

CAREWRITE

An illustration featuring a light brown ground with numerous footprints and handprints of various sizes and orientations. Some footprints are large and dark brown, while others are smaller and lighter. Handprints are scattered throughout, some pointing towards the right. At the bottom of the illustration is a green pond with several concentric ripples, suggesting a recent splash. The background of the entire page is a gradient of purple and orange wavy lines at the top, transitioning into the light brown ground and green pond.

Can you guess
who's coming?
It will all become clear soon...

This month in Carewrite

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- Submission deadline: June 16, 2025
- Publishing date: July 1, 2025

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

| | |
|-----------------------------|----------|
| Passover | April 13 |
| Good Friday..... | April 18 |
| Easter Monday..... | April 21 |
| Earth Day..... | April 22 |
| Mother's Day..... | May 11 |
| Victoria Day..... | May 19 |
| (Eid) al Adha..... | June 6 |
| Father's Day..... | June 15 |
| First day of Murharram..... | June 26 |

Barb Kathol

Chief Operating Officer

The spring edition of my Executive Message is often written with snow on the ground but published when the sun is shining and warmer temperatures on the way. This often leaves me with a feeling of optimism of bright times ahead.

It seems every day we are hearing new announcements that impact health care in Alberta or that constitute a change in how we offer care and services at Carewest.

Change is a constant in health care, as we work to continuously improve on programs and services to meet changing community needs, shifting demographics and fluctuating socio-economic climates.

Our work continues and so do our notable achievements in the provision of excellent quality care and services for our residents, clients and families.

Some recent achievements within the organization I would like to note include the creation of Nora's Cove – a multi-purpose chapel space at Carewest Signal Pointe. Thanks to an anonymous Calgary Health Foundation donor, the space was updated with new lighting, music and decor to be a place of peace and renewal for Signal Pointe residents and staff.

Extensive planning work behind the scenes of the MySchedule implementation project continues. Deadlines have shifted to a November 2025 launch and the preparation work continues. The way Carewest staff and managers view employee schedules, interact with availability calendars, submit and approve shift requests, shift booking methods, and log overtime will be changing in November, as MySchedule is set to replace the current staff scheduling and timekeeping system, commonly known as ESP.

The rollout of the Continuing Care Health Service Standards education modules to all Carewest staff in less than six months was a monumental effort on behalf of managers, who assisted with the rollout, staff, who made the time to take the mandatory training, and the Education



made together in the first part of 2025

Services team who created engaging and user-friendly modules to help everyone learn the content.

Carewest has also faced its own set of challenges during the first part of the year.

Staff continue to provide outstanding care to residents and families at Carewest Colonel Belcher during a time of media scrutiny regarding the creation of a LTC Mental Health Care program within the care centre, to support demand in the Calgary Zone for this type of programming.

We want to thank staff for their dedication and commitment to our vision of being leaders in exceptional care, supporting those when they need us most. In responding to this community need for mental health care services, we created two inclusive care communities at the Belcher for those requiring this level of care and staff work very hard to ensure all our residents receive person-centred care.

We also want to thank our residents and families at the Belcher for your patience and understanding as Carewest responds to questions and reviews its programming to ensure everyone's needs can be safely and efficiently met.

Carewest is always looking to improve the services it offers to residents, clients and families, as well as offer a workplace of choice for staff.

To that end, we conduct regular surveys internally to discern areas in which we're doing well and areas in which we can improve.

In the last few months, Carewest Quality and Performance has surveyed residents across the organization to gauge the resident experience.

More than 170 people answered the survey from across seven sites in our organization.

The results of that survey buoyed our spirits. Residents told us that:

- 96.5% residents answered that they are treated with respect at Carewest. The exact same amount answered in the affirmative that they are treated with kindness.
- 92% of residents were satisfied with the staff.
- 90.8% of residents answered that they felt welcomed and included at the site.
- 88.3% were satisfied with the care and services.
- 74.9% of residents would recommend Carewest to someone who needs care.

- 66.1% of residents felt there were enough activities that they enjoy being involved in.
- 63.2% of residents were satisfied with the meals and dining service.

Some of the comments included:

- "Quite happy with how things are going so far."
- "Some staff need to learn how to be more respectful when giving care. They seem to forget that I am still cognitively well enough to understand everything."
- "I'm very pleased with care and service. Even pleasantly surprised with how I was treated the first time I came here."
- "Sometimes staff don't speak English when providing care."

The positive results told us that our staff are doing a wonderful job of living the Carewest values of Caring and Relationships, as residents felt included and that they were treated with kindness and respect.

We also have more targeted direction for improvement in the areas of food and activities, which is always a challenge in a congregate living environment with so many different preferences. However, it is a challenge we aspire to rise to.

There will be more to come on this, because as of press time, the results from a family survey were still rolling in. We will keep you informed with some more targeted communication in regards to the results of both that survey and this resident survey.

We will also be conducting a pulse survey of our staff in the coming months to gauge staff experience throughout the organization.

Looking ahead, Carewest has much to work towards on the horizon.

Planning for Bridgeland continues to move forward and we continue advancing areas in our strategic plan.

I look forward to the future of providing quality care and services to our over 5,000 residents and clients served annually with the same optimism that I look forward to the coming summer season.

My gratitude to all Carewest staff who bring a little warmth to residents and clients in our care. Thank you to those who bring a ray of sunshine to all your interactions and for living our values every day.

Farewell to Supportive Pathways

Samara Sinclair

Manager, Communications & Marketing

Anyone who has worked at Carewest over the last 20 years knows the name Supportive Pathways.

The Carewest-developed education program has been a key part of Carewest's efforts to promote individualized, whole-person care for a person living with dementia in a supportive environment.

