

The Voice of Happiness

Volume 2. Issue 2. Fall 2016



We Set the Standard We Walk By

Mike Conroy, President and CEO.

The Foundation enjoys a very positive reputation which is testimony to the high standards set by all of our employees every day. This high standard is set by you, our employees. We all have a role to play to maintain and to ensure the "standard we set when we walk by" is a high one.

I am sure that everyone that works at The Brenda Strafford Foundation knows that we, as a provider of health and other services, are governed by legislation, regulations and standards. Moreover, The Foundation itself has established standards that come in the form of policies, procedures and defined practices. Standards are important because they clarify expectations of performance that are usually based on best practice and evidence. Consequently our performance is also judged against how well we comply with these standards as reflected through

both compliance and the outcomes we produce.

A simple but meaningful example of this might be seeing a piece of garbage in the hall and stopping to pick it up and place it in the garbage. We do this because we are proud of our high standards and want to set a good example for others. This is but one example but this same notion could apply to other circumstances such as one of us observing behaviour we believe does not represent us well, or seeing any interaction, activity, or situation that does not show that The Foundation has high standards that we can be proud of.

What this means is that if we see something, even something we don't like or we don't believe is desirable, and walk by without doing anything, we accept this as an acceptable standard or practice. And like more formal or

written standards, we are judged by these informal "standards" too.

We are all being judged and the things we do, and do not do, set a certain "standard" from which people form opinions about The Foundation. As such, it is each of our responsibility to do our part to ensure that the "standards" we set, in our practice, interactions, and behaviours reflect well on both ourselves and The Foundation.

Thank you everyone for continuing to observe and take action to ensure the "Standard We Walk By" at The Brenda Strafford Foundation is always a high one.

Sincerely,
Mike



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COO Update

Jenny Robinson, Chief Operating Officer.

Resident and Family experience and satisfaction plays an important role in the assessment and improvement of the quality of health care services provided. With increasing recognition that residents and their families are central to assessment of quality of health care, measurement of their views about the services is increasingly important. In order to support more fully the principles of customer service and active resident and family feedback, the organization has moved towards an annual experience survey for all services offered. The process incorporates a survey that is standardized across both services of long term care and assisted living. To ensure that the resulting improvements are long lasting, ongoing trending is required, as such the same survey has been utilized this year as last. We look forward to analyzing the results in October, and with the engagement of residents and families, to begin new initiatives. The involvement of residents and families in the quality initiative process is part of our expanding culture of "Resident and Family Centered Care." This practice advances our culture towards further engagement and partnering with residents and families throughout their care, with concerted efforts for partnerships to co-design services.

The Manors have introduced a Chef's Club for residents and families. It is an

opportunity to chat about food concerns, dining ideas and menu choices, meet with the head chef and best of all sample upcoming menu choices. I encourage residents and families to join the club!

Wentworth Manor and Clifton Manor have introduced the Electronic Medication Administration Record (eMAR) with Bow View Manor's implementation date set for the end of October. The eMAR is a software available to our long term care services and is designed to replace the paper based medication delivery process. In a paper centered medication delivery environment, nurses utilize a medication cart and a big book of paper Medication Administration Records (MAR) to complete each medication pass. In contrast, when eMAR is in place, nurses utilize a thin tablet and keyboard on the cart for recording the Medication Administration information. The software offers many advantages including safety alerts and reminders. The goal of this new process is:

- 1) to improve the ability of staff to read and decipher medical orders,
- 2) reduce medication errors,
- 3) provide time savings for staff,
- 4) complete accurate documentation, and
- 5) reduce the burden of paper.

Although early on in our implementation plan, it is conceivable that the intended goals will be realized.

A new individualized End of Life / Palliative Care Program has been introduced throughout The Brenda Strafford Foundation. The program is resident/family centered, ensuring comfort, dignity and choice. Our professional team members are guided by facility policy and professional codes of conduct regarding confidentiality and practice. The purpose is to ensure End of Life/Palliative Care is delivered in a consistent compassionate manner, providing personalized care and comfort for the Resident who is transitioning into the dying process. A copy of the program is available upon request.

Jenny Robinson

What's The Buzz?

News From The Manors



As for all sites, Stampede Week was an outstanding success despite the weather. For the first time in 5 years all of our events had to be held indoors because of the rain and cooler temperatures. The residents thoroughly enjoyed the food, music, and of course the staff entertainment. Thank you to Jenny, Glenda, and Nancy for your wonderful dance moves and also a big thank you to Mike Conroy and Miles Strafford for your always great BBQ skills.

In August, Wentworth Manor-The Court was the first site from the Brenda Strafford Foundation to implement the eMar system for medication administration to residents. This system allows staff to electronically track medications, to reduce medication errors, and reduce the amount of time required to administer medication.

