

A Guide for Creating
Dementia
Friendly
Communities
in Alberta

www.dementiafriendlyalberta.ca





Pursuit 2021 2018-2021 Strategic Plan

People First

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

Engagement

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

Compassion

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

Our Values

Quality

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

Leadership

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

Philosophy

The preservation of dignity and the pursuit of happiness.

Mission

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

Vision

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

Strategic Goals for 2018-2021

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

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Message from the CEO

Every year, The Foundation creates an annual action plan with initiatives to support our Strategic Goals. We recently reached the halfway point of The Foundation's current 2019-20 activity year.

This is a significant milestone for The Foundation, because it also marks the halfway point of 'Pursuit 2021,' The Foundation's three year strategic plan (2018-2021).

I am pleased to present as follows an overview of our 2018-2021 Strategic Goals, and a few highlights of the current 2019-20 initiatives taking place to achieve progress in these areas of priority.

Thank you all for your many contributions and collaboration to advance these important initiatives, supporting the successes of Pursuit 2021, and The Brenda Strafford Foundation's legacy of excellence.

In January, The Foundation will commence our annual planning for the 2020-21 activity year, setting new objectives to help us further our successes for the third and final year of Pursuit 2021.

In the meantime, as we approach the busy holiday season, I look forward to spending time with our staff, residents and families at the many upcoming Christmas events taking place throughout The Foundation. I wish you all a Merry Christmas and a happy and safe New Year. Once again, thank you for your hard work and contributions to the successes of 2019, and I look forward the ongoing growth and developments that the new year will bring.

Mike Conroy
President and CEO



Pursuit 2021 Midway Progress Report: 2019-2020 Highlights



1. Achieve excellence in quality of care and living

We will enhance services and programs that optimize the well-being of our residents, with emphasis on continuous quality improvement, safety and innovative approaches to care.

Ongoing development and implementation of 'The BSF Way,' to enhance our person-centred approach to care and services to optimize well-being and enrich lives, including:

- **Introduction of Process Improvement Teams (aka 'PIT' Teams) at all of our Manors to empower frontline, interdisciplinary teams to improve the delivery of care and services in various areas such as dining, recreation, restorative care, and the physical environment.**
- **Developing a programmatic approach to guide the delivery of our care, services and environment with an initial focus on developing a Dementia Program.**

A focus on reducing the number of falls has been achieved through a successful pilot project undertaken by an interdisciplinary team at Tudor Manor, resulting in 18 recommendations being adopted into an updated falls policy now being implemented at all sites. Some of these recommendations include:

- **HCA's conduct an environmental scan upon move in with new residents**
- **Providing a Falls Prevention Guide to residents and families**
- **Changing the safety incident report, and much more...**



Efforts to reduce call bell response times include:

- **Selection of a new provider for a Call Bell System, to be introduced at the new Cambridge Manor, and replace the existing system at Bow View Manor, as a trial before introducing at all sites.**
- **Introduction of site specific interventions to achieve the target of response within 4 minutes, resulting in notable success at Clifton Manor (2:14) and improvements at Tudor Manor (4:21)**

A Survey App was successfully trialed at Clifton Manor as a way to capture time-sensitive feedback on resident and family satisfaction. The Survey App has been introduced at all Manors, with iPads stationed at reception and used by staff at other point of service to gather timely feedback on resident and family satisfaction.

2. Increase resident, family and community engagement

We will deepen the level of engagement and collaboration with all of our partners, including residents and families, with a focus on our approach to person-centred care and services and enhancing partnerships in the community.

A focus on providing new and enhanced opportunities for residents to participate in meaningful recreational activities based on interests, potential and aspirations, including:

- **A Wine Club led by family volunteers, and a Life Long Learners Club with guest speakers based on topics of interest to residents, have both been initiated at Bow View Manor.**
- **Drumming Circles have been introduced at Bow View Manor and Wentworth Manor, after the demonstrated popularity and success of the Clifton Manor Drumming Circle and Resident Drumming Band performances.**
- **'Music and Memory' individualized music therapy programs and 'Tovertafel' interactive game technologies have been introduced at all Manors.**

A pilot project was completed at Bow View Manor trialling a Resident and Family Portal to increase information sharing capabilities. Evaluation of the pilot found:

There is interest for an online portal, however more benefits would be seen once there is additional functionality and information available. The Foundation will revisit this initiative in the future, once the Electronic Health Record (EHR) project is complete, meaning more digitized data from charts would be available, and future enhancements to the software will provide improved functionality.

Pursuit 2021 Midway Progress Report: 2019-2020 Highlights

3. Develop and support our people and teams

We remain committed to supporting and engaging our people through continuous learning, education and professional development to enhance quality of care, support a culture of person-centered care and ensure services reflect our values.



Supporting a culture change that reflects our Values and The BSF Way, including initiatives such as:

- Changes to hiring practices and employee recognition programs to reinforce our principles of The BSF Way.
- Customizing a leadership development training program in partnership with Conestoga College for established and emerging frontline leaders.
- Developing an internal staff development program (to be launched soon) to support our people to live by our 'BSF Way Commitments.'

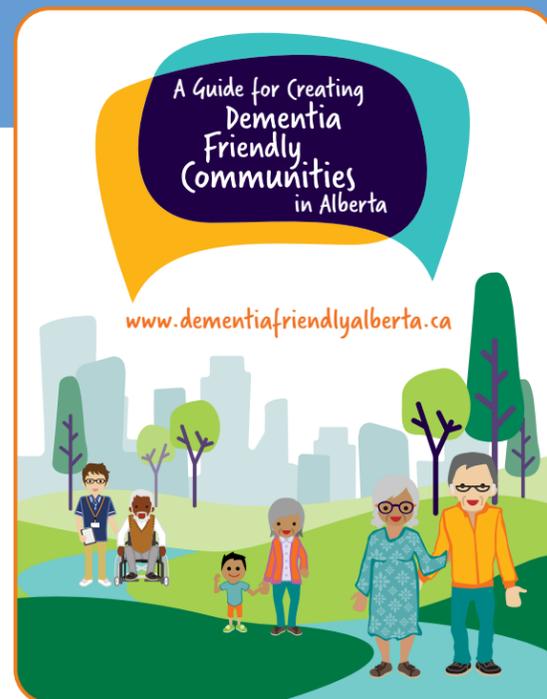


A comprehensive review of Education Department services and processes has been undertaken to optimize education and staff development activities. Recommendations have been identified to create an action plan for improvement.

