

Carewest news and information for everyone

Summer 2025 Issue

CAREWRITE



Did your parents ever teach you that sticking your tongue out is rude? Apparently this baby goat doesn't seem to think so! Residents at Carewest Garrison Green had fun playing with the Butterfield Acres animals at a petting zoo set up in the internal courtyard. Resident J.J. Rempel and Butterfield Acres staff member Morgan Hill pause for a photo. *Photo by Samara Sinclair*



We are now printing Carewrite issues for residents, clients and families at the sites!

Carewest is committed to creating an environment where diversity is celebrated. Everyone is welcome at Carewest.

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- Submission deadline: Sept. 15, 2025
- Publishing date: October 1, 2025

Submissions are welcome from everyone.
See the back cover for details.

Canada Day.....	July 1
Ashura.....	July 5
Civic Holiday.....	Aug. 4
Pride.....	Aug. 30-31
Labour Day.....	Sept. 1
First day of Fall.....	Sept. 22
Rosh Hashanah.....	Sept. 23
National Day for Truth and Reconciliation.....	Sept. 30

Barb Kathol
Chief Operating Officer

During the months of May and June, Carewest staff elected a mascot to best represent Carewest, its values and as a reflection of the compassion and empathy of our staff.

I am pleased to introduce to you Maple, the elephant.

Elephants are known for their advanced emotional and social intelligence, and are considered highly empathetic, displaying compassion towards others, including humans.

This compassion manifests in various ways, including helping those in need, mourning the dead, and showing affection and reassurance to others.

Just like human families, elephants also spend their entire life with the same herd for decades, forming enduring relationships that span generations in their family.

I couldn't think of a better mascot to represent Carewest.

The elephant, like humans, are known for showing compassion to one another.

But where we really struggle is how to show compassion to ourselves. This is called self-compassion.

In the face of increasing complexity of clientele – many with mental health care needs – we have heard from staff they endure things like emotional outbursts, physical displays of aggression, racism, bigotry, discrimination and prejudice regularly on the job.

We received this feedback through our Guarding Minds at Work survey results as well as through our Diversity, Equity and Inclusion Advisory Group.

We hear you, we understand this is happening and understand the toll it takes on your mental and physical wellbeing.

One step Carewest is taking to address the psychological health and safety of our staff is by launching the iBelong Campaign with two focuses:

We want to educate and raise awareness about the concepts of self-compassion.



staff, Carewest mascot and latest news

This means that you show yourself the same compassion you might show residents, clients and families.

This will include exercises that will strengthen your practice of self-compassion and mindfulness techniques to recognize when a situation is making you uncomfortable as well as scripts and ideas of how to manage these situations that staff commonly encounter in the workplace.

We hope these skills will enable staff to feel more resilient when facing challenging situations in the workplace (and in life).

We want to educate raise awareness among residents, clients and families as well, about the importance of respectful communication with staff.

We understand that this does not happen consistently at our sites and wanted to address it at the source.

We will also be equipping our leaders with tools to better support staff who experience challenging situations at work.

Please see the story on Pg. 5 for more details about the iBelong Campaign and stay tuned in the coming weeks as we roll out more information on this campaign for Carewest staff.

On the week of June 16-22, we officially took the time to express our appreciation for staff during the Carewest Staff Appreciation Week.

The work you do goes far beyond providing nutritious meals, maintaining our facilities, providing direct care to our clients, or leading our teams.

Carewest staff provide hope, connection, compassion, laughter and even joy.

Not only are you meeting the important physical needs of our residents and clients – you also meet something deeper, more difficult to quantify but just as essential. You provide the vision for a brighter future and enable a high quality of life.

I've been asked, over the last few weeks, why Carewest doesn't do an organizational push to recognize the various professions we employ, over their own designated commemorative days, weeks and months.

For example, Therapeutic Recreation Month in February, Health Information Professionals Week in April or Administrative Professionals Day, also in April.

Carewest has dozens of different professions working in our care centres and we have decided, as an organization, that we would recognize and thank everyone during our own Staff Appreciation Week in June, to ensure no one is left out.

You may notice however, that for the larger groups of staff we may have (i.e. nurses and health care aides), we will do a social media post to thank them publicly for their contributions.

And we always invite any group of employees to submit Carewrite articles or content for social media posting on behalf of their profession and we would be happy to enable that acknowledgment of their profession.

Our employees' demonstration of caring and support was visible during a recent program change implemented at Carewest Colonel Belcher, with the conversion of the complex mental health program at that centre to more traditional long-term care.

We were directed by the government of Alberta, that the LTC mental health program must be relocated from Carewest Colonel Belcher to AgeCare Mount Royal. The long-term care beds for current AgeCare Mount Royal residents who do not require complex mental health care were relocated to Colonel Belcher.

This decision was not a reflection of the amazing care our residents receive at Carewest Colonel Belcher. We are grateful for all our staff at the Colonel Belcher for their dedication to excellent care of residents in all programs.

On behalf of senior leadership and the Carewest Board, thank you for continuing to smile in the face of challenge, for continuing to bring your best self to work – even on hard days, for continuing to show you care, for supporting each other, and living our Carewest values.

**Wishing
you all a
wonderful
and safe
summer.**



Last chance to buy your tickets

Samara Sinclair

Manager, Communications & Marketing

The Calgary Health Foundation launched a brand new home lottery in April, called Home Lottery Mountain Edition, specifically focused on raising money for the Bridgeland Riverside Continuing Care Centre and the Carewest program within it.

