

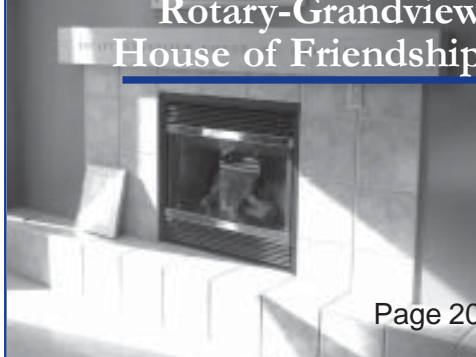
**A la carte dining at  
CAPITAL CARE  
Norwood**

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**Celebrating the  
Year of the  
Veteran**

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**Rotary-Grandview  
House of Friendship**

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# PEOPLE & PROGRESS

 **The CAPITAL CARE Group**  
LEADERS IN CONTINUING CARE

[www.capitalcare.net](http://www.capitalcare.net)

Spring 2005

## Spotlight on Resident Safety



(from left to right) *Dr. John Wade, Chair of the Founding Board of Directors for the Canadian Patient Safety Institute, Phyllis Hempel, Chief Executive Officer of The CAPITAL CARE Group, Dr. Ken Gardener, Vice-President of Medical Affairs for Capital Health*

About 170 people from several health regions in Alberta and Saskatchewan attended the first Resident Safety Symposium held in Edmonton in February.

See *RESIDENT SAFETY*/ 6

## Edmonton home to patient safety agency

In December 2003, Edmonton was selected as the home for the newly created Canadian Patient Safety Institute (CPSI). Its mandate is to promote the sharing of patient safety best practices across the different organizations and levels of government as well as to influence a general awareness of safety issues and initiatives amongst all Canadians.

Among the institute's initiatives is the Alberta Electronic Health Record which makes patient information such as prescription history, allergies and laboratory test results available to care providers on-line thus

See *CPSI*/ 2

## More than 300 attend the 19th People and Progress Conference

The 19<sup>th</sup> annual People and Progress Conference which took place on February 3 and 4, 2005 at the Fantasyland Hotel in Edmonton, proved to be a draw for attendees from across the Capital Health region and the province. More than 300 health care practitioners and researchers came together under the theme of "Seeking a Balance: Safety, Risk & Quality in Continuing Care." Following the opening presentation by Valerie Cade Lee on Workplace Safety, conference attendees chose to attend sessions



*Valerie Cade Lee delivering an engaging and inspirational keynote address on Day 1 of the 19th annual People and Progress Conference*

in three different streams. The Client stream featured presentations on Dementia Care, Pain Management and Medication Administration. Corinne Parker and Sarah Price, Dementia care and treatment experts, presented their Best Friends approach to Alzheimer care. This care philosophy employs the principles of friendship in providing Alzheimer care, that is respect, empathy, support, compassion, and humour.

In the Technology/Systems stream, Neal Campbell, Capital Health's manager of the netCARE project, shared his experience of implementing an electronic health records system in the Capital Health region, highlighting benefits and the caveats of such an undertaking. Other presentations offered perspectives on the art of graceful assertiveness

See *PEOPLE AND PROGRESS*/ 2

**M a i l i n g   A d d r e s s**

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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. The CAPITAL CARE Group provides continuing care programs and services to more than 1,400 residents and 300 clients through residential centres and day programs. Also available are subacute, transition and palliative care; specialized programs for persons with dementia and mental illness, and young physically disabled adults; and community linking programs such as adult day programs and respite care.

**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

**Web site**

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**Submissions**

Submissions to this newsletter are welcomed and encouraged. Please note that submissions may be edited.

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Sasha Yusufali

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**People and Progress**

*Continued from page 1*

for care workers, and a case study of the Glenrose Rehabilitation Hospital's medication safety programs.

In the Staff stream, delegates had an opportunity to learn about advances in staff safety programs, handling multiple priorities in the workplace, assessing employee behaviour, and the application of legal concepts in a long-term care setting. The CAPITAL CARE Group's own Anne Forge and Colleen Meagher focused in their presentation on the way, the organization enforces its zero-tolerance policy for abuse, especially resident abuse. They presented a case study of a



*People and Progress delegates at one of the many sessions*

complaint and the way in which it was analyzed and evaluated it in the context provided by the *Protection for Persons in Care Act*.

On the second day, Dr. Jean Chouinard, the Medical Director of St. Vincent Hospital in Ottawa, offered his views on necessary reforms to the long-term care model to adjust to the change in demographics and the available funds. The conference closed with an engaging presentation by Kevin Burns, a self-help author and presenter who shared his diverse experiences as an advertising consultant, postal letter sorter, or restaurant manager to name a few, and how he was able to draw on them for dealing with change, uncertainty, and time-management.

The conference was well-received by the attendees as the conference evaluations showed.

Planning for next year's *People and Progress*, the 20<sup>th</sup> annual anniversary edition, is well underway. It will take place from February 8 to 10, 2005 at the Fantasyland Hotel in Edmonton.

Many of *The CAPITAL CARE Group's* volunteers also took advantage of the opportunity to broaden their skills and further their understanding of the continuing care environment. More than 150 volunteers attended presentations by some of the same speakers who presented at the main conference.

*Sasha Yusufali, Communications  
The CAPITAL CARE Group*

**CPSI**

*Continued from page 1*

reducing the potential for miscommunication.

The idea for the institute came as a result of a meeting by the Royal College of Physicians and Surgeons of Canada in 2001. It was decided to implement a coordinated approach to ensuring and improving patient safety across the country.

Dr. John Wade, a former Deputy Minister of Health in the province of Manitoba, was tasked with creating a framework for the institute and established five working groups whose members consulted with stakeholders across Canada over the following year. In 2003, stating that "implementation of a national strategy for improving patient safety is critical," the creation of the Canadian Patient Safety Institute was formally approved by the First Ministers' Accord on Health Care Renewal.

Edmonton was selected as the location for the institute as the structure of the Capital Region's health system offers "an environment with proximity to other research-based organizations and reflects the national scope of the issues and factors affecting patient safety and quality of care in the 21<sup>st</sup> century," according to the institute's website.

*Sasha Yusufali, Communications  
The CAPITAL CARE Group*



*No conference would be possible without dedicated volunteers from across the organization. Left to right: Cindy Wilson, Colleen Meagher, Sherry Schaefer and Abigail Bailey*

**Conference Sponsors**

*We gratefully acknowledge the support of this year's sponsors of our People and Progress Conference.*

Alberta Blue Cross

Alberta Long Term Care Association

Apotex Inc.

Beaubien Glover Maskell Engineering

Behrends Bronze Inc

BHM Medical Inc.

Capital Packers Ltd.

ConvaTec

DS Integrations Inc.

Dynacare Kasper Medical Labs

Emery Jamieson

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Grand and Toy Office Products Ltd

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K-Bro Linen Systems Inc.

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# Ensuring the Safety of our Residents Day after Day



Phyllis Hempel  
**CEO COLUMN**

The safety and general well-being of our residents is at the forefront of everything we do. In fact, our recent *People and Progress Conference* (one of our most successful ever) focused on this issue and a number of practitioners and researchers shared interesting perspectives and findings with those in attendance. I would like to highlight the steps we take at *The CAPITAL CARE Group* to ensure comfortable and safe surroundings for those in our care.

## Teamwork

It all starts with an atmosphere of teamwork that is encouraged and fostered at each centre. With the many individuals involved in providing care directly and indirectly, from the nursing attendant to the staff nurse and physiotherapist, from the doctor to the pharmacist, a lot of information is gathered and disseminated on any given day. To ensure a consistent level of care and attention, it is important that all individuals consider themselves to be part of a team, a team that communicates and shares information not only formally through reports and meetings but also informally through ad hoc updates as the work day progresses. To that end all of our staff attend customer service workshops which not only train people to provide client-centered care but also include a strong teamwork component focused on respect, communication, commitment, and flexibility. Membership of the care team is rounded out by family members and volunteers.

## Leadership

Strong leadership skills by everyone are necessary to help the care team perform at its best and to achieve the care objectives set for a particular client. *The CAPITAL CARE Group* offers leadership programs to its management and professional personnel. These sessions instill and reinforce coaching and performance management skills. At the day-to-day level we promote a culture which encourages any team member to make required decisions within their responsibilities.

## CEO-Employee Committee

Last year I initiated a committee designed to support the on-going resident care and safety initiatives at our centres. The CEO-Employee Committee is composed of representatives from each centre who are charged with identifying issues and generating solutions. The committee members talk to at least ten of their colleagues and then report the feedback they receive at regular meetings. This creates yet another channel of communication for finding solutions that can be applied across the organization - a challenge you can perhaps appreciate considering the many sites we operate.