August was also the launch of the first Brenda Strafford Foundation Charity Golf Tournament. It was an outstanding success due to the hard work of Nancy Hammer, Wayne Boutilier, Jackie Whipple, and all the volunteers that braved the chilly morning. The tournament surpassed all expectations including opening 26 more openings for golfers and the amount of donations. We are looking forward to next year's already! Thank you for the generous "Gold Level" donations by Thomas Goulding and Reuben and Barb Rausch.

September has marked the 20th Anniversary for Wentworth Manor-The Residence. Many dignitaries, staff, residents, and family members were present to help mark this very momentous occasion. Wentworth Manor was also very well represented at the ACCA Conference in Edmonton this year. Wayne Boutilier (Maintaining Foods Costs in an Unsettling Economy), Ashely Dalla Costa (Look What We Can Grow- Stop the Spread of Infection), Heather Nelson (Palliative Care as well as Prevention of Pressure Ulcers).

Phyllis Bigelow, LPN on Residence Main was the recipient of the "Caregiver of the Year Award". Wentworth Manor has also begun fundraising efforts to build a Greenhouse onsite. This will be the first time in Calgary where a greenhouse will be available to residents for personal use. Stay tuned!

Wentworth Manor is deeply saddened by the retirement of Lisa Strafford, Director of Recreation Therapy on The Residence. Lisa has worked for the Brenda Strafford Foundation for 29 years beginning at Bow View Manor in the Recreation Department. She transferred to Wentworth Manor upon its opening. Lisa has been instrumental in developing memorable programs and special events. She truly put her heart and soul into it. She has created lifelong friendships with staff and has a wonderful relationship with the residents. You will be missed but everyone wishes you "All the Best!"

Farewell Lisa!



The staff and residents of Wentworth Manor wish to send out a Congratulations to Ms. Lisa Strafford who has retired from her role as Director of Recreation Therapy for Wentworth Manor-The Residence. Lisa began her career at Bow View Manor before transferring to Wentworth Manor-The Residence in 1996. Here she excelled at creating the Recreation Department from the ground up. Lisa worked diligently to ensure that each activity and special event were going to be remembered by residents, families, and visitors alike. Lisa also proved to be a great mentor and friend to all staff members.

Although we will miss you greatly, we wish you all the best in your retirement and all the new adventures to come your way. Congratulations Lisa!

Volunteer Profile- Wentworth Manor

Merlita Cauton is not just a wonderful volunteer for Wentworth Manor, she has also dedicated 15 years as a Health Care Aide here. Merlita was nominated because she has spent many hours creating bags that are located throughout the facility. These bags hold our Cavi-wipes to help reduce the spread of infection as they are located on all of the equipment. Merlita also keeps a sewing kit on the Royal Oak unit to "quick fix" some residents clothing such as hemming pant legs, reducing (or letting out) waist bands, and a quick seam fix.

Thank you for all you do
Merlita!



Stampede BBQ



Stampede BBQ



Cutting the Cake at the 20th Anniversary Celebration for Wentworth Manor, The Residence



Staff Say Goodbye at Lisa's Retirement



A Day Out at the Calgary Zoo



Residents Visit Canada's Sports Hall of Fame



Guests Enjoy 20th Anniversary Dinner

What's The Buzz?

News From The Manors



CPR at Bow View



Bow View Manor conducted CPR training for the nurses. There were two sessions held over two days for RN's and LPN's to receive their certification.

OH & S Awareness Corner

Here at Bow View an OH&S Awareness Corner has been set up in the staff lunch room. Each month, a different department sets up an OH&S identification situation.



To the left is Housekeeping for the month of September.

How many things can you see wrong with this picture?



The Nursing display for the month of August featured Safe Lifts and Transfers. From left to right is Bennette Aguirre, Lynda Poissant, Lorraine Handford, and Edward Gimenez.

Nursing set up a contest to see how many things wrong could be spotted in their display. Housekeeping has done the same. Prizes for the Nursing and Housekeeping contests are to be awarded in October.

ADP (Adult Day Programme) kicked off the monthly displays in July with a display on the correct way to lift heavy objects. In October we will have a display from Dietary/Kitchen.



Hello, my name is Jessica Relitz. I have been a registered social worker for over 14 years and have worked in a variety of settings. I am very excited to join Bow View Manor's multidisciplinary care team as your new Social Worker.

As your Social Worker, I will assist you in adjusting to your new home, while maintaining autonomy and identity. I can identify and navigate through financial, legal, health, and other community resources. My social work services include supporting and educating residents and families through transitioning, aging, disease progression, loss and grief.

I will continue to facilitate the family support group, so please watch in the upcoming month for more information.

I am looking forward to meeting you and your families and want to thank you for inviting me into your homes!



Grand Opening with Dr. Robert (Bob) Brent Thirsk, Chancellor, University of Calgary.



Grand Opening Speeches

What's The Buzz?

