



Water Colour artwork by S.H., Resident Tudor Manor





# Pursuit 2021

## 2018-2021 Strategic Plan

### Our Values

#### Quality

We relentlessly pursue quality with pride and enthusiasm. We believe in the highest standard of care and safety to ensure service excellence.

#### People First

People are at the centre of everything we do. We are committed to those we serve and we recognize that our people are essential to our success.

#### Engagement

We respect the strengths, interests and needs of the communities in which we operate and closely collaborate with our staff, residents, families and partners.

#### Leadership

We strive for excellence and act boldly to propel The Foundation and seniors care forward with confidence.

#### Compassion

We act with kindness, empathy and understanding towards each other and those we care for.

### Philosophy

The preservation of dignity and the pursuit of happiness.

### Mission

As a charitable organization we are an innovative force, providing high quality person-centred care and services to optimize well-being and enrich people's lives.

### Vision

We will provide leadership to create a future where people can live life to the fullest, with dignity, hope and happiness — in caring and supportive communities.

### Strategic Goals for 2018-2021

1. Achieve excellence in quality of care and living
2. Increase resident, family and community engagement
3. Develop and support our people and teams
4. Diversify and expand to better meet changing community needs
5. Enhance innovation through research, best practices and investments in technology and infrastructure
6. Optimize financial resource stewardship

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## Message from the CEO

As 2018 draws to a close, I want to thank you all for your contributions to another busy and very successful year for The Brenda Strafford Foundation. This has been a year of many significant achievements for The Foundation, with some of the highlights including:

- **Launching The Foundation's new Strategic Plan 2018-21: 'Pursuit 2021'**
- **A successful Accreditation Canada survey resulting in 'Accreditation with Exemplary Standing' (the highest status of accreditation)**
- **Accreditation Canada Leading Practice and Health Quality Council of Alberta Patient Experience recognition for our End of Life Palliative Care Program**
- **Alberta Continuing Care Association 'Innovator of the Year' award recipient**

These successes and achievements, in addition to our many leading clinical practices and other quality improvement initiatives, are a result of the collaboration, leadership and commitment demonstrated by our hardworking employees and teams in partnership with our residents, clients, families, volunteers and community partners.

Putting people first is a core value at The Brenda Strafford Foundation. We strongly believe in a person-centred approach to our care, services and environment. To further embed the importance of person-centred care, The Foundation is embarking on a comprehensive initiative to ensure we better meet the unique needs of our residents, clients and families.

This will be our single biggest focus area in our recently launched new three year Strategic Plan: *Pursuit 2021*. The importance of person-centred care is reflected directly in The Foundation's newly revised mission statement, and reinforced throughout our organizational values and strategic goals that guide our behaviours and actions.

After consultation with residents, clients, families and staff we have identified the following key principles of person-centred care at The Brenda Strafford Foundation:

- **Care, services and environment are personalized**
- **Care, services and environment are enabling**
- **Care, services and environment involve positive interactions**
- **Care, services and environment encourage a sense of belonging**

To enable our key principles to come to life in meaningful ways, we are developing plans to ensure our actions support these principles. Some highlights of actions we have completed to date in 2018 include:

- **Establishment of an engaged Foundation-wide Resident and Family Advisory Group**
- **Launch of the BSF approach to person-centred care with a Staff Symposium in June 2018, featuring guest speakers and a powerful Resident and Family Advisory Panel discussion**
- **Development of an organization-wide coordinating committee comprised of BSF staff, and resident/family representatives**
- **Commencement of work plans in five identified focus areas: program approach; leadership development; staff development; culture change; and process improvement**
- **Introduction of an evidence-based Process Improvement Team (PIT) at Tudor Manor that is empowering frontline teams to rethink ways of doing things to improve resident and family experiences (we are now preparing to roll out PIT teams throughout BSF)**

As we continue in our journey towards truly understanding and delivering person-centred care and services, we look forward to engaging with you further, and keeping you informed of the outcomes of our efforts. By working together, we will advance our mission to provide high quality person-centred care and services to optimize well-being and enrich people's lives.

On behalf of The Brenda Strafford Foundation, thank you once again for your contribution to The Foundation's many successes this year. I would like to wish each of you and your families a happy and safe holiday season, and hope you find some time to relax and spend time with family and friends. I look forward to working with you for another successful year ahead in 2019. As together, we strive to uphold our philosophy: *The preservation of dignity and the pursuit of happiness.*

A handwritten signature in black ink, appearing to read 'Mike Conroy'. The signature is fluid and cursive, with a long, sweeping underline that extends to the right.

**Mike Conroy**  
*President and CEO*



## Message from the COO

Resident and family satisfaction plays an important role in the assessment and improvement of the quality of health care services. The valuable feedback our residents, clients and families provide to The Foundation on an ongoing basis is a very important tool for measuring the quality of care and services we provide and to evaluate the success of our implementation of person-centred care.

The recent BSF Resident and Family Satisfaction Survey is one way in which we gather feedback.

The 2018 Resident and Family Satisfaction Survey was completed at all sites for residents during October, and for the families of residents in November. Participation in the Resident and Family Surveys was open to all residents living in our facilities who are able to voluntarily consent to completion of the survey, and to all interested family members of our residents.

Survey results are currently in the process of being aggregated across The Foundation. All resident and family information collected is anonymous and confidential with no identifiable names or room numbers. The results will identify data collected based on site and type of care (Long Term Care or Supportive Living), and findings will be reported to residents, families, senior management, and the board of directors. After analysis of the results, action plans will be developed to address any opportunities identified for improvement.

We sincerely thank everyone who took the time to participate in this very important survey and we appreciate your willingness to share your opinions and constructive feedback.

We want to hear from you on an ongoing basis. We encourage you to bring your feedback forward in various ways throughout the year. Regular Resident and Family Council, Coffee and Conversation, and Chef's Club meetings are just a few of the many ways you can participate, receive information and provide feedback on various matters. Our door is also always open, and we encourage you to talk to your care team, including the nursing team, as well as other departments and leadership at the sites, to express your compliments, concerns, and constructive feedback.

Thank you in advance for working with us to make quality improvements in support of our mission to optimize well-being and enrich people's lives.

A handwritten signature in black ink, appearing to read 'J. Robinson'.

