

Impact Report

Carewest Today



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Carewest operates from 14 locations in Calgary and area.



Carewest today...

Carewest is Calgary's trusted public provider of continuing care, sub-acute and community-based programs. We are leaders in creating person-centred care communities that advance the healthcare system, supporting those when they need us most. We employ 3,200 staff, three medical directors and work with almost 400 active volunteers, who support our 18 diverse programs. Together we work to provide the best care possible for our residents, clients and families.

Our thoughtfully designed services enhance the quality of life of those we serve and innovate to advance health care system in meeting the care needs of the community. We operate from 14 locations and have been helping adults of all ages live more independent lives since 1961, with services ranging from long-term care, designated supportive living, alternate level of care, post-acute rehabilitation and recovery programs, day programs and community programs.

Barb Kathol: Chief Operating Officer



It was another year of transformational change and Carewest staff rose to meet the challenge while continuing to bring our values to life.

We have accomplished much together this year but the real success is that our residents, clients and families continued to receive excellent quality care and report they feel a sense of belonging at Carewest. Earlier in the fall, the ownership of Carewest was transferred from Alberta Health Services to Assisted Living Alberta (ALA) as a wholly owned subsidiary. This transition did not impact our sites, programs or services. Carewest continues to deliver the same excellent and compassionate care, with no changes to day-to-day operations and no impact to frontline staff.

In November, we launched the MySchedule (Infor WFM) system. This system significantly reduces reliance on paper processes to track scheduling and payroll functions and supports staff to more efficiently schedule their time. This was a large-scale change that impacted all Carewest staff and took a lot of focused work from our teams to implement and I appreciate everyone's effort and patience as we continue work through the system challenges.

Staff safety and wellness is important at Carewest. Late last summer, we participated in a Partners in Injury Reduction (PIR) audit, conducted by the Continuing Care Safety Association, a voluntary program aimed at reducing workplace injuries.

Carewest passed this external audit and is focused now on continuing to improve workplace health and safety.

Carewest also completed an Accreditation Canada survey in the fall. The purpose of Accreditation is to help us measure our programs and services against national standards, share our strengths, and learn where we can continue to improve.

The Accreditation Canada team visited seven of our Carewest sites, speaking with many staff, physicians, and leaders, clients, residents and families, examining our policies, tracking client records, and measuring quality compared to the established standards.

They noted several areas with excellent programs and leading practices. The surveyors also conveyed some of the messages they heard from clients, residents, and families, who indicated that staff made them feel like they were home, that their voices were heard, that they would not want to be anywhere else.

These statements are a testament to the dedication, caring relationships, and hard work of all our team members.

My sincere gratitude and appreciation for all you do for our clients, residents, families, and each other. Thanks also to the trust our clients, residents and families place in us by making our sites your home, or places to support and maintain your recovery.

Barb Kathol

The Carewest Difference

Vision

Leaders in exceptional care, supporting those when they need us most.

Mission

At Carewest, we create inclusive care communities that are person-centred, enhance client quality of life and innovate to advance the healthcare system.

Values

CARING: We appreciate each person's unique qualities and honour each other with kindness, respect and compassion.

RELATIONSHIPS: We connect authentically through listening and sharing.

EXCELLENCE: We strive for high quality, safety, innovation and learning in all that we do.

ACCOUNTABILITY: We act with integrity and take responsibility for what we do and say.

TEAMWORK: We partner together to provide exceptional care and achieve our collective goals.

Together, we CREATE Carewest, and couldn't be prouder of our organization.

Our Executive Team: Barb Kathol, Yaro Kiselev, Carol Baumgarten, Shelley Bannister, Beatrice Kozlowski, Rosalee Sears-Ford, Jolene Keck, Natale Oliverio, Nolan Tario, Samara Sinclair, Dr. Rachel DeFina, Dr. Meghan Dirksen, Dr. Megan Manning



WHAT WE DO: Our Programs & Services

Long-Term Care

EQUAL (Enabling Quality of Living) – For adults aged 18 to 64 who have disabilities related to a disease or condition, such as multiple sclerosis or a brain injury, who require the full-time support of a continuing care centre.

