedback or to participate in focus groups to clarify what is needed to make CIS as effective and efficient as possible. The selected tool should meet the needs of the broadest group of staff possible.

Other initiatives that the department is involved with include:

- **Kiosk deployment:** Kiosks have been set up at CAPITAL CARE *Dickinsfield*, CAPITAL CARE *Lynnwood*, CAPITAL CARE *Norwood* and McConnell Place North. Discussions with other centre administrators are continuing, with the goal of having a minimum of one kiosk per centre.

It is important to realize the strategic importance of these kiosks in using them to help communicate and share information with all staff, particularly those who do not have access to a computer at work.

As the organization develops its web technologies (web servers and Internet browsers), these kiosks will become the primary method of access to information for staff without their own computers.

- **Charting Manual on Intranet** (formerly known as eForms): The charting manual is being updated before it is completely published on CAPITAL CARE's intranet. A pilot project using an

online charting manual has been completed on two units at CAPITAL CARE *Norwood* and will soon be expanded throughout the centre. The plan to provide access to the online manual for the rest of the organization will be developed as the pilot project proceeds.

- **StaffRight upgrade:** The StaffRight scheduling system, which is used to schedule staff, is being upgraded. The upgrade will allow Information Systems to implement other modules required to support position control, ad hoc reporting and the automation of some data entry tasks.

- **Evergreening 2004:** The evergreening process, used to replace a portion of the organization's computing hardware every year, is an important part of CAPITAL CARE's ongoing computer-related maintenance.

It is designed to minimize problems related to hardware failure and software communication between different computers. This year's evergreening will be completed by the end of November 2004.

- **Pharmacy System replacement:** The department is investigating options to replace the pharmacy system. An initial request for information has been sent to various vendors and the responses are being assessed.

A review of one of the systems in use at Capital Health will be completed as part of the investigation.

- **Inter-centre connections upgrade** to Alberta SuperNet: The Alberta Super Net is being installed at CAPITAL CARE *Norwood*, with construction for it beginning this summer. A plan is in place for installing the SuperNet at the remainder of the centres.

These projects are examples of the increasing number of computer-related tools available to help staff more effectively capture and use resident-related data to provide care for residents. ✱

Martin Tailleux, Manager, Information Systems, CAPITAL CARE Corporate Services



Photo Page

PHOTOS FROM ACROSS *The CAPITAL CARE Group*



Residents Viola Huculak (left) and Louise Westman were two of many residents and families who enjoyed the festivities to mark Robbie Burns Day.

Robbie Burns Day

Residents and families at CAPITAL CARE Grandview celebrated Robbie Burns Day with a night of entertainment. The evening began with a lively Scotsman playing the bagpipes, followed by a wonderful team of Highland dancers of all ages dancing to music. To cap off the evening, special guest Ms. Fiona did a great job of addressing the haggis.

Carrie Schmidt, Occupational Therapy Assistant, CAPITAL CARE Grandview

Celebrating 105 years



Etta Mayo, a resident at CAPITAL CARE Norwood, celebrated her 105th birthday on July 3. Born in Neepawa, Manitoba, 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, whom she married in 1968. Etta's smile continues to brighten the days of those around her. Happy birthday Etta!

Shannon Pollard, Recreation Therapist, CAPITAL CARE Lynnwood



Retirement tea

With *The CAPITAL CARE Group* staff team numbering about 2,500, it is inevitable that there will be some staff turnover. Recently, residents, family members, volunteers and staff said goodbye to several people who will soon be or have retired, including Gwenne Tweddle (above, holding her grandchild), manager of McConnell Place West, and Maureen Warring, who was the program clerk and receptionist at McConnell Place West.

To everyone who has recently retired: Thank you for your contributions and take good care!

Residents go for hole-in-one



Residents at McConnell Place West now have their own green

McConnell Place West is pleased to announce the opening of the new "hole in one" course. With the help of the McSporran family, a portion of the centre's backyard has been turned into a beautiful chipping course.

