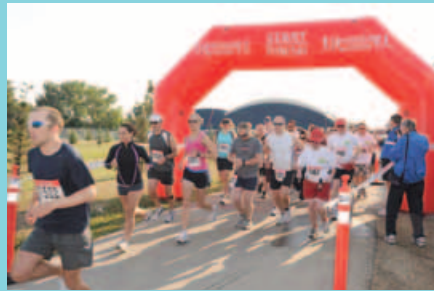




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people&progress

spring/summer 2010



“The Oscars in LA could learn from this” - Eva Colmers, writer and director of *The Elder Project*. CapitalCare CEO Iris Neumann congratulates John Flint at the February 17 premiere of *The Elder Project* at the CapitalCare Kipnes Centre for Veterans. John was one of the seven participants in the National Film Board’s documentary about the transition to a more dependent lifestyle. A red carpet was even rolled out for the event.

CapitalCare staff honoured at awards night

CAPITALCARE HONoured ITS EMPLOYEES for their long service and its sites for their outstanding innovations at the annual Employee Awards May 6.

In 2009 there were a total of 313 employees eligible for long service awards. At the Employee Awards night, held at the Fantasyland Hotel, staff with 15 to 35 years of service were recognized. Staff with five and ten years of service were honoured at their centre or corporate services events, and the ten year employees were listed in the program.

Iris Neumann, Chief Executive Officer of CapitalCare, welcomed recipients and their guests, and said the awards demonstrate the longevity, creativity, passion and excellence of the staff.

“Excellent employees actually volunteer the best part of themselves - what you can’t pay for - their hearts and minds, and that is why we celebrate today,” said Neumann.

Also in attendance were Scott Matheson, Chair of the CapitalCare Foundation, and members of the CapitalCare Executive Management Committee.

This year, four employees celebrated 35 years of service with CapitalCare. They are Mavis Fadden with the Kipnes Centre for Veterans, Janina Kosoric with Norwood, Marilyn (Lynn) Tessari with Dickinsfield, and Pam McLean with Norwood.

Continued on page 19

Report expects dementia cases and cost to multiply in coming decades

A RECENTLY PUBLISHED STUDY is calling for Canada to accelerate dementia research in every area, better support informal caregivers and strengthen the dementia workforce after estimating that by 2038 the number of Canadians with dementia will more than double to 1,125,200 and the disease’s economic burden will expand ten-fold to \$153 billion.

The economic burden is a combination of direct costs for treating dementia as well as wages informal caregivers could have earned and opportunities that informal caregivers lose.

The study, *Rising Tide: The Impact of Dementia on Canadian Society*, was commissioned by the Alzheimer Society and is the result of years of work to make sure Canada and organizations such as CapitalCare are prepared for Alzheimer’s disease in the generations to come.

It also proposes that by 2038

- The number of new cases will increase from one every five minutes to one every two minutes
- Canadians will be spending 756 million hours, triple of what we do now, providing informal care to those with dementia.

The study identified four scenarios that could prevent a health catastrophe:

- Increasing physical activity in persons over 65 could reduce the number of dementia cases, saving \$52 billion
- A diet and lifestyle program could reduce cases by 36%, saving \$219 billion
- Supporting caregivers to help with coping and skills could save \$30 billion
- Helping newly diagnosed persons with dementia find their way through the health care system could save \$114 billion.

Unfortunately, Canada does not currently have a national strategy to manage dementia despite countries such as Australia, France, and the United Kingdom having developed specific frameworks. Other recommendations *Rising Tide* adapt from these countries’ plans include

- Increasing awareness of the importance of prevention and early intervention
- Greater integration of care with chronic disease prevention and management.

To get the word out, the Alzheimer Society is currently making *Rising Tide* a focus of their activities in 2010. The study’s web page

http://www.alzheimers.ca/english/rising_tide/rising_tide.htm has resources for everyone, from those who are learning about dementia to those who have experienced its impact.

There are recipes, fitness plans and brain teasing activities like crossword and Sudoku puzzles for fun. For the more serious, there are tools to share your own stories, to find volunteer opportunities and to contact your Member of Parliament.

James Leask, Research Assistant
CapitalCare Corporate Services

Mailing Address

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

About CapitalCare

Operating in Edmonton and area since 1964, CapitalCare is the largest public continuing care organization in Canada. CapitalCare provides continuing care programs and services to more than 1,400 residents and nearly 250 clients through residential centres and day programs.

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Dickinsfield 780.371.6500
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Lynnwood 780.341.2300
Norwood 780.496.3200
Strathcona 780.467.3366
Laurier House Lynnwood 780.413.4712
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McConnell Place North 780.413.4770
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CHOICE and Community Programs

Adult Duplexes 780.496.3335
CHOICE Dickinsfield 780.496.7577
CHOICE Norwood 780.944.8662
CHOICE Mental Health 780.944.8668

Programs and Services

- Acquired Brain Injury Unit
- Adult Day Support Programs
- Behaviour Assessment and Stabilization Unit
- Chronic Ventilator Unit
- Dementia Care
- Mental Health Program
- Palliative Care
- Long-term Care
- Respite Care
- Sub-acute Care
- Transition Program

Web site

www.capitalcare.net

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

Submissions

Submissions to this newsletter are welcomed and encouraged. Please note that submissions may be edited. The next submission deadline is September 30, 2010.

Editor (this issue)

Michael Lalonde

Editorial Committee

Abigail Bailey, Shirley Barg, Betts Blakley, Bernadette DeSantis, Iris Neumann, Lori White, Cindy Wilson.

Contributors to this issue

Abigail Bailey, Shirley Barg, Bernadette DeSantis, Dr. Doug Faulder, Debi Friesen, Hanna Handreka, Jan Hrasco, James Leask, Tracey Mann, Carolyn Taylor, Leanna van der Wekken, Claudette Williams, Wendy Wong, Cindy Wilson, Shawna Young.

Quality of life comes from you

THIS SUMMER, CAPITALCARE CELEBRATES a significant milestone. July 18 marks the 15th anniversary of the opening of McConnell Place North, the first of our three Alzheimer Care Centres. This is significant for many reasons.

As you know from the report "Rising Tide" on the front page, the number of Canadians who will develop this devastating disease will double in the next thirty years as the baby boomers enter the twilight years.

The report warns that the looming epidemic will strain the Canadian health care system even further if changes are not made today.

Given these dire predictions, you might say CapitalCare was ahead of its time in establishing a model for Alzheimer's care that will serve us well in coping with this situation.

Alzheimer's is a progressive, degenerative disease of the brain that leads to dementia. It is similar to dementia in that it is characterized by problems with memory, judgment, language, orientation and high level functioning.

Unlike people with dementia, people in the early to mid stages of Alzheimer's disease, can still perform some activities related to day to day living, like dressing and eating without assistance. With guidance & reminders, they continue to participate in social and recreational activities like gardening and outings in the community.

Essentially people with early to mid-stage Alzheimer's do not require the higher level of care that is provided in our long term care centres.

The Alzheimer care centres were conceived to be residential alternatives to long term care settings.

They were designed to maintain as much independence as possible and, of course, dignity. The environment is home-like and includes a large outdoor area. Staff include residents as able in everyday tasks and residents enjoy a range of social and recreational activities.

In this living arrangement with support and guidance from staff, people with Alzheimer's can continue living life to the best of their ability.

This is what Alma and Ches McConnell recognized when they endowed us with this legacy. Because of their own struggle with the disease, the McConnells understood the value of quality long term care for people with Alzheimer's.

Their donation enabled CapitalCare to build two Alzheimer care centres as well as establish a Research Unit. All of this has advanced our knowledge of



Iris Neumann, CEO

Alzheimer's care to a point where we can feel confident in saying that while we cannot yet cure the disease, we can at least provide quality of life for those who will develop it.

Over the next few months, you will hear more about McConnell Place, its history, the people who have played a role in its development and the people who live and work there now.

In this issue of the newsletter, you will see many more examples of how we all work together to provide quality of life for our residents and clients.

Quality of life comes from staff who, like those who received long service awards, chose to dedicate

themselves to this very rewarding career. The letters and donations we receive from grateful families speak to how highly staff are valued for the care and compassion they provide.

