

# The Voice of Happiness

*Volume 2. Issue 1. Spring 2016*  
*Special Memorial Edition*



**Dr. Barrie I. Strafford**  
1929 - 2016

As we continue to mourn and reflect on the passing of our Founder and Chairman Dr. Barrie Strafford, it is important that we all draw inspiration and renewed commitment as we remember all he did over the first 40 years of The Foundation. It's truly remarkable.

It is equally important to honour Dr. Strafford's legacy by continuing to strive to be the best, to do more and be better. I know, full well, that in Dr. Strafford's mind the first 40 years was just the beginning. He fully expected that The Foundation would continue to grow and expand, based on our philosophy, to ensure others could benefit from our unique attributes, our history and the expertise and commitment of our staff throughout all of our locations and services.

As I have said to many, this torch is now passed to all of us to build on and expand on the vision Dr. Strafford so diligently pursued.

I know I speak for all staff that we will pursue The Foundation's philosophy and ideals with renewed vigour in tribute to our founder, Chairman and good friend.

~ Mike Conroy  
*President & CEO.*

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## Welcome to Our New Look!

In March of 2016, we began a process of review for The Voice of Happiness Newsletter. Our goal was to update the overall layout, structure and organization of the stories and articles. Our aim is to provide a useful information source for residents, families, employees and volunteers.

Over the coming issues, we look forward to continuing to refine our focus. In the meantime, we hope you enjoy our new design!

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## Remembering Dr. Strafford

Clara Ho, Calgary Herald

Barrie Strafford, who dedicated his life to supporting seniors, homeless Calgarians and families fleeing domestic violence, has died. He passed away peacefully at his home on Monday at the age of 87.

Born and raised in Manchester, England, Strafford moved to Alberta with his wife Brenda and the first of his four children. He first made a home in Medicine Hat where he opened a nursing home in the 1960s, before relocating to Calgary.

"He realized there was a need in the province for the elderly for a place to live," said his daughter, Roxanne Sissons. "That's where it started."

After Brenda Strafford died in a collision in 1974, Dr. Strafford launched the Brenda Strafford Foundation, named in his wife's memory, to help the city's less fortunate.

Through the Foundation, he opened several seniors care centres, spaces for homeless families at Brenda's House in partnership with the Children's Cottage, and health clinics in Haiti, Jamaica and Dominica.

He also helped create the Brenda Strafford Society for the Prevention of Domestic Violence, a second-stage shelter and progressive housing for women and children fleeing family violence. Samuel Hayes, board director of the society, said the centre currently provides housing to 85 families at any given moment.

"He provided leadership in the prevention of domestic violence through the provision of affordable housing that we run at the shelter, support programs, counselling services and a chair at the University of Calgary," Hayes said. "His legacy is an inspiration to us all."

He also supported work at the University of Calgary in geriatric medicine, Alzheimer research, aging and gerontological nursing.

Strafford received many honours for his work, including the Alberta Order of Excellence and the Queen Elizabeth II Diamond Jubilee Medal, and an honorary Doctor of Laws degree from the University of Calgary.

Sissons said her father was very athletic as a young man, competing in swimming and track and field, enjoying tennis, racquetball, golf, and flying his own plane.

In his later years, he joined a competitive eight-ball team with his son and grandson, racking up trophies along the way, even stopping to meet his grandson Sunday to shoot some pool.

Above all, he was dedicated to his work, Sissons said, adding he showed up to his office every day until last Friday.

"He touched a lot of lives and he worked right up until the very end," she said. "He really dedicated his life to helping those less fortunate."

Mike Conroy, CEO and president of the Brenda Strafford Foundation, echoed Sissons' comments.

"It's a tremendous loss for the Foundation," Conroy said. "But we are doubling our resolve to continue with his vision and excellent work of the past."

A celebration of life took place at McInnis and Holloway, 5008 Elbow Dr. S.W., at 10 a.m. on May 6, 2016.





## Message From Jenny Robinson, COO

The much anticipated new Alberta - Continuing Care Health Service Standards (CCHSS) was introduced January 8th, 2016, with an expectation of full implementation by April 1st, 2016. The new standards provides increased clarity in roles, responsibilities and accountability for quality and safety management in continuing care. The standards have also allowed for improved alignment with the national Accreditation Canada standards. There have been forty nine (49) changes to

current practices. With this, there has been an introduction of either new or updated policies, education and practices within the Manors. Of those that we are looking to expand upon throughout this year is Person (Resident) and Family Centered Care. This practice advances our current engagement and partnering with residents and families throughout their care. Residents and families shall work collaboratively with the clinical teams for goal setting and care planning based on shared decision making, as

well there will be concerted efforts for partnerships to co-design services.

BSF shall be embarking on a "Green Initiative" commencing in June. The initiative is to assist the Manors in adopting a culture in conservation. We have begun to identify environmental initiatives such as: waste management and recycling, with hopes of achieving long-term positive effects on the environment. If anyone is interested in joining the Green team, please connect with the Manor Administrator.



The Wentworth Manor Day staff have been truly busy with adding new flavour to our program. We were so happy to

## Adult Day Program

host our Valentine's Week Breakfast and Valentines Craft for all our clients. Clients welcome the change to both events. Games are being re-vamped, clients are enjoying more crafts. The ADP Manager had her first student preceptor to an upcoming LPN student from Bow Valley.

For March educational section, COMMUNITY RESOURCES, hosted with

different community resources, we now have a table dedicated with resources with different services so clients can have information at their fingertips. It's such a pleasure for us staff to see them using the resources that best fits their needs.

Upcoming events, we are going to the movies, make your own pizza lunch, floral bouquets for Mother's day, etc.