## Evidence-based Practice

One way in which we aim to continuously improve patient safety is by incorporating the guidelines of evidence-based practice (EBP) into our care environment. EBP is an approach which traces its roots back to as early as the mid-19th century and which has gained more acceptance in recent years. It fuses accepted healthcare research with the individual expertise of caregivers and the needs of a resident. This ensures care that is tailored to the individual needs of the resident rather than a cookie cutter approach to it.

## Reporting

A final building block in our approach to resident safety is to promote the value of reporting and identifying of potential hazards and addressing them. There is often a negative connotation with reporting an incident because of fears that the report will result in blame and potential implications at performance evaluation time. Quite the opposite is true. We need and rely on reports of incidents to improve practices and procedures and our efforts in this regard are hampered if staff members are afraid to do so. Without reporting, incidents are more likely to recur. In the case of hazard identification, potential issues are identified ahead of time. This is termed a "good catch" by Capital Health and something we also actively promote and encourage. As a result, not only do residents receive the best possible care, our centres also become a safer place to work and visit.

### Your suggestions

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

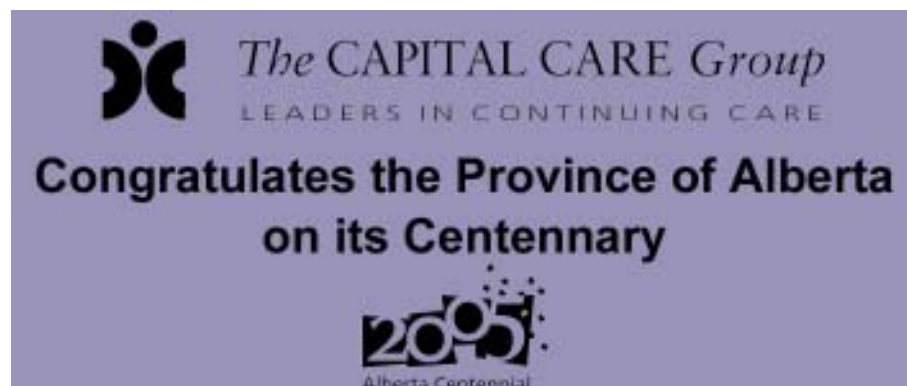
the Executive Office by e-mail, letter or voice mail. Or, you can send them directly to me, Phyllis Hempel, by e-mail at [phyllishempel@capitalcare.net](mailto:phyllishempel@capitalcare.net), by phone at 448-2435, or by fax at 496-7148. I look forward to receiving your suggestions.

## 9<sup>th</sup> Annual Medical Winter Workshop

The Medical Winter Workshop is organized by *The CAPITAL CARE Group* as an opportunity for medical professionals from the continuing care fields to exchange ideas and present findings. This year's conference brought together more than 90 health professionals at the Jasper Park Lodge in Jasper. The theme of this year's conference was ways in which particular illnesses in long-term care should be managed. Specific topics and speakers were selected under the guidance of Dr. Harvey Sternberg, one of *The CAPITAL CARE Group's* medical staff and an Assistant Clinical Professor at the University of Alberta.

The speakers presented on topics as diverse as dealing with diabetes, breathlessness, anemia, arthritis, dementia and behavior, and also touched on ethical issues. Once again, the weekend conference succeeded in creating the desired balance for networking, high quality education, and recreation. Evaluations pointed to some additional improvements for next year but indicated that overall attendees were pleased with the gathering. Pharmaceutical sponsorship, conducted within strict industry guidelines, has enabled us to enhance this conference over the years. Plans are in place for holding next year's meeting during the weekend of March 10-12, 2006.

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



## Celebrating the Year of the Veteran

The Government of Canada has declared 2005 the Year of the Veteran. Throughout the year, Canadians will celebrate, honour, remember, and teach the country's youth about the contributions and sacrifices of our veterans.

Canadians will be honouring not only veterans of the First World War, Second World War, and the Korean War, but will also pay tribute to more recent veterans as well as the currently serving members of the Canadian Forces. In addition, the nation will offer its gratitude to nursing sisters, medical and support personnel, clergy, and civilians who work in support of the military.

Special dates to keep in mind are:

May 8 - Victory in Europe Day  
July 1 - Canada Day  
August 14 - Victory over Japan Day  
November 5-11 - Veterans week  
November 11 - Remembrance Day

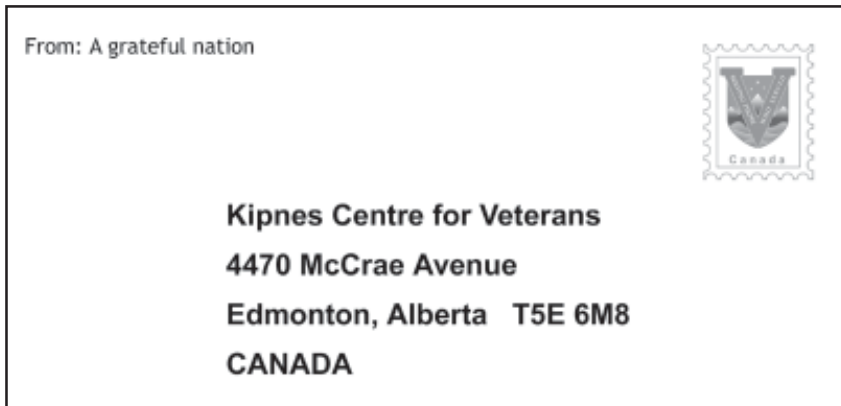
At *The CAPITAL CARE Group*, particularly at our Mewburn Veterans Centre we will be joining in the festivities and momentous celebrations.

More information can be found on the Veterans Affairs website: [www.vac-acc.gc.ca](http://www.vac-acc.gc.ca)

*Sherry Schaefer, Community Liaison  
Mewburn Veterans Centre*

## New home for veterans now has an address

In February, Canada Post confirmed the address (shown below) for the new Dianne and Irving Kipnes Centre for Veterans which is scheduled to open this November. The street is named in honour of Lieutenant-Colonel John McCrae, the Canadian army doctor whose stirring 1915 poem, "In Flanders Fields," has come to encapsulate the valour and honour of those who give the ultimate sacrifice for their country.



The naming of the avenue was decided during a June 2004 meeting of the City of Edmonton's Executive Committee. It is part of a number of new road names for the Griesbach subdivision where the veterans centre will be located. "Colonel Mewburn Road" was one of the other names decided upon, while "Cyril Martin," a former resident of *The CAPITAL CARE Group's* Mewburn Veterans Centre and a veteran of both world wars, was placed on the Names Reserve List.

*Sasha Yusufali, Communications  
The CAPITAL CARE Group*

## Meaningful conversation helps dementia residents

Preliminary results of a study into mealtime behaviours of residents with dementia suggest that meaningful interaction during dinner encourages them to stay at the table longer and experience "fewer problem behaviours." This according to a recent article in the Spring 2005 issue of the University of Alberta Faculty of Rehabilitation Medicine's *Rehab Impact* magazine.

The study was designed and carried out by Professor Stuart Cleary and Dr. Tammy Hopper of the Department of Speech Pathology and Audiology with the assistance of *The CAPITAL CARE Group*. Dietary staff led by Deanna Van Soest, the dietician for CAPITAL CARE *Grandview* and the Mewburn Veterans Centre, assisted by Dr. Doris Milke, head of CAPITAL CARE's research unit and occupational therapist Angie Francis, facilitated the observation of seven continuing care residents with dementia.

The study involved the development of conversation scripts based on the residents' past. The scripts were then put to use during mealtimes when research assistants struck up conversations with the residents who appeared less distracted and agitated.

Dr. Hopper explains: "By combining what we know now about preserved communication and language abilities with what we know about problem mealtime behaviours, we can help individuals with Alzheimer's disease function at the highest level possible for as long as possible."

(Please see page 10 for a related picture)

*Sasha Yusufali, Communications  
The CAPITAL CARE Group*

## Ionic Club of Edmonton



The Ionic Club of Edmonton recently visited the CAPITAL CARE *Strathcona* campus to make a donation from proceeds of their casino for the enhancement of the Resident/Family Room.

The photo on the left shows Marie McInnis, Administrator, presenting a cheque for \$9,400 to Alfie Wong, a member of the Residents Council, and a representative of the Ionic club in the background.

## CALL FOR ABSTRACTS



*The CAPITAL CARE Group*

LEADERS IN CONTINUING CARE

is pleased to announce the

**20th Annual People and Progress Conference  
February 8 - 10, 2005  
Fantasyland Hotel, Edmonton, Alberta, Canada**

We are now inviting abstracts from health care professionals and researchers wishing to present at the conference.

