

The Voice of Happiness

Volume 3. Issue 1. Spring 2017



Spotlight on our Values

People First

We are first and foremost committed to those we serve, one person at a time. We recognize that our people are essential to our success and respect their exceptional effort.

We...

- Believe in a Resident's First Philosophy
- Show compassion and empathy in all of our interactions
- Believe that all have the right to be treated with respect and in recognition of their contribution
- Value each person as an individual
- Respect their aspirations and commitment, and their contribution to teamwork
- Invest in our people, their growth and efforts towards success



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High Tech versus High Touch

eMAR, HER, eHealth, iPads, iPhones, eBulletin Boards – in an ever-changing and digitized world, technology is everywhere in our lives including our work environments. However, it is very important, given the people we serve, that we ensure that “high tech” supports, rather than replaces, a “high touch” approach to our care and services.

The overarching appeal for technology is that it makes us feel more informed, connected and productive. However, there is plenty of evidence that shows that technology, not properly managed, can have negative consequences such as reduced social interaction, privacy issues and work-life balance issues. In health care, implementing technology has produced mixed results leading to patient safety risks, reduced patient/resident interaction, and provider frustration and dissatisfaction.

Introducing information technology into the health care environment should only be done if it supports improvement in areas that are important to us and those we serve. As such, it is important that the introduction of health care technology at The Brenda Strafford Foundation is

done with a focus on realizing intended benefits and improvement in the areas of:

- **Efficiency/productivity** – which allows staff to spend more time with residents and families.
- **Resident/client safety** – such as reduction in medication errors.
- **Resident/client clinical outcomes** – improved health, well-being, and quality of life for our residents and clients.
- **Resident/client and family satisfaction** – in the care and services we provide.
- **Staff/physician satisfaction** – an improved work environment that provides timely access to information, automates some of the work and supports best practices.

It is very encouraging to note that The Brenda Strafford Foundation is well on its way to ensuring that the introduction of new technology results in some of these improvements. The recent implementation of the Electronic Medication Administrative Record (eMAR) serves as a great example.

As a result of a successful implementation of the eMAR system, the risk of medication errors has been significantly reduced resulting in improved resident safety. Additionally, time spent in administering medication has reduced freeing up our staff to spend more time with residents and families. Based on the project evaluation, staff satisfaction has also been enhanced. Overall this project looks to be a success.

As The Foundation implements additional technology, it is our responsibility to ensure that these changes result in real and tangible benefits to our residents/clients, families, and staff and they result in an improved “high touch,” and not just “high tech,” living and working environments.



Mike Conroy
President and CEO

Taking Action on Staff Satisfaction

The Foundation conducts surveys on an annual basis to gather insightful feedback that supports continual improvement in quality, service and satisfaction. Internal surveys conducted by The Foundation across all four Manors over the course of the last few years include Resident and Family, Employee and Physician surveys.

As I conveyed an update on the Resident and Family Experience survey in the last newsletter (Winter 2016-17), this time I would like to share results and actions from the recent Employee Satisfaction surveys. Across the Foundation in 2015, and again in 2016, we heard that employees want to be better recognized, and would like to strengthen the ‘Just and Trusting Culture’ across the organization.

First and foremost, we appreciate all employees in all departments. Our people are essential to our success, and we appreciate their exceptional efforts. In order to create a program that meets their expectations, last summer senior leaders partnered with a team of employees from all four sites to develop

a program that recognizes dedication, hard work and compassion. Over the course of several months, these ideas evolved into the development of the “Celebrate Great!” Employee Recognition program, that we were excited to launch at all four sites on April 3rd, 2017.

Also in follow up to what we heard in recent Employee surveys, The Foundation decided to find out how well a “Just and Trusting Culture” is actually understood and practiced within our organization.

The drivers of developing the Just and Trusting Culture project have been our High Potential Leaders. This group engaged employees across The Foundation in a discussion around what a Just and Trusting Culture means to them, completing focus groups and interviews, and consulting with many employees across various departments to truly understand expectations within the organization. The group then set to work reviewing and developing a Just and Trusting Culture Framework, which focuses on building an environment where everyone feels safe, encouraged,

and enabled to discuss and report quality and safety issues.

The program roll-out is underway, with the goal to realize a “Just Culture” philosophy that integrates a strong sense of respect, transparency and accountability, thus everyone in the organization can trust that there will be a fair and consistent approach in response to issues reported.

The Brenda Strafford Foundation is committed to providing a safe and healthy care environment for our residents that is – just as importantly – also a safe and healthy work environment for our employees.



Jenny Robinson
Chief Operating Officer

What's The Buzz?

