



The BSF Way

Newsletter Issue 1, 2024



In This Issue:

Introducing the Dr. Barrie Stafford Centre for Learning, Innovation & Quality

Employee Awards and Recognition

More News and Features from BSF



*The Preservation of Dignity
and the Pursuit of Happiness*



Pursuit 2025: The BSF Way Strategic Plan 2022-2025

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

Create a future where people can live life to the fullest, with dignity, hope and happiness — in caring and supportive communities

Strategic Goals 2022-2025

1. First choice of residents, clients, and families
2. Employer of choice
3. Excellence in research and innovation
4. A leader in quality and safety
5. Drive smart growth and strong stewardship
6. Optimize social impact



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Message from the CEO

February of this year (2024) marks the start of my third year as President & CEO at The Brenda Strafford Foundation. We are also approaching the start of the third and final year of the current three-year strategy, 'Pursuit 2025'.

As I reflect on the past two years, I am filled with immense pride at all we have accomplished in a short period of time, guided by the strategy we created two years ago. And as I look to the future, I am inspired by the ambitious goals we will tackle in the Annual Operating Plan (AOP) we are preparing to launch for the upcoming year (April 1, 2024 - March 31, 2025).

I have no doubt we will continue our trajectory of growth and development across all our operations, from Aging Care & Senior Living, to Community Supports, to International Healthcare, and Research & Innovation. We will continue to enhance our social impact to optimize well-being and enrich people's lives.

Thank you to everyone who has participated in recent Pulse Surveys and Engagement Sessions to provide your feedback, opportunities for improvement, and new ideas. This feedback is invaluable and helps to shape the initiatives we focus on within our AOP each year, to ensure we are always working towards being the 'First Choice for our Residents, Clients, and Families' and 'Employer of Choice,' among our strategic priorities.

A reminder that CEO Coffee Chats are always available. We can have a visit and talk about anything you'd like over an informal tea or coffee (to schedule email brenda.baker@theBSF.ca).



Please be sure to stop to say hello and share your thoughts when you see me, or any of the Senior Leadership Team during our frequent visits and walkabouts at the sites.

I am always inspired by the positivity and appreciation of everyone I interact with. Engaging in these candid conversations with you affirm that our collective journey towards excellence is enriched through open, informal dialogues.

I look forward to continuing to engage with you all — our staff, residents, clients, families, and partners — as we move into another exciting and ambitious year ahead!

Tony Weeks
President & CEO

Meet our Senior Leadership Team



Karyn Golem,
Vice President,
Corporate Services
& Chief Financial
Officer



Kara Gillespie,
Vice President,
People, Culture, &
Belonging



Carolyne Mondoux,
Vice President,
Service Excellence,
Quality & Innovation



Kevin Melanson,
Chief Social Impact
Officer



Dr. Jed Shimizu,
Chief Medical
Director



Corporate Employee of the Year



**Liping F.,
RAI MDS Manager**

Liping exemplifies excellence in all aspects of her work to improve resident safety and organizational efficiency. She reviews, improves and enhances systems and processes using her keen analytical, organizational and administrative skills. Liping has been instrumental in enhancing systems such as our Mid-Loss ADL scores across BSF's continuing care sites as well as adoption and implementation of Point Click Care. The outcomes have been impressive and extremely helpful to BSF. With a focus on team building and leveraging everyone's strengths, she's always quick to provide support and coaching to coworkers.



**Erin W.,
Human Resources Advisor**

Erin has been a monumental help to support and onboard new staff to maintain system knowledge, which has been vital to the operation of the department. Setting aside her full workload, she assisted in staff transitions to ensure everyone's success. She has also demonstrated a strong commitment to Tudor Manor and its employees, which has led to many operational improvements. Erin embodies the BSF Way, putting People First and acting with Compassion.

Recognizing Long Standing Service

BSF proudly celebrates our many long-standing employees throughout the foundation. Congratulations to all employees who celebrated service milestones in 2023.

BSF Corporate

Catherine L.	5 Years	Tenzing T.	5 Years
Liz F.	5 Years		

Bow View Manor

Aida S.	20 Years	Imelda U.	10 Years
Julie M.	20 Years	Jean E.	10 Years
Lilia C.	20 Years	Joan V.	10 Years
Lorie F.	20 Years	Judy S.	10 Years
Susan G.	20 Years	Marth D.	10 Years
Amandeep K.	15 Years	Nerisa H.	10 Years
Anna M.	15 Years	Rowel B.	10 Years
Emuye D.	15 Years	Sandra G.	10 Years
Idris M.	15 Years	Sheena B.	10 Years
Lemlem A.	15 Years	Tutu O.	10 Years
Masengo K.	15 Years	Vilman A.	10 Years
Nadia I.	15 Years	Debbe S.	5 Years
Precy B.	15 Years	Erica C.	5 Years
Rose S.	15 Years	Gener D.G	5 Years
Rowena A.	15 Years	George A.	5 Years
Susan B.	15 Years	Jodie B.	5 Years
Woinshet T.	15 Years	Mary May S.	5 Years
Aileen C.	10 Years	May E.	5 Years
Bence A.	10 Years	Peter F.	5 Years
Catherine A.	10 Years	Rolly C.	5 Years
Dianne O.	10 Years	Roman M.	5 Years
Estrella N.	10 Years	Tantine M.	5 Years
Evett W.	10 Years		
Feven M.	10 Years		

