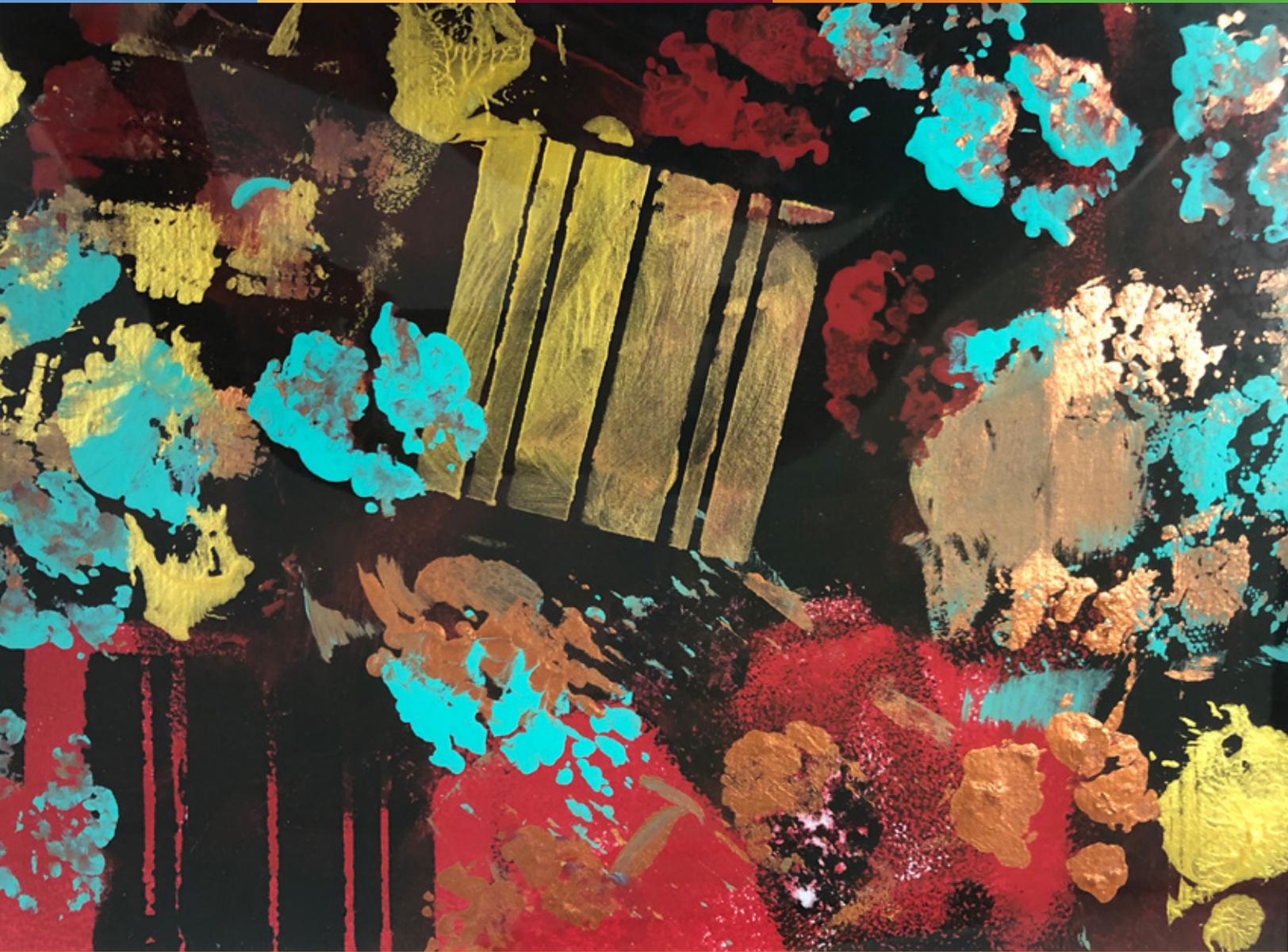


The  
**Brenda**  
**Strafford** The Voice  
Foundation of Happiness

2018. Issue #2.



OMA Artwork "Blue" by Maleeka, Resident Bow View Manor

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# Message from the CEO



Firstly, on behalf of The Brenda Strafford Foundation I would like to congratulate everyone on the truly outstanding teamwork demonstrated throughout the organization in preparation for the recent Accreditation Canada survey, held April 8-11, 2018.

A successful Accreditation Canada survey requires the commitment of the entire organization. Our residents and families, our volunteers and community partners, our board members, and especially our employees. Thank you for your ongoing dedication and support, not only during this process, but every day as we strive to provide the highest standard of care and services.

The Brenda Strafford Foundation is proud to have once again achieved Accreditation with Exemplary Status. We also celebrate the remarkable achievement of meeting 100% of the assessment criteria – an extremely rare accomplishment!

In my opinion, the most important aspect of the accreditation process is the opportunity to identify areas for improvement to better serve our residents, families and communities by comparing our practices against the accreditation standards. While our care, processes and practices have been improved, there will always be opportunities for further improvement.

Throughout The Foundation's proud history, a reputation and culture of excellence and leadership has been established. This legacy continues to be built upon, as demonstrated by our exemplary accreditation results, and through the development of the 2018-2021 Strategic Plan: **Pursuit 2021**.

Launched in April, Pursuit 2021 will position The Foundation for continued growth and success, while staying true to our founding purpose as we continue the legacy that Dr. Strafford dedicated his life to serving over The Foundation's first 40+ years. This is reflected in our steadfast commitment to the organization's philosophy: *The preservation of dignity and the pursuit of happiness*.

In June 2018, BSF hosted our first internal staff symposium to launch The Foundation's approach to 'Resident and Family Centred Care and Living.' Providing high quality person-centred care is central to our organizational mission statement, and a top priority in Pursuit 2021. At BSF, we all have an important role in helping to influence how our Resident and Family Centred Care and Living approach is developed to optimize well-being and enrich people's lives.

The Foundation's 2018-19 year has started with great success, and I look forward to many more achievements to come as we work together to realize our Philosophy – driven by our renewed Mission, Vision and Values – and ensure that The Foundation continues to have a very positive impact on those we serve, and in the broader communities within which we operate.



RFCCL Symposium: Resident and Family Panel



RFCCL Symposium: Staff Breakout Groups

A handwritten signature in black ink, appearing to read "Mike Conroy".