This is the first time Carewest has been included in one of the Calgary Health Foundation major lotteries.

Carewest Rouleau Manor's Recreation Therapist Emily Hawryluk said it eloquently when filming the television publicity spot for the lottery.

"We're going to do things like create an Indigenous Sacred Space, a gardening group, musical instruments for music therapy, and while these groups are fun, they also give people a lot of meaning, connection and support their mental health and well-being," she says.

"It can make a really big difference for people."

The goal is to raise \$2 million and to do so, the lottery features some really great and exciting prizes.

At the time of publishing, the VIP prize of the Land Rover Defender (or \$120,000 cash) was already awarded. Congratulations to Mark T, from Edmonton, and thank you for supporting Carewest!

There is still time to purchase tickets!

Still up for grabs is the customized Mercedes Adventure Seeker by Yama Vans (or \$300,000 cash).

And the grand prize, at a value of \$2.7 million is a luxurious Timberstone Mountain Villa, built by Spring Creek in Canmore. At 2,042 sq. ft., this villa boasts four bedrooms, three bathrooms with spectacular panoramic mountain views from all of its three levels. Top this prize package off with \$50,000 cash.

Also available are other vehicles, vacation and leisure prizes.

Carewest staff, residents, clients, families, volunteers, managers, directors – everyone can buy tickets for this and sales will be open until July 18.

Tickets are \$100 each and can also be purchased as a package at calgarymountainhomelottery.com



The prizes for the Calgary Health Foundation Home Lottery Mountain Edition are, from top to bottom, the Land Rover Defender, the Mercedes Adventure Seeker and the beautiful villa in Canmore, Alberta, in addition to hundreds of other vehicle, vacation and leisure prizes.

Photos courtesy the Calgary Health Foundation

iBelong to teach self-compassion



Meet Maple, Carewest's new compassionate mascot. Congratulations to Jernie Glyne Joseph, RN in the Geriatric Mental Health program at Carewest Glenmore Park for choosing the winning name!

Samara Sinclair

Manager, Communications & Marketing

Carewest staff are some of the most compassionate people in our community and will often go out of their way to demonstrate compassion and empathy towards residents, clients and families. But do we demonstrate compassion for ourselves?

In May, Carewest elected the elephant as our organizational mascot due to its demonstration of compassion and empathy in nature and named it Maple.

Perhaps, Maple the elephant can help teach us how to demonstrate compassion to ourselves.

Mastering the skill of self-compassion can greatly improve your psychological health and wellness and with the increasing complexity of clientele, we have heard from staff they endure things like emotional outbursts, physical displays of aggression, racism, bigotry, discrimination and prejudice regularly on the job.

We received this feedback through our Guarding Minds at Work survey results as well as through our Diversity, Equity and Inclusion Advisory Group.

We hear you, we understand this is happening and understand the toll it takes on your mental and physical wellbeing. Because of this, we are launching the iBelong campaign to educate and raise awareness about the concepts of self-compassion.

Having compassion for ourselves is really no different than having compassion for others. Throughout Carewest's 64-year history, we have talked often about having compassion for those we care for but we have never embarked upon a journey to explore self-compassion as an organization.

The iBelong Campaign will include education and exercises that will strengthen your practice of self-compassion and mindfulness techniques to recognize when a situation is making you uncomfortable as well as scripts and ideas of how to manage these situations with self-compassion.

We will be releasing education and awareness materials for residents, clients and families as well, on how to communicate respectfully to us, as staff. It will include other tools and guidance on dealing with these issues.

We know compassion for others is important – especially in relation to the delivery of care. In fact, according to a [University of Calgary study by the Compassion Research Lab](#), it was found that a simple act of kindness can profoundly influence patients' perceptions of quality care, surpassing even wait times and clinical communication in importance.

There is an undeniable linkage between a compassionate workplace and satisfaction rates in health care. But what about compassion for oneself? We often forgive others for their transgressions but why do we not show ourselves the same courtesy?

Self-compassion is a relatively new idea, defined by Psychologist Dr. Kristin Neff about 20 years ago. We believe an active practice in self-compassion can help our staff work through incidents when they aren't treated respectfully by:

1. Recognizing, in the moment, that what just happened you uncomfortable;
2. Reacting to the incident from a place of self-compassion... knowing and understanding your inherent value as a person and caregiver, and;
3. Enable you to move past it sooner and more efficiently.

Showing compassion for oneself and others is an excellent example of our Carewest values. The values of Caring and Relationships relate directly to compassion.

The values of Excellence and Teamwork in a health care setting also tie into compassion as an integral part of what makes a high-quality health care experience. When you demonstrate compassion for yourself and others, you are demonstrating Carewest values.