McConnell Place West has four devoted golfers who enjoy this new treasure for hours on end. In fact, many more of the centre's residents who have not golfed in years are showing interest in getting out to hit a few balls.

Rod Vidal, Activities Convenor, McConnell Place West



Resident Mary Nestrasnsky (right) and activities convenor Andrea LeBlanc pose with some of the rhubarb used to make the delectable rhubarb treats.

Tasty rhubarb

After three staff and a volunteer donated rhubarb in June, residents at Laurier House Strathcona helped wash and chop it up before deciding what should be baked. After learning some interesting facts from a rhubarb cookbook and scouring several recipes that staff and volunteers brought in, it was decided to bake strawberry-

rhubarb crisp, rhubarb crumble, rhubarb coffee cake, and stewed strawberry and rhubarb. That afternoon, generous samples of the baked treats and vanilla ice cream were served to the delight of many! Donations were accepted for the treats, and just short of \$40 were raised for the resident committee recreation fund.

Andrea LeBlanc, Activities Convenor, Laurier House Strathcona

Tele-Learning for staff

After sharing their final report results with their colleagues in the Third Millennium Tele-Learning for Staff in Dementia Care program last fall, participating CAPITAL CARE Dickinsfield Campus members received a certificate from Dr. Peter McCracken and Carol E. Wilson.



In the front row next to Dr. McCracken (far left) is Muna Wayrah, Maria Wight, Gilda Bancoro, Kathy Conway, and Roswitha Schmitt-Blouin. Standing to the right of Carol Wilson (second from left, back row) are staff members Emily Meneses, Kerry Kilback, Bonnie Harding, Sandra Podloski, and Nat Mitchell.



At her 100th birthday celebration, McConnell Place North resident Vi Harrington (second from right) makes a thank you speech before her birthday cake is cut. Her son Stuart (right) and daughter Joan are seated beside her. Theresa Chowaniec (far left), a volunteer at the centre, helped pass out pieces of cake after the speech.

Celebrating 100 years

It was like a dream come true for staff and volunteers to see Vi Harrington surrounded by family and friends at McConnell Place North for her 100th birthday. Along with her son and daughter and their spouses, her grandchildren and great grandchildren helped make the birthday a wonderful event. Her great grandsons helped her blow out the birthday cake's 100 candles!

At the celebration, her son and daughter read many letters to her from dignitaries in Ottawa, as well as a letter from the Queen of England and birthday greetings from *The CAPITAL CARE Group*.

Residents at the centre were also invited to the party, and they felt honoured to be part of the event. They enjoyed nibbling on dainty sandwiches and sipping on sparkling birthday punch.

Vi has lived at the centre for six years, and residents, volunteers, and staff have become members of her extended family — and all appreciated joining in the birthday cheer.

Roswitha Schmidt-Blouin, Leisure and Volunteer Coordinator, McConnell Place North



Donation in honour of current resident

The Long Term Care Unit at CAPITAL CARE Strathcona Campus recently received a donation of \$13,000 from the Ionic Club in honour of resident Alfred Wong, who was a member of the club.

The money will be used to take the first major step in creating a "Human Habitat," a term that describes an environment that is comfortable and inviting.

The renovation will include removal of the nursing desk and an expansion of the conference room. ✱



Marie McInnis, administrator of CAPITAL CARE Strathcona Campus, holds the \$13,000 cheque with Alfie Wong. Ionic club members Leroy Reirson and Lloyd Goulden (far right) made the presentation. Absent from the photo is club member George Burton.

Darlene Sime, Administrative Assistant, CAPITAL CARE Strathcona Campus

Residents smile with \$37,500 raised

Residents at *The CAPITAL CARE Group* have many reasons to smile. One of the things that helps them smile is the support received by *The CAPITAL CARE Foundation* through the Share a Smile campaign.

The campaign, which wrapped up in late May, received \$37,500 in donations for projects and items that will improve the quality of life for residents. The money raised will fund equipment purchases, pastoral care, finishing touches, and resident activities.

