

The Voice of Happiness

2018. Issue 1.



Art by Steve C. Resident, Clifton Manor (Opening Minds Through Art)

What's Inside?

Message from the CEO	3
Message from the COO	4

What's the Buzz

Bow View Manor	6
Wentworth Manor	8
Clifton Manor	10
Tudor Manor	12

Human Resources

Celebrate Great	14
Recognizing Long-Standing Service	14
Team and Employee of the Year	15
Green Belt Certification	15

Innovation, Research & Quality

Leading Practice Recognition for Comprehensive Palliative Care Program	16
Dementia Friendly Communities	16
Dementia Friendly Communities Library Speaker Series: Risk Reduction	18
Calgary Firefighters Receive Dementia Training	19
Cambridge Manor Mock-up Room	20
'Opening Minds Through Art' Intergenerational Art Programming	21
Preparation for Accreditation	22
Walk With Me 2018: Changing the Culture of Aging in Canada	22

Fundraising & Communications

The Brenda Strafford 3rd Annual Golf Classic	23
Welcome Catherine Laing, Fund Development Manager	23
Panel Discussion: How Communities Shape the Way We Age	24
Public Talk: Innovations in Seniors Health	24

University of Calgary

Announcing new Brenda Strafford Foundation Chair in Geriatric Medicine	25
Dr. Hogan appointed to Federal Panel for Canadian Dementia Strategy	25

Charitable Programs

International Charitable Programs	26
The Brenda Strafford Society for the Prevention of Domestic Violence	27



Message from the CEO

Strategic Planning – Why?

At the end of March 2018, The Brenda Stafford Foundation will bring to a close our 2015-18 Strategic Plan.

The Foundation has a long history of long term planning to guide our activities and efforts. This planning process follows established and proven good governance practices and supports and exceeds standards established by Accreditation Canada. Guided by our Philosophy, Mission, Vision, and Values, our Strategic Plan sets the organization's direction and priorities, charting the path for what we are going to do, and what we aim to achieve.

The 2015-18 Strategic Plan has served us well in some very specific ways, including but certainly not limited to:

- Focusing on establishing industry leadership in important clinical practice areas that directly benefit resident care such as the appropriate use of antipsychotics, palliative care, and preventing urinary tract infections to name a few.
- Introducing new technology to improve care and safety such as the electronic medical administration record (eMAR) and the electronic health record (EHR).
- Implementation of the Dementia Friendly Communities (DFC) initiative to support those living with dementia to stay safely in their communities for as long as possible.
- Improvements to the living environments for our residents.
- Planning for Cambridge Manor, a multi-level care facility to be built in University District.
- Enhancement of the role research and innovation has in improving care and services in The Foundation.
- Providing leadership development to current and emerging leaders within the organization.

These are but a few examples of how a strategic plan can effectively guide our activities and initiatives.

However, due to constant changes in the environment within which we operate, it is important that we undertake a new planning process, a refresher so to speak, every three to five years. In the coming months, The Foundation will be launching our new strategic plan, Pursuit 2021, covering a new three year planning cycle for 2018-21.

I look forward to further engaging with staff in April and May to present our revised Mission, Vision, Values and Strategic Goals. It is important that everyone sees a role for themselves in helping to ensure The Foundation continues to be an innovative force in creating the future of seniors' health and supporting vulnerable populations in optimizing their wellbeing.

Through Pursuit 2021, The Foundation will position itself for continued growth, while staying true to its founding purpose. This is reflected in our steadfast commitment to continue the legacy that Dr. Stafford dedicated his life to serving over The Foundation's first 40 years. It is demonstrated in our Philosophy: "The preservation of dignity and the pursuit of happiness."

As we reflect on a long and proud history, we are also poised to pursue a bright future with the potential to have tremendous impact for those we serve.

A handwritten signature in black ink, appearing to read 'Mike Conroy', with a long, sweeping underline that extends to the left.

Mike Conroy
President and CEO



Message from the COO

Accreditation is a Journey

On April 8-11, 2018, The Foundation will undertake the Accreditation Canada external survey. Accreditation Canada is an independent, not-for-profit organization that is dedicated to improving the quality of health care systems in Canada and across the globe through a demanding Qmentum Accreditation Program and auditing process.

Accreditation Canada deploys surveyors (approximately) every four years to audit compliance to these national standards. In our previous audit, held April 2013, BSF proudly achieved the highest level of Exemplary Standing – and we aim to do so again in 2018!

The Qmentum Accreditation Program is designed to focus on quality and safety throughout all aspects of an organization's services, from governance and leadership to direct care and infrastructure, for the benefit of residents, clients, families, staff and volunteers. We are committed not just to the survey, but to the ongoing journey of accreditation. At BSF, the Qmentum Program has been fused into our day-to-day operations which supports our ongoing quality improvement efforts.

In preparation, and to increase the knowledge of staff for the Qmentum Program, The Foundation completed four internal audits across our Manors. We also tested our knowledge with fun activities including Poster Contests and a Foundation Jeopardy tournament! See more on page 16.

Along the way, lessons learned as stated by staff include: improved understanding of mandates/policies/best practice; improved team work within the Manors and across The Foundation; a better understanding of resident and family collaboration and partnership; importance of maintaining clean environments and orderly charts; and increased knowledge and confidence.

The accreditation journey also brought forth a first in Alberta, where the pharmacy provider, as requested by The Foundation, no longer process physician orders that contain 'Do Not Use' abbreviations. A positive for residents and all involved in medication delivery, as medication orders are consistently written in full, eliminating potential errors in interpretation and processing.

BSF recently achieved Leading Practice status from Accreditation Canada for the "Comprehensive Palliative Care Program - Long Term Care and Supportive Living." This prestigious recognition has rigorous criteria in order to be accepted. Find out more on page 16.

Accreditation is not the sole driver of our improvement strategies, however the program has provided us the opportunity to better ourselves and has reinforced the importance of resident and family centered care. Thank you to residents, families, staff, volunteers who have joined us in this ongoing journey of quality improvement.