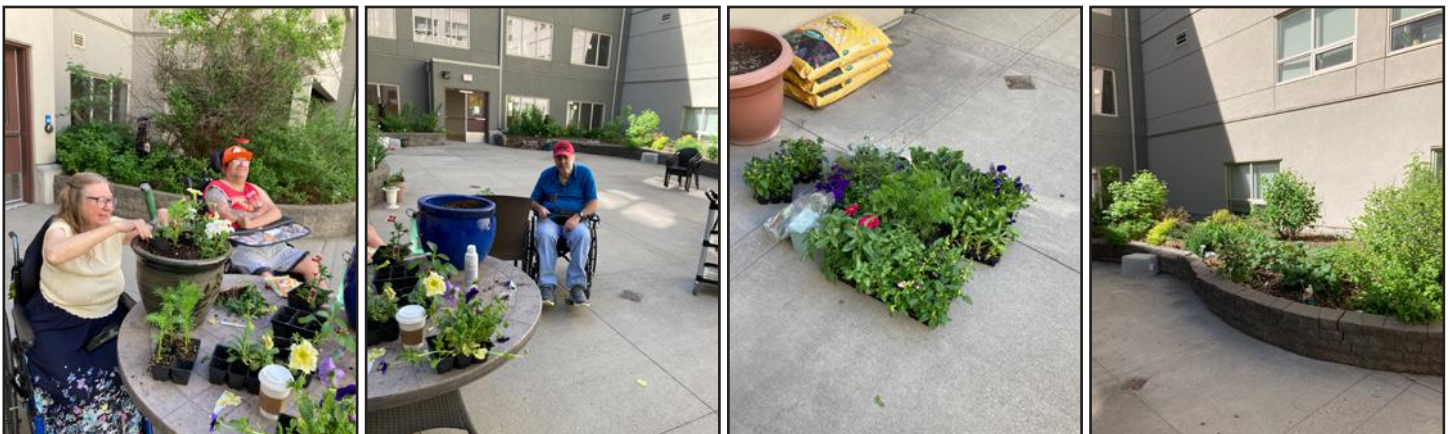
Does this sound like a lot? Don't worry – we'll break it down for you over the coming weeks and months.

Garrison Green Garden cleanup

A resident-led garden beautification project is underway at Carewest Garrison Green as a way to create a clean and serene memorial space for care centre residents who have passed. The inner courtyard at Garrison Green was in much need of upkeep, with collapsing retaining walls, unruly perennials and an unchecked weed population. Residents and staff gathered over the weekend to clean up the space, plant new additions and fix unsightly areas in an attempt to beautify the new memorial space.



BEFORE: Collapsed retaining walls, overgrown perennial shrubs, weeds and pruning all needed to be worked on to beautify the inner courtyard space at Carewest Garrison Green. *Photos courtesy Bea Kozlowski*



DURING: Residents went to work planting, weeding and pruning. *Photos courtesy Bea Kozlowski*



AFTER: Residents can now enjoy the newly-beautified space. *Photos by Samara Sinclair*

RLS launch for client incidents a success

Samara Sinclair

Manager, Communications & Marketing

The Reporting and Learning System (RLS) was launched in May as the new way staff will use to file what was previously known as Unusual Occurrence Reports for client safety issues.

RLS is the centralized system for reporting and managing client safety hazards, close calls, and adverse events throughout AHS. It enables consistent reporting, evaluation and learning from these events.

RLS supports a just culture that includes reporting and learning as key elements.

Note: Reporting staff issues will still follow the same process (using the Unusual Occurrence Report) until Carewest migrates to MySafetyNet in 2026.

On May 27, staff began using RLS to file client safety and emergency codes issues online, which allows for better tracking reporting and follow up.

RLS can be accessed through a link in ConnectCare or via AHS Insite, or within Connect Care and staff will need to log on once they enter the portal.

Once inside the system, staff can quickly and easily file client safety events or near misses, with major categories for falls, medication, wounds, labs, blood product, medical device incident, other issue or pharmacy good catch.

[Virtual Office Hours training was provided to managers and is available by clicking here.](#)

[To log on to submit or manage a file, click here.](#)

Key Principles of RLS

- Everyone feels safe and encouraged to report patient safety hazards, close calls and adverse events
- Client safety events are often driven by system errors rather than human error
- Learning by analyzing trends and sharing information
- Reporting is not to be used for performance management

Carewest residents vote in April General Election

Sheri Robinson, who is a resident at Carewest Dr. Vernon Fanning, pauses by the vote sign for a photo after casting her ballot in the 2025 Federal Election.

Residents across the organization cast their ballots today. Many thanks to Elections Canada for helping coordinate mobile polling stations for Carewest residents.



Photo by Samara Sinclair





MySchedule: you asked – we answered

MySchedule is launching at Carewest Nov. 17 and will have huge impacts to the way Carewest staff, managers and schedulers keep their schedules, availability, pay and time in order.

What is MySchedule and Infor WFM?

MySchedule is an initiative to introduce a new scheduling system: Infor Workforce Management (WFM).

What is Infor Go?

Infor Go is an app available for download on your mobile device. The Infor Go app will allow you to use Infor WFM on your mobile device.

Who will use this new system?

All Carewest staff, managers and schedulers.

Why is there such a rush to get everyone on MySchedule (Infor WFM)?

Our current staff scheduling system, Environment for Scheduling Personnel (ESP), is being discontinued by its vendor in late 2025. That's why we need to make sure all managers and staff are ready and able to use MySchedule (Infor WFM) when that time comes.

When is the launch date?

MySchedule will launch at Carewest on Nov. 17, 2025.

How will MySchedule (Infor WFM) benefit me as an employee?

It offers some improvements over ESP. With the new system, you can:

- See your schedule and request status in real time
- Submit your own overtime (OT) and charge pay through an electronic form
- Receive alerts for shift offerings on your mobile phone or desktop

MySchedule (Infor WFM) also works with Automated Shift Callout or ASC.

