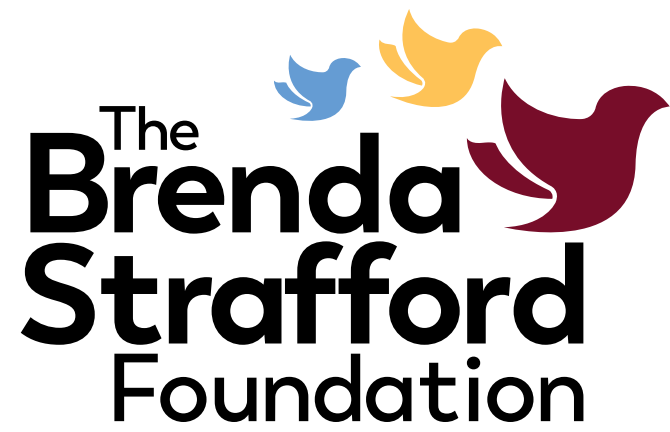




Virtual Reality, Tudor Manor.



# 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

### Action on Resident and Family Satisfaction

Our last Resident and Family Experience surveys were held throughout The Foundation in October-November 2018. Your feedback is important to us, and we appreciate you taking the time to provide insight that helps us to improve our care and services.

#### What We Heard Throughout The Foundation...

Based on feedback we heard from residents and families in Long Term Care and Supportive Living across all four of The Brenda Strafford Foundation's Manors, we identified the following common areas of strength and common areas for improvement across The Foundation.

#### Highlights of what residents and families told us we do well:

- Residents and families feel like a partner in making decisions about care, and our staff respect your wishes regarding family involvement in care
- Residents and families are treated with dignity and compassion
- Residents feel safe and your choices and values are respected
- Residents' rooms and bathrooms are clean, public areas look and smell clean, and our grounds are well-groomed and maintained

#### Key areas where residents and families identified we can improve:

- Variety, quality and presentation of meals and the overall dining experience
- Providing meaningful and enjoyable activities and creating 'moments of joy'
- Response times to Call Bells
- Registered Nurses or Licensed Practical Nurses explaining new medications

#### What Are We Doing With This Feedback...

Your feedback is important to us. In our efforts to continuously improve the quality of our person-centred care and services, 'The Brenda Strafford Foundation Way,' we aim to act on your feedback in a meaningful way. The results from the Resident and Family Experience surveys have been used to inform the development of many improvement initiatives in The Foundation's overall Strategic Plan, 'Pursuit 2021,' and in our annual action plans that are underway for 2019-20.

We are pleased to share some updates with you, focused on improving the 'Resident and Family Experience' at each of the Manors in the key areas of: Meals and Dining; Recreation and Care Services.

#### Improvement initiatives throughout The Foundation:

- Replacement of Call Bell system is a priority initiative in the Foundation's strategic plan and a 'Request For Proposal' (RFP) is underway to pilot a new Call Bell system this year
- Ongoing focus for staff to respond to Call Bell within target of 4 minutes, as well as a focus on optimizing care routines to minimize the frequency and need for call bells to be pulled
- Establishment of 'The BSF Way' Foundation-wide coordinating committee to guide our approach to enhancing high quality and person-centred care, services and environments
- Focus on meaningful engagement with emphasis on improvements to Resident and Family Council meetings and Care Conferences to enhance the effectiveness of meetings
- Interdisciplinary approach to provide timely responses to resident and family questions and concerns at the Manor, and development of 'Concerns and Complaints' feedback process facilitated through BSF Quality and Innovation department who will respond to concerns in a fair and timely way



#### We Always Welcome Your Feedback!

We are pleased to keep you up to date with our progress in ongoing quality improvement initiatives throughout the year, and we want to hear your feedback on the impact of these actions. We look forward to your feedback at Resident and Family Council meetings, Coffee and Conversation meetings with the Administrator, Town Halls and other meetings throughout the year. Or you can leave us a note in the 'Comment and Suggestions' boxes on site.

Throughout The Brenda Strafford Foundation our management team have an 'open door' policy and we encourage you to bring forward your feedback at any time. We are always pleased to discuss any areas for improvement and we welcome your insights and ideas to enhance the quality of life and care for our residents and to improve the experience for our residents, families and visitors to our Manors

Mike Conroy  
President and CEO



## Message from the COO

We are now in the midst of a culture change with a new and fresh look at person-centered care. A culture change is when we all transform together and end with a new community behavior, however it's important to note that organizational culture growth and change happens over time. For people to consider culture change, significant activities and numerous events must occur along the way. A variety of strategies to help us become increasingly person-centered have been developed, with more to come. The first significant event has been the creation of 'The BSF Way,' which recognizes and builds on the individualized needs, wants, skills, knowledge, choices and rights of our residents, clients and families.

You may remember last year we commenced the first Staff Symposium where we had speakers who spoke about putting our residents and families first. We have since had our second annual Staff Symposium held May 1, 2019 with over 140 staff from The Foundation.

The symposium was a fun way of getting all four manors together, to learn about meaningful engagement and our strategic priorities to support person-centred care. This is where our President and CEO launched 'The BSF Way' Principles and Commitments that were then intertwined throughout the symposium. The guest speakers each gave us messages on the importance of individualized care and how positivity enhances all relationships. A segment on 'Bringing The BSF Way to Life' included presentations from various team members from all sites participating in the focus areas of Leadership Development, Culture Change, Staff Development, Programmatic Approach and Process Improvement.