News From The Manors



You may have been able to hear our cheers all the way to the top of the Rocky Mountains on June 9, 2016, when our bus rolled up to our front door! After a year and a half of fundraising for

the Build-a-Bus Campaign, we exceeded our goal of \$100,000, and raised a total of \$100,293.95 to purchase our bus and to take care of future maintenance costs. Residents, families and staff were beaming with excitement to see our shiny new wheelchair accessible bus, the "Tudor Trolley" as we like to call it. We took our "maiden voyage" the very next day to the Town of Okotoks Senior's Week Luncheon and have been on the road ever since! On June 16, we hosted our official "Bus Arrival Party" where

Okotoks Mayor Bill Robertson and Okotoks Ford Lincoln Sales Manager, Ken Brown were in attendance. As a thank you to all of our generous donors and supporters of our Build-a-Bus Campaign, we wanted to highlight just a few of our outings since receiving the bus. Because of your generosity, the residents of Tudor Manor not only have an accessible vehicle, but more importantly have independence, freedom and an overall improvement in their quality of life. Thank you!

Tudor Manor's Palliative Care Program recognized by AHS

In October 2015, Tudor Manor's Management Team and on-site AHS-ISFL healthcare professionals began meetings to collaborate and create a formalized Palliative Care program which could allow residents to remain in their home (Tudor Manor) in their final days, rather than transferring them to a hospice or hospital. The

program consists of a multi-disciplinary approach, to not only meet the medical and emotional needs of the resident, but also the emotional needs of the family. Aligning with The Brenda Strafford Foundation Palliative Care Program and with CCHSS standards, Tudor Manor officially introduced its Palliative Care Program in January 2016 and we are

pleased to share that since that time we did not transfer any residents requiring palliative care to hospice or hospital. This achievement for Tudor Manor and The Brenda Strafford Foundation has been noticed by the AHS-ISFL Rural Palliative Care Team and deemed as a gold standard for palliative care practices in the community.

Tudor Manor Recreation Therapy Department Partnering with Community

Tudor Manor continues to make connections in the community to further engage our residents and provide them with diverse programming. One area we have been focused on is our Intergenerational Programming. Intergenerational Programs purposely bring children and seniors together to have fun and build meaningful relationships. The benefits of intergenerational programming are reciprocal and have been proven to improve the quality of life for both seniors and children alike. Tudor Manor is excited to have begun partnerships with child and youth community groups, including Edison School Chess Club, Strathcona-Tweedsmuir School, Okotoks Boy Scouts, Cubs & Beavers and a variety of daycares. We look forward to seeing the outcome of these valuable programs.

Additionally, we are also very fortunate to have community member and family volunteer, Boni, share her time

and talent with us each month as she teaches Tudor Manor residents how to paint. Some of our residents have never picked up a paint brush before and are discovering new abilities they never knew they had. Check out some of their masterpieces!



A note we received from a family member following her father's palliation at Tudor Manor:

"To the entire staff of Tudor Manor- Maintenance, Housekeeping, Laundry, Recreation, Administration and especially Manchester 1 Nursing:

The genuine caring shown for my father, Jake Fleming, particularly these past weeks, was beautiful to witness and a privilege to share- truly homemade apple pie with ice cream quality. Thank you all so very much."

~ Jennifer

"Somehow we have to get older people back close to growing children if we are to restore a sense of community, a knowledge of the past, and a sense of the future."

~ Margaret Mead



Mike Conroy (middle) (CEO & President, The Brenda Strafford Foundation) with Ford Representatives, Okotoks Mayor Bill Robertson and a generous family donor



Resident Ada Parsons speaks about how the bus has already improved her quality of life



Resident Ada Parsons dances with Okotoks Mayor Bill Robertson in celebration of the bus's arrival!



Resident Sylvia Spencer excited to board the Tudor Trolley for the 1st time!



Residents and staff all buckled in for their very 1st ride!



Resident Sheela Hartley preparing to be lifted up into the bus.



Residents enjoy a lovely lunch and entertainment in honour of Senior's Week 2016.



Resident Betty Harris excited to win a door prize!



Strawberry shortcake & tea following a hymn sing hosted by Okotoks Holy Cross Lutheran Church.



Strawberry shortcake & tea following a hymn sing hosted by Okotoks Holy Cross Lutheran Church.



Handi-Bus ride stop over for a snack.



A scenic country drive to Black Diamond and stop for a yummy ice cream along the way!



Residents enjoy a lovely picnic with friends from Sandstone Lodge at Crystal Shores Lake.



Residents having fun bowling, which some hadn't done in years!



Ready to Bowl!

What's The Buzz?

News From The Manors



The past summer months have been full of amusement, fun, and entertainment at Clifton Manor! There has been an abundance of activity for residents, staff, family and the community.