**Jenny Robinson**  
*Chief Operating Officer*



# Innovation, Research & Quality



Official ribbon-cutting Nov. 22, 2018, back row from left: Brenda Carroll (Tudor Manor Administrator); Julie Errmann (VIK Academy Founder and CEO); Ada Parsons (Tudor Manor Resident); Laurie Chandler (V.I.K. Society Board Chair); Norma Jackson (BSF Board Chair); Mike Conroy (BSF President and CEO); Mayor Bill Robertson (Town of Okotoks); Kimberlee Massing (Children's Services Family and Community Resiliency Branch). Front row: VIK Academy students.

## VIK Academy Okotoks Grand Opening

On November 22, 2018, The Brenda Stafford Foundation was pleased to officially celebrate the grand opening of V.I.K. Academy Okotoks preschool and kindergarten at Tudor Manor.

The Brenda Stafford Foundation is proud to be home to V.I.K. Academy Okotoks, the first Early Learning and Child Care (ELCC) Centre in the Town of Okotoks. This Alberta-wide pilot program provides quality child care with maximum fees of \$25 per day. ELCC Centres support children and families by focusing on improvements to enhance the current system.

*"It's just wonderful to have them around. It cheers us all up."*

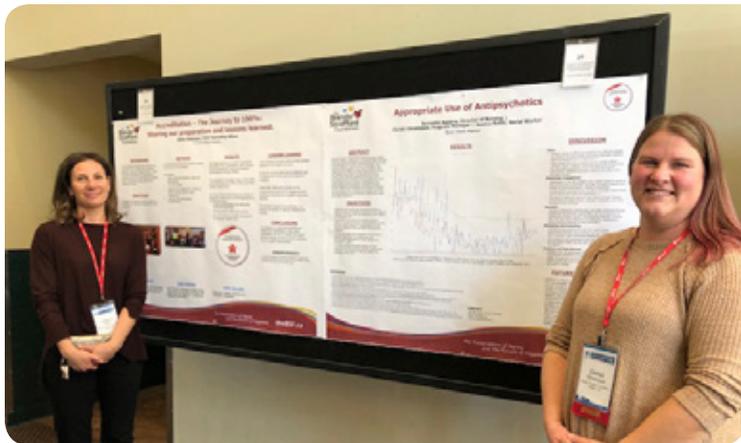
- Kathleen Silvester, Resident

The French immersion child-care program that brings together children and seniors has 64 spaces, filled with 80 children between 19 months and six years old, some of them part time. It's full and there's already a waiting list.

*"There is a tremendous opportunity for intergenerational programming and engagement that really enriches the lives of both the seniors and the kids."* - Mike Conroy, President & CEO

Located within Tudor Manor Supportive Living seniors' residence, V.I.K. Academy Okotoks provides a unique experience for children and families offering quality intergenerational programming and engagement with the senior residents. This partnership aligns V.I.K. Academy's mission to create a nurturing and stimulating environment with The Brenda Stafford Foundation's mission to optimize well-being and enrich people's lives.

Learn more about V.I.K. Academy at: [vikacademy.com](http://vikacademy.com)



## ACCA Recognition

Congratulations to the award winners, nominees, and presenters who represented BSF at this year's Alberta Continuing Care Association Inspiring Quality Conference, held October 23-24.

The ACCA Awards of Excellence highlight individuals and organizations dedicated to improving the quality of life of the people in their care. The Foundation was honoured to be recognized in the industry for our contributions to optimizing the well-being and enriching the lives of those we serve.

Knowledge translation showcasing some of BSF's research, innovation and quality improvement initiatives was supported by podium presenters: Vineeth A. and Dawn C. (KINDD Program - Clifton Manor); Brenda Carroll (Capacity in SL - Tudor Manor) and Navjot Virk (Dementia Friendly Communities - BSF). Poster presenters included: Wayne B. and Mayra R. (Enhancing Snacks - Wentworth Manor); Christi C. (Preventing UTIs - Bow View Manor), and Jessica R. (BSF's Accreditation Journey).



## Care Provider of the Year Award (Finalist):

Jessica Relitz, Registered Social Worker (Bow View Manor), was named as a Top 5 Finalist in the Care Provider of the Year award category. Jessica truly demonstrates exemplary client care through a commitment to quality, compassion and excellence to enrich her clients' lives, and is a deserving nominee and finalist for this prestigious award.

## Message from Norma Jackson, Chair of The Brenda Strafford Foundation Board of Directors

This is a great honour and tribute to a career spent in caring for the elderly. I have many people to thank for me receiving this Lifetime Achievement Award.

I would like to thank the Alberta Continuing Care Association Awards Committee, and congratulate all other nominees and recipients of awards. I owe a big thank you to Dr. Strafford for his support over the years, and to all the staff who I have worked with at BSF. I especially thank The Brenda Strafford Foundation and Mike Conroy for this nomination.

One does not receive a lifetime award for a key event but rather for many small contributions that add up over the years. I have spent my years with The Foundation advocating for change and best practice in continuing care.

As a founding member of the Alberta Gerontology Nurses Association, we were successful in lobbying for services for residents with mental health problems, leading to the establishment of a Mental Health Consultation Program. We succeeded in having Registered Psychiatric Nurses work to their full scope of practice in long term care.

The Brenda Strafford Foundation funded the Centre of Excellence in Gerontologic Nursing at the University of Calgary and was able to influence the Faculty of Nursing to include gerontology into the nursing curriculum.

I had the opportunity to be involved in the design phase of Wentworth Manor and Tudor Manor. Nurses have the advantage of knowing how the design affects the function of the space.

I am encouraged by the introduction of research and innovation within our organization and others. I am also encouraged by the number of nurses with advanced preparation and commitment to care of seniors. Lifetime learning is an area I feel is important. Nurses need to be knowledgeable in changes and new developments. Each of us is responsible for our own professional development.

I have been fortunate to work for and with Dr. Barrie Strafford during my career with The Foundation. He ensured The Foundation was in the forefront of providing accommodation and care for seniors. We are very proud of our exemplary status in our 2013 and 2018 accreditation surveys.

As I review my experiences with The Brenda Strafford Foundation as Director of Nursing, Administrator, Vice President, President and CEO, and now Chair of the Board, I am pleased I took the position at Bow View Manor when my husband and I moved from Ontario.

I am deeply grateful and honoured by this award.