## Spring Open House

On Tuesday, March 8th, we hosted Wentworth Manor's Open House. We had the opportunity to show potential residents and their families what Wentworth Manor has to offer. Visitors enjoyed snacks and drinks while touring our beautiful dining room, spacious sitting areas, and comfortable suites and to show off our new furniture in the lounge. Guests also had the chance to meet our great team of Nurses, Recreational Therapists, Social Worker, Chef, Dietician, Occupational Therapist, and Administrator. Every visitor who came had nothing but great comments about Wentworth such as "the tour and friendly staff were welcoming", "great location with 24 hours of care", and "bright and clean rooms plus different feature rooms." Special thanks to Uzzie for attracting more visitors by holding a sign around the corner; despite the cold weather he kept his signature smile going! Finally, thank you to everyone for showing why Wentworth

Manor's "home-like" environment is the number one choice where you can "age in place."

On March 10th the Residence hosted a sold out Spring Fling Buffet dinner to 90 residents, friends and family members. The prime rib, chicken and home-made buns were enjoyed by all. Many commented on how lovely the decorations were, and a big thank you to all the volunteers who helped to make the evening so successful. The Court hosted the annual Wentworth Manor International Potluck on March 9th. It was great to see all those who dressed up in ethnic attire, and the food that was provided by all departments was phenomenal.

Also in March, the Cornwall Lounge was converted into a Spiritual Room for residents, families, and staff to use for personal reflection and church services.

In April, Wentworth Manor hosted the Annual Volunteer Appreciation Dinner

for the Brenda Strafford Foundation. We were honored to host this dinner for 160 volunteers who so graciously donate their time to all of the sites including the Brenda Strafford Centre to help improve the lives of so many people from so many walks of life.

On April 27th, Heather Nelson, Director of Nursing, presented a poster on Palliative Care at the O'Connor Palliative Care Conference, in Calgary. She has also applied to present a workshop at the Canadian Hospice and Palliative Care Conference from June 3-6th in Banff.

The Court hosted a Mother's Day Brunch on May 7th. The Residence have enjoyed a number of choirs in May including: Mark's Vocals, Performing Arts Musical, Westwinds Musical Choir and Parkdale Musical Choir.



Valentines Week



Valentines Week



Staff Appreciation Mug Presentation to Linda Erickson



Staff Appreciation Mug Presentation to Uzzie Buhia



ADP Manager and LPN student from Bow Valley presenting to clients "Community Resources"



Education Week/ St Patrick Week



Valentines Week





Our residents here at Bow View Manor were presented with the opportunity to watch a live Hitmen game at the Saddle Dome. On March 13th 2016 six residents and their companions were given tickets to watch the Calgary Hitmen play against the Medicine Hat Tigers. With good food, pop, beers and live entertainment, it was a very exciting game and experience for

## Residents Enjoy Night of Hockey at the 'Dome!

Submitted by Liz McGovern

the residents and their family members. There were smiles, laughs, and loud cheering as the game went on and memories made that will last a life time. A big thank-you goes out to Bernice Kisio (resident of BVM), Linda and Kelly Kisio (family) for giving us tickets for the game. With true hockey fans it was a very successful outing, even with an end score of 3-4 for the home team.



Easter Bonnet Parade



Night Out At The 'Dome!



Easter Bonnet Parade



Night Out At The 'Dome!



Easter Bonnet Parade



Easter Bonnet Parade



Night Out At The 'Dome!

## Letter of Appreciation RE: Mr. Ronald J. Thomey

To the Staff and Caregivers for Mr. Ronald Thomey,

On behalf of the entire Thomey Family, we would like to express our sincere appreciation for the care and kindness that those responsible exhibited for our father's care over the past 5 years at the Bow View Manor.

Upon his passing, we were once again reminded of just how important he was to those who cared directly for him. These folks were many over the span of time that Dad was there and it was evident to all of us either visiting or there on a continuous basis how much effort was devoted to him of immediate caregivers giving their condolences when our family was there to advise our Mom of the situation and spend time taking care of his things.

There are so many other thoughtful things to thank you for, such as all of the out of the extra-ordinary lunches (like the Chinese food, etc.), teas & cookies socials and special outings (like the war museum) plus ice cream and drinks on the patio in the summer that were provided that we were all invited to and were lucky enough to indulge in from time to time. Dad enjoyed those so much.

Thank you for providing the atmosphere and space to bring down and share Christmas, Easter and birthday dinners for special occasions and for being welcoming at any hour as that made all the difference. Being able to bring their dog, Rosy to see him was so great.

Of course, the many cocktail hour events in which the ladies serving were so in tune with Dad's needs and Mom's as well. When we were lucky enough to be there it was very evident how much they loved taking care of them.

The way the staff took such care in decorating the Manor for the different holidays was wonderful and we loved that folks would come and play music and sing for them. It was so appreciated.

Dad was always treated to cards, placemats, and special fussing when it was his birthday. We saw it all when we went to visit and it was greatly appreciated as well as those of you responsible for taking great care in printing and delivering our emails to our Parents - it was greatly appreciated by family so very far away.

We just want you to know that you are special to us for being special to him and now Mom and our family can't express our appreciation enough to those who were close to him and the great atmosphere demonstrated by all of the Staff at the Manor.

We wish you all continued success in all of your future endeavors.

Gratefully yours,

The Thomey Family





Spring has sprung at Tudor Manor, kicking off with our annual St. Patrick's Day Ceilidh! The Luck of the Irish was with our residents while they enjoyed a performance from the students of Bhriomhar School of Irish Dance while sipping on green beer! Easter 'Eggs'travanza events were also a highlight for all, including egg decorating, an Easter Bonnet Parade and even a visit from the real Easter Bunny himself with our friends from the Canadian Rabbit Hopping Association!

The spotlight was on all of our wonderful volunteers in April in honour of Volunteer Appreciation Week! Tudor Manor volunteers were treated to an afternoon Tea Party hosted by our residents, in addition to the annual BSF Volunteer Appreciation Dinner in Calgary. Two of Tudor Manor's volunteers, Eileen Swan & Harriett Dixon were even highlighted in the official Town of Okotoks Volunteer Appreciation poster! Thank you to all of our dedicated volunteers who share their time, talents and hearts with us every day!



