Residents test drive military vehicles

The 15th Service Battalion continued its annual tradition of visiting Mewburn Veterans Centre in December. The battalion offers rides on a variety of military vehicles to the centre’s residents, volunteers and staff. Resident John Hodgson (middle) receives a helping hand from a soldier and Danielle Sieben (right), a nursing attendant at the centre.

**CAPITAL CARE, like Canada, is multicultural**

Canada is a multicultural nation, where Canadians encourage one another to celebrate their diversity. With religion and culture influencing people's ethical beliefs, staff may have beliefs that differ from other staff members and residents.

This makes it important for health care organizations to be sensitive to the individual beliefs of their staff and how these beliefs could impact residents. For example, a staff member might believe a resident should be resuscitated at all costs, even though the resident has instructed in writing with an advanced directive (essentially a document that details a person’s wishes for future medical intervention and care) that they do not want to be resuscitated. However, according to law, health care organizations must respect an individual’s right to decide his or her care regardless of how staff may feel about it.

To learn more about how staff feel their religion and culture impacts them in the workplace, CAPITAL CARE developed a survey for staff. See Multicultural / 2

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**Unit specializes in smooth transitions**

Helps people move to next level of care

Imagine having a sudden personal medical crisis like a stroke or being admitted to hospital because of a medical condition that now requires more care. Just as it may take some time for you to understand what has happened and what it means for your future, doctors, nurses and other care staff may require some time to assess your condition and develop a care plan that is tailored to your needs and level of independence.

Giving people time to recuperate and adjust to their new medical situation before moving on to the best place for their care needs, whether to home or a higher level of care, is one of the main focuses of the Transition Unit. It is designed for residents with complex medical conditions who no longer need treatment in an acute care hospital, whether they were living in their own home or a care facility before entering the hospital.

Depending on their care needs, residents may be discharged home, to a continuing care centre or to another type of supportive living environment, such as a seniors’ lodge or assisted living facility.

“The program is designed to help residents have a smooth transition to their next level of care when they are discharged,” says Erroll Hastings, the Transition Unit’s care manager.

The Transition Unit was developed from a partnership with Capital Health’s acute care hospitals, TheCAPITAL CARE Group and Capital Health Regional Continuing Care Services. The average resident length of stay on the unit, located at CAPITAL CARE Norwood in Edmonton, is about 35 days. The 45-bed unit is responsible for about 15 per cent of the organization’s yearly admissions.

As with other units and programs at CAPITAL CARE, assisting residents in becoming independent is a priority. “It is particularly important in the Transition Unit because a resident’s level of independence is one of the criteria looked at when deciding how much care the resident will require for the long term,” says Hastings.

See Transition Unit / 2
“Residents often comment on the personalized care”

By enabling a resident to be as independent as possible, the long-term assessment is more likely to accurately reflect the resident’s abilities and needs. Sometimes residents are placed at a facility that provides a lighter level of care than initially planned because of an improvement in their abilities and medical situation. Staff are constantly aware of the need for proper documentation to ensure that residents are monitored and that any change in ability or care need is noted, so that discharge can be placed in the appropriate care surroundings. With about half of the residents entering the continuing care system after being discharged, staff try to prepare residents for their new lifestyle, whether a senior’s lodge, a return to home with home care or a continuing care centre.

The multidisciplinary team on the transition unit includes occupational, physical and recreational therapy, pharmacy and dietitian staff, in addition to nursing staff and four doctors who rotate on a weekly basis. A social worker and an admission and discharge coordinator for the region’s Central Assessment and Placement Services (CAPS) are also part of the team and present at the weekly rounds.

Involving staff from several disciplines means information or questions by one person can be easily shared with other staff, resulting in a high standard of care and the ability to help residents with social as well as medical issues.

Presentation to Rotary Club

Phyllis Hempel (second from left), The CAPITAL CARE Group’s chief executive officer, was asked to present information on the new Veterans Care Centre to the Downtown Rotary Club of Edmonton as part of the club’s efforts to honour veterans prior to Remembrance Day. To her left is Alberta’s Minister for Justice Hon. Dave Hancock (second from right), who was also scheduled to present to the club. On the left is club president Harry Buddle and to the far right is Peter Senchuk, a Future-One Inc. partner.

Phyllis Hempel, Sharon Hough, Shawna Serben and Grace Webster

“Since one of our primary functions is establishing what a person’s needs will be, having an admission and discharge coordinator on the unit and actively involved is invaluable,” says Hastings. Pat Fowler, the unit’s admission and discharge coordinator, works on the unit five days a week.

Syke Stein, the unit’s social worker, is another important member of the team. For many people, the Transition Unit is their first introduction to the continuing care system and/or requiring more care and help than they did before. Realizing that their lifestyle has now changed and that they are not as independent as they were before can be a difficult transition and Stein helps residents and families move through the grieving process in accepting their new way of life and other issues, including the financial implications of requiring additional care and services.

Vera Edmonds, who was on the Transition Unit about a year ago, agrees. “My stay definitely helped prepare me for my next step, which was moving into an assisted living complex that provides supportive housing to clients.” She commented that the unit staff seemed to work well together and were “right on the ball,” willing to help out when ever possible.

A social model is used on the unit, where residents are encouraged to get involved in activities. “Residents often comment on the personalized care,” says Hastings. They eat with others in the dining area, and, if they are able to, participate in games and go on outings.

“The Transition Unit team strives to make residents’ time on the unit successful,” says Hastings. “We work hard to help our residents become as independent as they are able to be, continually assessing each client to ensure that their physical, emotional and spiritual needs are being met.”

Dan Laville, Corporate Communication Coordinator, CAPITAL CARE Corporate Services

Multicultural

Continued from page 1

Survey questions and results included:

- Has not understanding Canadian customs caused problems or concerns for you in the workplace? No — 93 per cent.
- In your job, has someone disagreed with your actions or beliefs because of their own cultural/religious beliefs? No — 87 per cent.
- In your job, have you been asked or required to do something that opposed your cultural or religious beliefs? No — 91 per cent.
- Was there religious influence in your life? Yes — 85 per cent.

More than 130 staff members from across CAPITAL CARE responded to the survey. Results from the survey will be used to help the organization find ways of improving the sensitivity of the work environment for its multicultural workforce.

The survey is part of the CAPITAL CARE Ethics Committee’s goal of making the organization a more culturally sensitive workplace.

Ethics Committee Members, The CAPITAL CARE Group
Celebrating 40 years of people and progress

Phyllis Hempel
CEO COLUMN

Dr. Donald R. Easton, Hospital District No. 24’s first executive director, foresaw the need for centres located throughout the city. Edmonton was growing quickly, and Dr. Easton believed that locating future centres in all quadrants of the city would make it easier for family members and friends to visit residents.