After careful consideration, Carewest has made the difficult decision to discontinue its Supportive Pathways program, effective January 15, 2025.

Several factors influenced this decision. Most significantly, other organizations with a mandate to develop and maintain evidence-based dementia education have developed valuable training modules and programs.

Rather than spend our educator time developing materials, we opted to dedicate their time to working with staff to support learning.

We recognize the continued importance and need for dementia support education across healthcare.

Carewest highly recommends the Conestoga College free online training called "[Canadian Remote Access for Dementia Learning Experiences \(CRADLE+\)](#)" as an alternative dementia education program.

This online program is available in four languages, accessible to the public and Carewest has been using it for supplemental dementia-care training amongst our staff for more than three years, with overwhelmingly positive feedback.

Six years after its inception in 1998, Supportive Pathways was selected by Alberta Health and Wellness as the provincial model of dementia care training, and it was included in the provincial health care aide curriculum.

Supportive Pathways has been taught in countries as far away as China.

It has been a matter of pride for Carewest and has changed the way healthcare staff around the world care for people living with dementia.

Supportive Pathways taught us to honour each client's individual "pathway" as they journeyed through life

with dementia and support them along the way, while emphasizing the importance of maintaining the client's personhood.

Some interesting milestones along the way include:

- **Feb. 5, 1998:** Members of Carewest's Dementia Care Committee adopt the name Supportive Pathways for the first time.
- **April 17, 1998:** Official kickoff of the Supportive Pathways program at Carewest Administration
- **February 2004:** Supportive Pathways selected by provincial government as gold standard of dementia care training and included in the curriculum for Health Care Aide courses in the province.

We want to express our sincere gratitude to all those who have supported and participated in Supportive Pathways.

Your engagement has been invaluable, and we remain committed to our shared goal of recognizing the person behind the disease and the importance of focusing on the "now" with all our clients.

The program made an immeasurable impact on the lives of those we cared for and changed the way we viewed dementia and those living with it.

We are proud of this piece of our legacy and look forward to the future of dementia care training with optimism.



Shine some light on good work

Do you want to acknowledge Carewest staff for everything they do day in and day out? Have you seen remarkable demonstrations of hard work, flexibility and dedication in those who have gone above and beyond? Take a few minutes to read the comments below and recognize the impact your hard work is having on your colleagues, our residents, clients and their families or leave a comment, yourself! [Fill out the Shine Some Light submission form today.](#)

Here are letters about exceptional care at Carewest Glenmore Park and Colonel Belcher

I want to take a minute to highlight the exceptional care Belinda provided for a patient on 2W this week. First of all, Belinda recognized the urgency of the situation when a patient was having a seizure. After being unable to contact the on-call doc, she reached out to me. This is fantastic! She followed the process perfectly. Then, she synthesized an enormous amount of information from several different sources in the chart to give me a comprehensive history. She answered all of my questions well. I reviewed the notes and Belinda's note is AMAZING!!!! Well done, Belinda! I can not highlight this enough!!! I want to say a BIG thank you to Belinda for helping the patient and HELPING me!

~ **Meghan Dirksen, MD, CCFP**

Mariamamma (at Carewest Colonel Belcher) is by far, one of the best staff working for Carewest. She is always smiling, fair, honest, non-judgmental and respectful to all staff, residents and family members she talks with. Mariamma listens without making a snap decision. She is the type of person that Carewest could take a page from. Working with an individual who brings smiles to people's faces, makes it that much more nice to work alongside with.

~ **Anonymous**

I was chatting with one of my 2W patients and she gave me some lovely feedback about our health care aide Kristopher. She made a point of telling me about Kristopher's excellent care. He is always very prompt and checks in on his patients frequently, he is exceptionally helpful and thorough with patient care and follows up in a timely manner. Most importantly, she described how friendly, kind, and funny he is. His wonderful bedside manner and lovely personality has made a big difference to this patient, and she was very appreciative. While I will make a point of passing this along to Kristopher personally, however I also wanted everyone to know about the exceptional work he is doing and the positive impact it is having on our patients. This is not the first time I have heard positive feedback about Kristopher's excellent work and lovely manner with patients, he is truly going above and beyond in his role.

~ **Kimberly Kavanagh**

Aurora (at Carewest Colonel Belcher) is one of the most understanding, kind, fair, non-judgmental and soft spoken staff that doesn't waste time on the little fires she puts out daily. Aurora is a wonderful CSM that makes coming to work that much more exciting. Just when one doesn't think that she has time for a person, Aurora finds a way. Thank you for your hard work and effort.

~ **Anonymous**

I just wanted to tell you about some truly excellent nursing that I genuinely believed saved a patient's life on 2E. I was called early this afternoon by Abigail on 2E in regards to a patient with hypotension and tachycardia. Abby noted the change in vitals and altered mental status of the patient and called me to ask for assessment earlier than planned. This patient was unstable, and I called 911. I remained on the unit to discuss the case with paramedics and ensure she was off to hospital. Throughout, Abby continued to provide key pieces of information from history and the chart, as well as facilitate a smooth transfer to acute care. The patient was unstable in emerg, requiring a rapid blood transfusion and monitoring via Internal Medicine and ICU. If this patient was not assessed and transferred in an efficient manner, she very well may have died. This was a genuinely life-threatening situation, and it was the thorough assessment by Abby and excellent advocacy on behalf of her patient that saved this woman's life. Abby effectively and urgently recognized a dangerous situation, called the physician, and advocated for her patient, as well as provided support and assistance during her transfer to acute care. She also provided a thoughtful and thorough update later this evening. The other nursing staff on the unit, Maria and Natalie were also incredibly helpful, thoughtful, and thorough in their assessments of the situation and their support of colleagues. It was Abigail's actions, however which saved this patient's life.