Janet Hasson with Chaplain Darrell Wood after the cross was mounted

Residents also enjoyed a blast from the past in April with a Roaring '20s Musical performed by the talented Popovich Productions. Everyone was singing along to every number, including seniors from surrounding area care facilities, who we invited to share in this special event!

Late April was a profoundly sad time for the organization with the passing of our beloved founder Dr. Barrie I. Strafford. His vision and compassion for humanity was felt worldwide through The Brenda Strafford Foundation, and he will be sadly missed by all. Dr. Strafford always made a point of attending all staff functions, including our annual Stampede Breakfast. Below you will see a more candid side of him in our "Wanted Poster" photo booth. He was always a willing participant and our events will not be the same without him.

April showers bring May flowers they say! Well, that was very true at Tudor Manor's annual "Mother's Day Strawberry Tea" where all ladies received a fresh carnation! They also enjoyed delicious strawberry shortcake and were treated to a beautiful piano concert.

## Tudor Manor Resident Makes Special Donation

Tudor Manor residents and staff would like to thank resident Janet Hasson for her incredibly generous donation of a wooden cross for our chapel. For those of you who have visited our "Westminster Chapel", it is beautifully designed with dark wooden beams on the ceiling and light oak altar and pews. Everyone feels the wooden cross completes the chapel perfectly. Thank you for your kindness and most generous gift Janet. (See photograph of Janet Hasson with Chaplain Darrell Wood after the cross was mounted



We are counting the days until the arrival of our bus! It is scheduled to arrive in early June and our residents are so excited for summer road trips! We will formally announce when the "Tudor Coach" rolls in!



Easter Bonnet Parade



Mother's Day

## Letter from Dr. C Hoggard

March 9 2016

Hello Lesia, (Administrator at Tudor Manor, Okotoks)

I wanted to take this opportunity to congratulate everyone at Tudor Manor. At our PCN meeting last Thursday I presented the data on Tudor Manor and our transfers to hospital. Upon mentioning that community paramedics were never called the month of January, the Doctors and PCN leaders responded with a round of applause! To give you an idea of this significance; they NEVER clap. Not even when the Low Risk Obs group won a national award. It is clear that the doctors in the community are appreciative of the excellent care that the staff at Tudor Manor provide.

Tudor Manor's reputation has continued to improve and improve. Now doctors are actively telling their patients to go there. Often the doctors are disappointed when their patients do not yet qualify for SL4 because they know what good care their patients get and frankly, their job is much easier. I myself am often relieved when my patients are transferred to Tudor. They become more stable almost immediately.

So thank you. Thank you for supporting my patients. Thank you for supporting Okotoks. Thank you for never being satisfied and always searching for ways to improve. I look forward to our next chapters with hopefully after hours physician support and increased palliative care.

I am honored to work along side you all.

Dr. C Hoggard



St. Patricks Day



Roaring 20's Musical



Roaring 20's Musical



Volunteer Appreciation Tea



St. Patricks Day





# What's The Buzz?

News From The Manors



Renovations are underway on unit 600, where we are making improvements in 10 rooms. Clifton Manor will be welcoming new people to the site, adults who have been living in the community and who have experienced developmental disabilities. We look forward to welcoming them in late June, and will continue to assist them with community based living.

Clifton Manor Residents have been getting excited about the spring weather, and it's been showing! The past few months have been lots of fun, getting everyone excited about being outdoors and enjoying the sunshine. We initiated our annual horticulture therapy program; the outdoor raised flowerbeds really allow our residents to enjoy the benefits of getting their hands in the dirt safely!

## Presentation Building Partnerships

*Administrator, Clifton Manor*

On March 2, 2016, Brenda Hannah along with the Director of Nursing, Roxanne Roberts, presented to 13 physicians (hospitalists) plus one hospital liaison RN, one AHS Transition Services manager and one TS Coordinator.

For 60 minutes they shared information on the community of Clifton Manor based upon statistics on Quality of Care, End of Life Care, respite bed utilization plus one Physician who admits to Colonel Belcher, was most interested in the success of our CIHI 2015 results on Pressure Ulcers.

Dr. Dawes added that our exceptional clinical supports, our commitment to care, our positive working relationships as a team and lastly our quality is very positive.

In March, we were lucky enough to have a Student Choir travel all the way from Idaho to perform some Broadway music for our residents – which they enjoyed very much! St. Patrick's Day is always lots of fun around here, serving up green punch and playing tons of leprechaun games.

So many of our residents enjoy going to out to the Casino, so we figured we would bring the Casino to them! The Rotary Club volunteered for an evening and we created a Clifton Manor Casino Night! The night was bustling with all the games from blackjack, roulette and even a silent auction. Let's just say, it was a great success!

As we all know, Easter came early for us this year. We celebrated with a beautiful Easter Tea for residents and families, and an Easter egg scavenger hunt for those who like the challenge!

We have been incorporating many intergenerational programs into our monthly calendar. The Boy's and Girls

Club have been coming often to play games and spend time with our Seniors, while the local Kindergarten class came for a visit and brought some hand painted flower pots for their rooms.

Mother's Day is a special day for everyone, and we made sure to make it special here at Clifton Manor. We had live entertainment by Sylvia Paxton, flowers were given to the ladies, we indulged in wonderful desserts and enjoyed the company of loved ones.

Unfortunately, all of the Manors suffered a great loss at the end of April when Dr. Strafford passed away. He will be missed by all staff and residents at Clifton Manor, his legacy and hard work will continue to live on within our facility. We greatly appreciated when he made an appearance at our special events such as the Christmas pageant and stampede. Many of our residents attended our in-house memorial service to show their respects and appreciation for all that he has done for us. He will be greatly missed.