Forty years after Norwood Auxiliary Hospital opened in 1964, the organization has 11 centres located throughout Edmonton and in Sherwood Park. About 2,700 staff care for more than 1,400 residents and over 200 community clients with a budget of $35 million. A need for continuous improvement for residents that are served in the various programs has been constant throughout the years as the organization has evolved and grown.

I am fortunate to have been a part of CAPITAL CARE since late 1990. Being with the organization over the past 13 years has given me an insight into how much effort and enthusiasm goes into sustaining and growing a group of people that exemplify our values and actively live our mission. CAPITAL CARE has grown by several facilities and hundreds of residents, family members, staff, volunteers and donors over the past decade and a half.

Working out of CAPITAL CARE Grandview, CAPITAL CARE Dickinsfield and now CAPITAL CARE Corporate Services has allowed me to see our centres and programs in action. Individual sites have unique cultures, but at the same time, every site has staff who display excellent customer service daily. CAPITAL CARE staff are a big reason why residents and family members who are looking for continuing care services choose this organization.

A strong supporter of many programs and projects is The CAPITAL CARE Foundation, a registered charity that supports residents and staff. An example of The Foundation’s involvement is their commitment to raise $7 million for the new Veterans Care Centre that will replace the Mewburn Veterans Centre. They also support staff education and training, in addition to research projects.

With the continued efforts of dedicated and skilled people, I believe the organization will remain a leader in care. Resident well-being will remain the focus of staff development and research projects, as will the building of relationships with volunteers, donors and the community.

With your support, CAPITAL CARE will continue contributing to residents having the same perspective as resident Christina Clark, revealed in this excerpt from the late 1980s:

...I came across a story in a local daily newspaper about Christina Clark, a resident of Lynwood Extended Care Centre [CAPITAL CARE Lynwood, who was celebrating her 100th birthday. She talks about the very rewarding and full life that she has experienced over the century, and she ends her comment with "All this, and heaven too."]

Your ideas

One of the ways CAPITAL CARE has improved the way it does things is through suggestions. To continue this improvement process, if you have thoughts on how to make CAPITAL CARE a better place, please share them with your manager, administrator, director or drop a note to the Executive Office via e-mail, snail mail or voice mail.

We look forward to receiving your suggestions.

Friendship luncheon for residents with Alzheimer’s

Residents from two CAPITAL CARE Alzheimer Care Centres do lunch

The luncheon was a celebration of friendship and was being reciprocated for a previous luncheon trip by McConnell Place North ladies to the Alzheimer Care Centre in Sherwood Park. The ladies were excited to prepare for the meal. Residents helped out where they could, using their different interests and skills to prepare the food and room.

The baking group met the day before to bake an apple cake, a zucchini chocolate chip bundt cake and a couple of berry pies. The kitchen was filled with the aromas of fruit and spices in the air, making it hard to resist tasting the fresh baked goods.

The following morning, residents were busy getting the sandwich platters made, with the help of several early risers who were eager to make open face sandwiches with the homemade breads. Another lady, who takes pride in setting the table, set up for the private luncheon in the newly decorated Garden Room.

When the visitors from Strathcona Alzheimer Care Centre arrived, chatting among the new friends from both Centres seemed uninhibited. Residents from both Centres enjoyed the good food and company of one another.

Both residents and visitors appreciate the Garden Room, which has greenery around the windows and flower boxes with plants and seasonal flowers. The window looks out to a busy street where residents can people watch, and the greeneries gives residents with an interest in gardening a place to practise their hobby indoors during cold or wet weather.

Margaret Franche (right) checks the luncheon buffet to make sure that everything is ready for the guests to arrive for the Friendship Luncheon.

Roswitha Schmitt-Blouin (holding tray), leisure/volunteer coordinator at McConnell Place North, helped serve some of the delectable baking to ladies from both Centres. Here, she is serving lunch to residents from Strathcona Alzheimer Care Centre, including Lilie Fricker (at table and left of Schmitt-Blouin). Smiling in the background is Karin Ambler, a resident companion at Strathcona Alzheimer Care Centre.

Do you have a piece of CAPITAL CARE history?

To help celebrate 40 years of caring, photos and other CAPITAL CARE memorabilia are being collected.

If you have old photos or other items that you would consider lending to help celebrate this accomplishment, please call Richard Watson at (780) 944-4437.
World of Work coming to a Centre near you

Work is an important portion of many people’s lives, and at The CAPITAL CARE Group the work done by staff impacts the quality of life of those cared for by the organization. It makes sense that keeping staff safe and healthy is essential to helping staff provide effective and efficient care to residents. The Annual Safety Review is part of the organization’s efforts to assist staff in staying safe at work. The World of Work displays are a big part of the safety review.

This year’s displays were developed and produced by CAPITAL CARE’s centre educators, as well as Nora Ostrup, the Occupational Health and Safety committee chair at CAPITAL CARE Strathcona, and Sandra Troughton, the Customer Service committee chair at CAPITAL CARE Dickinsfield. Hawaii is the theme for this year’s displays, which have received many positive comments for their originality. Displays included:
- Dysphagia/abdominal thrust at the laau
- Occupational health, safety and wellness at the beach
- Starbucks in the long boat
- Fire safety at the volcano
- Workplace Hazardous Materials Information System (how to read labels and Material Safety Data Sheets) in the WHMIS hut
- Customer service (boundaries) at the beach
- Infection control (the chain of infection) on the isle of bile

The first Centre to receive the displays was CAPITAL CARE Dickinsfield for 10 days in November. This gave staff on all shifts, as well as casual, weekend and holiday staff, an opportunity to read all the displays and complete their workbooks. Workbooks contain exercises for each of the displays and are completed by participants before being handed in for review. The workbooks are then checked for accuracy and then returned to participants via their managers.

When the workbooks are returned, the answer key is posted so that staff can check their responses and have another chance to learn about the information on the displays. CAPITAL CARE Dickinsfield had an increase in attendance compared to last year, with 385 participants registering and completing their workbooks.

“The workbook exercises offered familiar information in new ways and were well done,” says Shirley McDonald, CAPITAL CARE Dickinsfield’s centre educator. “Staff showed real team spirit in supporting one another in this lifelong learning exercise.”

The World of Work displays will be circulated to other CAPITAL CARE sites for their Annual Safety Review in 2004.

Watch for flyers with details about when this Annual Safety Review will be offered at a CAPITAL CARE Centre near you. Staff can also check on the Corporate Calendar on CAPITAL CARE’s intranet for the centre dates in coming months.