News From The Manors



With the blink of an eye, we have already completed the first quarter of the year. As usual, it has been very exciting at Wentworth Manor. Special events have included Valentine's Day parties, Irish School of Dance and St. Patrick's Day Party, Spring Fling, and The Residence has fully implemented a regular intergenerational program with their residents.

The Spring Fling was a success with 110 people of all ages, from young children to adults 90 plus years old. Families enjoyed themselves and had some good quality time together. The tables were decorated with beautiful, colorful tulips gracing the tables. Dinner was excellent, featuring a prime rib dinner buffet and everyone raved about the seafood salad.

There have been major changes in Recreation as hours have changed to include more evening and weekend programming, as requested from the Resident and Family Satisfaction Surveys. One very new program has occurred on The Court, as we have now implemented a weekly Happy Hour with entertainment and hor d'oeuvres provided by the kitchen staff. This has been a highly successful program and have received a lot of positive feedback from residents, families, and staff alike.

In conjunction with the Resident and Family Surveys, Wentworth Manor has created an Admission Team. It is a multi-disciplinary group that will meet with new residents and family members to address immediate questions and concerns on the day that they are admitted to Wentworth Manor.

In February, we also celebrated our Annual International Potluck. Staff members were divided into teams to represent various countries from around the world. The food was outstanding (as always) and some groups represented their countries with beautiful ethnic wear.

Winners of a \$25 gift card to Moxies were: HCA (Residence) – Italy (Best Dressed); and Laundry/Housekeeping – India (Best Table).

Congratulations to Michelle Bourgeois, Phyllis Bigelow, and Whammie Polec-ao, three of our Licensed Practical Nurses nominated for College of Licensed Practical Nurses of Alberta Awards in April. Although they did not win, congratulations on being nominated for this prestigious honour, and thank you for everything that you do on a daily basis.

" The Admission Team did such a wonderful job at making me feel welcome to Wentworth Manor! It was so nice to meet such nice and smiling people. I felt at home immediately! "

~ Mrs. Campbell



Some members of the new Admission Team



Staff Spotlight

Wentworth Manor volunteer Avinash Patel was presented with the prestigious national medal by Governor General David Johnston at a ceremony in Rideau Hall, Ottawa, in April. The Sovereign's Medal for Volunteers recognizes the exceptional volunteer achievements of Canadians from across the country in a wide range of fields.

For over four decades, Avinash has been involved with the Gujarati Mandal of Calgary and he is noted for organizing seniors' activities that enhance their quality of life. Avinash is also an active volunteer for The Brenda Strafford Foundation, running Bingo and leading days trips and other activities over the past eight years.

Avinash has double the reason to celebrate, as he also turned 80 years old in April. Congratulations and happy birthday, Avinash!



The first day of the Intergenerational Program at The Residence



The Irish School of Dance performance on St. Patrick's Day



Fred W. embracing the spirit of St. Patrick's Day



Maryann K. enjoying her lesson on the computer at the designated resident computer



International Potluck Best Dressed (The Residence HCAs) "Team Italy"



Valentine's Day game on The Residence



Audrey and Hank A. enjoying Valentine's Day Tea together



Spring Fling March 2017



Goldie W. pampered at our Spa Day



Lorraine Handford, right, pictured with Bennette Aguirre, Director of Nursing

The Biblio-Therapy group meets once a month at Bow View Manor, co-facilitated by family volunteer Cecil Wontner. In this session residents read poems aloud and share the meanings they have discovered. One resident commented, "I have trouble with dementia, but this is what Yeats means to me..." Other residents agreed with him, and for a moment his face brightened. As others added their thoughts and reactions to the poetry, the group found joy in sharing a meaningful experience.

In February, over 30 residents relaxed and nurtured their mind, body and spirit at our Spa Day. Residents were truly pampered, getting their nails painted and hands massaged, hair styled and makeup applied by our lovely volunteers from MC College and The Esthetic Institute.

Congratulations to Program Manager, Lorraine Handford, for renewing her credentials in Gerontological Nursing with the Canadian Nurses Association Certification Program. Lorraine received her credentials in 2006, and her new certificate is valid until 2021. Certification with the Canadian Nurses Association shows that Lorraine is dedicated to lifelong learning, resident advocacy and professional practice.

"I am a very social person and enjoy being active. I took part in exercise programs, games and cards from the first week. It helps me to get to know the other residents better and I enjoy all the social programs and special activities. It enriches my life and helps me keep my apples up!"

~ Mrs. Peters



Karen and Sebastian Abernethy

Volunteer Spotlight

Sebastian and I started volunteering over a year ago. The gift of joy and thankfulness we have been given as a result of coming here weekly has been such a blessing to us. We thought we were here to help, and how humbling it has been to discover how our own lives have been so enriched just by being here. If you ask Sebastian why it is he likes volunteering his answer is simple, "I like to see the residents smile and sing." Some of his best piano performances have been right here at Bow View.