*Casino Night!*



*Clifton's Favourite Leprechaun - Roxanne Roberts*



*Mother's Day*



*Kindergarten Comes to Clifton*



*Staff Appreciation Day*



*Staff Appreciation Day*



*Staff Appreciation Day*



## Communication at Brenda Strafford Foundation

Submitted by Navjot Virk and Nancy Hammer

Did you know... we have 23 different ways that communication happens at the Foundation?

Which of these communication methods works best for you?

Do you have another way to communicate that you want to add to this chart?

Let us know! Put your suggestions in the Suggestion Box or email [employee.solutions@straffordfoundation.org](mailto:employee.solutions@straffordfoundation.org)

Memorandums	Town Halls	E-Mails	Unit/Department Meetings	Committee Meetings
Family Information Boards	Suggestion Boxes	Foundation Intranet	Website	Twitter
Facebook	Innovation Huddles	Report to the Community/Annual Report	Foundation Newsletter	Bulletins
Bulletin Board	Resident Council	Family Advisory Committee	Face to Face conversations	Telephone Calls
	Signage/Posters	Pamphlets/Brochures	Presentations	

## Amazing Volunteers Needed To Help Us Tell Our Stories!

The Communications and Fund Development area is seeking 2-4 amazing volunteers who are experienced writers, story tellers and love to interview others. This position requires people who are not shy and who enjoy listening to others to glean out the nuggets of experiences of people's lives.

This group of volunteers would work alongside the Director, Communications and Fund Development over the next 6-8 months. In the end the Brenda Strafford Foundation will have a library of motivational stories to use in marketing and building the case for raising money to support the organization.

Please if you have the will, interest and experience please send an email to: [nancy.hammer@straffordfoundation.org](mailto:nancy.hammer@straffordfoundation.org) right away!

## Volunteer Spotlight

Raymond Klaudt has been a volunteer at Wentworth for several years. He comes twice a week on main and Royal Oak to play the piano for sing-a-longs at Wentworth Manor. He often brings in other musicians with him when he comes on the weekends and the residents enjoy his musical talent.

Thank you Raymond for your dedication to our Residents.



The Brenda Strafford Foundation Ltd.

## The Brenda Strafford Foundation Golf Classic

Presented By Thomas A. Goulding

Monday September 12<sup>th</sup>, 2016

Shotgun Start: 8am



### Blue Devil Golf Course

Chaparral Valley, just 20 minutes South of Downtown Calgary. Blue Devil Golf Course unfolds before you in the serene river valley of Fish Creek park. Easy access from Macleod Trail onto 194 Ave South.

Sponsorship Opportunities & Team Registration  
Now Available! \$175 / Golfer

**Wayne Boutilier**  
Tournament Chairman

[wayne.boutilier@straffordfoundation.org](mailto:wayne.boutilier@straffordfoundation.org)  
403.242.5005 ext. 8849

**Nancy Hammer**  
Communications & Fund Development  
[nancy.hammer@straffordfoundation.org](mailto:nancy.hammer@straffordfoundation.org)  
403.536.8682

## Sponsored by\*

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Social Club

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Keldo Holdings Ltd

Medical Mart Supplies (West) Ltd.

Wentworth Manor Residence Staff Association

D&B Lumber and Supplies

London Drugs, Beddington

Wentworth Manor Professional Nurses

Wentworth Manor Court Staff Association



Donor Recognition

Donations to the Brenda Strafford Foundation in fiscal 2015-16 were gratefully accepted. We want to acknowledge all the donors who so generously contributed to our work and projects this past year.

Many of the donors told us how grateful they were for the high level of care their loved one received and wanted to give back in honour of the employees.

We do our best to include every donor name that is not Anonymous. If your name is missing in this issue, we apologize and will correct that error in the next issue. Please let us know.

Donations received were used for:

- Employee Education Scholarship Fund
- Blanket Warmer
- Outdoor furniture and benches
- Acknowledgement party, lunch, for employees
- Games, craft items and recreation activity equipment
- GO FISH Campaign- Fish Tank and Water feature at Bow View Manor
- Golf Tournament Sponsorship
- Nursing
- Adult Day Programs
- Seniors Week Activities
- Build a Bus Campaign, Tudor Manor

- Dementia Friendly Communities Project
- Institut Brenda Strafford, Les Cayes, Haiti, Caribbean
- Lastly, where most needed.

Thank You also to everyone who provided Gift in Kind donations including a piano and wheelchairs.

President’s Circle

Individuals

Harold Roozen

Corporate and Community Group(s)

Mawer Investment Management Ltd.

Leader’s Circle

Individuals

Jon and Angela Rokne

Corporate and Community Group(s)

Aramark Canada Ltd

Builder Level

Individuals

Choon-Hwa and Kang-In Yoon  
Dr. Barrie Strafford  
Ellen Chohey  
Louise Forgues  
Noela Moffit  
Richard and Carolina Walls  
Sharon White & Alice Newman

Corporate and Community Group(s)

Axia Supernet Ltd.  
Encana Cares Foundation  
Sobey’s, Okotoks, AB  
Gift in Kind  
Bonita Mizera

Volunteer Fact!

From April 1 2015 – March 31 2016 Volunteers Donated over 6275 hours to enhance the quality of life for the residents and family members of all four Manors.