Mike Conroy  
President and CEO





## Message from the COO

Accreditation Canada surveyors measured The Foundation against 6 standards and 721 criteria from April 8-11, 2018. The surveyors reviewed policies, procedures, resident charts, and personnel files; interviewed staff, residents, families, and community partners; and visited and observed care and services at all four Manors. The final outcome was 100% of the criteria met, meaning The Foundation achieved Accreditation with Exemplary Status until April 2022.

One of the comments noted by the surveyors was, "Dr. Barrie Strafford left a strong culture of helping others in need and the torch has been passed on to continue with 'the preservation of dignity and the pursuit of happiness.'" We are very proud of The Foundation's history, are pleased that this has been noticed, and that we continue this legacy.

There has been a focus on many clinical initiatives over the past two years, such as palliative care, decreasing urinary tract infections, appropriate use of antipsychotics, wound care, and implementation of the electronic Medication Administration Record, which have been standardized across the organization.

Other initiatives underway this year include improving the call bell response time, thus reducing waits for the resident. This is being monitored closely and our target is an average response time of 4 minutes. As of June 2018, The Foundation average for call bell response time was 5 minutes and 23 seconds.

The Chef's Club was established and averages 25 participants in each Manor. The agenda includes dining/food concerns, menu review, new meal suggestions, and taste-testing. New menu items suggested by Chef's Club are identified on the Manor menus. Meal choices and sizes are also offered at point of service to residents at meal time.

Recreational activities have been augmented with the growth of intergenerational programming, daily music programs and evening/weekend scheduling. The Recreation Calendars are easier to navigate with the larger print and use of icons to identify family friendly, church and intergenerational activities.

Improved introduction of the nursing team has been facilitated with frames at the front of units displaying the name of the professional nurse on duty. Care Conferences include HCA participation to improve information sharing, and the Resident Care Plan is provided to the resident and/or family one week prior to the meeting.

As we aim to sustain leading clinical results and continually improve our care and services for the benefit of our residents and families, we also turn our attention to The Foundation's approach to Resident and Family Centered Care and Living.

We understand that our residents and families want more than just great care, they want a happy quality of life. So what does this mean to all of us?

When we asked The Foundation's Resident and Family Advisory Group, they told us it means having a sense of belonging, building relationships, having choice, and enjoying simple pleasures. We shall continue to explore the meaning of quality of life in the manors, but what we now know is that the staff can form the triad with residents and families to become one big family, that services could become more personalized, that we need to enable our residents to be as independent as possible, and provide more choice in all areas. So over the course of the next three years we will be embarking on initiatives to better understand our residents' and families' individualized needs and how we can be a better member of the resident, family and employee triad.

A handwritten signature in black ink, appearing to read 'J. Robinson'.

**Jenny Robinson**  
*Chief Operating Officer*

# Innovation, Research & Quality



## Dementia Talks

The third Dementia Talks Library Speaker Series was held at the Signal Hill and Okotoks Public Libraries during Seniors Week in June. Focused on 'Interpersonal & Coping Skills' for caregivers, the events featured expert guest speakers providing information, skills and resources for families and friends who are learning new ways to connect and cope with a loved one impacted by dementia.

## Okotoks Updates

Sixty students at Foothills Composite High School had the opportunity to experience a dementia simulation offered by DFC, in addition to expertise on the brain offered by Clinical Neuropsychologist Dr. Cam Clark. By partnering together, technical brain related questions were answered and students felt the impact of aging with the simulation.

*"Everything felt like it was in slow motion. I felt weighted down and my body felt tired."*

## Okotoks Volunteer Opportunities

Would you or someone you know like to volunteer with Dementia Friendly Communities? We're partnering with Alberta Health Services to offer volunteer training for roles including friendly visiting/companionship, public awareness event assistance, and Memory Café facilitator. Gain valuable experience while contributing to your community. Please contact Jennifer at 403.995.6809, or drop in to her office at Tudor Manor for more information.



Dementia Talks at Signal Hill Library



Foothills Composite High School



Janette Messer, Town of Okotoks and co-chair of the Okotoks DFC Coalition, at the annual Chamber of Commerce Trade and Lifestyle show in April



Foothills Composite High School



Dementia Friendly Business Training has recently been completed with the Save-On-Pharmacy staff

# Innovation, Research & Quality

## Calgary Westhills Updates

Rundle College intergenerational program continues to be a success with the students putting on a Seniors' Tea at Rundle College! Wentworth Manor residents enjoyed a fun afternoon with conversation and music provided by the students. At Wentworth Manor an Opening Minds Through Art (OMA) Art Show and Silent Auction event was held to showcase the art work which the residents have been doing with students from Rundle College.

Congratulations ATB Financial West Springs on becoming a Dementia Friendly Business! An integrated DFC checklist was recently carried out with ATB and all areas were deemed to be dementia friendly!



Rundle College students facilitate OMA Art Therapy at Wentworth Manor

## Calgary Westhills Volunteer Opportunities

A number of opportunities to volunteer in the Westhills Dementia Friendly Community are available through Alberta Health Services Volunteer Services and the Calgary Seniors Resource Society!

Contact Alberta Health Services – For assisted shopping, escorted transportation and friendly visiting opportunities.

Contact Calgary Seniors Resource Society – For dementia awareness trainer, Dementia Friend, raising public awareness of Dementia Friendly Communities, memory café facilitator, memory café coordinator, DFC booth facilitator, DFC poster/leaflet distributor opportunities.

## Upcoming Dementia Friendly Communities Events

A Dementia Friendly Community provides community-based support and services through local action for those living with or affected by dementia. Join us and be part of the change in your community!



### Upcoming events

#### Memory/Conversation Cafés

A safe, social gathering place for those living with or impacted by dementia.

**1<sup>st</sup> & 3<sup>rd</sup> Wednesday every month,**  
1:00-3:00 p.m. First Lutheran Church

**1<sup>st</sup> Wednesday every month,**  
1:00-2:30 p.m. Okotoks Seniors Club

#### Dementia Awareness Training

Including understanding dementia, risk reduction, resources available and information on volunteer opportunities.