Chronic Complex Care – For adults who need specialized respiratory support, who also require the full-time support of a continuing care centre as well as people who require specialized treatment, such as hemodialysis or peritoneal dialysis.

Seniors' Care – For frail seniors aged 65 and older, who require the full-time support of a continuing care centre. Carewest offers a mix of secured and unsecured units.

Mental Health Care – A program providing comprehensive care for adults with complex behaviours due to underlying mental illness, neurocognitive disorders such as dementia or brain injury in a mix of secured or unsecured units.



Designated Supportive Living

Designated Supportive Living – Offers assisted living for adults who may need extra support such as 24-hour health monitoring, personal care and medication assistance. DSL is for individuals who have complex medical needs that are predictable and safely managed with onsite professional nursing (LPN level) and the direction of a home care case manager.

Alternate Level of Care

Alternate Level of Care – Short-stay beds for clients who no longer require the resources of acute or post-acute care but who do require interdisciplinary care, support, rehabilitation and extensive discharge coordination while they await an appropriate living option.

Post-acute programs

Geriatric Mental Health Program – A short-stay program for seniors with primary psychiatric disorders who require assessment, treatment and rehabilitation to be able to return to the community. This is a voluntary program for those who are recovering from acute mental health conditions.

Musculoskeletal (MSK) Program – For adults requiring further assessment, monitoring and rehabilitation to enable them to return to the community following an acute phase of musculoskeletal injury or bone or joint surgical procedure.

Neuro-Rehabilitation Program – For adults who have had a neurological injury, such as a stroke, and require additional assessment, recuperation and rehabilitation before returning to the community.

Rehabilitation & Community Transition Program (RCTP) – A short-stay restorative-care program that supports medically stable adults who do not need an acute-care level of service, but may require additional assessment, recuperation and therapy before returning to the community.

Community Programs

Comprehensive Community Care (C3) Program – A unique, long-term maintenance and support program for seniors who live in their homes in Calgary. Integrated and coordinated care is provided by a 24-hour health care team through a medical health clinic, day program, home support, transportation, access to respite beds and emergency response telephone system.



Day Hospital – A community-based program for seniors experiencing a mix of physical, mental, emotional and social concerns. The emphasis is on assessment and treatment within a short-term, goal-based program that offers education, support and therapies.

Respite Care – Respite care available for short-term, continuing-care residential stays up to two weeks to provide support for adults with chronic illness and to provide respite for families so they may have a break from care giving.

Operational Stress Injury (OSI) Clinic – An ambulatory care clinic funded by Veterans Affairs Canada that supports former and current Canadian Forces members, and members of the RCMP suffering from an Operational Stress Injury who require specialized assessment and treatment.

Adult Regional Seating Clinic – A specialized community service where individual needs of clients are assessed and special equipment prescribed and fabricated to make clients safer, more comfortable and independent in their wheelchairs.

Day Programs

Wellness Day Programs – Available to adults over the age of 65 who are living in the community and who require a social, leisure and health-promotion program and whose families would benefit from respite services.

Younger Adult Day Support (YADS) Program
For adults 18 to 65 with chronic illnesses, brain injury or physical disabilities, who require a social, leisure and health-promotion program and whose families would benefit from respite care.



Our strategic accomplishments

Each day, the people of Carewest work toward a better future by focusing on four strategic priority areas: Client Experience, Healthy Workplaces, Agile System Integration and Financial Sustainability. This year, we've accomplished much to further these four areas.

Client Experience



CHF Home Lottery - Mountain Edition

The inaugural Calgary Health Foundation Home Lottery Mountain Edition sold out prior to the deadline, which raised funds for resident programming at the Bridgeland Riverside Care Centre.

Resident surveys reveal strengths

Residents surveyed 2025 told us they are satisfied with Carewest. They found staff are kind, respectful and include them in decision making. Quality of life offerings such as dining experience and activities saw an increase in satisfaction Well done!

Reporting and Learning System implemented

The Reporting and Learning System (RLS) was launched to report on and track client safety issues. RLS is the centralized system for reporting and managing client safety hazards, close calls, and adverse events throughout the province.