### Conference Theme

*Unique Partnerships in Continuing Care -  
Sharing the Caring*

### Preamble

There is an abundance of research and literature written about the team approach to care of the elderly as a best practice in continuing care. This conference seeks to showcase the many and varied partnerships that are involved in the provision of continuing care services in facility living, supportive living and home living. We welcome abstracts for paper or poster presentations that focus on:

- ♦ multidisciplinary team functions in facilities, organizations or regions
- ♦ family and community relationships
- ♦ research collaboration between continuing care organizations and educational institutions
- ♦ joint renovation or building projects for housing continuing care residents

### Conference Objectives

1. To promote 'best practices' in continuing care.
2. To provide a forum for innovative learning through research and evidence-based practice.
3. To advance the knowledge of caregivers in the continuing care sector of healthcare.
4. To highlight the role of partnerships in continuing care.

### General Information

You are invited to submit an abstract for a paper presentation or poster display at this conference. Applications will be reviewed by a panel to select those that best meet the objective and theme of the conference.

### Presentations

The concurrent sessions for presentations are 50 minutes with 10 minutes for questions. Abstracts should include contact name and address, title of presentation or poster, authors and a brief description of the content (250 words maximum) as well as a speaker biography and any audio-visual requirements. You must register to attend the full conference.

### Posters

The poster session is a display allowing for one-to-one interaction and idea exchange. The maximum poster display area is 4 x 4 feet. Posters can be pinned on a grey cloth surface. The posters should be pre-printed and handouts and other support materials are highly recommended as part of the poster display. All successful applicants must register for the conference.

### Submissions

The deadline for submissions is June 30, 2005.

Application forms can be obtained from *The CAPITAL CARE Group's* website [www.capitalcare.net](http://www.capitalcare.net) (click on "Conferences") or by calling (780) 448-2429. Completed forms can be e-mailed to [sheriehough@capitalcare.net](mailto:sheriehough@capitalcare.net) or faxed to (780) 496-7148.

### Acceptance Notice

A notice of acceptance will be sent out toward the end of July 2005.

# Kudos

## To CAPITAL CARE *Strathcona*

We thank you all "We do"  
For a wonderful B.B.Q.  
The staff for your patience  
and their grand attitude  
The food was delicious  
with nothing suspicious  
Alcove temperature just right (but)  
No longer feel trim  
We're filled to the brim  
Next month let's do it again  
"ha-ha you all"  
"God bless you all"

*The Tuesday-Thursday Group  
CCS Adult Day Program*

## To the Mewburn Veterans Centre

I would like to convey my deep heart felt Thank You's to all the staff nurses, nursing attendants and LPN's that cared for my husband Bill K. He lived at your Veteran Centre from May 13th to January 18th when he passed away.

I would like to thank Dr. McClaren and Reverend Harry. I thank everyone that made Bill's life a little easier.

*Sincerely, Elgie K.*

## To CAPITAL CARE *Grandview*

What a wonderful place - the staff, the nurses, the cook, the physio staff. Everyone there who made our stay so pleasant. I thank you from the bottom of my heart. Keep up the excellent work.

*Love, Louise W.*

## To Nat at McConnell Place North

On behalf of Mother, my sister Beth and myself I would like to thank you and your staff for the wonderful work you do every day. You have no idea how much better we feel when we see the wonderful care that you and your staff provide. To walk into McConnell Place North is to walk into a calm, relaxed and happy atmosphere. We appreciate it beyond words. Enclosed please find cheques for the garden path project and for the staff education fund. Again thanks to you and all your staff. You are truly special People.

*Yours truly, Hugh N.*

## Dear Cathie Gillespie and Laurier House staff,

I want to thank everyone at Laurier House for the excellent care that my mother, Lydia, received over the past seven years. The staff at Laurier House are truly dedicated to providing care so the residents maintain their dignity.

Mother took a while to accept Laurier House as home but when she did she really liked it there. She always spoke of the staff as they were family. My sister, Jacqueline, and I were emotionally moved by the staff who came into mother's suite during her last hours just to say a prayer and good bye. I know in my heart that she loved you all. I will miss coming to Laurier House on a regular basis but hope we can always remain friends. Thank you again for everything you did.

*Sincerely, Bruce M.*

## To all the staff of CAPITAL CARE *Grandview* Subacute unit,

Your excellent care helped both my arms and body to heal. I am grateful for your individual kindness and thoughtfulness during my one month stay with you.

I am in physio 3x weekly and doing very well. I appreciate your care to me.

*Marie C.*

## To Iris Neumann at CAPITAL CARE *Lynnwood*,

I am very impressed by the compassionate, efficient care provided by the staff of 2<sup>nd</sup> Parker to my elderly friend Kathleen W. All levels of personnel were very helpful and supported my efforts to ensure a peaceful end to her wonderful life. The caregivers were always courteous and willing to listen to my requests and concerns.

The social workers gave good direction and support - they were very accommodating and understanding. Jim Thompson has been especially helpful! He became a good friend to Kay and to her brother Robert.

Food Services, especially Cecilia, were very efficient in providing refreshments for the small birthday party I had organized. It turned out to be a celebration of Kay's life as she died shortly before our gathering. I was blessed to be with her during her last hours.

Wendy, the Finance manager was kind and helpful every time I needed to discuss Kay and Bob's affairs. Wendy and the receptionists were very welcoming and did many things to facilitate my visits. They really seemed to care!

I'm very familiar with continuing care facilities and I consider CAPITAL CARE *Lynnwood* to be one of the best. Congratulations on administering such a successful facility. PS: Cleanliness was exceptional!

Thank you very much!

*Sincerely, Doris M.*

## To Jennifer Williams at CAPITAL CARE *Norwood*,

Following surgery at the University Hospital, I spent a week, February 28 to March 7, in your Subacute Program. During my stay I received excellent care from all staff members. Patient care and comfort were top priorities of all the dedicated, highly capable, hard-working nurses, physical therapists, people who kept our rooms clean and all others who worked in the unit.

I know that my quick return home was due to the tender, loving care that these cheerful 'angels of mercy' gave me.

*Sincerely, Wilma S.*

## To Marie McInnis at CAPITAL CARE *Strathcona*,

Please extend my sincere Thank-You to the staff on Long Term Care, Special Care, Day program, and the RN at Laurier House for the constant support, encouragement and sharing of knowledge they so generously extended to the Grant MacEwan Nursing Students. The students expressed unanimous praise for the staff and how they welcomed each and everyone of them as part of the team from the very first day we arrived at SCC. Not only had the nursing staff expressed an interest in the students learning, staff from other disciplines never hesitated to share their expertise or include the students in a learning experience if the opportunity arose. The students also expressed their appreciation of the residents who so willingly accepted a new nursing student into their daily life routine to develop their nursing knowledge and skills.

Thank you for all the help the staff has given me over the past four months to make this experience positive for the students. Thank you again, for all the help you have given us in our nursing education. Once again the experience at CAPITAL CARE *Strathcona* Campus has been rewarding and positive.

*Sincerely, Claudette W.*

## To CAPITAL CARE *Norwood* CHOICE Program,

Your caring support and encouragement made Johanna B.'s life less stressful and more enjoyable. She enjoyed the days she came. The staff was so caring. We appreciated the home service; they were very helpful and caring and put up with me.

*Herb*

## To the staff of the Mewburn Veterans Centre,

Your kindness and care is most appreciated and I know that Mr. Mitchell grew so fond of many of the nursing staff, as well as Auxiliary workers at your hospital. You always extended such courtesy and respect to him and all our family. We are truly grateful.

*Yours truly, Joyce H.*

## To Dr. Sider and the Staff of the CAPITAL CARE CHOICE Program,

We thank you all for the excellent care you gave my husband and our father during these past years while he attended the CHOICE Program. It has been our "pleasure" knowing you all and we feel very blessed that he was shown so much kindness and compassion which will be fondly remembered.

*Sincerely, The Y. Family*

## To the Subacute unit of CAPITAL CARE *Grandview*,

To all the Gals and (2) Guys who ever had to lift my CPM machine - which is everyone pretty much. Thank you so much for making my stay at "spa Grandview" such an enjoyable one. Sometimes I nearly forgot my leg was broken (a slight exaggeration)!

I'll miss being spoiled, the conversations, jokes, teasing and kind shoulders so liberally sprinkled through the days (and nights). Take care and God Bless!

*Patsi H.*

## To Jackie at CAPITAL CARE *Norwood* CHOICE,

Words cannot express just how much we enjoyed having you around. Keep on with your wonderful kindness and your fantastic career. We hope others recognize your hard work and appreciate you as much as we have.

We'll miss you muchly!

*Sincerely, John and Jean*

## To Betty Thompson at CAPITAL CARE *Dickinsfield*,

On behalf of the instructional team, I would like to thank everyone who supported our students in their learning quest. Shirley, your Centre Educator always goes the "extra mile" for students and instructors. She makes sure that there are many opportunities for us such as inviting us to attend any in-services, something we certainly took advantage of.