**Thursday, Oct 25, 6:30-8:30 p.m.**  
Signal Hill Library

**Sunday, Oct 28, 1:00-3:00 p.m.**  
Signal Hill Library

#### Dementia Talks Library Speaker Series: Young Onset Dementia

Learn about one family's inspiration to create a wellness community for families and their loved ones impacted by young onset dementia (under age 65).

**Thursday, Sep 20, 6:30 p.m.**  
Okotoks Public Library – register at okotokslibrary.ca or 403.938.2220

**Friday, Sep 21, 6:30 p.m.**  
Signal Hill Library – register at calgarylibrary.ca or 403.260.2620



Visit us online to learn more about Dementia Friendly Communities and upcoming events

**theBSF.ca**

# Public Talk: Innovations in Seniors Health

**Date:** September 13, 2018 at 7:00 PM

**Location:** Calgary Public Library - Nicholls Family Library

Join us for a speaker series focused on innovations that optimize seniors health and wellness in partnership with The Brenda Strafford Foundation and Calgary Public Library.

Register online at: [calgarylibrary.ca](http://calgarylibrary.ca) or phone: 403.260.2620



## Health Link: Dementia Advice

Dementia Advice (DA) is a 24/7 service offered through Health Link at 811. DA offers support to people who have problems with thinking, reasoning, or remembering (e.g., dementia) or the people who care for them.

### What happens when I call 811?

When you call Health Link at 811, you'll talk to a registered nurse who will ask you questions about how you're doing and how you're feeling. If it's appropriate, they'll refer you to DA. Once a referral is made, you'll hear back from a specially-trained dementia nurse within 72 hours.

When a DA nurse calls you, they'll ask you more questions to get more information about what you're going through and how you're managing. DA nurses have specialized knowledge about dementia, so the questions will be different and more in depth than what the Health Link nurse asked you about. DA nurses can give general health information and advice as well as information about services or resources that are available. They will offer support and refer you to resources that can help.

If you or someone you know has dementia (or cares for someone with dementia), call 811 for support or information.



## HQCA Patient Experience Award

The Brenda Strafford Foundation is proud to be one of four organizations in the province recognized by the Health Quality Council of Alberta (HQCA) as a recipient of a 2018 HQCA Patient Experience Award for The Foundation's End of Life Framework and Palliative Care Program.

The Patient Experience Awards were established by the HQCA and its Patient and Family Advisory Committee to celebrate initiatives that have been implemented with a focus on improving the patient's overall experience in accessing and receiving healthcare services. The Brenda Strafford Foundation's End of Life Framework and Program leverages existing, validated tools, a multi-disciplinary approach and ongoing education for program staff to provide a positive impact on the resident experience and engage family members in their loved ones' palliative care.

Congratulations to everyone involved in this initiative Foundation-wide! Kudos to the Nursing, Education, Recreation, Social Work, Nutrition, Pharmacy and Physician teams throughout The Foundation who have adopted the practice to better care for our residents who are experiencing end of life. Thank you to Navjot (BSF), Uzzie and Michelle (Wentworth Manor) for accepting this award on behalf of The Foundation.



# Innovation, Research & Quality

## Laneway House Research at Wentworth Manor

### What is a Laneway House?

An interdisciplinary research team at the University of Calgary led by Dr. John Brown of the Faculty of Environmental Design, is developing an innovative aging-in-place laneway housing option. The 460 sq ft one bedroom prefabricated unit is designed to be temporarily located in the backyard of a typical resident lot. In addition to providing a high quality place to live that is both safe and accessible for seniors to use, the aging-in-place Laneway House will incorporate advanced medical monitoring technology that will allow the elderly and frail to remain living well in their home, and close to family for as long a period as possible.

### Why is it at Wentworth Manor?

Currently the researchers are hoping to get information through a series of in-situ testing. Information will be collected from the older individuals temporarily residing in the unit, and their team of health care providers in order to determine how well the architectural and medical features of the unit perform.



Staff tour of Laneway House at Wentworth Manor

## Introducing the Process Improvement Team at Tudor Manor

### What is a Process Improvement Team (PIT)?

A PIT is a team that is made up of dedicated and passionate frontline staff, residents and families wanting to make improvements in care.

The PIT team at Tudor Manor attended a two day workshop led by the research project lead (Dr. Sienna Caspar), and are working towards "Making the Most at Mealtimes" which is about making mealtimes enjoyable for everyone.

The project vision that they created includes: "During mealtimes, residents feel nourished in mind, body and spirit within an environment that is peaceful and calm where residents, staff, and family are actively involved and everyone enjoys pleasurable events and a sense of belonging and community."

### Examples of changes they have made include:

- Engaging residents to set tables
- Reducing noise in dining rooms in different ways
- Sitting down to socialize with residents during meals
- Making the dining environment pleasurable



Tudor Manor Dining Experience PIT

Want to learn more? Talk to one of the PIT team representatives pictured above. Congratulations and great work Tudor Manor PIT team!

## Canadian interRAI Conference

Congratulations to Liping F., Manager, RAI-MDS, who presented at the 2018 Canadian interRAI Conference on Improving Quality of Life through Promoting and Maintaining Residents Physical Functions in Nursing Home.



## Translating Research in Elder Care

As participants in the Translating Research in Elder Care (TREC) Research Program, Navjot (BSF), and Lorraine, Fran and Zona (Bow View Manor) attended the TREC Regional Feedback Summit on May 30, 2018 at the University of Calgary.

This half-day event involved Directors of Care, Program Managers and frontline staff from participating TREC homes in the Calgary area. The summit also included TREC investigators, and key decision makers from Alberta Health Services. During the Regional Feedback Summit, the TREC team shared results from the TREC staff survey data collected in Fall 2017. By sharing TREC survey data, it provided an opportunity to learn more about successes and areas for improvement for each care home. The summit also provided an opportunity for exchanging ideas, discussing issues in the long-term care sector, exploring avenues for further research, and strengthening the provincial network of people working in the sector.

TREC is a national research program based out of the University of Alberta studying Canadian Care homes. TREC's work focuses on the link between work environment, quality of resident care, and quality of work life. We use this information to support workplace improvement for staff and to improve care for residents.