~ **Kimberly Kavanagh**

Lola (at Carewest Colonel Belcher) is a very caring staff member that wears her heart on her sleeve and treats all residents with respect, dignity and compassion. Lola does so many things outside of her scope of practice as well. A true unsung hero to other staff and residents. Keep up the outstanding work.

~ **Anonymous**

I wanted to reach out to let you know Myi Myi worked very hard yesterday for patient H. H was having a sustained tachycardia and Myi Myi was very diligent on checking on H and keeping in contact with me. She also appropriately gave the patient nitro when she had chest pain, and we sent H to the emerg. When the patient was sent back, Myi Myi contacted me, and we updated orders. She also called me later when the patient wasn't doing well. Anyways, I wanted to recognize that this was a lot of work when she also has a full patient load! She was very diligent, and I appreciated it very much. H was fortunate to have Myi Myi on her team this weekend.

~ **Meghan Dirksen, MD, CCFP**

Microsoft transitions to web-based

Samara Sinclair

Manager, Communications & Marketing

Staff who share computers will start using only the web-based versions of Microsoft applications (apps) such as Excel, PowerPoint, and Word.

These are primarily frontline staff who work at the sites. Staff using a dedicated computer (a computer that is only assigned to them) will continue to have access to the desktop versions of Microsoft apps (in addition to the web-based versions).

Web apps allow users to securely access their files from OneDrive and SharePoint Online from any device while easily sharing files and controlling access permissions.

This transition supports enhanced collaboration, security and integration with other Microsoft 365 applications. Microsoft web apps have different functionality from the desktop applications.

Certain desktop application features will either change or be unavailable in the web version of the application.

For example, certain macros available in the desktop version of Excel will not work in the web-based version.

This means that anyone creating Microsoft documents that are meant to be shared with those who only have access to the web-based apps (i.e. staff who use shared computers), will want create those documents on the web-based applications.

If they don't, those documents may not display properly, and staff may not be able to interact with them (i.e. editing, reviewing).

Resources created for shared computer users must be web-app compatible, especially if Microsoft desktop apps were used to create these resources (such as forms, budgets, workbooks, data dashboards, etc.).

This also means currently shared Microsoft Excel, PowerPoint, and Word files may need to be updated for web app compatibility so shared computer users can use them after they switch to web apps.

It is important to understand these differences to ensure a smooth transition to the Microsoft 365 web applications and ensure future compatibility.

Microsoft Technologies Program



Share a computer? You'll soon switch to Microsoft Web Apps.

Learn more about
Microsoft Web Apps,
including how to
access, on Insite.



 **Carewest**
INNOVATIVE HEALTH CARE

AHS IT has created a Microsoft 365 Readiness Playbook to help leaders determine the scope of impact and what steps their teams need to take to ensure their files are ready.

AHS has also developed training documents, videos and virtual office hours - all accessible from the Microsoft Readiness page on Insite.

We encourage staff to begin using Microsoft 365 web apps now to increase comfort and familiarity with the platform. After your migration, the way you access and work in these files will change. Please familiarize yourself with some of those differences.

[Click here for more information and learning resources about this upcoming Microsoft migration.](#)

MySchedule timeline updated to November

Samara Sinclair

Manager, Communications & Marketing

The timeline for the launch of the MySchedule project has moved from July 2025 to Nov. 17, 2025.

The MySchedule project will change the way Carewest staff and managers view employee schedules, interact with Availability Calendars, submit and approve shift requests, book shifts, and log overtime.

The MySchedule project aligns with Carewest strategic initiatives and will be replacing the current staff scheduling and timekeeping system, commonly known as ESP.

There are many self-service functions in MySchedule that staff will be required to use for their scheduling and timekeeping needs.

This Carewest-wide transformational project will impact our staff scheduling across all sites and programs and will revolutionize the way our work is performed.

As with any large-scale change initiative, support from leaders in all areas of Carewest will be essential for the success of the launch.

Leaders should anticipate being called upon for extra support during the transition period, Nov. 3-Dec. 8, 2025.

This would apply to Directors, Managers, Clinical Support Coordinators, Team Leads, Supervisors, Nurse Clinicians, Unit Clerks, Administrative Secretaries and those in payroll and staff scheduling.

Carewest staff and managers will need to take training to learn how to use the new system.

More information about the upcoming transition is available on the MySchedule Hub – a one-stop shop for access to everything MySchedule.

Please contact Beatrice Kozlowski or Laeticia Haynes directly with any questions you may have.

Policies no longer being printed

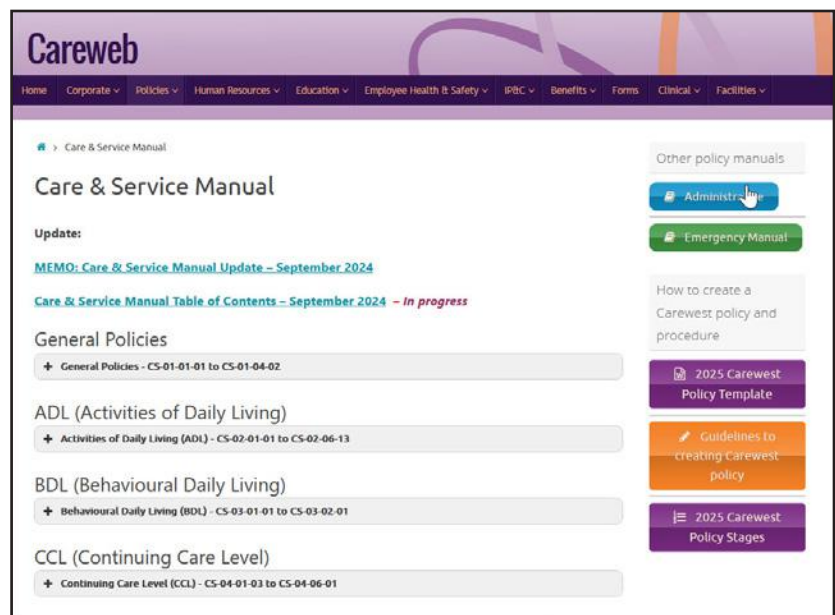
In an effort to reduce our reliance on paper-based processes and improve efficiency, Carewest Executive Leadership has approved a new process for the updating and storage of the site's Administrative policy manuals and Care & Service policy manuals.