When we wanted special guest speakers; they were all eager to help us out. Physical Therapy, Occupational therapy, Dietary, Spiritual Care all sent people to speak to us. We arranged tours of the CHOICE Program and McConnell Place North where students were able to view a different perspective on care.

We certainly appreciate the staff on 3 AB and 3 CD who were excellent role models and mentors to our students. They enjoyed and appreciated their time and as instructors, so did we.

*Sincerely, J. S., Pat W., Myriam R., Robert M.;  
NorQuest College*



# Auxiliaries – The Soul of CAPITAL CARE

If volunteers are the heart of CAPITAL CARE, then volunteer auxiliary groups are its soul.

Auxiliaries have traditionally been a way for women to support those on the front lines of action. The auxiliaries that support residents and staff at four CAPITAL CARE centres (*Dickinsfield*, *Grandview*, *Lynnwood*, and *Norwood*) carry on the tradition - in an expanded and altered role. Today's CAPITAL CARE auxiliaries bring comfort to residents, but also effectively bridge centres with the community.

Although a few of the auxiliaries have become co-ed, most began and remain predominantly women's organizations. Some women have been with their auxiliaries since inception. At CAPITAL CARE *Dickinsfield*, eight charter members of the Ladies Auxiliary are still active after 25 years.



Dolores Waldie (middle), a resident at CAPITAL CARE *Dickinsfield* stops by at the Tuck Shop. Known as "one of their best customers," she is being served by auxiliary volunteers Ann Van Herk (left) and Ida Tousignant.

## Fundraising

With fundraising being a major goal, auxiliaries organize events that reach into the communities beyond the centres. The May Garage Sale at CAPITAL CARE *Grandview* and the *Dickinsfield* Bazaar in November, for example, draw not only staff and residents but also family members and neighbours from the centres' communities. These events rarely disappoint those who come looking for future treasures and keepsakes and bring people into the centres who would normally not venture through the doors. Some of the customers come back as volunteers after seeing the caring attitudes of existing volunteers and staff. The Bridge parties at CAPITAL CARE *Grandview* demonstrate another way that the centre encourages community involvement.

The various fundraising activities the auxiliaries engage in such as raffles, bazaars and gift shops lead to significant enhancements for their centres' residents. At CAPITAL CARE *Dickinsfield* for example, the women of the auxiliary have raised over \$300,000 to help make life more comfortable for residents and beautify their surroundings. Among many other items, the funds have purchased a bus with wheelchair lift, provided landscaping

## Resident Safety

*Continued from page 1*

The CAPITAL CARE Group, in partnership with Capital Health and Central Park Lodges, designed the symposium to promote quality of life for continuing care residents and discussions on how safety can be ensured and risk can be measured.

The first keynote speaker was the chair of the founding board for the Canadian Patient Safety Data Institute (CPSI), Dr. John Wade. Dr. Wade began his presentation by defining patient safety and the incidents that a safe system plans to avoid: adverse events. A term for bad outcomes from care, adverse events have been the subject of much scrutiny in system-wide and national reviews in countries such as the United Kingdom and Australia.

In Canada, the role of the CPSI is to provide national leadership in building and advancing a safer health care system. Dr. Wade explained that more research is needed to build a safer system, and that the research must extend from acute care into the overall continuum of care, including the continuing care sector.

Other presenters at the Resident Safety Symposium included Dr. Alan Forster who focused on a systems approach and suggested that the health system should account for human fallibility as a method of minimizing errors and their effect.



Katie Poeter (right), a resident of CAPITAL CARE *Grandview*, enjoying deluxe treatment from Nail Club volunteers and Auxiliary members Susan Hutson (left) and Audrey Tod

for McConnell Place North, furnished a guest room, and created a peaceful garden setting with conversation corners and benches behind CAPITAL CARE *Dickinsfield*.

## Personal Satisfaction

Auxiliary members get a sense of personal fulfillment from knowing their efforts are needed and appreciated in return for a sense of belonging. Explains Teresa Hayduk, an active 25-year charter member of *Dickinsfield* Ladies Auxiliary, "Being an auxiliary member is so rewarding, working with a group of women who all have the same goals. There is strong comradeship within the group."

Simone Godbout also joined the auxiliary at its formation 25 years ago and claims she still gets much more out of it than she puts in. "I enjoy doing what I can to help," Simone said. "For many of the residents this is their last home and I want to do what I can to make it the best place possible. We help the residents and we help each other in the Ladies Auxiliary. It's nice to have female friends to support each other."

Contact information for CAPITAL CARE's volunteer coordinators can be found at: [www.capitalcare.net](http://www.capitalcare.net)

While auxiliaries have their honoured place with *The CAPITAL CARE Group*, new auxiliary members are hard to find. Many members joined after retiring from nursing or other long-time careers with CAPITAL CARE, and through the years the majority of auxiliary members have become seniors. Without member succession and active recruitment, auxiliaries face the threat of extinction.

## Joining

Auxiliary membership is easy and doesn't require a massive time commitment: attend meetings once a month, commit to lend a helping hand with events or Tuck Shop sales, and have a willing spirit. If you have a couple of hours a week to give, invest your time with the soul of *The CAPITAL CARE Group*. Contact an auxiliary member or the Coordinator of Volunteer Services at one of the centres to find out how you can get involved.

*Shirley Barg, Ladies Auxiliary  
CAPITAL CARE Dickinsfield*

Dr. Brad Hagen, a registered nurse with a Ph.D., presented preliminary findings from his research on the use of antipsychotics and benzodiazepines in continuing care.

Dr. Doris Milke, who has a PhD in psychology with a focus on environmental gerontology is the research coordinator for *The CAPITAL CARE Group*. She discussed ways that the physical environment can be adapted to promote safety for continuing care residents.

The symposium concluded with a panel presentation and discussion on how to move forward with resident safety.

The focus on safety in continuing care was a good fit for the event's hosting partners. *The CAPITAL CARE Group* is Canada's largest publicly funded continuing care organization and cares for more than 1,400 residents and over 300 community services clients in 11 facilities in the Capital Health region.

*The CAPITAL CARE Group*

Due to the success of the inaugural edition, the 2nd annual *Resident Safety Symposium*, co-chaired by *The CAPITAL CARE Group's* Iris Neumann, is planned to take place May 4 & 5, 2005 at the Fantasyland Hotel in Edmonton. For more information, watch for news and updates on [www.capitalcare.net](http://www.capitalcare.net)

## Longtime supporters

The CAPITAL CARE Foundation provides support for programs and activities which enrich the lives of residents throughout The CAPITAL CARE Group. Crucial to being able to provide this support is the generosity of many companies, organizations, and individuals.



The RAM Group, a technology solutions company, has been donating the proceeds from sales of mulligans at its annual appreciation golf tournament for eight years.

In 2004, the total for their donations surpassed \$13,000. Ed Hofstede (left), regional manager for the RAM Group and Alan Schweitzer (right), chairman and owner of The RAM Group, present Barry Runnalls (centre), director of Fund Development for The CAPITAL CARE Foundation, with a cheque for \$1,500.

## This quarter in CAPITAL CARE history

... April 1, 1963: Edmonton and Rural Auxiliary Hospital and Nursing Home District No. 24 began operating Norwood Auxiliary Hospital

... May 11, 1995: The Palliative Care Program began at CAPITAL CARE Norwood

... May 22, 1973: Opening of CAPITAL CARE Grandview

... June 18, 1997: Official Opening of Laurier House Lynnwood

## Caring for multiple generations



Dr. Chris Lord  
**ASK A PHYSICIAN**

*My father recently passed away, and now I'm responsible for looking after my mother, who is living at my home with my young family. With two kids of my own and with me being my mother's primary caregiver (she doesn't qualify for continuing care yet), I'm getting to the point that I feel I can't carry on like this much longer. Help! What are my options?*

Suddenly having to care for a parent as well as your own children in the same household changes many routines. Much depends on what level of independence your mother retains, and what illnesses require regular attention and caused her to leave her own home. Likewise the age and personalities of your children influence how they perceive losing space and attention to their grandparent. Sometimes a very positive relationship develops between children and grandparent.

If you haven't already done so, you should encourage your children to assume responsibilities for certain tasks, and possibly redistribute the workload between you and your spouse.

In fortunate circumstances there are siblings, neighbours and other community parents who can be called upon.

Community support will depend upon the nature of your mother's health problems. There are day programs designed for seniors. Transportation needs can be filled by DATS or "Seniors Driving Seniors," for example.

### Health Link Alberta

24 hour health advice and information

in Edmonton: (780) 408-LINK (5465)

in Calgary: (403) 943-LINK

rest of Alberta: (866) 408-LINK

[www.healthlinkalberta.ca](http://www.healthlinkalberta.ca)

Home Care will visit for health problems, to provide assistance with medications and bathing. Meals on Wheels can provide lunches. For specific groups the CHOICE program provides health maintenance plus social stimulation and transportation.

