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# people&progress

winter 2010



### Let the games begin!

CapitalCare Kipnes Centre for Veterans resident Scott Reed (centre) poses with MP Brent Rathgeber (left) and MLA Doug Elniski (right) and holds a replica of the Vancouver 2010 Olympic Torch on January 8. Scott Reed qualified for the 1948 Olympics in London, but didn't go. See story on page 13.

## Christmas Lights raises over \$65,000

**DESPITE THE CANCELLATION OF** centre social activities related to the annual Christmas Lights campaign, donations totalling over \$65,000 have been received to date through direct mail. This compares with over \$66,000 raised last year.

Christmas Lights events, as well as all other large group gatherings, were cancelled last fall and through the holiday season as a precautionary measure to prevent the spread of the H1N1 influenza virus.

Funds raised from this campaign can be directed by the donor for a specific centre or program. Often the needs are enhancements to make the centres more home-like.

"Sadly, some centres did experience a drop in donations due to the cancelled social events," said Cindy Wilson, Fund Development Officer for the CapitalCare Foundation.

However, centres such as Norwood and Grandview raised comparable amounts by setting up Christmas trees in their lobbies and inviting people to purchase ornaments of varying values with which to decorate the trees.

Each of the centres has a wish list of items for which they are fundraising. For example, Lynnwood would like to renovate its patio area.

Please watch for information on the upcoming *Share a Smile* campaign and consider making a donation.

*Bernadette DeSantis, Communications Manager, CapitalCare Corporate Services*

## Study suggests depression and dementia put people at risk for malnutrition

**A NEW STUDY** suggests long-term care residents suffering from depression and severe dementia may be at risk for malnutrition.

The study by Dr. Anne-Marie Bostrom, CapitalCare's postdoctoral fellow in partnership with the University of Alberta, can help care providers get a better idea of which residents might need the most help at mealtime and how to distribute staff accordingly.

The new information backs up the notion already in practice that mealtimes need to be a social activity, as well as an opportunity to cater to residents individual preferences.

"Trying to improve nutrition status is not only about nutrients, it's also about quality of life," explains Dr. Bostrom. "For many elders living in nursing homes, the meal is the highlight of the day."

Data for the study was collected at the CapitalCare Kipnes Centre for

Veterans between October and December of 2008. It compared CapitalCare's existing electronic records for residents, the Minimum Data Set (MDS), with an additional test instrument, the Mini-Nutritional Assessment, to look at the nutritional status of residents and determine the levels and risk for malnutrition in the centre.

Dr. Bostrom was supported in her study by dietitian Deanna VanSoest, administrator Betty Kolewaski, and senior researcher Dr. Doris Milke. She also received help from the health care aides and nurses who had to 'speak for' the residents who could not speak for themselves. Research intern Chelsy George and volunteer Sukhpreet Tamana also assisted, making the study a true team effort.

Dr. Bostrom, a Swedish researcher, is the recipient of the Dementia and Veterans Fellowship, jointly funded by the CapitalCare Foundation and the Canadian Institute for Health Research. One of the biggest parts of her work has been her research into veteran nutrition at the Kipnes Centre.

"I believe that nutritional status should be a quality indicator in elder care," Dr. Bostrom explains.

Kipnes Centre staff have already started some new practices to enhance residents' enjoyment of mealtime. In the mornings, the aroma of fresh-baked muffins and bread attracts residents to the dining room. Sometimes the houses

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Mailings Address

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**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 300 clients through residential centres and day programs.

**Corporate Office**

Corporate 780.448.2400  
 info@capitalcare.net  
 Foundation 780.448.2413  
 ccfoundation@capitalcare.net

**Facilities**

Dickinsonfield 780.371.6500  
 Grandview 780.496.7100  
 Kipnes Centre for Veterans 780.442.5700  
 Lynnwood 780.341.2300  
 Norwood 780.496.3200  
 Strathcona 780.467.3366  
 Laurier House Lynnwood 780.413.4712  
 Laurier House Strathcona 780.467.3366  
 McConnell Place North 780.413.4770  
 McConnell Place West 780.413.4770  
 Strathcona Alzheimer Care Centre 780.467.3366

**CHOICE and Community Programs**

Adult Duplexes 780.496.5355  
 CHOICE Dickinsonfield 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 & 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 March 31, 2010.

**Editor**

Bernadette DeSantis 780.448.2425

**Editorial Committee**

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

**Contributors to this issue**

Shirley Barg, Abigail Bailey, Sherri Bessette, Marjorie Charest, Jan Cooper, Dr. Doug Faulder, Sandra Figeat, Hanna Handreka, Jan Hrasko, John Lawrence, James Leask, Agnesa Lednicka, Tracey Mann, Carol MacDonald, Pam McLean, Michele Rapley, Dee Rea, Penny Reynolds, Linda Ruggles, Sherry Schaefer, Sheri Seghers, Jennifer Stoffelen, Carolyn Taylor, Leanna van der Wekken, Cindy Wilson, Walter Yau.

## Outpouring of support is magical

**DO YOU BELIEVE IN MAGIC?** I'm not sure. But I do know this: something happened between the last issue of this newsletter and this one to make me think twice. I think that something has to do with you – our staff, volunteers, auxiliaries, residents and clients, families, donors and supporters of CapitalCare.