Effective immediately, Careweb will be the source of truth for all Administrative and Care & Service policies.

All unit-based policy manuals shall be recycled. Each site will retain one master copy of each of the Administration and the Care & Service policy binders, which will be stored and updated by Administrative Secretaries.

Not only does this new process save paper but it also decreases the amount of time spent keeping all the onsite paper policy manuals updated.

The process by which Emergency Response policy binders are updated and stored will remain the same as the current practice (no process change). Each unit or department will maintain their own copy.



After March 30, the Administrative Secretaries will walk throughout their sites and gather up all the Administrative and Care & Service Policy binders and recycle them or throw away what cannot be used.

If you have any questions, please connect with your site director for more information.

Breaking Barriers: Social Work Month

Lindsey Ross

Carewest Social Worker

Did you know that March is Social Work month? This year's theme is "Breaking Barriers: The Value and Impact of Social Work".

Social work is an important part of healthcare. The value social work adds to the lives of Albertans requiring medical care cannot be understated.

Social work clinical activities vary, but every social work activity takes place with the certain core values as the foundation of our practice ([CASW Code of Ethics, Values and Guiding Principles 2024](#) | [Canadian Association of Social Workers](#)).

These values include:

1. Respecting the dignity and worth of all people
2. Promoting social justice
3. Pursuing truth and reconciliation
4. Valuing human relationships
5. Preserving integrity in professional practice
6. Maintaining privacy and confidentiality
7. Providing competent professional services

By applying these core values to practice, social workers strive to help the people they work with overcome barriers to health and wellbeing.

Social workers help patients and families with a wide range of issues such as financial strain, housing and food insecurity to minimize negative health impacts that are the result of social inequity.

Social workers are resource specialists and try to connect their clients and patients to the services needed to optimize their wellbeing. It is hard to stay well and recover from illness when your basic needs are not being met!

Experiencing a health crisis or illness not only impacts your physical wellbeing, but it can also seriously impact your mental wellness.

Social workers are frequently at the frontline of healthcare offering emotional and psychological support to those experiencing distress, trauma and loss.

Additionally, social workers can help individuals connect to mental health resources in the community.



Stephanie Dysdale, Social Worker with the Beddington C3 program, recalls how she helped clients and families with system navigation and advocacy during her time working at Glenmore Park RCTP.

"Working at RCTP, I often supported clients and families experiencing their first medical crisis – one that often led to a potentially dramatic life change. My role often involved guiding clients through the care team's assessment.

By providing the opportunity to have important conversations in a supportive one-to-one environment, clients gain knowledge and alleviate fear and anxiety about their options."

Social workers value and prioritize human relationships in their clinical practice.

Social work can play a pivotal role in humanizing the health care experience of our patients and their families by providing health services from a relational perspective.

Social workers are skilled clinicians that add value to the interdisciplinary approach to care offered at Carewest.

Social Workers use their clinical skill and person-centered approach to positively impact colleagues and clients alike.

Like other allied health team members at Carewest, social workers are regulated health professionals and are members of the Alberta College of Social Work. Social workers adhere to Standards of Practice and a Code of Ethics to ensure professional and ethical health delivery.

Social work month is a great opportunity to recognize the special role social workers play in health care and reflect on and appreciate their value and impact at Carewest!

Happy Therapeutic Recreation Month

Helen McDonald-Bohan

Recreation Therapist, Royal Park

"I love the sunshine and fresh air!"

"I'm here for the social time after the game."

"It's good exercise."

"I'm in it, to win it!"

All these statements suggest various take-aways from the exact same leisure activity, which could be anything from a slow pitch league, weekly golf game or doubles pickleball!

Why we engage in a recreational pursuit describes our motivation and the unique satisfaction we derive – and it is different for everyone.

Enter: life circumstances and suddenly, our leisure options change; be it from degenerative conditions, mental health struggles, or an acute injury. Even so, social and recreational experiences remain a cornerstone in the quality of life for all of us.

Recreation therapists are there to guide individuals to maintain or regain this sense of day to day meaning and individuality.

They must be innovative and resourceful in introducing new ways to recreate thus facilitating continued satisfaction with personal interests and needs.

A partner in health and rehabilitation collaboration, recreation therapists will use leisure to achieve recovery, prevent further regression and apply regained function.

Take upper extremity function for example: gardening, carpentry or completing a large piece jigsaw puzzle are a few functional activities which may not only have relevance for a client but also contribute in the improvement of their hand coordination, grasp or fine motor skills (not to mention, cognitive and perceptual benefits as well!).

The relevance and meaning which a leisure pursuit can offer, makes it a valuable tool for achieving outcomes, establishing pathways or forming positive habits. February was Therapeutic Recreation Month.

Recreation therapists and recreation therapy aides are visible team members in Carewest's long term care, rehabilitation, mental health, community outreach/day service and alternate levels of care programs.



Staff profile

Lilia Matua Licensed Practical Nurse

Carewest Sarcee

“It’s always been my passion to help people.”

Izaiah Reyes

Volunteer, Communications & Marketing

Licensed Practical Nurse Lilia Matua, quite literally steered herself into a healthcare career.