~ Norma Jackson



### Lifetime Achievement Award (Recipient):

Ms. Norma Jackson, The Brenda Strafford Foundation's Board Chair, was presented the Lifetime Achievement Award recognizing an individual who has demonstrated exemplary client care through a commitment to quality, compassion, excellence, and enriching clients' lives in the continuing care sector. Norma has dedicated more than 40 years of leadership and service to The Foundation in various management and leadership roles. She has devoted her professional career to the care of the elderly, and continues to contribute immeasurably through her volunteer service as Board Chair of The Foundation's Board of Directors.



### Innovator of the Year Award (Recipient):

The Brenda Strafford Foundation was proud to named 'Innovator of the Year,' awarded to an individual or care provider who can demonstrate an innovation they have developed or introduced within the sector to improve the quality of care delivered.

This award is a reflection of our commitment to innovation throughout The Foundation, demonstrated by our leadership of Dementia Friendly Communities (supported by Wentworth Manor and Tudor Manor), the KINDD program (Clifton Manor), and the Toe Tappers dance/rehabilitation program (Bow View Manor), to name just a few examples. The Foundation's commitment to research and innovation that drives continuous quality improvement is also evidenced by our several industry-leading clinical practices such as Palliative Care, Appropriate Use of Antipsychotics and Wound Care. Congratulations and thank you to everyone throughout The Foundation for your commitment to innovation, making this recognition possible.

# Innovation, Research & Quality

## Tudor Manor Process Improvement Team Pilot Project

Tudor Manor's Process Improvement Team (PIT) has shown tremendous leadership in person-centred care in the dining environment within the past year. The team is made up of 17 dedicated and passionate frontline staff from Tudor Manor and Aramark striving to improve the provision of person-centered care.

The energy of this group is infectious and the multifaceted team truly represents a unique and dynamic collaboration between recreation therapy, nursing and dining staff. For the last 6 months, the team has been working towards achieving their vision:

*"During our mealtimes, residents feel nourished in mind, body and spirit within an environment that is peaceful and calm where residents, staff and family are actively involved and everyone enjoys pleasurable events and a sense of belonging and community."*

### Accomplishments include:

- Improvements in number of quality social interactions, the provision of person-centered care during mealtimes, and the overall environment by successfully implementing 14 strategies including: no longer administering crushed medications during mealtimes, minimizing distracting noises, empowering residents to help with mealtime activities, unlocking dining room doors to increase access to common areas, and ensuring mealtimes are fun for residents
- Presentations to the BSF Board and at the Resident and Family Centered Care Symposium
- And most importantly - making a HUGE difference in the lives of residents

Stay tuned for Process Improvement Teams rolling out throughout BSF in the new year!



## Virtual Reality in Seniors Care

More than a dozen Calgary seniors living with dementia are visiting local attractions such as the Calgary Zoo, Heritage Park and the Calgary Stampede and all without ever leaving their home.

Sharon Quinn just saw a tiger at the Calgary Zoo and she's loving it. "It was just great," Quinn told CBC News. But she didn't physically go to the zoo. She experienced it through the lenses of virtual reality goggles. She's one of 12 seniors with dementia enjoying a virtual reality pilot project. The 82-year-old visited the zoo, Heritage Park and even the Sydney Opera House, captured in 3D using a 360-degree camera.

"I like the fact we can go and enjoy different things. There are things in all of them that I like. There are so many things that you can do and it's nice to be able to get a feeling for it and then you can go and see it really, if you want to," she said with a smile.

Her husband, Bob Quinn, says the experience has put a sparkle in Sharon's eyes. "I've been very impressed with the way it's gone so far," Bob said. "I think it stimulates the brain and that's a wonderful thing."

Barry Pendergast is the man behind the project run by The Brenda Strafford Foundation. He says it's an opportunity to go to a safe place or venture out of one's comfort zone.

"It's trying to get stuff that's familiar to the people and it seems to be resonating with them," Pendergast said. "We've had one guy who looked incredibly frail coming in and within minutes he's just looking up at these crazy rides at the Stampede. It's just wild."

And sometimes it's about revisiting a pleasurable time. "Like Bill, who was a pilot, I can take him flying," Pendergast said.

"He can actually fly a plane again in here, where he'll never fly again in reality. Or go for a sail. So we can do a lot of things that they could not normally do."

The pilot project is running at Wentworth Manor in southwest Calgary, but if it's successful in terms of emotional and physical benefits, The Foundation would look for expansion funding.

*Courtesy of CBC News' David Bell with files from Lucie Edwardson and Radio-Canada's Nelly Alberola. August 3, 2018.*



## Calgary Westhills Dementia Friendly Community Updates

### Business Gatherings

We have continued our community outreach work through focusing on DFC Local Business Gatherings; our first took place in Signal Hill in August 2018 and was hosted by one of our great partners – ATB Financial in Stewart Green (Westhills).

All managers from local businesses in the area were invited to attend. The purpose was to give dementia awareness training and explore what it takes to be a Dementia Friendly business.

Two speakers at the event included the Assistant Manager of ATB Stewart Green Branch, and a Community Safety Officer from the Calgary Fire Department both sharing how receiving the training has helped their clients and members of the community. The event was sponsored by local businesses including ATB Financial, Cobs Bread, Subway, Mastermind Toys, Starbucks and Tim Hortons. It was a fantastic event which was well received and well attended. We had a number of businesses/organizations attending including Signal Hill Library, Rona, Second Cup, Compassion Senior Care and Nurse Next Door.

We have since carried out a further local “Business Gathering” event on October 31, hosted at another of our great community partners – The First Lutheran Church. This event was sponsored by Strathcona Good Earth, Amica, Qualicare and ATB. Participants included members of the general public and additional members of ATB. The purpose was similar to the first, but we also reached out to general community members. We will be planning further outreach events like these so watch this space!

General Dementia Awareness training is continuing and has been given to Sobey’s Departmental Managers, The Kerby Centre, the general public (at three training and volunteer information sessions).



Local Business Gathering at ATB

### Dementia Friendly Business Status

ATB (West Springs) in the pilot area is the first business to receive Dementia Friendly Business status! Well done to them! Further ATB branches are also interested in gaining DFC status and we are currently looking to go through the DFC Checklist with them.

Rundle College is currently working on a DFC Checklist for schools. We have also received information from the Calgary Fire Department to develop a DFC Checklist for the Fire Department.

### Conversation Cafes

Conversation Cafes are safe and social gathering places where everyone including those impacted by dementia can get out socially, share memories, and make new friendships and support groups over a beverage.