Associate Level

Individuals

Alberta J. & David H. Fisher  
Alison Traynor  
Allister Palmeter  
Anthony Stranger- Jones  
Bernice Grossi  
Bill Pankow  
Bruce and/or Lida Corbett  
Cameron Arthur and Marie Sondergaard  
Carole Kirk  
Cathy Kettlewell  
Cecil Pittman & Joan Enns  
Charlie Erickson  
Clyde Moore  
Constance Studer  
Courtney Jackson  
Daryl & Diane Sands  
David and Sheena Pacholok  
Dean and Marg Traboulsi  
Delia Lamont  
Donald Walls  
Donald William & Myrna Leah McDonald  
Donna Lindeburg  
Douglas and Heather Kariel  
Duncan, Barbara and Dianne Bird  
Edward H. Watson  
Eileen Swan  
Estate of Evelyn Donlevy  
Estate of Marie McCaffrey  
Evelyn Pickersgill  
Florence Lachance  
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Kathleen Shaw  
Laura Fabbro & Dana Peers & Family  
Leo and Theresa Poirier  
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Lonia Krygier  
Lorna M. and Roney Don Stanley Rose  
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Sharon Fraser  
Sheila Montgomery  
Shirley Manifold  
Sneh Devi Padarat

Stacey Gould  
Steve and Marla Cohen  
Sunny Young Kyoung  
Susan Carlyle  
Terry, Corrine and Madison Bell  
Tracy Fox  
Troy and Lynn A. Fletcher  
Vasuda and Rajan Kowshik  
Velma Beebe  
Wendy or Robert Gilmour  
William and Arlene Blake  
William Lazaruk & Marjorie Reykdal  
William McConkey  
Wilma Ferguson

Corporate and Community Group(s)

Alain Hepner Professional Corporation  
Ametek Electrical LTD  
Like a Rock Fund at The Calgary Foundation.  
Callow & Associates Management Consultants INC.  
Dr. Peter F. Gibson Professional Corporation  
ECOLAB  
Foothills Pulmonary Function Lab  
Houbi Professional Corporation  
Ko Deviation Consulting INC  
Milton Eby Holdings Ltd.  
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Service Experts Heating and Air Conditioning  
Shoppers Drug Mart/Pharmaprix  
SunCares Community Service Volunteering Program  
Network Corporate Search Personnel Inc.

Gift in Kind Donors

John Smithers



## Lana Wells: 'A remarkable advocate for creating social change'

Professor honoured by Alberta College of Social Workers for commitment to preventing family violence

By Danielle Fink  
April 4, 2016



Photo by Riley Brandt, University of Calgary

The Alberta College of Social Workers has honoured Lana Wells of the Faculty of Social Work for making incredible strides towards the prevention of family violence.

The Faculty of Social Work's Lana Wells is the definition of tireless advocacy and hard work. The associate professor has many titles, including Brenda Strafford Chair in the Prevention of Domestic Violence, 2015 Peak Scholar, mother, wife and, most recently, the recipient of the 2016 John Hutton Memorial award presented by the Alberta College of Social Workers on April 1.

The award is given annually to an individual who has made an outstanding contribution to the profession of social work and the community through social action. Nominated by Jackie Sieppert, dean of Social Work, Wells is well deserving of this award for her work in the social work field.

"Lana's achievements will have a lasting

impact for all," says Sieppert. "She has been, and continues to be, a remarkable advocate for creating social change."

Creating a positive father involvement strategy

Wells and her team at Shift: The Project to End Domestic Violence have created and implemented innovative strategies for prevention of family and domestic violence. They are currently working on completing a positive father involvement strategy with the Government of Alberta to be part of the provincial prevention of family violence framework.

"We have developed many strategies to support policy-makers to make evidence-informed decisions in the human services sector to change practices when advancing prevention solutions," says Wells. "In addition, we have developed a graduate certificate program in partnership with the Werklund School of Education that trains teachers, nurses and social workers to help create school and community climates that are safe and caring, and that reinforce healthy relationship skills with youth."

### **Include men and boys in violence prevention.**

Over the past five years, the team's focus has been on the inclusion of men and boys in preventing violence against women, a concept that is slowly being embraced by policy-makers and the domestic violence sector.

"Our project is about trying to create and support healthy relationships at the individual, family, community and societal levels. My call to governments is that they need to include and support healthy men and boys to become allies, leaders and violence disrupters as part of the solution to preventing violence

against women," Wells says.

This is the subject that Wells brought to the UN Human Rights Council as a panelist in November 2015, and will be presenting again this June in Geneva, Switzerland.

There are not currently any comprehensive long-term plans that include men and boys in domestic violence prevention in any country or state in the world, but Wells and her Shift team hope to change this.

'We need everybody working together'

"Family violence, domestic violence and violence against women is a major social issue, and one that is very complex," says Wells. "There is no panacea. We really need everybody working together towards a violence-free society. We need governments, community leaders and organizations, human services and school systems leading and investing in primary prevention to stop the violence before it starts. When someone experiences family or domestic violence, it keeps them from living to their full potential in a safe and loving way."

Wells was also awarded the Alberta Human Services Inspire award for Leadership in Family Violence Prevention in 2015.

"I could not have done this without my team and key leaders throughout Alberta," emphasizes Wells. "We have had so many amazing researchers and partners that are very committed to stopping and preventing the violence. They are inspiring."

## Innovation Huddles Update

Submitted by Navjot Virk



### **What are innovation huddles?**

Innovation huddles are a way to hear everyone's feedback and innovative ideas about improving processes of care and fostering innovation in the everyday work environment. These huddles consist of 20-25 minute facilitated conversations directed at exploring common barriers encountered and potential solutions to overcome these barriers. The huddles involve a feedback loop back to the staff on the decision of all ideas.

### **Review of innovation huddles at Wentworth Manor, Clifton Manor and Human Resources Team:**

Over 5 days, innovation huddles were conducted with staff from all disciplines and all shifts including days, evenings, and nights.

In March, at Wentworth Manor, 29 huddles were conducted with 114 staff from all disciplines. Some of the main themes of the ideas focused on staff engagement and staff appreciation, communication, physical environment and resources, resident engagement.

During the last week of April, at Clifton Manor, 23 huddles were conducted with 101 staff from all disciplines. Main themes included residence engagement, communication, technology and design.

In May, the HR team participated in innovation huddles with HR representatives from all sites. Great ideas were brought forward regarding communication, processes, and engagement.

### **What's to come?**

- Innovation huddles are being scheduled with IT, MDS, and Dietician teams
- Future plans for innovation huddles with families and residents and again at all sites
- Ongoing monitoring and evaluation of implemented ideas

Thank you to everyone who actively participated during the huddles.