Will I get calls from the Automated Shift Callout (ASC) system once we are using MySchedule (Infor WFM)?

Yes, you will receive calls from ASC once we are using this new system, which has an app called Vocantas.

When will I (or my team) get MySchedule (Infor WFM) training?

What is the time commitment?

Training for most staff will be completed via MyLearningLink and will take less than one hour. Some staff who work extensively in Infor WFM will require an additional two days of instructor-led in-person training. Training timelines for each launch will be communicated as we approach the launch date.

What other resources and supports are available?

There are a number of resources, including training information, a [MySchedule Hub with knowledge articles and how-to guides](#) and a page on Careweb (coming soon).

When will the MySchedule (Infor WFM) desktop shortcut be deployed to my desktop?

Shortly before launch, a shortcut for the new staff scheduling system will appear on your desktop. The shortcut shows the MySchedule calendar icon with the label "Infor WFM."

How can I access the new MySchedule (Infor WFM) system?

There are several options to access the system. You can choose the way that's right for you:

- From the Scheduling Insite page
- From your Microsoft Edge Managed Favourites
- From the desktop icon (see above)
- From the Infor Go app

Does MySchedule (Infor WFM) have self-service functions for employees?

Yes, there are many self-service

functions in MySchedule that employees will be required to use for their scheduling and timekeeping needs. Training is available to all employees for the new system.

Is MySchedule accessible using a mobile device?

Yes, MySchedule can be used on both Apple and Android devices with the Infor Go app (downloadable on your mobile device using the Apple App Store or Google Play).

Do I have to use a smartphone to make schedule changes?

No, you can use a desktop computer as well, to make all changes and use computers in your work area if you wish.

What are the main changes staff will notice after MySchedule launch?

- Staff will indicate availability using MySchedule Availability Calendars
- Staff will manage and check schedules online or on their mobile device and receive alerts for available shifts.
- Staff will submit/complete electronic forms to log scheduling exceptions (e.g. logging overtime, charge pay, shift swaps or missed meal breaks).
- Staff will use the Automated Callout System (ASC) mobile or desktop app, called Vocantas, to view and advise of their availability for open shifts.
- Staff will request vacation days off, partial days off or shift swaps
- Managers and their designates will approve timesheets, time off and run reports
- Managers or their designates will manage rotations

More to come on this exciting project!

Don Ethell awarded King Charles medal



Colonel Belcher resident, and former Lieutenant Governor of Alberta, Don Ethell was presented with the King Charles Medal at the McDougall Centre by Her Honour, the Honourable Salma Lakhani, AOE, BSc, LLD (hon) Lieutenant Governor of Alberta (left photo). He was joined by his sons Darrel and Doug, wife Linda, and His Honour, Dr. Zaheer Lakhani, spouse of Her Honour.

Photos courtesy Megan Blain



Volunteer dancers performed at Carewest Signal Pointe for staff and residents and took a moment after their show to pose with resident Mattias Tyberg.

Photo courtesy Frank Liu

Staff profile

Veerpal Sidhu RN Team Lead

Carewest George Boyack

“Someone told me that I was a hard worker and that I should get into Carewest because it’s the best place to work.”

Samara Sinclair

Manager, Marketing & Communications

While Veerpal Sidhu’s sharp problem-solving skills were well-suited to the profession of nursing, it was not a profession she wanted to pursue, as a young high school graduate in the Indian city of Punjab.

She was most interested in teaching because she had a fear of needles, blood and other medical procedures and did not want to be a nurse.

However, when her younger brother took sick over her graduation year, their family diverted all their resources into his care, she was unable to pursue the college application process during the pivotal time when they were accepting new students.

“As I was applying, my brother got sick and the doctors couldn’t figure out what was going on. He had a really bad headache for a year. My parents were focused on helping him and they couldn’t support me and drive me to my testing or entrance exams,” says Veerpal.

“You have to go to the college and get the application, go back to submit it and go back for the interview and testing. It was the driving from my family that I was relying on.”

It was only after he finally got better, did she realize her last and only available option for college was at Khalsa Rural Hospital Nursing School. Her uncle drove her in and she submitted her late application.

“That was the only option I had left that year, so I had to take it. But I thank God that he intervened and put me on this path. I was scared when I got into nursing but now I like it and like working in a nursing home with this population,” she says.

Born and raised in Punjab, Veerpal grew up on farmland owned by her large family of three aunts and three uncles, her parents, five cousins and three siblings.

She loved working the land with her siblings and cousins, as they would barter and trade for chores, spending lots of time outdoors with the animals. She decided she wanted to stay in India and envisioned her future in Punjab with her family.



Photo by Samara Sinclair

But fate interceded and after graduating from nursing school, Veerpal married, had a son and began the process of setting her work experience up to more easily transition to Canada, at the encouragement of her husband and his family.

“I wanted to stay in Punjab but my in-laws insisted I come to Canada for the better future of my son. But I’m happy now. I accomplished all my goals,” she says.

Those goals included three additional years of nursing experience in Punjab, the obtainment of her RN designation there and then the work needed to transfer that designation in Canada.

When she arrived in Toronto in 2004, the then 29-year-old Veerpal was told international RNs could only work as LPNs in the province, so she worked from 2008-2010 as a practical nurse at Extendicare in Georgetown, Ont.