The First Lutheran Church continues to host Conversation Cafes which are non-denominational and free to all impacted by dementia in some way. Liz Gahan (the wonderful lady who runs it) has regular members who attend and have found it to be a very positive experience! There has been a lot of interest from others keen to set up their own Conversation Café. The FCJ Centre recently held one in September 2018 and the First Baptist Church now hold a regular Conversation Café.

### Partnership with Schools and Intergenerational Programs

Our work with Rundle College continues to flourish and we are now into our second year of the intergenerational program! Students from K - 12 visit residents of Wentworth Manor and the Adult Day Program to enjoy fun activities together. Rundle College Grade 7s have received dementia awareness training in preparation for their intergenerational program with Wentworth Manor. Rundle College students in Primary and Elementary will also be receiving dementia awareness training soon.

In addition to our established partnership with Rundle College, we are thrilled that Rundle Academy (school for students grades 4-12 with a learning disability) located in SW Calgary (but outside of the pilot area) has also recently become involved. Their staff have received dementia awareness training by the Calgary Fire Department and they are now looking to develop an intergenerational program. This is fantastic news and reflects the growth and interest in the DFC initiative!

More recently the Guardian Angel Elementary School has come on board, training has been given to their staff and we are now working with them on a Leadership program with their Grade 6 students. This will include giving general dementia awareness training and supporting them to develop dementia awareness in their school. As part of this work we have reached out to other Adult Day Programs in Calgary and are supporting the development of an intergenerational program between them.

# Innovation, Research & Quality

## Okotoks Dementia Friendly Community Updates

### Memory Cafés

The “In the Moment” Memory Café is being hosted the first Wednesday of the month from 1:00-2:30 p.m. at the Okotoks Seniors Club. The purpose of the Café is to offer the opportunity for caregivers of those with dementia to bring their loved one to socialize and reduce isolation. It also offers the chance for caregivers to network with other caregivers.

Kicking off during Seniors Week in June, there have now been seven successful Memory Cafés. We are partnering with the Foothills Advocacy in Motion Society to provide opportunities for those with developmental disabilities to gain work experience through serving guests at the Café.

A community donor has stepped forward to provide refreshments for the first year of Cafés, and the Seniors Club has agreed to continue to host the Cafés, with the assistance of Dementia Friendly Communities volunteers.

### Memory and Aging Program

Thank you to Cam Clark, PhD, and the Okotoks Recreation Centre for facilitating the recent Memory and Aging Program in collaboration with Dementia Friendly Communities Okotoks. The Memory and Aging Program itself is a five-week, group-format education and intervention program for older adults who are experiencing normal age-related changes in memory – or as Cam calls it: “the owner’s manual and care instructions for the aging brain.”

Participants learn about various kinds of memory processes, with a particular emphasis on which types change with age, and importantly, which types do not. The course also teaches several effective strategies for improving memory performance, and provides an opportunity for participants to practice these strategies in a fun and supportive environment.

Finally, the program teaches participants about the many modifiable factors that affect memory like diet, physical exercise, cognitive engagement, and stress – and even guides participants in setting goals for positive lifestyle changes in these areas.

The hope is that by the end of the course, participants will be more knowledgeable about memory, have more memory tools/strategies at their disposal, and be more confident in their memory overall.

Aside from improving memory through strategy application and practice, the course also aims to help to reduce the stress and anxiety that is often associated with normal age-related declines in aspects of memory. Further, our hope is that participants will spread their newfound knowledge and confidence in their memory to others in their communities – and thereby help to raise consciousness about healthy cognitive aging.

### Upcoming Sessions:

**January 4 – February 1: 6:00-8:00pm**

**March 8 – April 5: 6:00-8:00pm**

The Memory and Aging Program is another example of Dementia Friendly Communities identifying a need in the community and filling it. Watch the Okotoks Recreation Guide for your chance to participate in upcoming sessions.



Memory Café at the Okotoks Seniors Club

*“I am inspired to work at incorporating the strategies presented to enhance the quality of my life (and memory) today and in the future.”*

*“I feel my memory has improved with many of the strategies. I have new ideas in how to remember things – like names, numbers and dates. I feel my memory is better than what I thought it was.”*

*“This has approached me at a very important time as I have recently been dealing with a friend who seems to think that I am showing signs of dementia. This is one of the things that has created a terrible psychological upset in my life. I have approached my doctor and have begun the process of finding out whether this is true or not. I have misgivings about what I know but am learning lots just through this program. If nothing else it has been very good to myself knowing a lot more about memory. This has been a real support and most helpful for me.”*

### DFC Library Speaker Series

Wednesday, January 16

Okotoks Public Library. Topic: Risk Reduction.

To register phone: 403-938-2220 or visit: okotokslibrary.ca

Monday, January 21

Calgary Public Library (Signal Hill). Topic: Memory and featuring a special/complimentary puppet theatre performance of “Mii Other Woman.”

To register phone: 403.260.2620 or visit: calgarylibrary.ca

For more information about Dementia Friendly Communities contact:

Dementia Friendly Communities Coordinator,  
Calgary Westhills

Emma Richardson  
403.705.8866 or emma.richardson@theBSF.ca

Dementia Friendly Communities Coordinator,  
Okotoks

Jennifer Mallamo  
403.995.6809 or jennifer.mallamo@theBSF.ca.

# Human Resources

## 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 July-December this year.

### 5 Years

#### **Bow View Manor**

Bence A.  
Rowel B.  
Jestina C.  
Nerisa H.  
Feven M.  
Tutu O.  
Karen S.  
Imelda U.  
Joan V.

#### **Wentworth Manor**

Ana A.  
Lidya A.  
Gina B.  
Feyore E.  
Rebecca I.  
Aira T.  
Gerhin V.  
Carey Y.  
Joyce Y.

#### **Clifton Manor**

Merrilyn A.  
Marlyn B.  
Rowena B.  
Surinder B.  
Lisa C.  
Jennifer C.  
Cherry M.  
Saveeta P.  
Graciela R.  
Jagjit S.

#### **Tudor Manor**

Oleksandra B.  
Vilma D.  
Daisy E.  
Eva G.  
Christina H.  
Victoria L.  
Sharon M.  
Winna O.  
Rowena P.

#### **BSF**

Cathy K.  
Chris L.

### 10 Years

#### **Bow View Manor**

Lemlem A.  
Rowena A.  
Precy B.  
Nellie E.  
Nadia I.  
Armandeep K.  
Masengo K.  
Rose S.

#### **Wentworth Manor**

Levy B.  
Bosena D.  
Beth F.  
Tesfanesh G.  
Evalyne K.  
Paul L.  
Bethanie P.  
Dory R.