"With *The Foundation* involved in several campaigns, one with a goal in the millions of dollars, it's great to continue receiving support for the smaller campaigns that still make such a difference in the lives of our residents," says Barry Runnalls, director of Fund Development for *The CAPITAL CARE Foundation*. ✱



FUN IN THE SUN

at the Devon Golf Course
18th Annual Staff Golf Tournament

Entry fee includes 18 holes of golf Texas scramble-style and a steak barbecue.

Entry forms are available from CAPITAL CARE Centre General Offices or go to www.capitalcare.net & click News & Events

- Golf only: \$35
- Barbecue only: \$24
- Golf and barbecue: \$59

The registration deadline is August 15 and limited to 48 golfers. No refunds after August 23, 2004. For more information, please call Pat Ferguson at 448-2436. Proceeds support *The CAPITAL CARE Foundation*.

Sunday, August 29

Scholarship recipients

LPN Scholarship supporters, recipients recognized

Helen Douglas (left) has supported the Licensed Practical (LPN) Nurse Scholarship program for several years. She is standing next to Shelley Walker, one of this year's LPN scholarship recipients. Walker was working at CAPITAL CARE Strathcona Campus as the activities convenor for Laurier House Strathcona when she applied to the program.



Developing and delivering leading-edge care is very important to everyone at *The CAPITAL CARE Group*. How this care is provided is revealed in the organization's mission statement: Delivering quality care in partnership with our community.

An example of this mission statement in action was a reception in May that recognized the five recipients of this year's Licensed Practical Nurse Scholarship program and the donors who helped make the program possible. The scholarship program is also in partnership with NorQuest College, which saves spaces in its Licensed Practical Nurse program for scholarship recipients.

The program was John Young's idea. As a board member on *The CAPITAL CARE Foundation's* volunteer board, he came up with the idea of encouraging the professional growth of staff through a scholarship program that would give eligible employees a chance to upgrade their education and become licensed practical nurses. The scholarships pay for the tuition and books

for the Licensed Practical Nurse Program at NorQuest College.

"The scholarships have had many benefits," says Barry Runnalls, director of Fund Development for *The Foundation*. "It has attracted job seekers to CAPITAL CARE, it has helped retain staff, and most importantly, it has affected residents in a good way."

The program gives caregivers the opportunity to increase their knowledge and develop their careers. At the same time, it helps to provide CAPITAL CARE with increasingly skilled staff who are familiar with the organization's residents, expectations, and processes. ✱

If you would like to support this program and help it continue to make a difference in the lives of residents and staff, please call Barry Runnalls, director of Fund Development, at (780) 448-2414.

He can also be faxed at (780) 496-7148 or e-mailed at brunnalls@capitalcare.net

Dan Laville, Corporate Communication Coordinator, CAPITAL CARE Corporate Services

Still time to show support

Anyone interested in supporting research that investigates leading methods of providing care to residents at *The CAPITAL CARE Group* can make a donation to the Research for Care campaign.

The campaign, which has raised several thousand dollars to date this year, will be finished later this summer. To show your support for this campaign or for any of the other projects and programs at CAPITAL CARE, please call Cindy Wilson at *The CAPITAL CARE Foundation* at (780) 448-2424. ✱

\$300,000 in funds raised by Ladies Auxiliary



The Ladies Auxiliary at CAPITAL CARE *Dickinsfield* were recognized this spring for their fund-raising efforts that have raised more than \$300,000 over the past 25 years. Ladies Auxiliary President Myrna Bridges (left) accepted the plaque that recognizes the auxiliary's work from Phyllis Hempel (far right), chief executive officer for *The CAPITAL CARE Group*, and Sandra Troughton, coordinator of Volunteer Services at the centre. Today, there are still eight charter members actively involved in the auxiliary which formed in 1979 when CAPITAL CARE *Dickinsfield* opened.

New gifts!

- Aromatherapy
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CAPITAL CARE *Lynnwood Gift Shop* Open Mon. - Sat. 11 a.m. - 3 p.m.