There were 112 evaluations received for the symposium, with 90% in strong agreement that they were satisfied with the information shared and 89% learned something they could put into practice. We also heard that the memorable highlights were the resident and family panel and the Clifton drumming circle. We heard you didn't like the 'squishy' room, thank you for letting us know - we definitely have some ideas on how we can continue to improve the symposium each year!

Other strategies to advance our culture change include implementation of The Foundation's Resident and Family Advisory Group. This Group is a formal collection of volunteer residents and families from across our Long Term Care, Supportive Living Centres and Adult Day Programs, who bring a richness of diversity based on geography, age, gender, background, culture and health experiences, to their role as Resident and Family Advisors. The work of the Group is based on The BSF Way principles, where participation, suggestions, ideas result in changes to our processes. For example it was this group that identified the importance of belonging. Other means of obtaining feedback are underway with trials of the electronic Family Portal and real-time Survey App.

As we navigate through this new world, we are discovering ways of caring and providing services differently, ensuring our residents and families are at the centre of decisions that affect them. Thank you to everyone who comes to work each and every day with an open mind and a willingness to be a part of The BSF team.

Jenny Robinson  
Chief Operating Officer



Joyce and Ray Landis

## Demetia Friendly Communities Volunteer Profile

A critical part of the success of the Dementia Friendly Communities Project is the commitment of our volunteers. I'm pleased to share with you the experience of our valued volunteer, Joyce L.

Joyce has been an active member of the organizing committee who took the idea of a Memory Café (a safe and social gathering space for anyone touched by dementia) and brought it to fruition. Since the idea was born, we have hosted 13 Memory Cafes in partnership with the Okotoks Seniors Club, supporting many community members.

"For me, personally, I have always truly believed that when one gives of themselves in an effort to be of service to the well-being of the community, or to individuals, or to a particular cause, in return, you always receive far more benefits than what you have given," says Joyce.

Joyce shares that having a dear friend recently diagnosed with dementia, encouraged her to investigate volunteering with DFC. The Memory Café is a place where encouragement, compassion, reassurance, and connection takes centre stage. "It is my joy and pleasure to serve in this capacity," she says.

We are grateful for her contributions, the difference she makes, and her commitment to continuing in a volunteer capacity after the project ends.



Over the past few months, the DFC team has been travelling Alberta highways, spreading the word about DFC, and the upcoming launch of the DFC Toolkit. The two and a half year pilot project is coming to a close September 30, and there is no shortage of demand for what has been learned.

Part of the work plan designed at the beginning of the project included a 'spread and scale' component which shares the successes and challenges of making the Town of Okotoks and the area of Calgary Westhills "Dementia Friendly." Much interest has been indicated from the Primary Health Care Integrated Geriatric Services Initiative (PHC IGSI), an initiative designed to enhance capacity to recognize, diagnose and provide ongoing care and support for people living with dementia or other geriatric syndromes in community. PHC IGSI reached out to the DFC team, and the initiative is well on their way to generating many new Dementia Friendly Communities and spreading hope and support for those with dementia and their caregivers. Some of the presentations included the Alberta communities of Innisfail, Red Deer, Lacombe, Westlock, and Provost. We are proud to share the experiences of the first two Alberta Communities to become Dementia Friendly.

### DFC Toolkit Launch and Celebration Event

The DFC Team invites you to attend our project celebration event at the new Central Library (Calgary Public Library) from 11:00 am - 2:00 pm on Friday September 20. Guest speakers and panelists will share their personal journey with dementia, and the perspective of being a caregiver of someone with dementia. You will also hear about what it took to create a Dementia Friendly Community in Okotoks and in the Westhills area of Calgary, by panel members including local business members, town employees, volunteers, and first responders.

To find out more or be added to the invitation list, please contact Jennifer at 403.995.6809 or by email at [jennifer.mallamo@theBSF.ca](mailto:jennifer.mallamo@theBSF.ca)

## Calgary Fire Department Recognized for their Contribution

The Calgary Fire Department (CFD) Community Safety Team has recently worked with 3-1-1 to implement a new Home Safety Program that allows Calgarians with dementia, along with their families and caregivers, to contact 3-1-1 and request a free Home Safety Visit. CFD Community Safety Officers will visit residences to share important home safety information, inspect smoke alarms and, when needed, replace and install free smoke alarms.

On June 6, the CFD Community Safety Team was recognized by the City of Calgary as the 'One City' award recipient in the Safety category, as a result of their contribution to the Dementia Friendly Communities. The awards recognized City employees who make life better every day through their work. BSF congratulates the CFD Safety Team for this award recognition and is grateful for the immense contribution made to this pilot project.



City of Calgary 'One City' Safety Award Winner

## The BSF Way

### The BSF Way Staff Symposium

The Brenda Strafford Foundation Way 2nd Annual Symposium took place in May 11, 2019. At this symposium, there were two Guest Speakers (Dr.Sienna Caspar and Josephine Tite), a Resident and Family panel, as well as a special performance from the Clifton Manor Drumming Circle which was a memorable highlight for most from most attendees at the event. Several staff also shared the BSF Way in action and how they are implementing the principles into everyday practice.



Below are highlights from the survey collected.

- I was satisfied with the information shared at today's symposium:  
Strongly Agree: 90.1%
- I found the information helpful:  
Strongly Agree: 86.5%
- I learned something today that I can apply to my practice:  
Strongly Agree: 89.1%
- I would attend future BSF Way Symposiums:  
Strongly Agree: 91.1%

### The BSF Way Highlights

Conestoga Supervisor cohort that started in January is now complete. Congratulations to the participants who graduated from the program in May.