Towards the end of the year 2009, I talked about organizational changes, cost reductions, conference cancellations and the impact the Pandemic H1N1 virus might have on our centres.

Sounding a bit like a ship's captain, I talked of battening down the hatches and getting all hands on deck to weather the approaching storm.

One of the most difficult decisions we made during that time was to cancel large group gatherings and social activities. This was done to prevent the spread of the H1N1 virus. Visits to our centres were restricted, and gatherings to mark Remembrance Day and celebrate Christmas were either modified or cancelled all together.

We worried about what these changes would mean for residents and staff, and hoped we would still meet our fund-raising targets for the season.

But either the storm didn't materialize, or we steered clear of it – or maybe we had a little help from a lot of friends – because this issue of the newsletter is brimming with good news.

From Remembrance Day house socials at the Kipnes Centre, to dances and outings and Christmas pageants, I am so touched to read about all of the ways people pitched in to make the holidays meaningful for residents.

I am also grateful for the generosity and thoughtfulness donors and supporters have shown in these tough economic times.

I want to thank all those individuals, businesses and groups who supported our Christmas Lights campaign. Despite the cancellation of some social events planned to coincide with the campaign, which did affect some centres, we managed to raise a comparable amount to previous years.

In addition, I am pleased to read on page 5 about the donations made by the auxiliaries. I happened to be at the staff Christmas dinner at CapitalCare Norwood when the Norwood Auxiliary surprised everyone with a \$25,000 cheque towards the purchase of a motorized stretcher for the centre.

Specialized equipment such as the chairs purchased by the Lynnwood Auxiliary, and the sit-to-stand lifts, towards which the Grandview Auxiliary contributed, provide comforts to residents and enable staff to work more easily and safely.



Iris Neumann, CEO

Without donations to the CapitalCare Foundation, however, CapitalCare would be limited in our ability to provide this equipment to each centre.

We are thankful to have auxiliaries at four of our centres. These hardworking volunteers have raised significant amounts of money for the centres over the years.

Another group of hardworking people that deserve recognition and much thanks is our staff.

CapitalCare formally recognizes long-serving staff each spring with centre events as well as a corporate event. On page 14, you can read about four staff members who have worked for CapitalCare for 35 years. Congratulations, ladies, on this milestone and thank you for your dedication and commitment to our residents.

I am so proud of our staff for their efforts to normalize activities for residents over the influenza season. While we continue to be vigilant of influenza-like illness in our centres, we are no longer on high alert and centre activities have resumed.

One major event we are all looking forward to is the 13th annual Valentine's Winemaker's Gala, February 10. The CapitalCare Foundation board members and staff have been working hard over the past three months to make the event a success. I've had a sneak peek at the program and the menu as well as the guest list and I can tell you that it will be a beautiful night for all.

Funds raised from this year's Gala go towards modernizations at CapitalCare Lynnwood and Dickinsonfield, as well as towards staff education.

I want to thank all those individuals and businesses who are attending or providing sponsorship. These are tough times and your support means so much to us.

Thank you all again for the wonderful news we are able to share in this newsletter and for helping us through a rough spell.

This is truly magical!

**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 a strategic plan for CapitalCare which reflects our directions and priorities for 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 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.

## Letters

### To the staff of Laurier House Lynnwood

The family of Jonesy T. would like to thank all members of the staff at Laurier House for their exceptional care and kindness through the past eight years.

Jonesy moved to Laurier House in June of 2001 with her husband Lewis and remained after his death in the fall of that year. Her first and final months at Laurier House were touched by the sadness of approaching death, but the support and friendship offered by the Laurier House community brought her much comfort and happiness throughout her sojourn there.

She enjoyed her daily conversations with those who tended to her personal care. They were ever willing, gentle and compassionate. She had great trust in the medical team who monitored so ably her physical health and did so much to ensure her continued enjoyment of life, despite the limitations her disabilities imposed. We were all grateful that her last years were spent in surroundings so welcoming and pleasant and with access to gardens and outdoor spaces, which she enjoyed so much.

We were greatly touched by the efforts made by all caregivers to maintain her comfort and dignity in the last weeks of her life and by the expressions of condolence we have received from so many who saw her through those days.

To the staff of Laurier House, Jonesy's friends and companions for so many years, we express our deepest gratitude.

Sincerely,  
Dennis & Donna T  
Greg T & Sheila G.

### To the staff of Thompson House, Kipnes Centre for Veterans

It is very difficult, if not impossible, to express our THANKS to you who showed such kindness and consideration to Eric at a time when he needed it so desperately, although I'm sure many times it was not easy. Nonetheless it was always comforting to know that he was in such caring hands.

Our sincere thank you for all your many kindnesses and the helpfulness you've shown.

Sylvia W. and family

### To the staff of Pembina House, Kipnes Centre for Veterans

There is no other way I can express my gratitude for all you did for Roy, except to say thank you all. You gave the best care and even spoiled him with your genteel ways and seeing that he was comfortable in his bed and so many other ways you helped him each day.

I miss him. He wasn't only my husband, he was my best friend and companion, and it feels like a part of me is missing.

I would also like to thank Dr. Jakeway for his help and Barb for keeping tabs on him.

Thank you all, and I will never forget any of you.

Sincerely,  
Margaret G.

