



Together, we are BSF Strong!





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.

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.

Leadership

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

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

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Message from the CEO



In May we celebrated National Nurses Week, occurring annually in conjunction with the anniversary of Florence Nightingale's birthday on May 12. This year, the theme "We Answer The Call" was developed by the Canadian Nurses Association (CNA) for National Nurses Week, to showcase the many roles that nurses play in a patient's health-care journey. The COVID-19 pandemic has brought to light the courage and commitment that nurses work under every day and has demonstrated the important role that nurses – and all healthcare workers – play in the community.

This was also the week that The Brenda Strafford Foundation celebrated our annual Staff Appreciation Week, in recognition of the outstanding efforts of not only our exceptional Nursing team, but all of our outstanding and highly valued staff from across all departments throughout The Foundation. Because one department alone cannot be successful without the support of the entire interdisciplinary team... and by working together, we are BSF Strong!

Once again this year, unfortunately, due to the ongoing COVID-19 restrictions we were unable to come together and celebrate the way we usually do with our tradition of the annual Staff Appreciation Lunches throughout The Foundation. However this year, The Foundation was excited to celebrate in a unique and fun way by bringing Food Trucks to each site one day this week to express our appreciation for the dedication, compassion and service demonstrated by all of our exceptional employees.

I take this opportunity on behalf of The Foundation's Executive Team to extend our sincere appreciation to the Nursing team throughout The Foundation in honour of National Nurses Week. Thank you for your contribution to the nursing profession, and your contributions every day to The Foundation's mission to optimize the well-being of our residents.

I also take this opportunity to extend appreciation to all employees throughout The Foundation for your ongoing compassion, commitment and courage in 'answering the call' to respond to the challenges of the COVID-19 pandemic, and as we continue to strive to optimize well-being and enrich lives of those we are here to serve.

By working together, we remain BSF Strong!

Mike Conroy
President and CEO

Nurses Week and Staff Appreciation



Human Resources

Avanti Self-Serve Staff Scheduling

The Foundation's Executive team extends appreciation to all staff throughout The Foundation for your patience and understanding during the implementation of the Avanti Time and Attendance Module over the last several months.

Now that the basic implementation is nearing completion, we have reason to celebrate our achievements and also reflect upon the lessons we have learned so far about how to continue to improve our processes.

BSF has been undergoing implementation of this fully integrated solution for almost a year now, and we understand that it has been an added challenge for many staff over the past year. New implementations are challenging at the best of times, but completing this major undertaking in the midst of a pandemic has come with additional difficulties and unforeseen circumstances that have affected all those involved in this transition.

Along with new time clocks that utilize facial recognition, employees now have access to new staff scheduling features through Avanti Self Service. In this online portal staff can pick up vacant shifts, view your schedule, provide your availability, request vacation time, view your pay stubs, and more.

It is with optimism that we can now turn our attention to further enhancing the functionality and maximizing the efficiency of this system, by working together to refine the program for our specific operational needs. Please continue to bring forward your suggestions for improvement, ask questions, and collaborate with your colleagues in the following months, as this will be critical to our ongoing success in further enhancing the system.

Thank you once again for your patience and understanding. We look forward to experiencing the benefits of this new system. Together, we are BSF Strong!



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 2020-21 Q4 (January-March 2021).

Bow View Manor

Gabriel A.	5	Rowena B.	5
Ola A.	5	Barbara S.	10
Precy C.	5	Raeshel A.	10
Manuel R.	5	Niebelyn C.	15
Marie S.	5	Sarita N.	15
Leane S.	5		

Cambridge Manor

Janette S.	5
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Clifton Manor

Pawanpreet B.	5	Jasvir J.	5
Eroll M.	5	Sarah H.	10
Karen D.	5	Florence A.	10
Grace L.	5	Elsy K.	10
Randy N.	5	Pinky A.	15
Ratna S.	5		

Wentworth Manor

Greg A.	5	Michelle B.	10
Kiran B.	5	Madeline F.	15

Tudor Manor

Lise K.	5	Teri F.	5
Gennie-Joy G.	5		

BSF

Navjot V.	10
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Innovation, Research & Quality

Staying Connected: Bow View Manor's Virtual Adult Day Program



Dear Covid,

You came unexpectedly, you were the unseen force that robbed us of what used to be our normal, you denied us our comforting hugs and kisses, our morning talks over coffee, our warm shared meals and happy days spent with friends (unmasked). You see, these are our precious moments that we look forward to in our senior years, but you took it away. You made human touch and close contact outside our bubble unacceptable, you left us confined in our homes with nothing to do and with very little interaction with the rest of the world.