PIT teams have been recruited in all four manors and PDSA cycles have begun (huddles are underway weekly)

BVM – Referral Process (Restorative Care)

TM – Greenery/Outdoor (Recreation Therapy)

CM – Medication Carts, Physical Layout, Morning Crunch (Dining)

WWM – 7-9 Crunch (Care Optimization)

The BSF Way Town halls were held at each site in May

Jessica (Social Worker) at Bow View Manor trialed a caregiver course at Bow View Manor. This course focused on caregivers and discussions that centre on dealing with guilt and grief, managing stress, improving communication, navigating the system and planning for the journey ahead. There were 8 families in this first cohort.

President and CEO, Mike Conroy, participated in HQCA Quality Exchange Panel Discussions on the leadership panel. A focus of this panel was how the health system enables the delivery of high-quality person-centred care experiences

## Quality Spotlight

### Leading the Way in Monitoring and Management of Pain and Depressive Moods in Long Term Care

In April 2019, The Brenda Strafford Foundation was invited to make a presentation to Alberta Health Services Seniors Health Strategic Clinical Network (SCN) as a result of our leading performance in the management of pain and depressive mood indicators in Long Term Care.

The Seniors Health SCN has launched a quality improvement project to support leaders and frontline interdisciplinary care teams to develop and implement person-centered care plans that enhance the care of residents experiencing pain and depressive moods in Long Term Care and Designated Supportive Living. The Brenda Strafford Foundation was invited to present to this Seniors Health SCN Advisory Committee on Continuing Care projects to share our best practices and lessons learned due to our successful performance in three Canadian Institute for Health Information (CIHI) Quality Indicators related to residents experiencing pain, worsened pain, and worsened depressive mood in Long Term Care.

Through interdisciplinary collaboration, the Bow View Manor team has implemented a number of interventions to ensure appropriate monitoring and treatment of pain to improve the clinical outcomes and quality of life for our residents.

#### These interventions included:

- Enhanced pain tracking and behavior mapping to monitor pain and the effectiveness of interventions
- Examining pain medications given to residents 'as needed,' and in the event that these medications were frequently used 'as needed' on a regular basis, consulted with physicians to proactively manage pain with scheduled pain medications
- Implementation of the electronic Medication Administration Record (eMAR) that helped to monitor medication delivery and effectiveness
- Proactive rounding and consistent staff assignments to facilitate improved pain management
- Creating individualized care plans with residents, families and the care team to address pain with specific interventions
- Increased consultation with residents and families during move in to assess pain
- Involvement of recreation therapy, restorative care, social work and collaboration with other interdisciplinary team members

#### What was the impact?

As a result of these interdisciplinary interventions, the percentage of residents who experienced worsened pain at Bow View Manor has steadily declined and the results are below the provincial average as of the last two quarters in 2018-19.

These interventions have also been implemented at all of The Foundation's Long Term Care sites, and are contributing factors in maintaining successful results across all of our sites to remain below the provincial average, to ensure optimized well-being and quality of life for our residents.

# Fund Development and Communications



## 4th Annual Golf Classic

On May 30, 2019 over 100 golfers hit the links at the Winston Golf Club in support of the Foundation's 4th Annual Golf Classic.

Thanks to the generosity of our sponsors, donors, players and volunteers, together we successfully raised over \$90,000 to support our 'Going Places' bus campaign. The Brenda Strafford Foundation is raising money for accessible buses to facilitate recreational outings in the local community....Going places that create life-enriching experiences and enable our senior residents to live life to the fullest.

## 'Going Places' Bus Campaign: The Brenda Strafford Foundation

The Brenda Strafford Foundation is raising money for accessible buses to facilitate recreational outings in the local community... Going places that create life-enriching experiences and enable our senior residents to live life to the fullest. Our goal is to have two new buses to be shared by our Calgary locations by March 2020.

To find out more, contact Catherine Laing: 403.536.8684 or catherine.laing@theBSF.ca

## 'Home Sweet Home' Project Nottingham Campaign: Tudor Manor

You can make a difference and help us to enrich the lives of our residents living with dementia by making a financial contribution, donating an item on our wish list, or volunteering to help us enhance the environment in our Nottingham secure living neighborhood at Tudor Manor.

To find out more, contact Sherry Little: 403.995.6811 or sherry.little@theBSF.ca

## 'Adventures, Discovery and Purpose' Virtual Reality Campaign: Bow View Manor (Adult Day Program)

Virtual Reality technology designed specifically to engage, stimulate and teach seniors is bringing new and exciting experiences to The Brenda Strafford Foundation's seniors programs across the city. The Foundation is the first seniors care provider to offer Rendevers VR system in Assisted Living and Long Term Care in Canada, with plans to expand the program to all of our Manors.

Bow View Manor's Adult Day Program is currently fundraising to bring this innovative VR program to their clients through their 'Adventures, Discovery and Purpose with Virtual Reality' campaign.

To find out more, contact Erin Bates: 403.286.6166 or erin.bates@theBSF.ca



# Thank You To Our 2019 Golf Classic Sponsors

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## Silver Sponsors



## Bronze Sponsors



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## Donors

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Rosewood College

# Human Resources

## Employee Education Scholarships

Congratulations to the recent BSF Employee Education Scholarship recipients, awarded in July 2019.