Shirley McDonald, Centre Educator, CAPITAL CARE Dickinsfield

Memories and recognition of sacrifices made

Recent world events have reminded many people of the battles fought and sacrifices made by millions of people, including Canadians, for the preservation of democratic values. Remembrance Day is an important day for the residents of Meewburn Veterans Centre and other veterans and their family members living in or associated with The CAPITAL CARE Group. Several events helped residents, family members and staff solemnly mark Remembrance Day.

McConnell Place North

Two soldiers from Lord Strathcona’s Horse (Royal Canadians) based at Edmonton Garrison, Corporal Gord Stringer and Corporal Chris Ott, attended the Remembrance Day prayer service at McConnell Place North. Pastor Larry Spinner from the Church of Nazarene officiated at the service.

Though McConnell Place North only has a few veterans, Remembrance Day has special meaning to all of the residents. Nine volunteers were involved in delivering the service this year, and their efforts certainly made a difference. Among the people touched by the service was family member Cecil Edward Short, whose wife Rita is a resident at the Centre.

Corporal Gord Stringer and Corporal Chris Ott, soldiers from Edmonton Garrison-based Lord Strathcona’s Horse (Royal Canadians), attended the Remembrance Day prayer service at McConnell Place North. (inset) Resident Rita Short was joined by her husband Cecil at the ceremony. The couple are veterans and worked out of many worldwide locations during their careers in the military.

Short is a Retired Regimental Sergeant Major of 1 Service Battalion, and Rita served for three years during war time with the Woman’s Royal Canadian Naval Service.

The couple, who met in 1947, felt very honoured during the service, wearing their berets and proudly displaying their respective medals on their blazers. Rita was awarded the Canadian Voluntary Service Medal and the 1939 – 1945 War Medal. Their career sent them to many places in Europe, the Pacific, Korea and various military bases in Canada.

Having the soldiers present at the service and sharing lunch together afterwards brought lots of memories and connections back for this couple. Short was thankful for a service provided at the centre where his wife Rita now resides as she suffers from Alzheimer’s disease. “We felt honoured during this meaningful service, and I am proud and so thankful I had the opportunity to take part with my wife in an environment where she is at ease and calls home,” said Short.

Edmonton City Hall

Harold Slutsky, a resident of Meewburn Veterans Centre, officially pinned the first poppy of the year in Edmonton. In a ceremony at Edmonton’s City Hall, Slutsky pinned the poppy on Mayor Bill Smith.

The ceremony launches the tagging season, which is the term used for the time period during which poppies are given to people at public locations, including shopping malls and stores. Each year, the Greater Edmonton Poppy office hopes to raise enough funds to provide support for Edmonton’s veterans in need, such as those veterans living at the Meewburn Veterans Centre.

Roswitha Schmitt-Blouin, Leisure Volunteer Coordinator, McConnell Place North, and Sherry Schaefer, Community Liaison, Meewburn Veterans Centre...
To the staff and volunteers at Mewburn Veterans Centre

Words cannot express our appreciation for the wonderful care you provided for our uncle Gerald in these last years of his life. Mewburn Veterans Centre was a place where he could feel valued, productive and safe, even when his mind and body were letting him down.

Thank you for the poetry club, camaraderie with cheerful and respectful staff and volunteers, opportunities to get out into the world, craft activities, the supportive recreational and rehabilitation staff, competent medical care and Rev. Harry!

Thank you for helping us with our grieving and final arrangements. And thanks to everyone and for anything we’ve forgotten here. You are an inspiration to us.

The Family

To the staff at The CAPITAL CARE Group

We recently visited McConnell West, where Gwennie Tweddle toured us through the facility. It was a valuable and exciting experience in which we learned and saw many features that would be an asset for the centre we are going to build. It was indeed the best we saw during our visits.

Thank you for allowing us the opportunity to visit McConnell Place.

Penny W., Clinical Coordinator, Glenny Alzheimer Facility

To Barb and the staff at CAPITAL CARE Grandview

Thank you, not just for your messages and sympathy, but also for the friendship you showed Harry when he was a volunteer at CAPITAL CARE Grandview. He enjoyed having a purpose to his days and the feeling it gave him of being a contributing member of society.

This was important and part of the happiness he experienced during his final months of life — he felt his life had value.

Edna S.

To Sheri Seghers and Main A and 3B staff at CAPITAL CARE Dickinsfield

Bernice’s family wishes to express their sincere appreciation to Sheri and the staff who looked after our mother during the past twelve years. We are comforted knowing that during mother’s long stay she was always looked after with warmth, compassion and competent caring.

Our thanks go out to each and every one of you.

Diane B.

To all the staff at Laurier House Strathcona

On behalf of Jennie’s family — we would like to thank each and every one of you for your loving support, not only of Jennie but of each family member.

We didn’t know when Momma moved into Laurier House Strathcona two years ago how loving and personal the care would be. You have surpassed our expectations and more.

Momma wanted to pass in peace at home and she did. For your tender loving care of our Momma before and after her passing, we each thank you all from the bottom of our hearts.

Jennie’s Family

Kudos

To the staff at CAPITAL CARE Strathcona

Thank you so much for doing all you do for Daisy.

The Family

To the staff at CAPITAL CARE CHOICE Norwood

Thank you all so much for the wonderful way you took care of my husband and our father Percy Leach. It was so appreciated.

Ruth L. and Family

To the staff at Strathcona Alzheimer Care Centre

I just wanted to take this opportunity to thank each and every one of you for the care and attention you gave my mother Eileen while she was with you. It greatly relieved our minds to know she was in such good hands.

Thanks also for always making Grant, Walt and I feel members of the family. I only wish all afflicted people could be so well treated. Never under estimate how important you are in so many lives.

Betty K.

To Nat, Roswitha and Jessie at McConnell Place North

We want to thank you for all the support you have given us during the past year. We are so grateful that mom was able to stay at such a caring home. We will always remember you all with affection.

Inga, Dorothy, Leidy

To the staff of 2nd Lynnwood at CAPITAL CARE Lynnwood

Thanks so much for taking care of my dad over the last three years. Your caring was very much appreciated.

Joyce W.

To the staff of 2nd Angus McGugan at CAPITAL CARE Norwood

On behalf of myself, my brothers and our families, we would like to express our thanks and appreciation for the wonderful care that all of you gave to our mother, Myrtle. We appreciate what a difficult job you have, yet you do everything in a professional yet personal way.

We always appreciated hearing your nice comments about our mom's wit and sense of humour and her overall good nature despite her challenges. Thank you for making her final days as comfortable as possible.

Kathleen, Gord and Don K.

To the staff at the Day Program at Mewburn Veterans Centre

Knowing our family member had caring people helping him to stay mentally, physically and spiritually active several times a week gave us such peace of mind. Thank you so much for all your efforts.