“It’s funny because I wasn’t even looking for a job at Carewest,” she recalls. “There were two friends of mine who wanted to apply as HCAs (Health Care Aides) and needed a ride to Southport.”

It was still common practice to fill out applications in person back in 2015 and Lilia’s open attitude led her down a unique road to becoming a nurse at Carewest Sarcee.

“I drove them to the head office, and while they were filling out the form, they told me, ‘Oh, Lilia, you love to cook, there’s a food service assistant position available, you should apply!’ At that time, I had just left my job so I figured why not? Let me fill out an application form then.”

Two weeks later, Lilia was hired and she was off to the races. Though her employment started in March 2015, her journey really began decades before in Baguio, Philippines, during her formative years.

“It’s always been my passion to help people,” she says. “I grew up with so much love and care from my family. This is something I carried with me, making it hard to ignore somebody when I was well taken care of.”

Lilia grew up under the loving care of her mom, together with her five other siblings. Her dad unfortunately passed away when she was only three years old.

This led Lilia’s mom to the decision of working as a caregiver in Hong Kong to provide for the family, a decision she had mirrored when Lilia had a daughter of her own.

“I couldn’t take my daughter to live with me in Hong Kong so moving to Canada became a solution for me. One of my sisters was already here so that helped me make this decision to move.”

Lilia moved to Toronto in 2006 as a caregiver and by 2009, she received an open work permit and had changed career paths shortly after.



Photo by Izaiah Reyes

“I was hired in 2010 as a financial advisor at Sun Life Financial. I worked there until 2014, selling investments and life insurance to people.”

Motivated by her passion to help people and equipped with an education in accountancy, Lilia took on her role with the same level of care she does with her job today.

“Sometimes I would have to drive 12 hours straight to meet with a client and I’m not motivated to close a sale. I just want to help improve their financial literacy.”

Although she felt rewarded by her financial advisor role, Lilia still had an itch to do more, just like when she became a food service assistant in Carewest.

“I love dealing with people. But I couldn’t interact with them as a dishwasher so I started thinking of ways to get out of the kitchen and into the serving line.”

Staff profile: Lilia Matua

Continued from Page 10

Lilia approached her manager and was able to receive training to serve at the main dining hall. It was here where she had established relationships with the residents.

"I was able to interact with the residents. I know their diets, what they loved eating and things like that but I want to do more so I went to school and studied to become a health care aide."

Lilia completed her studies in September 2015 while still working as a food service assistant. From there, she worked as a staff member on the Long Term Care (LTC) unit.

"I loved it," she exclaims. "I had the opportunity to give these residents direct care. I liked interacting with them as well as the nurses. This motivated me to study again to become an LPN at Bow Valley College."

She completed her studies in August 2019 and had the opportunity to work in a new unit, for the Carewest Alternate Level of Care (ALC) program, in 2020.

"It was nice because we became the first staff members of this new program," says Lilia.

"I love having clients of diverse backgrounds. Although it was a little challenging adjustment at first, my education helped me transition well."

Lilia continued to work in ALC until a new position at Carewest Glenmore Park opened up for the Rehabilitation and Community Transition Program (RCTP).

"This program is for more acute clients, specializing in wound treatment. The turnover rate for clients is high, which turned me into a much more efficient nurse."

She began this new role in April 2024 and had since moved back to Carewest Sarcee, which she views as home.

"It felt like home to me because I started my career in this facility. This place was basically the platform for my professional career."

Today Lilia looks after up to 12 residents everyday; checking vitals, providing medication, treating their wounds, and reporting any client status change.

"I absolutely love the work I do here. I love the learning, the camaraderie, and opportunity to go above and beyond for my clients."

Erin Talbot, Senior Manager of Carewest Operational Stress Injury (OSI) Clinics, was honoured with an award for excellence in clinic performance specific to wait times. It is a "Bravo Zulu" award which means "Well done" using the NATO phonetic alphabet. It is a way to express praise for a job well executed in the military. The award was presented by Dr. Cyd Courchesne, Chief Medical Officer at Veterans Affairs Canada (VAC). The recognition took place in Ottawa, celebrating Carewest OSI Clinics for achieving the best wait times among all OSI Clinics nationwide. This achievement highlights the dedication and efficiency of the Carewest team in providing timely care to RCMP members, Canadian Armed Forces members and veterans of these forces. The OSI Clinics are tertiary care outpatient mental health clinics providing assessment and treatment of Operational Stress Injuries.

Photo by Samara Sinclair



Resident profile

Sheri Robinson

Carewest Dr. Vernon Fanning

“ One of my biggest personal goals was to find a place where I belong – and this place gives me that. ”

Izaiah Reyes

Volunteer, Communications & Marketing

It's amazing how resilient people can be. Amidst all the distractions, challenges, and struggles we may go through, we are still capable of immense perseverance.

Take Sheri Robinson, for example – a resident of Carewest Dr. Vernon Fanning who is steadfast on helping others, despite physical limitations she may have.

As you walk through the main entrance of Dr. Vernon Fanning you can see the cafeteria straight ahead.

To the right of it, you will see a quaint gift shop selling a variety of items, from snacks to t-shirts.

If you pass by, you may be greeted with a warm smile and a friendly wave – that's Sheri.

“I like to smile, and I like making people smile. I love serving customers at the store. If they want pop from the fridge and just can't get to it, I grab my reacher and help out,” she says.

Sheri is a resident of the EQual program at the Fanning Centre since 2022 and works as a Resident Volunteer at the gift shop.

Sheri came to the Fanning after she was diagnosed with leukemia in 2021.

“I was admitted to the Foothills Medical Centre where I stayed for a while before coming here at Carewest Dr. Vernon Fanning in 2022,” she says.

While she was receiving treatment, it was discovered that she had also type 2 diabetes, which cost her mobility in her legs.