- |                  |                  |
|------------------|------------------|
| Simone S. (BSC)  | Marlon C. (TM)   |
| Maricar C. (BVM) | Imelda M. (TM)   |
| Janine G. (BVM)  | Cristita P. (WM) |
| Edna G. (BVM)    | Rosalyn R. (WM)  |
| Adenike A. (CM)  |                  |
| Ola O. (CM)      |                  |

## 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 Q1 (April-June) this year.

Foundation		Tudor Manor	
Gorden S.	5 Years	Jean C.	5 Years
<b>Bow View Manor</b>		Davinder K.	5 Years
Meseret A.	5 Years	Helen L.	5 Years
Sarbjit C.	5 Years	Michelle O.	5 Years
Danica L.	5 Years	Rumi R.	5 Years
Luz M.	5 Years	Leah Grace T.	5 Years
Ethel S.	5 Years	<b>Wentworth Manor</b>	
Penny D.	10 Years	Michelle C.	5 Years
Leane S.	10 Years	Erma H.	5 Years
Nadine S.	15 Years	Rodelyn M.	5 Years
Fran C.	20 Years	Lucy N.	5 Years
Jolanta G.	25 Years	Rhoda O.	5 Years
<b>Clifton Manor</b>		Karma Y.	5 Years
Christine C.	5 Years	Mariam E.	10 Years
Shella F.	5 Years	Felicita R.	10 Years
Lina L.	5 Years	Juvy T.	10 Years
Sandeep P.	5 Years	Judith U.	10 Years
Aminata S.	5 Years		
Dawa D.	10 Years		
Jennifer K.	10 Years		
Rebecca Rose P.	10 Years		
Joan S.	10 Years		
Stephanie H.	15 Years		
Espie V.	15 Years		
Marina P.	20 Years		

## Farewell Brenda Hannah

In July, 2019, The Foundation was sad to bid farewell to Brenda Hannah, as she made the decision to leave The Foundation to pursue new opportunities. Brenda has been with The Foundation since December 2010, and in her time with The Foundation has been instrumental in the success of many initiatives at Clifton Manor and throughout The Foundation. We thank Brenda for her many contributions and wish her well in her future endeavours.



## CARNA Recognition

The College and Association of Registered Nurses of Alberta (CARNA) Awards of Nursing Excellence recognize several Alberta RNs and NPs for their contributions to nursing practice.

In May 2019, Brenda Hannah (Administrator, Clifton Manor) was recognized as the recipient of the 2019 Lifetime Achievement Award by the CARNA. In her 40 years of nursing, Brenda Hannah has made a profound impact on the profession as a motivator, mentor and leader.

At the same event, Navjot Virk (Research and Innovative



Practice Manager, The Brenda Strafford Foundation) was recognized as a nominee for the CARNA Excellence in Nursing Administration Award.

# Volunteer Appreciation Dinner



# What's The Buzz?

Bow View Manor



East Coast Party



Global Partners Institute, Japanese Cultural Demonstration



Rosewood College for Spa Day



Irene with an RN student from UofC enjoy a walk to Angels for ice cream



Mothers Day Brunch



Sports Hall of Fame Tour



Fathers Day BBQ



Westmount Charter School Performance



Westmount Charter School Performance

## Thank You To Our Schools

We'd like to thank all our partners who helped assist us with Intergenerational programming this past year!

Thank you to Rosewood College for beautifying our residents at Spa Day, helping in our programs & events, and attending walks to Angels for ice cream.

To the University of Calgary Nursing students, thank you for assisting us with over 15 students to walk to Angels for ice cream.

Westmount Charter School who attended Bow View Manor weekly. The students and residents have built great relationships over the year from visiting, playing games, learning and reminiscing, to planting flowers with Green Drop. This has greatly enhanced the quality of life of our residents!

Foundations for the Future Charter Academy (FFCA) has been very involved with us since November 2014, with special thanks to Catherine G! FFCA is very involved with us by volunteering twice a year for Opening Minds through Art (OMA), annually for their Christmas Choir and their Creative Writing class who comes twice a year!

Be sure to visit the FFCA student's blog at <http://bvmanorwriting.edublogs.org/tag/bow-view-manor/>

I'd like to thank all the teachers and assistants for all their dedication, hard work and going the extra mile for their students, they are truly role models! The relationship built over the past couple of years has grown into a family and we are very touched and pleased to have you and your team a part of ours!

## JB Music

Bow View Manor received the first "Spirit Award" award given to the community on behalf of JB Music. The award was presented to Bow View Manor's residents, families, volunteers and staff in recognition of the care we resonate throughout our community.

Bow View Manor also acknowledged their two amazing dedicated volunteers Sebastian and Gabriel, who help porter residents to and from their session on a weekly basis. This represents over 600 hours of combined effort! Thank you.

## Wine Club

Wine Club has officially started on May 6th, 2019 at Bow View Manor! Eight residents and two of our wine expert volunteers Bob Q and Cecil W are running the program with the help of our Recreation Therapist, Kim L. They are making a very well-known Australia Cabernet Sauvignon wine and a German Muller-Thurgau Style wine, and have been busy preparing the wine for fermentation, coming down to Recreation to stir and sterilize the red wine. The wines are currently fermenting, which takes up to 35 days. We all can't wait to sample our homemade wine!