Jenny Robinson
Chief Operating Officer





The
**Brenda
Strafford** 2018 Golf Classic
Foundation Presented by Clark Builders

Tuesday, June 12
8:00 a.m. Shot Gun Start
Blue Devil Golf Club

Sponsorship Opportunities Available
Online Registration Open April 3
Visit theBSF.ca/golf-classic for more information



What's The Buzz?

Bow View Manor



Pirate party



Pirate party



Pirate party



Toe Tappers



Winter Olympic Celebration



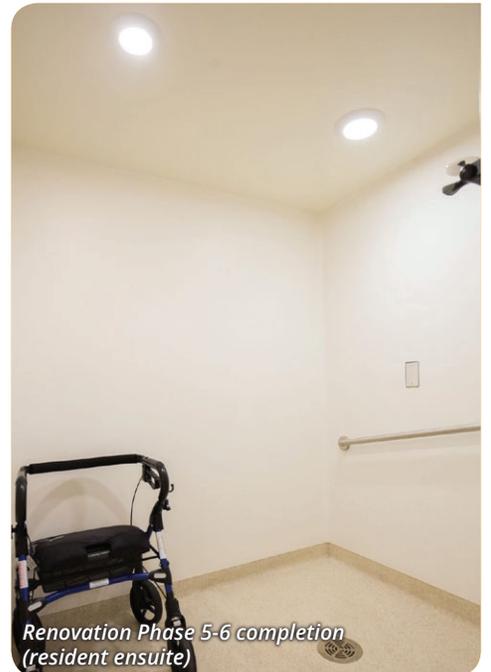
Renovation Phase 7-8 progress



Renovation Phase 5-6 completion (resident suite)



Renovation Phase 5-6 completion (nursing station)



Renovation Phase 5-6 completion (resident ensuite)

New Innovative “Toe Tappers” Program

Parkinson Disease (PD) is a neurodegenerative disorder that affects motor and non-motor functions due to a lack of dopamine in the brain. Currently, PD affects 1 in every 500 people in Canada (Statistics Canada).

As of January 19, 2018, Bow View Manor will be one of the first long term care facilities in Alberta to offer a therapy program for residents affected by PD. The “Toe Tappers” program has been created by Recreation Therapist, Jennifer L. and Recreation Director, Kayla D.

Recreation team members met with Bow View Physiotherapist, Leane S. to plan an individualized dance program for seven residents diagnosed in all stages of PD. Likewise, RTs liaised with community members including Parkinson’s Alberta and a certified dance therapist specializing in neuromotor movements.

This collaborative approach aims to improve residents balance, gait, cognitive abilities and increase self-esteem, all while having fun with an array of different dance moves and music! Toe Tappers also involves BSF Research and Innovative Practice Coordinator to measure and evaluate the outcomes of this exciting new program.

Creative Writing Class teams up with Bow View Manor

Every resident has a story. At Bow View Manor, high school students from the Foundations for the Future Charter Academy (FFCA) Creative Writing Class helped to capture memorable moments in a creative way.

Students were paired up together to interview one resident. Questions such as “What are you most proud of?” and “What words of advice do you have to offer?” were asked. Residents were happy to share their stories with the younger generation and pleased to have their stories published for all to see. The students of (FFCA) collected their information from each resident and with creativity and talent, created eloquent and impactful poems. The time each resident took to share their life story was clearly taken seriously by the students and reflected in a beautiful and sentimental fashion.

The Recreation Department will continue to work with the FFCA students to complete the next stage of interviews with new residents. Bow View Manor has 231 residents and the students of FFCA will help to have every story shared with staff, co-residents, volunteers and family members. Resident poems are available for all to see on student blog website: bvmanorwriting.edublogs.org/



Volunteer Spotlight

Tamara L. has been a volunteer with Recreation at Bow View for over two years. Her positive attitude, light-heartedness and ability to make others laugh is infectious to both staff and residents alike. Tamara offers over twenty hours of service a week to help residents, albeit group programs or one-to-one visits with her loveable dog. Tamara brings cheer to our residents and can turn anyone’s frown upside down. When asked what her favorite aspect of volunteering is at Bow View she stated, “I love to make the residents laugh!”

What's The Buzz?

Wentworth Manor



Liv J. and Lola getting to know each other in Trafalgar



Staff and Court Main Residents using the new adaptive tables in long-term care



Example of a molded pureed pork chop at Wentworth Manor



Trafalgar Dining Room- Before & After Painting and flooring installation



Trafalgar Dining Room- Before & After Painting and flooring installation



Residence 1950's Rock & Roll Post Christmas Party



Rundle College students and Jim B. working on Christmas crafts



Nina S., Paul D., and Paul L. all getting into the spirit of the 1950's



Residence 1950's Rock & Roll Post Christmas Party with Elvis



Nina S., Paul D., and Paul L. all getting into the spirit of the 1950's



1950's party on Royal Oak



Enid B. showing off her Snow Globe

The holidays always make for a busy but exciting time at Wentworth Manor. This year we kicked off our events with S'no Place Like Home at Wentworth Manor - The Court. As always, Wayne B. and his staff in the dietary department outdid themselves with the buffet spread.

Wentworth Manor, unfortunately, was also hit by the flu bug before the holidays and many of the events had to be postponed. The residents of Wentworth Manor - The Residence were treated to a post-Christmas party with a 1950's Rock and Roll theme and an appearance by Elvis! This event was outstanding because of the teamwork from Paul L., Pamela A., and Michelle B., and their respective teams as well as the numerous volunteers!

Wentworth Manor has also implemented new adaptive tables for the residents in long-term care. These tables are adjustable in height and depth. Almost immediately, some residents were once again able to feed themselves because they were able to reach their food without over-extending their arms. Some residents noted that because their food was more visible it made it easier and more appetizing.