## Welcome Megan Jackson



Megan Jackson is joining 'The Brenda Strafford Foundation' as our first research volunteer. She recently graduated from the University of Calgary with a Bachelor of Science in Kinesiology, and has held varying positions within the health and wellness domain. As a research volunteer, Meghan will be volunteering her time during the summer with the Quality and Innovative Service Development Department. She has built a learning plan and looks forward to applying her experiences with quality improvement research in a clinical setting.



Abstract and Presentation Corner

Submitted by Navjot Virk



**Heather Nelson** (Director of Nursing, Wentworth Manor) presented at the Mary O'Connor Palliative and Hospice Care Conference April 27th in Calgary Alberta. She shared the excellent work being conducted to improve palliative care delivery for residents in both

long-term care and supportive living. This includes reviewing evidence, creating a palliative care working group, implementing education on palliative care, and completing surveys and feedback sessions with staff. A family night was conducted to share information and explain what families can expect during palliative care. A framework was also adapted to look at symptom and disease management, loss and grief, psychosocial and physical needs of the resident and family. The palliative care working group team is working hard to translate these key principles of palliative care into everyday practice. Well done to the team and thank you for sharing this information at the palliative care conference Heather!

Congratulations to **Liping Fei** and **Lorraine Handford** who presented at the World InterRAI conference April 14th in Toronto Ontario. Liping and Lorraine presented on the topic of integrating RAI-MDS assessment and individualized care plan to improve quality of care. They presented in the metropolitan ballroom to all conference attendees about the great work the MDS department does everyday. This work includes teaching staff about MDS, checking coding accuracy, conducting daily verification of coding, creating individualized care plans with the involvement of families and residents to meet the unique needs of our residents, and evaluating/comparing outcomes. Well done Lorraine and Liping, and thank you for representing The Brenda Strafford Foundation at this international conference.

Research and Innovation themes

Submitted by Navjot Virk

Over the past couple of months we have been networking with researchers, connecting with staff and meeting with leadership to identify some main research themes or areas of focus for research for the upcoming year. Below is a summary of these themes:

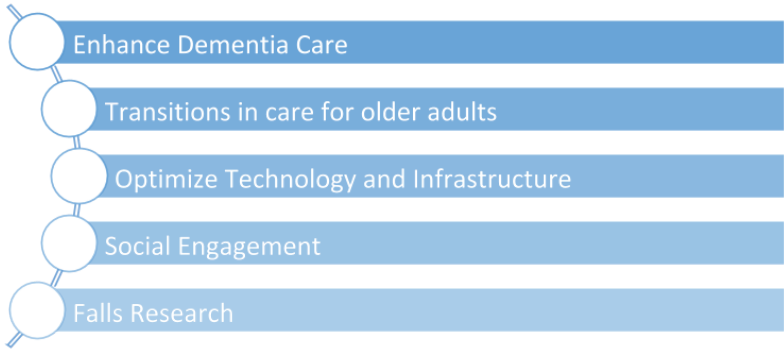
Enhance Dementia Care – this research and innovation theme focuses on generating new knowledge to improve the quality of life of residents living with dementia.

Optimize Technology and Infrastructure – this research and innovation theme looks at areas of technology and infrastructure which contribute to healthy aging, increasing safety and improving the quality of life of older adults

Transitions in care for older adults – this research and innovation theme explores the movement across the continuum of care for older adults with the main goal to improve safety

Social Engagement – this research and innovation theme explores the social needs of older adults and determining different ways and modes of social engagement for those living with early and late stage dementia

Falls Research - this research and innovation theme looks at new and innovative solutions to predict, prevent and decrease the number of falls and hospitalizations due to falls in long term care and supportive living



Andrea’s School Trip

Excerpt from Calgary Herald: April 8 2016.

A group of MBA students from the University of Calgary are heading to Europe this week to meet with executives of a company they wowed at an international competition.

The Brenda Strafford Foundation employee, Andrea Mamchur, was offered the all-expenses-paid trip to Spain and the Netherlands after competing in the John Molson MBA International Case Competition at Montreal’s Concordia University in January.

The John Molson is the longest-running event of its kind in the world, giving MBA students the chance to test their knowledge and communication skills by working through a series of business case studies in front of a panel of judges. There are five rounds of competition, with one “live” case study — meaning a real company comes in and presents an actual business challenge to the competitors.

While the U of C team did well enough in the other rounds to place third overall, it was the live case study — involving Beauty and Go and its future direction — where they truly excelled.

“They offered what I thought was a well-reasoned, well-thought-out growth strategy,” said team coach Leo Donlevy, a professor of entrepreneurship and marketing at the Haskayne School of Business

Person (Resident) and Family Centered Care

Submitted by Catherine Kettlewell

As nurses and providers in LTC and SL, we understand that our purpose is to serve our residents. The focus of care has always been the resident; without our residents, our services are not required. As an “old” nurse I was initially confused about the “new” standard and provision of care called Person and Family Centered Care (PFCC) currently being mandated by Alberta Continuing Care Standards and Accreditation Canada. My initial reaction

was “we already do this”! After a literature review of PFCC, I understand more clearly that the concept of PFCC is a philosophy of care as opposed to a task of care. PFCC provides a set of guiding principles in planning, delivering and evaluating services provided to our residents and families. The key concepts of PFCC are Respect and Dignity, Collaboration, Participation, and Communication demonstrated by a mutually beneficial partnership between patients,

families and service providers. The Brenda Strafford Foundation has embedded these concepts into the Philosophy, Mission, Vision and Values of the organization and is committed to engaging the residents and families, in order to understand their needs and preferences and to collaborate with them in the planning of care.

Did you know? New Resident Safety Incident Reports are Here!