Night Owls Program

Improving the quality of life for residents who are active late into the evening is the focus of the Night Owls program implemented at Dr. Vernon Fanning, Garrison Green and Rouleau Manor in 2025, funded by a grant from Alberta Assisted Living and Social Services. Carewest designed the program in collaboration with residents, their families and input from staff.

Excellent care through program changes

Residents continued to receive outstanding care from Carewest staff throughout several program changes at Carewest Colonel Belcher that necessitated the movement of residents to and from the care centre.

Accreditation

Carewest offered a “warm and welcoming” experience for Accreditation Canada surveyors as they toured the organization in October, measuring processes, policies and programs against national standards. Surveyors noted many leading practices, including patient flow, person-centred care, integrated quality management and medication management.

Cornhole tourney raises mental health funds

The Mental Health Awareness Community Fundraiser and Cornhole Tournament organized at Carewest Signal Pointe was a well-attended success, with face painting, silent auction, hand-made merchandise sales and of course, the Cornhole tournament. Funds raised supported Mental Health programming at the care centre.

Volunteer hours exceed target

Volunteers contributed 10,000 more hours than anticipated in 2025 to enhance the quality of life of residents and clients.

Healthy Workplaces



Promoting Carewest as a top employer

A new HR-focused social media campaign, highlighting the wonderful staff we currently have working at Carewest, brought renewed focus to the organization as an employer of choice and to build stronger talent pipelines.

Surveyed staff say they do their best work

More than 700 Carewest staff say they were motivated to do their best work, that they are satisfied with the employee experience at Carewest and that the workplace culture supports diversity, equity and inclusion.

PIR Audit multi-year action plan

Carewest passed the Partners in Injury Reduction audit, earning the organization its Certificate of Recognition and initiating the development of a multi-year action plan to improve safety and reduce workplace injuries.

Agile System Integration



Privacy program implementation

The assignment of a Carewest Chief Privacy Officer and Information Coordinator enabled the development and implementation of a comprehensive Information Management and Privacy program at Carewest.

Bridgeland Care Centre planning continues

Construction and planning for the opening of the Bridgeland Riverside Care Centre continued throughout 2025, which will provide 198 care spaces to the healthcare system when it opens in early 2027.

Addition of ALC and respite beds at Boyack

A 27-bed Alternate Level of Care unit opened at Carewest George Boyack in 2025 to help free up beds in the acute care system by taking clients who no longer require an acute care level of support.

Move to Assisted Living Alberta

Ownership of Carewest transferred from AHS to Assisted Living Alberta and began reporting under ALA as a wholly owned subsidiary. Through this transition, clients, residents and families continue to receive high-quality care with no change to staffing or operations.

Financial Sustainability



MySchedule launched at Carewest

Carewest launched the new staff scheduling system MySchedule (Infor WFM). Infor WFM eliminated most paper processes and offered online solutions for schedule management.

Financial resources and capital investments

Carewest invested in facility upgrades such as a roof replacement at Sarcee and insulation improvements at Signal Pointe, which will reduce long-term repair costs. We managed operational spending, to ensure resources are used responsibly while supporting quality care.



Our Staff

He's a trained chef who hosted elaborate dinners for upwards of 2,000 people but Carewest Food Services Assistant Geoff Martin has been happy to plunge his hands into a sink of soapy water as a dishwasher at Carewest Dr. Vernon Fanning for the last 19 years.

He's enjoyed the job with the straightforward workload because it has enabled him to use his immense talent for organization, cooking and coalition building to feed the hungry in his community, from the kitchen of the RockPointe Church in Bowness.

Banding together with five other like-minded individuals from the Carewest Food Services team, Geoff began RockPointe Food Security two years ago and now orchestrates dinners for 100 hungry people and 500 meals delivered into the community each month with a team of about 40 other volunteers using only recovered food that would have otherwise been disposed of.

"I thought, 'Wouldn't it be nice if we can get that food'. It doesn't go to the food bank – they can't deal with large pieces of meat or the 50-lb. bag of carrots. They are throwing massive amounts of food in our landfills and it's not even expired," says Geoff.

"I thought there must be away to get in on that. We talked to the Food Bank and they said it's impossible and you need to have professionals. We thought, 'We kind of are. We can do this.'"

"I could feed thousands, which would help the food bank tremendously."