Lara

To Dr. Sidhu and staff at CAPITAL CARE CHOICE Norwood

My dad really enjoyed going to CHOICE. He liked the company of everybody and I am sure he appreciated all that you did for him. You provided excellent care and I thank you from the bottom of my heart.

Theere M., daughter of Gerard

To the staff at Laurier House Lynnwood

The list of positive help is in huge supply at Laurier House Lynnwood. Our chef (captain John) is an outstanding master of his craft at all times. His two assistant chefs, Gladys and Ingrid, have given us many tasty dishes when the “captain” has a day off.

The wonderful social teas and entertainment are enjoyed, the administration personnel are concerned about our welfare at all times, and the beautiful grounds that encircle the building provide us with a pleasant setting for relaxation. The hard-working housekeeping staff provide us with ultra clean and very comfortable living conditions, the ladies serve us meals in very comfortable surroundings and the nursing staff are sympathetic to our medical needs when the occasion arises.

The mood of happiness that we often are able to experience reinforces the belief that our new home is indeed a wonderful happening in our new life.

A Laurier House Resident

To the staff at Mewburn Veterans Centre

We cannot say enough about the wonderful care given to Dad by the entire staff of the Mewburn Veterans Centre. It made his difficult journey so much easier to bear and it will never be forgotten. Thanks so much.

George’s Family

To Nat Mitchell and the staff at McConnell Place North

You have my greatest thanks for the dedication and commitment to your residents. Lucie had some great years, thanks to all of you!

The care she received at McConnell Place North should be the model for all nursing homes to follow. Thank you all for seeing us through some strange years.

Terri

To the staff at CAPITAL CARE CHOICE Dickinsfield

Our family would like to express our thanks to all of you for the excellent quality of care given to our husband and father Harold during his participation in the CAPITAL CARE CHOICE program. He always looked forward to going to the program and spoke so highly of everyone on staff there.

The program gave dad a sense of belonging and encouraged him to be sociable while enjoying the interaction with other participants. The program enabled our mother to enjoy much needed breaks from her daily routine of caring full-time for dad, who has dementia. The program’s most valuable asset is the staff who are so professional and caring. Not only did our dad have wonderful care, but the family was always included in the circle of information.

We were fortunate to have had doctors on site and social workers to counsel the family and dad. Thanks to all of you great people who truly care about the welfare of participants in CAPITAL CARE CHOICE and their families.

Harold’s Families

To the staff on 2nd Parker at CAPITAL CARE Lynnwood

Thank you for all your wonderful care of Donald and especially thank you for all your extra efforts during the flu season.

You are all special people.

Donald’s Family
Winter at McConnell Place West

With winter having made its presence known, memories of the past wonderful summer come to mind. The memories include barbecues, gardening and walks in the centre’s backyard that were thoroughly enjoyed by all.

Thanks to the Ionic Club of Edmonton, our patio has been extended. The expanded patio will be much appreciated by our residents and guests this coming spring and summer. Funds to complete this patio project were given in honour of B. W. Brother G.J. Heron.

The Christmas season was a busy one, with everyone kept busy with decorating and other seasonal preparations. Residents celebrated with their families at the annual Christmas party on Sunday, December 7. It was another fun-filled Christmas Season! Everyone at McConnell Place West hopes all of you will have a great year!

Gunnar Twaddle, Manager, McConnell Place West

GIFTS FOR VETERANS

Goodwill can be contagious. Take, for example, when Gwyneth Stewart attended the Remembrance Day ceremony at the University of Alberta Botanical Gardens, a former executive committee president of the IODE, organization, started to talk with a lady sitting next to her about the work she does for veterans. Stewart explained that, through IODE, she helps select and wrap gifts for residents at Mevurn Veterans Centre.

Gloria Polony, a resident of the centre, heard about the program through friends and family, and was interested in helping out. She contacted the centre and offered her help. Together, they gathered gifts and wrapped them for distribution to veterans.

Life membership

At last year’s CAPITAL CARE Norwood Auxiliary Annual General Meeting, president Robert Johnston (left) presented a Life Membership to his wife, Merle, on behalf of the Auxiliary members for her many hours of volunteering in support of patient comfort. It is believed that this husband-wife occasion is a first for the Auxiliary.

Jeanette Patterson, a member of the CAPITAL CARE Dickensfield Ladies Auxiliary, presents May Lampman with the porcelain doll that she won in the raffle held during the Ladies Auxiliary’s annual Kuchen Luncheon in a volunteer at CAPITAL CARE Dickensfield.

In November, the CAPITAL CARE Dickensfield Ladies Auxiliary held their annual Kuchen Items for sale included Christmas crafts, a bake sale, handmade Afghans, knit wear and their ever popular tea in the centre’s auditorium. A thank you to everyone who assisted the Ladies Auxiliary by donating craft items and home baking. Thank you also to the “Auxiliaries” who donated their baking, creative talents and time to make the event special and successful.

Sandra Trengham, Volunteer Services Coordinator, CAPITAL CARE Dickensfield

A WONDROUS CENTRE VOLUNTEER WILL BE MISSED

The CAPITAL CARE Group is very fortunate to be the recipient of many volunteers, and their gifts of time, skill and joy. Dr. Harry Sherk, right, with his wife Edna, a volunteer at CAPITAL CARE, passed away in May 2003 and will be missed by residents, family members, staff and other volunteers.

Before becoming a volunteer at the centre, Dr. Sherk was a resident on one of the centre’s units. After being discharged and the centre.

Barry Bannon, director of fund development, accepts a donated teddy bear from Brenda Wyatt, the budget assistant in the Finance department at The CAPITAL CARE Group, handmade the bear.

The CAPITAL CARE Foundation has been collecting many pins from military, ex-military and military service organizations during presentations about the new Veterans Care Centre that The CAPITAL CARE Group will build. Now, thanks to the donation of the bear, The Foundation has a novel way of displaying the pins. As pins are received, they are attached to the bear’s vest.

The Foundation has committed to raising seven million dollars for the new Veterans Care Centre.

Centre Page

PHOTOS FROM ACROSS The CAPITAL CARE Group

Rotarians show their support for centre and residents

Rotary Clubs of Edmonton West and Mevurn Veterans Centre recently received a donation of $500 from the Rotary Club of Edmonton West. The donation was made to support the centre’s centre expansion project.

Many residents from Mevurn Veterans Centre attended the Remembrance Day ceremony at the Butterdome. People came to mark the solemn day and pay tribute to the men and women who have served in Canada’s military forces. Along with a speech by the Lieutenant Governor of Alberta Lois Hole, municipal, provincial and federal representatives shared their thoughts and messages of thanks for the sacrifices made by Canadian veterans.