Quality of life comes from our volunteers who selflessly give of their time and talents to make a difference in the lives of others.

Last but certainly not least, quality of life comes from donors, who, like Alma and Ches McConnell, Roger and Dorothy Parker, Dianne and Irving Kipnes and so many, many more, recognized the value of quality long term care, and whose contributions enabled us to become leaders in continuing care.

There are many ways to make a contribution to our organization this summer, from participating in the Run for the Brave, to making a donation to a centre or program through our Share a Smile campaign.

Please enjoy reading this issue of the newsletter, and I hope to see you at one of our many celebrations or fundraising events. Happy summer!

"...quality of life comes from donors who recognize the value of long term care..."

OUR MISSION

We are leaders in innovative and compassionate care, supporting the health and respecting the dignity of the people we serve.

OUR VISION

We are a community of excellence in continuing care: teaching, researching and learning to enhance quality of life.

WE VALUE

- the people we serve as our most important focus
- our staff, families and volunteers as our most important resources in fulfilling our mission
- partnerships in the community
- professional ethics in guiding our decision-making
- open and honest communication
- collaborative and cooperative teamwork
- lifelong learning, innovation and continuous improvement
- a safe, respectful environment within which to work, live and visit
- responsible use of resources, providing choices within these limits

2007 - 2010 STRATEGIC PLAN

Executive Management Committee has developed a strategic plan for CapitalCare which reflects our directions and priorities for the next three years. The strategic plan is shaped by our vision, mission and values, and reflects our partnership with Alberta Health Services.

The strategic plan is designed to maintain our role as leaders in continuing care during a time of significant staffing and other resource challenges. Our preferred future will evolve along the following key dimensions:

- **QUALITY** - Ensuring care and services are people-centered, safe, effective, efficient, acceptable, appropriate and timely.
- **ACCESS** - Ensuring the services we offer are obtained in the most suitable setting in a timely manner.
- **INNOVATION** - Promoting the development and implementation of new methods, techniques and systems to ensure quality and safety in care and services delivery.
- **RESEARCH AND KNOWLEDGE TRANSFER** - Creating, obtaining and transferring knowledge to improve the services we provide and to optimize the quality of life of our clients.
- **ORGANIZATIONAL CAPACITY** - Supporting staff through workforce planning, recruitment/retention, leadership training, staff development and communication.

This list reflects CapitalCare employees who have from 10-40 years of service. Those with five and ten years of service were honoured at recognition events held at their centres throughout March and April. Employees with 15 years of service or more were recognized May 6 at an event at the Fantasyland Hotel. See story on front page.



25-year award recipient Aileen Belke takes part in some MindMagic with entertainer Louis Pezzani at the Annual Employee Awards night in May.

2009 Long Service Award Recipients

10 YEAR RECIPIENTS

Sam Agustin
 Agustín Amador
 Shirley Andrews
 Maribel Arcangel
 Shellee Atwal
 Mary Batong
 Monique Belanger
 Vera Bickford
 Frances Borja
 Robyn Brenchley
 Mary Brennan
 Dean Brumwell
 Tam Bui
 Maura Caboteja
 Carmen Campbell
 Rose Campos
 John Chan
 Kevin Dennis
 Stella Dowle
 Marie Elbreidi
 Jocelyn Elemento
 Reynaldo Escalona
 Zaid Fessahye
 Lyn Flom
 Patrick Fong
 Jas Garcha
 Malou Gonzales
 Sandra Goundar
 Bonnie Groome
 Elvira Guina
 Judy Harreveld
 Heather Heinrichs
 Debbie Huculiak
 Micheal Hsu
 Grace Kaptur
 Jackie Kaur
 Marion Kolida
 Wendy Korrall
 Rowena Lao

Melissa Lauder
 Josephine Lopez
 Lynda MacKenzie
 Denise Mann
 Ronelo Marcos
 Virginia Mongaya
 Laurie Montgomery-Prytula
 Mila Neate
 Lorraine O'Shea
 Rene Ocyo
 Marilou Padua
 Marilyn Pilapil
 Judith Ramirez
 Sonya Rick
 Maria Salcedo
 Adelaida Sayo
 Wendy Schrader
 Jesselyn Singian
 William Smith
 Aida Sopiartz
 Michelle Stodola
 Haiyan Sun
 Ha Tran
 En Trang
 Sandra Troughton
 Zebun Valani
 Eunice Warford
 Helen Wellsbury
 Joyce Zheng
 Cindy Zigarlick

15 YEAR RECIPIENTS

Allan Bautista
 Sandra Beaudry
 Kathy Bell-Rabko
 Christine Brough
 Michelle Bui
 Florence Burwash
 Reynaldo Carrasca

Cheryl Collins
 Ernesto Deleon
 Roman Dolores
 Patsy Ellis
 Karen Fitzgerald
 Debi Friesen
 Julito Galit
 Aline Gibson
 Ivy Goltman
 Gladys Hawryliw
 Lourdes Hinolan
 Toufic Kazma
 Brenda Kraft
 Marcel Lobay
 Linda Murray
 Ameeta Narayan
 Mary Newman
 Elena Pineda
 Shannon Pollard
 Barbara Przywrzej
 Holly Purpur
 Ruby Reedman
 Mable Rouncville
 Anna Rozek
 Fresca Sawitzki
 Judi Spoetter
 Marlene Steinke
 Mona Stennes
 Jennifer Williams

20 YEAR RECIPIENTS

Lete Adhanom
 Donald Babin
 Cecilia Baloca
 Nancy Benjamin
 Faye Bissett
 Gisele Blanchard
 Hang Bui
 Larry Chan
 Louisa Cheung

Hiu Chu
 Luz De Jesus
 Lolita Del Rosario
 Loreta Ellis
 Maria Esteves
 Iris Fendelet
 Janie Fredericks
 Arlene Gatien
 David Giles
 Joan Grundy
 Dale Hannigan
 Pat Hubman
 Julie Huynh
 Linda Joyce
 Sukhminder Kalher
 Zewude Kebede
 Walter Kolody
 Sharon Kowch-Gordon
 Darlene Kranic
 Susan Kuryk
 Helen Lanuza
 Melane Leentvaar
 Lorraine Lenz
 Dianne MacDonald
 Cyndi Martin
 Ena Martinez
 Marilyn McDonald
 Grecia Navarro
 Phu Phu Nguyen
 Mercy Nickel
 Ana Ochoa
 Bev Osman
 Alex Padigos
 Liz Pasiorowski
 Anna Poon
 Lynn Pushie
 Anju Sharma
 Jean Starzyk
 Georgina Terry
 Blanca Torres

Deanna Van Soest
 Jessy Varghese
 Wendy Wilson
 Gina Yu
 Beata Ziniak

25 YEAR RECIPIENTS

Connie Ashton
 Amarjeet Bajwa
 Aileen Belke
 Diane Burpee
 Darci Cooney
 Joyce Dowuona
 Maria Filasol
 Rosemarie Fuchinsky
 Penny Eliuk
 Alganesh Hagos
 Terri Hannley
 Gwen Jensen
 Evelyn Keller
 Olivia Kich
 Sabine Leblanc
 Sheryl Lynn
 Margaret Malica
 Cherrie Mullen
 Ashma Narayan
 Grethlyn Philip
 Christine Saipé
 Shirley Simpson
 Jeanette Touma
 Marianne Willett
 Linda Zelkovich
 Maureen Zorn

30 YEAR RECIPIENTS

Ferdinand Abenojar
 Emilian Asuncion
 Sharon Bailey
 Beverly Baker
 Rosemary Bentley

Michelle Bourque
 Maria Carrilho
 Fran Cartwright
 Katsoe Chan
 Pushpa Chendria
 Pat Danese
 Priscilla Decastro
 Delia Diaz
 Iolanda Dipanfilo
 Rebecca Dumlaio
 Esther Eiler
 Elsa Fenwick
 Sophie Geary
 Mei Ping Gelink
 Heather Jackson
 Krystyna Jette
 Helena Leote
 Sherlynn MacKintosh
 Norma Maltby
 Wendy Martin
 Dorothy McDermott
 Irene Obrok
 Charon Oshanski
 Ofie Palafox
 Albert Pinson
 Elisa Reyes
 Grant Sinclair
 Herminia Tablizo
 Mecana Tsang
 Ambika Varma
 Mavis Williams

35 YEAR RECIPIENTS

Mavis Fadden
 Janina Kosoric
 Pam McLean
 Marilyn Tessari

Letters

To Francine Drisner and CapitalCare Dickinsfield

We are pleased to present you with the enclosed financial support in memory of Anna, former Main A resident. We ask that these funds be used for the purchasing the following items for Main A:

- 2 blood pressure cuffs
- 2 oxygen oximeters
- Digital camera
- Portable CD player
- Penlights

We offer our heartfelt thanks to the dedicated staff in Main A for their exceptional care and for always treating our mom with kindness, compassion and respect.