New Resident Safety Incident Reports were rolled out on all units April 1st. These should be used to report all incidents involving our

residents including falls and medication incidents. Don't forget to report “near miss” incidents. These are those “close calls” that

we can learn from to prevent something from happening in the future. Questions? Talk to your educator.

Change Model\*- What is That?

Helping each other to understand and to make changes in programs, projects and direction at The Brenda Strafford Foundation. We want to create an environment for success so we have developed a model for making changes which you can use.

Step 1:

- Identify the change: the need for change and the evidence for supporting the change
- Communicate the vision for the change to those involved
- What will be better and for whom
- Acknowledge that change can sometimes be difficult- what are the barriers

Step 2:

- Form a team
- Team develops action plan
- Team sets performance targets and sets up feedback tools
- Team identifies areas for making it happen (one site or all sites or all of BSF)
- Communicate this change widely

Step 3:

- Provide education to improve results
- Make sure new knowledge is applied and get feedback
- Build on and celebrate early success, include the feedback
- Share lessons learned, develop new knowledge

Step 4:

- Monitor and then evaluate the results of the change
- Communicate and share
- Make adjustments if needed
- Once target is reached, make a plan to continue

\*Adapted from Model Provided to Executive from Cathy Kettlewell.



## Reinforcing Civility in the Workplace: 10 Tips

### 1.) Pay attention.

A civil workplace is one where everyone's input is recognized, valued and where our attention is focused on the conversation at hand. If I am at a meeting, I should give it my undivided attention and be sure to turn off my cell phone or any other device that may distract me. If I expect a call or message during the meeting that I must take, then I should let the person running the meeting know ahead of time so that I can excuse myself with minimal disruption. Likewise, if I'm going to be late for a meeting, I need to let the organizer know and apologize in advance.

It all comes down to basic respect. If I make someone feel that I cannot be bothered to give them my full attention, I have implied to them that what they have to say is not important to me. Such behaviour could cast me as a co-worker who is thoughtless and disrespectful, which is likely not my intention.

### 2.) Say the magic words.

Our parents were the first to remind us about the importance of saying those magic words which are true to any culture:

Please...Thank you...Excuse me...I'm sorry. They cost nothing to say and yet are the building blocks of a civil society. I can contribute to a respectful workplace when I express my appreciation to co-workers for their help, avoid interrupting others when they are speaking, and sincerely apologize when I mistakenly offend someone. By being recognized as a respectful and civil person at work, I build greater social capital and trust.

### 3.) Acknowledge others.

A common example of workplace incivility is the failure to observe the common niceties prevalent in our Western culture. It can send a clear signal that something is wrong with the work environment when co-workers do not even say hello to each other. Courtesy is contagious, just like a smile. I can catch it through proactive behaviours. If I pass a colleague in the hall or on the street and I remember to say "Hello", it is almost guaranteed that I will get the courtesy returned. It costs absolutely nothing yet pays high dividends.

### 4.) Think about delicate items before you speak.

Occasional laughter plays a great role in making the workplace more satisfying and helps improve employee morale. However, humour takes many forms, and not all of them are appreciated by everyone or even appropriate for the workplace. If I'm tempted to make a joke or want to say something I think is funny, I should take the time to pause and consider my audience. Asking myself, if the joke is at someone else's expense? Could it embarrass or demean someone? If I can answer "Yes", then I know that it is best left unsaid, no matter what the circumstances.

### 5.) Addressing people correctly.

It is important to call co-workers by their first names or properly address them as "Mrs.", "Ms." or "Mr." depending on how they would like to be addressed. Refrain from referring to anyone at work as "My Dear" or "Honey" if they are not a close friend or relative as you never know how that could make someone feel. Likewise, avoid assigning people nicknames or pet names as that can be seen as belittling and patronizing.

### 6.) Take care of yourself.

A respectful workplace includes self-respect. As an asset to the company we work for, we need to invest the time to take care of ourselves and put our best foot forward. Showing up at work untidy or dishevelled, sends the wrong message to others and essentially says that we can't be bothered to take care of ourselves. This may give a false impression of our work ethic and send an unintended message to others that we are not here to do our best work.

An "I don't care" attitude in the workplace can be discouraging to those around us. Just like a smile, it can spread but in the wrong direction. Exhibiting self-respect through how we show up to others each day shows them that we care and are committed to doing our best work. We are not just setting the tone we are strengthening it and building trust.

### 7.) Don't react. Respond!

We all have our triggers, those little things other people do that frustrate or anger us. Chances are our co-workers are aware of our triggers as well. By learning to recognize our own triggers and developing strategies to manage our reactions, we can respond appropriately. We can choose to steer clear of situations that we are not directly involved in avoiding unnecessary anger and frustration. However, difficult situations are sometimes unavoidable, in which case it is important to make a point of listening to respond vs. reacting too quickly. This approach helps to contain emotional reactions that could just make the situation worse. By being self-aware to our own responses, we are able to manage difficult situations with emotional maturity and civility.

### 8.) Be inclusive.

It's natural to associate with a small group of like-minded people at work. However, some co-workers may be left out of the social dynamic simply because they are not good at making friendships and "small talk". Looking for opportunities to include others that we may not generally socialize with by acknowledging their birthday, inviting them to lunch or asking for their input on projects can go a long way to cultivating civility. Everyone wants to be recognized and have a sense of belonging. It is very rewarding to bridge social barriers to discover new associates and colleagues.

### 9.) The power of humility.

Never shy away from giving others credit when they do a good job. This does not take away the importance of positioning your own contributions. Rather, it develops a reputation for generosity, inclusiveness and allows others to recognize everyone's good work, including your own. Good work often speaks for itself, and there is no need to push others to recognize it in a forceful manner. Humility helps build a reputation that allows people to be agile, productive and respected in organizations. It builds respectful and trustful relationships, which are key to success.