Four generations of the Lebsack family at the Easter Egg Hunt



Easter Egg Hunt



Easter celebrations



Easter celebrations



Staff and volunteers celebrating Easter



Spring smorgasbord



Spring smorgasbord



Spring smorgasbord

What's The Buzz?

News From The Manors



In February, Tudor Manor welcomed Nicole Baker, a student from Lethbridge College's Therapeutic Recreation in Gerontology program for a 5 week practicum. Nicole was a valuable addition to the team who brought a fresh perspective while achieving her educational goals. Our Recreation Therapy team appreciated the opportunity, while helping to fulfil BSF's strategic goal of enhancing the integration of research, education and clinical practice. We thank Nicole for her contributions and wish her well in her future endeavours.



Nicole Baker helps facilitate an intergenerational program with resident Iris Gough

The luck of the Irish was with us on St. Patrick's Day as residents were treated to a concert performed by the students of Possak-Hampshire School of Irish Dance followed by an Irish Pub Afternoon filled with green beer, Irish music, and a bit of dancing of our own!

Our Spring Fling Lobby Party was enjoyed by residents and families alike as we officially welcomed Spring and also debuted Dr. Strafford's Baby Grand Piano! Talented entertainer Cornelia Sutherland sang songs of the 30's, 40's & '50's, playing piano and guitar. We look forward to having lobby parties every month!

Residents and family were delighted to honour Ruth Collins as she turned 100 in March! Ruth has been a resident of

Tudor Manor since 2013 and continues to be very active and social. When we asked Ruth her secret to living to 100 years of age, her answer was simple. "Be kind to others and take care of yourself." To date, Tudor Manor is proud to have three residents who are members of the "Centenarian's Club."



Ruth Collins celebrated her 100th birthday in March

In April, residents thoroughly enjoyed our lunch outing to the Saskatoon Berry Farm, filled with lots of laughs and delicious food. And residents had fun 'in their Easter Bonnets, with all the frills upon it' (feel free to sing that line!) for our annual Easter Bonnet Parade on Good Friday. Everyone loved parading around in their beautiful bonnets, while singing the "Easter Parade" song, followed by a lovely afternoon social where we enjoyed delicious hot cross buns!



Saskatoon Berry Farm lunch outing



Volunteer Eileen Swan, left, pictured with resident Ada Parsons

Volunteer Spotlight

Eileen Swan, a long standing volunteer with Tudor Manor, was presented with the 2017 Heart of Okotoks Award for her outstanding contributions to Tudor Manor and our residents. The Heart of Okotoks Award recognizes an individual who demonstrates leadership, passion and commitment toward creating a healthy and vibrant community, and who serves as inspiration to others. Eileen certainly fulfills the criteria and more for this award and we are thrilled that she was selected.



Residents Margaret & Charlie Hamilton (married for 69 years) were crowned King & Queen at our Valentine's Dance.



St. Patrick's Day performance by Possak-Hampshire School of Irish Dance



Sam Tucker (RTA), Sylvia Spencer (resident), and Nicole Baker (RT student)



Residents Ada Parsons and Milton Eby have fun making Valentine's with our little friends from Busy Bees Daycare.



Entertainer Cornelia Sutherland plays at our Spring Fling



Easter bonnet parade



Easter bonnet parade



Easter bonnet parade



Easter bonnet parade



Easter bonnet making

What's The Buzz?

News From The Manors



Love, laughter and fun continue this last quarter at Clifton Manor. These last few months have been action packed, and with spring at our doorstep we are looking forward to enjoying the sun!

February, the month of love, brought many smiles with our annual Valentine's Couples Dinner. Couples at Clifton Manor had their photo taken together, and shared in a five star dinner put on by our Recreation Therapy team and Aramark staff. Thank you for making this a special night of love and memories shared for our couples.



Valentine's Day celebrations

February 22 was a special day, as the Kinsmen Club of Stampede City chose Clifton Manor to share their Kinsmen Day of Kindness. This special event was not only for the residents of Clifton Manor, but also shared with the employees. Cookies, cake and coffee were enjoyed by everyone, and we had a special performance from the infamous Steele Scouts! The horses and riders were adored by everyone; one horse managed to sneak himself into our front solarium so those residents who were not able to go outdoors, could still appreciate the performance up close.

St. Patrick's Day was celebrated by green costumes, and of course green cocktails... Thank you to the employees at Clifton Manor who assisted us in having our residents dressed in green to celebrate this traditional event.

Easter is a favoured time of year, not only for the excuse to indulge in chocolate, but for the knowledge of warmer weather to come, fresh flowers, and baby animals; it signifies a fresh start and new beginnings. A celebrated tradition is the Easter Bonnet parade, and Easter festivities with children.