But guess what? We have people that will go above and beyond to give us a sense of normalcy. Together we will show you how resilient we can be, we will adapt to this so called "new normal." We know it is going to be very challenging, imagine learning zoom at 85? Or trying hard to comprehend and respond to social phone calls when our hearing aides' running low on battery.

However, our determination to survive and to "feel alive" prevails! Despite this isolation we will do our best to reach out to each other and stay connected. We will triumph over you Covid! We know you are tough, but rest assured we will be tougher!

Sincerely,

~ Bow View Adult Day Program clients

"We are so grateful for the support and care of the Bow View Adult Day Program (ADP) of the Brenda Strafford Foundation. Since navigating the start of the pandemic on our own, the regular connection, exercise, and check-in's via the ADP have been a very welcome addition to our family. Now our senior is doing weekly exercise and has become comfortable meeting and conversing over computer video. We are very grateful to all of the caring staff and other participants. Thank you. Thank you for everything!"

~ Colin

Clifton House Development



Do you have a special wish? A dream or a goal that you have always wanted to do or pursue?

The Pursuit of a Lifetime program is designed to inspire residents throughout The Brenda Strafford Foundation to live life to the fullest, and to continue dreaming and pursuing their passions.

How to Apply

Wishes can be submitted online at theBSF.ca or by paper copy (found at reception). Any resident can apply, and we encourage anyone to submit an application on behalf of a deserving resident. Applications can be submitted all year round.



Use technology to connect with loved ones



Pamper yourself in a spa day

Fulfillment of Wishes

The Pursuit of a Lifetime Selection Committee will review all applications on an as required basis, and help to make wishes come true. All applicants will be notified directly of the outcome once their wish has been reviewed.

How to Support Pursuit of a Lifetime

Generous donors to The Brenda Strafford Foundation have provided funding to grant wishes to our residents. For information on how you can donate to support this program, please visit thebsf.ca



Enjoy an evening of fine dining



COVID-19 Asymptomatic Rapid Testing

Asymptomatic Rapid Antigen Screening for COVID-19 is now available at all BSF Sites. The purpose of this rapid testing is to detect asymptomatic infection sooner, to limit spread of COVID-19.

Rapid testing was initially launched for staff only in continuing care sites as directed by Alberta Health Services (AHS). However we are pleased to report that this rapid testing on site has recently been expanded to include routine testing of residents during outbreaks, and more recently, to now include visitors. This is a positive development in the prevention and containment of COVID-19 in continuing care sites.

The rapid screening is voluntary, but all staff and visitors are strongly encouraged to participate to help protect themselves, and our residents, visitors and staff.

Please note that rapid screening will not be available at all times during shifts or visiting hours, and will not be available every time you work or visit. However, each site will be managing their rapid screening processes to ensure they can effectively offer convenient and regular opportunities for asymptomatic rapid screening to staff and visitors at various times.

This asymptomatic screening test for COVID-19 is for those with no signs of illness. All Albertans are required to self-monitor for symptoms of COVID-19, and visitors should not come to the site if they are experiencing symptoms of illness. Anyone with symptoms should follow the public health guidelines for isolation and testing (refer to: ahs.ca/covid).

Why should I participate in rapid screening?

The purpose of rapid testing for COVID-19 is to detect asymptomatic infection sooner, to limit the spread of COVID-19. All staff and visitors entering continuing care sites are strongly encouraged to participate in voluntary rapid screening for COVID-19 to maintain the highest levels of protection against this deadly virus entering continuing care sites, where residents are most vulnerable to the severe outcomes of COVID-19.

I am immunized for COVID-19. Why should I still participate in rapid screening?

While the COVID-19 vaccines offer protection to protect ourselves, and others, it is important to remember the vaccine is not 100% effective. There is also uncertainty of the effectiveness of the vaccine against all of the COVID-19 variants. This means there is still a risk of becoming infected with the virus even after being immunized. It is also possible for an immunized person to asymptotically carry and transmit the virus to others, even if they do not become sick themselves thanks to the protection they receive by being immunized.

For these reasons, regardless of whether you are immunized or not, it is critically important to continue to follow all of the Infection Prevention and Control (IPC) and Safe Visiting requirements and mandatory public health measures, as well as take advantage of the opportunity to voluntarily participate in rapid screening when it is available to you.

I have previously had COVID-19 and am now recovered. Can I still participate in rapid screening?