Staff profile: Veerpal Sidhu

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She wrote the College of Nurses in Ontario, asking for an assessment, citing her strong academic history and experience and was rewarded with two assignments to complete, which she did over the next six months. After writing her exam, Veerpal became a Toronto RN in 2011.

But life did not stay still and she found herself moving to Alberta that year to support her husband's career as a truck mechanic.

"He was so busy and my son was so small at the time that I decided to look after him instead of upgrading my experience to be able to practice as an RN in Alberta. You needed to work 1,175 hours to become an RN in Alberta," says Veerpal.

Even though it was only casual and part-time work, Veerpal was surprised to find how ample the opportunity was in Calgary. She had LPN job offers from multiple employers.

For the first year, she worked at Extendicare but then began eyeing Carewest.

"Someone told me that I was a hard worker, and that I should get into Carewest because it's the best place to work. I was so excited. They told me it's not easy to get in there. I applied and got accepted within three months," says Veerpal, adding she started on Feb. 14, 2011.

During the next nine years, Veerpal worked as an LPN at George Boyack but during the pandemic and after her son was grown, she decided to move back to Ontario to begin amassing the 1,175 RN hours she needed to earn her RN designation in Alberta. She started working as an RN at Chartwell in Ontario and in August 2020, she came back to Alberta and applied for her designation.

Veerpal was hired back at Carewest as an RN and very quickly progressed to the role of full-time Team Lead.

"I have a really good team on 4th floor. I love my team. I have everything in place – wound rounds, ID rounds, care conferences and I do daily huddles with staff. I listen and try my best to solve their problems," says Veerpal.

"I tell them, don't scare from a problem. Everyone has the ability to solve a problem. There is no problem that has no solution. We always help each other."



Carewest Colonel Belcher resident Jack Ryall, foreground, and his son Mike, take a turn to spin the prize wheel as University of Lethbridge Recreation Therapy student Jen Misura cheers them on. Colonel Belcher was host to a Recreation Therapy, Spiritual Care and Palliative Care open house, where residents had the opportunity to vote for their favourite activities, favourite music and favourite snacks, and win prizes.

Photo by Samara Sinclair

Resident profile

Rick Grant

Carewest Royal Park

“ I landed at a strip in the desert and they captured me and beat me with their guns. They were savage monsters. It was sheer luck I survived. ”

Samara Sinclair

Manager Communications & Marketing

Note: Details in this article may be disturbing to some.

When working with residents at Carewest, you rarely get the chance to gain understanding of the breadth and depth of their history and experience. Carewest Royal Park resident Rick Grant's life will never be contained by the confines of the walls of the care centre, between the armrests of his wheelchair nor the two pages of this newsletter.

It was a stroke that brought his illustrious career as a war journalist, pilot, author and United Nations advisor to its shudderingly abrupt end, as Rick, at the age of 75, was still working, with broadcasting contracts at the CBC, a book deal with Amazon, and active assignments with the United Nations.

But perhaps, the real culprit to that end was not the stroke but the events that prefaced it. For being held captive and tortured by the Taliban for months was likely, at least in part, the catalyst to the blood clot that burst in the right side of Rick's brain.

Rick had been captured in Kazakhstan delivering food, water and aid supplies to relief workers via plane.

“It was just at the time the Taliban, being so successful in their rebellion against the troops and organizations, that you knew they'd take over again and people like me would be a target. I landed at a strip in the desert and they captured me and beat me with their guns,” says Rick.

“They were savage monsters. It was sheer luck I survived. I don't know if they just let me go or forgot to lock the door. One guy opened the door and pointed out into the desert and handed me a plastic oil container, half full with oil and half water. When I wanted water, I'd have to learn to sip the thin layer of water off the top. It was oily and it lasted me only a few nights. When I thought I was reaching my end, American helicopter pilots found me and flew me to a medical hospital in Germany.”

He wasn't sure how long he convalesced at that German medical centre but he was quite sure about the events that took place two days after his arrival back home.

Home was a place he didn't think he would ever see again but miraculously, there he was, walking through the hallways of his beloved Killarney infill that he owned with his wife and award-winning border collie, when he



Photo by Samara Sinclair

suddenly slumped against the wall, unsure why he lost control of his ability to walk.

His wife, recognizing the signs of stroke, called 911 and Rick was transported to Foothills Hospital for emergency care.

Now, unable to return home, Rick reflects on the career trajectory that made him the person he is today.

Born and raised in England, Rick made the difficult transition to a new country with his family, when he landed in Ottawa at the young age of 15.

He decided to join the Canadian Armed Forces and became the youngest fighter pilot in the air force by the age of 18.

He took biology at the University of Alberta in Edmonton, inspired by a love for animals, and worked to pay for his tuition part-time as a bush pilot in the arctic.

Resident profile: Rick Grant

Continued from Page 12

"I was working contract all throughout the arctic for fishers and hunters and between aboriginal communities, delivering medical supplies. I was basically a pickup parcel delivery guy with an airplane," says Rick.

When he said it was by accident that he was recruited to join CBC News, Rick meant it in the literal sense, as he was part of the search effort during an infamous airplane crash outside Yellowknife, during which all passengers perished, except for the pilot.