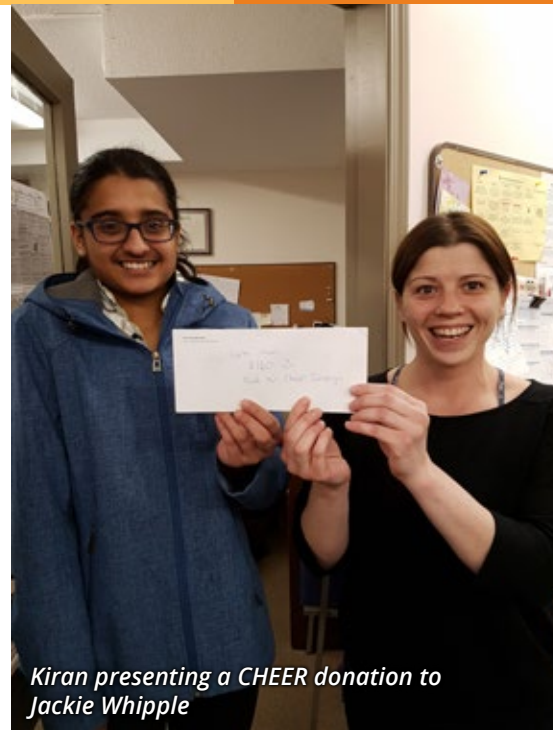
Everyone at Clifton Manor paid close attention to the NHL hockey teams competing for the Stanley Cup, while our own annual hockey game, competing for the Clifton Cup against Keeler School, brought an energy that definitely compares with Calgary's C of Red..."Go Clifton Go!"

In honour of Canada's 150th celebration, Clifton Manor residents are keeping active in the ParticipACTION 150 Play List challenge by taking part in a variety of different physical activities. Congratulations and happy anniversary Canada!

We wish to again let families know that we continue to maintain our family friendly activities. Please join us in our family bingo games the last Saturday of each month. Children are welcome, and there are prizes for those lucky winners! For details, feel free to check out our monthly activity calendars, and posters throughout the site.



St. Patrick's Day celebrations



Kiran presenting a CHEER donation to Jackie Whipple

Volunteer Spotlight

Thank you Kiran Sandhu! Our volunteers truly are the best; their hearts and compassion to our residents continue to amaze us. Kiran is a grade eleven student from a local high school. She learned of our CHEER Campaign and decided she wanted to help out. Kiran coordinated dance recitals and bake sales at her school, raising \$160.00! Thank you Kiran, we are so very grateful!



Steele Scouts at the Kinsmen Day of Kindness



Visitors from BrightPath Kids



Easter Bonnet parade



Resident and horse having a visit



Celebrating Canada's 150th anniversary



Kinsmen Club Stampede City and the Steele Scouts



Steele Scouts at the Kinsmen Day of Kindness



Clifton Cup winners!

Bow View Manor

The renovation project at Bow View Manor commenced in February, 2017, and we entered the next phase of renovations (Phases 5-6) in April, 2017.

In preparation for the 6 months of Phases 5-6 renovations, it was necessary to relocate the nurses' stations and medication rooms on each unit. The nurses' station for Alberta/ Diefenbaker unit is now located in the 1st floor lounge, West wing, in the new building. The nurses' station for the Victoria/Palliser unit is now located in the 2nd floor lounge, West wing, in the new building.

Thank you for your cooperation as we repurpose the resident lounge space to create these temporary nurses' stations. We hope to utilize the lounge as nurses' stations for approximately one year only; it will then be converted back into resident lounges. In the meantime, we invite residents and families to use any and all available common areas at your leisure.

As a result of Phase 5-6 renovations, the East resident rooms on the 1st and 2nd floor will be separate from the rest of the resident population for a period of 6 months. These units have new shower rooms, new nurses' stations/medication rooms, and new temporary dining rooms/recreation rooms located in the old games room on the 1st floor, and in the library on the 2nd floor. Residents will have access to the East elevator to travel off the unit, to events taking place elsewhere in the building or outside.

We want to assure residents and families that our staffing and accountabilities will continue to meet the requirements of Alberta Health Services, and we will continue to provide the quality care you expect. We are here to serve you, our residents and families, and your comments, suggestions and questions are always welcome.

Thank you again for your continued support and cooperation during the renovations.



Dining and multipurpose room

Celebrate Great!

The Brenda Strafford Foundation was pleased to launch our Employee Recognition Program **Celebrate Great!** at all four of our Manors in April. This program was created by staff and managers from across the organization, inspired by the feedback that we heard from employees in our recent Worklife Pulse and Patient Safety Culture surveys.