If you have tested positive in the past for COVID-19 and have recovered, you are still able to participate in this rapid screening. You can get screened even if you have been advised not to retest within 90 days as the advice not to retest applies to the PCR lab tests, but not to the rapid screens. If your rapid test is positive, you will receive information on next steps that apply to you.

What will happen if my rapid test is positive?

You will need to return home immediately and self-isolate until the rapid test result can be confirmed by a polymerase chain reaction (PCR) laboratory test. In the meantime, you will be required to follow all public health requirements and instructions from AHS on isolation and testing.

Not all positive results from a rapid test mean that you have COVID-19. As you will also need to get a PCR test to confirm the result, you will be referred to contact AHS to book your PCR laboratory test via Health Link 811 or by completing the online assessment at ahs.ca/covid. During your phone or online assessment, you will need to say that you are a staff member or visitor at a continuing care site who has received a positive result in an asymptomatic rapid screening test. AHS will provide instructions related to booking your PCR test, isolation requirements and self-care.

What will happen if my test result is negative?

Remember to continue to follow all IPC policies and practices and all COVID-19 safety precautions including appropriate use of PPE, hand hygiene, monitoring for symptoms, and physical distancing practices.

What will happen if I refuse to participate in rapid screening?

Agreeing to participate in rapid screening is voluntary. It will not be a mandatory requirement to undergo rapid testing when you enter or visit the site, and staff or visitors will not be refused entry into the site if they do not agree to participate in rapid testing. But all staff and visitors are strongly encouraged to participate in the voluntary rapid screening on a regular basis when the rapid screening is available.

What's The Buzz?

Bow View Manor

February was Therapeutic Recreation awareness month! This year we hosted Treat Tuesdays, Thirsty Thursdays, a word game booklet for residents to enter in a draw, and staff completed a TR Quiz for a draw as well.

Valentine's Day was celebrated with cranberry juice and vodka punch for lunch and each resident received a treat baggie and a homemade individualized Valentine's Day card from Calgary's French & International School students.

We celebrated Chinese New Year, St. Patrick's Day & Cinco De Mayo with a pub party, decorations, music, trivia and games! We also celebrated National beer day with a strolling beer cart!

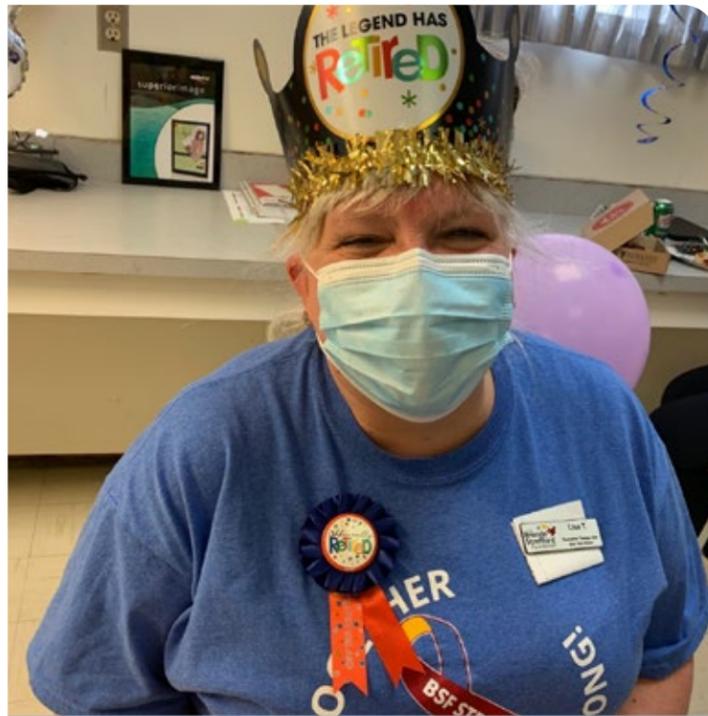
The Easter bunny hopped into our home to bring smiles and tears of joy by delivering chocolates, homemade crafts & cards for our residents from Marsh Canada Limited!

Mother's day was celebrated by delivering chocolates to all and a mother's day tea in the afternoon.

Weekly each floor has either a patio program or patio social to enjoy the fresh air with fun, laughter and memories!

In light of many changes during the pandemic, our department continued to be innovative by creating and implementing new programs for our residents to look forward to! Some new programs created were Spa on the Go, Strolling Cocktail Hour, Music & Movement, Bible Study, Monthly Saint's groups, and Coffee & Friends; the perfect blend.