Geoff began a large catering company with a friend at the age of 26, which grew to the capacity to feed 1,000 and catered some of the city's most fabulous parties. After 10 years, with a wife and two young children, he decided to simplify his life, sold the business and retired from cooking. But after observing how the economic climate is affecting his community, and working in Food Services at Fanning for many years, Geoff had an idea to make the best of food wastage. "We have an aging population that is having a hard time making ends meet in our economy and lots of young immigrant families," he says. Partnering with RockPointe Church for the facilities and the Trellis Society for their distribution network, Geoff and other volunteers recover about half a ton of wholesale food per month and feed 180 families. And they don't want to stop there. "We plan to send invitations to all the culinary arts schools in the country and invite them to be part of this project," says Geoff. "This food loss is going on all across the country. I don't even scratch the surface of what I could gather. I could feed thousands, which would help the food bank tremendously. Hopefully we spark a whole new view of recovery of food and how to handle it." If you would like to get involved, please contact Geoff at rockpointekitchen@gmail.com.

Our Clients

After an insidious staph infection in her spine dissolved two of her spinal disks, Mimi Gulvartian was told she would never walk again and likely needed long-term care. But Mimi isn't the type of person to give up easily. She arranged for Home Care and, with the help of her daughter, continued living at home. She signed up for some of the programs at Carewest.

After the Carewest Day Hospital helped her regain some of her mobility, Mimi became a Comprehensive Community Care (C3) client and gained vast improvements to her quality of life.

"I was on a catheter for two years and the doctor in C3 asked if I wanted to get rid of it. I wanted that more than anything but didn't think it was possible," says Mimi.

"She put me on a unit upstairs, where they had a way of monitoring my bladder. My bladder began work again – I couldn't believe it! You have no idea the impact on my quality of life."

The C3 program offers strength and mobility building exercises, as well as social opportunities and medical checks for clients.

"I've made so many improvements and come so far from where I was. Staff have done a lot for me here and they are warm, friendly and helpful," says Mimi.

"You have no idea the impact on my quality of life."

Mimi was able to abandon an assistive transfer board and start transferring herself to and from her wheelchair on her own. And what shocked her... she got a walker and began taking walks around the program halls.

"I had two people – one right behind me with my wheelchair and one beside me. But they told me I'd never walk again," says Mimi. "My last appointment with a specialist – I showed him all my improvements. He was amazed and said they were all miracles as far as he was concerned."

Born and raised in Brantford, Ont., Mimi was the youngest of five siblings, grew up to work in data processing and accounting and had two daughters.

Before her staph infection, Mimi lived an independent life, living in Los Angeles and Arizona and taking on adventures such as relocation and travel. She hopes to regain some of that independence.

"My hope is getting around with a walker on my own without the fear of falling. You can't give up. Especially if you were independent like I was. You have to push yourself and think positive."





Our Volunteers

Carewest volunteer Clover is unlike any of the other 500 volunteers donating their time, skills and kindness to Carewest residents, clients and staff.

First, she has an unusually long nose. Second, she wears an apricot-coloured coat, which she never takes off. She also sits, stays and rolls over on command.

Clover is a two-year old standard poodle, owned by Carewest Sarcee Director of Care Brooklyn Hurman.

With a background in nursing, Brooklyn has always dreamed of bringing a dog to visit with patients, residents and clients and a couple of years ago, she decided to try and make that dream a reality.

“As a nurse, I didn’t know how that dream would come to fruition. I got this dog with the goal in mind for her to come to work with me because I love the holistic aspect of providing that different type of care,” says Brooklyn.

“I looked for a dog that was smart, with a good temperament, hypoallergenic and tall. She has long legs and a big snout so she can reach bed sides without jumping up. She’s great height for wheelchair access too.”

Once Clover became accustomed to life in her new home with Brooklyn and her family and learned several commands, Brooklyn initiated the process of signing her up to be an official volunteer at Carewest.

“She is a great height for wheelchair access too.”

With the permission of her Executive Director and after an assessment done by Carewest’s Volunteer Services Lead, Clover was given her name badge and officially welcomed into the care centre in a one-year pilot project.

Twice a month, she comes in with Brooklyn, and does “rounds” with her to visit any clients who would like to see her or sits in on client and family meetings.