### To Betty Thompson, Administrator, CapitalCare Lynnwood

I am writing to express my thanks for the care given to my mother, Mary Gladys on 4<sup>th</sup> Parker from 2001 thru Feb 2009. Although I live far away, I got up to see her over 60 times during her stay so I was quite aware of the care she received.

Up to the last two years of her stay she was able to tell me a lot and many a time she told me how she loved Judy Halliday. I met a lot of wonderful staff over those years. Too many to list, but I must rave about the care and consideration given to my mother and the others in her room by Judy. She always went above and beyond for all those that she cared for and deserves as much praise as can be showered upon her.

I am sure you have heard from others about her care and kindness, but I had to say it again.

Yours truly,  
Peter H.,  
Summerland, B.C.



Judy Halliday



Care Manager Debbie Sheehan escorts Ellen McGillis to her 100th birthday celebration, December 18, 2006. Ellen passed away January 8, 2010 at age 103.

### To Debbie Sheehan and the Staff on 2A, CapitalCare Dickinsfield

This extra special thank you note sent to you today, holds more appreciation than any words can say. For you're among the nicest people I have ever known, and you'll never be forgotten for the thoughtfulness you've shown. Thanks for everything. Grandma appreciated all the love and kindness shown to her by all of you!

Thank you so much  
McGillis Family.

Thanks so much for supporting Mrs. McGillis in her end of life journey. You are so special for committing to be with residents to the end of their lives. I know you have done this with others, they are blessed to have such caring staff.

Francine Drisner, Administrator  
CapitalCare Dickinsfield

### To Marjorie Charest, Shirley Simpson and Dianne Ellard, CapitalCare Strathcona...

...for planning and facilitating Laurier House Strathcona's first Christmas pageant, complete with a real donkey! They recruited family members to participate, borrowed costumes and made home baking for all the Elders to enjoy. A wonderful Christmas program for all of the Elders to enjoy on Christmas Eve.

Karen Fitzgerald, Manager,  
Laurier House Strathcona



CapitalCare Laurier House Strathcona's Manager Karen Fitzgerald (far left as the angel) joins the cast of staff, family members and volunteers—including Marjorie's donkey Adam — for the centre's first Christmas pageant December 24, 2009.



### Christmas goes on at Norwood despite H1N1

Despite the precautions around H1N1 exposure, Santa still managed to find CapitalCare Norwood this year. Santa (resident Florian Strembickie) and "The Lady of a Million Tunes," entertainer Maureen Shelton, are shown above at the 2 Norwood North Christmas Social. Our Santa came complete with his own suit and a brand new velvet hat for the occasion - he had been in retirement, having previously done his part as Santa at various Christmas venues, including schools. As with any good Christmas party, shortbread was served, many carols were sung, Santa wished us all a Merry Christmas, and the proverbial good time was had by all.

*Linda Ruggles, Recreation Therapist, CapitalCare Norwood*



### MPN angels donate Christmas bus tour

On December 21st, 2009 the residents of CapitalCare McConnell Place North boarded an ETS bus for "Santa's Jingle Bells Bus Tour." Residents climbed aboard and handed in their personal tickets from Santa Claus. Their faces gleamed with wonder and awe as they passed by Candy Cane Lane, the Legislature grounds and decorated streets and places in Edmonton. The evening ended back at MPN with time to sit back, relax and enjoy hot chocolate and some homemade treats. Santa even snuck in a little early gift for each resident! Tickets for the tour were donated by staff. In the photo above from left to right: Staff members Aleksandra Mazurski, Melanie Thomlinson and Joan Gordon with resident Albert Boettcher.

*Sherri Bessette, Activity Convenor, CapitalCare McConnell Place North*



### Dickinsfield dances in memory of Marshall

In celebration and memory of long-time resident Marshall Wusyk, CapitalCare Dickinsfield kicked off Canadian Finals Rodeo week November 2, 2009 with a country and western dance, complete with chili, cornbread and two-steppin' music by the Prairie Cats. Over his 22-year stay on unit 2AB, Marshall attended many special events at the centre, including pub nights, dances and recreation programs. Marshall's family wanted to make a donation in his memory that would be meaningful for residents and staff. Over 65 people attended. Photo: Resident Hilda Wandler dances with volunteer Joshua Spruyt.

*Jan Hrasko, Recreation Therapist, CapitalCare Dickinsfield*



### Clowning around at McConnell Place West

The Caring Clowns came to CapitalCare McConnell Place West November 18, 2009 for an entertaining show full of magic acts, card tricks, balloon flowers and animals and lots of resident participation. Shown in this photo (from left to right): Allan Merrick, family member; Ruth Merrick, resident; Doreen Jenks, resident; "Chick Lit" and "Dizzy." The Edmonton Caring Clowns Society visits continuing care centres and hospitals regularly and welcomes new volunteers to the art of clowning. A new course starts up in April. For more info contact Bob Disler at 780.469.7188 or busydizz@telus.net.

*Carol MacDonald, Activity Convenor, CapitalCare McConnell Place West*

## Nutrition study

continued from page 1

cook up a full breakfast with bacon, eggs and toast. "Those foods, with their familiar smells, are very comforting to the residents," notes Sherry Schaefer, Care Manager at the centre.

Because the veteran population is very accustomed to eating in a communal setting, tables are often rearranged to make larger or smaller groups to improve socialization.