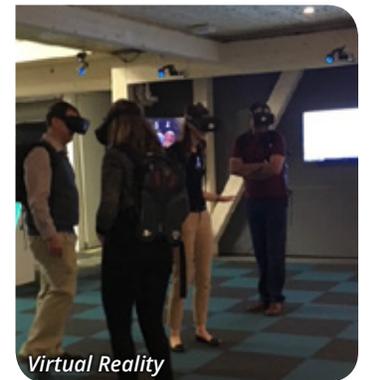
*Fiona McKenzie, Dr. Jayna Holroyd-Leduc, Lorraine (Program Manager), Zona (Health Care Aide), Fran (RN Supervisor), Navjot (Manager, Research and Innovation Practice)*

## DIRTT Tour

Members from BSF had the opportunity to tour DIRTT, a leading technology driven manufacturer of highly customized interiors. We are exploring the potential of DIRTT for the 'Continuing Care Unit of the Future' at Cambridge Manor. Individuals had the opportunity to experience virtual reality through ICE technology that lets you see a building and its design before it's built. For more information on DIRTT visit [www.dirtt.net](http://www.dirtt.net)



*Living Green Wall*



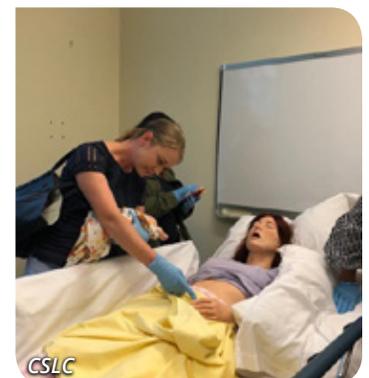
*Virtual Reality*

## University of Calgary Clinical Simulation Learning Centre

The Brenda Strafford Foundation had the opportunity to tour the Clinical Simulation Learning Centre (CSLC) at the University of Calgary Faculty of Nursing. The Faculty of Nursing uses the simulation to position students for every day leadership in clinical practice. If you have any ideas on how simulation could be used at The Brenda Strafford Foundation, we would love to hear from you as we are currently exploring the idea. Please contact Navjot (Manager, Research and Innovative Practice) with any ideas or feedback at [navjot.virk@theBSF.ca](mailto:navjot.virk@theBSF.ca) or ph: 403.536.8681



*Augmented Reality at the CSLC*



*CSLC*



*CABHI Brain Crunch*

## Brain Crunch

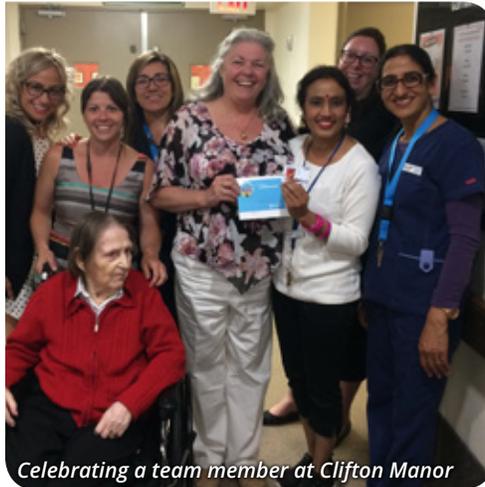
Members of the senior management team and university partners participated in a 'Brain Crunch' in May. The Brain Crunch was hosted by the Centre for Aging and Brain Health Innovation (CABHI), and was designed to highlight key take home messages about innovative thinking, and share an important information about an upcoming funding application to inspire those employees who have innovative ideas to come forward. Pictured are members of the team trying to create the tallest marshmallow tower possible. Key message from the activity – innovation is about trying different solutions, thinking outside of the box, making modifications, and trying again. If you have an innovative solution or idea, bring it forward. That is what innovation is about, turning an idea into a solution that helps improve the care for residents, families and employees.

# Human Resources

## Celebrate Great!

Eden G., Tudor Manor: *A Big Thank You for coming in on your days off to take residents outside for walks!*

Liz A., Wentworth Manor: *Thank you for always bringing smiles to our residents' faces! Your positive attitude, kindness and genuine care for our residents is always reflected in your work. Thank you!*



Celebrating a team member at Clifton Manor



## 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 Q1 (April-June) this year.

### 5 Years

#### Bow View Manor

Vilma A.  
Catherine A.  
Sheena B.  
Christi C.  
Estrella N.  
Dianne O.  
Cheryl T.  
Evelt W.

#### Wentworth Manor

Anna A.  
Vivian B.  
Gina B.  
Gage K.  
Robyn W.  
Carey Y.

#### Clifton Manor

Merrilyn A.  
Josephine J.  
Probir R.  
Emma T.

#### Tudor Manor

Amy A.  
Oleksandra B.  
Melissa C.  
Lorry C.  
Emily C.  
Vilma D.  
Eva G.  
Crystal G.  
Rosalind K.  
Haide O.  
Winna O.  
Maria P.

### 10 Years

#### Bow View Manor

Munira I.  
Anna M.

#### Wentworth Manor

Beth F.  
Evalyne K.  
Valerie M.  
Rama S.  
Maria V.  
Dany Z.

#### Clifton Manor

Hinda A.  
Martha A.  
Chynwe A.  
Elvie C.  
Jergen C.  
Donna G.  
Heather M.

### 15 Years

#### Bow View Manor

Julie M.

#### Wentworth Manor

Tersing C.  
Nelly R.

#### Clifton Manor

Marilou L.

### 20 Years

#### Bow View Manor

Cherie D.  
Sudha S.

#### Wentworth Manor

Gloria G.  
Cecile G.

### 25 Years

#### Bow View Manor

Lisa T.

#### Clifton Manor

Cheryl J.

### 35 Years

#### Bow View Manor

Beverly B.



## Green Belt Certification

Congratulations to Leo, Emile (pictured above) and Erin (pictured below) who recently received their Green Belt Certification as part of the 2017-18 Leadership Development Program. Green Belt Certification is an internationally recognized certification based on achieving a specified level of competency in the LEAN Quality Improvement Methodologies. Well done on this noteworthy achievement!





Innah E.



Alex M.



Sarah A. and Rowel B.



Meghan D.



Imelda M.



Cristita P. and Rosalyn R.



Jael K.

## Employee Education Scholarships

Congratulations to the recent BSF Employee Education Scholarship recipients, awarded in July 2018.