The Health Link phone line has created a convenient one-call means of getting direction as to what services might be beneficial for you.

*Dr. Chris Lord, Director, Medical Services,  
The CAPITAL CARE Group*

## Veterans Centre fundraising nears goal

Fundraising for the new Dianne and Irving Kipnes Centre for Veterans has neared the \$6 million dollar mark. Presently at \$5.8 million, the campaign needs to raise an additional \$1.2 million to reach the goal for this portion of the fundraising effort.

\$7,000,000

\$5.8 mill

\$5,000,000

\$1,000,000

\$0

## 19th ANNUAL STAFF GOLF TOURNAMENT at the Devon Golf and CC

Sunday, August 28, 2005 at 11 a.m.

\$59.50 entry fee includes 18 holes of golf, Texas scramble style play and a steak barbecue

Golf only: \$36.00 • Barbecue only: \$24.00

Send a completed entry form and cheque (payable to The CAPITAL CARE Group Tournament) to Pat Ferguson at CAPITAL CARE Corporate Services

Entry forms are available from the General Office at each centre or by going to [www.capitalcare.net](http://www.capitalcare.net) (click on Events).

The registration deadline is August 15 and the size is limited to 48 golfers. No refunds after August 23, 2005.

For more information, please call Pat Ferguson at 448-2436.

Proceeds support The CAPITAL CARE Foundation.

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



## Oscar Night in Canada

Mewburn Veterans Centre resident Harold Slutsky, a World War II navy veteran and past president of the Alberta Division of the Navy League of Canada, sat in front of his TV on OSCAR NIGHT® and anxiously awaited the presentation of the winners for Best Make-up. Harold's daughter, Valli O'Reilly, was nominated in this category together with Bill Corso for the film "Lemony Snicket's A Series of Unfortunate Events" starring fellow Canadian Jim Carrey and Meryl Streep among others.

Harold did not have to wait too long. Soon after the telecast started, O'Reilly and Corso were named as the recipients, making Harold one proud father thousands of miles away. During the backstage scrum O'Reilly acknowledged her parents as she began her comments stating, "I'd like to thank the Academy for making my parents so proud."



*I'd like to thank the Academy for making my parents so proud.*

*- Valli O'Reilly*

O'Reilly was born in Edmonton and grew up in Montréal and Toronto, where she studied painting at the Ontario College of Art & Design. Hollywood came calling in 1984 when she joined the production crew of "Heartbreakers" as a make-

up artist. Over the 20 intervening years she progressed to the positions of key make-up artist and make-up department head for movies such as "Bruce Almighty" (another Jim Carrey vehicle) and several movies starring Kim Basinger.

While the Oscar win was exciting news for Harold, he had already seen the event occur in his dreams some time before. O'Reilly explains that, "Two years ago, my dad told me to go out and buy a black dress, because he dreamed I was going to be on the red carpet." She did buy a dress, but the dress she wore on awards night came courtesy of fashion powerhouse Dolce and Gabbana which happily outfitted O'Reilly once they learned of her nomination while she was on a promotional tour in Italy.



*Proud Papa: Harold Slutsky*

*Sasha Yusufali, Communications  
The CAPITAL CARE Group*

## Conference Presentations

The CAPITAL CARE Group was well represented among the presenters at the Joint Spring Conference of the Alberta Association on Gerontology and the Alberta Gerontological Nurses' Association held on April 14 and 15, 2005 in Red Deer.

Presenting staff and titles of their presentations were as follows:

**Corinne Schalm, Director Corporate Planning** - *An integrated Alzheimer day visit program serving clients who would otherwise be admitted to continuing care: Evaluation Results* (Corinne Schalm, Doris Milke, Shelley Warnock, Sheree Kwong See, Barb Waldie, Connie Wark, Tiana Rust)

**Connie Wark, Manager Project Planning** - *Evaluation of a Revised Dementia Care Program Indicates Staff Education Pays Off* (Connie Wark, Doris Milke, Suzanne Maisey, Peggy McFall)

**Dr. Doris Milke, Resarch Coordinator** - *Evaluating dementia care initiatives: From the "A" of activity carts to the "U" of unit demographics* (Doris Milke, Connie Wark, Corinne Schalm, Suzanne Maisey and Richard Watson)

**Stacy Greening, Research Intern** - *A Therapeutic Approach to Finding a Way to Reduce Vocal Disruption in Long Term Care Settings* (Stacy Greening, Doris Milke, Charles Beck and Julia Sproule)

You can obtain copies of the presentations by contacting The CAPITAL CARE Group at (780) 448-2400 or info@capitalcare.net

*Sherie Hough, Executive Associate  
CAPITAL CARE Corporate Services*

## Choosing the right treatment for a loved one

### Ethel Ethics advises



#### ETHEL ETHICS

*My mother is 81 years old and has been in a long term care facility for 19 months. She is frail yet enjoys drinking lots of tea and eating small amounts of food, but for the last few weeks, she has been eating and drinking poorly. As well, she is not able to wash her face, put her makeup on or feed herself consistently. The staff encourages her to eat and drink between meals. My mother is actually refusing assistance from the staff. I*

*feel we should let mother die naturally and not interfere with nature. Now, my sister thinks the opposite of me. She wants mother to have a needle under her skin hooked up to a bag with fluids (hypodermoclysis) in it to ensure that she is getting enough fluids. The staff tells me that this treatment is called clysis. I have asked many of them their opinion about whether we should provide this treatment or not. However, they are divided on this issue. It is difficult to know if mother does not want to eat and drink or has lost the ability to feed and drink herself. I do not want my mother to suffer. Should my mother have the clysis treatment?*

This is a very complex and controversial topic. Many professionals are divided on this issue. There are only a few research studies specific to continuing care on this issue.

It is not uncommon for residents to eat and drink poorly. The residents may be depressed, experiencing a fever, flu, arthritic pain or a medical problem. They may be entering the last stage of life from the advancement of their dementia or another disease process.

Staff assesses how much your mother eats and drinks on a daily basis. The care team needs to investigate the causes of your mother's poor eating and drinking behavior.

They may be able to determine if your mother's arthritic pain is

**clysis (cly·sis) (kli'sis) [Gr. *klysis*] 1. the administration other than by the oral route of any one of several solutions to replace lost body fluid, supply nutriment, or raise blood pressure. 2. the solution so administered.**

*- Source: Dorland Medical Dictionary*

worse or if she is depressed or if something else might be causing her lack of appetite. It might be that your mother may be entering the last days of her life.

If your mother is not in pain and she is not receiving strong pain medication; she may not benefit from the clysis treatment. If on the other hand she is receiving strong pain medication at the end of life then she may benefit from clysis treatment. A resident's confusion may reverse if the resident is well hydrated while taking pain medications.

One study determined that residents did not suffer from hunger or thirst in the last few weeks of their lives. If they were hungry or thirsty these symptoms were relieved by small amounts of food, frequent small sips of fluids, ice chips and mouth care. The care team always continues to provide good skin care, emotional and spiritual support to the resident to their last hour of life.

What's really important is that you, your family, physician and the care team decides on a specific treatment goal. For example, you may decide to trial clysis for 72 hours to determine if it makes a difference to your mother's behaviors and cognitive abilities. If your mother is dehydrated then we expect your mother to return to feeding and drinking herself and putting on her makeup and washing her face. If she does not return to these normal behaviors then we can suspect there is another difficulty that needs to be explored or she may be declining in her health and entering the last weeks or days of her life.

There is not always a clear answer about whether to treat residents with clysis. We know from clinical experience that some residents benefit from clysis and others do not. The research on clysis treatment in long term care is weak. Further research in this area would greatly assist families and the care team.

**The CAPITAL CARE Group bids a fond "Welcome" to all residents, staff, volunteers, and donors who have joined the organization since the last edition of People and Progress.**

**Welcome**

## CAPITAL CARE people in the news

### Researcher receives prestigious scholarship



Tiana Rust, casual Research Assistant in *The CAPITAL CARE Group's* Research Unit, and a graduate student at the University of Alberta is the proud recipient of an Izaak Walton Killam Memorial Scholarship, described by the institution as "the most prestigious graduate award administered by the University of Alberta" and valued at \$24,000 plus tuition and fees. She also obtained a Doctoral Canada Graduate Scholarship from the

Social Sciences and Humanities Research Council of Canada. This award is valued at \$35,000/year for three years. "I am very grateful to *The CAPITAL CARE Group* for providing me with the experiences that have helped me to earn awards such as this one," said Rust, who has been conducting her research in collaboration with the staff of the Alzheimer care centres. She will report the results of her study this Fall and looks forward to conducting more research at *The CAPITAL CARE Group* next year.