Sometimes the houses hold family-style Sunday dinners. The menu is decided by the residents and usually features a roast of some kind or a turkey. Families come to help prepare the meal and assist with the carving and serving.

At Christmastime, residents and their spouses gather together in the Great Room for the traditional Soldiers' Dinner, which is hosted by members of the military from the Edmonton Garrison.

CapitalCare is one of the only continuing care organizations in Canada with a dedicated research unit.

"The goal of our research unit is to use information to guide decisions, innovation and continuous improvement in care and quality of life for those we serve and for the continuing care industry as a whole," says Dr. Doris Milke, Senior Researcher.

The Research for Care program is supported by donations to the CapitalCare Foundation.

James Leask, Research Assistant,  
CapitalCare Corporate Services

For more information about  
Research for Care  
please contact:



Cindy Wilson  
500, 9925 - 109 Street  
Edmonton, Alberta T5J 2J8  
Tel: 780.448.2422  
e-mail: ccfoundation@capitalcare.net

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Please make cheques payable to CapitalCare Foundation  
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## Save the Date

May 1, 2010  
13th annual Maritime  
Lobster Fest and Auction  
in support of



Tickets: \$65

For more info contact:  
Hanna Handreka  
CapitalCare Strathcona  
780.417.4354  
hanna.handreka@capitalcare.net



**THE CAPITALCARE NORWOOD AUXILIARY** surprised Volunteer Coordinator Pam McLean (right), Administrator Penny Reynolds (second from the right), and CEO Iris Neumann (3rd from the right, back row) with a donation of \$25,000 at the annual staff Christmas dinner December 15, 2009. Along with other donations received, Norwood is now able to purchase a motorized stretcher, which acts like a self propelled lawn mower. Staff still have to steer the stretcher, but there is less pushing and pulling required, making it safer and more comfortable to transfer patients. Norwood patients are often transferred to adjacent hospitals and medical centres through a system of underground tunnels connecting the facilities. A big thank-you goes out to the Norwood Auxiliary for their continuous support and all others who have donated to the campaign.



**CAPITALCARE GRANDVIEW'S AUXILIARY** donated \$5,000 towards Grandview's fundraising campaign. The donation earned them the angel at the top of Grandview's Christmas tree. Each ornament on the tree represents a donation from residents, family, visitors and staff. Grandview is fundraising for the purchase of two Sit-to-Stand lifts which will help caregivers transfer residents safely and provide more independence in their lives. Grandview thanks the Auxiliary and everyone who purchased an ornament for the tree. The campaign continues into the spring.



**THE CAPITALCARE LYNNWOOD AUXILIARY** presented Yvette Dick (second from left), Care Manager of BASU, with a cheque for \$2,500 to purchase two recliner chairs for the unit. The Auxiliary fundraises through the Gift Shoppe (located in the garden) and through events such as the annual Christmas Bazaar. The chairs provide a comfortable alternative for residents who are unable to lie in a bed. The chairs recline in different positions, allowing residents the ability to have their legs and feet elevated, as well as having their head only slightly elevated. They are wider in the seating area and are well cushioned. The residents who use the chairs appear to sleep well and have fewer pressure areas that could lead to skin breakdown. The chairs have been a great asset to the unit.



## Celebrating love through the ages

Care options for couples who need continuing care

**ONE OF THE MOST DIFFICULT** situations people face when they come to live in a long-term care facility is the separation from a long-time spouse or companion. This Valentine's Day, we look at how couples in our care have faced this challenge, and managed to stay together.

CapitalCare's Laurier Houses are designed to accommodate couples where only one partner requires care. Laurier House allows the couple to lease a suite in a continuing care centre. In addition to 24 hour health and personal care for the client, couples enjoy the privacy and independence that comes with living in their own home.

There are also couples who both require long-term care in a facility, but rarely at the same time. Usually one partner is admitted first. If and when the other partner is assessed as requiring the same level of care, every effort is made to accommodate the couple in a semi-private room in the same centre.

For couples who cannot live together, CapitalCare centres welcome visitors and provide home-like family and dining rooms to make visits more personal.

*Bernadette DeSantis, Communications Manager,  
CapitalCare Corporate Services*

Love blossomed for Gerry and Miriam Hutchinson during some challenging times. It was 1939 and Gerry lay between life and death in hospital battling tuberculosis as a treatment hadn't been discovered yet. Miriam came to visit often and it became clear the two were becoming more than friends.

After six months in hospital, Gerry recovered and went to Amsterdam for a conference. War had broken out in Europe and on the way home Gerry's ship was torpedoed and sank in the Atlantic. Several hundred lives were lost but 1,100 passengers survived. Gerry was rescued and returned to Canada. Miriam went to meet his train in Winnipeg. Soon afterwards, Gerry said to Miriam, "We should get married," to which she responded, "Let's," and they were married in June of 1942. While they are well-travelled, they've never been apart since.

Two years ago this February, after Miriam suffered a fall, the couple moved to CapitalCare Laurier House Lynnwood where they could be together in their remaining years. Gerry is active and able to leave the centre knowing that his wife is well cared for, but he prefers to stay with Miriam, entertaining friends and family in their suite for afternoon tea.

The Hutchinson's were featured in a video shown at the CapitalCare Foundation's Valentine's Winemaker's Gala, February 10 at the Fairmont Hotel Macdonald. The Gala raises funds in support of residents of CapitalCare.