Wentworth Manor - The Court also set out on a project to enhance the dining experience for our residents that require a texture modified diet. Specifically, we have begun to make shaped foods for residents on a puree texture modified diet using high quality silicone molds. We have purchased different recognizable shapes like chicken legs, chicken breasts, pork chops, sausages, sliced meat, carrots, peas, beans etc. Our cooks and chefs prepare the meals early in the day and place the molds in the freezer for two hours. After they are frozen the meals are removed from the mold onto a plate and reheated by Bain Marie method for service.

In the month of January, the Trafalgar unit began a revitalization project of the dining room and main lounge area. This included new flooring in the dining room, light fixtures, and a fresh new coat of paint. New window furnishings and decorations will be added to create a more welcoming, warm, and inviting space. We would like to thank our donor for making this all possible.

At the beginning of February, the residents of Trafalgar and the Recreation Department welcomed a new pet into our lives. Lola, a large rabbit, was donated to us by a family member of Josephine S. Lola has already captured so many hearts in a short period of time and seems to be adjusting well to her new life as a "therapy bunny." The residents of Trafalgar are assisting Recreation staff in the daily checks on Lola such as food and water. She is also being harness-trained to go on unit tours to eventually visit residents throughout Wentworth Manor.

Wentworth Manor's 2017-2018 immunization remain high as in previous years. For long-term care 99% of staff and 99% of residents received their flu shot; supportive living also remains high with immunization rates at 99% of all staff and 92% of residents respectively.



Staff Spotlight

Alma B. is always an inspirational and positive individual who makes it fun to come to work. Alma welcomes you with a big smile every time you see her. She also goes above and beyond her role without question. If someone needs assistance it does not matter how busy Alma is, she will help. She is a great worker and team player. If you need to talk to someone she is a natural at keeping everyone positive. She will give you valuable professional advice. What a great mentor!

What's The Buzz?

Clifton Manor



Chinese New Year Celebrations



Aramark team preparing the Valentine's Couples Dinner



Chinese New Year Celebrations



Chinese New Year Celebrations



Elvis-themed party



Resident Olga



Winter Olympic celebrations



Valentine's Couples Dinner



Valentine's Couples Dinner



Valentine's Couples Dinner



Valentine's Couples Dinner



Valentine's Couples Dinner

The people of Clifton Manor have stayed warm these winter months by keeping as busy as ever. We continue to be accountable to our residents and families, feedback received is actioned to ensure that we meet our philosophy of Resident and Family Centered Care and Living.

Our volunteer groups continue to support us and we are so appreciative. Thank you to the Rosary Volunteers from Holy Trinity Catholic Church. Due to our sprinkler water pipe burst, the location of weekly Rosary had to be moved to the Activity Centre. We are grateful for your patience as we continue to restore the area.

Intergenerational programs with our local Boys and Girls Club continue to be scheduled weekly. Local schools including the Keeler Elementary School and Jack James High School have dropped in to play a variety of sports, and they also spend time doing various activities with our residents.

Music is a universal instrument that meets the expressed appreciation of many of our residents. Elvis was in the building to celebrate his birthday in January. Enhancing our Chinese New Year Celebrations, local volunteers from the Chinese Cultural Centre provided entertainment for all to enjoy.

As Mother Nature may not allow us to go out and about as much in our community, it is important that we work even harder to bring the community to our residents. The Winter Olympics was celebrated daily with various sports modified for all of us to experience. Morning updates with medal counts initiated friendly banter and self-pride amongst our diverse population of seniors. One of our Recreation Therapists reached out to Kurt Browning (Canadian Figure Skating Champion, World Champion and Olympic Athlete), and we were thrilled to receive short video clips from him sending greetings and updates of his work in PyeongChang.

Valentine's Day brings that special feeling of warmth and fond memories as we celebrate with our annual Valentine's Couples Dinner. Thank you to our amazing Aramark staff who partnered with us to ensure the success of this event. Sixteen Couples enjoyed a delicious prime rib meal that has led to spouses and residents dropping by the kitchen to express their thanks and enjoyment of the evening.

February is an especially prominent month for the Recreation Therapy Team. It is Therapeutic Recreation Month and provides opportunity for us to review how we are accountable to our residents and also our profession. We review our assessment plans that guide our process in placing residents in Recreation Therapy programs which is based on his or her need, strengths and leisure pursuit. We conduct a thorough evaluation of our programs to determine the quality, effectiveness and the outcomes. We ask ourselves, is the purpose of our programs meeting the needs of our resident population? We appraise ourselves and the programs/events we provide. Do our residents overall have a sense of happiness with their lives and their living environment? We are driven by the values of our organization, believing in a Resident's First Philosophy, treating residents with compassion and dignity, enhancing the quality of life for all who live at Clifton Manor.



Staff Spotlight

Cheryl J. is currently the In-Services Assistant at Clifton Manor, and remarkably, she has been part of the Clifton Manor team since 1993 (25 years)!

Cheryl works in harmony with other members of the team, and adds to the creation of a positive environment. She also demonstrates pride as an educator and contributes to achieving team goals.

Cheryl is a highly valued, long-standing employee at Clifton Manor. Thank you Cheryl, for your service to The Foundation and Clifton Manor.

What's The Buzz?

Tudor Manor



Wellness massage train



Annual visit to Santa



Winter Olympics



Robbie Burns Celebration



Tim Horton's outing



Christmas pageant



Orthodox Christmas Celebration



Christmas decorating



Valentine's Day



Robbie Burns Celebration



Robbie Burns Celebration 'Ode to Haggis'



Olympic torch



Recreation Therapy Month lobby party

Christmas is a time for special gatherings at Tudor Manor. Residents and students shared the stage at our annual Intergenerational Christmas Concert where performances included the Tudor Manor Bell Choir and a special collaborative finale of "We Wish You a Merry Christmas" sung beautifully by all performers, who showed us that the magic of Christmas is timeless!

Our tradition of visiting Santa during our annual shopping trip to South Centre Mall continues! Santa says all the girls and boys from Tudor Manor are always on his "nice list." Residents in our Manchester neighbourhood had fun tree trimming and decking the halls together!