- Elaine, Cathy and the B. Family

To all the staff at CapitalCare Grandview who had care and contact with Joyce, me and our family

What a beautiful and heartfelt card in honour of Joyce. No card we have received was so genuine and had such an emotional impact on me as yours - from all the people who looked after Joyce so well over those many months and were so kind and friendly towards me, my family and my friends. It made my visits so much more enjoyable, especially when communication with her became so limited and attempts at feeding so frustrating.

This caring on the part of all the staff, and if I may say so, love toward Joyce, is a demonstration of your dedication to a vocation that most would consider as something to be avoided. Without people like you this end of life experience for Joyce and her family would have been most difficult. With your help and support it has been a voyage of much reduced pain shared with all of you, that I consider to be best of friends. Please accept my appreciation and gratitude and I will accept your invitation to drop by.

Affectionately,
- Bill

To the second floor of the CapitalCare Kipnes Centre for Veterans

Thank you all for your care, love and compassion. The Kipnes Centre was exactly where our Dad needed to be in his final days.

With love,
- The G. Family

To everyone at CapitalCare Norwood Sub-acute Unit

I would like to take this opportunity to thank each and every one of you for your caring help.

We are so very fortunate here in Edmonton to have such a facility as the Norwood Sub-acute Unit, especially for those of us who were fortunate to get such good care. Norwood Sub-acute has a good heart because of all you people who work here.

Thank you so much for your great help. I shall certainly let people know of the great service you provide for those of us in need.

- Mary

To Sandra McEwen and the staff of CapitalCare Lynnwood

Sandra McEwen is the rehab attendant on second floor Lynnwood where my father Gordon is a resident.

Sandra has amazing skills working with residents who have dementia and other medical disabilities. She provides all kinds of activities and stimulation for residents involving fine and gross motor skills using activities such as bowling, kick ball, puzzles, painting and baking. She arranges musical entertainment in the form of bands, singers, dancing and sing-a-longs. She also does one-on-one activities with individuals such as reading to them and doing manicures. While doing all of these activities she observes the individual's physical capabilities, behavior, mood and verbal responses.

Sandra also arranges family teas with residents so that the families and residents can get to know each other. It creates a warm family environment on the floor.

My step-mother Susan and I think Sandra is an exceptional rehab attendant who relates and interacts well with all the residents.

We are very impressed with her positive approach and very capable experience working with residents including my father at Lynnwood. We wanted to let you know what we thought of one of your staff members and what a wonderful job she is doing at Lynnwood.

Sincerely,
- Sharon Y.



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

To the staff of Athabasca House & the CapitalCare Kipnes Centre for Veterans

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

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

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

To CapitalCare Lynnwood

Thank you to everyone for the great care you gave our mother/grandmother during her stay on the third floor at CapitalCare Lynnwood. You were all so thoughtful and caring.

Thank you,
- Marilyn, Lloyd, Paul, & Adam

To the staff of the CapitalCare Kipnes Centre for Veterans

Thank you so much for the wonderful care that you gave my father. He enjoyed his life at Kipnes and he spoke very highly of all the staff. Your efforts make the lives of the families so much easier because we know our loved one is happy and well cared for.

- Eileen M. and family

To everyone at CapitalCare Strathcona

Thanks to all of you for everything you have done! Your hard work was truly appreciated. Thanks also for putting up with Ron and me for all our ups and downs! Please forgive us if at times we were a little rude or short tempered! We could not have gotten better care for Mom in her last year! You guys are great!

- Mary, Ron, and Dean
(Thanks is not enough!)
Keep up the GREAT work!

To the Laurier House Lynnwood Staff

Your thoughtfulness and care during the past months meant more to us than words can pay. We will remember you fondly always.

Thank you so much,
- The M. and S.P. families

To CapitalCare Grandview

Our family would like to thank you and your staff for the fine quality of care you gave to our mother and wife Olea. We are so grateful that she not only had people that looked after her physical needs, but people who went above and beyond to make her feel needed and important. We were very sorry that she had to leave such a wonderful staff!

We are also very appreciative of how you listened to our needs as a family so that we can visit Mom more and so that the love of her life, Ole, can visit her more often. Thank you for any part that you had in getting a closer location to our dad, Ole. He is very happy! We cannot say enough about the wonderful care that was given and also our family in this very difficult transition period! May God richly bless all of you!

Sincerely,
- Ole, Trudy, Loree, Rhonda and Patti

CapitalCare thanks volunteers

CAPITALCARE RECOGNIZED volunteers who help out throughout the organization at its annual Volunteer Appreciation brunch April 17. This year's theme was "Volunteers Create Magical Moments," and the event, held at the Polish Hall, featured two magicians.

Iris Neumann, CEO of CapitalCare, shared greetings from our organization. The guest speaker Liz Tanti, Education Coordinator for CapitalCare, offered her thoughts on volunteer magic.

"A magician is someone possessing distinctive qualities that produce unaccountable or baffling effects." Liz said, "So [volunteers] must be magic."

Liz finished, "It is not always easy to know if you have made a difference, but I for one can tell you that you have, each and every one of you, many times over."

CapitalCare has over 1,000 volunteers who contribute approximately 42,000 hours each year. Their roles range from recreation, spiritual care, Auxiliary member and friendly visitor to mealtime companion, physio assistance and pet therapy volunteer.

Volunteers are needed at all centres and programs. If you or someone you know would like more information on volunteering at CapitalCare, please visit our website at www.capitalcare.net or call the Coordinator of Volunteer Services at the site of your choice.

Leanna van der Wekken, Coordinator of Volunteer Services
CapitalCare Lynnwood



Education coordinator Liz Tanti demonstrates how volunteers are like magicians at the annual Volunteer Appreciation brunch April 17.

Did you know...

...volunteering is good for your health?

According to a 2009 U.S. study, seniors who take part in productive activities such as working, caregiving and volunteering are less likely to become frail as they age.

Frailty, a common problem among older adults, is an age-associated condition of multisystem impairment, resulting in increased vulnerability to stress and mortality risk.

Behavioral and social factors such as sedentary lifestyle, smoking, alcohol use and lower social integration contribute to frailty.

The study, *Productive Activities and Development of Frailty in Older Adults*, further shows that of the three activities measured, only volunteering is associated with lower cumulative odds of frailty.



Raymond Baker, Spiritual Care Coordinator thanks CapitalCare Lynnwood Auxiliary member Frances Frigon.

Three CapitalCare volunteers nominated for Seniors' Service Awards

THREE CAPITALCARE VOLUNTEERS - Katie Mabbut, Jo-Ann Rasmussen and Doreen Trudeau - were among the 80 nominees vying for this year's Minster's Seniors Service Awards, handed out at Government House June 9 during Seniors Week.

"These Albertans exemplify how just one person or one organization can have such a profound impact on the lives of our seniors," said Mary Anne Jablonski, Minister of Seniors and Community Supports.

"They set a wonderful example for the rest of us to follow," Jablonski finished.

Katie Mabbut has volunteered at the CapitalCare Kipnes Centre for Veterans and the former Mewburn Veterans Centre since 1994 and has more than 10,000 hours to her credit. Katie is famous for shopping based on the needs of residents, visiting with any resident and always smiling. Kipnes staff have described her as a "life saver."