Jean and Bud Johnston celebrated their 65th wedding anniversary last fall at CapitalCare Strathcona, where they live together. Both have Alzheimer's disease. Jean was admitted in 2006 after she fell and broke her hip. Bud tried to manage at home, but was at risk of wandering. According to son-in-law Don Brandon, "Having Mom and Dad together (all these years), Dad couldn't stand the thought of being without Mom. He'd go looking for her." When Bud was admitted, Don and daughter Tisa retrofitted the couple's semi-private room with a fireplace and entertainment unit to make it more home-like. Staff say the couple is always together. "Jean always seems to know when Bud's in the room."



Jean and Bud Johnston on Valentine's Day 2007



Al and Ginger Woods were also married during the Second World War, in June of 1942. Al had enlisted in the Canadian Navy and was stationed in Halifax. Ginger was able to join him there after an 8-month separation and their first child was born. Four years ago, on Valentine's Day, Ginger suffered a stroke and was admitted to CapitalCare Grandview a month later. Al still lives in the couple's home and comes to visit everyday without fail. "She would do the same for me," says Al about his daily visits.



File photo, 2008

CapitalCare Dickinsfield residents Elaine Blanchard, 62, and Russell Lee, 68, vowed to be together forever in a unique "commitment ceremony" February 14, 2008. Love blossomed between the couple several years ago when their social worker brought them together for an informal coffee date. Elaine moved from the CapitalCare Adult Duplexes to Dickinsfield where she and Russell share a semi-private room. Dickinsfield is especially suited to young adults aged 18 to 65.

We are very grateful to the following

**Donors** for their contributions to the needs of CapitalCare residents and clients from October 1 to December 31, 2009.

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CapitalCare Lynnwood residents Irene Rawluk and Norman Schnell thank long-time donor Molly Warring for the gift of a Christmas wreath for the 4th Parker North dining room wall. Many residents said, "It is beautiful, I really enjoy it, nice piece of work!" One male resident said: "I really enjoy sitting underneath the wreath."

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Ask a Physician

## Mobile dental clinic, daily mouth care may help long-term care residents take care of their teeth

*My father has always had poor oral hygiene, but lately he seems to have given up brushing his teeth altogether. While assisting him at mealtime, I noticed some redness in the gums. I offered to take him to the dentist, but he refuses to go. I'm worried his gums will rot and his teeth will fall out. I just know he will refuse dentures. How can I convince him to take care of his teeth?*

There are good reasons for our residents to have good care of their mouth and teeth. A healthy mouth is comfortable, functional and attractive.

Poor mouth care, however, can lead to a reduced quality of life due to pain and infections, and worsening frailty due to poor eating.

Some residents are unhappy about eating without teeth in the company of others, and this may lead to social isolation. Oral health care for these patients in our care is something we have to get better at.

Three big dental problems that I see are cavities, gum disease and periodontal disease. These are all bacterial infections that the body can resist if we keep our teeth and gums clean and healthy.

Other complaints common in a long-term care setting are dry mouth and excessive saliva or drooling. A proper amount of saliva is very important for the gums and teeth in many ways. Dry mouth is a very common complaint and medications are the number one cause of dry mouth. The typical long-term care resident is on a number of medications that should be frequently reviewed for their risks to good oral health.

We are seeing more residents with their own teeth, and as more of the baby boomers move into long-term care we will have a lot of residents who have been very attentive to keeping their teeth in good shape all of their lives. However, the residents in long-term care at this time are typically frail and elderly.

Like we teach our children, the key to maintaining a healthy mouth is daily mouth care. Your father should be encouraged to maintain his own dental hygiene, but many residents will require a daily mouth inspection and tooth brushing by a care giver if they are unable to do so themselves.

CapitalCare's health care aides (HCAs) have quite a bit of training on oral hygiene. It ranges from assisting the able person to brush their teeth to oral care for the unconscious person. Flossing and denture care are also covered. HCAs provide oral care twice a day. They provide more frequent care for those with identified oral issues.

Dental professionals are becoming more accessible for periodic examinations and to provide the expertise of dentists and dental hygienists.

CapitalCare is fortunate to have the services of a mobile dental hygienist at some of our facilities, and there is a mobile dental clinic that will soon be operating. The clinic will visit long-term care facilities and is operated by the Alberta Dental Association and College, along with Alberta Seniors and Community Supports. If you are interested, please speak with your registered nurse about how to contact the dentist or hygienist.

Healthy teeth should last a lifetime and good oral health should be a lifetime goal.

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



Ethel Ethics

## Ethics consult looks for consensus, not right or wrong

*I am a front line health care worker. I care for a resident who is getting a medical treatment that I don't think she really wants. Nobody seems to listen to her. How can you help me?*

THANK YOU for being concerned about a resident in your care, and for being mindful of clinical ethics. I encourage you and any staff, residents or family members, to contact the CapitalCare Ethics Committee if you have a concern regarding resident care.

The Committee consists of a representative from each centre, and is currently chaired by Dr. Douglas Faulder, Director of Medical Services for CapitalCare. You can discuss your concerns about a resident with the committee member of your choice.

Once you are in touch with the Committee, a member will record the details of your concern, then consult with the chair of the Committee. Together, they will decide if this is an ethics issue and if it is appropriate for all or some of the Committee to be involved, in the form of an ethics consult.