4. Diversify and expand to better meet changing community needs

We will continue to identify and expand services that will better serve the needs of the community, including supporting people to stay in their homes as long as possible, as we seek new ways to share our expertise and build capacity in the communities where we operate.

- Completion of the Dementia Friendly Communities pilot project and launch of 'A Guide for Creating Dementia Friendly Communities in Alberta' (available online at www.dementiafriendlyalberta.ca) that includes tools and resources to support the spread of Dementia Friendly Communities throughout the province.
- Using our learnings from Dementia Friendly Communities, we are developing a plan for "Elder Friendly" community services to support seniors to age-in-place in the community surrounding Bow View Manor and Clifton Manor as our initial focus.



5. Enhance innovation through research, best practices and investments in technology and infrastructure

We will continue to engage with industry partners to support the advancement of research and evidence-based practices, and to explore and adopt new technologies that enhance care, safety, physical environment and quality of life.

- Continued construction of Cambridge Manor, scheduled to open Spring/Summer 2020 at University District, with an enhanced focus on research, education and innovation in close collaboration with University of Calgary.
- Completing the design of Clifton House as the first phase of the 'Clifton Village' redevelopment plans, scheduled to start construction early in 2020, supporting aging-in-place and celebrating the unique, rich cultural diversity of the community.
- Implementing the Electronic Health Record system in Long Term Care, and implementing a business intelligence solution, to optimize processes and use of information.



6. Optimize financial resource stewardship

We value our charitable status and will continue to support charitable endeavours, while developing methods to optimize operations, maximize resources and pursue new revenue sources including growing the culture of philanthropy in The Foundation.

- Enhancing the profile and contribution of fund development in The Foundation with an increased focus on accessing new revenue streams through grants applications and fundraising campaigns.
- A comprehensive review of the BSF volunteer program has been completed, with recommendations to be implemented to optimize the invaluable contribution of volunteers.



Innovation, Research & Quality



The DFC Project was a 2 ½ year pilot project in the areas of Calgary Westhills and the Town of Okotoks. The goals of the pilot project were to build community capacity to support individuals to age in place in the community, and supported by the community, while raising awareness of dementia and reducing stigma.

The wrap-up celebration for the Dementia Friendly Communities Pilot project took place at the new downtown public library on September 20, and the event was well-attended by approximately 90 project partners, funding partners, government officials, BSF staff members, and community members.

Community member Neil Godfrey shared his first-hand experience of living with joy, value and purpose while facing Early Onset Alzheimer's, and a panel of pilot project community partners addressed the impact that was made throughout the project. With a delicious lunch and live entertainment, the event was a huge success.

Attendees heard highlights of the project successes, and an overview of phases based on our key learnings with the official launch of A Guide to Creating Dementia Friendly Communities in Alberta.

Project deliverables included the guidebook (printed copies available through BSF and download via the website) and online resources including the website www.dementiafriendlyalberta.ca featuring an eLearning Course designed to support communities and organizations interested in pursuing dementia friendly activities in their community.

The project is in its last phase of spreading and scaling across Alberta, with numerous communities already having indicated interest, including Innisfail, Westlock, Provost, Red Deer, and more. Support will continue to be offered for 'early adopter' communities, alongside the existing areas of Westhills, and Okotoks until the end of March 2020.

A very special thank you to each of you who have played a part in this very important project!



"Dementia Friendly Communities help seniors and others living with dementia to stay active and connected to the hamlets, towns and cities they call home. This guide will have a long-lasting impact on Albertans with dementia, their caregivers and the broader community."
 - Josephine Pon, Minister of Seniors and Housing

"Alberta Innovates (AI) is pleased to play a partnering role in supporting the Dementia Friendly Communities project. Healthy seniors create healthy and vibrant communities. AI's key investment not only benefits those with dementia, but also their families, caregivers, and communities around Alberta."
 - Brenda Kenny, Chair of the Board of Directors, Alberta Innovates

"As our population continues to age, it's even more important to have resources to help families, caregivers and healthcare professionals better support and understand the challenges those living with dementia may have. AHS is a proud partner in this work, and this just continues to prove we can always provide more to support Albertans."
 - Dr. Jim Silvious, Provincial Medical Director, Seniors Health, Alberta Health Services

Visit www.dementiafriendlyalberta.ca



Norma Jackson, The Brenda Stafford Foundation Board Chair



Community Impact Panel



Case Studies on display



Representatives of Funding Partners from left: Norma Jackson (BSF), Helen Lightfoot (AHS), Brenda Kenny (Alberta Innovations), Hon. Josephine Pon (Minister of Seniors and Housing), Jenny Robinson (BSF).



Innovation, Research & Quality

Alberta Continuing Care Association 2019 IQ: Inspiring Quality

In October 2019, representatives from The Brenda Strafford Foundation presented at the Alberta Continuing Care Association's annual 'Inspiring Quality' conference in Red Deer.

Navjot Virk, Manager of Research and Innovative Practices (BSF) in partnership with Marlene Raasok, Senior Advisor in Innovation, Entrepreneurship and Collaboration (Research Institute for Aging) and Dr. Sienna Caspar, Associate Professor in the Faculty of Health Sciences (University of Lethbridge) presented a Pre-Conference Workshop: *Quality of Living for Residents: Mobilizing Continuous Improvement and Leadership by Direct Care and Service Providers Makes a Difference for Mealtime Experiences and Beyond!*

Kim Weich, Program Manager (Tudor Manor) presented an oral abstract presentation: *Know More Falls - Reviewing falls and best practices to revise fall program in supportive living.*

Fran Chouinard, RN Nursing Supervisor (Bow View Manor) and Michelle Bourgeois, LPN (Wentworth Manor) presented an oral abstract presentation: *Sharing the lessons learned of a comprehensive Palliative Care Program Initiative in Long Term Care and Supportive Living.*

Thank you for your contributions to sharing knowledge and inspiring quality at the ACCA conference!