Jo-Ann Rasmussen has been volunteering at CapitalCare Grandview since October 1998. For the past decade she has offered a weekly acrylic art class to residents whose diagnoses range from various degrees of dementia to Multiple Sclerosis and strokes. The classes help residents discover their own artistic abilities.

"These Albertans exemplify how just one person or one organization can have such a profound impact on the lives of our seniors,"

Doreen Trudeau has been passionately volunteering at CapitalCare Norwood since May 1995. She helps with spiritual care by delivering communion to Roman Catholic residents twice a week. She is loved by residents and staff.

Michael Lalonde,
Communications Coordinator,
CapitalCare Corporate Services



Jo-Ann Rasmussen



Katie Mabbut



Doreen Trudeau



Flowers for Grandview's garden

CAPITALCARE GRANDVIEW RESIDENTS Dorothy Coombs (left) and Cecil Morris (right) enjoy a sunny day on the patio with a plant donated by Edmonton-Riverview MLA Kevin Taft.



Red Lobster makes a wish come true

CAPITALCARE GRANDVIEW RESIDENT JUNE EVANS enjoys a meal of lobster and king crab, complete with wine and cheesecake for dessert, compliments of the south-side Red Lobster restaurant January 25. To eat lobster was a dream come true for June, who passed away April 10. The out trip, which included five other residents, was made possible by Grandview's recreation staff and bus driver. Out trips into the community enhance the quality of life of residents in continuing care.

Last year, CapitalCare, with the financial support of donors to the CapitalCare Foundation, replaced four of six aging resident buses. New buses for Grandview and Dickinsfield are needed. Your support can make dreams come true. Please contact the CapitalCare Foundation at 780.448.2413 or visit www.capitalcare.net to find out how.

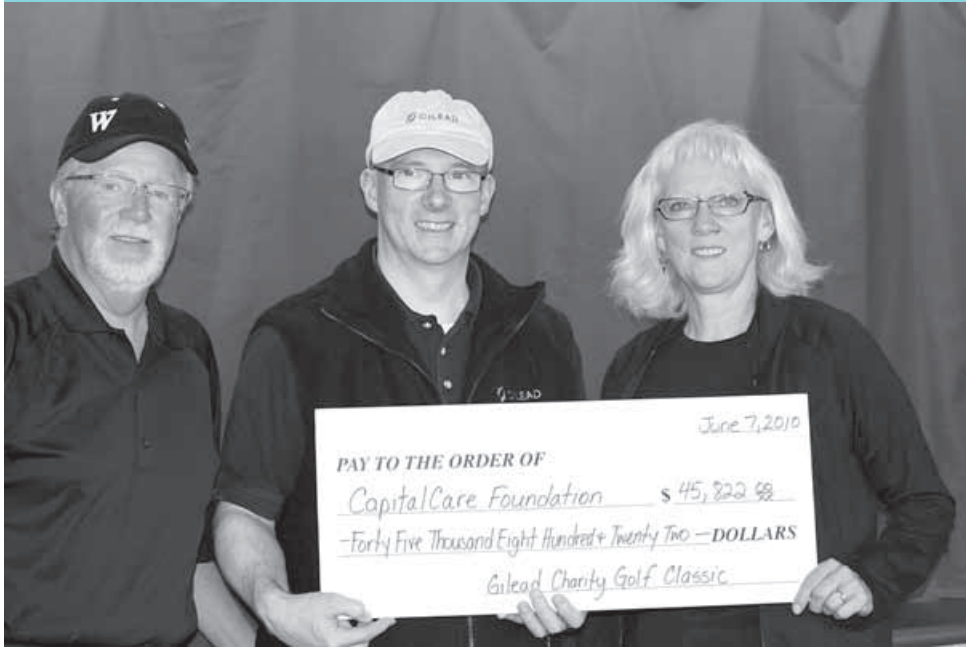
*Bernadette DeSantis, Communications Manager
CapitalCare Corporate Services*



The Oilers visit Norwood

CAPITALCARE NORWOOD RESIDENT JOHN WEIR (above) shakes hands with Edmonton Oiler Robert Nilsson during a visit March 23. Robert Nilsson, Andrew Cogliano and Jason Strudwick visited with many excited residents and staff, including volunteer Peter Kempton (below).





Left to right: Ron Sills, Board of Directors and Golf Committee Chair; Robin Nicol, General Manager of Gilead; and Iris Neumann, CapitalCare CEO, accepting the cheque on behalf of all in attendance.

Gilead Charity Golf Classic raises over \$46,000 for Alzheimer care

THE CAPITALCARE FOUNDATION'S 14th annual Charity Golf Classic was a great success. The event, sponsored by Gilead, was held at The Links in Spruce Grove. The tournament raised \$46,639 for Alzheimer care at CapitalCare. A special thank you to Gilead for being our title sponsor for the past five years.

The Foundation Board of Directors and staff, along with CapitalCare CEO Iris Neumann wish to express sincere appreciation to all of our sponsors, golfers and volunteers who made this day so successful.

See you all next year at The Links in Spruce Grove June 6, 2011.

*Cindy Wilson, Fund Development Officer
CapitalCare Foundation*



Congratulations to our winning team: (left to right) Dr. Doug Elkow, Dr. Paul Puszczak, Don Pearce and Ronaldo Paris



Golfers taking a look at the silent auction

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Run for the Brave draws determined racers to go the distance for a good cause

JOANNE CHARCHUK IS 72, legally blind and speaks by plugging a hole in her throat. But when the CapitalCare Norwood resident crossed the finish line in last year's Run for the Brave, she felt like her old self again.

"I wanted to prove to myself that I can still do what I'm passionate about," said Charchuk after completing the 5 K Fun Walk without the assistance of a stand-by wheelchair.

Joanne Charchuk had been an experienced race participant prior to moving to Norwood in 2007. Now that she requires a respirator 24 hours a day, she was apprehensive about doing her first race in years.

But when she learned her efforts in the race could benefit residents on her own unit, she was motivated to try.

"She was the heartbeat of our group," says Recreation Therapist Carolyn Taylor. "She looked beyond her own barriers to not only finish the race, but raised \$575 all on her own."

The Norwood team, which consisted of staff, volunteers and another resident raised \$2,000 in pledges.

"There was no pressure to come in first," recalled Joanne. "We enjoyed ourselves and kept the motivation alive within the team one step at a time."

Run for the Brave is held in conjunction with the Running Room and the Edmonton Garrison. The race originated as a way to fundraise for the CapitalCare Kipnes Centre for Veterans, which opened in 2005.

While the Kipnes Centre is specifically a veterans' centre, all CapitalCare centres have some residents who have served in Canada's armed forces.

Chair of the CapitalCare Foundation Scott Matheson says, "While we continue to raise funds to support our newest centre, older centres are in need of modernization and we want to support those capital campaigns as well."

CapitalCare staff, volunteers, residents and their families were given the option of directing their pledges to the centre of their choice. This resulted in three more centres benefiting from the race, including CapitalCare Lynnwood Campus, CapitalCare Dickinsfield Campus and CapitalCare Norwood. The event raised just over \$16,000 in pledges - the majority of which went to the Kipnes Centre - and attracted 160 participants.

CapitalCare CEO Iris Neumann adds, "Run for the Brave gives all CapitalCare supporters an opportunity to get involved in a fun physical activity in support of a cause near and dear to our hearts - improving the quality of life of all our residents and clients."

This year, Run for the Brave takes place Saturday, August 14, at 9:30 a.m. at the Edmonton Garrison and features a 10 K Road Race, 5 K Fun Walk and 1 K Kids' Run. This year the 10 K Run is a chip-timed event.

After the race, there will be a free military-style pancake breakfast, served up by cooks from the Garrison's famous flying kitchen. There will also be armoured vehicles to climb aboard, cool treats from Dairy Queen to

snack on and prizes to be won. One lucky winner will get the chance to experience the thrill of a tank ride.

I wanted to prove to myself that I can still do what I'm passionate about

You can register for the race online at www.runningroom.com. Click on Races/ Alberta/August, then scroll down to Run for the Brave. Everyone who registers gets a free T-shirt.