Tudor Manor kicked off 2018 celebrating many multicultural events. Accordionist Bev F. treated us to the sounds of Ukrainian music for our Orthodox Christmas Celebration and residents honoured the occasion with pierogies and beer, a traditional Ukrainian treat!

In following tradition, resident Kathleen S. (who is a "real Scotsman" in her words) read "Ode to the Haggis" at our annual Robbie Burns Celebration as the haggis was piped in for all to savour (or not!). Resident Krista C. snuggled up with a special furry friend as we enjoyed a live Celtic fiddle music concert. Let's just say one of these two really loved the leftover haggis! Sporting his family tartan necktie, resident Charlie H. honoured his Scottish heritage with pride.

Everyone felt the love this Valentine's Day as residents were treated to chocolate-dipped strawberries and tarts at our annual tea party, while volunteer pianist Judy L. played love songs to set the mood.

Did you know? February is National Recreation Therapy Month and the Tudor Manor Recreation Therapy team highlighted their profession throughout the month with educational in-services for nursing staff and hosted a special celebration in our lobby for all residents, families and employees to enjoy! All members of the Tudor Manor Recreation Therapy Team are qualified in various education levels of the RT field, including degree, diploma and certificate.



Volunteer Spotlight

Jessica H. has been volunteering with Tudor Manor since March 2016 and has been a welcome addition to the Tudor Team. Jessica chose Tudor Manor with the support from The Foothills Advocacy In Motion (AIM) Society.

Jessica volunteers every Monday afternoon and assists Recreation Therapy staff with activities such as Remember When Tea Parties, special events, and gardening, or wherever needed! Jessica contributes greatly to the success of our programs and brings a special touch each and every time.

Jessica says she volunteers at Tudor Manor because "residents are really, really great. I love being around them and they make me happy and always put a smile on my face." Jessica mostly helps out on our Dementia Care unit and says that she has gained knowledge on how to connect with her own great-grandmother. When talking about her favourite program, Jessica states that she loves helping with Remember When Tea Parties where residents have an opportunity to reminisce about their past.

Tudor Manor thanks you Jessica, for your dedication and care you show toward our residents.

Human Resources



Celebrating One Year of Celebrate Great!

In April 2018, The Brenda Strafford Foundation celebrates one year since the launch of our Employee Recognition program, Celebrate Great!

A successful component of the program is the Celebrate Great Recognition Tree. This mechanism enables all employees to celebrate each other, as colleagues show one another that their hard work is noticed and appreciated.

Recognizing Long-Standing Service

BSF proudly celebrates our many long-standing employees that have provided The Foundation with a long history of commitment, dedication and exceptional service. Congratulations to all employees who have celebrated service milestones in January-March this year.

“ Wayne B. and the Court Kitchen Staff – thank you so much for accommodating the changing venues due to outbreak, and for providing lovely meals for both General Orientation and AOA.”

5 Years

Bow View Manor:

Aileen C
Judith S
Laura 'Jean' E
Marth D
Melissa S
Sandra G

Wentworth Manor:

Alma V
Denise M
Fe D
Fentik G
Lina C
Margaret K

Clifton Manor:

Asabe I
Pawanjit K
Sithy P
Rina P
Mannie B
Carol E
Maria P
Agnes S
Sarah U
Donnette C
Rupinder M
Norma E

Tudor Manor:

Bernadette D
Darlene B
Lerma M
Lolita S



Clifton Manor Celebrate Great presentation

10 Years

Bow View Manor:

Elizabeth F
Emuye D
Harpreet D
Susan B

Wentworth Manor:

Carolyn T
Eufie D
Juvy T

Clifton Manor:

Elizabeth B
Juhara M

15 Years

Bow View Manor:

Lilia C
Zenaida S

Wentworth Manor:

Amelia F
Lino K
Rhodora C
Rose P

Clifton Manor:

Lise M

Team and Employee of the Year Award



Team of the Year: Golf Committee



Team of the Year: eMAR



Bow View Manor: Cindy M.



Wentworth Manor - The Residence: Kate J.



Wentworth Manor - The Court: Alma B.



Clifton Manor: Erin B.



Tudor Manor: Emily C.



Aramark / Tudor Manor: Linda S.



Aramark / Clifton Manor: Marlin B.



The Brenda Strafford Society: Tiffany F.



Green Belt Certification

Congratulations to Navjot V., Andrea M, and Kristen I. who recently received their Green Belt Certification stemming from their Leadership Development Program. Green Belt Certification is an internationally recognized certification based on achieving a specified level of competency in the LEAN Quality Improvement Methodologies.

Well done on this noteworthy achievement!

Innovation, Research & Quality

Leading Practice Recognition for Comprehensive Palliative Care Program

The Foundation has achieved Leading Practice status from Accreditation Canada and its affiliate Health Standards Organization for our "Comprehensive Palliative Care Program - Long Term Care and Supportive Living."

This prestigious recognition has rigorous criteria in order to be accepted including: original within Canada; sustained for a minimum of 1 year; and incorporated throughout the organization and shared/adopted by others. Other criteria include completeness of program, best practice, measurable outcomes, and proof of positive effects.

Congratulations and thank you to Dr. MaryJane Shankel (Medical Director), Heather Nelson (Director of Nursing), and the interdisciplinary Palliative Care Committee for leading the pilot initiative at Wentworth Manor. Thank you also to the Nursing, Education, Recreation, Social Work, Nutrition, Pharmacy and Physician teams who have adopted the practice throughout The Foundation to better care for our residents who are experiencing end of life.



Good Earth Dementia Friendly Business Training



First Lutheran Church partnership



Rundle College partnership with Wentworth Manor



Highlights from DFC Calgary Westhills

The Calgary Dementia Friendly Community pilot project continues to make great inroads in the local Westhills community with lots of fantastic work happening. We are continuing to focus on community engagement, mobilization and education of businesses and other organizations.

Through the DFC Education and Community Resources working groups we have developed educational materials for use in businesses and organizations. As part of this process, we have also developed a checklist which can be completed by businesses/other organizations to see how dementia friendly their environment is.