Celebrating 40 years of caring

At The CAPITAL CARE Group



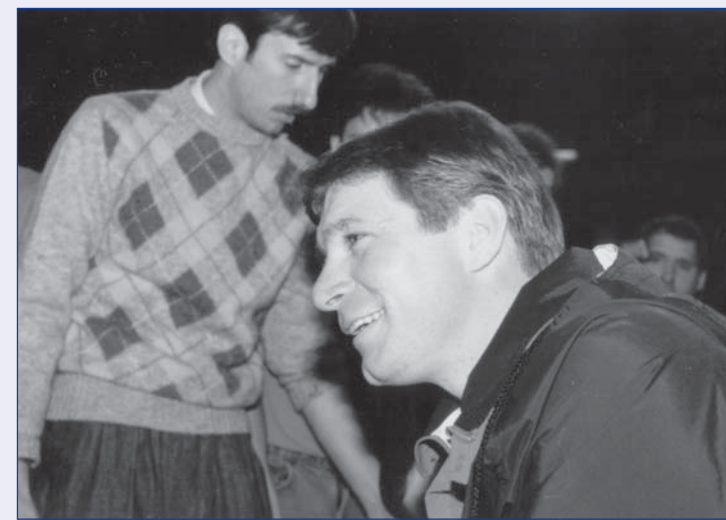
February 1968: Staff preparing to celebrate Valentine's Day with residents at CAPITAL CARE Lynnwood.

"The actions of our donors, through their gifts to support residents, show that true concern and care is revealed by what we share of what we have."

Barry Runnalls, Director, Fund Development, The CAPITAL CARE Foundation



April 1994: Brian Mills, a resident and artist at CAPITAL CARE Dickinsfield, works on a painting during a centre art class.



Late 1980s: Rick Hansen visited residents at CAPITAL CARE Norwood.



1995: Residents and staff members at CAPITAL CARE Strathcona celebrate Mexico Day.



2002: Laurier House Strathcona resident Veronica decorates an Easter egg.



Circa late 1970s/early 1980s: Staff at CAPITAL CARE Grandview formed a baseball team they named the "Grandview Gophers".



November 2000: The Mewburn Veterans Centre Arts and Crafts team pose in front of arts and crafts made by residents at the centre.



Early 1990s: Sheila Weatherill at a CAPITAL CARE Lynnwood centre event when she was president of CAPITAL CARE. Weatherill is now president and chief executive officer of Capital Health.

The CAPITAL CARE Group is celebrating 40 years of caring this year. One way this milestone is being recognized is through the display of photos, captions, and notes gleaned from four decades of service to those in our care.

Thank you residents, volunteers, donors, families, supporters, and staff for 40 years of wonderful memories!



The CAPITAL CARE Group
LEADERS IN CONTINUING CARE

Dr. Donald R. Easton was the first executive director of Hospital District 24 and foresaw "... the need for long term care facilities to be reasonably well scattered throughout the city."

From the book: *People and Progress*, page 68



1967: Mrs. Burns, Dr. Easton, and Mrs. Kettleson mark National Hospital Day with speeches and presentations.

"Though there have been many changes over the years, the driving force of the people who make up The CAPITAL CARE Group remains the same: Ensuring we enable staff, who are our greatest resource, to provide the best care possible to residents, whom we are privileged to care for."

Phyllis Hempel, CEO, The CAPITAL CARE Group

"... the bond between resident and staff member is far greater in nursing [continuing care] homes ... for the very simple reason that there is usually a greater time period for the relationship to grow and develop."

From the book: *People and Progress*, page 60



2002: Dr. Sidhu talks with a CHOICE participant at CAPITAL CARE CHOICE Norwood.



Late 1960s: A staff member at Mewburn Veterans Centre pours refreshments for residents at a special event. Though hard to identify in this photo, members of the Canadian Armed Forces can be seen visiting and helping residents in the background. Residents and staff remain grateful for the military's continued support over the years, including their enthusiasm for the new centre being built that will replace Mewburn Veterans Centre.