If it is apparent that an ethics consult is appropriate, an agreement would first be sought from the resident (or their guardian) and the attending physician to set up a consultation meeting. It will be decided who should attend the consultation

meeting. This meeting could be a special meeting or part of a care conference.

At the meeting, it will be explained that the Ethics Committee will listen and help sort out issues. The values and relationships of all involved will be noted. The dilemma will be examined with basic ethical principles such as autonomy, fairness, doing good and avoiding harm.

The Committee does not make a decision or declare who is right or who is wrong. Rather, they will look for a consensus to come out of the meeting.

The Committee members may need some private time to deliberate among themselves. A consensus decision should be reached after various options are discussed and the advantages and disadvantages, the benefits and burdens, and the ethical implications of each option noted.

A consultation report will be written and placed on the chart, if the resident consents. All consultation reports will be discussed at a meeting of the Ethics Committee.

I hope this process will be informative and rewarding for you, and results in an agreeable resolution of your dilemma.

To contact the Ethics Committee, please call Capital Care Medical Services at 780.448.2412.

### CapitalCare Dickinsfield Note

Effective Feb. 17, 2010, CapitalCare Dickinsfield has a new phone & fax number.

The new numbers are:  
tel. 780.371.6500  
fax. 780.371.6583



### Your turn...

We want to hear from you.  
What are your concerns?

#### Please send your comments to:

Ask the Experts  
c/o The Editor – P&P Newsletter  
CapitalCare  
500, 9925-109 St. Edmonton, AB T5K 2J8  
E-mail: info@capitalcare.net

**Three hundred candles!**

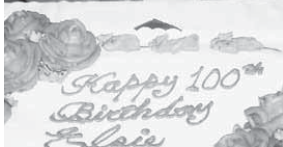
Three Lynnwood residents celebrate 100th birthday together



Elsie Lacey



Martha Winmill



Henny Roo and Epke Eerkes. Henny Roo is a Nursing Attendant on the same unit where Epke lives. Both ladies came to Canada in 1952 from Holland on the same ship, *The Waterman*. On the ship, Henny and her two siblings played with Epke's seven children. They later attended the same elementary school, but were unaware of the connection. It wasn't until Epke was admitted to CapitalCare Lynnwood last fall that they rediscovered each other. What a reunion it was!

**CAN YOU IMAGINE** what it must be like to have lived 100 years? Think of the changes in technology, medicine, communication, politics, fashion ... on and on!

It's always a special event when we are able to celebrate the 100th birthday of a resident on our unit. On December 14, 2009 2 Parker at CapitalCare Lynnwood celebrated with not one, not two, but three centenarians!

All three ladies were born in November or December of 1909 and immigrated to Canada from Europe. Another thing they have in common is they love to chat. Their favorite topic – their families!

Elsie Lacey tells the story of being separated from her family during WWII and the struggle of immigrant families to forge a better life in Canada. Her best advice for a long and healthy life is to enjoy nature and to travel.

Martha Winmill talks of her ability to read tea leaves. She says "some would call me a psychic" and actually predicted various events. Her claim to longevity is that she loved to dance and visit casinos. Her advice is "to gamble only what you can afford to lose."

Epke Eerkes, talks of being seasick on the ship to Canada. "I was never so happy to see land!" Her advice for longevity is to have a positive attitude and to trust in God.

Congratulations, ladies, on achieving this milestone!

Jan Cooper, Care Manager,  
2PP, CapitalCare Lynnwood



Barb Spooner.

**Olympic Torch comes to KCV**

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**MEMBER OF PARLIAMENT** Brent Rathgeber – accompanied by Member of the Legislative Assembly Doug Elniski – brought a replica of the Vancouver 2010 Olympic Torch to the Kipnes Centre for Veterans on January 8th. Elders and staff were able to hold the torch and have their picture taken.

Resident Scott Reed proudly displayed the torch as he recalled the memory of qualifying for the 1948 summer Olympic Games in pole vault. Scott Reed was assisting the coach of the long jump and pole vault team when they announced the candidates for the Canadian team. He was surprised to hear his name called! Scott chose not to compete in the games because he was jumping 12' 4" and the Europeans were jumping 16'.

Staff nurse Barb Spooner (photo above) is volunteering for the 2010 Olympics. Barb Spooner has been volunteering in ski racing for 23 years. The past 16 years she has been very active in the World Cup events as the Coordinator of the European ski race officials, media and athletes. For the Vancouver Olympics, Barb is taking vacation time to volunteer at the Alpine events.

What a thrill to have the torch here at Kipnes, and a big salute to Scott Reed and Barb Spooner.

Tracey Mann, Recreation Therapist,  
CapitalCare Kipnes Centre for Veterans



**Newest resident at SACC "cries like a baby."**

Oz is a blue-faced Amazon parrot. He was donated to the CapitalCare Strathcona Alzheimer Care Centre November 12, 2009 by a family with two small children. His vocabulary is: "Step-up;" "Oz, what are you doing?" "I didn't do it, Mom." He cries just like a baby too! The parrot has created quite the stir. He even kisses Zofia, the activities convenor.

Hanna Handreka, Manager, Strathcona Alzheimer Care Centre

## The career of a life time

Four staff members celebrate 35 years with CapitalCare



Mavis Fadden

**MAVIS FADDEN** has been an LPN since 1967. Most of her early career was with the general float pool, which means she would be assigned to wherever there was a need.