*Tara Walsh, Research Assistant  
The CAPITAL CARE Group*

### Another CAPITAL CARE Volunteer named a 'Caring Canadian'



CAPITAL CARE *Dickinsfield's* long-time Pastoral Care team volunteer Victoria Collins was recently named a Caring Canadian by Canada's Governor General. For over 22 years Vicki has given her time and dedicated service to the residents. She porters for the Anglican Service, assists twice a month with the Service of Remembrance and also provides 'end of life care.' She volunteers on a weekly basis assisting the residents in maintaining their spiritual well being.

The Governor General's Caring Canadian Award is presented to individuals and groups whose unpaid, voluntary contributions provide extraordinary help or care to people in the community. The award symbol, a stylized maple leaf supported by an open hand, represents Canadians who selflessly give of their time and energy to others. Presentations are made by the Governor General in communities across Canada as her travels permit or by a designate of the Governor General.

*If you are interested in becoming a volunteer at any of The CAPITAL CARE Group's centres, please call (780) 448-2400 and ask to be transferred to the Coordinator of Volunteer Services at the centre of your choice. Alternatively, you can visit [www.capitalcare.net](http://www.capitalcare.net) and click on the "Volunteers" link on the left-hand side menu.*

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

*Everybody can be great. Because anybody can serve. You don't have to have a college degree to serve. You don't have to make your subject and your verb agree to serve. You don't have to know about Plato and Aristotle to serve. You don't have to know Einstein's theory of relativity to serve. You don't have to know the second theory of thermodynamics in physics to serve. You need only a heart full of grace. A soul generated by love.*

*- Martin Luther King, Jr.*



The CAPITAL CARE Group is pleased to present the following opportunity on behalf of NorQuest College, its partner in the development of the innovative Teaching Continuing Care Centre.

#### Instructor

#### "Essential Leadership Skills for Healthcare Professionals"

*A new program offered by NorQuest College*

Don't miss the chance to help train the next generation of health care leaders. NorQuest and the Northern Lakes College have combined to offer a highly successful Leadership Skills program to health professionals. The initial offering of this program will be in the Edmonton area.

- Working with the Northern Lakes College instructors, the successful applicant will attend the Pilot version of this program and will be mentored in the delivery of the nine courses of the program. The program covers time management, leadership, problem resolution, and performance management and other essential skills required of leaders. Each course is two days long.
- The ideal candidate is a health professional with 15+ years of care experience which must include some leadership and staff education experience. Facilitator training will be provided to the successful candidate but you must be comfortable speaking to an adult audience and ideally have some public speaking experience.
- The initial term of the appointment is a 10 month period starting November 2005 but it will be on-going. Transportation and lodging expenses will be provided if travel is necessary, and compensation will be in line with the pay scale for instructors with a comparable workload.
- The nature of the opportunity makes this an ideal prospect for someone who is retired or semi-retired or someone wishing to expand their professional horizons.

Please send your cover letter and résumé to the attention of Ms. Koleal Scott at NorQuest College, Coordinator, Special Projects and Continuing Education, 10215 - 108 Street, Edmonton, AB T5J 1L4. Via e-mail, please send your application to: [koleal.scott@norquest.ca](mailto:koleal.scott@norquest.ca)

## Volunteers: 'A Work of Heart'

Spring brings all things new, while reminding us of the value of our existing treasures. Volunteers are treasures who give of themselves freely and tirelessly, year in and year out. Each Spring, we take the opportunity to formally celebrate and recognize our volunteers. Thus, during the months of April and May, our facilities host events that honour our volunteers.

A highlight of the appreciation events within *The CAPITAL CARE Group* is the presentation of the Leadership Awards. Residents, staff, volunteers, families, and management are asked to nominate volunteers who display *The CAPITAL CARE Group's* Customer Services standards of respect, commitment, communication, flexibility and who regard the residents as their central focus. Comments written by the nominators are shared with the attendees while each nominated volunteer receives a gift of appreciation.

On behalf of all staff, residents and their families, "Thank You" to all the volunteers who work for *The CAPITAL CARE Group*. Thank you for bringing a caring, positive attitude into all our lives. Thank you for 'making things happen. Thank you for sharing your lives with others. You truly are 'A Work of Heart.'

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



## A la carte dining at Norwood

CAPITAL CARE *Norwood* has started a new initiative, as part of the centre's Meal Enhancement project, where staff from various departments and disciplines assist in preparing resident breakfast meals directly on the unit.

This project allows residents to participate in the meal preparation experience as much as possible through observation, aromatic stimulation, or direct participation in a homelike kitchen environment.

Staff members are involved in preparing the meal as well as assisting in meal service. Residents are encouraged to make menu choices which are "made-to-order."

The 2nd North unit of CAPITAL CARE *Norwood* facility also abandoned tray meal service recently in favour of serving food course-by-course. In addition, familiar aromas of home fill the dining room, as bread is baked fresh on the unit.

*Lisa S. Ramotar, Dietitian &  
Florence Yue, Support Services Supervisor  
CAPITAL CARE Norwood*



*Erroll Hastings, Transition Unit Care Manager, cooking eggs and bacon, made-to-order for the residents.*

## Centre



Dianne (middle) and Irving Kipnes (left), principals of the Kipnes Centre for Veterans were honoured by the Alberta Association of Fundraising Executives with the "Award of Excellence" and induction into its Roll of Honour. The award recognizes outstanding contributions by volunteer organizations. In their nomination they were commended for their exemplary commitment to various causes over the years.

*Cindy Wilson, Fund Development Officer  
The CAPITAL CARE Foundation*



## Research project complete

CAPITAL CARE *Grandview* and the Mewburn Veterans Centre served as the venues for a research project by the University of Alberta's Faculty of Rehabilitation Medicine about the eating habits of residents with dementia (see story on page 4 for more details). Pictured above are: (back row, left to right): Deanna Van Soest, Dietician for both centres; Stuart Cleary, researcher; Megan Patrick, research assistant; Tammy Hopper, researcher; (front row) Cory Kliparchuk, wife of a participating resident; Jill Besler, research assistant; and Peter Kliparchuk, participating resident (photo source: University of Alberta).

## IODE donates \$25,000 to Veterans



The Edmonton Chapter of the Imperial Order of Daughters of the Empire, better known as IODE, recently presented a cheque for \$25,000 for a garden at the new Kipnes Centre for Veterans, currently under construction. Mewburn resident Alfred Francis (pictured) was on hand to accept the donation.

Pictured below are (left to right): Joyce Eyre, Municipal President, IODE; Deanna Kulewaski, Administrator of the Mewburn Veterans Centre; Deanna Morris, Provincial President, IODE; and Barry Runnalls, Director of the CAPITAL CARE Foundation.

*Sherry Schaefer, Community Liaison  
Mewburn Veterans Centre*



## Gardening activities in full bloom

Staff and residents at McConnell Place West are in the process of putting into practice a year-long gardening plan that was designed by Activities Convenor Ron Vidal last fall, using input from "fans of the gardening staff." Half a dozen residents of McConnell Place West have been actively involved with the program since then with others participating in a more passive way.

Gardening activities at McConnell Place West have now expanded to include students from the L.Y. Cairns School horticultural program who provide assistance with the outside garden. One of the goals is to establish a new raspberry patch while another is to grow a one-pound beefsteak tomato.

*Maureen Doucette, Manager  
McConnell Place West*



*McConnell Place West resident, Joyce Shrimpton, proudly displaying her efforts to grow a one-pound beefsteak tomato*



# e Page



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CAPITAL CARE *Lynnwood* celebrated St. Patrick's Day on March 17 by holding a carnival. Students from L.Y. Cairns School joined in as well as other volunteers to ensure a fantastic, fun-filled afternoon for residents, family and friends. Residents took their turns trying their luck at various booths such as the target try, treasure dig, and bean bag toss, to name a few. Participants also had an opportunity to win either a donated plush bear or one of two jars filled with jelly beans.

*Diana Vrcic, Recreation Therapist  
CAPITAL CARE Lynnwood*

## In your face!

*Left: CAPITAL CARE Lynnwood staff and residents cheer another successful pie throw at their "St. Patty's Carnival" on March 17, 2005. Pictured, left to right, are: Dale Hannigan (recreation staff), residents Anne Wright and Roy Tolen, and Maureen Haywood (recreation staff). Below: Diana Vrcic, Recreation Therapist at CAPITAL CARE Lynnwood, on the receiving end of the pie throwing competition.*



## The tallest leprechaun of them all



CAPITAL CARE *Dickinsfield* staff members Shannon Hitchcox (left), Farran Richardson (middle), and Arlene Littlejohn strike a pose in their St. Patrick's Day headgear

*Shirley McDonald, Centre Educator  
CAPITAL CARE Dickinsfield*

## Dementia Education



Congratulations to Gina Bielawski, Nursing Attendant from CAPITAL Care *Dickinsfield*, winner of the "Nutrition in Dementia" draw, capping off the initiative designed to educate staff about the importance of proper nutrition for residents with dementia. Gina's name was drawn from over one hundred entries by CAPITAL CARE staff from across the Group who completed a short questionnaire after viewing the display. She received an emergency travel pack emblazoned with *The CAPITAL CARE Group* logo (picture above, left, with Nat Mitchell)..