Those watching the news in 1972 may remember the accident, when German Luftwaffe glider pilot Marten Hartwell embarked upon a mercy flight with one nurse, one pregnant mother and one 14-year-old boy, who boarded his plane seeking medical care in the city of Yellowknife.

Marten was flying outside his qualifications and became disoriented by dense cloud, causing him to drift 250 km west, off his intended course.

Flying low to pick up the radio beacon he needed to mark his location, he clipped some trees and crash landed in the unyielding wild of the Northwest Territories in the dead of winter.

Rick was mobilized in the search effort, using his plane to scour the area and report back to the CBC as to how the day's search efforts concluded.

One month later, the pilot was found alive, due only to the fact he had decided to eat the flesh of one other deceased passenger.

Rick's reporting to the CBC turned heads and at the age of 28, he was offered a job as a reporter with two times the salary he was currently making.

He describes his career trajectory as "meteoric", launching into the spheres of arctic and Indigenous correspondence, reporting on the political movements in northern Canada, Iceland, Greenland and beyond.

Soon recognized for his tact and diplomacy, Rick was chosen to travel to countries all over the world, first covering the famine in Ethiopia in 1984 and beyond to the civil war in Somalia in the early 1990s, covering the news for CBC, the BBC and the Qatari news source, Al Jazeera.

"Millions were dying and I volunteered to go provide coverage. Canada knew my work with the aboriginal people and they knew I could work in a cross-cultural setting. I had proven I could fit into different cultures," says Rick.

He was decorated by the United Nations for his humanitarian work in Albania and Afghanistan,

surreptitiously convincing war lords to surrender their weapons and soldiers to the United Nations, which he did safely and successfully using persuasion tactics noted by German psychological operations units, who had sophisticated ways of altering opinions of the general public.

Suffering from PTSD due to years of high-stress work, Rick relished in a part-time job he was offered by a friend in about 2006, washing dishes at Carewest Colonel Belcher, which helped him forget war briefings, being shot at and explosions in the field.

"There were no daily briefings about missions or anything like that – just a mountain of dishes. Most of the staff were made up of different cultures and I knew one word in each of their languages and they loved that," says Rick.

Today, with his stroke almost three years behind him, Rick still suffers from PTSD and sometimes wakes up screaming in the night, triggered by some of the noises he hears in the care centre.

Despite that, Rick has turned his attention and efforts toward recovering to a point where he could live independently with his wife at home again, a place he heartbreakingly says he could see, if he stood on the roof of Carewest Royal Park.

His wife visits almost daily and he continues to take regular outings to ARBI (the Association for the Rehabilitation of the Brain Injured) to work on regaining the motor skills in his hands and his mobility.

"They can rebuild people and I have high hopes they can continue the work," he says.

"I would still be working if I could. The nature of the stroke was so disastrous. I lost my flying licenses for the rest of my life. I can't drive a car. I have books I want to finish."

Rick's book *Cobra Flight* is still available on Amazon – a fictional novel about a former fighter pilot working as a bush pilot in Greenland when he learns his friend is being held hostage.

Editors always say to 'write what you know' and Rick's rich and adventurous life could likely fill a dozen novels.



Rendever gives Carewest residents wings

Samara Sinclair

Manager, Communications & Marketing

Carewest residents are using the power of virtual reality to explore places, times and historical events that are otherwise inaccessible to them.

Residents at Carewest Rouleau Manor, Carewest Garrison Green and Carewest Colonel Belcher have partnered with Rendever, which delivers immersive and interactive virtual reality technology to enhance resident quality of life.

With Rendever, residents simply put on a headset and they're immediately transported into an immersive experience of their choice, from swimming with whale sharks to exploring the streets of Banff.

Rendever has hundreds of experiences including games, videos, imagery and release new experiences every week in addition to live programming available every weekday.

Residents can travel to all corners of the world, checking off bucket list items and learning about new cultures.

Recreation Therapist Emily Hawryluk says the experience is great because it's not just residents watching a video.



Carewest Rouleau Manor resident Lloyd McIntyre sits with Recreation Therapist Emily Hawryluk as she guides him through a virtual reality walk through Banff, provided by Rendever. *Photo by Samara Sinclair*

"It's completely interactive. I control the experience using the tablet and there are questions and games for viewers."

Lloyd McIntyre, resident at Carewest Rouleau Manor says he really enjoys the Rendever experience.

"It makes me feel as if I'm out there. It's like a mini-vacation," he says.

Say YEEHAW to 2025 Stampede snacks

From sweet to heat, tease your taste buds with new mouth-watering midway foods! Here are some new twists on old favourites:

- Teriyaki mini donuts
- Sour candy soft serve
- Korean waffle burger
- Lobster or fried crab bao bun
- Meatball or pulled pork mac & cheese
- Giant mozza stick
- Watermelon burger
- Bacon-lovers churro sundae
- Dill pickle poutine

Source: calgarystampede.com



How to combat seasonal allergies

Emily Yang

Pharmacy student

With summer just around the corner, we welcome more sun, friendlier temperatures and also, arguably everyone's enemy, seasonal allergies. The classic stuffy or running nose, itchy eyes, hives, constant sneezing, are dampening our warm weather spirits. So, what are some ways we can combat this?