In 1974, she started working permanently with CapitalCare on Station 97 of the former Mewburn Veterans Centre. She moved to the new CapitalCare Kipnes Centre for Veterans when it opened in 2005.

Colleagues describe her as very approachable and caring, going above and beyond in resident care. One colleague described her as the "Bowel Queen." Everyone is regular when Mavis

is on! Now that's a nursing specialty!

Her bedside manner is a favorite among patients, always smiling and having a gentle laugh. One manager states that if she were to ever have a family member at end-of-life, Mavis would be the one to look after them.

Reflecting on her career as an LPN, Mavis said, "When I first graduated, LPNs were doing the work similar to the Nursing Attendants and now we are doing what the RNs used to do. The change is phenomenal."

As to why she stayed so long with the Veteran population, Mavis responded, "Vets grow on you and you get accustomed to them."

Outside of work Mavis is busy with her two sons, always helping them along the way. Mavis spent a bit of time away from work to help out her oldest, by donating a kidney! Her youngest came to volunteer at the centre, making mom proud as he carried on her caring philosophy.

Thank you, Mavis, for your dedication and commitment to our Veterans and residents. Congratulations on 35 years. This is a true milestone.

*Sherry Schaefer, Care Manager,  
CapitalCare Kipnes Centre for Veterans*



**JANINA KOSORIC** (photo not available) has spent her entire working career in Canada at CapitalCare Norwood. Janina immigrated to Canada from Poland in 1974. As soon as she settled in Edmonton, she began working as a Food Services Aide at Norwood. In 2005, Janina decided to pick up some casual shifts for Food Services Attendant and Cook's Assistant.

Janina is a very responsible employee who comes to work on time everyday. Staff on unit 4AMP just love to work with Janina because she knows the residents' diets and food preferences so well.

Janina has seen many changes over the years. She recalls how Norwood used to have belt line meal service to almost 400 residents at one time. Her job was to portion out 400 glasses of milk and cover them with plastic wrap for tray services.

Janina is very helpful on her unit and also in the Food Services department. She always lends a helping hand to other staff whenever they need it.

Thank you, Janina, for your dedication to the staff and residents of CapitalCare Norwood and congratulations on this achievement.

*Walter Yau, Support Services Manager, CapitalCare Norwood*



Pam MacLean

**PAM MACLEAN** began her employment at CapitalCare Grandview as the Dietary Supervisor, presiding over many committees and overseeing much change. Pam has shared many delightful stories recounting the early days when Jell-O was a healthy snack and pureed food was made in-house.

Pam has worked in two additional CapitalCare sites over the past 35 years, the Kipnes Centre for Veterans and presently at CapitalCare Norwood, where she works as Coordinator of Volunteer Services.

Pam is a delightful individual with a very creative flare. She is a devoted animal lover, a dedicated friend to many, and a loving mother and wife. Pam places keen interest and energy into her hobby of "stampin up" and commits much of her personal time to being a crisis advocate for victim services in the Spruce Grove area.

At this special time we wish to congratulate Pam on 35 years of service, and we thank her for her dedication, her hard work and the compassion and goodwill she has provided to others.

*Penny Reynolds, Administrator,  
CapitalCare Norwood*



Lynn Tessari

**LYNN TESSARI** has worked as an LPN all of her career. She currently works on Main AB at CapitalCare Dickinsfield.

Lynn is a very compassionate person who cares deeply for the residents and does many small things to improve residents' quality of life. She always tries to meet the family needs as well as the residents, and she always finds the time to sit and reassure them when things aren't going so well.

Lynn is a dog lover, although that is putting it mildly. She was always the first to volunteer to look after any pets that arrived on Main AB, including one particularly ugly fish named Oscar, cats Mooshka and Gujik and probably the birds too.

Lynn loves her own dogs so much she spends hours knitting them outfits!

She is a terrific cook and brought in wonderful food for pot luck lunches and suppers. One year, Lynn brought a gigantic tray full of home-baked goodies for a care manager who had been ill and didn't have any Christmas baking done.

Lynn has a heart as big as all outdoors and truly cares for the residents. Thank you, Lynn, for your compassionate care to our residents and for your thoughtfulness towards others.

*Michele Rapley & Sheri Seghers, Care Managers,  
CapitalCare Dickinsfield & McConnell Place North*

# We're sorry

The Long-Term Care Winter Conference at the Jasper Park Lodge March 2010 has been cancelled.

Please consider making a donation to the CapitalCare Foundation in support of staff education.

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 option  VISA  AMEX  MASTER CARD  CHEQUE (Make cheques payable to CapitalCare Foundation)

Name on card \_\_\_\_\_

Card number \_\_\_\_\_ Expiry date \_\_\_\_\_



500, 9925 - 109 Street NW  
Edmonton, AB T5K 2J8

Charitable Registration No. 13874 8835 RR0001

## Staff recognized for long-service

Mark your calendar to attend celebration May 6, Fantasyland Hotel

**THIS SPRING, OVER 300** CapitalCare staff will be honoured for their long service.

"Long serving staff are valued for the continuity they bring to the care we deliver and for their dedication to the people we serve," said Anne Forge, Director of Human Resources for CapitalCare.