To collect pledges, please clip the pledge sheet provided and send it with any cash or cheques to the CapitalCare Foundation: 6th Floor, 10909 Jasper Avenue, Edmonton, AB T5J 3L9. Be sure to indicate which centre you are supporting.

You may also support the race by volunteering for the event or making a donation to the CapitalCare centre of your choice. More information is available on the CapitalCare website www.capitalcare.net.

Bernadette DeSantis, Communications Manager CapitalCare Corporate Services



Joanne Charchuk plugs her throat to speak after completing the 5 K Fun Walk at the 2009 Run for the Brave

This year's Run for the Brave is August 14 at 9:30 a.m. at the Edmonton Garrison



Name of participant _____
In support of this centre: _____



Cheques payable to CapitalCare Foundation
Tax receipts will be issued for pledges of \$20 or more.
Charitable Registration #: 138748835 RR0001
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Valentine's Gala raises \$20,000

THE 13th ANNUAL VALENTINE'S WINEMAKERS' GALA, held at the Fairmont Hotel Macdonald February 10, raised \$20,000 for Alzheimer care at CapitalCare sites. Attending this year's black tie event, which featured wines by Tinhorn Creek, were Health Minister Gene Zwozdesky with his wife Christine; Mary Anne Jablonski, Minister for Seniors and Community Supports; and Mayor Stephen Mandel and his wife Lynn. Between the wining, the dining and the good company, stories of love sustained through the ages were shared through a video presented by CTV weekend anchor Erin Isfeld. Proceeds from the gala will be put towards the modernization of CapitalCare Lynnwood and CapitalCare Dickinsfield. Please mark your calendar to attend next year's gala at the Fairmont Hotel Macdonald Monday, February 14, 2011.

Scott Matheson
Chair, Board of Directors
CapitalCare Foundation

Marci Shillington
Board Member
CapitalCare Foundation



Board member Dr. Ray Ulan and his wife Darlene at the Valentine's Winemakers' Gala in February.

Maritime Lobsterfest raises \$15,000 for Strathcona

CAPITALCARE STRATHCONA HOSTED its 13th Annual Maritime Lobsterfest May 1 at Our Lady of Perpetual Help Church in Sherwood Park. Approximately 325 people attended the Maritime-themed event that featured silent and live auctions, as well as a live band. The event, which is held in conjunction with the Sherwood Park Rotary Club, raised \$15,000 for Strathcona. The money will be used to enhance the elders' quality of life. Next year's event is scheduled for April 30, 2011.

Hanna Handreka, Manager
CapitalCare Strathcona Alzheimer Care Centre and Adult Day Program



Left to right: Monty Hicks, Chair of the Lobsterfest Committee; Charlie Teeuwsen, Rotary Club Treasurer; Linda Dsynchuk, Rotary Member, Victor Bidinski, Rotary President, Hanna Handreka, Strathcona Alzheimer Care Centre Manager; and Brian Match, CapitalCare Strathcona Administrator.



CapitalCare CEO Iris Neumann and Terry Bunzenmeyer at the Maritime Lobsterfest in May.



I would like more information about:

- Memorial giving
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- Please call me

CapitalCare
FOUNDATION
6th Floor, 10909 Jasper Avenue
Edmonton, Alberta T5J 3L9
Tel. 780.448.2413
ccfoundation@capitalcare.net

I would like to make a gift of:

\$100.00 \$50.00 \$25.00 Other _____

Name _____

Address _____

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Please make cheques payable to CapitalCare Foundation

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Grateful families give back to palliative care unit at Norwood

LISA SEGUIN HELD BACK TEARS as she spoke about the reason for her return to the place where her son spent his final days. “Today is not about me or my family. It has a lot to do with raising awareness about the Norwood Palliative Care Unit and all its great work.”

In March 2009, Lisa’s son Darren was diagnosed with terminal lung cancer. Lisa had hoped that her son could die in the comforts of home. When Darren was admitted to the Palliative Care Unit at CapitalCare Norwood, Lisa realized her wish had come true.

“I came ahead of Darren. The room had been stripped and cleaned – floors still wet. I knew at that moment we were in good hands,” Lisa recalled. The unit had provided Lisa with laundry service and a place to sleep so she never had to leave Darren’s side. “This was as close to home as it could be,” she said.

Darren passed away on May 30th, 2009. He was 46.

Lisa and her family returned to the Palliative Care Unit this May to present a token of their appreciation for the care given not only to her dying son, but to family and friends.

In her speech to the small gathering, Lisa remembered a cafeteria server who “took the time to sit with me the first time I went in there for a break, and she listened to my pain.”

The gift was of a framed cycling jersey worn by Dave DeCosta, one of Darren’s good friends, in The Ride to Conquer Cancer. Lisa sent the jersey to their home town of North Bay, Ontario for friends and family to sign and donate money in Darren’s memory. The effort raised \$800.

Palliative Hospice Care is for people who no longer respond to treatment for a chronic illness. Its goal is to help patients and their families feel more comfortable.

Lisa Seguin finished her speech with a simple endorsement, “They are so deserving of our support.”

*Michael Lalonde, Communications Coordinator
CapitalCare Corporate Services*



Lissa Cassiano, Darren’s girlfriend; Lisa Seguin, Darren’s mother; Claudette Williams, Care Manager; and Dave DeCosta with the framed jersey.



CapitalCare Norwood Administrator Penny Reynolds (left) and Palliative Care Manager Claudette Williams (right) accept a \$5,000 cheque from Eve Neil (middle) March 24 in memory of her husband Don. The money was raised through a comedy night, organized by the Neil family. A second comedy night is planned for September 16 at Festival Place in Sherwood Park. A number of comedians and country singer Aaron Lines will perform. The money will go towards the music therapy program at Norwood.

Did you know?

- Only 16 – 30% of dying Canadians have access to hospice palliative
- Canadians in rural or remote areas and disabled Canadians have extremely limited access to hospice palliative.
- Roughly half of all hospice palliative funds come from donations

http://www.chpca.net/resource_doc_library/Fact_Sheet_HPC_in_Canada.pdf

Share a Smile campaign hopes to raise funds for electric beds

FOR OVER 22 YEARS, the CapitalCare Foundation has been enriching the lives of our residents and clients through fundraising initiatives. In June, the Foundation launched its spring campaign, Share a Smile. The Foundation is looking to raise \$50,000 for electric beds across our sites.

For many of our residents positioning and comfort is most important. With electric beds they can rest in proper positions to provide comfort and relief from pain. Since the beds are operated at the touch of a button, residents are able to be as independent as possible.

Imagine the smile you could bring to the face of an elderly or disabled person with a gift of a comfortable electric bed.

Please consider contributing to this campaign. You may choose to support a specific centre or program or to direct your gift to the area of greatest need, the electric bed fund.

Once again thank you for working with us to better meet the needs of those who now make CapitalCare their home. Your financial support makes a very real difference in making their final home a happier one.

*Cindy Wilson, Fund Development Officer
CapitalCare Foundation*



Volunteer Citizen of the Decade

Margaret Plain, a former director of the CapitalCare Foundation board, was named Volunteer Citizen of the Decade by the St. Albert Community Information and Volunteer Centre (CIVC) April 19. Plain has a history of volunteerism that dates back to the late 1970s. She was on the boards of the former Capital Health Region as well as the Sturgeon General Hospital and currently sits on the board for the Provincial Health Ethics Network.

“I’m very honoured but that’s not why I did it,” she told the St. Albert Gazette. “To me, you don’t volunteer because you expect to get a reward. You volunteer because you want to and you choose to. If you end up getting a reward, that’s just the icing on the cake.”

When asked what makes a good volunteer, she responded, “You have to want to. The reward must always be the enrichment from the work itself.” Previous winners of the Volunteer Citizen of the Decade include former Lt. Gov. Lois Hole (1990 to 2000).

Olympic fever is ignited at Dickinsfield

WHILE CANADIAN ATHLETES IN VANCOUVER brought home medals for our country in February, a friendly competition was erupting between the residents at CapitalCare Dickinsfield. The recreation department hosted four different winter “Olympic” events of our own during the two weeks of the games. Administrator Francine Drisner and resident council president Donna Polowy began the games with a torch lighting ceremony on day one. This was followed by competitions in snowman building, hockey skills, Wii ski racing and an adapted version of curling. Nursing units put forth competitors for each category and medals were awarded to the gold, silver and bronze recipients each day of competition. Toques off to all of the Dickinsfield winter athletes!