The Employee Recognition Tree was the first initiative to be launched in April and enables all staff to let the people they work with know their hard work is noticed and appreciated. As well, the managers' On-The-Spot Recognition Cards, also launched in April, are an

another way to celebrate staff doing great work. These are just the first facets of the **Celebrate Great!** recognition program that will be rolling out over the year. Stay tuned for more to come... Keep up the great work and let's all **Celebrate Great!**

Each month all names entered on the **Celebrate Great!** Employee Recognition Tree will be collected for a monthly prize draw for one of three \$10.00 Tim Hortons gift cards at each site.

Congratulations to the lucky prize draw winners in April:



Bow View Manor	Clifton Manor	Tudor Manor	Wentworth Manor Court	Wentworth Manor Residence
Catherine A. Dorjee T. Mayse S.	Jackie W. MarlinB. Trish R.	Barbara L. Emily C. Leo K.	Kinderjit T. Marife B. Joanna S.	Cecile G. Levy B. Maria A.

Here are some highlights from the compliments in April:

- "For taking the time to sit with residents and chat with them at the end of your shift! Saw you in several rooms."
- "Great job getting M.M to smile during music. He was really engaged and still smiling later."
- "Thank you for always helping me when in need. You are a great model for teamwork. Keep up the excellent job."

Vacation Reminder Workplace Wellness

We are now into the 2017/2018 calendar year. Time sure flies!

What this means is that it is time to book your vacation plans for year. If you haven't yet, please review the Vacation Policy in the HR manual on the intranet. The policy outlines all the things you need to know about booking your vacation time.

Taking time off throughout the year is a critical factor in maintaining good health and wellness. It allows you to regroup and take the time to just relax and enjoy time with family and friends. The Foundation encourages all employees to use their vacation entitlements each year. In support of health and wellness, your site management will be ensuring that you are booking your time, and having discussions with you related to vacation time.

If you have any questions, please speak to your Manager, Human Resources Advisor or Scheduler.

An example of living our value – People First – The Brenda Strafford Foundation is committed to enhancing employee physical and psychological health, safety, quality of life, and the overall health and well-being of our employees. We recognize the importance of employee wellness in the workplace and actively promote and encourage wellness among employees.

The Brenda Strafford Foundation believes that healthy employees help to create a healthy organization. Greater health, safety and wellness lead to improved satisfaction and morale, which contribute to a more effective organization. It is important to attract and retain to the best people to provide the highest standard of care to those we serve. This means offering a healthy, safe and supportive work

environment that includes Occupational Health, Safety and Risk Management; Health Management; and Wellness Management.

Some examples of our Wellness policies and programs include:

- Hygiene Wellness
- Health and Safety
- Mental Health Awareness
- Healthy Body Healthy Mind
- Stress Management
- And more!

Be sure to review The Foundation's new Workplace Wellness policy available in the HR Manual for more information, or talk to your manager or HR advisor.

Alberta Seniors Advocate Visit

Dr. Sheree Kwong See was appointed by the Government of Alberta as the Alberta Seniors Advocate on September 1, 2016. The functions of the Office of the Seniors Advocate include:

- Provide resolution support to senior Albertans and their families
- Actively seek feedback from seniors groups on issues of importance
- Provide policy advice and make recommendations to the Government of Alberta to improve services and programs

On February 16, 2017, Dr. Kwong See and Leslie Sorenson visited The Brenda Strafford Foundation to provide more information on her new role. She met members from The Brenda Strafford Foundation board and the executive team including Norma Jackson, Mike Conroy, Jenny Robinson and Joan McGregor. The history of The Brenda Strafford Foundation, our research and innovation platforms and current initiatives such as the Dementia Friendly Communities Proof of Concept Project were discussed. We look forward to further exploring opportunities for collaboration and sharing progress on initiatives with Dr. Kwong See.

For more information about the Seniors Advocate Office, visit seniorsadvocateab.ca



Alberta Seniors Advocate
Dr. Sheree Kwong See.
Picture courtesy of the Government of Alberta.

Recreation Therapy Innovation Day 2017

February 22, 2017 marked The Foundation's first-ever Recreation Therapy Innovation Day. 29 participants from across the organization came together – during Recreational Therapy Month – to get to know each other, brainstorm, and review current and emerging practices locally, nationally and internationally.

"I feel appreciated and inspired to create new innovative programming to make a difference in the lives of our residents."