#### **Clifton Manor**

Crystal B.  
Evelyn C.  
Mary Joyce D.  
Norma D.  
Wilmalyn D.  
Darlin G.  
Muluka M.  
Bright O.  
Eufemia P.  
Woleyah T.  
Marlene U.

#### **BSF**

Anny D.

### 15 Years

#### **Bow View Manor**

Susan G.

#### **Wentworth Manor**

Tsering C.  
Nasron K.  
Lucille M.  
Nelly R.

#### **Clifton Manor**

Melba A.  
Cynthia S.  
Naila T.  
Josefina T.

### 20 Years

#### **Bow View Manor**

Sudha S.

#### **Wentworth Manor**

Linda E.  
Cecile G.  
Gloria G.

#### **Clifton Manor**

Patricia P.

### 30 Years

#### **BSF**

Yvonne V.

## Employee Education Scholarship Fund

Congratulations to the recent BSF Employee Education Scholarship recipients, awarded in November 2018.

#### **Wentworth Manor**

Rosalyn R., working towards LPN  
Pawandeep S., working towards BN  
Zarah O., completed PLAR for HCA  
Tigis G., working towards an LPN

#### **Bow View Manor**

Sarah A., working towards RT  
Chantelle A., working towards RT

#### **Clifton Manor**

Jael K., working towards BN

#### **Tudor Manor**

Biva P., working towards LPN  
Oleksandra B., working towards RTA  
Mary Ann A. working towards LPN



# Employee of the Year Awards



**The Brenda Strafford Foundation Team of the Year 2018: Tudor Manor Process Improvement Team (PIT)**



**The Brenda Strafford Foundation Employee of the Year 2018: Navjot Virk**



**Bow View Manor Employee of the Year 2018: Jessica Relitz**



**Wentworth Manor Employee of the Year 2018: Mutita Namvong**



**Clifton Manor Employee of the Year 2018: Bella Hoard**



**Tudor Manor Employee of the Year 2018: Whinz Lorraine Chugani**



**Aramark Clifton Manor Employee of the Year 2018: Fernando Umali**



**Aramark Tudor Manor Employee of the Year 2018: Sathish Chandrasekar**



**Brenda Strafford Centre Employee of the Year 2018: Breanna Horta**



## Leadership Development Program

Congratulations to the participants of the BSF Leadership Development Program for successfully completing the "Leadership in LTC and Retirement Living" course through Conestoga College.

Bow View Manor: Bennette Aguirre, Christi Christieson, Edward Gimenez and Lorraine Handford. Clifton Manor: Abida Rehman, Emile Enongene, Harminder Mangat and Surinder Bedi. Tudor Manor: Marion Baines Coomber and Sherry Little. Wentworth Manor: Nina Solas and Kate Jeffrey.

# Under Construction | Opening 2020

Cambridge Manor will be accepting residents approximately one year prior to opening. More information about the types of accommodations available and the booking process will be announced in 2019. As progress continues, updates can be found through [theBSF.ca](http://theBSF.ca) and [myuniversitydistrict.ca](http://myuniversitydistrict.ca). To join The Brenda Strafford Foundation's information waitlist contact the Foundation's Manager of Communications and Marketing at phone: 403.536.8682 or email: [julie.arnold@theBSF.ca](mailto:julie.arnold@theBSF.ca).



## Assisted Living and Long Term Care by The Brenda Strafford Foundation

A state-of-the-art, new continuing care facility will support service excellence in seniors' care. Integrated innovation, research, teaching and learning opportunities will enhance connections between the residential and academic communities within University District and the neighbouring University of Calgary. Visit: [theBSF.ca](http://theBSF.ca)



## MAPLE

### Independent Living by Truman

An array of residential suites complete with full kitchens and private outdoor patio spaces, suited to independent seniors with an active and social lifestyle seeking a community rich in services and experiences – with the added convenience of access to services and amenities in partnership with the adjacent Cambridge Manor, conveniently connected by a +30 walkway. Visit: [liveatmaple.com](http://liveatmaple.com)



*West Campus*  
**DEVELOPMENT  
TRUST**

### Age-in-Place at University District

With every detail, University District by West Campus Development Trust is designed with a focus on multi-generational needs. Together, Cambridge Manor and Maple will form an innovative seniors' living complex designed to support aging-in-place within University District. Visit: [myuniversitydistrict.ca](http://myuniversitydistrict.ca)



# What's The Buzz?

## Bow View Manor



'Happy Trails' from the Calgary Stampede Prohibition Committee came to Bow View Manor in September to perform for our residents. What a night!!! The Calgary Stampede volunteers performed sing-a-long songs, lassoing and line dancing, and Harry the Horse made an appearance as well as the 2018 Stampede Princess, Indigenous Princess and runners up for 2019 Princess. The crowd was 'yahooing' and 'yehaawing' all night long with a packed house of 85 residents, family members, performers and staff singing and clapping for an hour and a half. Residents and families are still talking about what an amazing performance we had! Thank you to the Calgary Stampede Prohibition Committee for choosing Bow View Manor.

On our excursion to the Military Museums on Oct. 17, Bruce C. was able to point out a ship's gun, used in WW2, which had been forged right here in Calgary in the Ogden Shops. It brought back fond memories of going to visit his father at work there, and he was able to point out the brass plaque, still in place, which contained his father's final inspection stamp. Bruce devoted many years to volunteering at the Navy museum, doing everything from constructing scale replicas of ships, to acting as curator.



### Volunteer Spotlight: Denise Barr

When I need a lift, need joy, peace I pick up my guitar and play. I thought what a wonderful gift I can share with others. People relate to music, it's something you can share with them. We all have such great memories when we hear a song and a tune we recognize.

I chose to volunteer in a Senior Home because my mom is also in a home. I saw the attentiveness and the eyes light up to music. I love my time when I play for the residents in Crowfoot. When I'm finished my show I have such a feeling of gratitude that I was able to play and bring calmness and happiness to others. I go home happy, content and blessed, excited to put together my hour of songs for my next show.