*Jan Hrasko, Recreational Therapist
CapitalCare Dickinsfield*



Grandview resident Olga Prochnau shows off her hardware from the centre’s Olympic events.



Recreation attendant Elodie Clarke assists resident Gary Banting (left) and recreation attendant Nadine Veroba aiding resident Berty James (right) in the Wii ski racing event at Dickinsfield February.

Olympics Week at Grandview

OPENING CEREMONIES started off with a bang as residents joined in Olympic Bowling, testing their skills against the best Grandview has to offer. The week was filled with various Olympic-themed programs like Olympic trivia and winter games.

A week had flown by and scores were mounting as the final shoot off occurred in Men’s and Women’s Floor Hockey. Scores were tallied and awards were given out at the closing ceremonies. Gold, silver and bronze medals were donned by our top athletes. Participation awards were handed out to all who tried to “Own the Podium” and go for the gold!

*Carolyn Taylor, Recreation Therapist
CapitalCare Grandview*

Easter trees popular at McConnell Place North



Left to right: Sophie Dobslaw, Anita Hardy, Jean Fergusson, Alice Jones and the rest of McConnell Place North welcomed spring by making centrepiece displays with moss, tulips and daffodils. Pussy willows were used to hang Easter eggs.

CapitalCare Lynnwood celebrates diversity



Administrator Betty Thompson (left) and Care Manager Agnesa Lednicka (middle) hosted the Filipino table May 20 for Diversity Day at CapitalCare Lynnwood. Each staff member received two tickets to sample four options of snacks: samosas from India, baked goods and coffee from Italy, nachos with cheese sauce from Mexico, and spring rolls from the Philippines. Each person also received Canadian flag stickers.

Spotlight on Innovation

TO SUPPORT OUR MISSION STATEMENT, “We are leaders in innovative and compassionate care, supporting the health and respecting the dignity of the people we serve,” CapitalCare recognizes the creative ideas and methods that produce significant change in the environment for clients, residents, participants or patients; families, volunteers, suppliers, visitors, staff and physicians.

Each centre or campus, including the CHOICE and Community Programs and Corporate Services, submits its choice for an innovation based on the following criteria:

- Provides creative ideas, methods or techniques that have a lasting benefit.
- Creates a positive change through the innovation.
- Achieves a cost or time saving or generates revenue.
- Invents unique solutions to problems.
- Improves the quality of life or environment.

The innovation is made into a short movie and shown on the evening of the Annual Awards. The movies provide insight into the thinking behind the innovation and the questions innovators asked along the way to making the idea a reality.

CapitalCare CHOICE and Community Programs - Case management

CHOICE program clients receive coordinated care from their centre’s interdisciplinary team, external agencies and home support workers. However, since the home support supervisor position was eliminated and the community home support workers could no longer meet the needs of CHOICE clients, the role of case manager was created. The case manager, selected according to the client’s key needs, can be any interdisciplinary team member and is responsible for bringing client and caregiver concerns to the team. Case management is a unique solution to the problem of case coordination and saves times and resources.

CapitalCare Corporate Services - Pandemic preparedness plan

In fall 2009, Corporate Services called upon managers from across CapitalCare to help develop a response plan to a pandemic influenza outbreak. The final plan promoted effective communication between employees, residents and other stakeholders; reduced resident morbidity and mortality; and developed plans for care of the deceased. It also cared for CapitalCare staff by managing employee safety, creating a Pandemic Human Resource plan, and advancing infection prevention and control. The plan even developed a financial tracking system for pandemic-specific costs. Many of these methods and techniques will have a lasting presence in our organization.

CapitalCare Dickinsfield - Harmony bells music program

Music programs for residents and clients had often been limited to audience observation at musical performances and sing-a-longs, with more active participation in karaoke nights and dances. Through a donation by the Lion’s Club, Dickinsfield was able to acquire two sets of Suzuki hand chimes, enabling residents to join together to participate more actively in creative music expression. A musical background or theoretical knowledge of music is not required.

The program was introduced in fall 2009 and has produced tremendous benefits for participants including improved self esteem and self worth and enhanced cognitive stimulation.

Harmony bell groups meet on individual nursing units and a 12-member harmony bell choir meets weekly to develop performance skills for regular concerts.

The program provides an opportunity for socialization, humor and interaction and improves the quality of life for the residents who take part in it.

CapitalCare Grandview - DICE study

D.I.C.E., or “Data for Improvement and Clinical Excellence,” is a research project by Dr. Anne Sales and her team at the University of Alberta. It aimed at turning data from the Resident Assessment Instrument (RAI) into a form that gives care providers information about how the residents are doing. Each month, over a 12-month period, the research team distributed the reports to Grandview staff and surveyed them for feedback. Frontline staff participated voluntarily in the study and were happy to contribute their opinions and experiences to the project.

CapitalCare Kipnes Centre for Veterans - Pandemic counter measures

In fall 2009, long-term centres had to cancel all large group gatherings to prevent the spread of H1N1 Influenza. This precautionary measure loomed at the Kipnes Centre for Veterans’ most important time of the year: Remembrance Day. This led centre staff to explore ways to get around the restrictions. Instead of gathering in the Great Room for Remembrance Day, they held smaller services in each of the eight houses. Children from the daycare, who were restricted from visiting with the “Grandpas,” sent cards and notes instead. Other activities, such as the popular Bingo games, carried on through the magic of technology. Elders and staff enjoyed these new ways of participating in activities and many will continue in the future.



Don and Nancy Dawsom enjoying Remembrance Day '09 at the Kipnes Centre for Veterans

CapitalCare Lynnwood - Nurse call implementation

Lynnwood was the first CapitalCare site to receive the latest innovation in nurse call technology - an integrated phone system for instant communication between residents and their care providers, saving staff time and residents anxiety. But the staff needed confidence in the technology to use it effectively. Early adopters of the new technology were enlisted to teach others how to use it. And when the new system was fully embraced, staff celebrated with gourmet pies! Lynnwood’s experience also provided a foundation to bring the technology to Dickinsfield. This nurse call technology is creating a positive change across the organization.

CapitalCare Norwood - Palliative care music therapy program

Patients of the palliative care unit and their families could benefit from having strategies that will enable them to better prepare for end of life. However, since hospice funding focuses on the medical needs of patients, little resources were available to meet the emotional and spiritual needs of the patients. CapitalCare Norwood, following studies showing that music can help with pain perception, anxiety and fears around dying, decided to raise funds to employ a part-time music therapist. Norwood staff took part in the “Hike for Hospice,” sought grants and looked for other sources of funding. The music therapist is now considered an integral part of the interdisciplinary team and works with staff and families to incorporate music therapy into patient care plans. Music therapy helps patients and families release of some of their anxieties and fears and allow the transition to end of life to be more peaceful and comfortable.



CapitalCare Norwood music therapist Carla Rugg and her trained therapy dog Lando

CapitalCare Strathcona - Mobile book cart

Strathcona used to maintain a library for residents, visitors and staff. But the library was not well used and the materials became outdated. Last year, the library was dismantled to make way for office space. A movable magazine rack with three shelves on each side was all that remained. The Coordinator of Volunteer Services put the cart to a new use as mobile library. The Little Library is located in a main hallway where everyone can see it. Users are encouraged to “take a book, leave a book.” The collection is replenished through donations. Books have been literally flying off the shelves! Several Elders are regular users and check the cart daily for new books. The constant turnover of books and the accessibility of the Little Library has renewed people’s interest in reading.

Norwood creates a community of learning to improve patient care

CAPITALCARE NORWOOD IS TAKING PART in an educational project to help students and staff learn more about resident care. The Interprofessional Clinical Learning Units (IPCLU) is a collaborative project led by the University of Alberta and Alberta Health Services and involves the Royal Alexandra and Glenrose Rehabilitation hospitals.

The project establishes clinical learning units at each of the three sites. At Norwood, the 3AMP conference room was transformed into a learning room where staff and students can mix and mingle in a casual, relaxed environment.