May was Staff Appreciation for all sites. Bow View Manor had fun with a superhero theme for all staff with 2 food trucks, contests and a photo booth! Not all heroes wear capes!



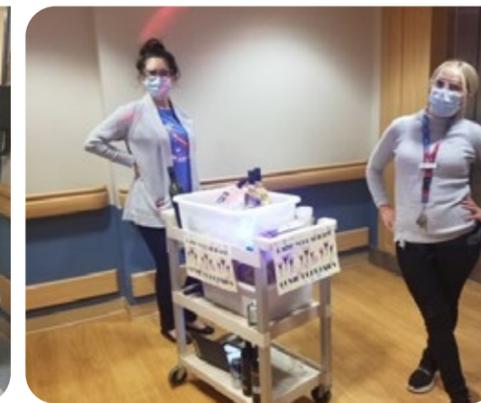
Staff Spotlight: Lisa Tom

Lisa Tom started at the Foundation as a Health Care Aide in April 1993, then moved to Adult Day Program in September 2005 and her last transition was to the Therapeutic Recreation Department in June 2013.

Lisa is well known for her love of music, she would bring goose bumps to residents, families and staff during her singing performances; memorial services, Annual Christmas Nativity and musical entertainment. Lisa also played the piano and flute.

Lisa was a role model and leader in the department, she was always bringing new innovative ideas, joking around with everyone and you always found her smiling!

Lisa will truly be missed by all at Bow View Manor, we wish her the best in her chapter of life and retirement!



What's The Buzz?

Cambridge Manor

Cambridge Manor continued to welcome new residents to the building this past quarter and watch as the building grew with residents and staff!

February was a busy month at Cambridge Manor with many holidays and activities to enjoy! In February, the residents of Cambridge Manor received their second dose of the COVID-19 Vaccine, one step closer to "normal"! Residents were able to enjoy the Super Bowl in a 'pub' fashion and enjoyed tasty appetizers such as chicken wings and spring rolls. Valentine's Day was celebrated with a Valentine's Day Tea with heart-shaped fruit and pink drinks for residents to enjoy. Chinese New Year was also celebrated in the Manor with a Chinese New Year Tea Party, Armchair Travel through Asia and a special dinner which featured stir fry, oriental vegetables, chowmein and ginger beef. February is also Therapeutic Recreation Month. The recreation team was sure to highlight this with various games for the resident's: Leisure Alphabet, Leisure Charades and Leisure Bingo! We also hosted Therapeutic Recreation Olympics in which activities were offered in all five domains: social, physical, spiritual, emotional and cognitive.

March was another busy month in the Manor! Residents were able to enjoy more consistent group activities as the introduction of the COVID-19 vaccination for staff and residents meant less outbreaks in the facility. The Recreation Therapy team partnered with the Dietician to highlight 'Nutrition Month' with "Make Your Own Parfait Day". Residents were able to select from various kinds of yogurt, granola and fruit to create a delicious - and healthy - parfait treat! Residents also celebrated St. Patrick's Day with Irish music, green beer and 'Irish Nachos' enjoyed by all! Each neighborhood has also been enjoying 'Frozen Friday' once per month in which frozen ice cream treats are served for residents to enjoy while socializing with their peers - nothing brings people together like ice cream!

April kicked off with Easter festivities - Virtual Church Service, Easter Tea, Easter Egg decorating and an outdoor Easter Egg Hunt! Residents were able to enjoy Easter chocolates and received Easter cards from a local Boy Scouts group to brighten their day. April was also the start of gardening season for those residents with a 'Green Thumb'. Residents started a variety of seeds through the month of April, and are already seeing some greens sprout out from beneath the soil.

May started with Cinco De Mayo celebrations in all five neighborhoods, with colorful decorations and festive music, residents were able to enjoy themed snacks and punch while learning about the holiday. Residents also went on a virtual tour of Mexico, exploring the country with our Virtual Reality headsets before enjoying a featured meal for lunch: chicken enchiladas and Mexican rice. Mother's Day celebrations were altered due to an outbreak but residents still got to enjoy chocolate covered strawberries and champagne via cart. Each resident also received an individual chocolate treat to enjoy on Mother's Day. In May, we introduced the first online Zoom Family Council meeting, in which families had the opportunity to meet with the team at Cambridge Manor to discuss and collaborate on various topics and receive information on site-updates and initiatives. Nurses Week took place from May 10th to May 16th which was celebrated with Tim Horton's coffee & donuts for staff and residents! We also had our Annual Staff Appreciation, celebrated with a Tropical themed day and Food Trucks. We look forward to brighter days ahead, warmer weather and continuing to watch as Cambridge Manor grows!