“The clients are starting to get to know her, see her, ask for her and about her more often. One of the ladies came across the dining room, calling her ‘my baby’. It was lovely. I see joy, like moments of relaxation and their smiles – it’s so neat to see that their body language actually changes when Clover is around,” says Brooklyn.

She adds Clover may also be able to help with pain management, as the distraction of a fluffy volunteer may be enough to take someone’s mind off their pain.

Client Helen Logan has been at Carewest Sarcee for eight months to recover after pneumonia and a broken bone hospitalized her at Rockyview. She says a visit from Clover brightens her day.

“I love animals and Clover is a very obedient dog. It uplifts me because we can’t have animals here,” says Helen.

“I count the days until she visits again.”

Our Programs

The Alternate Level of Care program at Carewest is the bridge between hospital and home for many clients requiring additional support to complete daily tasks of living, regain mobility and plan for their discharge to ensure a successful return to the community.

Carewest operates a 52-bed ALC unit from Carewest Sarcee and a 27-bed unit from Carewest George Boyack providing a short-stay option for clients who may no longer require the resources of acute or sub-acute care, thus freeing up those beds for those who need them.

“This allows us to move clients out of acute care into a community site as they await placement,” says Jonalyn Ancheta, Director of Care for the ALC unit at George Boyack.

“This is beneficial to acute care, which can use those beds for patients with more acute needs. It’s also beneficial to the ALC clients who will be cared for in a community site more aligned with their needs.”

Clients with a wide variety of care and social needs can be served by ALC, which provides social and financial support, physical rehabilitation, mental health care and assistance with planning for a successful discharge, whether it be back home or to another appropriate living option.

Gulshah Nasiry came to ALC after she broke her leg doing exercises.

“This allows us to move clients out of acute care into a community site.”

After a one-month stay at Foothills Hospital, Gulshah was transferred to the ALC program at George Boyack.

Initially, she was afraid to be admitted to a care centre; she had preconceived notions of what the experience would be like.

But her fear abated and for the next five months, she completed targeted physical therapy to enable her to regain some of her motion and independence.

“I’m glad I had that experience. The fear was gone. And now I know what will happen to me if I live longer,” she says.

Due to a blood clot, Gulshah was paralyzed from the waist-down as a child and worked closely with the staff on treatments appropriate for someone with paralysis. She began enjoying her time in the gym and doing the recreation activities.

When it was time for discharge, Gulshah didn’t feel comfortable returning home and felt she required additional convalescence. She remained at Boyack until she was ready to successfully return home. The health care system spends about six times the amount on a patient staying in acute care, compared to a client staying in ALC. Since the ALC program opened at Carewest, it has helped more than 1,200 clients and created millions in savings for the health care system.



Calgary Health Foundation

Carewest residents and clients benefit tremendously from the generosity of our donors and volunteers.

Take our residents at Carewest Colonel Belcher for example. Thanks to the Friends of the Colonel Belcher Society and the Calgary Health Foundation, funds are being raised to support a music therapy program at the care centre. This program will make a positive impact for residents, who connect with music for moments of joy, memory and feeling.

Another example are the volunteers and Calgary Health Foundation staff who helped us organize and host a fundraiser for mental health at Carewest Signal Pointe. The weekend Cornhole Tournament drew community members out to take part in the fun and meet our residents.

Making a difference in the lives of others is easy at Carewest. If you are a family member wishing to get involved or show gratitude for the care and support provided to your loved one, the Calgary Health Foundation has a program to enable you to direct a gift to the site and unit of your choice.

The Calgary Health Foundation fundraises for excellence in health care and contributes to the quality of life for those served by Carewest.

We also gratefully accept family members or friends willing to donate their time to accompany residents on outings, for fun programs or just spend time with the residents. Carewest volunteers continue to enhance our programs and services by helping us provide comfortable environments, a special meal or a sense of joy.

Anyone can apply to become a volunteer or give to improve the quality of life for our residents and clients. You don't have to be a family member.

We gratefully accept donations through the Calgary Health Foundation at calgaryhealthfoundation.ca/carewest or by calling 403-800-4200. Or you can apply to volunteer at carewest.ca/volunteers.



calgaryhealthfoundation.ca/carewest



Donors and volunteers
Thank you...