Summer kicked off with our annual Community Fair in June. This fair is a community integrated event of which Clifton Manor is an active participant. The purpose is to educate on health and wellness of all ages; there are information kiosks, various activities, and live entertainment in numerous locations within our area. This year, Clifton Manor hosted bingo, children's games, barbecued hot dogs, gave out cotton candy and even balloons to young and old alike! This is always a fun time, and we look forward to participating again next year!

K.I.N.D.D Program

Cred

Clifton Manor's Program Manager, Surrinder Bedi presented at the Annual QI Conference in Edmonton this September. The poster presentation provided information to Clifton Manor's new KINDD Unit, the first initiated in Long Term Care within Calgary.

Kindness

Independence and

Nurturing for

Developmentally

Disabled

The Brenda Strafford Foundation and Alberta Health Services have partnered, creating a unique program to provide specialized care to aging adults with developmental disabilities. Clifton Manor's first admission on the KINDD unit occurred June 30, 2016. Within 48 hours their loved one was also admitted

Stampede Clifton Manor style did not disappoint in terms of amusement. Mother Nature decided to not cooperate this year for our Resident Stampede BBQ, so the party was moved indoors. Kudos to Mike Conroy and Miles Strafford for braving the elements so our residents could still enjoy a true barbecued feast!

Stampede is also time for a most favored staff engagement activity, the "Annual Chuck Wagon Races!" The grand prize winner of the races was the "Management Team," Leo Escandor, Program Manager / Chuck Wagon Driver, and Roxanne Roberts, Director of Care / Outrider. The best decorated tarp went to Clifton Manor's OT/PT team.

The Olympics is always an effortless avenue to maintain resident engagement of current events within our world. Not only did we keep track of national standings in Rio, we also had our own Clifton Manor Olympics

occurring simultaneously. The favored event to play this year was Table Tennis, the favored event to watch televised, (according to our women) was Men's beach volleyball.

Clifton Manor held its third, "Annual Summer Fair and Car Show" this past August. The car show continues to get bigger and better with more participants signing up to show off his or her hot rod. When our recreation team decided to hold a small car show three years ago, the focus was to facilitate an event that our male residents would enjoy. This grand event has now grown with over twenty vehicles, an antique fire truck and city fire department in attendance this season! Our summer fair is an afternoon of midway games, live entertainment, car show, and a barbecue that families and community members can all enjoy. If you would like to show off your hot rod next year, contact the Clifton Manor recreation team!

in to Clifton Manor, Long Term Care. The KINDD Unit is a 10 bed unit; to date we have seven residents living with us. Four (4) have a diagnosis of Down Syndrome, all are developmentally delayed.

We have created a home like environment, involving private rooms and bathrooms. These private spaces support quality of life and independence. Communal areas promote recreation, enhance socialization opportunities, and community living. The staffing model promotes focus on recreation, community integration, and continuity of care.

The Clifton Manor health service provider team will continue to focus on each resident's individuality and personal choices. The residents will continue to be busy and engaged as he or she pleases throughout each and every day.

"The one thing we have noticed is how happy he is, it's the way we see him smile, see him laugh and interact with the staff, makes us very happy. He has changed so much, for the better."

...a quote from a KINDD Resident's family member.



Clifton Manor Community Fair



Clifton Manor's Roxanne Roberts, Heather Westcott, Brenda Hannah, Karaoke



Clifton Manor Olympics - Table Tennis



K.I.N.D.D Tea-time



Clifton Manor Community Event Display



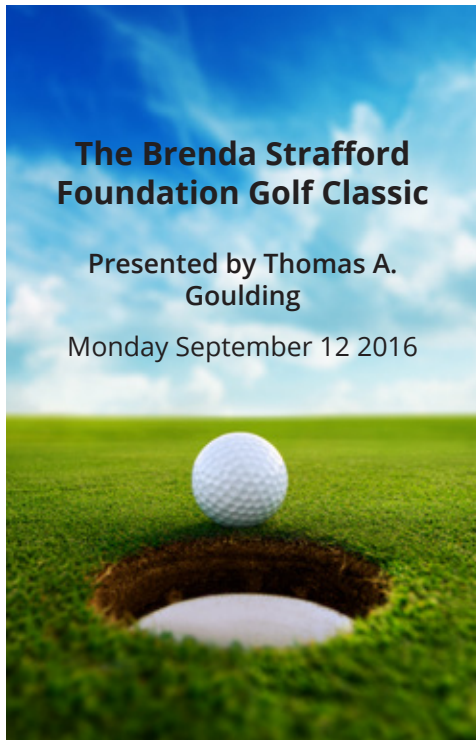
Clifton Manor Community Event Fair



Volunteer Michael Wins a Prize!

Golf Tournament Fundraiser A Success!