Numerous businesses and other organizations have taken part in the training to date including ATB Bank, First Lutheran Church, Calgary Fire Department, Good Earth and Rundle College.

Rundle College now include dementia awareness in their curriculum from K-12. We have also given dementia awareness sessions to students and will continue to do so. We are underway with an intergenerational program whereby students from Rundle College work on activities together with members of the Adult Day Program and residents of Wentworth Manor.

"They were aglow today on the way home and I hope the seniors get as much as we do out of being together in this way. Singing Christmas carols together was certainly a highlight!"

"There is lots of interest in this project as everyone knows someone with dementia and has a personal connection in some way."

Highlights from DFC Okotoks

One year remains in the Dementia Friendly Communities Project in Okotoks. We continue to work closely with community stakeholders who are members of a Coalition Team focused on raising awareness of dementia and decreasing its stigma, and building community capacity to support individuals to age in place.

Getting connected with the community through involvement with the Chamber of Commerce, Foothills Seniors Interagency Committee, the Seniors Club, and other agencies, has established a synergistic approach to optimizing services for seniors. Much interest has been generated with various events and activities in Okotoks, including training of staff at local businesses along with a great deal of effort focusing on public awareness events.



Memory Cafes

Memory Cafes are safe and social gathering places where everyone including those impacted by dementia can get out socially, share memories, and make new friendships while sharing a beverage together. The First Lutheran Church have begun to host regular Memory Cafes which are non-denominational and free to all impacted by dementia in some way. Strathcona Good Earth held its first Memory Café at the end of February. Rundle College will also be offering a Memory Café as part of its intergenerational showcase event in April.

The project is constantly drawing on the expertise of staff at Tudor and the other sites and we appreciate your insights into the success of DFC. As Christina D., HCA at Tudor Manor says, "The word is getting out there. There is more of a social media presence. Okotoks is becoming more Dementia Friendly." Christina, Karyn and Sam attended a recent Chamber of Commerce/DFC event in Okotoks. It is awesome to see how caring BSF staff are involved in their community!

Town of Okotoks and First Responders Training

In November, training was provided to over 70 Town of Okotoks staff and first responders. Feedback from attendees was that people were personally impacted by the opportunity to experience dementia hands-on with a simulation exercise. Training will continue until 100% of Town staff has experienced Dementia Friendly training.

"People with dementia are one of the vulnerable populations that we deal with on a regular basis, so having our firefighters understanding and empathizing a bit more just makes them better providers."

- Pat MacIsaac
Deputy Fire Chief, Town of Okotoks



Family Tear event resource fair



Family Tear drama performance

"We are so grateful for all the Resources tonight – thank you!"

"Great event, very relevant to caregivers sometimes a forgotten piece in the journey."

"This performance was powerful and the acting amazing. It touched my heart and gives me a new perspective on dementia."

"We have seen more effort in Okotoks regarding memory loss & support – WOW!"

"Keep doing what you are doing as word of mouth and events like this make for more awareness of dementia."

Family Tear Dementia Performance and Resource Fair

The topic of dementia is not an easy one. With a focus on opening up the conversation around dementia and providing access to community resources, DFC hosted the Life Stages Theatre performance of "Family Tear." This drama was a powerful portrayal of one family's experience with dementia. Ninety community members attended and the feedback was overwhelmingly positive.

Thank you to everyone involved in the project including the funding partners, Strategic Advisory Group, DFC Westhills Alliance Group, DFC Okotoks Coalition Group, sub-committee working groups, Foundation staff, and many community members for the support, time and effort invested into this invaluable project. As you can see a lot of work has already commenced, but a lot more opportunities also exist to make Calgary Westhills and Okotoks true examples of Dementia Friendly Communities.

Contact us for more information about how you can get involved.

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Okotoks Dementia Friendly Community Coordinator
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Dementia Friendly Communities Library Speaker Series: Risk Reduction

In conjunction with Alzheimer's Awareness Month in January, The Foundation hosted Dr. Marc Poulin and his research team from the Brain in Motion study at the University of Calgary, for two Dementia Friendly Community public talks at the Calgary Public Library and Okotoks Public Library.

Both events attracted a full house, with audiences of over 100 community members in Calgary and 70 community members in Okotoks turning out to learn about strategies for reducing the risk of dementia, including exercise, nutrition, brain stimulating activities and head protection. The events also showcased relevant resources and vendors in the community and has generated an appetite for more events of its kind.



Brain in Motion and BSF teamed up at the Calgary Public Library Signal Hill. Marc Poulin, PhD (right) holds The Brenda Stratford Foundation Chair in Alzheimer Research

Calgary Firefighters Receive Dementia Training

The Calgary Fire Department is working with The Brenda Strafford Foundation to provide front-line dementia training to first responders in an innovative partnership established through the Dementia Friendly Communities initiative.

Special training for firefighters at Station 29 in Coach Hill was delivered as part of the Dementia Friendly Communities pilot project underway in Calgary Westhills. In addition, Dementia awareness training will also be provided to all Calgary firefighters in February and March 2018 through an online training module.

“The training helps firefighters develop awareness of what life is like with dementia through experiential learning,” says Derek Arthurs, Community Safety Officer at the Calgary Fire Department. “It helps participants develop new skills to support people with dementia more effectively so that firefighters can better support our city’s vulnerable populations.”

As the population ages, more and more Canadians will be affected by dementia. In 2011 alone, there were 750,000 Canadians affected by dementia. By 2031, this is expected to rise to 1.4 million. First responders will play an important role in keeping those living with dementia safe and able to reside in their homes and communities for longer periods.



Simulation exercise (photo courtesy of Calgary Fire Department)



Coach Hill Fire Station (photo courtesy of Calgary Fire Department)



Audience Q&A with Brain in Motion expert researchers

Save the date for more 'Dementia Talks' DFC speaker series events coming up during Seniors Week in June.