Presentations included:

Mike Conroy, President and CEO – *Opening Remarks*

Dr. Mary Jane Shankel, Medical Director, The Brenda Strafford Foundation – *Importance of Recreation Therapy for Seniors*

Sherry Little, Recreation Therapy, Tudor Manor – *Advocating for Profession & Changing Misconceptions of Recreation Therapy*

Lisa Tom, Recreation Therapy, Bow View Manor – *Music Care*

Tessa Donnelly, Recreation Therapy, Clifton Manor – *Care Planning and Programming for Lower Functioning Residents*

Pamela Anderson, Recreation Therapy, Wentworth Manor – *Tai Chi Exercises and its Benefits*

Navjot Virk, Research and Innovative Practice Coordinator – *Innovations in Recreation Therapy and Closing Remarks*

"A great reminder of the importance of what we do every day, and how important RT is in everyday life, not just at work, but for everyone."

A huge shout out to all of the Recreation Therapy teams who helped make this day happen and for everything you do each for our residents each and every day. We are proud and lucky to have an amazing Recreation Therapy Team at The Brenda Strafford Foundation.
#youarethecake.



Dr. MaryJane Shankel and CEO Mike Conroy with Kayla, Teri and Pamela.



Dementia Friendly Communities Coordinator for Okotoks



Jennifer Mallamo, Dementia Friendly Communities Coordinator (Okotoks)

Welcome, Jennifer Mallamo – The Brenda Strafford Foundation's new Dementia Friendly Communities Coordinator for Okotoks.

Hi, I'm Jennifer Mallamo. I am passionate about working with Seniors and advocating for their optimal care. When I'm not acting in the role of Dementia Friendly Communities Coordinator – Okotoks, you may find me at the Okotoks Seniors Club line-dancing, or heading out with one of my senior friends for fresh finds at the Farmer's Market.

As for my role with BSF, Dementia Friendly Communities is an initiative close to my heart. The purpose of the

2 and a half year project is to build community capacity in Okotoks, with the goal of supporting individuals to age-in-place. I am working closely with community members to raise awareness about, and reduce the stigma of Dementia.

It's awesome to be a part of this exciting initiative! I anticipate getting to know many of you throughout the BSF facilities. Do you have ideas about how to assist Okotoks in becoming a Dementia Friendly Community? Would you like to know more about the project? I am located at Tudor Manor, and would welcome your insights!

Calgary Westhills Dementia Friendly Communities Launch

On February 23, 2017, the Dementia Friendly Communities Launch event took place in the Calgary Westhills communities of Signal Hill, Strathcona, Christie Park and Aspen. The purpose of the launch event was to raise awareness of the Dementia Friendly Communities project in the local community, and provide feedback to the community about the initially identified key initiatives for the Proof of Concept project work plans. Over 75 participants were in attendance.

The main event featured panel presentations by Emma Richardson (Dementia Friendly Communities Coordinator – The Brenda Strafford Foundation); Bryan Gilks (caregiver and Co-Chair of Calgary Westhills Alliance Group); and Dianne Cooper-Ponte (Community Relations, Calgary Seniors Resource Society); followed by a Q & A period from the audience moderated by Kathy Underhill (SCA Community Association and Calgary Westhills Alliance Group member). Opening remarks were provided by Mike Conroy (President and CEO, The Brenda Strafford Foundation), and closing remarks by Councillor Richard Pootmans (Ward 6).

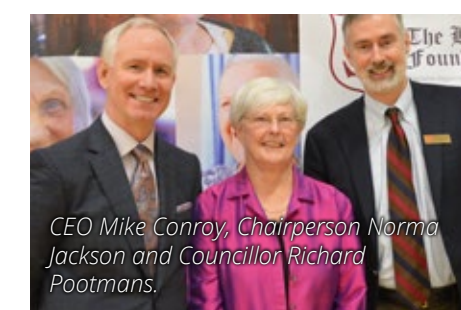
The event also included an information booth reception profiling various resources available in the community

The Dementia Friendly Communities Project is a unique community engagement initiative to review available supports, identify gaps and marshal Dementia Friendly Communities for the first time in Alberta. If you would like more information, or to find out how you can be involved in the initiative contact navjot.virk@straffordfoundation.org

This project is made possible thanks to funding support from the Government of Alberta, Alberta Health Services and Alberta Innovates, in addition to funding by The Brenda Strafford Foundation.



Dianne Cooper-Ponte, Bryan Gilks, Kathy Underhill and Emma Richardson.



CEO Mike Conroy, Chairperson Norma Jackson and Councillor Richard Pootmans.



The Information Booth reception



Kim Brundrit, Dementia Network Calgary, and Barb Ferguson, Alzheimer Society of Calgary.

Dementia Friendly Communities and Rundle College

Students from Grade 11 Rundle College came to visit residents living with dementia at Wentworth Manor (Royal Oak), with care packages and homemade cards made as part of their 'Curricular CAUSE Club.' This is an example of a collaboration developed as a result of the Dementia Friendly Communities initiative.