Cambridge Manor

Elvie C.	15 Years	Kazue T.	5 Years
Chantal V.	5 Years	Weldu W.	5 Years
Joselyn C. P.	5 Years		

Clifton House

Cheryl J.	30 Years	Alicja K.	10 Years
Lise M.	20 Years	Carol E.	10 Years
Marilou L.	20 Years	Donnette C.	10 Years
Naila T.	20 Years	Emma T.	10 Years
Bright O.	15 Years	Graciela R.	10 Years
Crystal Lee B.	15 Years	Jennifer C.	10 Years
Darlin G.	15 Years	Maria P.	10 Years
Donna G.	15 Years	Pawanjit K.	10 Years
Elizabeth B.	15 Years	Rina P.	10 Years
Eufemia P.	15 Years	Rowena B.	10 Years
Hinda A.	15 Years	Rupinder M.	10 Years
Imelda E.	15 Years	Sarah A.	10 Years
Jergen C.	15 Years	Sithy P.	10 Years
Marlene U.	15 Years	Amitha N. S.	5 Years
Martha A.	15 Years	Florence A.	5 Years
Mary Joyce D. C.	15 Years	Jennefer S.	5 Years
Muluka M.	15 Years	Nicklet R.	5 Years
Riza D. R.	15 Years	Pavraj K.	5 Years
Wilmalyn D.	15 Years	Rupa R. A.	5 Years
Woleyah T.	15 Years	Wubit D.	5 Years

Cheryl celebrated 30 Years in 2023





Tudor Manor

Bernadette D.	10 Years	Rowena P.	10 Years
Charito C.	10 Years	Vilma D.	10 Years
Cheryl V.	10 Years	Winna O.	10 Years
Christina H.	10 Years	Adrian T.	5 Years
Daisy E.	10 Years	Arjane T.	5 Years
Darlene B.	10 Years	Debby B.	5 Years
Emily D.	10 Years	Dynah S.	5 Years
Eva T.	10 Years	Grethel C.	5 Years
Haide O.	10 Years	Jasmin R.	5 Years
Jules D.	10 Years	Kimberly W.	5 Years
Lerma M.	10 Years	Renivy J.	5 Years
Maria P.	10 Years		

Heart Home Network

Christina T.	5 Years	Jasmin M.	5 Years
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Institut Brenda Stafford (Haiti)

Julia E. V.	40 Years	Magarky V.	15 Years
Ginet J. P.	20 Years	Chantal A.	10 Years
Roseline C.	20 Years	Elanord C.	10 Years
Eraise T.	15 Years	Deana D. H.	5 Years
Jacqueline M.	15 Years	Marjorie B.	5 Years

Wentworth Manor

Cecile G.	25 Years	Valerie M. B.	15 Years
Linda E.	25 Years	Ana A.	10 Years
Amelia F.	20 Years	Betelehem O.	10 Years
Lino K.	20 Years	Carey E.	10 Years
Nasrin K.	20 Years	Fe D.	10 Years
Nelly R.	20 Years	Fentik G.	10 Years
Rhodora C.	20 years	Gerhin V.	10 Years
Rose P.	20 Years	Joyce Y. A.	10 Years
Tsering C.	20 Years	Lidya A.	10 Years
Bethanie P.	15 Years	Lina C.	10 Years
Bosena D.	15 Years	Lorry C.	10 Years
Carolyn T.	15 Years	Rebecca I.	10 Years
Christie V.	15 Years	Vivian B.	10 Years
Danick Z.	15 Years	Francis G.	5 Years
Dory R.	15 Years	Laura Y.	5 Years
Eufie D.	15 Years	Laurie H.	5 Years
Gelin A.	15 Years		
Juvy T.	15 Years		
Levy B.	15 Years		
Rama S.	15 Years		

Linda & Cecile celebrated 25 Years in 2023



BSF Employee Education Fund Recipients

The BSF Employee Education Program was established to support employees' professional and personal development. The BSF encourages employees who want to learn, build competencies and excel within their professions. Funding is awarded twice each year in May and November.

Congratulations to the 2023 recipients!



Alma R.



Curtis L.



Sarah A.



Rupa R.



Baljit B.



Christina D.



Nothando D.



Komalpreet K.

Bow View Manor

Alma R.