### 10.) Don't allow others to compromise workplace civility.

As important as it is for us to demonstrate the behaviour we expect from others, it is equally important for us to address situations that work against civility in the workplace. If we hear people whispering, gossiping or telling off-colour jokes we need to address it. Having invested in building a civil workplace, we need to be committed to protecting the progress and environment that others have worked hard to create. All of us have a role in making sure that everyone feels comfortable at work. Let's take pride in having an environment in which everyone feels comfortable working in each and every day.





# Letters of Memorial and Recognition

Tributes from Friends and Family for Dr. Barrie Strafford.



## ARCHDIOCESE OF KINGSTON CHANCERY OFFICE

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e-mail: rcabkgn@cwjamaica.com, Website: www.archdioceseofkingston.org

April 27, 2016

Mr. Mike Conroy  
President & CEO  
The Brenda Strafford Foundation  
4628 Montgomery Boulevard NW  
Calgary, AB T3B 0K7, CANADA

DEAR MIKE,

Although death is an inevitable event in our lives, it sometimes comes to us as a surprise. I received the news of my dear friend, Dr. Barrie Strafford with deep sorrow and surprise, even though I was aware that he had had heart surgeries and his health was of concern to all of us.

Dr. Barrie was a very kind and generous philanthropist who was concerned about the wellbeing of the most vulnerable, not only in Canada, but in Jamaica and other parts of the world, and that is why he never hesitated to partner with other groups of like mind. Through the Brenda Strafford Foundation many lives were impacted for good.

I was very privileged to have met and developed close collaboration with Dr. Barrie while I was Bishop of Montego Bay. That collaboration grew into a lasting friendship to the end.

It was only three weeks ago that we were together in Florida at a Dinner hosted by the Friends of Good Shepherd International, headed by my sister Mrs. Marie Buteau, when that group honoured him with the 2016 Humanitarian Award in recognition of his charitable works. I also have fond memories of the enjoyable and memorable time we spent together when I was his guest in Canada last year. I always looked forward to his visits to Montego Bay, when he would give me advance notice of his arrival and invite me to attend meetings and be his guest at his residence. These fond memories and many more, of a dear friend and colleague, will always remain etched in my memory.

I send my deep condolence to his children and other family members, and to you and all his collaborators in Canada who ensured that all his hopes and dreams became a reality and touched the lives of many.

May Dr. Barrie Strafford's memory live on in the programmes he conceptualized, and may his soul find rest, and light perpetual shine on him.

Sincerely in Christ,

Most Reverend & Hon. Charles H. Dufour, DD, OJ, CD  
Archbishop of Kingston

## Condolence Message

Mr Mike Conroy  
President & CEO  
Brenda Strafford Foundation

Please accept my deep condolences on the death of Dr Barrie Strafford, Co- founder of the Brenda Strafford Foundation.

The Ministry of Health and by extension the Government of Dominica is deeply saddened by the death of Dr Strafford as the relationship with Dr Strafford and the foundation extends way back to 1980.

After being introduced to Dominica from a Dominican doctor studying in Jamaica he visited the island many times and through the Brenda Strafford Foundation, to date four health centres have been built and we have been very fortunate have been the beneficiary on multiple occasions of the Foundation.

Indeed, it is with much sadness that we accept the reality that he is gone, but we are confident that the legacy he left behind, as a humanitarian who was willing to extend his blessings to the less fortunate, and fond memories, will serve as an impetus for continued services to the field of medicine and humankind.

We pray that the Good Lord give you strength and courage to overcome this loss and we again extend our deepest sympathies and stand ready to continue to work in solidarity with your Foundation.

HONOURABLE DR. KENNETH DARROUX  
MINISTER FOR HEALTH AND ENVIRONMENT

Good morning,

My name is Judith Johnson, I have been a member of the Brenda Strafford Foundation for 22 years. I have been asked to share a few of my memories of Dr. Strafford with you today.

Years ago when Dr. Strafford had just acquired the women's shelter, I volunteered to help set up one of the rooms with a couple other staff members. We asked for donations, set up the rooms and were able to name the each room. It was a wonderful experience. In appreciation Dr Strafford and Mrs. Jackson took the volunteers to theatre Calgary. It was my first time experiencing a play, it was also the time Dr. Strafford bought me my first rum and coke.

While working at Bowview, we would see Dr. Strafford in the afternoons. He would have his grandson Joel with him quite often. Joel was a regular in the library, always doing his homework. Dr. Strafford would never speak harshly to us but if he saw staff behaving unprofessionally he would immediately let Mrs. Jackson know.

Dr. Strafford always made a point in attending every staff function and letting staff know they were appreciated. A very admirable point to note is that at all the staff functions Dr. Strafford made sure "all" staff were fed before he ate. He still did that even at the last Christmas dinner. He would also help serve staff at the appreciation BBQs.





**Friends of  
Good Shepherd**  
INTERNATIONAL

P.O. Box 278844  
Miramar, FL 33027  
Tel: (954) 441-9886  
Fax: (954) 443-4330

April 30<sup>th</sup>, 2016

Mr. Mike Conroy  
President & CEO  
The Brenda Strafford Foundation  
4628 Montgomery Blvd., NW  
Calgary, AB T3B 0K7  
Canada

Dear Mike:

On behalf of the Board of Directors and members of Friends of Good Shepherd International, please accept profound condolences on the passing of Dr. Barrie Strafford.

Even as we mourn his loss, we are comforted by the fact that his contribution to the enhancement of humanity will live in perpetuity. He was a visionary and philanthropist who inspired others to care for the less fortunate of society.

It was due to his exemplary life of service to others that he was honored with the Friends of Good Shepherd International 2016 Humanitarian Award, at our 20<sup>th</sup> anniversary dinner in Florida, on Saturday, April 02. We will always remember and cherish the memories of this great humanitarian and friend.

We pray that God will comfort his family, and all the members of his respective organizations in this challenging time.

Sincerely,

*Marie*  
Marie Buteau  
President

Friends of Good Shepherd International, Inc.  
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