Eating is automatic for most people, yet it is a complex process. Meals for dementia residents are small and frequent and may be a finger food. Many residents require some assistance. The display on "Nutrition in Dementia" showed how aging and, more specifically, certain diseases such as dementia can significantly change the experience and enjoyment of eating.

As dementia progresses, appetite and judgment controls are damaged. Dehydration affects the quality of elderly people's lives. Often the elderly do not indicate that they are thirsty, so fluid intake must be monitored closely. With all the changes, mealtime needs to remain an enjoyable and social activity.

*Nat Mitchell, Manager  
McConnell Place North*



## Realtors and their clients show support

On Thursday, April 7<sup>th</sup>, Murry Osborne and the realtors of JJ Barnicke hosted 120 of their clients at the first annual JJB Mini Masters at the Golf Dome in Edmonton in support of *The CAPITAL CARE Group's* residents afflicted with Alzheimer disease.



Murry Osborne (left) from JJ Barnicke Edmonton, presents The CAPITAL CARE Foundation's Barry Runnalls with a cheque for \$1,400

The golfers tested the newest in equipment as well as their putting ability under the critical eye of the staff from the two Edmonton Golf Town stores who awarded a new Odyssey two ball putter to one lucky participant.

There was also a six-hole "Mini Masters" tournament on the miniature golf course which netted the winner, Drew Tannahil, a jacket courtesy of Identity Clothing.

The golfers raised over \$1,400 for Alzheimer care at *The CAPITAL CARE Group* and *The CAPITAL CARE Foundation* extends its sincere thanks to JJ Barnicke for their support.

Barry Runnalls, Director of Fund Development  
The CAPITAL CARE Foundation

## Fundraising Campaign News

*The CAPITAL CARE Foundation* is pleased to provide an update on its fundraising efforts.

### Light a Tree

The recently concluded Light-A-Tree Campaign was one of the most successful yet. More than \$90,000 was raised over the campaign's eight-week duration for either a particular centre or campus or to be used on advice of the *Foundation's* board where need is greatest. On behalf of the residents and staff of *The CAPITAL CARE Group*, thank you for your generosity.

### Share a Smile

*The CAPITAL CARE Foundation's* spring campaign is called Share-A-Smile and fundraising efforts commenced in mid-March. With the subtitle of "When you're smiling, when you're smiling, the whole world smiles with you," taken from the popular Louis Armstrong song, the campaign appeals to potential donors to support the centres' on-going needs for funds. The funds are used to purchase equipment, finance programming activities, ensure continuing staff education, and improve our residents' living conditions.

### Valentine's Day Dinner

The annual Valentine's Day Dinner organized by The Dianne and Irving Kipnes Foundation proved to be a tasty success. Raising some \$200,000

in support of the Alzheimer wing of The Dianne & Irving Kipnes Centre for Veterans, the evening's guests enjoyed a wide variety of culinary treats. Headlined "A Wine Maker's Dinner," the black-tie evening also featured an eclectic selection of wines by Italian winemakers Marchesi De Frescobaldi.

### Etch a Memory

The Etch a Memory program in support of the new Kipnes Centre for Veterans has resonated well with the community. A steady stream of order forms (shown on the left) for commemorative glass blocks continues to arrive at the offices of *The CAPITAL CARE Foundation*.

Forms are being submitted by family members of veterans who have passed on but also of veterans who are a resident of *The CAPITAL CARE Group's* Mewburn Veterans Centre or who live elsewhere in the community.

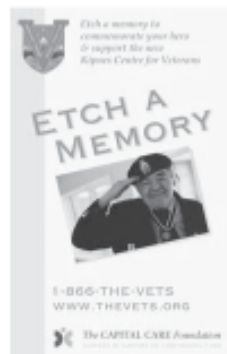
Cindy Wilson, Fund Development Officer  
The CAPITAL CARE Foundation

## Etch a Memory

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

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

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



**How to Order:** Mail this form and payment to: Serving Those Who Served  
c/o The CAPITAL CARE Foundation, #500, 9925-109 Street, Edmonton, AB T5K 2J8  
or Fax to (780) 496-7148

I would like to reserve a  4" x 8" etching (\$250 each) or  8" x 8" etching (\$500 each)

**Etching Inscription**

- 2 lines maximum
- 21 characters maximum per line including spaces and punctuation

**Characters Available**

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**Etching Inscription**

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November 2004

Join us at the Winspear Centre on June 22nd for a performance by the 158-member Dutch Men's choir:

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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.

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### Communication

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### Leadership

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## A new tub at CAPITAL CARE *Strathcona*

The residents of the CAPITAL CARE *Strathcona* can now bathe more comfortably thanks to the generous donation of \$26,000 by Elmer Schmidt and Sobey's. With the combined funds, a state-of-the-art Parker bathtub was purchased and recently went into operation.



*With the new tub in place, the renovation of the bathing room is now complete.*

The refurbishment of the bathing room had been underway for some time but funds were still required to purchase a new tub and overhead lift. The Strathcona Sobey's store designated CAPITAL CARE *Strathcona* as the beneficiary of their 2004 golf tournament. The tournament which raised some \$16,000 left a little more than one third of the funds to be raised.

Enter Elmer Schmidt (pictured at right), whose wife Shirley had been a resident at CAPITAL CARE *Strathcona* for almost three years. Schmidt had learned that dementia-afflicted residents were uncomfortable with the present tub system which would transfer residents into the tub via a lift high enough above the ground so they would safely clear the rim of the tub. His desire was to make a donation towards a tub with a removable wall, so that residents would not need to be lifted up as high anymore.



*Donor Elmer Schmidt looks on as the bathing room is being inaugurated*

When he contacted *The CAPITAL CARE Foundation*, Fund Development Officer Cindy Wilson was able to match his request with the project already underway.

The new Parker Bath (manufactured by Arjo) features a side entry door that can be turned upright revealing an edge as low as 56 cm (22 ½ inches) above ground for easy entry and exit into the contoured tub.

Stating that, "every facility should have one," a content Schmidt was present at the inauguration of the newly enhanced bathing room on April 7, 2005.

*Sasha Yusufali, Communications  
The CAPITAL CARE Group*

I would like more information about:

- Memorial giving
- Specific Centre giving
- Planned giving (wills and bequests, life insurance, gifts-in-kind, etc.)
- Please call me



*The CAPITAL CARE Foundation*  
LEADERS IN SUPPORT OF CONTINUING CARE

**Director, Barry Runnalls**  
500, 9925 – 109 Street  
Edmonton, Alberta  
T5K 2J8  
Phone: (780) 448-2414

Charitable Registration No. 13874 8835 RR0001

**Yes! I would like to make a gift of:**

\$100.00       \$50.00       \$25.00      Other \$ \_\_\_\_\_

For:

Name \_\_\_\_\_

Address \_\_\_\_\_

City/Province \_\_\_\_\_

Postal Code \_\_\_\_\_

Please make cheques payable to *The CAPITAL CARE Foundation*

## Women's Basketball Pioneer a CAPITAL CARE resident

Noel Robertson (née MacDonald), a resident of CAPITAL CARE Lynnwood's 2<sup>nd</sup> Parker Pavillion, recently took a trip down the wooden parquet of memory lane, when she visited the Royal Alberta Museum's exhibit *Queens of the Court - The Edmonton Grads*. Robertson, the first player ever to be inducted into Canada's Basketball Hall of Fame, was a member of the Edmonton Commercial Graduates Basketball Club ("the Grads"), a team that has been called, "possibly the 'winningest' team of any sport, of anytime in Canada."



*The 1938 Edmonton Grads with coach J. Percy Page (back row centre) and Noel Robertson (back row, 2nd from the right)*

Over the 25 years of their existence, from 1915 to 1940, the Edmonton Grads notched up an impressive 502 wins and only 20 losses, a 96 percent success rate! James Naismith, the Canadian-born inventor of basketball, once called the Edmonton Grads, "the greatest team that ever stepped on a basketball floor," and went on to say that, "There is no team I mention more frequently in talking about the game."



*Robertson (left) receives a corsage while visiting the exhibit*

Robertson, a resident with *The CAPITAL CARE Group* since 2002, joined the team in 1933 and was named its captain in 1936, the year the team played at the Olympic Games in Berlin where, despite remaining unbeaten through all of their games, the team did not receive a medal as basketball was still an exhibition sport at the time. In fact, the Grads won all of their 27 Olympic exhibition games from 1924 to 1936 and often beat men's teams.