### Bow View Manor

**Meghan D.** HR  
(Program: CEBS Designation)

**Rowel B.** Housekeeping  
(Program: HCA)

**Sarah A.** Recreation  
(Program: Therapeutic Recreation Diploma)

### Wentworth Manor

**Cristita P.** HCA  
(Program: LPN)

**Rosalyn R.** HCA  
(Program: LPN)

**Tudor Manor**  
**Imelda M.** HCA  
(Program: LPN)

### Clifton Manor

**Alex M.** Maintenance  
(Program: SAIT)

**Innah E.** Aramark Food Services  
(Program: HCA)

**Jael K.** LPN  
(Program: BN)

*"I was honored to receive this scholarship and am grateful for the opportunities it will provide me. As a full time Licensed Practical Nurse at Clifton Manor, I always dreamed of becoming a Registered Nurse. Without a doubt this scholarship will play a key role in achieving my educational dreams."*

- Jael K., LPN Clifton Manor

## GoodLife Fitness Corporate Partnership

Reminder... Employees of The Brenda Strafford Foundation are eligible to register for a GoodLife Fitness corporate partner membership that qualifies for the following discounts and benefits. If you are interested, contact your site HR Specialist to find out more or register!

- Save up to 50% off regular GoodLife Fitness membership rates
- Access to over 320 GoodLife Fitness Clubs across Canada – including over 70 Energie Cardio Clubs in Quebec
- Access to over 450 24hr Fitness Clubs in the United States
- State-of-the-art cardio equipment

- All free weights and weight machines
- World-renowned Group Exercise fitness classes/Virtual Fitness
- Professionally trained staff to assist you in achieving your goals
- Towel Service (where available)
- Child minding (available at an additional fee)
- Corporate rate extended to spouse/significant other/dependants living at home
- Seeking a health or fitness assessment? Ask at the club about the LifeChanger

# Fundraising and Communications



## The Brenda Strafford Foundation 3<sup>rd</sup> Annual Golf Classic

On June 12, 2018, more than 100 golfers hit the links at the Blue Devil Golf Club in support of The Foundation's 3<sup>rd</sup> Annual Golf Classic.

Thanks to the generosity of our sponsors, donors, players and volunteers, together we successfully raised \$75,000 to support innovative and interactive technologies that enhance our senior residents' care, safety and social interactions to advance the quality of care and quality of life for the seniors we serve.

Since our start in 1974, Clark Builders has believed in building exceptional experiences through innovation, collaboration, and foundational relationships. This is true of our projects, as well as our contributions to the community. With our shared commitment to social stewardship, Clark Builders is proud to be a presenting sponsor of The Brenda Strafford Foundation Golf Classic.

### Course Sponsor



### Auction Sponsor



### Cart Sponsor



### Volunteer Sponsor



### Lunch Sponsors

Marshall Tittlemore Architects  
Westcor Construction

### Lunch Beverage Sponsor

Tidewater Midstream and Infrastructure Ltd.

### Refreshment Sponsor

Servpro

### Hole in One Sponsors

deKlerk Electric Ltd.  
Rogers Insurance

### Gift In Kind Services

Allrush Copies & Print  
Impello Inc.  
Olymel  
Spolumbos  
Universal Workwear

### Hole Sponsors

All Systems Communications Contracting Inc.  
Aramark  
Carbert Waite LLP  
Duke Evans Inc.  
KPMG  
Mawer  
Medical Mart  
Millar Foran  
PCM Canada  
Rogers Communication  
Schuett Law

### Donors

Imran Dharshi  
Mulvey & Banani International  
Phyllis Konrad  
Remedy Engineering  
Rosewood College  
Westech



# What's The Buzz?

## Bow View Manor



Bow View Manor nursing leadership team

In line with the Mission, Vision and Values of BSF, the nursing leadership team at Bow View Manor (together with The Foundation's other sites) is currently taking the "Leadership in LTC and Retirement Living" course through Conestoga College. This will give the leaders the necessary tools in advocating for person-centered and high quality care. The program promotes a collaborative style of leadership to better effect culture change, supporting the residents, families, and staff. We greatly appreciate the opportunity to participate in this program through the generosity of BSF.

Thank you Catherine from Foundations for the Future Charter Academy High School for promoting and orientating volunteers for the Opening Minds Through Art program, which was such a successful program.

We have also partnered up with Westmount Charter Academy for regular intergenerational program. There have been many laughs, jokes and bonding amongst the seniors and students. We look forward to them returning in the fall for weekly programming all year.

We would like to thank Green Drop for donating fresh beautiful flowers for the exterior of our home. We were also very fortunate to have our grade 4 buddies from Westmount Charter School help with the planting alongside our residents. We celebrated by having dirt gummy worms in pudding and sharing gardening stories... A day to be remembered!

FFCA Creative Writing Class teams up with Bow View Manor again for second semester and will continue for years to come! Every resident has a story and a history. At Bow View Manor, high school students from the Foundations for the Future Charter Academy (FFCA) creative writing class helped to capture memorable moments in a creative way. Students were paired up together to interview one resident. Questions such as "What are you most proud of?" and "What words of advice do you have to offer?" were asked. Residents were happy to share their stories with the younger generation and pleased to have their stories published for all to see. The FFCA students collected the information from each resident and, with creativity and talent, created eloquent and impactful poems. The time each resident took to share their life story was clearly taken seriously by the students and reflected in a beautiful and sentimental fashion. Resident poems are available for all to see on student blog website: [bvmanorwriting.edublogs.org](http://bvmanorwriting.edublogs.org)



### Volunteer Spotlight: Orlo H.

"My wife spent 19 months at Bow View Manor. As I watched all the volunteers work with the residents day in and day out, I said that is for me! So many folks need a lift, someone to play a card game, or help those in wheelchairs. We are very BLESSED to have a place like Bow View Manor. I volunteer weekly and play crib with the seniors."

#### Excerpt from poem for Ron.

Ron's father once said,  
"Life is like climbing a mountain: you get half way up and start to fall, but  
you need to keep on climbing."  
This quote has been stuck in his soul for decades, ringing in our ears today.

\*\*\*

He started at the bottom of the mountain,  
in October of 1940.  
He was delivered into the world in the fall when the leaves floated over the  
crops of his family farm;  
every passing day was another step up.  
From the mountains, he followed the telephone poles to school, never  
straying off the path,  
until he got a glance of the birds soaring over the sanctuary sky.  
He felt it was was time for him to fly, to climb higher.