*Hello to you all, my name is Fritz, I am 84 years old and a resident of this great nursing home. I am over 27 years retired and in this time produced many many batches of white, red wine and rose wine as well as many fruit wines. It is possible to use almost any fruit which has their own sugar and asset. The most important thing is to keep everything spotless and temperature exact. The wine club has at this time 8 members and I will be sure that number will increase. It is a new venture for the wine club and the first batch of white wine and red is almost finished. I never thought moving into a home like this I would be able to continue doing the hobbies I truly enjoy and am most proud of!*

~ From the winemaker Fritz



## Volunteer Spotlight: Christopher G.

Christopher has been volunteering at Bow View Manor, providing over 100 hours of volunteer support delivering the mail to the residents on a weekly basis with the help of a staff members dog Charlie.

Christopher belongs with the Developmental Disabilities Resource Centre of Calgary (DDRC). Thanks also to Jessica from DDRC, Christopher's support staff who is also a friendly face here and helps facilitate Christopher's weekly visits.

Bow View Manor has partnered with the DDRC for many years and have built strong relationships with their members enhancing the quality of life for our residents.

We asked Christopher to tell us about his volunteer role and here is what he said:

*"I deliver the mail with Charlie. I take the dog around the manor. I let Charlie the dog visit the residents for a while. I enjoy going to Bow View Manor every Wednesday afternoon because I like meeting with residents and Charlie too."*

Our residents look forward to getting their mail from Christopher and Charlie every week. Thank you Christopher for all your hard work.

A special thanks to Jillian P., our wonderful receptionist for designing our amazing, creative mail cart.

# What's The Buzz?

Wentworth Manor



Gardening Club



Enjoying events at Wentworth Manor



Enjoying events at Wentworth Manor



UofC Nursing student volunteers



Residents interacting with games on the new Tovertafel



Enjoying events at Wentworth Manor

Wentworth Manor residents and their families have been having fun wine and dining at the Residence Spring Fling and Court's Mother's Day Brunch. We had a great turn out of residents and families enjoying a nice meal with beautiful well thought out decorations. It was a day that will not be forgotten with meaningful conversations had between friends and families.

We are very fortunate to have a great partnership with Rundle College and Rundle Academy for our intergenerational program. Opening Minds through Art is an Intergenerational art program where residents are the artists are paired with students who are trained to rely on imagination instead of memory and focus on remaining strengths instead of lost skills.

We also receive regular visits from Rundle College and Academy students. We've had numerous intergenerational programs that included an art project, playing board games together, physical games and many more. Relationships are formed by learning about each other's generations and getting to know one another.

We also received a generous donation from the Rundle College Primary We Care Club for Ipads for the Recreation Therapy Department and Adult Day Program to use with residents and clients. Thank you for your continued support!

June was Seniors Week and we celebrated by having Storytime with Toddlers where our residents read to a group of toddlers and also played an autoharp to familiar tunes for the kids to sing along to. Residents were able to enjoy the beautiful weather with the help our U of C Nursing student volunteers. We had a group of residents enjoy Take Out Chinese Food in the comfort of their own home. The Gardening Club was established by enabling residents and families to provide input for the design of our outdoor space as well as participate in gardening activities. Residents and families are thrilled at being able to make Wentworth feel like their home.

Our Trafalgar Mural is now complete for our residents in memory care to enjoy. It is a colorful landscape of the Alberta Mountains, animals and the majestic wilderness. Residents and families are enjoying the vibrant space it has created.

Tovertafel, a sensory projector, and Virtual Reality programs are in full swing at Wentworth. Residents and families are enjoying the new technology and the new experiences it brings. They are amazed with the experience the technology can offer. With virtual reality, we had residents relaxing in the Maldives, go skiing, sky dive and also experience a tour of museums all around the world.

Wentworth Manor had a huge celebration with our Stampede BBQ. We had 300 families and residents participate in our annual festivities. We had amazing dancers and music where we danced and sang our hearts out. What a great time had by all! Thank you to all our staff and volunteers who made it all possible!



## Staff Spotlight: Karen S.

After retirement from a career in Nursing, Karen started as a volunteer in the Court tuck shop in the fall of 2006. Her friendly face can be seen there on Thursday mornings, and more recently, also in the newly opened Residence shop. Karen says that she enjoys meeting the residents and chatting with them as they come into the shop. "Many of the residents share stories of their journeys through life and I feel privileged to listen."

In the community, she shares a home with her sister. Karen is an enthusiastic gardener, starting many of her own flowers from seeds in the house in early spring.



# What's The Buzz?

Clifton Manor



Drumming Circle C of Red



Jack James Gardening Program



Showing our Calgary Flames enthusiasm and pride



Learn about horticulture at Jack James High School during our Jane's community walk



Jack James gardening program



Our Jane's Walk Group



Winning fun money with a game of blackjack



Time to spend our casino winnings at the live auction

Springtime at Clifton Manor brought many memorable events and special programs throughout the season. March began with no shortage of parties and celebrations for our residents with numerous Mardi Gras and St. Patrick's Day activities. A momentous highlight of this month was the grand opening of our new Reminiscent Sensory Room that was graciously supported by a donation from the Kinsmen Club of Stampede City. Featuring various therapeutic sensory equipment, such as bubble tubes, fibre optic lights, and reminiscent kits, this room was created to support our residents who can benefit from a sensory experience to help calm and awaken the senses. Since its opening, this space has been used by many residents and family members who have expressed how beneficial this space has been for enhancing resident-centered care through a positive quality of life.

With the closing of the 2018-2019 hockey season in April, our residents were thrilled about the beloved Calgary Flames making the NHL play-offs. This passion resulted in countless hours of practice by our Clifton Manor Drum Circle to create a special Calgary Flames C of Red recording of Queen's We Will Rock You to show their support. Local Calgary singer-songwriter, Aaron Pollock, was a tremendous support for our residents in making their Rockstar dreams come true! These talented drummers also had the opportunity to showcase their skill at the BSF Symposium at Bow View Manor in early May; their pride, dedication, and talents led to a standing ovation by everyone in attendance.