HCA (Human & Community Support Services Diploma)

Alona P.

HCA (Health Care Management & Leadership Diploma)

Erica C.

ADP HCA (Upgrading)

Estrella N.

Dietary Aide (Human & Community Support Services Diploma)

Glenda C.

Dietary Aide (Business Administration Diploma)

Jane S.

ADP HCA (Recreation Therapy Aide Certificate)

Junalin B.

Cook/Dietary Aide (Human & Community Support Services Diploma)

Kurt L.

Cook (Human & Community Support Services Diploma)

Mylene V.

Dietary Aide (Business Administration Diploma)

Patricia G.

HCA (Upgrading)

Roberto L.

Dietary Aide (Human & Community Support Services Diploma)

Sandra A.

HCA (Practical Nurse Diploma)

Sherryl R.

Dietary Aide (Medical Office Assistant & Unit Clerk Diploma)

Cambridge Manor

Avneet C.

Executive Director (Masters in Health Care Innovation & Technology)

Osealo A.

LPN (Bachelor of Science - Nursing)

Weldu W.

LPN (Bachelor of Nursing)

Clifton House

Abida R.

Program Manager (Post-RN Bachelor of Nursing)

Baljit B.

HCA (Practical Nurse Diploma)

Komalpreet K.

RN (Clinical Practice for International Nurses)

Rupa R. A.

LPN (Post-LPN Bachelor of Nursing)

Tudor Manor

Christina D.

HCA (Practical Nurse Diploma)

Wentworth Manor

Nothando D.

HCA (Bachelor of Science - Nursing)

Zarah O.

HCA (Practical Nurse Diploma)

Heart Home Network

Kaylee H.

Case Manager (Social Work Diploma)

Preeti P.

Family Counsellor (Masters in Counselling - Psychology)

BSF Corporate

Curtis L.

Accountant (CPA Designation)

Sarah A.

Virtual Program Coordinator (Disabilities Study Diploma)

Institut Brenda Strafford (Haiti)

Daniel A.

Maintenance Chief (Driving Course)

Dumo J.

Chief Security Officer (Driving Course)

Juan Carlos L.

Ophthalmologist (Optics & Optometry)

Marlie V.

Administrative Assistant (English Course)

Maxis M.

Chief Security Officer (Driving Course)

Olita P.

Nurse Aid (Nurse)

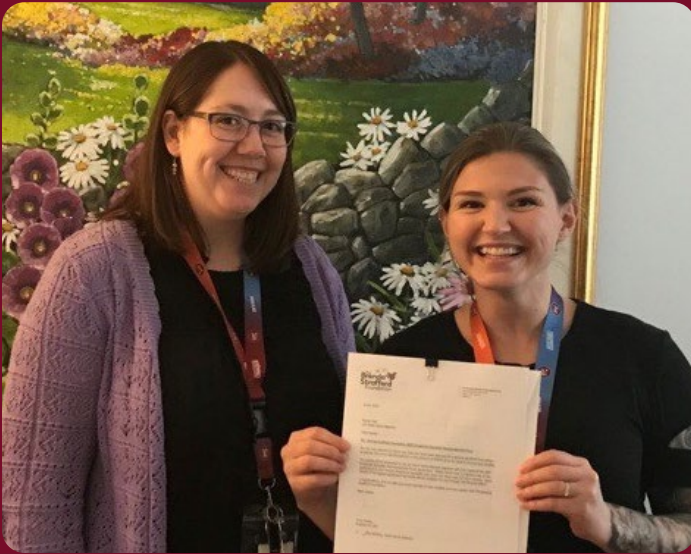
Dr. Pasteur N.

Medical Director (Visual Field & Ocular Sonography)

Village of Hope (Jamaica)

Angella G.

Administrator (Masters in Business Administration)



Kaylee H.
Case Manager, Heart Home Network

I am a Case Manager with Heart Home Network. My role involves supporting women and their children to address the impacts of domestic violence. This position requires extensive knowledge of intersectionality to address barriers for women and children who have experienced domestic violence. Further, we work from a harm reduction perspective with the goal of empowering families to live safe and fulfilling lives.

After completing a diploma in Addictions, I had a passion to further my education in Social Work. My career goals are to eventually pursue Clinical Social Work. I have had the benefit of working while taking this program which has been a unique experience. This allows me to apply learned concepts directly into my work.

The Educational Reimbursement program has supported me to complete my program free of cost which has helped significantly. The funds received have allowed me to simultaneously achieve my education and professional goals while supporting my family.

I love being a part of the BSF team, I feel supported in my role and in my education. The BSF, specifically where I work at Heart Home Network, is a great place to work and they genuinely care about their staff.



Erica C.
HCA - Bow View Manor (Adult Day Program)

I'm a Health Care Aide in the Adult Day Program. I'm taking educational upgrading to become a Licensed Practical Nurse.