“Basically, from my knees down, it's pins and needles and it hurts. I can't get up and do anything yet,” Sheri explained.

“The muscles around my ankle are contracted and I don't have mobility there.”

Despite this, Sheri still leads an active lifestyle.

She volunteers, attends a U of C adapted fitness program, goes out with friends and family, participates in facility programs, and socializes with the community she's formed at the care centre.



Photo by Izaiah Reyes

“I try to join up on most of the recreation therapy programs that I can. I told the staff I would like to do some volunteering, and they suggested I do it here at the gift shop,” she recalled.

“Volunteering is very rewarding to me – I feel like it's my mission to help and be of service.”

The Calgary native grew up with five other siblings: Kim, Anna, Sam, Danny, and Kelly.

Her dad, Leroy, worked as a trucker while her mom, Elizabeth took care of their home and raised the family.

In junior high, Sheri worked as a stage manager in drama and played tennis, a sport she fondly remembers.

Going into college, she chose to enroll in the Clerk Typist program at Alberta Vocational Centre (presently Bow Valley College).

Resident profile: Sheri Robinson

Continued from Page 12

"I wanted to work in an office. I wanted to follow in my dad's footsteps, because when he was in the army before being a trucker, that's what he did," says Sheri.

"He showed me what it was to be dedicated. He taught me that when you get a job, you keep it and do the best you can."

During her work life, she always chose jobs geared towards customer service.

She's worked at many places, including Alberta Works and the Big Sky call centre.

"Big Sky call centre was my favorite job. I remember having six screens in front of me as I answered emergency calls for seniors," she says.

And while that job resulted in both some good and bad stories, the work itself was incredibly meaningful.

She also became a mom of three wonderful children Keri, Brendan and Jamie.

She now has six grandchildren too, and she strives to be the best Nana she can be.

While she dreamed of pursuing a career in Social Work, her responsibilities as a single mom were more important to her than returning to school as an adult.

Instead, she always found a way to volunteer within the communities that she lived and worked in – whether it was with a women's shelter or any social committee or fundraiser.

The lessons learned throughout her life remain with Sheri today. Every shift, she shows up, grabs the keys to open the shop, puts out the racks of clothes for display, and counts the cash float. Even when she's not in the store, she's helping her fellow residents in a variety of ways, whether it's just time to listen, or lending a helping hand.

In the gift shop, she notes that interacting with people is her favorite part of the job.

"They can be walking by, and they would stop to greet me. It really makes my day," Sheri explains. "One of my biggest personal goals was to find a place where I belong – and this place gives me that."

Sheri is always ready to work with a smile, even when navigating through challenging situations. While the Recreation Therapist has adapted the cash area, and she has the full support of the Volunteer Coordinator, 1 West Client Service Manager and the Store Manager, there are still things that she finds difficult at times.

"You can say the store phone is my nemesis," Sheri jokes. "It's on the wall, and I have to use the reacher to take the phone off the hook and talk to callers and to put it back. It may be a challenge, but you do what you can."

Helping others in any way to make their day better and seeing the joy that it causes is what drives Sheri.

"It's always the simplest things that make the most impact," she says.

The next time you walk into the Vernon Fanning centre, have a look in the Gift Shop – you'll likely see Sheri there, ready to serve customers with an open heart and a glowing smile.

Thank you to our amazing volunteers



Volunteers make waves and together we create ripples of change. April 27 to May 3 is National Volunteer Appreciation Week, and the theme for National Volunteer Week 2025 is Volunteers Make Waves. It highlights the power, impact and importance of individual and collective volunteer efforts across Canada.

At Carewest, each individual volunteer contribution, big or small, creates momentum and has the power to influence and inspire, joining a wave of positive change.

During National Volunteer Week 2025, we come together to recognize and celebrate all the ways volunteers make waves at Carewest.

Thank you for everything you do for our residents, clients, families and staff. Your contributions create ripples of positivity, joy and hope. If you're interested in volunteering, visit carewest.ca/volunteers

Email distribution groups risk privacy breach

Samara Sinclair

Manager, Communications & Marketing

Carewest has more than 150 email distribution groups, which make it handy to send a quick note to a larger group of people at once.

These groups include All Carewest RNs and LPNs, which has more than 860 members, All Carewest Managers, which has about 100 members and All Carewest George Boyack staff, which has more than 400, among others.

But if you accidentally send out something you shouldn't have to one of these large distribution groups, suddenly you have hundreds of pairs of eyes looking at your e-mail... that shouldn't be.

Sending ANY resident, client or family personal information (i.e. name, date of birth, contact information, gender demographics, etc.) or health information (i.e. medical condition, diagnosis, prognosis, etc.) to a large distribution group of people poses many risks of a serious privacy breach. Due to the current volume of identifiable resident and client health information being transmitted via email across the organization, it is important for Carewest to meet its legislative responsibilities and ensure the privacy and security of all health, personal, or business-related information shared by email.

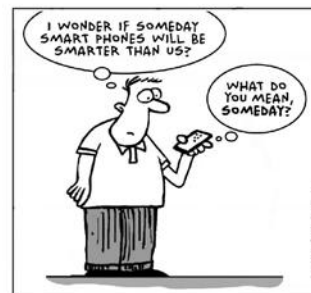
Sending identifiable information by email may be acceptable in some cases but it is always our responsibility to ensure the safety of the information that we have been entrusted with.

- Send the least amount of information, to the fewest number of recipients necessary, to complete the intended task;
- Do not include any confidential information in the subject line of the email;
- Additionally, if you are sending emails externally (to any address that does not end in "@ahs.ca"), and it contains sensitive and/or identifiable health, personal, or business related information, then it requires encryption. Encryption is easy (type !Private in the subject line of the email to automatically encrypt).
- Highest Degree of Anonymity – we share only the information that we require to perform our job duties and responsibilities. We exercise professional judgment when disclosing that information to others to ensure it is acceptable and appropriate.