The spring season is synonymous with gardening, and our partnership with Jack James High School's horticulture program was a special feature with Global News! Our residents were ecstatic to impart their years of gardening knowledge onto these students to develop their green thumbs. Thank you, Jack James High School, for helping our courtyards look beautiful!

We finished off the season with a wide variety of intergenerational programming during May. Jack James High School and Play N' Learn Daycare joined our residents at the beginning of the month for our Jane's Community Walk event. This annual event brings together our Forest Lawn community to reflect, share, and experience the resources and amenities of our community. This year, our residents were paired with a Jack James student to tour their high school and learn all about their incredible educational experiences. Our residents learned about the horticulture, automotive, aquaponics, electrician, and carpentry programs which sparked reminiscent conversations and the creation of bonds over shared experiences.

Our relationship with Jack James High School continued with our Opening Minds Through Art (OMA) Art Show where over 50 pieces of art created by our residents and students were sold during the event! This partnership extended over the entire school year with Clifton Manor residents and Adult Day Support clients, and the art show celebrated their relationships and dedication throughout the year. With some students moving on from the program this year, we want to extend a sincere thank you to all of those involved in OMA this year- you will be missed!

The month of May came to a close with an incredible Fun Casino provided by the support of the Rotary Club who supported our residents with an in-house casino event filled with card games, music, and a live-auction to spend their "fun money" winnings. The event was a huge success and we look forward to welcoming the Rotary Club back again soon!



## Staff Spotlight: Marlin B.

Marlin is the registered dietician at Clifton Manor. She was recently the recipient of the Dietician Canada Member Recognition Awards 2019 - Association Catalyst (Alberta and Territories).

Marlin has been an integral and engaged member of the DC Alberta Long Term Care Action Group since 2014. During this time she has been actively involved in committee meetings, setting the advocacy agenda, sharing evidence, tools and resources in support of best practice in Long Term Care, and coordinating responses to provincial consultations and communications with government representatives and policy makers. Recently Marlin participated in the planning and implementation of educational events and an advocacy priority setting day for dietitians in Alberta.

BSF and Clifton Manor congratulates Marlin for this well-deserved industry recognition. Thank you for your outstanding contribution to Clifton Manor and the industry!

# What's The Buzz?

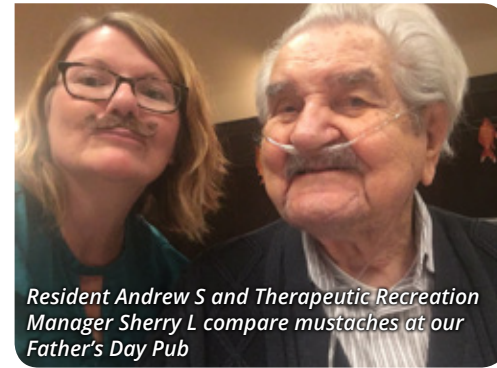
Tudor Manor



Resident Lydia V enjoys the Acadian Fiddle at our intergenerational concert hosted by VIK Daycare



Maritza M, Recreation Therapy Aid, braves the bed of nails on our outing to the Telus Spark Science Center



Resident Andrew S and Therapeutic Recreation Manager Sherry L compare mustaches at our Father's Day Pub



Visit to the Bomber Command Museum of Canada in Nanton



Resident Fanny B. and daughter at our annual Mother's Day Strawberry Tea



"King" Dick Van W. at the Victoria Day Tea Party



VIK Daycare friend Adrian has fun hitting our Easter Bunny piñata at our Easter party!



Resident Neil L. tries out our new Virtual Reality program



Residents Ada P and Kathleen S at our Senior's Week Talent Show with special guest "Richard Simmons"



Margaret L. and her great grand baby Gracie enjoying our St. Patrick's Day event



Resident Brian O. and his wife Carol during our Fling into Spring Brunch Buffet



Resident Margaret L. cheers on one of our local senior curling teams



Ada P. receives our Resident of the Year Award for her ongoing contributions to the Tudor Manor community

Springtime at Tudor Manor certainly had everyone "buzzing" as we continue to provide fun and engaging programs for our residents and families. We hosted our very first Fling into Spring Brunch Buffet where residents and their families enjoyed a delicious buffet and were treated to the lovely music of volunteer pianist, Judy Lineham. It was such a resounding success that we will be adding this to our annual special event calendar every March!

Celebrating holidays like St. Patrick's Day, Easter, Mother's Day and Father's Day are always a hit with all generations of the Tudor Manor community, including visiting great-grandchildren and our little friends from our on-site daycare VIK. Fostering intergenerational relationships is an important part of our Therapeutic Recreation programming as research shows their ability to nurture the needs of both seniors and children alike. In fact, the impact of intergenerational activities is far-reaching as they help to build stronger communities by improving the well-being of older adults and reducing the stigma associated with aging. We are certainly seeing these benefits come to life here at Tudor Manor!

**On the road again!** Residents love going on bus excursions and as we welcomed our sunny spring weather (some days more than others!) we were able to further our distance into Calgary to the Telus Spark Science Center and to the mountains for our 'oh so popular' scenic country drives. We think it's our en route sing-a-longs that keep everyone coming back!