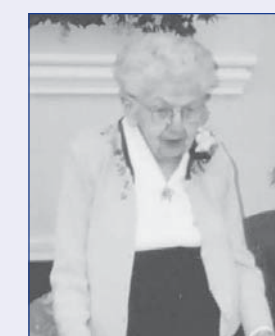
2001: Staff member Kim Ashmore (behind) poses with Pauline Gladue (right) and Sheldon Cope, residents of a CAPITAL CARE Duplex.

From its beginning as Hospital District 24 in the old Royal Alexandra Hospital Annex, **The CAPITAL CARE Group** has grown to become an interdisciplinary team of 2,500 people caring for more than 1,400 residents and over 300 community clients in facilities throughout Edmonton and Sherwood Park:

- CAPITAL CARE Corporate Services
- CAPITAL CARE Grandview
- CAPITAL CARE Dickinsfield Campus
 - CAPITAL CARE Dickinsfield
 - McConnell Place North
- CAPITAL CARE Strathcona Campus
 - CAPITAL CARE Strathcona
 - Strathcona Alzheimer Care Centre
 - Laurier House Strathcona
- CAPITAL CARE Lynnwood Campus
 - CAPITAL CARE Lynnwood
 - Laurier House Lynnwood
 - McConnell Place West
- Mewburn Veterans Centre
- CAPITAL CARE CHOICE Program and Community Programs
 - CAPITAL CARE CHOICE Dickinsfield
 - CAPITAL CARE CHOICE Norwood
 - CAPITAL CARE CHOICE Mental Health
 - Young Adult Duplexes



Staff member Shawn McCreight is recognized at a centre event at CAPITAL CARE Lynnwood.



2004: Vi Harrington, a resident of McConnell Place North, celebrated her 100th birthday this spring with a centre-wide birthday party.



2004 Manulife Financial Charity Golf Classic

Supporters contribute \$26,250 to Alzheimer care at *The CAPITAL CARE Group*

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In recent years, media sources have described Canada's aging population and the implications of having such a large group of Canadians who will soon be entering their retirement years. The growth in this "Baby Boomers" segment is mirroring the increasing number of people suffering from Alzheimer and related dementias (ADRD) and who will require care services, such as are provided by *The CAPITAL CARE Group*.

This is one of the reasons proceeds from the Manulife Financial Charity Golf Classic go towards Alzheimer care at CAPITAL CARE. With about 70 per cent of the organization's residents suffering from ADRD, the money raised will benefit many people.

"With the title sponsorship from Manulife Financial and the support of many other big and small organizations and individuals, we raised more than \$26,000 this year," says Cindy Wilson, the tournament's organizer and the fund development officer for *The CAPITAL CARE Foundation*.

Manulife Financial

Like last year, the tournament was a success through the support of existing and new supporters. Also like last year, a strong wind challenged golfers during their long shots.

"Nonetheless," says Wilson, "our wonderful supporters stuck it out and played through, reflecting their commitment to all of those assisted through *The Foundation*." ✪

Dan Laville, Corporate Communication Coordinator, CAPITAL CARE Corporate Services



Staff member Mercy Nickel (left) from Mewburn Veterans Centre and Corporal Victor Kassey were volunteer monitors for a hole-in-one prize.



Members of this year's winning team were (l - r) Kevin McGuigan of K-Bro-Linen Systems, Darryl Diletzoy of *The CAPITAL CARE Group*, David Ross of TD Commercial Bank, and Ken Baker of TD Commercial Bank.



Other golfer's enjoying the day were (l - r) Marie McInnis of CAPITAL CARE Strathcona Campus, Manulife Financial's mascot Barnaby the Owl, Ken Harrison, Neil MacGillivray and Lew Warke.



Bob Morden, vice-president of the Western Sales Area for Manulife Financial, presents a cheque for \$24,000 to Phyllis Hempel, chief executive officer of *The CAPITAL CARE Group*. The final tally was \$26,250.