Nancy Hammer, Director, Communications & Fund Development



The Brenda Strafford Foundation is grateful for the support and participation of sponsors, residents, board members, family members and employees. This was our first tournament and we know without the involvement of everyone, this event would not have been an event worth celebrating. Charitable fundraising is fairly new for our organization, but it is an important portfolio for us as we continue to develop exciting projects that meet the needs of those we serve- from here in Calgary to our hospitals in the Caribbean. Our small team of employees began to work on this event in August of 2015, and we are thrilled with the results- \$25,000 net proceeds in support of Dementia Friendly Communities and Continuing Care Unit of the Future.

So please help us continue to build on this success by joining us again on Tuesday August 22, 2017

Thank You again for your support of our charitable programs.

Sincerely,

Wayne Boutilier
Tournament Chairman

wayne.boutilier@straffordfoundation.org

Nancy Hammer
Director, Communications & Fund Development

nancy.hammer@straffordfoundation.org
403.536.8682

Thank You Committee Members:

Wayne Boutilier, Chair
Wentworth Manor Chef and overall good guy, plus really friendly and is very open to suggestions.

Paul Dhaliwal
Administrator, Wentworth Manor, go getter, lots of enthusiasm and lead sponsor getter!

Jackie Whipple
Recreation, Clifton Manor and loves details, passionate about organizing & very good at this volunteer stuff!

Kathleen Magrath
Accounting Office, Wentworth Manor and gets excited about gift baskets and decorating crafts!

Kristen Ingram-Cotton
Manager Adult Day Program, Bow View Manor and really likes doing extra things out of the ordinary, super helpful.

Nancy Hammer
Director, Communication & Fund Development, BSF, wrote this so all I can say is "orchestra leader", plus I had fun with this team. Thanks all.

We want to acknowledge
all of the volunteers who
shared their morning
with us. Thank you.



Nancy Hammer Thanks Sponsors

Thank You Sponsors!



Sponsors

Aramark Canada Ltd. | Barbara & Reuben Rausch | Bert Lehman

Canada Mobile X-Ray | Cleanspot Inc. | Complete Purchasing Services | Deklerk Electric | EcoLab

Joseph Carbury | Keldo Holdings Ltd. | London Drugs Ltd. | Marshall Tittmore Architects

Medi-Gas- Proxair Canada Inc. | PointClickCare | Richard & Carolina Walls

Rogers Communication | Rogers Insurance Ltd. | Stantec Architecture Ltd. | T&T Honda

Wentworth Court Staff Association | Wentworth Manor Professional Nurses Social Club

Wentworth Manor Residence Staff Association | Westcor Construction Ltd.



First light for a beautiful day on the Blue Devil Golf Course

AGE-WELL and The Brenda Strafford Foundation – Official Partners

Navjot Virk

The Brenda Strafford Foundation is official partners with AGE-WELL (Aging Gracefully across Environments using Technology to Support Wellness, Engagement and Long Life), a Canada wide technology and aging network. They create different technologies and services that benefit older adults and their caregivers.

AGE WELL's aim is to "help older Canadians maintain their independence, health and quality of life through technologies and services that increase their safety and security, support their independent living and enhance their social participation" (AGE-WELL, 2016)

AGE WELL works on a number of different research projects and have over 110 industry government and non-profit partners and researchers from 29 universities and research centres as part of their network.

The Brenda Strafford Foundation is privileged to work with Dr. Andrew Sixsmith on an initial research project in Haiti and the role of technology in Health in this country.

For more information on AGE-WELL and their current projects visit: www.agewell-nce.ca

The Dream Team – Research Study to Improve Sleep in Older Adults

Adina Constantinescu, Jadden Warness, Dr. Shankel and Dr. Holroyd-Leduc together form "The Dream Team". The Dream team is doing a research study at Bow View Manor to roll out a patient-centred staff education program with the goal to reduce use of nighttime sedatives (medication) for insomnia (inability to fall asleep).

Poor sleep can be associated with negative outcomes in the elderly including:

- Increased risk of hip fractures (Wildera 2013, Morley 2013)
- Falls (Stone et al. 2004, Morley et al. 2012)
- Cognitive impairment (Morley 2014)
- Decreased physical function (Valenza et al. 2013).