*Giant ring toss with Westmount Children*



*Giant ring toss with Westmount Children*



*Green Drop with Westmount Charter Children*



*Planting donated flowers from Green Drop*



*Popcorn Parachute with Westmount Charter Grade 4*

# What's The Buzz?

## Wentworth Manor



Carol Henckel and Mike Conroy - Patient Experience Award



Resident and family members lunch outing at Bow Valley Ranch



Christa V. with the new Purrfect Pet



End of the year tea at Rundle College



Everyday Superheros - Volunteer Appreciation Dinner



Ken H. and Ox hanging out



Royal Oak outing to Gasoline Alley



Staff Appreciation Lunch - Roza L., Carol H., Lucy N., Josephine S.



Rundle College Students and Residents - OMA Art Show

Time always flies so fast when we're having fun! It has been an incredibly exciting time at Wentworth Manor over the last few months.

Wentworth Manor, along with all of the BSF sites, worked diligently to complete our Accreditation Canada audit. All of the hard work paid off as The Brenda Strafford Foundation received Exemplary Standing and achieved 100% on the audit in April. The Brenda Strafford Foundation has also been awarded the Health Quality Council of Alberta's Patient Experience Award for the development and implementation of the Palliative Care Framework, which has also been recognized by Accreditation Canada as a leading practice across Canada. This program was initiated and trialed at Wentworth Manor, and then expanded to all other sites. Well done!

Renovations (pictured below) have also kicked into high gear on The Residence side. It takes an incredible team to coordinate with minimal disruption to the resident and their family members. Geraldine H. was appointed as the Renovation Coordinator who acts as the liaison for everyone involved.

In April, we celebrated our volunteers with The Brenda Strafford Foundation Annual Volunteer Recognition Dinner. This year's theme was "Volunteers - Real Life Superheroes: Ordinary People. Extraordinary Impact." It was great to see so many of our volunteers dressed up as their favorite superheroes at the dinner. Thank you to all of our volunteers for the hours of dedicated service that you provide to the residents of Wentworth Manor!

The superhero theme continued through to the annual staff appreciation day in May. The food was astounding and everyone really enjoyed the photo booth where we had the opportunity have a little fun and play "dress-up". Thank you to all the staff for everything that you do on a daily basis.

We are also very happy to have our new Director of Nursing, Trish Ramstead, and our Acting-Administrator, Carol Henckel (pictured below), on-board. Together, Trish and Carol bring a lot of experience and understanding to benefit the residents and families of Wentworth Manor. In the short period of time some exciting changes have been made including beautifying the outdoor spaces on the special care units, and rearranging of furniture in Royal Oak and Trafalgar neighbourhoods to make them more inviting and 'home-like'.

A lot of special events for the residents have also occurred over the last few months. The Residence was treated to a Mother's Day wine social, Father's Day BBQ and Ice Cream social, and numerous bus outings in and around the city. The Court residents partook in the annual Mother's Day Brunch, Father's Day Beer & Pizza, and first BBQ Brunch of the season.



### Staff Spotlight: Kajal P.

Kajal joined the Wentworth Manor team on June 5, 2018 as Program Manager for Long Term Care. She has Bachelor's degree in Nursing from York University in Ontario. Upon graduation, Kajal worked in cardiac and surgical units.

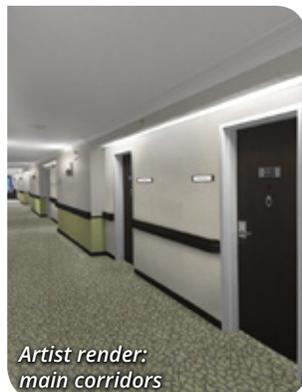
Kajal moved to Calgary in 2015 and started working in long-term care and found her passion in geriatric nursing. She has worked with 3 different long-term care organizations as Charge Nurse and RN - Team Lead prior to working at Wentworth Manor.

Kajal was born and raised in India and moved to Canada in 2007.

Welcome to the Wentworth Manor team, Kajal!



Carol and Trish



Artist render:  
main corridors



Artist render:  
resident suite

# What's The Buzz?

## Clifton Manor



OMA Art Show



Fun Times Cocktail Hour



Intergeneration Activity Mother's Day, Keeler School



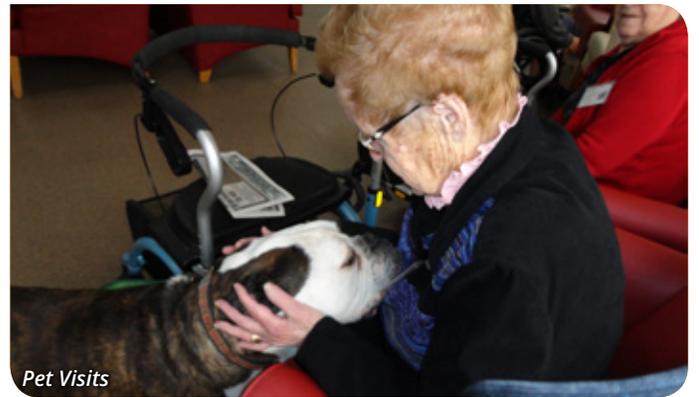
OMA Art Show



Keeler School Gardening



OMA Art Show



Pet Visits



Staff Appreciation



Steak BBQ



Stephanie Telling Fortunes Seniors Week

Clifton Manor residents and staff have been busy enjoying the sun and warm weather! With the arrival of spring, many special events occur, and it is time to appreciate the outdoors while we can.

Our 'Opening Minds Through Art' program completed the second term in April with an Art Show. Students who volunteered from Jack James High School, resident artists from Long Term Care, and the Adult Day Support program client artists were in attendance. Families, staff, and community members also enjoyed and purchased the unique pieces. We would like to extend a special "thank you" to Bev Maxwell who spent endless hours donating her time helping organize and facilitate the OMA program. Thank you also to Aramark, who provided our amazing appetizers and serving staff for the event.

April is also Volunteer Recognition Month. Many of our volunteers attended our Annual Volunteer Dinner at Tudor Manor, with "Superheroes" as the theme this year! Thank you again to our volunteers who continue to enhance our events, programs and activities for our residents. Your donation of time is sincerely appreciated, you are all Superheroes!