Case Study: Using Electronic Medication Administration Record to Enhance Medication Safety and Improve Efficiency in Long-Term Care

Congratulations to Liping Fei, Andrea MacNeil and Jenny Robinson who published a paper in the Canadian Journal of Nursing Leadership in the June 2019 edition with a special focus on Nursing and Digital Health. Nursing Leadership 32(2) June 2019 : 102-113. doi:10.12927/cjnl.2019.25958

Abstract

The electronic medication administration record (eMAR) has been used in hospitals and acute care facilities in Canada for over a decade. Unfortunately, the Canadian continuing care sector has been slow to adopt eMAR usage.

Medication delivery in long-term care has traditionally been through paper-based orders and manual documentation in the paper medication administration record. The effectiveness of this manual system as it relates to medication incidents, patient safety and nursing efficiency is not well understood because most of the information is based on anecdotal evidence.

Peer-reviewed scientific literature supports the premise that the eMAR, compared to the MAR, is more efficient, significantly reduces medication incidents, promotes patient safety and improves workflow efficiency.

In April 2016, the Brenda Strafford Foundation committed to implementing the eMAR at each of our three long-term care facilities to improve medication delivery, reducing and eliminating medication incidents and evaluating the benefits of the electronic system. Under the direction of the clinical team, including nurses, physicians, pharmacists, and the software provider/vendor, an electronic system was developed and new processes for medication delivery were instituted within eight months of starting the project.

Since the past year, the evaluation of the eMAR at the Brenda Strafford Foundation demonstrated a reduction in medication delivery time allowing for more time for direct care and a decrease in medication incidents, which directly affects resident health and safety. Nursing and the healthcare aides trained in medication management were surveyed and indicated that the eMAR provides a holistic view of the resident and provides important information readily available to improve the quality of resident care.

Read the full Case Study at www.longwoods.com

The BSF Way: PIT Team Highlights

A Process Improvement Team (PIT) is an interdisciplinary team of frontline staff who are focussed on making improvements in the delivery of person-centred care and services, in partnership with residents and families. The Brenda Strafford Foundation is facilitating PIT teams throughout all four Manors to enhance our care and services in various areas.

Tudor Manor – Recreation Therapy and Enhancing Environments

- Focusing on making the building feel more home-like
- Painted walls happy bright colors
- Family tree on the wall
- Trialling 'True Doors' decals designed to enhance a warm and familiar homelike environment
- Added pictures and artwork to the walls to create a more stimulating and attractive environment
- Created the Melrose Tea Room so that residents and staff can enjoy treats, coffee, tea and more importantly, each other's company



Welcome Carolyn Mondoux

Carolyn Mondoux joined The Brenda Strafford Foundation in September 2019 as the interim manager, Quality Improvement.

Carolyn was recently the Manager, Quality and Patient Experience with Hôpital Montfort in Ottawa, Ontario. In this role she was responsible for the Patient Experience Program and developing innovative approaches to enhancing patient satisfaction and supporting the ongoing pursuit of operational excellence. Her prior professional experience includes roles in planning new models of care, providing lifestyle education focused on nutrition, and various roles with the federal government including Health Canada.

Carolyn is a Registered Dietitian and has a Bachelor's Degree in Biology, a Bachelor's Degree in Nutrition Sciences, and a Master's Degree in Health Administration from the Telfer School of Management at the University of Ottawa. She is Lean Green Belt certified and is passionate about collaborating with teams to improve care and services.

Carolyn is married with two young children and her family recently relocated to Calgary from Ottawa.

Wentworth Manor – Care Process/Dining

- Introduced a continental breakfast buffet that has been popular with residents
- Rearranged bathing schedule with resident input to help streamline routines
- Started PIT on Residence main
- Trial eliminating daily order sheets
- ADP helping in dining room – residents enjoy having new face to chat with

Clifton Manor - Dining

- Removing clutter and excess furniture
- Support more a more homelike environment by arranging tables
- Large print daily menu board as per resident request
- OMA art work on walls
- Tablecloths on table to support fine-dining experience

Bow View Manor – Restorative Care

- Successfully trialed and rolled out restorative care electronic care form
- Reducing documentation by assessing what is value add
- Trialling new KPIs



BSF conference delegates at the Awards Gala pictured with Shannon Luc, who was named a finalist for Care Provider of the Year.

Fund Development and Communications

Music and Memory Program

In February 2019, The Brenda Strafford Foundation was awarded a grant by the Calgary Foundation to offer a Music and Memory program to our residents living with dementia.

Music and Memory is a certified program that trains and helps implement personalized music to help improve the quality of life for those in care. There is growing evidence that a personalized music program gives professionals one more tool in their effort to reduce reliance on antipsychotic medications. Ongoing research and evaluation of Music and Memory in care organizations shows consistent results:

- Participants are happier and more social
- Relationships among staff, participants and family deepen
- Everyone benefits from a calmer, more supportive social environment

Since receiving our grant, a team of volunteers, staff, residents and families have been working together to implement this program for the people that need it the most. Creating personalized playlists, through consultation with residents and their families, we have been able to offer over 120 residents across our Manors this exciting program. Each participant has been given their own MP3 player, loaded with this playlist to listen to whenever they would like.

As of October 1, we have successfully launched this program at all four of our Manors. We are excited to see the benefits of this program with our residents. The feedback has been positive, with staff and residents saying they have been able to see benefits of the program right away.

If you or your loved one is interested in joining this program, please speak to the Manager of Recreation Therapy at your Manor.



Resident enjoying his personalized playlist



Mural Celebration at Wentworth Manor

Wentworth Manor celebrated the completion of its woodlands-inspired mural, made possible thanks to funding support from the Calgary Foundation's Neighbourhood Grants Program. Residents and families at Wentworth Manor were joined by special furry guests from the Butterfield Acre in August to celebrate the occasion.



Creating a vibrant neighbourhood, indoors.

Story courtesy of the Calgary Foundation "20 Year, 20 Stories" Neighbourhood Grants Program Impact Report.