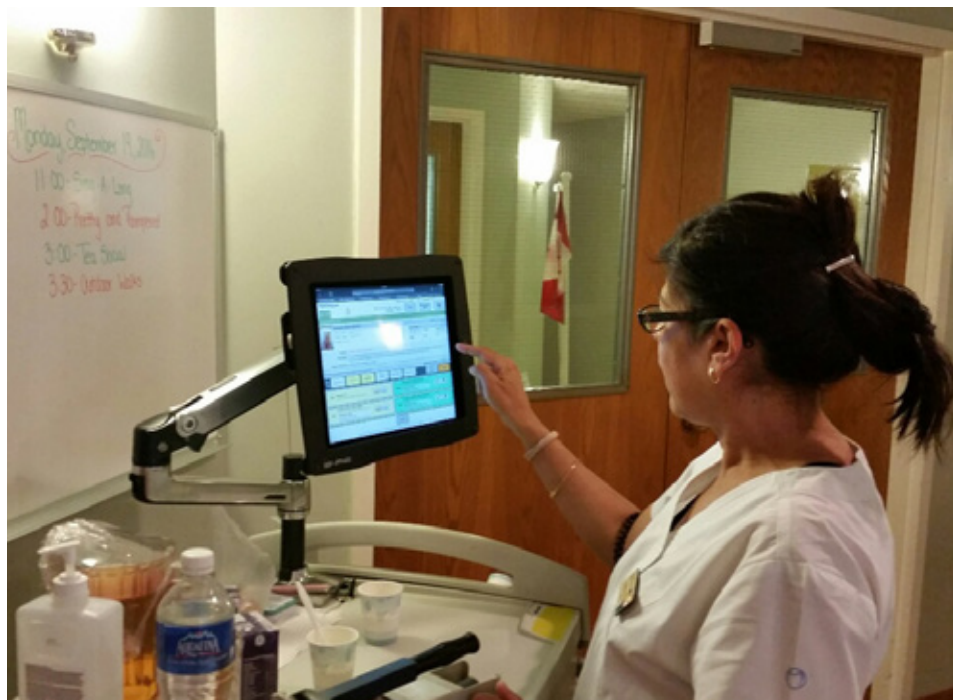
Through education, sleep logs, engagement and evaluation, the Dream Team are looking forward to working with the staff at Bow View Manor to improve sleep for our residents. Adina and Jadden will be working together with the educators starting in October. Please join me in welcoming the Dream Team to Bow View.

eMAR

Submitted by the EMAR team

The Electronic Medication Administration Record (eMAR) was first implemented at Wentworth Manor LTC on July 18th. EMAR was introduced in efforts to save time, reduce number of medication incidents and go green. Additionally it was a high demanded request in the innovation huddles across all sites. To date, at Wentworth Manor, there has been a reduction of medication errors, and nurses are saving approximately 40 minutes per med pass 3 days after implementation.

Next steps involve spreading to other sites. Clifton Manor go-live date is September 19th, and Bow View Manor is October 24th. Stay tuned for continued eMAR updates from the eMAR team.



Hospital Transitions at Wentworth Manor

Navjot Virk

Project Description

The goal was to lower the number of unnecessary transfers to hospital. Unnecessary being defined as individuals that are sent to the hospital, not admitted, and sent back to our facilities.

Aim

To reduce unnecessary hospital transfers by 50% by the end of 2016 in LTC and Supportive living

Benefits to our residents

1) Shared data from literature (OPTIC study – examined transitions of LTC resident transferred EMS to emergency and back).

- 17% returned to LTC with new skin injuries
- 16% experienced deterioration in cognitive status
- 25% did not return to prior functional status
- 10% died in the ED or hospital

Initiative may help with reducing the above.

2) Benefit of not having families and residents wait in emergency room and then being sent back to the facility

What was done:

- 1) Chart review of all of the hospital transfers in the past year looking at time of day, reason they were admitted and who was called prior to the decision of sending the resident to the hospitals
- 2) Knowledge cafe with the nurses was conducted to ask nurses about their thoughts on how to reduce hospital transfers
- 3) Education and mentorship with nurses
- 4) Literature review on best practice and tools
- 5) Created an algorithm of resources that can be used for hospital transfers

Lessons learned

There was a gap in knowing about existing resources and who to connect with for consults for transfers.

Sustainability

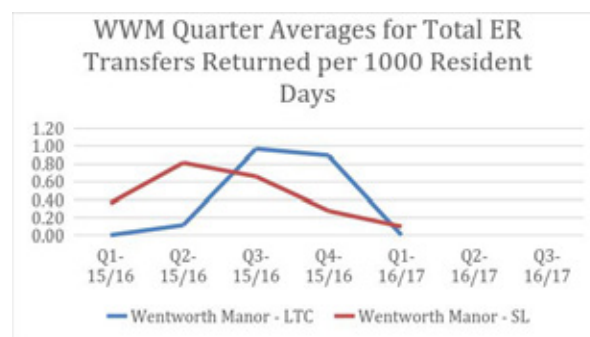
To keep the initiative going and continuing seeing results

- 1) Monthly monitoring and sharing data with staff
- 2) Planning a second knowledge café to obtain feedback, share results and celebrate success

Thank you to everyone who was involved in this initiative: Heather (Director of Nursing, Wentworth Manor), Dr.Shankel (Medical Director, Wentworth Manor, Program Managers, and all of the frontline nurses at Wentworth SL and LTC.