Many residents from Mevurn Veterans Centre attended the Remembrance Day ceremony at the Butterdome. People came to mark the solemn day and pay tribute to the men and women who have served in Canada’s military forces. Along with a speech by the Lieutenant Governor of Alberta Lois Hole, municipal, provincial and federal representatives shared their thoughts and messages of thanks for the sacrifices made by Canadian veterans.

Ladies Auxiliary

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New Years Eve 2004
Finding better ways to benefit residents, community

Being a leader in continuing care requires that staff continually look for ways to make improvements. Staff at every centre in The CAPITAL CARE Group are involved in building on the care offered today, with the hope that future residents, staff and the local community will benefit from their work. Staff and Centre activities that will benefit the organization include:

- Janet Fung, best practice leader for complex continuing care, presented on CAPITAL CARE’s Safe Haven program at a symposium on Substance Abuse and The Elderly. She was one of several experts that included representatives from Simon Fraser University’s Gerontology Research Unit, a representative of a comprehensive coastal program in Vancouver, representatives from various programs in Calgary and a representative from Operation Friendship in Edmonton.

In addition to the presentation, she also participated in a brainstorming and planning session to assist the City of Calgary in producing a business plan for the “...development and implementation of an appropriately funded, coordinated, comprehensive, effective, network of services and supports to older adults and their families who are affected by gambling and/or substance use issues.”

- Brenda Thiru-Chelvam, who was at CAPITAL CARE as a director of care at CAPITAL CARE Dickinsfield and who now works at the Good Samaritan Society, is the sixth recipient of the Edna Stilwell Writing Award. She received this award for her article Bathing: Pleasure or Pain that was co-authored with Josh Dunn, an Honours psychology student and Dr. Charles Beck, Professor Emeritus at the University of Alberta.

The article is based on a research project conducted at CAPITAL CARE Dickinsfield and was published in an issue of the Journal of Gerontological Nursing. Thiru-Chelvam received a plaque and $500 in absentia at the Journal of Gerontological Nursing’s Annual Board Meeting in San Diego, California. The purpose of the award is to continue Edna Stilwell’s tradition of mentoring and recognizing authors in the field of gerontological nursing.

- CAPITAL CARE Dickinsfield, a member of the Dickinsfield Community Partnership, is part of the efforts to enhance life in the community and address local social issues such as poverty, crime and abuse. The community partnership was nominated for an Award of Distinction through the Prevention Power Community Awards, a program developed by Capital Health to recognize individuals and teams who are working to help the health region reach its goal of healthier people in healthier communities.

The Dickinsfield Community Partnership was formed seven years ago. It has created a strong sense of community in residents, increased trust and friendships and has helped make the community a safer place.

Compiled by Dan Laville, Corporate Communication Coordinator, CAPITAL CARE Corporate Services

Instead of cooking up, dieters are looking up

The CAPITAL CARE Group’s dieters are poring over research articles these days — Deanna Van Soest, CAPITAL CARE Grandview’s clinical dietitian, is carrying around a four-inch binder of articles. The dieters are investigating methods of judging how much of a meal is eaten, testing judges’ inter-rater reliability and photographing meal trays so consumption can be judged by independent persons at a later date. The dieters have also been talking with families and other staff about their research and obtaining consents for involvement by both groups in the projects.

The dieters and Dr. Tammy Hopper, speech language pathologist at the University of Alberta, are involved in two research projects. One of the projects, funded by The CAPITAL CARE Foundation, focuses on dysphagia (difficulty in swallowing). The other project is entitled “Using Structured Mealtime Interaction to Maintain or Improve Eating Behaviours in Alzheimer’s Disease” and is funded by the Canadian Foundation for Dietetic Research (CFDR).

Co-researchers include dietitians Val Wilson and Kim Pederson, registered occupational therapist Angela Francis, project manager Connie Wark and research coordinator Dr. Doris Milke. As well, most of the remainder of CAPITAL CARE’s clinical dietitians have been involved with one or the other studies. Michelle Brousseau, a dietetic intern from the University of Alberta, is also involved in the two research projects.

Team members from the University of Alberta include Dr. Lili Liu, associate professor of occupational therapy, and Stuart Cleary, assistant professor in speech language pathology. Cleary has commented on how much he enjoys working with the dieters and how enthusiastically they are, resulting in productive and focused team meetings.

Once the CFDR research funding was received, the dieters met every two weeks until the pilot project was underway and two speech language pathology students, Chelsey Knevel and Sara Cummins, were collecting data. In addition to the biweekly meetings, the dieters also had pre-meetings to discuss the collected research articles and to review other joint work.

Laura Tkach and Bonnie Roberts, support services managers at CAPITAL CARE, have also attended research team meetings and are supporting the efforts of the clinical dieters in various ways. “It has been encouraging to have their help as support service managers for this research,” says Dr. Milke. Their help may reflect seeing first-hand the realization of one of CAPITAL CARE’s research-related goals: ensuring the organization has sufficient research capacity.

There are many more scientific and policy-related research studies that the organization would like to investigate, but the investigation of all of these studies is more work than the Research Unit can accomplish alone. One way to boost the amount of research that can be done is by having non-Research Unit staff participate in research activities. The involvement of the organization’s dietitians is an excellent example of how, with the help and involvement of other staff, CAPITAL CARE’s research capacity can be considerably increased.

Research activities in CAPITAL CARE are intended to benefit residents by improving their quality of life.

More information on the research project “Using Structured Mealtime Interaction to Maintain or Improve Eating Behaviours in Alzheimer’s Disease” is available on the internet at http://cfdrresearch.dietitians.ca/cfid/displayabstract.asp?ID=470

CAPITAL CARE staff who are interested in getting involved with research activities can call the Research Unit at (780) 496-2578 or (780) 496-2579.

Dr. Doris Milke, Research Coordinator, Research Unit, The CAPITAL CARE Group
Switching doctors

Dr. Chris Lord
ASK A PHYSICIAN

Now that I am in my late seventies, I am thinking about switching doctors. I think I am pretty healthy, but I am concerned that if I get sick I would benefit more from a doctor who specialized in gerontology instead of my current doctor, a family physician who cares for both young and older patients.

Am I over analysing the situation or should I try to make a switch?

I can see more disadvantages than advantages with this proposed action of switching doctors.

Ideally, you would have a physician who has known you and your family for some time, and in so doing has built a relationship and mutual trust. Such a physician would have learned something about your personal philosophy of life and what your needs will be if you become sick. Because of your established relationship he or she will be easy to talk to in times of health crisis and will not eva touchy family issues that can arise. It strikes me that you may already have this physician, or at least you are well on the way to building the necessary relationship.

I know that in the United States the emphasis is on the fact that a specialist will have more detailed knowledge about a specific medical condition than will a family physician. Unlike Canada, the United States has yet to solve the problem of how to get to the right specialist, and then how to put information given into a form that you and your family can understand. Nowadays, medical knowledge is expanding so rapidly that knowing where to locate it is more important than trying to learn everything.