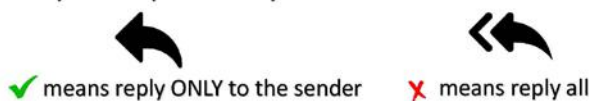
If you do accidentally send an e-mail containing confidential information to an unintended recipient, there are several things you can do immediately to help suppress the amount of spread of that information:

AVOID DUPLICATING A PRIVACY BREACH!

BE SMARTER THAN YOUR PHONE!



- Please be mindful when replying to a group email.
- The **default** email reply is **"reply all"** on your cell phone. This **may duplicate a breach!**
- Please be mindful and change to **"reply"** to send your response only to the sender.



Your phone may not prevent a privacy breach, but you can!

1. Recall the e-mail: E-mails can be recalled from inboxes of people who haven't had the chance to read it yet. It is done differently, depending on whether you are working in the Desktop version of Outlook or the online version of Outlook.
 - a. [Click here to see how to recall an e-mail using either the desktop version or the online version of Outlook.](#)
2. Inform your manager of the breach.
3. Managers must immediately report the breach to the Carewest Privacy Officer at cal.carewesthealthinformationmanagement@ahs.ca and can visit the Privacy Breach Process Documents page on Careweb for more information about how to manage a privacy breach.

Best practice is to use the communication tools embedded in Connect Care whenever possible, instead of using email to communicate. If you have to send an e-mail to large distribution groups, please be aware of the risks that go along with it. With increased vigilance and understanding of what constitutes a privacy breach, together we can reduce the frequency and severity of breaches.

For more information about how to keep our information secure, visit the [new Privacy section on Careweb](#).

Neighbourhood Time brings people together

Izaiah Reyes

Volunteer, Communications & Marketing

The winter garden is a communal space for residents at Carewest Colonel Belcher. Located at the ground level, the atrium is a hub for recreation and leisure programs. One such program is the Complex Mental Health (CMH) unit's 'Neighbourhood Time' program, a leisure period for CMH residents that promotes community and independence.

"The purpose of the program is leisure time," says CMH Social Worker Tracey Huddy. "It stems from conversations with residents and their expressed feelings of isolation and loneliness. We wanted to create a program in the afternoon to help with those feelings."

Established in August 2023, the leisure program was initially dubbed the winter garden program until two months ago when the name was changed to Neighbourhood Time.

"We received education about neighbourhood time through Capital Care," says Occupational Therapist Dianne Lewis. "When we learned about it, we really drew parallels with the program that we've been running."

"We named it 'Neighbourhood Time' because it reflects the goal of the program – creating community and belonging," added Tracey.

Neighbourhood Time runs Wednesdays and Fridays 1-3 p.m. The 58 CMH residents have free rein on how to spend their two hours. They can socialize with other residents, playing board or card games or they can spend some time having individual conversations with the staff.

"Residents can independently choose how to spend it," Tracey explains. "We offer programming in the sense that there is access to different activities but the residents ultimately are the ones who determine what they want to do."

Tracey notes that the program started by only offering card and board games but through the help of donations from the Calgary Health Foundation, they were able to enhance the experience with the purchase of new equipment in the summer of 2024. New activities available include basketball, air hockey and arcades.

"Each piece of equipment bought was chosen by residents through discussions with them about what they would like to see," she says.



Gloria Fona, resident at Carewest Colonel Belcher, enjoys time in the Neighbourhood Time program at the care centre.
Photo by Izaiah Reyes

"I bring my Crokinole board down and we have lots of laughs over that because they don't know how to shoot and I beat them all the time," says CMH resident Gloria Fona.

Gloria has lived in Colonel Belcher for two years and she is an avid fan of the arcade basketball game in the winter garden.

"The biggest thing is it feels like family. It's important for me to have a group of people that I can get to know and bond with."

"I think the program has really been successful in creating community," says Dianne. "Some residents who don't typically join structured programs will come and engage in a way that they are comfortable with."

With the continued success of the program, CMH staff continue to look for ways to improve Neighbourhood Time, upgrading equipment and quite possibly increasing the frequency of the program.

"We've seen a notable improvement with the residents' mood when they spend time in the program," says Tracey. "They look forward to it and they ask us when they can do it again, so if staffing allows, we hope to add Mondays in the future."

What's happening



Carewest Rouleau Manor resident Tabitha Ayuel, right, creates a South Sudan flag out of clay with the assistance of University of Lethbridge Recreation Therapy student Muna Adair. The clay tiles are part of an art project installation that will be hung at the new Bridgeland Riverside Continuing Care Centre when it opens in 2026. *Photo by Samara Sinclair*



Staff and volunteers from the Calgary Health Foundation pay a visit to residents at Carewest Rouleau Manor to share a little love on Valentine's Day. *Photo courtesy Izaiah Reyes*

around Carewest

Fanning RCTP limbers up

Carewest Dr. Vernon Fanning RCTP staff limber up with morning stretching exercises led by nurse Ramandeep Gill.

Thanks for keeping us all healthy and well!

Photo courtesy Julia Marsh



Farewell for now, Dr. Amarpreet Shergill

Staff and residents from the Chronic Complex Care program at Carewest Dr. Vernon Fanning wished Dr. Amarpreet Shergill best wishes at a "goodbye party" on the unit. Dr. Shergill has been providing care and services to residents on the unit for the past 10 years. He is going to concentrate on another specialty and he will stay as locum on the CCC program.

Photo courtesy Josie Hilera



Service Awards

November, December and January'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.

Thank you for your service, commitment and dedication!