Creating homey spaces is important for people living in hospitals and long-term care facilities. Too often, common spaces tend to be clinical looking, generic and impersonal. For many, especially those living with dementia in secured units, these areas become the neighbourhoods where they can engage in camaraderie and enjoy a sense of place.

The Brenda Strafford Foundation brought placemaking techniques into their dementia care neighbourhoods to see if residents would reap the rewards of feeling more connected to a place

by playing a key role in its design. Thinking of the therapeutic value and joy of art, they began a participatory mural project for lounges in two of their facilities.

The project connected local artists with residents and their families, as well as staff and the wider community members to discuss potential ideas. The artists then developed concepts, invited feedback, and led communal painting exercises that have already resulted in three large-scale murals. The first mural is a playful nature scene featuring mountains and wildlife – a familiar landscape for Calgarians.

Catherine Laing, manager of fund development at The Brenda Strafford Foundation, said that the time shared with artists and community members as the murals were being planned and painted had a positive impact on many residents.

"These murals are in spaces where people gather, and they have conversations about the art without it feeling forced."
~ Catherine Laing

Human Resources



One of our core values is 'People First.' We recognize that our people are central to our success, and we appreciate the contributions of our people to improve the care, services, and living and working environments for our residents, families, visitors and each other at The Foundation.

The Celebrate Great Employee Recognition Program is an example of your feedback in action. First launched in 2017, the Celebrate Great program was created by staff and managers from across the organization, inspired by the feedback we heard from employees in our Worklife Pulse and Patient Safety Culture surveys.

Earlier this year, the Recognition Committee, along with some representatives from Senior Management, came together to evaluate and seek feedback from the Manors to enhance the Celebrate Great program. With the help of your feedback, we are pleased to reveal some new changes to the program.

What's new with Celebrate Great?

- New 'Celebrate Great' internal recognition cards have been created to focus on specific themes including: Living Our Values, BSF Way in Action, Safety Star, Great Idea, and Above and Beyond! You can pick whichever card you think works best for the situation you are recognizing someone for.
- These new recognition cards have a 'tear-away' panel to complete and post on the Celebrate Great Recognition Tree in the staffroom. Once you've torn off the panel for display on the Recognition Tree, in the remainder of the card you can write a private thank you note that you can give directly to the person for them to keep.
- The previous Manager Recognition Postcards are being combined with the Staff-to-Staff Recognition Tree cards. Managers will use these same new recognition cards, which means if you get a personal thank you note from your manager, there will also be a card displayed on the Recognition Tree.
- A new Resident and Family 'Celebrate Great' Recognition Program has been launched to engage residents and families surrounding our BSF Way Commitments. Residents and families can post a postcard on the new Commitments Recognition Trees in the neighbourhoods and common areas of the Manors, and staff will receive these postcards at the end of each month.
- All staff featured on both the Staff and Family Recognition Trees will go into the monthly prize draw, and will have a copy of the recognition card placed in their personnel file.

Your feedback is important to us... Thank you to everyone who has provided feedback. We encourage you to talk to your HR Specialist or your Manor's Celebrate Great Recognition committee on an ongoing basis if you have feedback, or recommendations on how you want to recognize and celebrate each other!



Recognizing Long-Standing Service

BSF proudly celebrates our many long-standing employees that have provided The Foundation with a long history of commitment, dedication and exceptional service. Congratulations to all employees who have celebrated service milestones in Q2 (July-September) this year.

Foundation		
Jenny R.	10 Years	
Bow View Manor		
Gavin K.	5 Years	Hung T. 10 Years
Jacqueline Y.	5 Years	Jona B. 10 Years
Kirsten I.	5 Years	Jordanos M. 10 Years
Maria C.	5 Years	Kayla D. 10 Years
Yvonne T.	5 Years	Sandy V. 10 Years
Bona S.	10 Years	Gerald K. 15 Years
		Ryan M. 15 Years
Clifton Manor		
Annalyn B.	5 Years	Jessica B. 10 Years
Glenn L.	5 Years	Maria C. 10 Years
Kerri B.	5 Years	Sukhbir K. D. 10 Years
Lorcelyn A.	5 Years	Erma T. 20 Years
Lucille U.	5 Years	Expedita P. 30 Years
Tudor Manor		
Marvin S.	5 Years	Voltaire S. 5 Years
Roland M.	5 Years	Judith J. 25 Years
		Marisa S. 25 Years
Wentworth Manor		
Bobbi-Ann S.	5 Years	Kebede M. 10 Years
Glory E.	5 Years	Lorna S. 10 Years
Sharon E.	5 Years	Margie S. 10 Years
Sonia L.	5 Years	Marz B. 10 Years
		Irene M. 15 Years

What's The Buzz?

Bow View Manor



Bow View Manor would like to extend a big congratulations to Shannon L. and Cecil W. for being named as finalists for the 2019 the Alberta Continuing Care Association (ACCA) Awards of Excellence, highlighting individuals dedicated to improving the quality of life for people in care. Shannon was a finalist in the 'Care Provider of the Year' category, and Cecil was a finalist in the 'Volunteer of the Year' category.



Shannon pictured with BSF team at the Gala

Shannon exemplifies what it takes to be an excellent Registered Nurse who enriches resident's lives on a daily basis. She is knowledgeable, engaging, supportive and approachable and demonstrates a willingness to continuously learn, expand her skillset, and take on leadership positions. Shannon is always positive and demonstrates a dedication to go the extra mile. Shannon is the RN Supervisor working on dementia neighbourhood and saw an area of opportunity to enhance the environment. She researched best practices, consulted the quality and innovation team, recruited volunteers, engaged residents and families and implemented significant improvements to make the environment more stimulating. Thank you Shannon for the positive impact you have on our residents, families and staff, and congratulations on being named a finalist for ACCA 'Care Provider of the Year.'



Cecil pictured with Wine Club participants

Cecil is a cherished volunteer, and is always a welcome presence at Bow View Manor, selflessly giving his time and expertise to facilitate new programs

in collaboration with our Therapeutic Recreation team and residents. Being a former English teacher, Cecil started up a new Bibliotherapy program providing the literature that will be used for each session and discussing and analyzing the poems and authors with our residents. Cecil also helped lead our first ever Bow View Manor Wine Club. Both programs have been extremely well-received and popular with our residents, truly making a difference to enhance the quality of life for our residents in a meaningful and engaging way. Thank you Cecil for your contribution to enriching lives at Bow View Manor, and congratulations on being named a finalist for ACCA 'Volunteer of the Year.'