Our Staff Appreciation was celebrated in May. A delicious meal, games, prizes and a Superhero photo booth ensured that fun was had by all! Thank you to all employees of Clifton Manor for doing what you do, ensuring quality of life and resident centered care to our residents.

Intergenerational programs with local schools, day cares, and clubs continue to be a regular occurrence. This spring the children have helped us out with a variety of activities including our gardening projects, celebrating Mother's Day with us, and they especially enjoy assisting in our 'Ice Cream Socials.'

Seniors Week in June is full of fun at Clifton Manor! Every day we held at least one special event focusing on what our resident's request. There were special dine-ins, a food festival, entertainment, our 'Annual Clifton Manor Game Show,' and the favorite, our Multicultural Fashion Show. We would again like to extend our gratitude to the staff and volunteers who assisted us in this very busy week. Seniors Week winds up with our annual Community Fair where Clifton Manor is an active participant in promoting Health and Wellness for all ages.

As the summer continues we are looking forward to our amazing BBQs for our residents, and our Annual Summer Fair and Car Show in August... We hope you can stop by and join in on our fun!



## Volunteer Spotlight:

### DJ Gary

On behalf of our Recreation Therapy Team, we would like to shout out a great big "thank you!" to Gary!

Gary is our regular DJ for Cocktail Hour Music. Gary has been providing a variety of themes and entertainment on Friday afternoons for our residents to enjoy and dance to. On special occasions and special events, he has even put together slideshows to go along with his tunes.

Gary, thank you so much for your time, the smiles, and memories you create. Your Diet Coke and potato chips will always be on us!



Multicultural Fashion Show  
 Volunteers Seniors Week

# What's The Buzz?

## Tudor Manor



*Mae S. and daughter Carol in our annual Easter Bonnet Parade*



*Tudor Manor comes together for Humboldt Broncos Jersey Day*



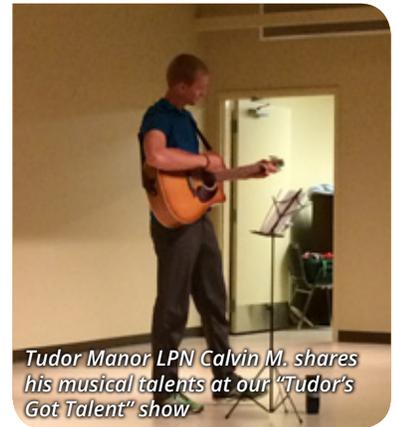
*Edison School chess club students recognized for volunteer work*



*Resident Milton E. at our Father's Day Outing to Automotive Museum at Heritage Park*



*Volunteers Jiwan and Ann enjoy our annual Volunteer Appreciation Tea, hosted by residents*



*Tudor Manor LPN Calvin M. shares his musical talents at our "Tudor's Got Talent" show*



*Don P., recipient of the "Resident of the Year" award presented during Senior's Week*



*Recreation Therapy Aid Sam T. expanding her acting abilities with residents at our "Tudor's Got Talent" show*



*Ethel M.'s 100th Birthday wish came true, a visit from a real cowboy, Cody Snyder!*



*Volunteers Jiwan and Ann enjoy our annual Volunteer Appreciation Tea, hosted by residents*



*Resident Louise M. with daughter Nancy at our Mother's Day Tea*



*Resident Jackie L. with daughter Vicky at our Mother's Day Tea*

"In your easter bonnet, with all the frills upon it..." is a favourite tune that can be heard every Easter for Tudor Manor's Annual Easter Bonnet Parade! Days before, residents have fun designing and decorating their bonnets with flowers, easter eggs, ribbons, you name it! On Easter Monday, everyone proudly prances around to showcase their bonnets and residents feel like "the grandest lady in the Easter Parade!"

Tudor Manor is fortunate to partner with local Edison School for the past year where chess club students visit, play and even teach chess to our residents! In fact, some of our residents even teach them a thing or two!

To celebrate Volunteer Appreciation Month in April, the Town of Okotoks Volunteer Manager made a special trip to Tudor Manor to recognize their community service. We are looking forward to expanding our partnership with Edison School as they participate in our OMA (Opening Minds through Art) program in the fall.

April 6, 2018 is a day Canada, and in fact the world will not soon forget. Tragically, sixteen members of the Humboldt Broncos Hockey Team lost their lives in a horrific bus crash and remaining members experienced life-altering injuries. The impact was felt worldwide and our entire country mourned the loss. To honour the victims, Canada designated April 12 'Jersey Day' and the Tudor Manor community, including residents, staff, management, Aramark and AHS came together for this important cause.

Our April showers certainly brought May flowers to our Annual Mother's Day Tea, where carnations were presented to all ladies in attendance. It is a special afternoon dedicated to all Mothers, Sisters, Daughters, Aunts and friends. Volunteer pianist Judy L. played lovely background music for the event as guests were treated to fresh strawberry tarts and tea.

***"Mother is a verb. It's something you do. Not just who you are."***

***- Dorothy Canfield Fisher***

Volunteer appreciation continued into May as the residents of Tudor Manor hosted a special tea party in honour of the volunteers who share their time, talents and heart with them throughout the year. Resident Ada P. read a special poem and all residents serenaded the volunteers with "You are my Sunshine." Volunteers are such a valuable part of our team and they truly bring "sunshine" to the lives of our residents.

Resident Ethel M. became a centenarian on May 22, when she celebrated her 100th birthday! Ethel's birthday wish was to see a real cowboy and her wish certainly came true when the 1st Canadian World Champion Bull Rider, Cody Snyder, made a surprise visit for Ethel's special day! A special thank you to Julie T., Recreation Therapist at Tudor Manor for arranging Ethel's wish.

Tudor Manor honoured Senior's Week, June 4-10, with celebrations all throughout the week. Our special event is our annual Tudor's Got Talent Show and this year's theme was "Tudor Rocks." Residents and staff alike shared their talents and also collaborated on two songs, California Girls and Leader of the Pack. Resident Dick V.W stole the show when he "rode" in on his motorcycle as the pack leader! Thank you to Recreation Therapy Aid, Melissa C. for her creativity and time for building Dick's motorcycle!