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Team effort responds to summer storm of 2004

Efforts at flooded centres reflect dedication, strength of people at CAPITAL CARE

In what some Edmontonians are calling the summer storm of 2004, two centres belonging to *The CAPITAL CARE Group* received significant flood damage. The centres, like many parts of Edmonton, were deluged with rain and hail in an afternoon storm on Sunday, July 11.

The entire first floor of CAPITAL CARE *Grandview* was under several inches of water, as was the main floor of the Lynnwood Pavilion at CAPITAL CARE *Lynnwood*.

"The depth of the flood water was as much as five or more feet deep in certain areas such as the bottom of elevator shafts, and portions of the rear parking lot," says Pat Hubman, manager of building maintenance services at CAPITAL CARE *Lynnwood*. Fortunately, resident rooms at both centres were not directly affected because they are not on the floors that were flooded. The organization's other centres fared much better, but there were reports of minor water damage.

Though the storm caused significant disruption at the two centres, the memory that stands out for many will be the teamwork and camaraderie shown by everyone who helped out.

"I'm very proud of all of my staff. Staff who were working the day of the flood demonstrated tremendous commitment to the residents, persevering to manage as best as possible in an impossible situation and showing great leadership in responding to the emergency with cool heads and good decision making," says Linda Balt, administrator of CAPITAL CARE *Grandview*.

"When the flood was at its worst," says Balt, "staff were working in cold and dirty water up to their ankles." The next day, after most of the water had been drained from the floor, maintenance staff from CAPITAL CARE *Dickinsfield*, CAPITAL CARE *Strathcona*, and CAPITAL CARE *Norwood* came to help drain the remaining water, assess damage, move furniture and tear out water logged carpets. Staff from

CAPITAL CARE *Corporate Services* and Stores at CAPITAL CARE *Dickinsfield* also went onsite to provide assistance.

Iris Neumann, administrator of CAPITAL CARE *Lynnwood*, is also grateful for the dedication shown by her staff during the flooding. "Staff pitched in and did what needed to be done — including working many hours of overtime with little notice — to protect the centre from further damage and to get rid of the flood waters as quickly as possible."

That Sunday night, after the rain had stopped and a preliminary damage assessment had begun, staff noticed that several cars were in a huge pool of water in the rear parking lot. "It's amazing how much water collected in some areas," says Neumann. Judging from the water marks on a car with water still up to its headlights, it appeared that the water went as high as the base of the windshield. This car (pictured below) was written-off by owner's insurance company.

Several other staff had damage to their cars and homes, with damage in the thousands of dollars. Fortunately, no residents, staff or volunteers at either centre were injured as a result of the rain and hail storm.

Both administrators believe that the rapid response to the flooding was the result of many people working well together, from staff to volunteers and auxiliary and family members. "We always see the very best in everyone when responding to an emergency like this," says Balt.

"Staff from across the organization have once again risen to the occasion and demonstrated why CAPITAL CARE is such a great group of people," said Phyllis Hempel, CAPITAL CARE's chief executive officer, when asked to sum up the efforts of everyone who responded to the flood. ★

*Dan Laville, Corporate Communication Coordinator,
CAPITAL CARE Corporate Services*



Portions of CAPITAL CARE *Lynnwood's* rear parking lot were under several feet of water. At the height of the flood, water almost touched the base of the windshield.



Elevator shafts at both CAPITAL CARE *Grandview* and CAPITAL CARE *Lynnwood* were flooded.



After the flood waters receded, a layer of dirt and leaves covered the first floor at CAPITAL CARE *Grandview*.

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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 October 1, 2003 to July 1, 2004

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

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E-mail: cwilson@capitalcare.net

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Volunteers — part of our caring team

Contributions of volunteers have benefited thousands of residents over past 40 years

With *The CAPITAL CARE Group* celebrating 40 years of caring, the organization's volunteer services coordinators felt that a fitting theme for this year's volunteer appreciation would be "Volunteers — part of our caring team." Volunteers have been a big part of CAPITAL CARE since its founding in the early 1960s.