Bow View Manor's Sports Corner has been a great success with our sports fans! Inspired by a suggestion from Dwight, a resident at Bow View Manor, we now have a CFL Pool for those who wish to be a part of it. The group meets weekly to discuss current plays, wins/losses and the love of sports. The group is very excited to see who will be the first winner of the CFL Pool at our Grey Cup Tailgate Party. Go Stamps Go! This will continue on for different sports such as hockey, soccer, baseball and more. Thank you for the great idea Dwight, Elaine & Josephine!

Also, a huge shout out to Kim Lyle, Recreation Therapist who has brought in the Calgary Doll Club Memory Care program. The Doll Club only takes approximately three sites per year in Calgary, so we very ecstatic Kim was able to get this incredible program here at Bow View Manor. The first 40 minutes of the program is spent working with the dolls (dressing, cleaning, reminiscing and socializing together as a group), and the last 20 minutes is a musical component singing as a group with the babies. Residents get to keep their dolls. Feedback has been remarkable. The Doll Club Show was a successful event with different dolls from newborn babies, toddlers, dolls from the 40-60's, teddy bears and more. The residents, families and staff from all floors attended and enjoyed the event!



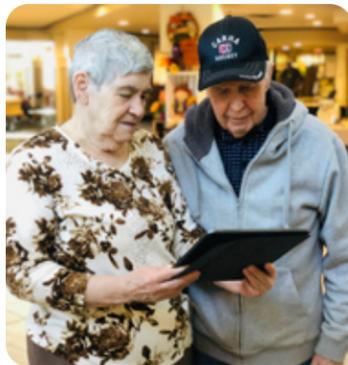
Volunteer Spotlight: Marge P.

Marge has been volunteering at Bow View Manor for over fifteen years. Marge is one of our long standing volunteers who assists at our Roman Catholic Mass monthly. Marge says one reason she volunteers is because she knows many of the residents, as they used to be former parishioners at her parish. She knows how important it is for seniors to be able to practice their faith. Our residents are used to going to Mass on a regular basis, so she is happy to connect them with their faith and help facilitate worship. Marge says she loves coming to Bow View Manor and rarely misses a Mass.

We would like to thank Marge for her continued service to Bow View Manor. We appreciate all that you have done to help our residents grow spiritually.

What's The Buzz?

Wentworth Manor



Our Wentworth Manor family has embraced much activity the past months and even though the summer months have ended, we have hardly noticed with all the fun and excitement.

We are happy to announce that renovations are complete in The Residence building, and are now underway in The Court. The Library and Chapel is complete and the Laundry Room is next on the list. For information and updates on renovations, memos are posted throughout the building or contact us at Wentworth Manor with any questions.

Afternoon Open Houses have been deemed a success, with positive feedback received from community members who have attended. We would like to shout out a big "thank you!" to the volunteers and staff who have delivered "wow!" service while hosting these fun and engaging afternoons.

Thank you to the Calgary Foundation Neighbourhood Grants Program for their support of our mural project in our memory care neighbourhood in long term care. We celebrated its completion in August with special guests, the Butterfield Acre animals for residents to enjoy; evermore enhancing our commitment to "being the reason someone smiles." It has brought such joy that we have decided to pursue another mural project in the near future!

The recreation team strives to ensure person-centred care and making people feel at home. Resident feedback is valued and is a primary focus when developing new activities and events.

The Butterfly Release that was held throughout the sites of the Foundation in August was valued by residents, families and staff with over 100 attendees. The virtual reality and tofertable which are innovative activities for people living with dementia continue to be successful and well received from residents and families alike.

There is a new project beginning to enhance our Dementia Care programming. If "being a champion to strengths and abilities" is a passion of yours, and you would like to join the team, please feel free to contact Carol Henckel at: carol.henckel@thebsf.ca for information.

Volunteers enhance our ability to expand our calendar with leading activities such as Bingo and Crib Club. This allows us to introduce new programs like our educational focused technology program, our Aquatic Therapy at the Killarney Aquatic and Recreation Center beginning mid-November, as well as our new pursuit for the ever popular Therapeutic Drumming Circles.

Intergenerational programs with the Rundle College, seasonal events encouraging family engagement like Oktoberfest and the spooky Halloween costume contest, continue to entertain those who enjoy a social function.

Sometimes, doing those little things that make a difference can really brighten someone's day. Administrator, Carol Henckel and Social Worker Ryan Holst facilitate a program every two weeks, called the "Hope Group" in our long term care. Focusing on short stories from a book, "Finding Hope," attendees have tea and discuss ways to see life in a brighter light. Wilda Allen, a resident who attends the program states her appreciation of this group, and that, "it's a group that encourages positive thinking." The group members enjoy the conversation and appreciate the ability to share their thoughts.

With the winter and holiday season right around the corner, we are seeking volunteers to assist our friendly neighborhood recreation team! If you would like to join in on our fun, please contact Vineeth Allakat: vineethallakat@thebsf.ca for information.



Staff Spotlight: Phyllis B., LPN

Phyllis has been working with the elderly for the last 40 years. Phyllis is presently working as LPN at Wentworth Manor where she was previously a recipient of the ACCA 'Caregiver of the Year' award in 2016.

She is a team player and understands how to help others in times of need. Phyllis is loved by families and residents in Wentworth Manor. She has been an integral member of Wentworth Manor for the last 23 years. Phyllis makes people feel at home and her natural ability to work with seniors is a great asset to our team.

What's The Buzz?

Clifton Manor



The transition from summer into fall was filled with numerous community events and programs that fostered incredible memories and relationships with our residents, families, and community partners. The month of August was celebrated with our East Calgary Community Fair and Antique Car Show which integrated community organizations and partners to showcase all of the resources and services that are available to everyone living in the community. Even though the weather was not what we had hoped for, it was attended by over 500 individuals and received astounding positive feedback. We can't wait to host the event at Clifton Manor again next year as we continue to grow and strengthen our presence and relationships within our community.