Let's talk about our classic oral antihistamines, which are split into first and second generations. Antihistamines bind to the receptors that release histamine, a neurotransmitter responsible for triggering allergic reactions. When an antihistamine blocks these receptors, no histamine will be released to cause our allergy symptoms. In general, our first-generation antihistamines (e.g. Benadryl) are not the first choice as they often cause a lot more side effects. Two common and unfavourable ones being dizziness and drowsiness.

On the other hand, our second-generation antihistamines (e.g. Reactine, Claritin, Alerius, Allegra) are better tolerated because they have fewer side effects and last longer in the body. A new fan favourite on the market is Blexten (bilastine), a second-generation antihistamine available by prescription. It's generally well-tolerated but here's the catch: you can't be a grapefruit lover and a Blexten user. Grapefruit juice decreases the effectiveness of Blexten. If you can't live without grapefruit, you can still enjoy it by spacing out the two by at least two hours.

Standing in the antihistamine aisle, have you noticed the nasal sprays and eye drops besides the oral antihistamine products? Well, let's dive a little bit into these options. First up, the nasal sprays. Common ones seen over-the-counter are divided into decongestant nasal sprays (e.g. Drixoral, Nasacort) and corticosteroid nasal sprays (e.g. Flonase). Decongestant nasal sprays constrict blood vessels in the nose which will reduce the swelling causing congestion. Unfortunately, decongestant nasal sprays can only be used for 3-5 days. If used for too long, it can bring your symptoms back to before you started the nasal spray. Prolonged use of decongestant nasal sprays irritates the nasal lining, causing the nasal lining to swell which leads to congestion, which is known as rebound congestion.

Next, we have our corticosteroid nasal sprays. Corticosteroid nasal sprays reduce inflammation and swelling in the nasal passage. A perk of corticosteroid nasal sprays is that they do not cause rebound congestion.

But before you're convinced on using corticosteroids nasal sprays, something you should know is that they have to be used regularly and it can take up to two weeks before they start working. Some potential side effects include burning/stinging and even nosebleeds.

Lastly, we have two common types of eye drops for allergies, ocular lubricants and eye decongestants. Ocular lubricants are artificial tears used for dry eyes but they are also used for itchy eyes. Ocular lubricants can wash away the allergens and act as a barrier. However, many affordable options contain preservatives, which can irritate the eyes with long-term use.

Next, we have eye decongestants. Eye decongestants can decrease eye redness and eyelid edema, as you might guess by having the word decongestant in the name. But these products can cause rebound symptoms in the eye.

For those looking for some natural methods, there are several non-pharmacological options to consider. An increasingly popular method includes using a saline nasal irrigation system for those with nasal congestion, runny nose, itchiness in the nose and sneezing. NeilMed Sinus Rinse is a commonly found saline irrigation system found at grocery stores. It usually comes with a bottle or a neti pot which will house the saline solution. The package also comes with some saline mix which you will have to add to water to create the saline solution. An important thing to keep in mind is, always use clean water for your nasal rinses. Clean water meaning, water you have boiled, distilled water or even bottled water. It has been found that saline rinses are a safe and affordable option when compared to intranasal steroids and oral antihistamines.

If saline rinses aren't speaking to you, some other options tailored to keeping pollen away includes keeping windows and doors closed, monitoring daily pollen count, avoiding drying clothes outdoors, shower, bathing and washing hair after outdoor activity and maybe even using a face mask if gardening.

Lastly, for those chronic antihistamine users. Have you ever noticed your antihistamine isn't working as well anymore. This is known as tolerance, and while the exact cause is unclear, the solution is simple: switch to a different antihistamine. It doesn't even have to be from a different generation, just a different brand might do the trick.

I hope this helps you better prepare for the upcoming allergy season!

What's happening



Carewest Rouleau Manor Mental Health Support Workers John Maspara, left, and Gillianne Toews sculpt clay tiles for eventual painting and installation at the new Bridgeland Riverside Continuing Care Centre. Led by community artist Tracy Franks, residents and staff created dozens of tiles to be included in the colourful mural. *Photo by Samara Sinclair*



Carewest Signal Pointe House 2 staff decorated for Easter using mostly recyclables by saving juice lids since Christmas. They involved residents in creating decorations and love how it all came together. It gives them purpose, a sense of pride and ownership. Pictured are NAs Juliet Dar, Luisa Dadula, Lailyn Arjona and Kristina Maquiling. *Photo courtesy Jennifer Bartsch-Maki*

around Carewest

Students in the Health Information Management program at SAIT coordinated a mini-Olympics for residents at Carewest Colonel Belcher, as part of their studies in their project management course. Resident Dennis Mickelberry would agree they managed the project very well! They organized three games the residents could play and brought gold, silver and bronze medals and trophies for all the participants.

Photo by Samara Sinclair



Snack attack basket winner for Nutrition Month

Congratulations to the winner of the Nutrition Month Snack Attack Basket at Carewest Colonel Belcher.

Resident John Ferguson will be enjoying fruit, cheese and crunchy snacks and know all the all of the proceeds will be spent on supplies for upcoming Social Committee events at the site.

Thank you to everyone who participated in the raffle, to Reception, who sold all of the tickets, and our dietitian Klara Lorinczi for organizing the snack basket.

Photo courtesy Megan Blain



Service Awards

May, June and July's Service Award winners have provided kind and compassionate care and service to Carewest residents and clients for 5, 10 and even up to 35 years.