“Our goal is to create an environment that enables the separate and shared knowledge and skills of care providers to contribute to an interprofessional team synergy and lead to better resident care,” said Wendy Wong, Educator for Norwood.

Computers allow staff and students to conduct online research. Norwood is also building up resources for the new learning room and working on creating innovative ideas for connecting students with other disciplines. Students are encouraged to shadow a member of the patient care team as well as attend rounds. A reflection blog gives students the opportunity share their experiences with others.

The IPCLU project focuses on patient & resident care team members, faculty and students from Medicine, Nursing, Pharmacy, Physical Therapy, Occupational Therapy, Speech Language Pathology, Social Work, Dietetics, Respiratory Therapy, Kinesiology, Recreation Therapy, Clinical Psychology, Medical Laboratory Sciences, Dentistry and Dental Hygiene (and other disciplines if identified).

3AMP, which is a transition unit where patients coming from acute care or rehab go to recover before they return home or are placed in long-term care, was identified as an existing care unit where opportunities for interprofessional practice and learning existed.

The pilot project wrapped up in May and its findings will be evaluated by UofA researchers over the summer. Meanwhile, the learning room at Norwood remains open to all staff.

Wendy Wong, Educator
CapitalCare Corporate Services



From left to right: Penny Reynolds, Administrator; Jenifer Kwan, Project Manager; Wendy Wong, Educator; Jessica Cullings, Research Assistant

10th Annual Health Care Aide Conference

Friday, October 8, 2010
Fantasy Land Hotel
17700 - 87 Avenue, Edmonton
For more information or to register visit
<http://www.norquest.ca/events/hcaconference>

proudly supported by CapitalCare
EDMONTON AREA

CapitalCare awards 27 bursaries

CAPITALCARE AND THE CAPITALCARE FOUNDATION DONORS SPONSOR a bursary program open to permanent full time and part time employees who have completed their probationary periods. The bursary funds support these employees with continuing learning opportunities to further their education and training in work related areas.

A total of 27 bursaries worth over \$11,000 have been approved this year. These bursaries will support employees to study for a variety of educational courses such as clerical skills, certificates, accounting courses and licenced practical nursing. The award recipients are

- Mary Abreham, Norwood
- Sharon Andersen, Lynnwood
- Mary David, Dickinsfield
- Clarissa Domingo, Strathcona
- Gina Echevarria, Kipnes Centre for Veterans
- Mary Fongafong, Norwood
- Fariba Habibi, Norwood
- Tammy Johnston, Lynnwood
- Soon Young Kim, Grandview
- Nan Kindler, Lynnwood
- Ruth Laidley, Lynnwood
- Stephanie Lees, Corporate Services
- Allison Lloyd, Corporate Services
- Jovelyne Mapilisan, Dickinsfield
- Getahun Marye, Norwood
- Cheryl-lynn McKinnon, Kipnes Centre for Veterans
- Linda Murray, Grandview
- Monica Nyroos, Kipnes Centre for Veterans
- Allyn Pasco, Norwood
- Dee Rea, Grandview
- Marta Sanchez, Dickinsfield
- Sherry Schaefer, Kipnes Centre for Veterans
- Wanda Sienkiewicz, Norwood
- Maryanne Sorochan, CHOICE and Community Programs
- Laurell Taylor, Corporate Services
- Rae Turton, Lynnwood
- Rhonda Williams, Lynnwood

Congratulations to all recipients!

Lori White, Executive Associate
CapitalCare Corporate Services

The Barry Runnalls Legacy Fund was established in March 2007 on the occasion of Barry's retirement as Director of Fund Development for the CapitalCare Foundation.

The fund supports educational opportunities for staff at CapitalCare's 11 sites.

Yes, I would like to contribute to the Barry Runnalls Legacy Fund

Tax Receipt required Yes No

I am enclosing a donation of \$ _____

Name _____

Address _____

City/Province _____ Postal Code _____

Payment options:
 VISA AMEX MASTER CARD CHEQUE (Make cheques payable to: CapitalCare Foundation)

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Card number _____ Expiry date _____



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Charitable Registration No. 13874 8835 RR0001



Ask a Physician

Who decides if a person is capable of making decisions?

My mother has Alzheimer's disease and is living alone in her home. My father passed away suddenly and, while he took care of my mother financially through his will, he did not plan for her health care needs. I feel she should move to a nursing home, but my mother has said she wants to stay at home. While I understand her desire to age in her home, I do not feel she is capable of making this decision given her cognitive impairment. Can my mother's physician help us in any to make this decision?

It is sad when we lose the ability to make significant decisions for ourselves. The most common medical condition causing this would be dementia. Other causes might be brain injury and Multiple Sclerosis. This unfortunate consequence of a medical problem may have serious legal implications. In Alberta there are laws relating to this issue found in the **Personal Directives Act** and the **Alberta Guardianship and Trusteeship Act**. The legal power for someone else to make your decisions for you does not automatically pass to your spouse or children, although in many health care situations consultation with family is adequate and practical.

The term used frequently these days is **capacity**, as in the capacity to make decisions for yourself and to understand the consequences of your decisions. The loss of the key human right to make your own decisions should not be taken lightly, especially when you consider how many people in the world lack just such a basic freedom. Accordingly, a person in Alberta is presumed to have the capacity to make their own decisions unless a **capacity assessment** clearly demonstrates that the ability to make decisions is significantly impaired. This very thorough assessment can only be made by doctors and psychologists; and also Registered Nurses, Social Workers and Occupational Therapists with special training in doing capacity assessments.

The important areas of decision making looked at in a capacity assessment are health care, where you live, your choice of friends, your social activities, your employment, your education, and non-financial legal matters. Financial matters are always considered separately. The capacity to make decisions is not looked at as an all-or-nothing issue, but rather as a spectrum from fully capable to completely incapable of making decisions with various ranges of decision-making capacity in to the different areas in between.

Many Albertans have prepared a **personal directive**. A capable person will write this document to name another person as their Agent to make decisions for them when they have lost the capacity to make decisions for themselves. This document only comes in to action when the writer has been declared to lack capacity by a physician or psychologist. All adults should consider making a Personal Directive in case we are temporarily or permanently incapacitated. We never really know what the future may bring, and at a difficult time a document like this can make things easier for everybody. Statements guiding the Agent in their decision making are often written into the Personal Directive.

If a person has apparently lost their decision-making abilities, and has not previously prepared a Personal Directive, then an application for Guardianship or Trusteeship may be made. A Guardian deals with the some or all of the important areas listed above. A Trustee deals exclusively with financial matters. Again, a thorough capacity assessment is done and it is decided which areas of decision-making ability are lost or are relevant. The capacity assessment, along with an application and a guardianship plan is presented to the Office of the Public Guardian by the person applying to be a Guardian. A Judge in a Court of Law makes the final decision to grant a guardianship order.

At CapitalCare our social workers, along with help from the rest of the care team, can assist residents and their families in identifying next steps and the resources needed in dealing with these important issues.

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



Ethel Ethics

Can a resident refuse a recommended diet change?

My father lives in one of CapitalCare's long term care centres and is competent to make his own decisions. He recently suffered a debilitating stroke which causes him significant swallowing difficulties. To minimize the risk of choking on food or aspirating fluids in his lungs, his doctor and the care staff want him to go on a modified diet. His solid foods would be pureed and his drinks would be thickened. He really doesn't want these changes to his diet because the taste and texture of normal meals and drinks provide him with one of the highlights of the day. I understand his desire to hold on to as much quality of life as possible. Is there any way to maintain his wishes?

One of the core values of CapitalCare is to promote, to the extent possible, the independence of our residents. This includes respect for the choices they make. Sometimes these choices may, in the view of care staff, not be in the resident's best interest, or may carry some risks that need to be explored and discussed.

In achieving a reasonable and workable solution, this situation requires us to consider several ethical principles. As long as they are competent, we respect and support our residents' **autonomy**. This includes their ability to make informed decisions that may carry risks to their health and well-being. It appears that your father is aware of the risks of a normal diet and is prepared to trade a certain level of safety for enhanced quality of life derived from a hearty and tasty meal.