The month of August also featured many recreation events to engage our residents and families, including barbeques, social events, and a taco night. Residents had expressed an interest in science and had the opportunity to create and launch their very own bottle rockets! The suspense at take-off created an atmosphere of laughter and comradery amongst our residents as they cheered on their peers. August also marked the first annual Butterfly Release Memorial Service in memory of our residents that have passed away over the past year. There are no words to express the emotion felt in the room that day and the heartwarming response from family was immeasurable.

As we rolled into the fall season in September there was no shortage of events and celebrations. Oktoberfest was a highlight for our residents as we incorporated traditional German music and a Bratwurst and Beer night which featured a mini beer tasting of various beers from Germany. Our Root Beer Float social was a huge hit with family and residents and has now become a regular monthly program.

October was a spook-tacular month filled with many Halloween festivities that kept our residents, families, and staff on their toes! We were thrilled to welcome back Jack James High School to create a haunted house at Clifton Manor and invited residents, family, staff, and community members to drop by on Halloween to take a walk through their haunted creation. It may have been a haunted house but many laughs could be heard from those that were brave enough to walk through.. a clear sign of the positive effect that Jack James High School students have at Clifton Manor. We are incredibly thankful for all of the efforts, creativity, and support that we have received from Jack James High School and look forward to continuing our partnership in future programs.

Keeler School students joined us again this year to create jack-o-lanterns with our residents and the energy in the room was pulsating. It was obvious that many residents were excited to visit with the students as they arrived with markers and stencils in hand, ready to bring their pumpkins to life. Halloween was also celebrated with Play 'N Learn Daycare as they came for a visit dressed up in all of their costumes. Our residents couldn't let them leave empty handed and were able to pass out some treats and be part of their trick-or-treating experience. Being able to engage Keeler School and Play 'N Learn Daycare in our programs provides an exceptional opportunity for intergenerational engagement that is irreplaceable and invaluable for our residents. Thank you for all that you do at Clifton Manor!



Staff Spotlight: Nicole B.

Nicole joined Clifton Manor in December 2018 as a Recreation Therapist and took on the role as Process Improvement Team (PIT) Lead at the site in February 2019. Nicole's passion to improve, support, and create a person-centered environment for the residents of Clifton Manor is something that comes naturally to her and strongly complements the PIT vision of striving for continuous improvement. During her time as PIT Lead, Nicole has fostered a supportive and fun environment for her team that has ignited a fire in each and every member to feel a part of the team. So far the PIT team has improved the dining experience on neighborhood 600 by rearranging tables to reduce clutter and promote socialization and engagement; provided large-print menu boards to display the daily meals and menu options; and beautified the space through table cloths and resident Opening Minds through Art (OMA) creations on the walls. We are thrilled to have Nicole as a part of Clifton Manor and can't wait to see what she accomplishes as she continues to lead the PIT team!

What's The Buzz?

Tudor Manor



Congratulations to our beloved Chaplain, Darrell Wood, on receiving the Minister's Senior's Service Award! Recipients of this provincial award are dedicated Albertans who volunteer their time to brighten the lives of seniors and to build their communities while working selflessly to provide much-needed supports and services. Tudor Manor feels so fortunate to have Darrell in our community and could not think of someone more deserving of this award!



There was a lot of "Horse Play" happening at Tudor in August, starting with a very special visit from Dundee, an equine therapy horse who came by for an entire morning to visit all of the residents in our front parking lot. Dundee made such an amazing impact on so many of our residents, triggering memories for many of our former ranchers and eliciting verbal and non-verbal expressions for residents who live with communication barriers. A huge thank you to Jenni & Riley Malin (and to Dundee) with Align Equine Therapy for generously donating their time and talent.

Tudor was excited to host its 1st Annual Summer Fair Fundraiser! From sno-cones and cotton candy to Roller Derby Demos and Zumba lessons, we had it all! Residents, families, staff and community members joined in on the fun in support of our Home Sweet Home campaign to enhance our Nottingham neighbourhood to feel more like home. Thank you to everyone who contributed to this great cause and for helping us raise over \$830! A special thank you to local Okotoks businesses, No Frills, Sobeys, Safeway and 94 Take the Cake Café for their generous donations and to Theresa Peters, family member and volunteer, for allowing us to showcase her sparkly blue "hot rod" for the day!

Residents were serenaded by Elvis Impersonator Bruce Stewart with favourites such as "Love Me Tender" and "Let Me Be Your Teddy Bear." Residents loved singing along to the golden oldies and Elvis even took time to say hello to each and every resident before we could say... "Elvis has left the building!"

When life gives you unexpected snow storms... you go bowling! That's right! We had planned on going to the Calgary Corn Maze in early October but Mother Nature had other plans. Instead, we traded in our snow boots for bowling shoes and went bowling and mini golfing for the day at Century Bowling Lanes. We had so much fun but do hope to visit the Corn Maze in the Spring.

Halloween is even more special for Tudor Manor having the little 'ghosts and goblins' at our on-site VIK Daycare! Residents were treated to a costume parade as the children trick or treated throughout each neighbourhood. Residents just love sharing their home with the children and Halloween is no exception.

The Therapeutic Recreation team at Tudor recognizes the importance of providing diverse programming to meet the needs of all of our residents. We achieve this by offering programs like Hearts & Hands, which targets those residents who require 1:1 therapeutic interventions to be meaningfully engaged. Hearts and Hands is a relaxing sensory stimulation program where residents receive our undivided attention, focusing on touch, warmth, gentle music and scents. Research tells us that such programs can improve mood, self-esteem, and give seniors a means to express themselves, when they can no longer do so with words. We can definitely see these benefits firsthand and this program has proven to be so successful that we are now offering it 2 times/week.



Staff Spotlight: Julie T.

Julie is a Recreation Therapist and has been working with Tudor Manor for over three years. Within her role, she not only assists with the clinical and administrative responsibilities of the Therapeutic Recreation Department, but also works directly with the residents, implementing programs. In fact, Julie was one of the first Opening Minds through Art (OMA) certified facilitators within BSF, and successfully implemented Tudor's initial OMA program and art show. Julie's knowledge, experience, dedication and most of all compassion for seniors makes her a valuable asset to our Therapeutic Recreation Team and to The Brenda Strafford Foundation.