It is unfortunate that there is a lack of inducements for physicians to go into the field of geriatrics — while the majority of hospital admissions are with the elderly population, geriatricians are in the minority among the specialists.

Currently, there are about six geriatricians available for Edmonton and northern Alberta. They are obviously limited in the time that they can provide for ongoing care and have to devote their skills to consultations and education for family physicians and others. Family physicians continue to have the job of maintaining the regular medical care with nurse practitioners and a more cohesive team relationship with other disciplines in meeting the needs of seniors.

So I would say, encourage your family doctor to keep learning about care of the elderly, enjoy seeing some of the young people in his waiting room, and develop an understanding of how his practice works. This should help you to best utilize your current physician’s skills.

Many IS projects

The Information Systems department at The CAPITAL CARE Group continues to work on several projects. Since the last newsletter, the Storage Strategy project has been completed, with the findings that the organization should continue saving its data the same way it is currently doing for at least the next two years. CAPITAL CARE will investigate the issue of centralized storage again in 2006 - 2007.

The draft for the disaster recovery plan has been completed, although the department is still looking for ways of providing this service at a lower cost. The plan details how computer-based communications and information would be restored in the event that CAPITAL CARE Corporate Services cannot be accessed due to a disaster, such as a fire.

The pharmacy system replacement initiative is one step closer to reality. The next step is asking companies who sell pharmacy management systems to provide information to determine if a solution that meets the organization’s current needs does exist and to find out estimated prices for existing solutions.

The Point Click Care software that was used in the Minimum Data Set (MDS) 2.0 evaluation will be deployed to the remaining CAPITAL CARE Grandview units and to CAPITAL CARE Strathcona and Laurier House Strathcona. As well, evergreening, the process of updating computer hardware in CAPITAL CARE, has been completed. The feedback received from this process was positive.

The server replacement project has been approved. The Information Systems department hopes to complete this project by the end of this fiscal year. The replacement will allow CAPITAL CARE to provide access to the file system via web browsers and provide a way to get more web services online for all staff.

Other major upcoming projects include:

- Looking at the clinical systems needs and assessing the feasibility of providing better tools to support staff who deliver care to residents.
- Beginning to upgrade the data links that connect all CAPITAL CARE centres to one another. These connections will be provided by AlbertaNet over the next 12 to 18 months.
- Upgrading and enhancing the payroll and staff scheduling systems.

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

Helping a neighbour

Ethel Ethics explains

Dear Ethel Ethics,

My grandmother lives in an assisted living centre. One of her acquaintances, a single woman whose apartment room is located at the other end of the building, has a boyfriend who resides in a distant community. Her friend’s family is opposed to this relationship and has removed the woman’s telephone from her apartment to prevent any communication between the two. This gentleman now telephones my grandmother’s apartment, stating that he will call back in a short time. She walks to her friend’s room to inform her, and her friend walks back with her to receive the anticipated call. My grandmother has described how happy her friend is following these secret conversations and is pleased to help her, but is finding the walk to and from the other apartment difficult. What should she do?

Sincerely,

Puzzled

Dear Puzzled,

There appears to be at least two issues here that should be considered. Your grandmother sounds like a caring and helpful companion. She should not feel obligated to help, however, especially if her benevolence is causing her discomfort or pain.

Perhaps she can suggest that her friend arrange phone conversations for a specific time, and she could arrive at your grandmother’s apartment in advance to take the call. Or, if your grandmother is having a particularly tiring day, it would be completely fine if she decided to not take phone calls at all.

The other issue is the family’s opposition to the friendship. Her family’s concern about the friendship may stem from lack of knowledge of the person and concern that he may be taking advantage of their daughter’s vulnerability. Perhaps the friend needs to have a discussion with her family. Healthy friendships, either family-oriented, platonic or romantic, are very important for everyone, including the elderly.

Maybe, if they meet the gentleman, they will feel more comfortable about the relationship. Her family may express their disapproval, but ultimately the decision is hers.

A third issue is their removal of her telephone. This could be considered abuse and may put her safety at risk. She may wish to ask a staff member for support when speaking with her family about these issues.

Most of these options require that your grandmother’s friend be open and honest with her family. Your grandmother can encourage her to seek support when meeting with her family. She can continue being a supportive friend, but at the same time, should take good care of herself.

Respectfully,

Ethel Ethics

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.

WELCOME! To all who have joined The CAPITAL CARE Group since the Fall issue was published.

The CAPITAL CARE Group

P & P Winter 2004

www.capitalcare.net
Canada loses a veteran from both world wars
Mewburn Veterans Centre resident Rev. Cyril Edward Martin passes away at 103

The CAPITAL CARE Group prides itself on meeting the care needs of residents with programs and services targeted to specific resident needs and situations. At Mewburn Veterans Centre, the organization is using its continuing care knowledge and practices to care for Canadian veterans. One of the centre’s residents that the organization has been privileged to care for was Rev. Cyril Edward Martin.

Rev. Martin, who passed away in November 2003, was one of a handful of surviving Canadian World War I veterans. He had been a resident at the centre for more than four years.

Like many veterans, his experiences with war changed the course of his life. Rev. Martin began his military service at age 15, when he convinced a recruiter to let him join the Canadian war effort. As a member of the 7th Canadian Railway Troop, Rev. Martin helped move supplies to the frontline. He served in France and Belgium before getting injured.

Rev. Martin began his military service at age 15, when he convinced a recruiter to let him join . . .

While being treated for his injuries, his young age was discovered and he spent the remainder of the war away from the front lines.

Rev. Martin would tell his kids one day that he had seen both sides of humanity in war — the bad, through the needless deaths and misery of war, and the good, through the kind actions of people. Ultimately, he decided to join the forces of good in the world and became a minister of the United Church of Canada. He spent several years ministering in Saskatchewan towns.

During the Second World War, he enlisted again, but this time as a chaplain. He served with the 17th Field Regiment of the Royal Canadian Artillery in Italy. After being discharged in 1946, he returned to his ministering, working in Saskatchewan and Alberta. Rev. Martin continued his full-time active ministry until 1968 in Edmonton. For the next 17 years, he served part-time at various United Churches in the Edmonton area. He was a Life Member of the Royal Canadian Legion and the Masons.

Recognition for his service included receiving the Medal of the Legion of Honour, the highest award given by the French Republic for outstanding service to France, regardless of the social status or the nationality of the recipient. He also received the John McCrae medallion for his service in World War I. In June 2003, he was presented with the Queen’s Jubilee Medal.

Rev. Martin’s commitment to Canada through his service in two world wars is a reminder of personal sacrifices made for his country, sacrifices that must not be forgotten.