Results:

	Q3 2015-2016	Q4 2015-2016	Q1 2015-2016
Rate for Total ER Transfers per 1000 resident days			
WWM - LTC	1.93	1.78	0.77
WWM - SL	1.98	1.20	0.48
Rate for Hospital Transfer and Returned to facility per 1000 resident days			
WWM - LTC	0.97	0.88	0.00
WWM - SL	0.66	0.28	0.10



KPIs 101:

Submitted by: Andrea MacNeil

You may have heard your co-worker or supervisor talk about KPI's and wondered what they were talking about. A KPI is a Key Performance Indicator. These indicators allow us to measure how well we are doing towards achieving our goal and objectives. KPIs focus on those aspects of organizational performance that are the most critical for the current and future success of The Brenda Strafford Foundation. Each department has identified a set of KPIs and is collecting and reporting the information monthly and quarterly. This information is captured in a dashboard or spreadsheet where it can be analyzed further. As a decision making tool, KPIs allow us to identify best practices and quality improvement initiatives within the organization. Keep up the great work reporting your KPIs!

The Brenda Strafford Research Advisory Group

Introducing the Brenda Strafford Foundation Research Advisory Group. We are privileged to have a group of leading researchers from Alberta from different faculties including Environmental Design, Nursing, Medicine, and Kinesiology, volunteering their time and providing advice on different research and innovation initiatives within the organization. Thank you to all the members for your active engagement and support. Your expertise and insights are very valuable and much appreciated.

Dr. Jayna Holroyd-Leduc
(co chair), Medical Director Specialized Geriatric Services, Alberta Health Services Calgary Zone

Dr. David Hogan,
The Brenda Strafford Foundation Chair in Geriatric Medicine, University of Calgary

Dr. Marc Poulin,
The Brenda Strafford Foundation Chair In Alzheimer Research Departments of Physiology & Pharmacology and Clinical Neurosciences, Faculty of Medicine and Faculty of Kinesiology

Dr. Jeanne Besner, RN, M.A., PhD (N).
Previously was Director of Health Systems and Workforce Research Unit, Alberta Health Services

Dr. Lorraine Venturato,
Chair in Gerontological Nursing, Faculty of Nursing, University of Calgary

Dr. William Ghali,
Scientific Director of the O'Brien Institute for Public Health

Dr. John Brown,
Associate Dean (Research), Faculty of Environmental Design, University of Calgary

Dr. Michelle Grinman,
General Internal Medicine Specialist, Alberta Health Services and Clinical Knowledge Lead at Seniors Health Strategic Clinical Network

Dr. Wayne Giles,
Board Member, The Brenda Strafford Foundation and Professor, Human Performance Lab, Department of Kinesiology, University of Calgary

Dr. Susan Slaughter, PhD, GNC(c), RN,
Associate Professor Nursing, Faculty of Nursing, University of Alberta

Dr. Mary Jane Shankel
Medical Director Bow View Manor/Wentworth Manor, The Brenda Strafford Foundation

Mike Conroy,
President and CEO, The Brenda Strafford Foundation

Navjot Virk
(co-chair), Research and Innovative Practice Coordinator, The Brenda Strafford Foundation

Jenny Robinson,
Chief Operating Officer, The Brenda Strafford Foundation



ACCA Conference Team



Kristen Shades of Grey Conference



Research Advisory Group, June 2016



Phyllis Bigelow



Surrinder Bedi, Program Manager
Clifton Manor, ACCA Conference



Poster Presentation at the
ACCA Conference



Human Resources

Occupational Health and Safety Management Responsibilities

HR Department

The Brenda Strafford Foundation has a strong commitment to the Health and Safety for its employees. Every year we participate in an in-depth audit process around Health and Safety in order to maintain our good standing and Certification of Recognition as well as work towards reductions in injuries.

This audit process requires us to complete internal audits for two of three years, and in the third year, an external auditor will be appointed to audit the Foundation. The internal audits require individuals to be qualified to complete these audits. In 2016 there was a group of individuals that participated in qualifying for this process. Recently they were all notified that they passed their qualifying audits in order to become certified auditors for the Brenda Strafford Foundation.

We acknowledge their efforts and congratulate them:

Clifton Manor:
Sara Semenyaka

Tudor Manor:
Sarah Richardson,
Whinz Lorgrace- Chugani

Bow View Manor:
Meghan Deschner,
Jennifer Namkoong,
Lorraine Handford

Wentworth Manor:
Kate Jeffrey,
Ayo Ogunade

They join a group of previously qualified auditors identified below:

Clifton Manor:
Roseanna Johnsrud
Cheryl Joel

Tudor Manor:
Judith Johnson

Bow View Manor:
Sneh Padarat

Wentworth Manor:
Ashley Dalla Costa

Thank you to all our internal auditors for their ongoing commitment to identifying areas for our improvement in safety, and being active participants in this goal

Perkopolis



The Brenda Strafford Foundation is proud to offer access to exclusive discounts on tickets, hotels and various other products and services to employees through our new discount partner perkopolis.