In her free time, Julie likes to play hockey and curl. She can also be found watching any of her 4 kids play sports and volunteers as Parent Council Chair at their school.

Thank you for all you do Julie!

Congratulations to Tudor Manor pet therapy volunteer Sharon Bickham, and her late dogs Tess & Brandee, on being selected as a finalist for the provincial Alberta Continuing Care Association (ACCA) Volunteer of the Year award. The ACCA awards one continuing care sector volunteer who has demonstrated exemplary client care through a commitment to quality, compassion, excellence, and enriching their clients' lives and Sharon certainly embodies all of these qualities. Congratulations on your much deserved recognition Sharon!





Assisted Living and Long Term Care by The Brenda Stafford Foundation

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

MAPLE

Independent Living by Truman

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



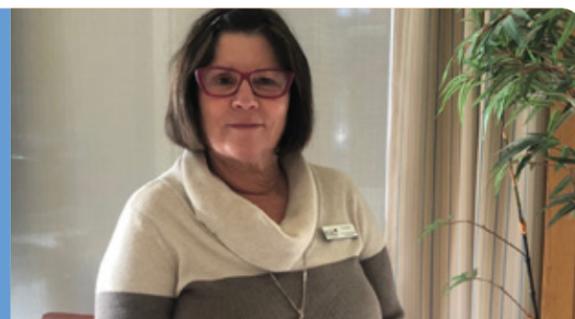
Age-in-Place at University District

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

Welcome Trudy Baker

The Brenda Stafford Foundation welcomes Trudy Baker to the team as the new Sales and Marketing Manager for Cambridge Manor. Trudy has strong background and obvious passion for working within the seniors living industry. She will be dedicated to building awareness and driving sales as we prepare to open Cambridge Manor in 2020.

You can contact Trudy at email: trudy.baker@theBSF.ca or phone: 403 560 8717.



Improving Supportive End of Life Care in Long Term Care.

Dr. Jayna Holroyd-Leduc, The Brenda Stafford Foundation Chair in Geriatric Medicine at the University of Calgary has completed a study focused on Improving Supportive End of Life Care in Long Term Care.

How can we develop a supportive end of life in LTC strategy that involves all members of the care team?

Key Recommendations:

1. Create policies and provide funds for extra staff and comfort care needs at end of life
2. Establish knowledge and training expectations and resources for staff and physicians focusing on a palliative approach, mentorship, communication, and collaboration in LTC
3. Build connections between LTC and the wider community to change public perceptions of LTC



Medal for Distinguished Service

The Brenda Stafford Foundation congratulates Dr. David Hogan on being a recipient of the prestigious 'Medal for Distinguished Service' presented by the Alberta Medical Association.

The Alberta Medical Association advances patient-centered, quality care by advocating for and supporting physician leadership and wellness. This accolade is a testament to Dr. Hogan's outstanding contributions to the medical profession that have contributed to the development of new knowledge and raised the standards of medical practice in Alberta, and beyond.

The Brenda Stafford Foundation is extremely fortunate to benefit first-hand, in many capacities, from Dr. Hogan's expertise and leadership. His ongoing contribution to The Foundation has furthered our research and innovation agenda, advanced our partnership with the University of Calgary, and supported our mission to provide high quality, person-centred care and services to optimize well-being and enrich the lives of those we serve.

Exploring Frailty and Resilience in an Aging Alberta

In June, The University of Calgary's Brenda Stafford Centre on Aging together with the Canadian Frailty Network and the Alberta Health Services Seniors Health Strategic Clinical Network presented a public town hall to explore frailty and resilience in an aging Alberta. The event featured keynote speakers and leading researchers, as well as voices from the community. The goal of the town hall was to better understand how frailty impacts Alberta's communities and ways that we can contribute to resilience in aging, at both individual and population levels.

Local Charitable Programs



The Brenda Stafford Society for the Prevention of Domestic Violence



Holiday Hamper Wishlist

The Brenda Stafford Centre is gearing up to make the Holiday Season a festive one for the individuals and families it serves that have experienced family violence. The Centre is currently in need of donations with household staples and children's toys that will go towards Holiday Hampers for each family.

If you would like to contribute to the Holiday Hamper Project and receive a full list of items requested, please email Manager of Fund Development, Jorge Torres at j.torres@brendastraffordsociety.org.



The 2018-2019 Annual Report is Available Now!

On September 19th we held our Annual General Meeting at The Winston Golf Club and released our 2018-2019 Annual Report. Year 2018-2019 was filled with amazing growth at the Centre! We were able to make significant changes including: expanding our Multicultural and Indigenous Programming, opening the new Norma Jackson Community Room space, and participating in Sagesse's Rainbow Ready Program! To view our full year in review and our vision and goals for the future of the Centre visit our website brendastraffordsociety.com/impact



Third Quarter Community Events

The Brenda Stafford Centre participated in many successful community events this summer! On September 1st the Centre participated in Calgary Pride for the first time! Over 17 staff members, volunteers, and board members marched in the parade and greeted event-goers at the interactive booth in the park! Later in September, The Centre was involved in the "Pokaiks" the Children Walk and Festival in recognition of Orange Shirt Day! This event honoured survivors of the residential school system and the thousands of children that lost their lives.

International Charitable Programs

Dr. Hazel Shillingford Ricketts attended a reception hosted by her Majesty Queen Elizabeth II at Buckingham Palace to celebrate the work of the Queen Elizabeth Diamond Jubilee Trust.

In the Caribbean, the Trust, in partnership with the London School of Hygiene and Tropical Medicine, is working with Governments and local partners to establish robust, cost effective and sustainable screening and treatment programmes for diabetic retinopathy. The Trust funded the expansion of the National Diabetic Retinopathy Screening and Treatment programme in Dominica, which was first funded by The Brenda Stafford Foundation's international healthcare programs in Dominica.