In 1938, Robertson was named "Canada's most outstanding woman athlete," and, by the time she retired from the team in 1939, her record totaled 1,874 points in 135 games, an

average of 14 points a game. In 1978, Robertson became an inaugural member of Canada's Basketball Hall of Fame together with Naismith (Builders Category) and J. Percy Page (Coaches), the team's one and only coach and eventual Lieutenant-Governor of Alberta.

During her visit to the museum which was organized by CAPITAL CARE Lynnwood's Recreation staff, Robertson was presented with a corsage by Cathy Roy, assistant curator for Western Canadian History. The exhibit will be on display at the Provincial Museum in Edmonton until January 2006.

*Sasha Yusufali, Communications  
The CAPITAL CARE Group*

## Did you know that ...

... you can request a special birthday (65 years and up) or wedding anniversary (25 years and up) greeting from the Prime Minister of Canada, the Governor General or even Her Majesty the Queen?

Interested? Contact your local Member of Parliament who can provide you with the necessary forms and contacts.

## Career Fair Display Honoured

*The CAPITAL CARE Group* is the proud recipient of an 'honourable mention' award for its display at the Capital Health Career Day held at the University of Alberta's Bernard Snell Hall on February 4, 2005. Entitled "Plan your Healthcare Career," the event attracted 566 registered visitors interested in a career in health care. *The CAPITAL CARE Group's* display was recognized for "overall appearance, information presented, friendliness of exhibitors, knowledge of exhibitors, and creativity."



*The CAPITAL CARE Group's Fe Delera (centre) and Jamie-Lynn Rasko (right), advising a prospective employee*

*The CAPITAL CARE Group* participates at many of these fairs to showcase the wide range of career options the organization offers to new graduates and seasoned professionals alike. While the "recruitment season" has now come to an end and will not start again until early in the next school year, anyone interested in employment with *The CAPITAL CARE Group* can check out employment opportunities anytime on the organization's website at [www.capitalcare.net](http://www.capitalcare.net) (select "Careers").

*Sasha Yusufali, Communications  
The CAPITAL CARE Group*

### A FEATHER ON THE WIND

Our thoughts may soar like thistle-down,  
Upon the summer breeze;  
In silence pass, 'til fertile ground  
Their seeds of life release.

There's gold and diamonds in the earth,  
We search and will find;  
Far greater treasure in their worth,  
Lie dormant in the mind.

Like dreams that dance within the night,  
So wild undisciplined;  
Our thoughts extend beyond our sight,  
Like feathers on the wind.

*by Gerald Anderson (1920-2003)  
a former resident of the  
Mewburn Veterans Centre*

## † Dante Cabiltes (1949-2005)

*The CAPITAL CARE Group* mourns the recent passing of Dante Cabiltes. Dante started at the Mewburn Veterans Centre in 1991 as an LPN and moved to CAPITAL CARE Grandview in 1999. He continued to work casual at the Mewburn site from 1999 - present. Dante was very warm and compassionate to all residents, families and staff in the daily round of his duties. He was supportive and encouraging to co-workers to always do their best in meeting residents' needs. He provided exemplary service and commitment to the residents and his work place. Dante's politeness, respectfulness and willingness to teach and share his knowledge was unsurpassed and he was held in high regard by all who knew him. Dante always had a smile on his face and portrayed a positive attitude no matter the circumstances. He had a profound impact on everyone who had the privilege to know him and to work with him. We are grateful to Dante for his service and extend our deepest sympathies to his family.

*Betty Kolewaski, Administrator  
Mewburn Veterans Centre*



## Rotary-Grandview House of Friendship Opens

Residents and visitors at CAPITAL CARE *Grandview* now have a new room to enjoy, thanks to the recently completed Rotary - Grandview House of Friendship. The addition, which includes lounge space for residents and their visitors, an art exhibit wall to display resident artwork year-round, and a gift shop, was officially opened on February 23, 2005. The project was funded by the Rotary Club of Edmonton West and the Community Facilities Enhancement Program (CFEP).



(left to right) Ralph Playdon, President Rotary Club of Edmonton West; Linda Balt, Administrator CAPITAL CARE Grandview; the Honourable Dave Hancock, Minister of Advanced Education and MLA Edmonton-Whitemud; Bruce Christensen, Rotary International District 5370 Governor; Katie Poeter, President of Resident/Family Council; Phyllis Hempel, CEO The CAPITAL CARE Group; Ben Lang, Charter President Rotary Club of Edmonton West; John Blimke, Past-President Rotary Club of Edmonton West

"Not only does the House of Friendship help to reflect the feeling of community we have within the centre and the Grandview area, but it also provides more space for residents to enjoy with their visitors and for resident-related activities," said Linda Balt, Administrator of CAPITAL CARE *Grandview*. The centre has about 300 volunteers who share 11,000 hours of their time annually with residents at the centre. The addition will provide another space for volunteers to spend time with residents one-on-one or in group activities.

Many of the volunteers are members of the Rotary Club of Edmonton West. The club has been a strong supporter of the centre since it opened in 1973. Among other activities, club members volunteer their time on Tuesday evenings to help with the weekly entertainment night by providing funding for hiring entertainers and by setting up, cleaning up, and helping to porter residents.

"Because the residents are so important to us, this project was a priority for us to support," says Ralph Playdon, President of the Rotary Chapter. "It's also part of our club's efforts to celebrate 100 years of service by Rotary International." Coincidentally the Rotary Club of Edmonton West celebrated 50 years of service this year, and Ben Lang, the club's Charter President was on hand for the ribbon cutting ceremony.

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

The total cost of the project came to about \$282,000. The CFEP provided \$125,000, and the Rotary Club of West Edmonton donated \$142,000. *The CAPITAL CARE Foundation* and the CAPITAL CARE *Grandview* Auxiliary also provided \$14,500 to help furnish the addition's new spaces.

*Barb Potter, Recreation Therapist  
CAPITAL CARE Grandview*

### What do you think?

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

Please send your comments to:

The CAPITAL CARE Group  
#500, 9925 - 109 Street  
Edmonton, Alberta

Phone: (780) 448-2425  
Fax: (780) 496-7148  
E-mail: info@capitalcare.net

## With our thanks ...



*The CAPITAL CARE Group* has a comprehensive Customer Service Program which is actively promoted among the Group's employees. Covering teamwork, successful working relationships, and customer satisfaction, the program is delivered as a workshop to many of *The CAPITAL CARE Group's*

employees by specially-trained employees who occupy regular staff position at the centres.

On behalf of the Corporate Customer Service Committee, we wish to thank the following trainers of the organization's Customer Service Program:

Tony Abrantes	Lois Mead-Leshenko
Evelyn Auger	Pearl McInnis
Sherry Bessette	Janice Schnurch
Ruth Colpitts	Jim Tweddle
Penny Eluik	Rod Vidal
Eric Jenkins	Fran Whitman

Their contributions to the success of this program are greatly appreciated.

*Betty Kolewaski, Administrator, Mewburn Veterans Centre  
Chair, Corporate Customer Service Committee*

## 2005 LPN Scholarship Recipients Announced

*The CAPITAL CARE Foundation* is pleased to announce this year's recipients of LPN Scholarships each valued at \$5,000. Now in its fifth year, the scholarship program was created to offer some of *The CAPITAL CARE Group's* staff members an opportunity to advance in their profession and to increase our pool of qualified employees. This program would not be possible without the dedicated support of our donors and the organization would like to offer thanks on behalf of the recipients:

Tony Abrantes Activities Convenor CAPITAL CARE <i>Strathcona</i>	Angelina Palmer Nursing Attendant CAPITAL CARE <i>Dickinsfield</i>
Denise Callander Administrative Support II CAPITAL CARE <i>Strathcona</i>	Holly Purpur Care Housing Attendant CAPITAL CARE <i>Strathcona</i>
Erin McWatters Nursing Attendant CAPITAL CARE <i>Norwood</i>	Staci Stewart Resident Companion McConnell Place West

Donnell Wyse  
Community and Home Support Worker  
Young Adult Duplexes

## TCCG Selected as one of the Best Employers for Recent Graduates

The editor of *The Career Directory* recently notified *The CAPITAL CARE Group* that it had been included in the book's listing as one of Canada's 1,000 best employers for recent graduates. The book receives wide distribution and is recommended by career advisors across the country.

Bev Thomas, one of the organization's HR Managers and the author of the Group's submission for the selection process was pleased with the outcome. "This award will no doubt serve us well in our efforts to attract the most qualified people to our organization."

As part of the inclusion into the directory, *The CAPITAL CARE Group* was granted the right to use the logo pictured above. It will be included on the organization's website and select recruitment materials.

*Sasha Yusufali, Communications  
The CAPITAL CARE Group*