Did you know... Change Management Toolkit

Did you know that we have a Change Management toolkit. The toolkit is intended to be a guide when implementing changes within The Brenda Strafford Foundation. Do you have any stories where you have used the toolkit? Any feedback and thoughts on the toolkit? We would love to hear from you – contact navjot.virk@straffordfoundation.org



Spotlight on Quality Improvement Falls Prevention

Falls are a leading cause of injury for seniors and can result in disability, chronic pain, loss of independence, reduced quality of life and death. Falls among adults aged 65 and older are three times more frequent for those who live in a Long Term Care Facility than those living in the community. Reducing falls and falls with injury is a goal for all Manors as we try to keep our residents safe.

How is The Brenda Strafford Foundation Doing?

The Fall Rate is calculated by the number of falls at each Manor in the quarter for every 1000 resident days. The Fall Rate has decreased at all Manors, with the number of residents who experienced a fall decreasing between Q3 (October-December 2016) and Q4 (January-March 2017). There was also a reduction in the number of hip fractures experienced as a result of falls.

Each Manor continues to work hard to further reduce the number of falls and related injuries.

The KNOW More Falls program was officially rolled out April 1, 2017. This important initiative will help prevent falls and keep our residents safe. Staff review Fall White Boards located in the report rooms at the start of every shift to see who is at high risk of falling. Don't forget to look for the falling leaf symbol wherever you are in the building to help you identify who is at risk for falling and act if you unsafe.



2017 Quality Improvement Mug Winners

Congratulations to the winners of the 2017 Quality Improvement Mugs, awarded to staff who brought forth a suggestion/process which was implemented and improved resident/client care or the work environment.

Bow View Manor

Sarah Allen
Bartolome Junalin
Meghan Deschner
Susan Pilker

Wentworth Manor

Ashley Dalla Costa
Kate Jeffrey
Alma Boutilier

Clifton Manor

Dawn Chua
Navdeep Garcha
Surjit Naya
Michelle Banni

Tudor Manor

Richard Millar

Abstract and Presentation Corner

Congratulations to Bennette Aguirre, DON, Bow View Manor, who presented in April to the Continuing Care Quality Service Committee on Appropriate Use of Antipsychotics. She shared the results and the excellent work done by all of our staff in sustaining this initiative.

Congratulations to Heather Nelson, DON, Wentworth Manor, who presented a poster presentation on the End of Life Palliative Care Framework at the Mary O'Connor Conference. Heather also shared the initiative with the Regional Palliative Care Committee.

Fundraising, Communications & Volunteers

Introducing New Team Members

Julie Arnold joined The Foundation in March, in a permanent position as Manager, Communications and Marketing. Julie has a Bachelor in Applied Communication (Marketing and Communication) from New Zealand, and has completed further courses in public relations, marketing, and strategic management in the non-profit sector. Most recently, Julie was the Communications Coordinator for Special Projects with Hotchkiss Brain Institute at the University of Calgary. Prior to that, she was a Project Manager/Account Executive with creative design agency, Impello Inc.

Bobbi Turko joined The Foundation in April, on a long-term contract until the end of December as Manager, Fund Development. Bobbi is the Founder of Fuse Consulting, whose focus is providing fund development advice and support to non-profit charities and corporations. Prior to this, she held a number of senior fund development roles with the Calgary Health Trust for over 12 years, and subsequently with the Metropolitan Calgary Foundation Housing for Seniors (now Silvera for Seniors). Bobbi is an active community volunteer having founded and providing leadership for I Can for Kids, a charity focused on ending summer hunger for school aged children. She is also an active member of the Association of Fundraising Professionals.

2nd Annual Golf Classic

The Brenda Strafford Foundation is hosting our 2nd Annual Golf Classic and we invite you to join us for 18 holes of unlimited fun!

- August 22, 2017
- Blue Devil Golf Club
- Scramble shotgun start: 8:00 a.m.
- \$195 per golfer includes: 18 holes, golf cart, practice tee, gift and buffet lunch.

In 2016, our tournament raised \$25,000 for Dementia Friendly Communities, an incredible success for the inaugural year. This year, tournament proceeds will support therapies that stimulate and engage seniors in positive social interactions, improve mobility outcomes, and enhance quality of life for our long-term and dementia care residents.

Space is limited. Register your team today! Go to www.straffordfoundation.org

Interested in sponsorship opportunities for this amazing day of golf? Download a Sponsorship Package available at www.straffordfoundation.org or email golf@straffordfoundation.org for more information.



Volunteer Superstars!

On April 10, the red carpet was rolled out for our superstar volunteers who came together from across all divisions of The Foundation to celebrate Hollywood-style at our annual Volunteer Appreciation Dinner, hosted this year at Tudor Manor.