International Charitable Programs



Challenging times and dedicated staff

The ongoing civil unrest in Haiti continues to make it difficult for staff and patients to travel to Institut Brenda Stafford. The situation has also required The Institut to adjust service delivery to ensure the safety of our patients and staff. With that being said, our staff remains dedicated to our mission and we continue to serve the people of Haiti during these challenging times.



New partnership bringing hope

One bright spot during these difficult times is the newly expanded partnership with Hope for Haiti, a US-based non profit working in Haiti. In collaboration with Institut Brenda Stafford, Hope for Haiti is now helping support patients who otherwise would not be able to afford surgery. One of the first patients supported by Hope for Haiti was Marie Yvette. As you can see in the photo, she is just as happy about this new initiative as we are!



Increased learning opportunities

Additionally, in September, The Institut welcomed its first cohort of pharmacy assistant students from the University Siloe du Sud. A total of 16 students will complete month-long internships at Institut Brenda Stafford, working with our team to develop their skills in our pharmacy and medicine production lab. The Institut now partners with 7 universities, providing learning opportunities for students studying to become pharmacy assistants, nurses and doctors.



Institut responds to emergency call

On September 29 a propane gas explosion in Les Cayes injured 22 people, many being severely burned. With only one hospital able to receive all of these patients, doctors and medical supplies were desperately needed to help care for these patients. Institut Brenda Stafford responded to this call, sending a team of doctors and boxes of supplies to help provide care. The Institut's doctors worked alongside the hospital staff, as well as local and international organizations to help stabilize the patients.

International Charitable Programs



Staff Spotlight: Authorine B.

I started working at The Brenda Strafford Foundation Village of Hope Hospice on February 7, 2018 and it is a privilege working here. I feel blessed and honoured working with BSF Village of Hope Hospice team.

I graduated from Wilmot's Academy Nursing Institute in 2016, where I did my course in Practical Nursing and Geriatric Care and was successful in receiving my Diploma. I also received a NCT VET Certificate in Allied Health Care. Both with distinction.

My passion towards my job is exceptional, where gratitude, generosity and hard work is being exercised along with compassion and understanding. This helps me to relate best to different challenges faced by each patient.

I am grateful for the opportunity given to me to serve these elders daily.



Staff Spotlight: Tara M.

Compassionate, humble and tolerant are attributes I used to describe myself. I started working at Village of Hope Hospice on July 30, 2018 as a Caregiver. I graduated from Wilmot's Academy Nursing Institute in 2017 with a Practical Nursing Diploma.

I am very passionate about my job because of the level of care I have to offer to my patients who are unable to care for themselves. I find it enjoyable working in this field as it gives me an opportunity to socialize with people of different cultural backgrounds.

I look forward each day coming to work at Village of Hope Hospice. Hope Hospice is not only my place of employment, it is also my comfort zone, the place I consider my second home. It's a wonderful feeling working with my Manager, co-workers and patients at Hope Hospice.

I thank God for giving me the health, strength and knowledge to provide the care my patients need everyday.

I also thank Ms Angella Graham, my Manager for giving me this wonderful opportunity to be a part of The Brenda Strafford Foundation Village of Hope Hospice. Working here has changed me in so many ways to be the person I am today.



On August 6, Independence Day in Jamaica, the team decided to celebrate "Jamaica Day" with our patients. The patients were all decked out in their Jamaican colours polo shirts and enjoyed music of yesteryear and food.



The hospice honoured the anniversary of Dr. Strafford's Birthday celebrated throughout The Foundation on September 26.



Wentworth Manor is dedicated to helping seniors Age-in-Place. We provide a range of Private Choice Care services, so that you or your loved one never have to move again as your care needs change over time.

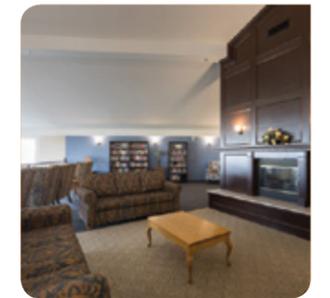
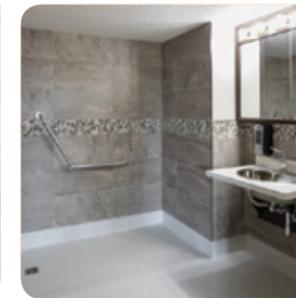
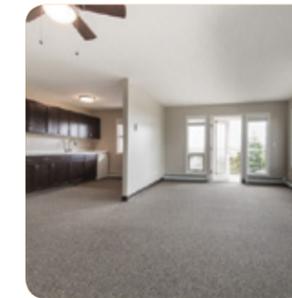
Independent Living | Assisted Living | Respite Care in Assisted Living | Dementia Care in Assisted Living (Secure Unit) | Long Term Care



Our Private Choice seniors care and living, and specialized dementia care services, are designed to provide peace of mind, optimize well-being and enrich lives.

Located in beautiful Christie Park, Wentworth Manor offers newly renovated, spacious and enhanced private rooms in a safe and caring environment you will be comfortable to call home.

Our compassionate staff provide exceptional nursing and clinical care, plus a full range of health and wellness services and amenities designed for convenience and peace of mind.



We offer innovative therapies in our specialized dementia care to optimize well-being and enrich lives, including virtual reality, individualized music therapy, and intergenerational art therapy.

Newly renovated suites and common areas | Secure outdoor area | Large common areas

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

5717 14th Ave SW
Calgary, AB | 403.242.5005



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

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

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

Bow View Manor
4628 Montgomery Blvd NW
Calgary, AB | 403.288.4446

Clifton Manor
4726 8th Ave SE
Calgary, AB | 403.272.9831

Wentworth Manor
5717 14th Ave SW
Calgary, AB | 403.242.5005

Tudor Manor
200 Sandstone Dr
Okotoks, AB | 403.995.9540



The Brenda Strafford Foundation

'Going Places' Is About The Experience!

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

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



Going Places

BUS CAMPAIGN
2019-20



Donate online at theBSF.ca

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



experience...

Tastes and smells
of the season!

Contact

Catherine Laing,
Fund Development Manager
The Brenda Strafford Foundation
Phone: 403.536.8684
Email: catherine.laing@theBSF.ca

*The Preservation of Dignity
and The Pursuit of Happiness*

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