A HUGE THANK YOU

**For making a difference for our
residents, clients and staff!**

Our donors and volunteers make such a meaningful impact at Carewest. They contribute to the day-to-day lives of our residents, clients, family members and staff.

They play a significant role in supporting innovative programming and equipment at our sites and making a difference in the lives of those we serve.

Whether they are giving gifts of financial support or gifts of their time, Carewest donors and volunteers make an immensely positive impact on the quality of life for those living with, staying with us and working for us.

*~ We could not do what
we do without you!*





Our Valued staff
You make a difference...

We are SO grateful

For your dedication, commitment and hard work over the last year and living our values each and every day!



In celebrating our success, we must acknowledge Carewest staff who are always searching for creative ways to provide the specialized care, programs and services that we offer in the health care system.

Carewest staff live our values of Caring, Relationships, Excellence, Accountability and Teamwork and are the reason we have been Calgary's trusted public provider of continuing care services since 1961.



We have achieved much over the past year in service to the community – thank you for being part of our history.

*~ We are excited about
creating the future with you.*

Employer of Choice



At Carewest, we work hard to be an employer of choice and believe offering excellent care to our clients starts with our staff. We listen and respond to the needs of staff in providing them with the knowledge, tools and resources to ensure their success:

- **Employee Health and Safety:** We are committed to safeguarding the physical, psychological and social well-being of our workforce. Our occupational health nurses help prevent staff injuries, promote wellness and help manage employees through periods of illness or injury so they are able to return back to work as soon as possible.
- **Staff Experience Surveys:** Carewest is committed to ongoing input from staff to provide us focused insight into the factors that support a positive culture and psychological health at work.
- **Education and training:** Carewest believes well-educated employees are an essential part of the work we do. We take pride in ensuring our staff have access to a wealth of ongoing education that enhances their skills and performance.
- **Diversity and inclusion:** We work to create an environment where diversity is celebrated and where everyone feels safe to be themselves.

OUR LOCATIONS

Carewest Colonel Belcher

Seniors' Care, Adult Day Program, Designated Supportive Living

1939 Veterans Way N.W.

403-944-7800

Carewest Dr. Vernon Fanning

EQuaL Program, Neuro-Rehabilitation Unit, Younger Adult Day Program, Rehabilitation & Community Transition

Program, Chronic Complex Care

722 16th Avenue N.E.

403-230-6900

Carewest Garrison Green

EQuaL Program, Seniors' Care, Mental Health Care

3108 Don Ethell Boulevard S.W.

403-944-0100

Carewest George Boyack

Seniors' Care, Mental Health Care, Alternate Level of Care

1203 Centre Avenue East

403-267-2750

Carewest Nickle House

Designated Supportive Living

950 Robert Road N.E.

403-520-6735

Carewest Royal Park

Seniors' Care

4222 Sarcee Road S.W.

403-240-7475

Carewest C3 Beddington

Comprehensive Community Care (C3)

8120 Beddington Boulevard N.W.

403-520-3350

Carewest Signal Pointe

Mental Health Care

6363 Simcoe Road S.W.

403-240-7950

Carewest Rouleau Manor

Mental Health Care

2206 2nd Street S.W.

403-943-9850

Carewest Sarcee

Seniors' Care, Rehabilitation & Community Transition Program,

Alternate Level of Care, Comprehensive Community Care (C3)

3504 Sarcee Road S.W.

403-686-8100

Carewest Glenmore Park

Rehabilitation & Community Transition Program,

Musculoskeletal Unit, Geriatric Mental Health, Day Hospital

6909 14th Street S.W.

403-258-7650

Carewest Operational Stress Injury Clinic

Assessment, treatment development, family support, referrals

Location 1: Suite 203, 3625 Shaganappi Trail N.W.

Location 2: Suite 102 - 5010 43rd Street, Red Deer

403-216-9860

Carewest Administration

10101 Southport Road S.W.

Calgary, Alberta, T2W 3N2

403-943-8140



COMING SOON...

The Bridgeland Riverside Continuing Care Centre



Follow us on



Or on carewest.ca