The BSF Educational Fund Program has helped tremendously by taking away the financial stress and has given me the motivation to further my education.

I love how supported I feel at the BSF, whether it be from my direct co-workers in my department or from other co-workers throughout the building. It seems like everyone is happy to help when needed.

BSF Kids' Education Fund Recipients

In 2023, BSF introduced the BSF Kids' Education Fund, an annual award in the amount of \$1,200.00 (CAD) per site that will be available each academic year to support the children of BSF employees to pursue post-secondary education.

We take pride in creating a positive work environment, which includes offering value-added benefit programs to our valued employees and in support of our strategic priority to be an 'Employer of Choice'.



Zahra L., Social Worker at Clifton House and her son Kamran were recipients of the BSF Kids' Education Fund.

BSF understands the importance of education and its role in contributing to individual, family, and community success. We also know and appreciate the high cost of obtaining good education.

Recipients:

Ameira S.,
Bow View Manor (Araela - Bachelor of Science)

Amelia F.,
Wentworth Manor (Louie - Bachelor of Science)

Erin W.,
Corporate (Madelyn - Bachelor of Education)

France M.,
Institut Brenda Strafford (Rose - Medicine)

Julie T.,
Tudor Manor (Sydney - Bachelor of Education)

Kulminder B.,
Cambridge Manor (Gurpal - Political Science)

Nyang R.
Heart Home Network (Nyathach - Bachelor of Science)

Zahra L.,
Clifton House (Kamran - Bachelor of Commerce)



Clean Air Award Recognition

BSF proudly received the National Air Filtration Association Clean Air Awards for 2023 for all five of our continuing care locations, as well as BSF's Heart Home Network.

The Clean Air Award is a testament to our commitment to quality and providing high-quality care. The awards are presented each year to the building owners and managers who take steps to significantly improve the quality of their indoor air by increasing the level or efficiency of their HVAC air filtration system in 10 specific categories.

Thank you to our incredible maintenance and facility teams who ensure our sites are clean and safe for all of our residents, staff, clients, and visitors.

12 Days of Holly-Days







The Brenda Strafford Foundation 2023 Golf Classic

Thank you to all of our golfers, sponsors, and volunteers, who supported our 7th Annual BSF Golf Classic on September 14 at D'Arcy Ranch Golf Club.

We hope you enjoyed the various hole activities, silent auction, lunch, and our very first 'Building Bricks of Hope' LEGO activity. With your support, we raised \$80,000 to help women and children who are fleeing domestic violence and abuse.

Gold Level Sponsors



Better all together

Bronze Level Sponsors



Auction Sponsor

Mawer Investment Management

Breakfast Sponsor

M3 Development Management

Activity Sponsor

Ecolab

Décor Sponsor

AIR-serv Canada

Cart Sponsor

EFW Radiology

Hole in One Sponsor

Marsh McLennan

Hole Sponsors

ASCCI

Beutel Goodman

Chandos

Cresco Wealth Management

goodfellow & schuettlaw

Hamilton & Partners

HBI Haworth

Insight

MakeShift

Marquise Hospitality

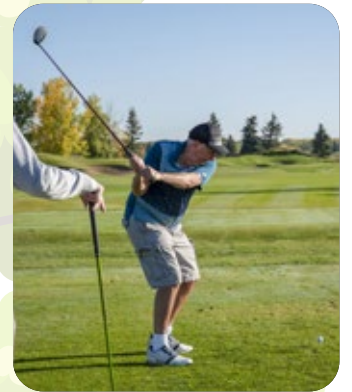
McLennan Ross

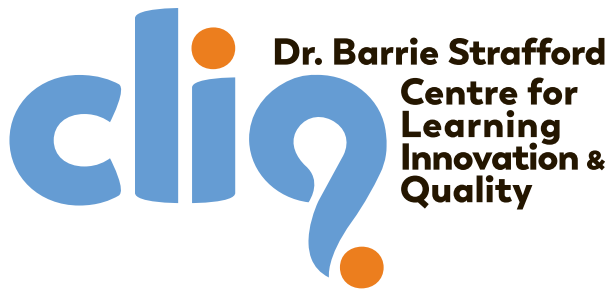
Medline Canada

PrinterWorks West (Powered by WBM)

Servpro

Silvermark





Introducing the Dr. Barrie Strafford Centre for Learning, Innovation & Quality

On September 26, 2023, BSF was thrilled to launch the Dr. Barrie Strafford Centre for Learning, Innovation & Quality. This new BSF Centre brings together various roles within the organization dedicated to innovation, organizational learning, quality improvement, and research to further BSF's mission 'to be an innovative force in optimizing wellbeing and enriching lives.'