Military Museum Excursion



Oktoberfest



Fall Smorgasboard



Fall Smorgasboard



Halloween



Oktoberfest

# What's The Buzz?

## Wentworth Manor



Canmore Outing



Chef's Club



Halloween



Halloween



Canmore Outing



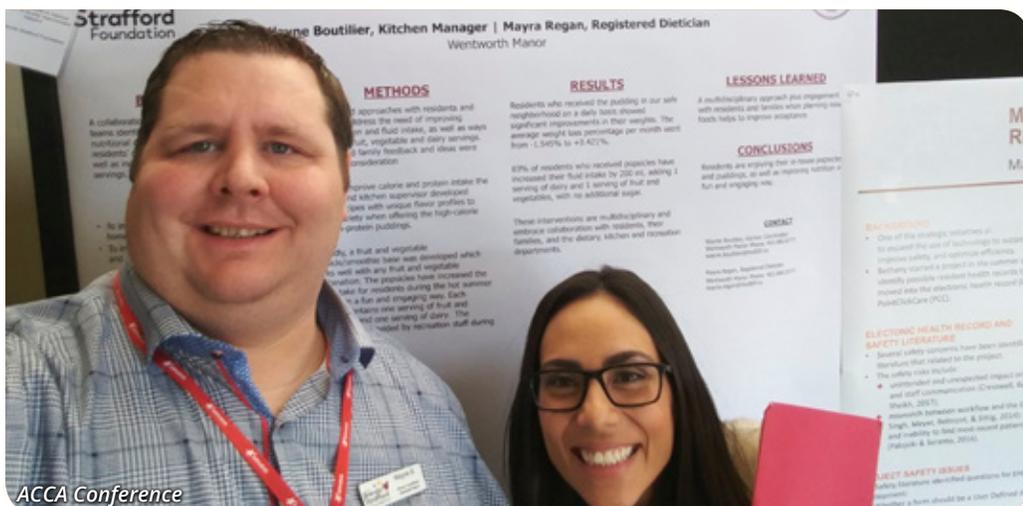
Halloween



Canmore Outing



Bristol Room Renovations



ACCA Conference

Renovations continue to come along in Wentworth Manor - The Residence, as the top floor been mostly-completed with resident rooms, the Bristol Room, and all the hallways have a beautiful makeover with new lighting, flooring, and "way finding" hallways. At the end of October renovations commenced in the main reception, lounge and dining common areas which has opened up the area with nice light colors, and work continues on the main floor resident rooms.

Congratulations to Wayne B. and Mayra R. for their successful poster presentation on Enhancing Snacks to Improve Nutrition at the Alberta Continuing Care Association 'Inspiring Quality' conference. Wayne and Mayra worked together to create tasty and nutritious popsicles using Greek yogurt, fruits and vegetables. These were given to residents over the summer months to enjoy 2-3 times per week by the Recreation team. Great work Wayne and Mayra!

Unfortunately, a number of Recreation programs had to be brought inside later in the summer due to poor air quality and frigid temperatures; that didn't stop the fun from happening though! There were a number of Happy Hour performances, BBQ's (even if they were served inside), the Annual Terry Fox Wheel & Walk, Chef's Club, Halloween, and Thanksgiving activities. Once the weather finally cooperated the residents enjoyed outings to Canmore to Patrino's Steakhouse and Pub, Bragg Creek for ice cream, and the Calgary Zoo.

There has also been a focus on the environment in our Dementia Care neighborhoods to create a more inviting, warm, and useable areas. There have been many changes including furniture relocation, more pictures on the walls in the hallways for residents to enjoy, and the establishment of a creative space for residents to listen to music, work on art projects, with many more ideas to come!

Wentworth Manor is also very excited to have launched our second session of Opening Minds through Art (OMA) in conjunction with Rundle College. There are 9 residents from long-term care involved on a weekly basis to create their works of art one-on-one with a high school student. There will be an Art Show and Sale in the new year for the opportunity for residents and their family members to display their creativity. Congratulations to Pamela A., Corrie I., and Rebecca I. for completing their recent OMA certification and we look forward to holding more OMA sessions in Supportive Living and the Adult Day Program.

We would like to thank Carol Henckel for her support and contributions over the last 6 months as the interim Acting Administrator at Wentworth Manor. We wish Carol all the best as she embarks on a new role within The Brenda Strafford Foundation.

## Wentworth Manor Welcomes New Administrator

Michael Ducharme joined The Foundation in the role of Administrator for Wentworth Manor on November 5, 2018. Michael's areas of expertise include: improving clinical practice standards, enhancing quality of care, with 10 years in project management and 6 years in program development. Michael's education includes: Bachelor Degree in Nursing, Occupational Health Certification and Masters of Business Administration. When you see him, don't hesitate to give Michael a warm BSF welcome.



### Staff Spotlight: Geraldine Hale

Geraldine was appointed the position of Wentworth Manor Renovations and Moving Coordinator in April 2018. She is an integral part of the team and assists with resident and family communication regarding the ongoing renovations at Wentworth Manor, currently underway at The Residence. Geraldine coordinates various aspects as residents temporarily relocate rooms during renovations, schedules maintenance teams for the moves, and keeps residents and family members up to date on what to expect in the coming weeks. Thank you Geraldine for all that you do to ensure that this experience for goes as smoothly as possible families and residents!

# What's The Buzz?

## Clifton Manor



Halloween



Summer Fair and Car Show



Child Care Program



Seniors Day



Halloween



Halloween



Halloween



OMA



Summer Fair and Car Show

Wow, what an amazing end to the summer with our Annual Car Show & Summer Fair. This event was packed with fun-filled action, antique vehicles and motorcycles, a BBQ, live entertainment, kid's games, and so much more. Don't miss out on this event next summer as it is always tons of fun!

Our Grandparents Day Fashion Show was adorable and we had a memorable afternoon catching up on the latest and cutest fashion. After the fashion show, we celebrated together by singing and dancing, and our residents were even surprised with flowers. What a sweet group of kids!

October 1st was a heartwarming day as we celebrated International Seniors Day by inviting residents and their families to share some of their greatest accomplishments, achievements, and favorite stories. We learned so much about our amazing residents and all that they have done over the years. On behalf of everyone at Clifton Manor, we would like to express how proud we are of each and every resident and want to thank you for all of your contributions.

Our intergenerational programs have exploded this year! We have integrated Jack James High School students into our recreation programs and we began with training our OMA (Opening Minds through Art) students in September. We started the art-making process in October and will be finishing up our program in December.

Jack James High School also trialled their Child Care Program at Clifton Manor this year. Involving three-to four-year-old children from the community, along with our own residents, these J.J.H.S. students facilitated this amazing program. It was a huge success filled with tons of fun and excitement. It was so enjoyable to be a part of their story time, crafts, games, and sing-along, and we are excited to have them back next semester.