Under the principle of **beneficence**, care providers will do what is best for those in their care. It is not readily obvious in this case which course of action provides the most good for your father. A modified diet will reduce the risk of choking and aspiration and the associated actions that may be necessary to deal with the consequences of such an adverse outcome. On the other hand, quality of life is also a benefit to a resident, which would be enhanced by continuing to eat a normal diet.

Finally, under the principle of **non-maleficence**, we are committed to "first do no harm." At first glance, this implies that care staff should insist on a modified diet to ensure that the resident doesn't choke on his food or draw fluids into his lungs. But what if a modified diet takes away an important pleasurable experience from your father's daily life? Might this not do him harm as he will experience sadness and loss over an important part of his day?

To address such dilemmas in caring for our residents, CapitalCare has recently adopted a policy to enter into Negotiated Risk Agreements with residents or their substitute decision makers. Negotiated risk is a process of informed decision making and shared responsibility achieved through negotiation and acknowledgement of the resident's choices. If these choices lead to adverse consequences that may place the resident at risk, a joint plan is negotiated to mitigate the probability of a poor outcome.

In this case, the care manager will discuss the resident's wish to continue on an unmodified diet and outline the associated risks of choking and aspiration. The resident and family will be educated about the risks and possible consequences of this decision (food aspiration and choking). The care plan will be updated to reflect the resident's choice and decision and agreement on how to deal with incidents. Care staff will be made aware of the decision and will be educated in resident positioning and feeding techniques that minimize risk of aspiration or choking.

The Negotiated Risk Agreement is an excellent tool for residents, their families and care staff to jointly discuss and document resident choices and associated risks, identify ways to mitigate poor outcomes and to educate all involved about the fact that we support, where possible, the autonomous choices of our residents. Sometimes this may mean incurring some risks to enjoy life, and working together to mitigate these risks as best we can.

Are you interested in health ethics?

The CapitalCare ethics committee is looking for interested family members to join the committee.

Meetings take place every other month.

Please contact
noha.hammoud@capitalcare.net
or call Medical Services @ 780.448.2412.





CapitalCare gets rebate for safety improvements

Aileen Belke (centre left) and Anne Forge (centre right) accept a plaque from MLA Teresa Woo-Paw (left) and Guy Kerr (right), President and CEO of the Workers' Compensation Board at the Partners in Injury Reduction (PIR) celebration May 5. CapitalCare received recognition for improving in the PIR program in 2009 and was provided with PIR rebate cheques for \$147,872.31 and framed congratulations. CapitalCare reinvested the PIR rebate into safety equipment, OH&S training and initiatives to improve safety within the organization.

Employee Awards continued from page 1

As well, 18 employees of Dickinsfield campus, which celebrated its 30th anniversary in 2009, were recognized for 30 years of service. And 13 employees from Strathcona campus, which celebrated its 15th anniversary, were recognized for 15 years of service.

Staff with 15 to 35 years of service were given gift certificates from Kingsway Garden Mall, as well as a newly-designed silver and gold CapitalCare pin. Each recipient attending the ceremony was given a photo souvenir of the event.

In addition to honouring staff for their long service, CapitalCare showcased site innovations, which ranged from upgrading nurse call systems at the facilities to integrating research in clinical practice and improving quality of life for residents. For more information on the innovations see page 16.

This year's entertainment was MindMagic by entertainer Louis Pezzani. There also was a slideshow of staff from across the sites and short movie clips of each innovation.

Executive Associate Lori White thanked this year's Award's Night committee of Corporate Program Assistant Shirley Barg, Senior Executive Assistant Betts Blakley, Foundation Fund Development Officer Cindy Wilson and Communications Manager Bernadette DeSantis.

Next year's Employee Awards Night is scheduled for May 18 at the Fantasyland Hotel.

*Bernadette DeSantis, Communications Manager
CapitalCare Corporate Services*

Noteworthy

CapitalCare is the featured organization on a new website launched July 5 by The RAI Research User Network (RESUN), a network of decision makers and researchers working together to promote the use of RAI data for quality improvement in continuing care. Read more at <http://www.rairesun.ca/>



Jennifer Williams (right) accepts a gift presented by Walter Kolody (left) on behalf of staff at CapitalCare Kipnes Centre for Veterans. The planter was made with bricks saved from the former Mewburn Veterans Centre, which was demolished in 2006.

Farewell to Grandview Administrator

CAPITALCARE BID FAREWELL TO JENNIFER WILLIAMS, Administrator of CapitalCare Grandview, at a tea party June 23 to celebrate her retirement. Jennifer had been an employee of CapitalCare for 16 years. She has worked in her current position as Administrator at Grandview since 2006 and before that was the administrator at Norwood and the former Mewburn Veterans Centre.

At Mewburn, while getting her feet wet as a new Administrator and developing a fondness for the Veterans, she also began the journey with the team to a new building on a new site. Then she moved to Norwood and began their journey converting regular long-term care beds to complex programs that allowed flow-through for patients who needed extra time to get well.

As a registered dietitian, Jennifer oversaw changes to the support services areas. Under her direction, CapitalCare moved from the separate departments of food services and housekeeping to a combined department called Support Services. CapitalCare implemented a food services equipment replacement plan and participated in provincial food services planning. Jennifer has worked with the support services management team to ensure best practice in these areas as they relate to quality resident care.

Although retiring from CapitalCare, Jennifer takes on new challenges and a new lifestyle moving from the city to the country with her husband Terry.

"I am thrilled for Jennifer as she will now have time to enjoy her farm, family, and friends and pursue some new activities. However, we will miss her very much," said CEO Iris Neumann.

Maureen Flynn took up the reins as Administrator at Grandview July 5.

We moved!

CapitalCare Corporate Services changed offices May 1. Our phone numbers and email addresses have stayed the same. Our new address is



6th Floor, 10909 Jasper Ave
Edmonton, AB T5J 3L9

Tel. 780.448.2400

What do you think...

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

Please direct your comments to:



Please send your Ask the Experts questions to:

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Edmonton, AB T5J 3L9

Tel. 780.448.2425

bernadettesantis@capitalcare.net



Welcome...

... to all new residents, families, staff, volunteers and donors who have joined CapitalCare since the last issue of the People and Progress newsletter.



Mary Stefanyk accepts Dickinsfield's Senior of the Year award.

Senior's Week 2010

CapitalCare centres across Edmonton celebrated Seniors' Week June 7 - 13. Seniors' Week is the province-wide celebration of seniors, who Alberta's Seniors and Community Supports Minister Mary Anne Jablonski says, "generously give their knowledge, experience and skills to enrich the lives of those around them."

CapitalCare Dickinsfield Senior of the Year Mary Stefanyk's face glowed with pride as Dickinsfield Resident Council President Brian Mills presented her with the award June 9. "There's an angel sitting beside me," Mills said just before handing off the award. Mary came to Dickinsfield in July 2008 and hasn't looked back. Her warmth and charm is felt across the campus. "She never talks about herself," Mills is quick to point out, "She's a bright light. I've never witnessed her not smiling."

CapitalCare Grandview kicked off its Seniors' Week with the 10th annual Grandview Resident Art Show. Every year, residents, led by Jo-Ann Rasmussen and her group of volunteers, create pieces of art to sell for Grandview's benefit. Family and staff both purchased pieces from all artists. The night was a great success, raising over \$1,600 for the art program.

The CapitalCare Kipnes Centre for Veterans welcomed Base Commander Lt.-Col. Tom Bradley and RSM Chief Warrant Officer Keith Jones to help open their Seniors' Week festivities. Kipnes Centre for Veterans residents followed up the presentation with a mandolin sing-a-long and salsa dancers.

*Michael Lalonde, Communications Coordinator
CapitalCare Corporate Services*



CapitalCare Grandview resident Jane Risselada shows her participant artist gift received from Joanne Rasmussen.



Grandview's Irene Hala (left) shows off resident Irene Ogston's (right) painting for onlookers at the art show.



Kipnes day program participants Bob Small (left) and John Rogers (right) join in on a mandolin sing along.



Kipnes Centre for Veterans resident Joe Watt chats with RSM Chief Warrant Officer Keith Jones.