The purpose of this new centre is to drive continuous innovation, learning and quality improvement within BSF. The centre will form alliances and craft innovative solutions that promise far-reaching impact on the future of work, aging, and community support systems, solving challenges from the inside, out. The role of the centre will also be focussed on extending the value of our findings and solutions to other organizations and, most crucially, effecting a meaningful social impact.

The Dr. Barrie Strafford Centre for Learning, Innovation & Quality was launched on the anniversary of the birthday of our founder, Dr. Barrie Strafford. It commemorates



his entrepreneurial spirit and the passion he had for Innovation, Quality, and Learning. The Brenda Strafford Foundation dedicating this new centre in Dr. Strafford's name memorializes his significant personal contribution to the legacy of the foundation.

At BSF, we believe in the power of collective problem-solving, targeting solutions that bring about tangible, positive changes. The centre is not a standalone unit within our organization. Rather, it is a dynamic and fully integrated team committed to collaboratively solving challenges. A case in point is our ongoing research at the Brenda Strafford Centre on Aging in partnership with the University of Calgary. Located together in a collaborative space with BSF's Cambridge Manor, the Dr. Barrie Strafford Centre for Learning, Innovation & Quality will work closely with the Brenda Strafford Centre on Aging at the vanguard of where research meets practice.



Centre for Aging + Brain Health Innovation's Discover + Adopt Program.



CENTRE FOR AGING
+ BRAIN HEALTH
INNOVATION
Powered by Baycrest

We are thrilled to announce that BSF has been selected as one of the 22 organizations participating in the Centre for Aging + Brain Health Innovation's (CABHI) Discover + Adopt Program. This is an incredible opportunity to further our mission and explore new ways to implement innovation in continuing care.

As part of this initiative we're going to be exploring innovations to enhance mental health support in continuing care settings, to help staff identify residents at risk for mental health concerns, offer holistic strategies for prevention, and support ongoing therapy options that are accessible and feasible within a continuing care context.

Brenda Strafford Centre on Aging

The Brenda Strafford Foundation and University of Calgary enhance strategic collaboration through the Brenda Strafford Centre on Aging

BSF and the University of Calgary have announced a new agreement that will enhance strategic collaboration through research and education facilitated by the Brenda Strafford Centre on Aging. The new memorandum of understanding is the latest milestone in a long-standing relationship between the foundation and university that facilitates a greater commitment and a more collaborative working relationship on aging-related research and education conducted through the Brenda Strafford Centre on Aging.

As part of the new agreement, an Aging Research Leadership Council has been established for oversight of the centre's operations and investments in mutually beneficial aging-related research activities on behalf of BSF and the university. This will include all BSF aging-related research activities, locally and abroad.



UNIVERSITY OF CALGARY
O'Brien Institute for Public Health
Brenda Strafford Centre on Aging

The Brenda Strafford Centre on Aging was first established at the University of Calgary in 2011, through a philanthropic gift from BSF. The centre was created to enhance the health and wellness of older adults and to better inform public policy regarding older adults' issues through coordinated research, teaching and learning, and community outreach efforts.

In 2020, the connection between the Brenda Strafford Centre on Aging and BSF was further enhanced when the centre moved to its home within BSF's Cambridge Manor aging care and senior living community. Based out of Cambridge Manor, the location is near the university campus, which enables researchers and students from across various faculties greater access to this dynamic research and learning environment within an assisted living and long-term care setting.

Brenda Strafford Centre on Aging launches 2023-28 Strategic Plan

In September 2023, the Brenda Strafford Centre on Aging launched a new strategic plan. UCalgary, BSCOA leadership, and BSF staff worked collaboratively through this planning process to outline the centre's priorities and goals over the next 5 years to realize its vision: Optimal health and well-being for older adults driven by evidence and in an inclusive manner.

These strategic priorities include:

1. Demonstrate leadership in rethinking facility-based continuing care by establishing an experiential ecosystem for innovation.
2. Catalyze transdisciplinary aging research and scholarship with a focus on creating age-inclusive innovations, environments, practices, and policies that also consider intersecting health inequities.
3. Enhance the age-friendliness of UCalgary and the City of Calgary, including addressing ageism and promoting age-inclusivity.



The Brenda Strafford Foundation Bow View Manor

Meet our Site Leadership Team



Kristina Beyart,
Executive Director



Liz Fulcher,
Director of Care

A Horse Visit

Bow View Manor resident, Angela, recently visited horses at the Robinson Outreach At Rivercross Ranch (ROARR) for her Pursuit of a Lifetime wish!



Volunteer Spotlight

Beyond Our Image and their amazing volunteers were back for the 7th year in a row, delivering "Gifts of Cheer" to each of the over 200 residents living at Bow View Manor during the Christmas holidays.

We would like to say a big thank you and express our sincere gratitude for Beyond Our Image and all of the volunteers and staff members who made this possible. Their kindness and generosity truly brings the magic of the season to our residents!