Dementia Talks: Interpersonal and Coping Skills

- Monday, June 4
Calgary Public Library (Signal Hill)
- Wednesday, June 6
Okotoks Public Library

Spaces are limited! Register online at calgarypubliclibrary.ca or okotokslibrary.ca

Cambridge Manor Mock-up Room

Over the month of February, individuals from the organization have participated in walkthrough and simulation exercises in the Cambridge Manor mock-up room that was built at Bow View Manor. The mock-up room was created to evaluate and receive user input into design, specifically on:



- Room size and configuration
- Space and access requirements
- Equipment and supply placement
- Visibility of resident
- User experience (resident, family, employee experiences)
- Design features
- Resident and family spaces and experiences
- Ergonomics
- Adverse events

In total, there were 21 walkthrough/simulations with over 55 individuals participating. Key stakeholders involved in the process of review include: Families, Residents, Housekeeping, Maintenance, IT, Nurses, Healthcare Aides, Unit Clerks, Physicians, Restorative Care, Representatives from the BSF Resident and Family Advisory Group, and other interested employees.

The feedback was consolidated into main themes and brought back to the design team. Below are examples of feedback that was received and integrated into the design.



- Relocate toilet to ensure room for lifts and wheelchairs (including BRODA chairs)
- Resolve pinch point to washroom either by larger entry, moving toilet or alternative solution
- Integrate storage within the room and washroom
- Light switch by bed and additional outlets by bed and in washroom
- Barrier-free sinks/desks/furniture
- Placement of TV, mini fridges, microwaves
- Different configurations for bed placement

Thank you to everyone that contributed valuable feedback for this important process.

For more details on the full mock-up evaluation contact Navjot Virk, Research and Innovative Practice Coordinator

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phone: 403.536.8681

'Opening Minds Through Art' Intergenerational Art Programming

Thanks to the support of funds raised at our 2017 Golf Classic, The Foundation's residents, clients, staff and volunteers alike have been thrilled to experience the benefits of participating in the Opening Minds through Art (OMA) program.

OMA is an intergenerational art program for people with dementia, established in 2007 at the Miami University College of Arts and Science. The mission of OMA is to build bridges across age and cognitive barriers through art. The program is grounded in person-centered ethics and founded on the fact that people with dementia are capable of expressing themselves creatively.



In 2017, Bow View Manor (Long Term Care and Adult Day Program) and Clifton Manor (Long Term Care) launched OMA in partnership with student volunteers from Foundations for the Future Charter Academy, University of Calgary Community Rehabilitation and Disability Studies, and Jack James High School. In 2018, The Foundation introduced the program at Wentworth Manor with the assistance of volunteers from Rundle College (as part of the Dementia Friendly Communities partnership with Wentworth Manor) and will be launching at Tudor Manor later this year.

The program is implemented in group sessions of up to 12 people living with dementia, with the assistance of 12 trained volunteers working on a one-to-one basis. The art-making sessions culminate in a gallery exhibition celebrating the artists' accomplishments, while educating the public about the creative capacities of people with dementia.



OMA has enabled The Foundation's residents and clients – with or without a past history of artistic leisure skills – to be creative, free and independent while expressing themselves through painting. Each week, as residents worked on a different art project, the volunteers helped to guide their senior partner through the project, while still enabling them to maintain their independent creative expression during the session. Not only did this result in the creation of many unique and wonderful works of art; it also promoted opportunities for genuine and meaningful intergenerational interactions that had a lasting impact on both the seniors and the volunteers.



"Jack James High School's participation in Opening Minds through Art with Clifton Manor residents has been extremely beneficial to the students and staff involved. Students have gained confidence in their ability to interact with Clifton clients, while also becoming quite fond of their specific senior. Staff have had the privilege of watching these intergenerational exchanges become increasingly important to both parties. Most students come to Jack James because they have had struggles in their previous school careers. Jack James students relate very well to the struggles of the seniors, especially when it comes to feeling marginalized. Right from the beginning students had great patience with their clients. Students have learned to give a variety of explanations, to give lots of time for each step, to position tools and tables in convenient positions for their client, to accept limitations, to encourage and praise, and to celebrate the effort as well as the final product. Students have come away feeling like they are valued and that they have made a difference in someone's life."

*Off-campus Coordinator, Transitions Learning Leader:
Jack James High School*

"It was interesting working with different clients each time. I learned to be adaptable as I didn't know each client very well. I found that most clients just liked to talk. I only had 2 clients actually finish the art project. I found the art project was not the most important part of OMA, allowing clients to communicate was more important."

Student, Jack James High School

Preparation for Accreditation



Bow View Manor Jeopardy Champions



Clifton Manor Jeopardy Finalists



Wentworth Manor Poster Competition Winners

The Brenda Strafford Foundation will be undergoing an Accreditation Canada Survey in April, 2018. Accreditation Canada is an independent not-for-profit organization that assesses health services organizations against standards of care. By participating in the Qmentum Accreditation Program, we are demonstrating our commitment to meeting national standards of quality and safety. The Qmentum program also helps us improve resident safety, prioritize quality improvement activities, and demonstrates our commitment to a resident and family focused environment.

The surveyors will be visiting all four Manors and will be talking to and observing employees, contractors, volunteers, residents and visitors. They will be assessing BSF against a set of standards, including those that address safety, medication management, infection prevention and control, communication, risk management, and leadership.

A lot of hard work has gone into preparing for the survey, including a comprehensive review of our policy manuals, internal "mock" surveys, employee education, and a poster contest. We also held a BSF wide Jeopardy Tournament where teams from all four Manors faced off against each other to become the BSF Accreditation Jeopardy Champion. Congratulations to all four teams and to Bow View Manor who came out on top!



Tudor Manor Poster Competition Winner

Walk With Me 2018: Changing the Culture of Aging in Canada



Tour of Schlegal Villages: Wentworth Heights

The Brenda Strafford Foundation was pleased to sponsor the Research Institute for Aging Walk With Me 2018 Conference: Changing the Culture of Aging in Canada, March 5-6th, Niagra.