How the program works

Perkopolis is a free, easy to use, and exclusive benefit program that provides you with access to a variety of entertainment offers, hotels, products, and services. You simply create an account, log into the website and add the product to your 'shopping cart'. Payment is processed online and the tickets/vouchers are delivered to you. Please visit our FAQ section of our website for more information regarding shipping costs, delivery times, payment methods, etc.

How you can signup

Contact your Human Resources Manager to find out more about the Perkopolis online registration process.

Save the Date

STAFF CHRISTMAS PARTY

Friday, December 9th, 2016

6 pm

Commonwealth Centre Hall

Unit 1177—3961—52 Ave NE Calgary AB

Celebrate the
Christmas
Season
Together



Employee Education Scholarship

Thank You to our Donors and Sponsors of this Program

Aramark

Angela and Jon Rokne

Alvin and Karen Fritz

Spring Recipients

We are pleased to announce that the following individuals were successful in applying for a Scholarship. Congratulations

Carrie Field - Brenda Strafford Society for the Prevention of Domestic Violence

Daisy Estabillo - Tudor Manor

Davinder Kaur - Tudor Manor

Heather Nelson - Wentworth Manor

Jacqueline Yap - Bow View Manor

Jijo Joseph - Brenda Strafford Foundation, Finance Department

Kristen Ingram-Cotton - Bow View Manor

Lualhati Montefrio - Bow View Manor

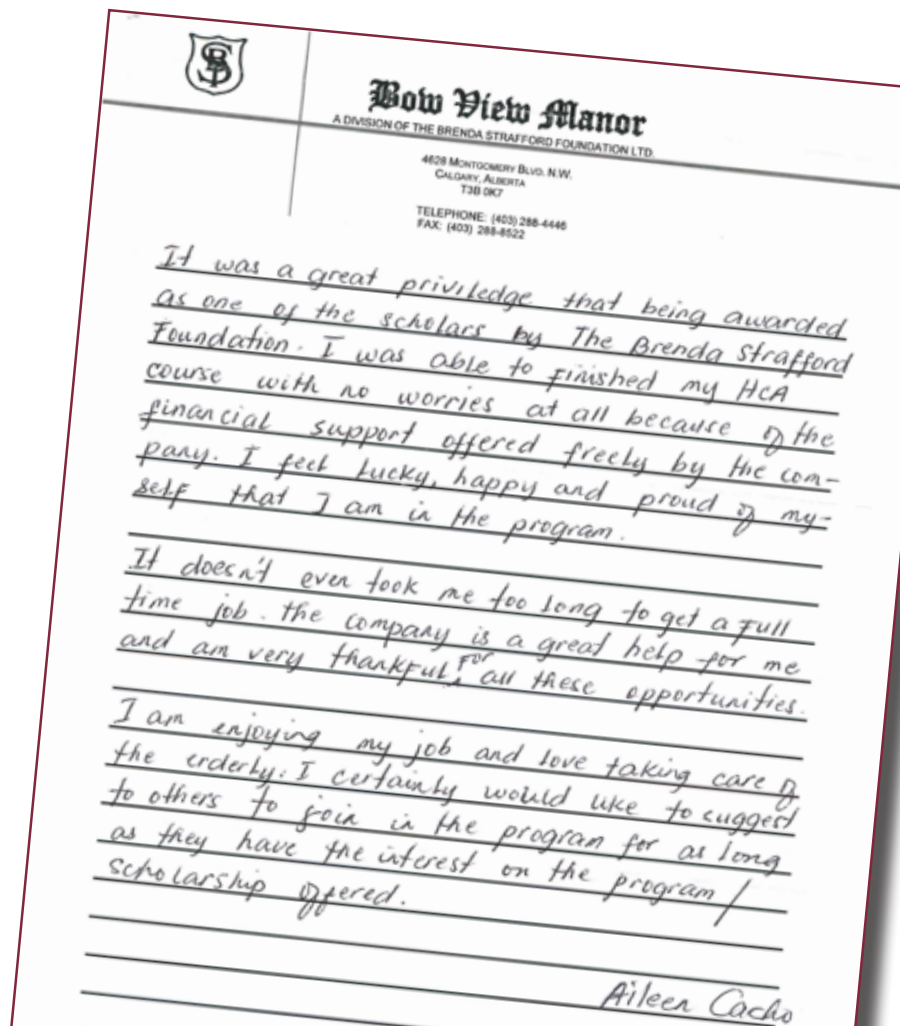
Paul Dhaliwal - Wentworth Manor

Ramandeep Kang - Clifton Manor

Rhyanna MacFarlane - Tudor Manor

Sara Allen - Bow View Manor

Sean French - Brenda Strafford Society for Prevention of Domestic



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