5 Years

| | |
|-----------------------------|--------------------------|
| Ademola Adebode | Rima Reshmi Lal |
| Gisele Adou | Kristoffer Lumba |
| Abiola Aimienwanu | Rita Manalo |
| Rizza Alomia | Hanna Louise Marohombsar |
| Ogechukwu Anoliefo | Juvy Martinez |
| Yuliya Bairamova | Jennifer Mierau |
| Rhonda Ball | Pamela Moeng |
| Simrandeep Blassi | Djalila Mugeni |
| Sonia Brooks | Tenzin Nordon |
| Mariethel Campos | Perpetua Flora Nwafekwu |
| Ashley Carvalho | Osaretin Ogbomo |
| Amy Collins | Christina Perizzolo |
| Shorafidinkhuja Dadakhujaev | Colleen Pontes |
| Sophia Dang | Irene Mae Primaylon |
| Elijah Mae Del Rosario | Safia Ramzan |
| Oleksandra Dovgan | Wei Yao Seah |
| Deborah Dowson | Lovepreet Sidhu |
| Esther Egberuare | Sheenam Sood |
| Harlene Fadlen | Sonia Touzri |
| Jerome Winston Garces | Beatriz Corazon Vergara |
| Tamara Lee Graham | Surabhi Verma |
| Laeticia Haynes | Julieth Wilson-Reid |
| Genabelle Jean-Denis | Riki Winkler |
| Chandaniben Kotadiya | Marney Young |
| Anan Lacson | |

15 Years

| | |
|---------------------|------------------|
| Angelique Bakunda | Omashi Ossai |
| Belinda Bracewell | Melinda Podolsky |
| Mary Claveria | Fatima Sumar |
| Aron Albert Lantano | Marivic Taberna |
| Vernon Lundy | Nigisti Tekle |

20 Years

| | |
|----------------------|--------------------|
| Cecilia Cardinoza | Louise Kruschke |
| Juliet Dar | Steve Lee |
| Christine Flordeliza | Amelita Maclang |
| Lara Fowler | Valerie Person |
| Aprylle Fraser | Marjorie Tolentino |

10 Years

| | |
|---------------------|------------------------|
| Aregash Abreha | Arnel Luranilla |
| Benafsha Alizada | Wendy Lawrence |
| Stephenia Ambondem | Linda Leong |
| Vidam Azariah | Bishnu Limbu |
| Nisha Babu | Rowena Malic |
| Tsering Bhuti | Soraya Martell Chavez |
| Ellen Grace Cababa | Tariro Mazengwe |
| Donna Clibbett | Lilia Metua |
| Kulwinder Datewas | Elvah Morden |
| Aiea Ravienna Dator | Poonam Naiker |
| Chamalie De Alwis | Vladimir Nosyk |
| Maria Shiela De Paz | Christine Olimba |
| Essien Dickson | Raquel Otic |
| Chime Dolkar | Daenan Phillion |
| Saybah Duworko | Myrna Saing |
| Khristine Guiang | Michelle St John |
| Ruth Hilton | Deidre Thorpe Doyle |
| Obiageli Ighekpe | Pauline Marie Santiago |
| Priyanka Kumar | Zagala |

25 Years

| | |
|--------------------|-------------------|
| Jeanette Aguilar | Lorraine Grover |
| Rosalia Burguete | Kimberly Luker |
| Bernadette Carrera | Darlene Mceachern |
| Debra Chaisson | Rachelle Navarra |
| Milagros Dar | Evamary Richards |
| Sheila Gaella | Jody Sheedy |

30 Years

| | |
|-------------|-------------------------|
| Cara Bruce | Leilani De La Cruz |
| Laura David | Remi Manabat Stewardson |

35 Years

Judith Dravucz

Coffee break

Samara Sinclair, Manager, Communications & Marketing

Sources: armoredpenguin.com & puzzles.ca/sudoku

Word Search

Landscaping



Amend
Blooms
Deadfall
Dig
Fertilizer
Flora

Garden
Grass
Growing
Planting
Pots
Pruning

Raking
Rebirth
Seeds
Shovels
Soil
Watering

Sudoku

Level: Medium

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

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.

Night Owls program approved at Carewest

Improving the quality of life for residents who are active late into the evening is the focus of the Night Owls program – a program Carewest just received funding for to implement at Dr. Vernon Fanning, Garrison Green and Rouleau Manor. The two-year grant will be used to improve the quality of life of younger adults and adults with care needs that can only met in continuing care homes.

The populations served at some of the Carewest sites include younger residents who have high physical, mental, and behavioural health care needs. Many of these individuals have mild to significant cognitive impairment and are often living at continuing care homes for years or even decades. This prolonged time in care can lead to boredom, depression, aggression, and social isolation.

With little to do in the evening, residents eventually spending their evening hours in solitary activity (e.g. watching television or streaming services) often in their beds. Some may turn to recreational drugs or alcohol to relieve their boredom.

To address the situation, Carewest will use multiple approaches to designing and conducting the Night Owls Project in collaboration and co-design with residents and their families as well as input from staff. Carewest will incorporate best practice and evidence to inform the program design, implementation and evaluation.

Many thanks to Recreation Therapist Emily Hawryluk, who wrote the grant application.

CPS honour long-time veteran's 104 birthday



Members of the Calgary Police Service (CPS) conducted a birthday drive-by and stopped in to celebrate 104 years with Carewest Colonel Belcher resident Henry (Hank) Jackson. Special thanks to Inspector Robert Pattison of the CPS for helping coordinate the event and for dropping by for cake and coffee. Henry is the longest-standing CPS member on the force (and the last standing member who also served in WWII).

Photo courtesy Megan Blain

Carewrite

Carewrite is produced quarterly. We welcome your submissions.
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All individuals appearing in this publication have consented to participate.