Halloween has been busy at Clifton Manor. We started the festivities with our Monthly Birthday Party and a costume parade from Play "N" Learn Daycare. We carved twenty-five pumpkins with the grade five class from Keeler School and want to extend a huge thank you to Marlborough Safeway for their generous pumpkin donation. We finished off the month with our Halloween Happy Hour where everyone dressed up and enjoyed Halloween festivities.

BOO! Did I scare you? If not, I bet our Haunted House did! Clifton Manor partnered up with the fantastic students at Jack James High School once again working with their Production Class to create our Community Haunted House. We enjoyed this event with many of our community members who came by to experience this amazing creation. We had children from Keeler Elementary School, Earnest Morrow Middle School, Jack James High School, and our Boys & Girls Club. This event was also open for residents and their families, as well as our staff and their families to enjoy!

We are also working hard on preparing crafts for our Christmas In-House Shopping Day. Coordinating with the Fashion and Design class from Jack James High School every other week, we are creating items to sell at this event. This program has been a huge success allowing our residents the opportunity to work one-on-one with a student to create a unique craft for this special event.

Clifton Manor is incredibly proud of our community partnerships and we are excited to develop more opportunities to enhance and build our involvement within the community.



## Staff Spotlight: Heather Westcott

Heather Westcott started volunteering as a high school student at Forest Grove Care Center (FGCC), now known as Clifton Manor. On her first day of volunteering on February 14, 1982 a couple that had met at FGCC were getting married and she thought it would also be a fun place to work. Heather worked part-time while she completed her High School diploma at one of the neighborhood schools. Once she graduated, she continued working full-time until 1988 when she chose to explore other options, and started working at Bow View Manor. She worked there until 1993 when she decided to start her family.

When Heather was ready to go back to work she wanted to get a job closer to home and began her employment at FGCC (now Clifton Manor) as an HCA on March 9, 1997. Heather worked as an HCA for 10 years when a position sparked her interest in the Recreation Department and due to her kind heart and ability to engage residents, she was offered the position.

Heather went back to school to complete her Recreation Therapy Aide certificate and has worked in the Recreation department for 11 years. Heather has strong leadership skills and is committed to creating a safe and healthy work environment. She is currently on the OH&S committee, Continuing Care Safety Association Committee, and is on the Falls Prevention Team. We would like to thank Heather for her years of service and her commitment to safety at Clifton Manor.

# What's The Buzz?

## Tudor Manor



A Night with Elvis



Big Top Circus



Escape to India



Halloween Trick or Treaters



Halloween



Halloween



Oktoberfest



Fall Harvest



Zoo Outing



Oktoberfest



Oktoberfest

Summer fun continued throughout the month of August as we hit the road to Dewinton AB, home of the Saskatoon Berry Farm! Tudor Manor residents enjoyed the scenic drive out to the farm followed by a delicious homemade meal and to top it off, Saskatoon Berry pie for dessert of course! After lunch, we strolled around the gift shop and the grounds to experience the beautiful flowers and friendly farm animals. It was a wonderful day and residents left with a full heart (and tummy!)

Our adventures continued to the Eastern hemisphere, with our Escape to India program. Part of our programming goals in the Recreation Therapy Department is to expose residents to different cultures and offer diversified experiences to increase global awareness. We learned so much about India's culture including traditional dances, music and food and look forward to our next adventure!

To celebrate International Clown Week this month, we treated the residents to an "Under the Big Top" day. We kicked off our celebration during our morning baking program where we made "carousel cupcakes." In the afternoon, Freddy the Clown came by with his tickle trunk of magic tricks and amused us all with his antics. Residents had a blast and truly felt like a kid again at the circus. If only we had a roller coaster!

Tudor Manor launched a specialized intergenerational art program in September called Opening Minds through Art (OMA). This is an art therapy program facilitated by a certified trainer (Julie Trotter, RT) and is designed specifically for residents living with dementia to creatively express themselves as they are partnered with a student over a span of 8 weeks to create a specific work of art each week. Prior to the students being matched with a resident, they first completed a dementia simulation and empathy training session to experience what it is like to live with dementia. Thank you to Jennifer Mallamo, Dementia Friendly Communities Coordinator for facilitating the training.

Residents and their families were up to some "monkey business" as we toured The Calgary Zoo. From gorillas and penguins to alligators and pandas, it was so amazing to see the faces of residents who had never seen some of these exotic animals ever before in their lives! We saw animals from every continent, but it was agreed that the penguins stole the show, even though it felt as if we were in the Arctic!

Residents were serenaded by Elvis Impersonator Bruce Stewart with favourites such as "Jailhouse Rock" and "Let me be your Teddy Bear." Everyone was taken back in time with a '50's diner décor to set the scene for our special guest. Residents sung every song by heart and Elvis even took time to say hello to each and every resident before we could say "Elvis has left the building!"

October was filled with special events from start to finish, including our Fall Family Harvest Dinner, Oktoberfest Celebration and Halloween trick or treating with our VIK daycare friends.



We were also very pleased to host our 'Walkers Gone Wild' event, a collaborative pilot project with Alberta Health Services where residents decorate and personalize their walker or wheelchair. The goal of this program is to not only reduce falls, but to empower residents to maintain self-identity, recognize their walker, and ultimately accept their need of a mobility aid. We are very proud to have been the launch site in all of Alberta for this innovative program which is now being rolled out across the province.



## Volunteer Spotlight: Ann Stobbe

Ann has been volunteering with the Tudor Manor Recreation Therapy Department since April 2016, however is no stranger to us as she is also a family member of one of the residents. When she is not visiting her mom here at Tudor, she is here helping us with activities to enrich the lives of all residents.

Most recently, Ann completed the Opening Minds through Art (OMA) specialized volunteer training to assist with this innovative art program for residents living with dementia. Ann has embraced her role and is our biggest cheerleader for the program.