The conference was attended by BSF representatives Ashley Dalla-Costa (Educator, Wentworth Manor), Kayla Doiron (Recreation Director, Bow View Manor) and Jenny Robinson (COO), who were all inspired by the knowledge shared and the commitment demonstrated to changing the culture of aging in dementia care and long term care.

Thank you to Schlegal Villages for also hosting the group for a tour of the Village of Wentworth Heights.

Fundraising & Communications



The Brenda Strafford Foundation **2018 Golf Classic**
Presented by Clark Builders

Tuesday, June 12
8:00 a.m. Shot Gun Start
Blue Devil Golf Club



2018 Benefitting Project

Proceeds from the 3rd Annual Golf Classic will support innovative and interactive technologies that enhance our senior residents' care, safety and social interactions to improve cognitive function, increase independence and advance the quality of care and quality of life for the seniors we serve.

Online Registration Open April 3

New in 2018 – online player registration (as well as online sponsorship applications) open April 3. Save the date and register early: spaces are limited!

For more information visit: theBSF.ca/golf-classic



*Catherine Laing,
Fund Development Manager*

Welcome Catherine Laing, Fund Development Manager

The Brenda Strafford Foundation is pleased to welcome Catherine Laing to our team in the position of Fund Development Manager. Catherine will be responsible for the management and execution of a comprehensive fund development plan, which includes continual development of a culture of philanthropy throughout the organization.

Catherine has worked with non-profit organizations for the last five years, most recently with Highbanks Society where she was very active in working with the donor community. Catherine is also a committed volunteer in junior rugby development.

We look forward to Catherine's contributions in this very important role for The Foundation.

Panel Discussion: How Communities Shape the Way We Age



BSF President and CEO Mike Conroy participated in the panel discussion

On February 8, The Brenda Strafford Foundation was pleased to partner with West Campus Development Trust to participate in a panel event, The Importance of Home, Community and Care as We Age.

The lively and interactive talk hosted at the Kerby Centre drew a large crowd to explore the concepts, challenges and fresh approaches needed for us to age well. The topic was tackled by experts from all angles, including: how to support the safety, comfort, dignity and a quality of life for older adults in communities; rethinking homes, communities and healthcare for all as we age; and solutions for keeping active and independent in our own spaces as we age.

The Brenda Strafford Foundation President and CEO, Mike Conroy, joined Global News media personality Gord Gillies,

along with other panelists to discuss questions from attendees and virtual viewers that centered on the importance that our environments have on our quality of life as we age. The expert panelists included:

- John Brown, PhD – Interim Dean, Faculty of Environmental Design, University of Calgary
- Mike Conroy – President & CEO, The Brenda Strafford Foundation
- James Robertson – President & CEO, West Campus Development Trust
- MaryJane Shankel, MD – Care of the Elderly Physician, AHS – Calgary Zone
- Luanne Whitmarsh – CEO, Kerby Centre

The talk explored the needs people face as they are getting older — like the physical design of our homes, the need for senior-oriented flexibility in them, and the quality of healthcare at home for aging populations.

Whether you're a student, a young professional, or an empty nester, it's important to remember that accessibility is universal. A community designed for seniors is a community designed for everyone, and alongside seniors, we all benefit from a community filled with diverse perspectives and abilities.

The topic of aging-in-place is one that both University District and The Brenda Strafford Foundation champions. U/D are building a walkable neighbourhood, a well-connected environment, and adding community partners, like The Brenda Strafford Foundation, who will play a major role in the community with the recently announced seniors' residence Cambridge Manor. Visit myuniversitydistrict.ca for more information.

Source: Courtesy of University District.

Public Talk: Innovations in Seniors Health Technology & Aging in Place



BSF and W21C teamed up discuss innovations in technology and seniors health

On February 15, The Brenda Strafford Foundation launched a new public speaker series in partnership with the Calgary Public Library. The purpose of the speaker series event is to leverage The Foundation's leading research and innovation program, and our key partnerships within our networks, to share knowledge and raise awareness in the general community about innovations that are helping to create the future of seniors health. This community outreach series is also a platform to raise the awareness and profile of The Brenda Strafford Foundation in the surrounding communities that we operate within.

The launch event featured expert guest speakers (and our friends) from the W21C, a healthcare systems research and innovation initiative based in the University of Calgary's O'Brien Institute for Public Health and Alberta Health Services Calgary Zone. Almost 50 members of the public gathered at the Bowness Library to learn about advancements in technology that support improved quality of life and quality of care as we age, and the role technology can play to better support aging in place.

Stay tuned for more information about future events in the Innovation in Seniors Health speaker series coming soon to a Calgary Public Library near you!

University of Calgary



Dr. Jayna Holroyd-Leduc

Announcing new Brenda Strafford Foundation Chair in Geriatric Medicine

The Brenda Strafford Foundation is pleased to congratulate Dr. Jayna Holroyd-Leduc on her recent appointment as The Brenda Strafford Foundation Chair in Geriatric Medicine at the University of Calgary.

Dr. Holroyd-Leduc also serves as co-chair of The Brenda Strafford Foundation Research Advisory Group established in 2016. The Foundation is fortunate to be associated with a clinician, researcher, leader, and teacher of Dr. Holroyd-Leduc's caliber and is proud to support her contribution to research endeavors that make a positive contribution to the health of our aging population.

Bio

Dr. Holroyd-Leduc is an academic geriatrician. She is the Geriatric Medicine Section Chief and was recently promoted to full Professor in the Departments of Medicine and Community Health Sciences at the University of Calgary.

Her major research interests involve the use of quality improvement and knowledge translation (KT) science to improve the care provided to older adults.

She is the Medical Director for Specialized Geriatric Services within the AHS Calgary zone. She is also KT Committee Chair of the Canadian Frailty Network, a Networks of Centres of Excellence network funded to improve the care of the frail elderly.