In June 1963, the organization's first executive director, Dr. Don Easton, helped set up an auxiliary for the Norwood Auxiliary Hospital that would open in 1964. From then on, as new centres were added to the organization, an auxiliary would be formed to support the centre. To this day, auxiliary members continue to work tirelessly on behalf of residents.

Alongside the auxiliary members are other volunteers of all ages, backgrounds, and interests, who are also interested in improving lives. From people in their 90s to new moms, and from school kids to elected officials, volunteers reflect the diversity and richness of residents in CAPITAL CARE.

Today, coordinators of volunteer services work to recruit, retain, and organize the many people who volunteer at the centres. Some of the volunteers work alone, while others are part of organizations that support the organization. Rotary Clubs, the Edmonton Police Association, musical groups, and individuals with specific interests are just four examples of the groups and types of people who decide to share their time and do their part to improve resident lives.

"Volunteers have and continue to do so much for residents," says Phyllis Hempel, CAPITAL CARE's chief executive officer. They help

decorate centres by painting murals, crafting quilts and donating artwork.

They comfort residents through the pastoral care programs, by listening to family concerns, and by offering a shoulder to cry on if needed. They also brighten residents' days by helping with day trips, playing cards, and simply sharing conversations and experiences. "In short," says Hempel, "volunteers add so much — our organization would not be the same without them." *

If you would like to volunteer and make a difference in the lives of residents at any one of CAPITAL CARE's centres, please contact the volunteer coordinator at the centre nearest you. Phone numbers for the centres are listed in the sidebar on page two.

Alternately, you can call 448-2400 and ask to be forwarded to the centre of your choice. Contact information for the volunteer coordinators is available on the Internet at www.capitalcare.net/Volunteers/volunteer.htm

Roswitha Schmidt-Blouin, Leisure and Volunteer Coordinator, McConnell Place North, and Dan Laville, Corporate Communication Coordinator, CAPITAL CARE Corporate Services



Jeremy Belle, a student volunteer and James O'Connell (right) work diligently on building a tool box for garden tools for each of the houses at McConnell Place North. Angie Ells (below), also a volunteer at McConnell Place North, enjoys her role as a bride for the centre's annual Wedding Reminisce Day. She is serving traditional fruit cake to resident Renee Phillips.



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MANAGEMENT *Career* INFORMATION Day

Learn about CAPITAL CARE management careers, talk to current managers, attend career presentations and identify the steps you can take to become a manager

November 3, 2004 1 - 4 P.M.
CAPITAL CARE Norwood Auditorium

For more information, visit www.capitalcare.net and click on News and Events or phone (780) 448-2400

E-mail a centre resident

Being a leader in continuing care has meant investigating new ways of providing care for residents. A recent innovation for the organization is an e-mail pilot project for residents at CAPITAL CARE *Dickinsfield*, where an e-mail address has been set-up for the centre's residents.

The e-mail service means that family and friends wanting to communicate with their loved ones at the centre can do so by using e-mail from anywhere in the world. After an e-mail is sent, a "Penless Pal" volunteer will print and deliver the e-mail message to the recipient, and if desired, will send a reply on the resident's behalf.

Family and friends who use this service are asked to include the resident's first and last name and unit and room number in the body of the e-mail, and to allow three business days for delivery. As well, although processes have been put into place to protect residents' privacy (such as volunteers who deliver the messages being required to sign an oath of confidentiality) and the messages are treated as private documents, discretion should be used when deciding on the content of the e-mail messages.

"We are pleased to be providing this innovative service to our residents," says Betty Thompson, administrator of CAPITAL CARE *Dickinsfield*. "It's a great way to enhance the lives of our residents by giving them and their loved ones the opportunity to communicate with one another via the Internet and e-mail." *

The e-mail address for residents at CAPITAL CARE *Dickinsfield* is ccdresident@capitalcare.net

Sandra Troughton, Coordinator of Volunteer Services,
CAPITAL CARE *Dickinsfield*

What do you think?

About this newsletter? About what you'd like to see in it?
Please send your comments to:

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