Employee of the Year

Jerald R, Unit Clerk.

Jerald is a wonderfully helpful, cooperative, accommodating, and positive team player who consistently goes above and beyond to put our residents first and support coworkers whenever and wherever possible. He contributes to the team by suggesting new ideas and innovations while maintaining quality, convenience, and safety for everyone. Jerald delivers "wow" service and his contributions, whether big or small, make a huge difference. He's one of the reasons someone smiles.







Meet our Site Leadership Team



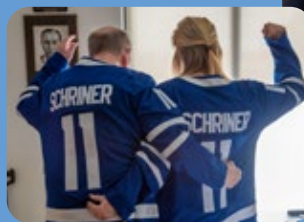
Avneet Cheema,
Executive Director



Mumtaz Hamirani,
Director of Care

A Cherished Legacy

Cambridge Manor resident, Norman, recently received a Toronto Maple Leafs jersey with his Dad's name and number on the back for his Pursuit of a Lifetime wish! Norman's Dad, David "Sweeney" Schriener, was a professional hockey player and played for the Leafs. Now, Norman can keep his Dad's memory close while he watches hockey.



Innovation Spotlight

Cambridge Manor is one of the first seniors care sites in North America to use the Crdl device as part of our therapeutic recreation programs! Crdl is an innovative instrument, created in the Netherlands, that promotes meaningful connection and compassion.



To use the Crdl, two or more users each place one hand on the instrument and their other hand on each other. Crdl magically translates touch into unique sounds, allowing users to experience meaningful memories and emotions. Devices and technologies, such as Crdl, help us to provide inclusive, meaningful and therapeutic ways for our residents, families, and staff to connect and engage with one another.

Crdl has been piloted at Cambridge Manor, with plans to use across BSF sites.

Employee of the Year

Kara D., Recreation Therapist

Kara always has residents' and families' interests and needs front of mind and helps to build recreation programs and calendars to meet their needs. She has contributed and supported many quality and innovative initiatives including Trishaw Cycling, Robotic Pet Research, Outdoor Activity and Gardening Study, Music and Memory, Tovertafel Table, as well as enhancements to the first-floor neighborhoods, selection, and implementation of True Doors and more! Kara's compassion for those in our care is always evident in her work.







Meet our Site Leadership Team



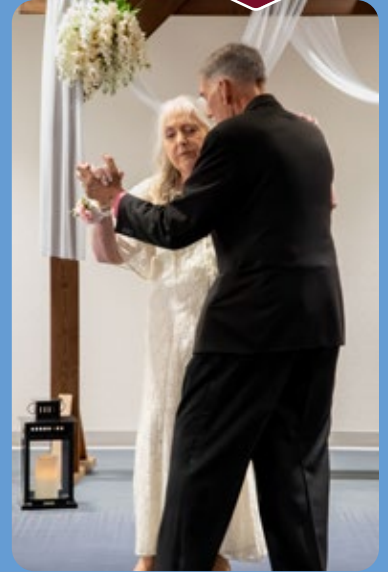
Leo Escandor,
Executive Director



Brenda Claudio,
Director of Care

A Special Union

Clifton House resident, Sandra, and her fiance Allen, celebrated their wedding and honeymoon for their Pursuit of a Lifetime wish!



Employee of the Year

Lise M., Licensed Practical Nurse

Lise is a compassionate and approachable team player who models the BSF values with residents, families, and staff. She communicates well with her peers, and she thinks critically. Showing unlimited patience, she focuses on residents' needs and always makes time to talk with them. Lise engages and respects residents by giving them choices and understanding their needs, which can vary greatly from day to day. She values and welcomes feedback



Artists Spotlight

Residents Louise and Marlene showcased their artistic talents in a Paint Night event at Clifton House.







Meet our Site Leadership Team



Jeff Dwyer,
Executive Director



Marfe Thauberger,
Director of Care

My Favourite Things

Tudor Manor resident, Alice, was delighted to receive a basket of her "favourite things" for her Pursuit of a Lifetime wish!



Employee of the Year

Cheryl V., Health Care Aide

Cheryl is a diligent and proactive HCA, who strives for excellence in her practice. She creates a positive work environment, builds positive relationships, and is committed to creating a caring and supportive community for staff, residents and their families. Cheryl provides high-quality person-centred care to optimize the well-being of our residents and enrich their lives. She embodies The BSF Way and mentors co-workers to deliver WOW service and do the little things that make a big difference.



Volunteer Spotlight

Thank you to our friends from ATCO for generously volunteering their time to hang Christmas lights throughout the outside areas and internal courtyards at Tudor Manor. These lights made our spirits bright, and brought holiday magic to our residents and neighbours! Thank you for caring about seniors in our community.