**Happy Senior's Week!** Our theme this year was "We Like to Move It!" and residents certainly demonstrated this at our annual "Tudor's Got Talent" show. While we celebrate seniors every day at BSF, Senior's Week is a special time to acknowledge the contributions of our seniors in our community who helped make this great country what it is today and to show they still have so much to give!



Resident Anne B. makes a new 'not so' warm & fuzzy friend



Nursing staff having fun with our Masquerade theme at the Annual Tudor Manor Staff Appreciation Event



Sharon, Tess & Brandee are pictured here with two of their biggest fans, residents Kathleen S and Betty H.

## Volunteer Spotlight: Sharon B.

Sharon is not used to being in the 'spotlight', as her two Pet Therapy Dogs Tess & Brandee tend to steal it on her! Sharon and the "pups" (as we affectionately refer to the 15 year olds) have been visiting our residents since Tudor Manor opened its doors in 2012! They visit two times per week and provide meaningful, therapeutic 1:1 companionship for many of our residents. Sharon says the benefits are just as much for herself and the dogs as they are for the residents, as they feel so fulfilled and purposeful to give back to seniors in their community.

While Sharon gives all of the credit to Tess & Brandee, without her dedication and commitment to bringing the dogs twice/week, our residents would not be able to share the love of the "pups." Thank you Sharon, for your invaluable service! We feel very fortunate to have you as part of Team Tudor!

## 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)



### 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)



## University of Calgary

### The Brenda Strafford Centre on Aging

The University of Calgary Brenda Strafford Centre on Aging hosted a Town Hall on Frailty & Resilience in an Aging Alberta on June 11 in partnership with the Canadian Frailty Network (CFN) and Alberta Health Services Seniors Health Strategic Clinical Network (SH-SCN). An audience of over 160 including social and health service providers, researchers, and members of the public attended the event. Keynote speakers Dr. John Muscedere (Scientific Director, CFN) and Dr. James Silvius (Senior Medical Director, SH-SCN) provided overviews of efforts to better understand and address frailty in Canada and Alberta. Both research and health system perspectives were covered. Views from the Community followed, where panelists Ron Freckleton, Margie Miller, and Elder Doreen Spence shared their thoughts on resiliency, frailty, and aging, drawing on personal experiences. There was then a poster session where the audience had the opportunity to view the intriguing work of several local researchers and students and interact with them to discuss the 12 research posters on display. The concluding session was Advancing our Understandings that featured presentations by Dr. Kristen Fiest, Dr. Jessica Simon, and Dr. Jayna Holroyd-Leduc. They described several frailty-related research projects taking place in Alberta, noting how this work is advancing both knowledge and practice. To learn more about this event and watch the keynote presentations, please visit [www.obrieniph.ucalgary.ca/aging](http://www.obrieniph.ucalgary.ca/aging).



### The Brenda Strafford Chair in Alzheimer's Research

**Research Profile: Veronica Guadagni, PhD**

#### 'Effects of Six-Month Aerobic Exercise Intervention on Sleep in Healthy Older Adults in the Brain in Motion Study: A Pilot Study'

Guadagni's work as a Postdoctoral Scholar in Dr. Poulin's Laboratory of Human Cerebrovascular Physiology is focused on understanding the effects of exercise on sleep quality, and subsequently,

brain health. She was a lead author on a paper that investigated whether an aerobic exercise intervention could improve sleep quality, especially for those who carry the genetic risk factor for Alzheimer's disease. The results of the study were published in the December 2018 issue of the Journal of Alzheimer's Disease Reports.

Sleep assessment surveys indicated that the exercise intervention significantly improved the perceived sleep quality for all participants. Furthermore, polysomnography tests (a type of sleep study that records brain waves, oxygen levels in the blood, heart rate, breathing, and eye and leg movements during sleep) undertaken for those who carry the genetic risk factor for Alzheimer's, demonstrated improved sleep efficiency and sleep quality.

This finding is significant because previous research has shown a connection between poor sleep quality and the presence of a well-known genetic risk factor Alzheimer's disease.



Dr. David Hogan, academic lead of the University's Brenda Strafford Centre on Aging, introduces the Views from the Community panel, which was part of the Town Hall on Frailty & Resilience in an Aging Alberta. Photo credit: Ann Toohey



### The Brenda Strafford Chair in Prevention of Domestic Violence

#### 'Insights and Reflections from Men about Supporting Gender Equality in Canada'

In December 2018, Shift received funding from the Government of Canada to conduct a national study on Insights and Reflections from Men about Supporting Gender Equality in Canada. We are in the process of interviewing over 30 diverse men from across Canada who occupy or have occupied positions of influence and/or authority, and who, through their conduct and actions, have demonstrated a genuine commitment to gender equality through the advancement of women's rights and gender equity. Stay tuned for the results in Summer 2019.

# Local Charitable Programs

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



**The Centre Launches New Indigenous Space and Innovative Programming**  
The Brenda Strafford Centre is launching a new cultural space and innovative programming to meet the needs of First Nations, Metis, and Inuit individuals and families that call the Centre their home. The Centre has seen an increase in Indigenous families seeking violence intervention services; currently representing 27% of those seeking services at the Centre. The Indigenous cultural space is undergoing finishing touches with a grand opening tentatively scheduled for July 30th.

The space features traditional floor seating on a buffalo robe, ventilation for smudging and space to meet with Elders and community partners. The space and programming will also be accessible to non-Indigenous clients to provide education on local Indigenous cultures and for opportunities to engage in reconciliation efforts.