5 Years

Daryz Marie Abando	Adeline Jatsa
Susan Al-Najar	Margie Lim
Francine Amuli Mukeina	Conel Maquiling
Oluwatoyin Awe	Carla Mason
Kristine Bene	Savitha Mendonsa
Jane Ben-Uduka	Sarah Murray
Liezl Bersabal	Barbra Ncube
Karamjit Bhatoa	Adebisi Florence Orimogunje
Arianna Boehm	Joy Sacdalan
Marjorie Campbell	Rachell Ann Santos
Ma Consuelo Capadosa	Chesna Danes Sumugat
Charlotte Chesami	Chika Udeozor
Melissa Couture	Tabatha Jean Welch
Cristina Deloverges	Yvonne Wint Morris
Katherine Dumayas	Kendy Yates
Marsha Sylvia Francis	Blenda Rona Yu
Philip Ganotice	Ella Yu-toy
Clara Maey Garcia	Muinat Zakariyau
Tanvir kaur Gill	

10 Years

Analiza Apacible	Ann Marrie Juanich
Lubov Aronov	Laurene Kapeta
Susan Blake	Edyta Kaszczyszyn
Robert Crowell	Ahou Koffi Epouse Kouame
Alegria Cruz	Madephine Abugan Layos
Jennifer Cruz	Joy Lugalía
Fatou Demba	Nkonde Mfula
Marilyn Forteo	Shanu Minhas
Natalie Garwol	Riolama Molina
Emily Gautreau	Ana Noel
Nathaniel Gibson	Toni Palmer
Ramandeep Gill	Jacqueline Powell
Janina Shay Holgado	Moomna Saleem
Buka Nenette Ilunga	Nicole Selinger
Francess Imuentinyan	Meron Afework Zewdie
Bernadette Joaquin	

30 Years

Jamil Braid

35 Years

Maria Cordero-Santos	Robyn Maerz
Juliet Machar	

15 Years

Marielou Abarca	Thelma Maangi
Zaira Abarca	Aysel Macapinlac
Jocelyn Acuna	Ricardo Macatula
Jumai Ahmed-Anteyi	Christina Magdalena
Jonalyn Ancheta	Messeret Mamo
Janene Andrews	Rachel Nancy Mandal
Imelda Apigo	Anjelica Montenegro
Daria Armstrong	Tigist Musbha
Helawi Berhanu	Trang Hong Mutikani
Heather Berube	Carmela Nuer-Hanrahan
Tamar Bizimana	Wendy Oliver-McKenzie
Linda Blanchard	Erlisa Pacubat
Ryan Bouvier	David Pargeter
Juvy Carnevale	Lalropari Park
Gbemisola Gbemi David	Leilanie Pemberton
Vivian Dela Vega	Tracey Schafer
Lisa Follensbee	Erica Sherbanuk
Elsa Ghebrekristos	Mila Sinoy
Anna Jimmy	Haide Tecson-Garay
Gilmise Joseph	Riza Joy Toth
Harriet Parveen Kalanzi	Mohammad Ul Alam
Shi Ying Lan	Maria Angela Valencia
Pearl Lautermilch	Marilou Vengco
Jun Lei	Joseph Villarojo
Merily Lo	Stephen Ward
Maria Corazon Lucero	Chris Zinkhan

20 Years

Florita Alger	Adela Felix
Edsel Abigail Andales	Luzviminda Garcia
Damian Dk Banny	Raquel Giron
Nicole Collis	Maria Granda
Stephanie Drysdale	Jamie O'Hara
Hanna Effah	Catherine Sacro
Bienvenida Enaje	Henrietta Tuguinay

25 Years

Evelyn Abad	Josefina Hilera
Dora De Boer	Jason Kosolofski
Mayenne Dulce	Eva Peterson
Caroline Gaqui	Biserka Petkovic
Tsegie Gebru	Georgina Rio
Kelly Graham	Michelle Vermeulen

Coffee break

Samara Sinclair, Manager, Communications & Marketing

Sources: armoredpenguin.com & puzzles.ca/sudoku

Word Search

Rodeo



Bucking	Horses	Saddle
Bulls	Racing	Sport
Calf	Reins	Spurs
Chuckwagon	Riding	Steers
Clowns	Rodeo	Tack
Equine	Roping	Western

Sudoku

Level: Hard

4	3	8	7	6		1		2
2				9		5	3	
					2	6		8
		4		2	3		5	
3						8		
6								
		5		1		3		9
	1						8	
9			6				7	

How to play Sudoku

Fill in the game board so that every row and column of numbers contains all digits 1 through 9 in any order.

Every 3 x 3 square of the puzzle must also include all digits 1 through 9.

Workforce discounts update for Carewest staff



From restaurants to exciting experiences, we've got amazing discounts for our healthcare workers:

- Blowers and Grafton street food
- M&M Food Market
- Noodle Box
- Papa John's pizza
- Sports games
- Cirque de Soleil

[Scan the QR code or click here to view some of the great workforce discounts available to Carewest staff.](#)





Carewest Dr. Vernon Fanning Pharmacy Technician Wendy Lindeman stands with her daughter Katie Lindeman, who is a Unit Clerk at the Fanning, beside a National Day of Mourning table they set up to commemorate colleagues in health care and other industries who have died or suffered workplace injury or illness. Wendy offers passersby packets of Forget-Me-Not seeds and butterfly garden stakes.

Photo by Samara Sinclair

Carewrite

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