Dr. David Hogan

Dr. Hogan appointed to Federal Panel for Canadian Dementia Strategy

Dr. David Hogan, academic lead of the Brenda Strafford Centre on Aging at the University of Calgary, has been appointed to a federal panel on aging and dementia. Hogan is one of six experts called upon to help advance a Canadian Dementia Strategy.

Canada's aging population and the increasing prevalence of Alzheimer's disease and other dementias pose a

significant challenge for Canadian families and their caregivers, and more broadly, for the health care system. Recognizing the importance of developing and implementing an effective strategy to address this challenge, the Minister of Health of Canada, through the Public Health Agency of Canada, asked the Canadian Academy of Health Sciences (CAHS) to provide an evidence-informed and authoritative assessment on the state of knowledge to help advance federal priorities under the National Strategy for Alzheimer's Disease and Other Dementias Act.

CAHS assembled a multidisciplinary, multisectoral panel of six experts with a range of expertise, experience, and demonstrated leadership in this domain to contribute Assessment of Evidence and Best Practices for the development of a Canadian Dementia Strategy.



THIRD ACTION Film Festival
June 8, 9 & 10, 2018
Glenbow Museum Theatre, Calgary, AB

Wishes to thank the
Brenda Strafford Centre on Aging
for its support!

For more information:
thirdactionfilmfest.ca
403.561.2765

Mitzi Murray, Exec. Director
admin@thirdactionfilmfest.ca

Charitable Programs

International Charitable Programs

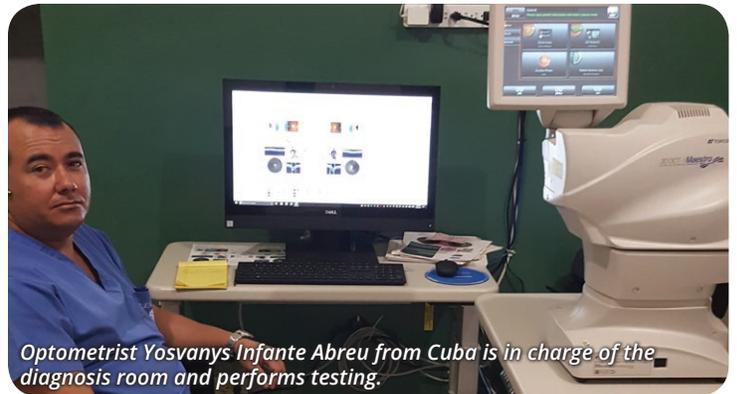


The Institut is pleased to unveil a new diagnosis room equipped with a Optical Coherence Tomography (OCT) machine. OCT is used in diagnostic testing of the eye to detect any problems with the eye prior to any symptoms occurring. The diagnosis room also has a refraction and a pachymeter machine. These equipments were donated by Mormon missionaries who have been established in Haiti since 1977. We are very thankful to them as their donation will help enhance eye care for the patients.

The Institut also thanks Dr. Kooper and his team from Netherlands, who visited the Institut in March to perform surgery on complicated ENT cases, and Dr. Karesh and his team who performed surgery on complicated Ophthalmology cases.



New diagnosis room equipped with OCT



Optometrist Yosvanys Infante Abreu from Cuba is in charge of the diagnosis room and performs testing.



The Brenda Strafford Foundation charitable operations have a long history of serving populations abroad in need of better access to health services. In 1997, The Foundation's Village of Hope in Montego Bay, Jamaica, opened the Hope Hospice. A primary medical and dental clinic was later opened in partnership with the Good Shepard Foundation at the Village of Hope in 2004. The clinic operated at the Village of Hope until 2017, when the Good Shepard Foundation moved their medical and dental services to their new clinic.

Community Vision Centre of Excellence Grand Opening in Montego Bay

On January 26, 2018, the clinic proudly re-opened as the Community Vision Centre of Excellence in partnership with Canadian Vision Care and other local stakeholders. The Community Vision Centre will now provide optometry and ophthalmology services and will serve the local population as a hub for eye care treatment and training in Jamaica.



Ribbon-cutting ceremony: Mike Conroy, BSF President & CEO; Dr. Gerry Leinwebber, CVC Founder; Dr. Claudine Green, Ophthalmologist and Vision Centre Medical Director; Vilma Campbell, President Montego Bay Lions Club



Montego Bay Mayor Homer Davis, Dr. Ken-Garfield Douglas, Dr. Claudine Green and Montego Bay Lion Janet Ferguson

Charitable Programs

The Brenda Strafford Society for the Prevention of Domestic Violence



On Thursday, March 8, over 150 Calgarians participated in the Brenda Strafford Society for Prevention of Domestic Violence's Annual Courage Gala held at Trolley 5.

Global Calgary, Brasso Nissan and Accenture all returned as valued sponsors. Our guests learned about the impact of their support from Meaghan Reid (Executive Director), Sam and Angela Hayes (Hayes Education Fund), Christine Plante (Board of Director) and most importantly, Kuleni, a current client.

Over \$46,000 was raised through donations, silent auction and raffles at the Gala. Those funds will go to crucial programs and services such as our counselling, child care centre, Letting Kids Be Kids Summer Program and Hayes Education Fund.





You Have a Choice. Private Choice Care.

Wentworth Manor is dedicated to helping seniors Age-in-Place. We provide a range of Private Choice Care services, so that you or your loved one never have to move again as your care needs change over time.

**Independent Living | Assisted Living |
Respite Care in Assisted Living |
Dementia Care in Assisted Living
(Secure Unit) | Long Term Care**

Care Provider of the Year
*Alberta Continuing Care Association
Awards of Excellence Winner 2016 & 2017*

Seniors Care Services Carefully Designed with You in Mind.

Located in beautiful Christie Park, Wentworth Manor offers spacious and enhanced private rooms in a safe and caring home-like setting.

Our compassionate staff provide exceptional nursing and clinical care, plus a full range of health and wellness services and amenities designed for convenience and peace of mind.

Contact us to **book a tour**
and learn more about
Private Choice Care.


The Brenda Strafford Foundation **Wentworth Manor**

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