Expanded Indigenous family programming is set to take place this fall with a series called The Bird / The Piyesis sessions that will include beading and ribbon skirt making classes, a blanket exercise and more that will build on current programming of a sharing circle, Grandmother Turtle, medicine picking and Elder visits.

### Letting Kids Be Kids Kicks Off with a Pancake Breakfast!

On June 29th the Centre kicked off Letting Kids Be Kids – the Centre’s summer program that allows kids and their families opportunities they otherwise might not have to engage, learn, explore, have fun, and create amazing memories by visiting local attractions! The kickoff breakfast saw over 80 residents, employees and volunteers join in the fun, food, and live music provided by Eugene Saunders.

Letting Kids Be Kids runs throughout July and August. Funds raised provide transportation, a healthy lunch, readiness supplies such as water bottles and sturdy shoes, and attraction admissions! The Centre is looking to raise \$5,000 over the summer to make the 13 planned trips a reality for kids and their families. For more information on the program and how you can show your support visit [brendastraffordsociety.com/play-centre](http://brendastraffordsociety.com/play-centre)



The Centre wishes to thank Norma Jackson for her longstanding commitment and many contributions to the Centre since its establishment in 1996. Norma served as Board of Directors, Board Chair for the Centre for over 23 years and was instrumental in the expansion of the shelter to be able to serve more clients. Norma generously continues to serve on the Board. To commemorate Norma’s many years of service the Centre’s Community Room will be renamed the Norma Jackson Community Room.

The Centre welcomed Jody Gibson, Executive Director of Planning and Performance at Alberta Health Services to the role of Board Chair in addition to her role serving as Chair of the Program Quality and Innovation committee.



The Children’s Cottage is so grateful to the Brenda Strafford Foundation for trusting us to deliver the service to those staying at Brenda’s House. We asked a mom who stayed with us to help us to make a gift. She painted this picture of Brenda’s House just for you. On behalf of all those who have received help and those who will in the future, we present this beautiful picture made with love.



## Brenda’s House

**Celebrating 10 Years**  
In February 2009, The Brenda Strafford Foundation handed over the keys to the Children’s Cottage Society that would open the doors to Brenda’s House. Named after Brenda Strafford, Dr. Barrie Strafford approved the name that was designed so that those staying at Brenda’s House would not endure the stigma attached to being homeless and staying at a shelter. If anyone asked where they lived, they could simply say that they were staying at Brenda’s. We know that this has made it easier for the school aged children who have lived under this very special roof.

Our 10 years of partnership have first sheltered and then housed 1577 children from 822 families.  
We are proud to say that we have always used a housing first approach to helping those who have come to stay. The Children’s Cottage staff and volunteers work toward a housing plan developed together with the families. Once housing is found, families can begin the work on what is needed to retain housing for the long term.

# International Charitable Programs



## In Memory of Sister Eveline Tremblay

In April, 2019, The Brenda Strafford Foundation and The Institut Brenda Strafford mourned the loss of Sister Eveline Tremblay of the Sisters of Charity of Saint-Louis in Lévis, QC. Sister Eveline was a long-time friend of The Brenda Strafford Foundation. She was an influential force in The Foundation’s history, figuring prominently in the early founding, development and administration of The Foundation’s Institut Brenda Strafford, in Les Cayes, Haiti. The Institut Brenda Strafford came to fruition through a charitable partnership with Dr. Barrie Strafford and The Brenda Strafford Foundation, the Sisters of Charity of Saint-Louis, and Operation Eyesight Universal.

Sister Eveline was much revered for her role in helping to establish The Institut, and serving there as the long-standing, founding Administrator. In 2000, she was awarded the prestigious Order of Canada in recognition of her lifelong contribution and distinguished service in Haiti.



Sister Eveline overseeing construction of The Institut Brenda Strafford



Sister Eveline and Dr. Strafford

In June, two weeks of political protests across the country made it difficult for patients and staff to travel to The Institut, similar to the protests in February. With this being said, our dedicated staff found a way to make it to work, ensuring that we remained open and saw every person that came seeking care. We are happy to report that the situation has calmed for the moment and we are once again seeing high patient volumes.

On June 8th, The Institut participated in a mobile clinic hosted by the local police station to provide free medical care for the people of Les Cayes. Our team of doctors, nurses and pharmacy technicians saw 150 patients during the event, providing free exams, medications and reading glasses.



Mobile Clinic



Mobile Clinic



Mobile Clinic



Barrington Rose

Mr. Rose was admitted to the Hope Hospice in October, 2018. He was diagnosed with cancer, and was very weak on the left side and could only walk with help from Caregiver. He is now walking freely on his own and only needs minor assistant from Caregiver, and has regained 55 lbs in weight. Hope Hospice is proud of the compassionate comfort and care that we provide to improve the lives of residents in our care.



# The Brenda Strafford Foundation

## 'Going Places' Is About The Experience!

The Brenda Strafford Foundation is raising money for accessible buses to facilitate recreational outings in the local community... Going places that create life-enriching experiences and enable our senior residents to live life to the fullest.

**Make experiences come to life by donating to our 'Going Places' Bus Campaign.**



## Going Places

BUS CAMPAIGN  
2019-20



Donate online at [theBSF.ca](http://theBSF.ca)

Or pick up a 'Going Places' Bus Campaign donation card from recreation or reception to donate by cash or cheque.



experience...

Tastes and smells  
of the season!

## Contact

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*The Preservation of Dignity  
and The Pursuit of Happiness*

**theBSF.ca**