Aging & Senior Care Living



Meet our Site Leadership Team



Andrea MacNeil,
Executive Director



Karen Ptacek,
Director of Care

Staying Active

Wentworth Manor resident, Annie, enjoyed a yoga class for her Pursuit of a Lifetime wish!



Employee of the Year

Roel G., Maintenance Lead

Roel puts the well-being of residents and staff first. If building issues occur, Roel is the first to respond and last to leave. He has quickly become a quintessential staff member. Roel recently showed tremendous grace under pressure. When two significant building incidents occurred, he was very adept in handling each situation while providing sound leadership for several new maintenance team members. Faced with any task, he always maintains a positive attitude.



Employee of the Year

Michelle B., Licensed Practical Nurse

Michelle effectively demonstrates the true meaning of resident and family-centred care. She's a positive, reliable and resourceful role model who often goes

far beyond the scope of her position.

Evening staff trust her judgment in all situations and consider her as a "go-to" because of her exceptional capabilities and competencies. Michelle values engagement, compassion, people, team building, collaboration, and leadership. She stands behind her team 100%, is inclusive and always makes everyone feel they are part of the team.



Community Spotlight

Thank you to the Calgary Foundation for their generous support of our Concert Series at Wentworth Manor!

Nearly a year after the inaugural concert, this ongoing series of performances continues to provide our residents with valuable opportunities to experience their love of music with talented artists. The Calgary Foundation has made it possible for us to continue hosting new song and dance groups throughout 2024.



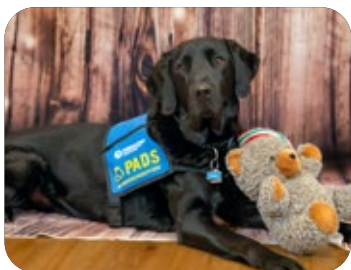


Meet our Site Leadership



Cara Bradley,
Director

BSF and HHN were grateful to accept a donation from VistaVu Solutions, our implementation partner for BSF's 'Project Ascend' (Enterprise Resource Planning and Human Resource Management Software). This generous donation from the VistaVu Gratitude Fund is an example of a VistaVu's investment in forming true partnerships with their clients. Not only to help us optimize our business processes, but also in support of our philosophy: The Preservation of Dignity and the Pursuit of Happiness.



Meet Swell
Swell is an Accredited Facility Dog at Heart Home Network, and provides comfort by leaning on human friends, offering extended dog hugs, laying his head on laps, and more!

Employee of the Year

Sandrine M., Family Counsellor

Sandrine is a kind, compassionate counsellor with excellent communication skills and a wonderful sense of humour. She finds innovative and creative ways to work with children, family and adults affected by domestic violence. Her drive and hard work are admirable. Her research has and will continue to provide great insight into the impacts of domestic violence on children. Her approach to work enables a balance of space for grief, loss, trauma, and fear with celebration and success. Sandrine is an amazing human who truly deserves to be recognized for all of



Thank you to PrinterWorks West Inc (powered by WBM Technologies) for their generous support of HHN. Pictured is their Director presenting a donation, and members of the team volunteering at HHN's Cookie Decorating event during the holiday season.



Rainbow Room

Heart Home Network transformed one of their units into three functional spaces: an art room, calm room and play room.

This welcoming and safe space enables counsellors to support children and families through play, art expression and creative activities while addressing social, emotional and behavioural development, as well as trauma, grief and loss with a child-focused lens. Rainbow Room is also “home” to family counselling sessions that include parenting strategies, increasing secure attachment bonds, and healthy communication.



Thank you to Astra Group for delivering 100 Halloween costumes to Heart Home Network through their annual Halloween Drive. Many appreciative moms and excited Trick or Treaters came to carefully choose the perfect outfit in anticipation of the holiday event. Also, a shout out to several volunteers who came to help!



Our friends at Western Canada High School generously donated \$2,000 for Food Hampers plus these mini decorated Christmas Trees for residents living at Heart Home Network.



HHN residents were thrilled to receive their Holiday Hampers! These giant totes packed full with goodies, helpful supplies, and gift cards were once again generously donated by our friends at Circle K Canada to help make the holiday season brighter for our residents. Members from BSF's Corporate Services team joined HHN's Client Services team to deliver the hampers.



Meet our Site Leadership

Rood Merveille,
Director/
Administrator



BSF Team of the Year

Institut Brenda Strafford

Putting people first and acting with compassion, the Institut Brenda Strafford team endured nearly two years of difficult working conditions following the 2021 earthquake and the ensuing repair and renovation project completed in May 2023. In field tents during 35-degree weather, they provided surgeries, outpatient consultations and inpatient care. The team upheld the preservation of dignity and the pursuit of happiness for healthcare patients, providing nearly 5,000 consultations and 200 surgeries each month.