### Staff Spotlight: Maia D.

Maricela (Maia) D. has been working with The Brenda Strafford Foundation since August 2012, and with Tudor Manor since it's opening in October 2012. Maia's role is Resident Finance within The Foundation's Finance Department and she is a valued member of "Team Tudor." She is responsible for resident finances, resident move-in meetings, accounts payable and receivable, timekeeping, and overall financial reporting. Maia is highly skilled at her job and always takes time to greet you with a smile.

Maia is originally from Romania and has lived in Canada since 2005. In her free time, Maia enjoys reading, playing bridge and going to the mountains. What she loves most about working for Tudor Manor is "being on a great team."

# Volunteer Appreciation Night



# Staff Appreciation Week



# Stampede Week



## Cambridge Manor Groundbreaking

On May 17 The Brenda Strafford Foundation, in partnership with Truman Homes, West Campus Development Trust, and other industry partners and community stakeholders, gathered to celebrate the ceremonial groundbreaking of Cambridge Manor and Maple seniors' living complex at University District.

Together, Cambridge Manor (Assisted Living and Long Term Care by The Brenda Strafford Foundation) and Maple (Independent Living by Truman) will form an innovative seniors' living complex designed to support aging-in-place within University District. The two developments will be connected by a Plus 30 walkway so amenities — like recreation, dining and even education and volunteer services — can be shared with residents between the two buildings. Cambridge Manor is set to open in 2020. Stay tuned for progress updates and more information throughout construction now underway.



*Guest speakers perform a ceremonial groundbreaking*



*BSF Board Chair Norma Jackson and Miles Strafford do a virtual tour of Cambridge Manor*



*BSF President and CEO Mike Conroy*



*University of Calgary Chancellor Robert Thirsk delivered remarks in support of Cambridge Manor and The Foundation's contribution to aging research*



*Cambridge Manor construction progress*

# University of Calgary

## Brain in Motion II Study

The Brain In Motion (BIM) study is lead by principal investigator Marc Poulin, PhD, Brenda Strafford Foundation Chair in Alzheimer's Research. BIM II is examining the relationship between exercise, cerebral blood flow, and cognition in older adults who are at increased risk of Alzheimer's Disease and related dementias and the role that exercise might play in the prevention of cognitive decline.

The study is looking for 264 individuals to volunteer in an 18-month randomized controlled trial, which includes either a six-month aerobic exercise program, or a six-month stretch and strength program. All parking expenses, as well as access and supervised training at the Fitness Centre will be covered by the study.

**The study is looking for men and women aged 50-80 year, who have one or more of the following:**

- History of hypertension
- History of diabetes mellitus
- Obesity
- Elevated cholesterol
- History of coronary artery disease
- A first-degree relative (parent, sibling or child) diagnosed with a dementia-like Alzheimer disease
- Current smoker

**For more information, please contact the study coordinator at 403.210.7315 or by email at [bimstudy@ucalgary.ca](mailto:bimstudy@ucalgary.ca).**

Congratulations to Veronica Guadagni, PhD, recently awarded an Alzheimer Society of Canada Research Program Postdoctoral Fellowship and a Canadian Sleep and Circadian Network Multi-site Mentoring Program Award. Guadagni's work as a Postdoctoral Fellow in Dr. Poulin's Laboratory of Human Cerebrovascular Physiology is focused on understanding the effects of a six-month aerobic exercise intervention on sleep quality in older healthy adults who completed the Brain in Motion study, and particularly individuals at genetic risk for Alzheimer's disease and related dementias.

## Brenda Strafford Centre on Aging Summer Student Explores Age-Friendliness of Calgary

From May through August, the Centre on Aging has welcomed Samantha Norberg to our team. A passionate and aspiring gerontologist, Samantha is entering her fourth and final year of the Bachelor's of Social Work program. Sam's research summer project, which was supported by a competitive Seniors Health – Strategic Clinical Network (SCN) Summer Studentship Award, has furthered the Centre on Aging's research partnership with the City's Age-Friendly Calgary work group.

Sam began her studentship by examining Canadian Longitudinal Study on Aging (CLSA) data in order to establish baseline measures of older Calgarians' health and well-being when the data on them were first collected, between 2010-2015. Sam was instrumental in creating a report that connected CLSA findings with Age-Friendly Calgary priority areas such as housing, social participation, and access to community support, among others. The report was shared with members of City Council in late June. The measures that Sam created will help the City to track over time whether implementing age-friendly policies is having a measurable impact on the health of older Calgarians.

Sam has since been exploring how closely the composition of CLSA participants represents our actual population (locally, provincially, and nationally) in terms of socio-demographic measures such as age, sex, ethnicity, income, and education. Sam's findings will help researchers and policymakers in Calgary and beyond to appropriately interpret CLSA data in their studies. Her project is also helping to create closer links between academic researchers and the analysts and strategists involved in shaping municipal, provincial, and national policy related to the aging population.



*Samantha Norberg*

# Charitable Programs

## International Charitable Programs



The Community Vision Centre of Excellence, launched in January 2018, provides optometry and ophthalmology services to serve the local population as a hub for eye care treatment and training at the Village of Hope in Montego Bay, Jamaica, in partnership with Canadian Vision Care.



## The Brenda Strafford Society for the Prevention of Domestic Violence

The Brenda Strafford Centre is extremely thankful for all of our supporters who helped us win \$8,000 from Field Law LLP's Community Fund Program which will go towards the renovation of our Group Room. Meaghon Reid, Executive Director, was there to accept the donation and spoke about the impact of the donation at the Field Law Stampede Kickoff.

The Brenda Strafford Centre hosted a Stampede Lunch with help from our friends at Bennett Jones. Mothers and children were provided a delicious lunch while listening to music and enjoying the sunshine.

Thank you to Mac's Convenience Stores who are long-standing supporters of the Brenda Strafford Society. The Society is grateful to benefit from the Mac's Charity Golf Tournament, attracting over 100 golfers annually, and this year, the Society received \$60,000 in proceeds from the tournament. Proceeds will be used to stock an onsite Mac's store that provides women with items including small appliances, personal care items, and toys, etc. which they can keep when they move into our progressive housing units (where they can stay for up to 2 additional years), and eventually when they move back into the community on their own.





# Pursuit 2021 2018-2021 Strategic Plan

## 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.

### 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.

## 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