For the year ending in 2009, 315 staff achieved between five to 35 years of service, with just under 40 per cent having worked 20 years or more. Four staff members reached 35 years with CapitalCare. They are profiled on the opposite page.

Another milestone was reached by 18 staff members at CapitalCare Dickinsfield, who celebrate 30 years with CapitalCare (known then as Edmonton and Rural Auxiliary Hospital and Nursing Home-District #24) and were among the original staff when the site opened its doors 30 years ago.

Recognition events are held at each site for five and ten-year employees starting in March. The corporate event, for staff with 15-35 years, will be held May 6 at the Fantasyland Hotel. All staff and their friends and families are invited to attend this event, which also features refreshments, entertainment and multimedia presentations. Tickets are \$10 and are available by contacting **EXECUTIVE OFFICE AT 780.448.2421**.

### INTRODUCING THE LATEST GRADUATES...



...of CapitalCare's coaching program: **STACEY BOWLES**, Staffing Resources Assistant, CapitalCare Grandview; **DALE MARSHALL**, Centre Care Manager, CapitalCare CHOICE Norwood; **DAWN MARIE HUDSON**, Support Services Supervisor, CapitalCare Grandview. The program, which has been running in conjunction with Dianne Pearce of The Coaching Connection since 2002, aims to equip all new managers with the skills and techniques necessary to coach their teams effectively.



CapitalCare CEO Iris Neumann (right) presents Finance Director Eric Power with a Joan Healey print, "The Battle of Alberta," as a memento of his time in Alberta.

## At long last!

Strathcona campus welcomes new administrator



Cathie Gillespie

**WHEN CATHIE GILLESPIE** came back from retirement last January to fill in as administrator at CapitalCare Strathcona, it was only supposed to be for six months. A year later, Cathie is finally able to retire – for real!

**BRIAN MATCH**, the Director of the CapitalCare CHOICE Program, became Administrator at Strathcona on January 22. Brian joined CapitalCare June 23, 2008 from the former East Central Region where he held a variety of management positions. He will continue to have corporate policy lead for Day Programs, Customer Service and now the Alzheimer care centres and Laurier Houses. His role as policy lead is to ensure consistency in programming for these models of care.

The CHOICE Programs will no longer have a director. **TRISH MCGRATH** moved into the new position of Manager of the CHOICE Program. Trish will have an office at the Norwood CHOICE site and will still oversee the Dickinsfield CHOICE site including the CapitalCare Adult Duplexes.

CapitalCare Strathcona management team would also like to thank **PAM GULAY**, Care Manager for CapitalCare Norwood, for covering the care manager position on the Special Care Unit on a part time basis since last summer. Thank you Pam we really did enjoy having you on our team and we do appreciate all that you have done for us.



Brian Match



Trish McGrath

## Farewell...

**ERIC POWER**, CapitalCare's beloved director of finance, and his wife Janice returned home to Newfoundland & Labrador January 8. Eric began his career with CapitalCare almost three years ago. He guided the organization through the implementation of a new financial system and collaborated with Alberta Health Services to implement shared services in the areas of information systems, corporate contracting and accounting services.

## Welcome...



Linda Stevenson

Stepping into Eric's proverbial big shoes is **LINDA STEVENSON**. Linda has been an employee of CapitalCare for six years. She achieved her certified general accountant designation in 2003. She has gained great experience throughout her career that has been and will continue to be valuable as she begins her new position with CapitalCare.

## Welcome...

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

## What do you think...

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

Please send your comments to:



500, 9925 - 109 Street  
Edmonton, AB T5K 2J8  
Tel. 780.448.2425 Fax 780.496.7148  
bernadettesantis@capitalcare.net



Howard and Mavis Clarke – Fraser House – in traditional Remembrance Day attire: a starched white dress shirt and tie, a Legion jacket or suit and medals worn proudly over the heart.

*Editor's note: John Lawrence, CapitalCare's Music Therapist, attended the social hours and took these photos. They were retouched by CapitalCare Corporate Program Assistant Shirley Barg.*

## Kipnes Centre for Veterans remembers

**REMEMBRANCE DAY IS** the most significant day of the year at the Kipnes Centre for Veterans.

Traditionally, November 11 is marked by a special ceremony held in the great room and conducted by our chaplains, with assistance from current serving soldiers. The ceremony is simulcast live to our cafeteria and first floor living room. In the past we have had over 300 family, friends and others wanting to pay their respects attend our service,

We also attend the service at the Butterdome where we are proud to be on the main floor near the cenotaph, with other Veterans and current serving soldiers.

For 2009, however, restrictions put in place as a precaution to the Pandemic H1N1 prevented our Veterans from leaving the facility to attend the Butterdome. As well only a limited number of family members could come into the centre to mark this day.

Smaller ceremonies were held in each of the eight houses while we watched the service from the Butterdome on television. Individual wreaths to honor those soldiers lost in battle were ceremoniously placed. In the afternoon we held social hours in each neighborhood, at which Veterans could toast a pint to their comrades. This get together after the formal ceremony is almost as important as the service.

We were pleased to give our Veterans the opportunity to honour comrades either fallen in battle or passed on. It is why we are here today and we must never forget.

*Tracey Mann, Recreation Therapist,  
CapitalCare Kipnes Centre for Veterans*



Don and Nancy Dawson – McKenzie House



George Philips – Fraser House



Gus Redlick – Fraser House