Employee of the Year

Marie-Ange C., Head Nurse

Institut Brenda Strafford in Haiti, is honoured to have this esteemed Head Nurse as an invaluable team member for an impressive 23 years. The Employee of the Year award is a testament to her dedication, competence, and tireless work ethic, making it a thoroughly deserved recognition. She is a caring, compassionate, empathetic person with an incredible commitment to patient advocacy.



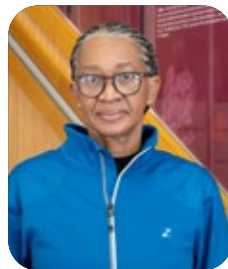
Herby's Story

Herby's mother didn't realize he had hearing issues until she realized she had to shout for him to hear. The nine-year-old boy admitted that he had to occasionally ask his classmates to repeat what the teacher said because he had difficulty hearing. Herby can now hear better after receiving treatment at the Institut Brenda Strafford, and his academic performance has improved.



World Sight Day

In honour of World Sight Day, Institut Brenda Strafford engaged in a variety of activities aimed at promoting and spreading awareness about eye health, including educational sessions for patients, eye screenings for local primary school children, and an online educational video about conjunctivitis (also known as pink eye).



Meet our Site Leadership

Angella Graham,
Manager/Administrator

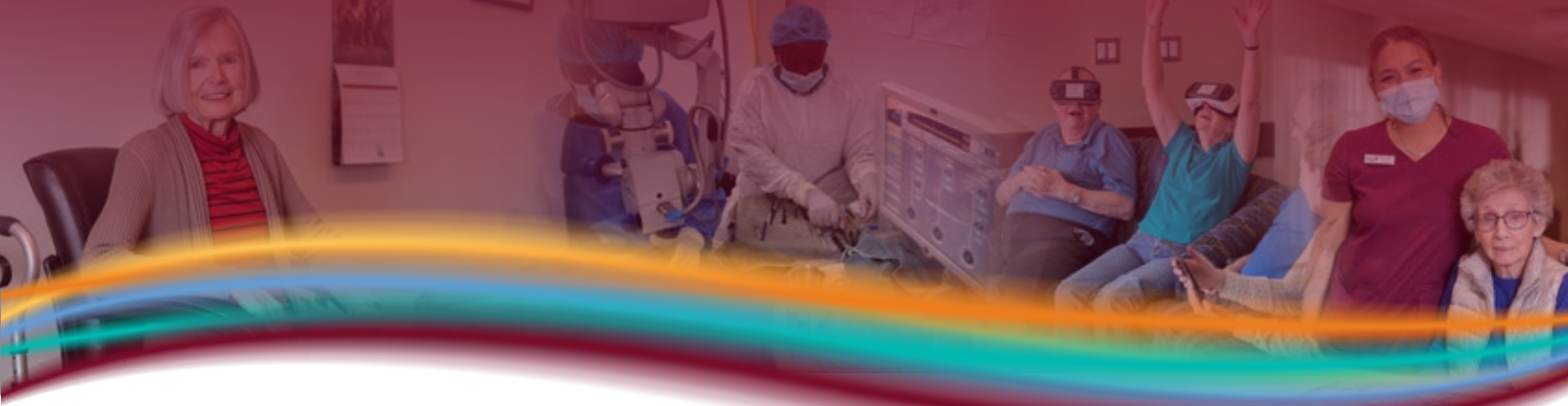
Employee of the Year

Rebekah L, Caregiver

Rebekah emulates all the wonderful qualities we look for in a Caregiver. She's an extremely dedicated and compassionate and hard-working Village of Hope team member. Rebekah is also a quick learner, very observant and shows the utmost care towards patients. She's very helpful to her teammates and participates in all activities, and she is always the first to volunteer. Rebekah has been recognized for the employee award within her first year of employment with us.



Administrator at the Village of Hope, Angella Graham accepts a donation from the Friends of Good Shepherd International (Photo Credit: image courtesy of the Jamaica Observer).



**DO LITTLE THINGS
THAT CAN MAKE
A BIG DIFFERENCE**

**DELIVER "WOW"
SERVICE**

**GET TO KNOW WHAT
MAKES A PERSON
UNIQUE**

**ENABLE AND
RESPECT CHOICES**

**CHAMPION EVERYONE'S
ABILITIES, INTERESTS
AND ASPIRATIONS**

**BE THE REASON
SOMEONE SMILES**

**BE PRESENT IN
IN THE MOMENT**



**MAKE PEOPLE
FEEL AT HOME**

The **BSF Way** is our foundational person-centred approach to care, services, and environments that are personalized, enabling, support positive interactions and relationships, and encourage a sense of belonging to optimize well-being and enrich people's lives. This is woven into everything we do.

Our Values

We put **PEOPLE** at the centre of everything we do

We act with **COMPASSION**, empathy and understanding

We believe in **ENGAGEMENT** with all stakeholders

We boldly pursue **QUALITY & INNOVATION** with pride and enthusiasm