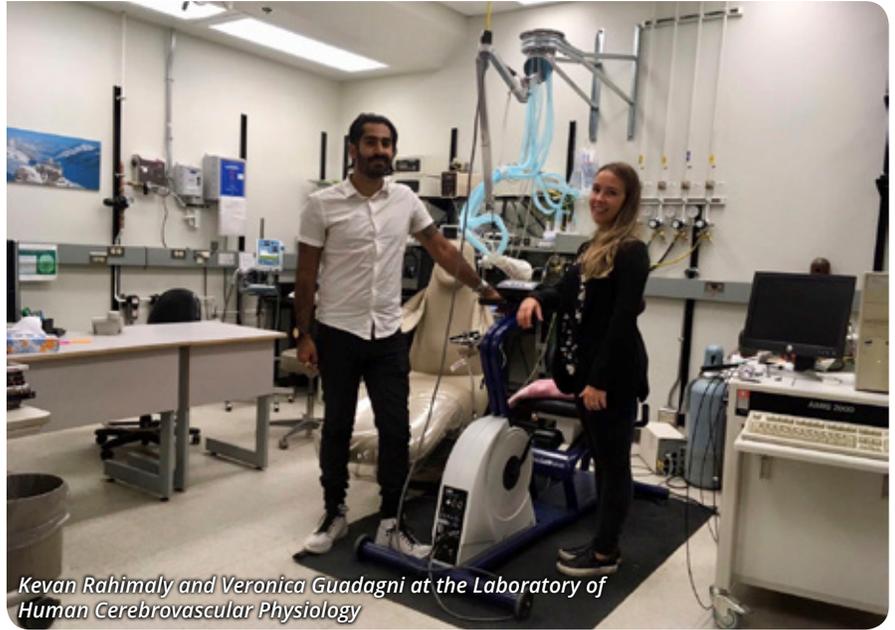
Ann's dedication and compassion for seniors are just two of her greatest qualities and we feel so fortunate to have her as part of the team! Ann says "volunteering at Tudor Manor is the highlight of my life!"

# University of Calgary

## Student Spotlight: Kevan Rahimaly

The Brenda Strafford Foundation Chair in Alzheimer's Research and Laboratory of Human Cerebrovascular Physiology welcomes new PhD scholar to Brain in Motion Study.

I recently completed my Master's degree in kinesiology at Université Laval in Québec City. My primary research interest is cerebral blood flow regulation, more specifically in the sex-related differences in cerebral blood flow regulation during exercise. My recent work in this area has led me to give a presentation at the CARnet International Meeting (Cerebral Autoregulation Network) at Oxford University in Oxford, UK on June 18. I was recently awarded the Libins Graduate Scholarship for Doctorate Students and joined Dr. Marc Poulin's lab in August for my PhD studies, where I plan to investigate on the impairment of cerebral circulation with aging and Alzheimer's Disease along with the potential protective role of physical activity on the brain.



*Kevan Rahimaly and Veronica Guadagni at the Laboratory of Human Cerebrovascular Physiology*

## O'Brien Institute Research Excellence Award 2018

Congratulations to Dr. David Hogan on this award in recognition of his substantial and distinguished research and scholarly contributions over a significant period of time, and the impact these contributions have had nationally and internationally.

Throughout his career, Dr. Hogan has played a significant leadership role in almost every major Canadian initiative related to aging, dementia and geriatric medicine. He is well regarded as an international leader in geriatrics and gerontology.

Dr. Hogan has also been sought for his expertise in dementia and geriatric syndromes as a key research collaborator with the O'Brien Institute's W21C, as well as making substantial contributions as a collaborator on several other technological innovation projects.

Dr. Hogan has authored or co-authored 280 peer reviewed journal articles, 127 non-peer-reviewed papers (including letters), 40 book chapters or monographs, and 145 published abstracts. Beyond these impressive research contributions, he also founded the Division of Geriatric Medicine at the University of Calgary (1990), where he was also department head until 2000. He held the first Brenda Strafford Foundation Chair in Geriatric Medicine at the University of Calgary (until 2017), and is the first (and current) academic lead of the Brenda Strafford Centre on Aging at the University.

Even with his widespread involvement in research, Hogan has garnered a reputation as an engaged and compassionate clinician, who personifies professionalism and compassion for older patients and their family caregivers.



*Dr. William Ghali (left), Scientific Director of the O'Brien Institute for Public Health, and Dr. David Hogan (right). Photo credit Brittany DeAngelis.*

# Charitable Programs

## International Charitable Programs



The Community Vision Centre of Excellence, operated by Canadian Vision Care and Lions Club of Montego Bay, provides optometry and ophthalmology services out of the recently converted eye clinic located at The Brenda Strafford Foundation's Village of Hope, in Montego Bay.



This summer, the management team at L'Institut Brenda Strafford in Haiti successfully completed leadership development training in the Principles of Management. The management team and staff at L'Institut also developed 'Vision 2020,' an Institut Brenda Strafford specific strategic plan to guide them into the future in close alignment with The Foundation's organizational strategic plan.



## The Brenda Strafford Society for the Prevention of Domestic Violence

The Brenda Strafford Centre recently celebrated the opening of their newly-renovated Community Room at the Centre! This space was designed with trauma-informed research to be a fun, relaxing, and healing space accessible to all individuals and groups at the Centre. This impactful renovation was made possible thanks to the Field Law Community Fund!



Community Room



Community Room



Jay Thompson presenting a donation of \$2000 from Unifor.



The **Brenda Strafford** Wentworth Foundation Manor

Wentworth Manor is dedicated to helping seniors Age-in-Place. We provide a range 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

Private Choice Seniors Care Services that are carefully designed with you in mind are available at Wentworth Manor

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.

To book a tour phone 403.242.5005 and learn more about Private Choice Care at Wentworth Manor

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5717 14<sup>th</sup> Ave SW  
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The **Brenda Strafford** Foundation



Exceptional Seniors Care and Quality Living to Optimize Well-being and Enrich Lives

Proud to be named Innovator of the Year and Accredited with Exemplary Standing

At The Brenda Strafford Foundation we believe in providing the highest standard of care, as we strive to achieve continuous quality improvement and pursue innovation to make a difference in the seniors care industry and in the lives of those serve. In 2018, The Brenda Strafford Foundation was proud to be named 'Innovator of the Year' by the Alberta Continuing Care Association, and to be 'Accredited with Exemplary Standing' by Accreditation Canada.

Book a tour to see how we can help Seniors live life to the fullest at one of our Manors throughout Calgary and Okotoks

*The Preservation of Dignity and The Pursuit of Happiness*

**Bow View Manor**

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**Clifton Manor**

4726 8<sup>th</sup> Ave SE  
Calgary, AB | 403.272.9831

**Wentworth Manor**

5717 14<sup>th</sup> Ave SW  
Calgary, AB | 403.242.5005

**Tudor Manor**

200 Sandstone Dr  
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