Dan Laville, Corporate Communication Coordinator,
CAPITAL CARE Corporate Services

Minimizing amount of unused food

YOU ASKED A former employee of The CAPITAL CARE Group recently wrote an e-mail to the organization inquiring about options for unused food at the centres. The concern is that some of the food served to residents is not being eaten and therefore being discarded. The person was interested in knowing if CAPITAL CARE was aware of this situation and, if yes, what was being done about it to decrease the amount of food being thrown out.

The concern was brought to Phyllis Hempel, CAPITAL CARE’s chief executive officer. She acknowledged the concern and the desire to reduce the amount of food not being used. But, unfortunately, due to health and safety reasons, the leftover food cannot be given to other agencies, such as food banks or shelters.

One of the options being investigated by CAPITAL CARE food service managers is reducing the portion sizes, so that there is less unwanted food, while developing a plan to ensure that the needs of residents with a bigger appetite are met.

After receiving a response with this information, the former employee replied. The reply included an idea on how to reduce the amount of food not being eaten. Part of the suggestion was to survey residents about the kind of food they prefer, with the thought that residents would eat more of the food they are served if it is more to their liking. Another suggestion was to survey food service employees to get their feedback on how much food is consumed and how much and what kind of food is wasted.

CAPITAL CARE continues to use resident focus groups and other resident and family feedback to improve and fine-tune its processes, within available resources, for the benefit of residents. Focus groups and feedback are part of the process being used to address the concerns, such as unused food, of residents and staff.

If you have a concern about something at The CAPITAL CARE Group, please mention it to your manager or care manager. If you would prefer to send your concern directly to the Executive Office, please fax (780) 496-7148, call (780) 448-2422 or e-mail info@capitalcare.net. To ensure a response, please include contact information for a reply.

A reason for giving

assist v. 1. To give aid or support
2. To be present; attend.

Cindy Wilson, Fund Development Officer,
The CAPITAL CARE Foundation and The Houghton Mifflin Canadian Dictionary of the English Language
Donor support evident across organization
Continued donor generosity benefiting residents throughout CAPITAL CARE

The CAPITAL CARE Group strives to provide the best care possible for residents. Developing new models of care, designing the next generation of continuing care centres and fostering the development of staff are some of the activities that make the organization a leader in continuing care by making it a better place for residents to live.

Through the generosity of donors, The CAPITAL CARE Foundation has been supporting CAPITAL CARE for 15 years and has helped raise money for a variety of projects, from new care centres to towel warmers for residents.

“We are fortunate that our work at The Foundation continues to be rewarded and supported by dedicated donors, whether through large gifts or smaller donations on a monthly basis,” says Barry Runnalls, director of The Foundation.

With the generous assistance of donors, The Foundation has contributed to the following projects over the past year:

Organization-wide projects:
- Education, bursaries and scholarships
- Furnishing, equipment and building enhancements
- Palliative care
- Pastoral care
- Resident/client activities
- Subacute care
- Special care programs
- Research for care

CAPITAL CARE Norwood:
- Artwork, quilts and finishing touches
- Auditorium sound system and draperies in partnership with CAPITAL CARE Norwood/auxiliary
- Electric beds and equipment
- Fireplaces on main, 2nd and 4th floors
- Second Floor North enhancements
- Baldwin organ

CAPITAL CARE Lynwood:
- Artwork and quilts
- Electric beds
- Towel warmers
- Resident activities

- Dementia Education Fund
- Speciality comfort items
- Pastoral Care Program
- Dining room tables

CAPITAL CARE Grandview:
- Patio furnishings for Nature Centre
- Furnishings for 1st floor resident/family lounge
- Resident activities
- Jack Milner Education Fund
- Small appliances and accessories for kitchenettes
- Quilts
- Electric beds
- Resident art classes (ongoing)
- Pastoral Care Program
- Wingback chairs
- TV and stand

CAPITAL CARE Dickinsfield:
- Unit decorations
- Edith Drury Education Fund
- Overhead lifts
- Electric beds
- Secure Unit (Main AB) garden access project
- Staff wellness area
- Mealtime Enhancement Project

Newburn Veterans Centre:
- Electric beds
- Physiotherapy exercise and treadmill
- Resident chairs
- Artwork and quilts
- Large screen TV
- Patio furniture
- Resident bedside tables
- Resident community outings and centre events
- Holidays seasons tickets
- Dining room table and chairs

McConnell Place North:
- Rose garden
- Garden room furnishings
- Patio furniture
- House pet therapy
- Staff Education Fund
- Lighting enhancements to the common areas (great room, library area and family dining room)

McConnell Place West:
- Staff Education Fund
- Artwork
- Garden benches
- Electrical beds
- Residents recreation fund
- New patio deck

Laurier House: Lynwood:
- Electric beds
- Patio furniture
- Shower commode
- Electric lift
- Digital camera

CAPITAL CARE Strathcona:
- Large screen TV
- Tub room renovations and enhancements
- Antique silver tea service
- Quilts and art
- Oak entertainment centre
- DVD player
- Activity cart
- Gel mattress

Strathcona Alzheimer Care Centre:
- Screened-in porch
- Dining room table

Laurier House: Strathcona:
- Artwork
- Programs and projects supported by The Foundation:
  - CHOICE Programs
  - Audiovisual equipment
  - Towel warmer
  - Christmas decorations
  - Comforters
  - Artwork
  - Participant activities
  - Restorator
  - Pocket Talker communications device

If you would like to support The Foundation, please contact Cindy Wilson, Fund development officer, at (780) 448-2424.

Cindy Wilson, Fund Development Officer, The CAPITAL CARE Foundation

Christmas campaign helps light up resident faces

The 2003 Christmas Lights campaign has wrapped up, and The CAPITAL CARE Foundation is once again grateful for the generous support shown by donors. A tradition for 14 years, gifts to the campaign go towards resident comforts.

These comforts create a more comfortable environment for residents at The CAPITAL CARE Group by making their surroundings more homelike. Comforts purchased in previous years from campaign proceeds include handmade quilts, residential furniture and wall hangings.

This year’s campaign total is expected to exceed $70,000, adding to the more than $630,000 raised through the campaign over the last 13 years.

Cindy Wilson, Fund Development Officer, The CAPITAL CARE Foundation

Casino raises $75,000

The efforts of more than 30 volunteers has paid off — The CAPITAL CARE Foundation recently learned that it would receive about $75,000 from a summer casino at the Palace Casino at West Edmonton Mall. Money raised from the casino, which operated for two days, will go towards resident furnishings and equipment at CAPITAL CARE’s 11 centres.

Dan Laville, Corporate Communication Coordinator, CAPITAL CARE Corporate Services

Donors

We are very grateful to all donors who have thought of The CAPITAL CARE Group and the needs of residents from October 1, 2003, to present. Your gifts will be acknowledged in the next newsletter.