Volunteers from The Brenda Strafford Foundation's four seniors care sites, and volunteers from The Brenda Strafford Society for the Prevention of Domestic Violence, contribute countless hours throughout the year to support the delivery of various programs and services. Their generous contributions of time, skill and talent provide immeasurable impact on the happiness of our residents and families, and enhance the quality of life of those we serve. In recognition of their service, our annual Appreciation Dinner is our turn to serve our volunteers as a gesture of thanks for all that they do.





The Brenda Strafford Society for the Prevention of Domestic Violence operates a second-stage shelter for women and their children who have fled domestic violence. The Brenda Strafford Centre offers a safe and secure environment. During their six-month stay at the Centre, women and children are provided with programs and services in a supportive yet independent environment.

Programs and services include:

- Second-Stage Shelter
- Progressive Housing
- Child & Youth Counselling Programs
- Child Care Programs
- I Am Courage - Speaker Program
- Volunteer Program

International Women's Day: Signature Event

On International Women's Day, The Brenda Strafford Society hosted a Gala Celebration full of fun, prizes, food and drink. Over \$35,000 was raised for the Centre. Huge thanks go out to all attendees, our sponsors, volunteers and the organizing committee. The event was emceed by the wonderful Leslie Horton of Global Calgary and included a speech from Mayor Naheed Nenshi and a standout performance by violin virtuoso Angela Ryu. Undoubtedly the most poignant part of the evening was a heartfelt address by a Centre resident telling her story of how the support she received led to personal growth resulting in the strong, confident person she is today.



Mike & Sue Conroy & Norma Jackson welcome RBC Wealth Management's Leib Zeisler & wife Bettina



Brasso Nissan's Kirby Soon & wife Laura Lee Ruttle & guests Greg & Theresa Schneider.



Accenture friends — too numerous to list here — their support at the event & year round through Skills to Succeed workshops is truly appreciated.

Did you know... The Brenda Strafford Foundation owns and supports a range of health care services in the Caribbean.

Haiti Institut Brenda Strafford



The Institut Brenda Strafford in Les Cayes, Haiti, specializes in ophthalmology and ear, nose and throat care. A ceremony, attended by local dignitaries including Cardinal Chibly Langlois from Les Cayes was held to mark the official opening of the expanded clinical space at The Institut. The new space provides for a dedicated operating room and inpatient space for ear, nose and throat services, and Ophthalmology.



President and CEO Mike Conroy is pictured with Administrator, Margaly (Maggie) Constant-Edma, on his recent visit to the West Indies operations in May, 2017.

Jamaica Primary Medical Facility and Dental Clinic



The Village of Hope in Montego Bay, Jamaica, is home to The Brenda Strafford Medical Centre which provides primary medical and dental services, as well as a 22-bed hospice for HIV, cancer and other palliative patients.



Miss Daisy celebrated her 100th birthday in October, 2016, and is affectionately known as "the mother of us all" at the Hope Hospice. She has been a resident at the hospice since 2014, where she receives medication management and care after her house was gutted by fire and she had nowhere to live. Miss Daisy is pictured with President and CEO Mike Conroy, on his recent visit to the West Indies operations in May, 2017.

Dominica The Brenda Strafford Eye Centre



The Brenda Strafford Eye Centre at Princess Margaret Hospital, Roseau, provides ophthalmology services at the only large acute care hospital in Dominica. Construction has broken ground on the adjacent land owned by The Brenda Strafford Foundation to build a new Brenda Strafford Eye Centre, in partnership with the Dominican Government, as part of the hospital redevelopment project.



Local nurse at one of four medical clinics built by The Brenda Strafford Foundation in Dominica.

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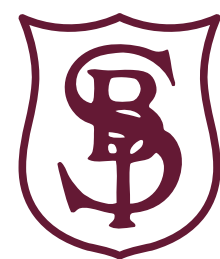
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- Bubble Wall
- Musical instruments– including drums, bells etc.
- Television Screen for the Rem Room
- Decorations for the Rem Room

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HELP US RAISE \$35,000 BY SUMMER 2017!

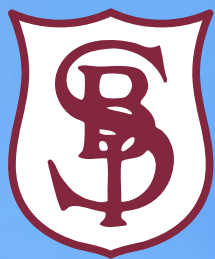
Contact Recreation Department or Reception to find out how to donate, and pick up a brochure for more information.

Erin Bates
Recreation Department
403-272-9831
Erin.bates@straffordfoundation.org



The Brenda Strafford Foundation Ltd.

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The Brenda Strafford Foundation 2nd Annual Golf Classic

August 22, 2017

Blue Devil Golf Club

Shotgun Start: 8:00 a.m.

Benefitting therapies that enhance
quality of life for our long-term and
dementia care residents.

Register today!

straffordfoundation.org

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