Thank you for your kind thoughts and gifts.
You get what you give — a volunteer’s true story

You may often hear thanks for a volunteer’s contributions to residents and staff at The CAPITAL CARE Group. Less common, perhaps, is hearing a volunteer’s side of the story, about what they get out of volunteering. This is Derek Lindskoug’s story of his experience:

My involvement with CAPITAL CARE Grandview began in April of 2001. It was around this time that I had been thinking about getting involved in my community, and in light of these longings I acquired the phone number for Jim Tweddle, coordinator of Volunteer Services at CAPITAL CARE Grandview, to arrange to become a volunteer. Like many other volunteers who have shared their time with the centre, I began my volunteer work assisting with Monday night bingo. My once-a-week visit to the centre soon resulted in new friends, a new appreciation for the centre and its staff and a new light on the fragility of the human condition.

It was during my first year with CAPITAL CARE Grandview that I also experienced my first year of university. It was my original intent to enter the field of astrophysics to become an astronomer. I later learned, however, that a career in astrophysics demands far too much knowledge and use of mathematics for both my preference and ability. With no real interest in any of the sciences outside of physics I confess that I was at a loss of direction at the end of my first year of university, and nearly took my second year off. However fate, it seems, does not close one door without opening a window.

Jim Tweddle approached me in the spring of 2002 with a position of employment with CAPITAL CARE as a summer volunteer program coordinator — the individual who coordinates the youth that form the core of a special program that operates during the summer months. The decision to accept the position was not difficult as I was already familiar with the centre and it was within walking distance of my home.

My new position with CAPITAL CARE Grandview was extremely enjoyable. I had the opportunity to build much more substantial relationships with the staff and residents, to exercise my creativity and organization skills, and most importantly, to work with youth. As their coordinator I quickly formed a good rapport with nearly all the summer volunteers. But I was more than just a coordinator; to many of them I was a counselor, a problem-solver, a listener and a friend. Some of the friendships I formed with the volunteers still exist today.

At the end of the summer an epiphany slowly overtook me. I could enter a field of work with youth. My direction in life gradually became clearer and the decision to enter into the field of education became a reality.

I am currently in my third year of university, registered in the Faculty of Education studying under a secondary program in General Science and English. I have had the pleasure of serving as CAPITAL CARE Grandview’s summer volunteer program coordinator for a second term during the 2003 summer months, and I have also co-coordinated its Hope Kids program.

Who would have thought that the path I am on today would have derived from an ambition to make a difference in my community — my decision to volunteer. Perhaps the saying conceals more truth than many of us are aware; you get what you give.

Derek Lindskoug, Summer 2003 Youth Coordinator, CAPITAL CARE Grandview

Choosing to be happy

Excellent, encouraging, humorous, fun and engaging were just a few of the comments expressed by the nearly 100 participants at the Jack Milner Memorial Workshop. Gordon Colledge was the presenter at this year’s 26th annual workshop at CAPITAL CARE Grandview in October.

His presentation “Vanquishing Vampires and Leeches of Emotional Energy” taught participants how to laugh and learn as they flick-off the forces that take away emotional and physical energy, “It’s not working hard that tires us out,” says Colledge, “rather, it’s what we think, while we’re working hard that has the power to suck us dry.”

… a gift we can give ourselves is the courage to take the risk to make changes that create a positive outcome.

Promotional material for the workshop noted that staff in the profession of giving care know it is the little things that really matter, from the way staff enter a room, the greeting they give, what staff notice and how staff express themselves. With this in mind, Colledge asks, “Usually, we are the most cheerful, well-balanced people any of the residents see on any given day, so what happens if today I’m poo’d?”

With some tears and great deal of laughter, participants were challenged, cajoled and inspired to take control of their lives by recognizing the choices that are always available. Colledge affirmed that choosing to be happy in our work and home life is our own responsibility. He also said that a gift we can give ourselves is the courage to take the risk to make changes that create a positive outcome.

A contract instructor in Family Studies at Lethbridge Community College, he is well known for his presentations on managing change and personal wellness. Colledge’s passion for encouraging caregivers was evident at the workshop, as was his ability to show participants how to find humour in life’s most perplexing situations.

The staff at CAPITAL CARE Grandview thank the Milner family for their continued support of staff development through this special day. Thank you to Rose Milner and Sparky Milner for attending the workshop.

The Annual Jack Milner Workshop (below left) was well attended. Rose Milner and Sparky Milner continue to be strong supporters of the event. (Below right) Sparky (right) provided a rare “Mohammed Ali” coin to door prize winner Shelly Walker (left) at the workshop.

As the Keep Them Warm team was about to leave, a teacher approached CAPITAL CARE Lynnwood resident Don Biamonte (left in left photo) and told him that he became a teacher partly through his influence. Biamonte is a former assistant vice principal and grade 12 teacher. (Above, left to right) Representatives from CAPITAL CARE Lynnwood Campus who attended the presentation at Sifton Elementary School were (above, left to right) Laurent Morin, resident Don Biamonte, Jan Cooper, Heather Wilson and resident Mona Weston.

Keeping elementary school students warm

CAPITAL CARE Lynnwood Campus experienced the joy of giving this holiday season as everyone worked together to provide 260 warm wishes to Sifton Elementary School. Residents, staff, families and friends joined in by making or buying items or donating wool.

Knitting needles were clicking as hats, mitts and scarves in a myriad of colours were produced for the students. The enthusiasm was contagious, spreading throughout the Campus to many people, including the Campus’ Alberta Union of Provincial Employees who donated $175 of their Christmas money for the children.

As temperatures dropped, the woolen thermometer raised until all the hats, mitts and scarves were ready for delivery. Laurent Morin, a staff member who works in rehabilitation, warmed up the centre bus and soon residents Mona Weston and Don Biamonte were on their way to Sifton Elementary with centre educator Heather Wilson, unit clerk Georgina Clark and care manager Jan Cooper. This “Keep Them Warm” team was on their way to meet the principal of the school Mary Butlin and her students.

The team was amazed as the children were recognized for reading hundreds of books and for participating in pillars of development such as respect for others. The students presented everyone at the event from CAPITAL CARE Lynnwood with a certificate which was a key that symbolized by reaching for a book, you touch the stars.

The simplicity of giving a child a pair of mittens, a scarf, or a hat took on a whole new meaning — the “Sense of Sifton” had touched the whole Keep Them Warm team. The gifts to the children were returned to the team many times over.

Thank you to everyone who participated in this project!

Jan Cooper, Care Manager, 2nd Parker Pavilion, and Chair, Customer Service Implementation Committee, CAPITAL CARE Lynnwood Campus