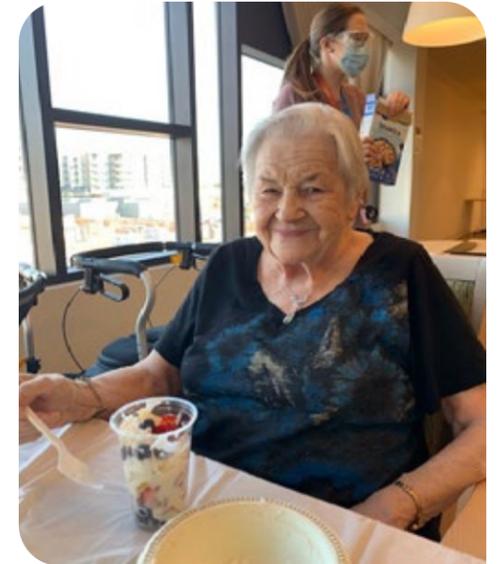
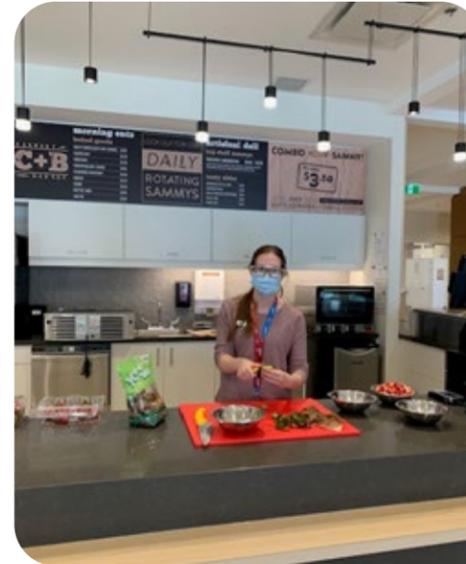
Together, we remain BSF Strong!



Volunteer Spotlight: Mackenzie Towne School

Cambridge Manor would like to highlight Ms. Penner & Ms. Shillington's grade three classes of McKenzie Towne School! These grade three students have been busy as our Pen-Pals since the middle of the Fall when we first began exchanging letters. This project contributed to the student's social studies curriculum under 'Global Citizenship' and was a great opportunity for students to practice their writing. At Cambridge Manor, it was a way of connecting the seniors to the community and outside world during the restrictions brought on by the COVID-19 pandemic. The project started with the kid's writing to the residents of Cambridge Manor, introducing themselves, their school, some of their interests and hobbies, how the pandemic has impacted their schooling and asking the seniors questions as well. At the manor, we distributed the letters and wrote back to each student personally. The students and seniors have kept the same pen-pal throughout the exchanges and therefore have been able to get to know their pen-pal quite well.

The students always included drawings and pictures that tied into the time of year or nearby holidays, including Christmas, Valentine's Day and Easter. While waiting for letters to be returned, many residents would ask "When am I going to hear back from my pen-pal?", and the students have loved receiving mail and reading their letters with excitement. Seeing the seniors open the letters, personally addressed to them, watching as their faces light up with smiles and laughing at the kid's stories or jokes has been wonderful. The grade three students have written to our seniors four times now and we have responded four times, with hopes to have one or two more full exchanges before the end of the school year! We thank the teachers and students of McKenzie Towne School for connecting with our resident's during this difficult year!



What's The Buzz?

Clifton Manor

During the month of February, we celebrated the Super Bowl with a room-to-room pub trolley featuring all the classic pub night goodies such as soft pretzels, wings, and chips. We spread the love on Valentine's Day with a special treat trolley full of sweet treats and flowers for each resident to bring a smile to their face. We also celebrated Random Act of Kindness Day on February 17th with our staff nominating each other to receive a chocolate rose with a message of kindness. The initiative was so successful that over 200 acts of kindness were delivered to our staff! The month of February is also Therapeutic Recreation Month, so the recreation team held a TR Carnival which featured recreation programming within each of the domains of wellness, including Memory Magic, Mindful Garden, and a Drum Wash. Our residents and staff were beyond thrilled to get back into the swing of regular recreation programming after a very long outbreak period.

March came in like a lion with lots of exciting programs including a movie afternoon experience with a feature film on the big screen and cinema snacks; a celebration for World Day of Prayer in honor of Vanuatu in Oceania; and a Chef's Club in conjunction with Aramark to trial some new foods and provide feedback as potential menu items. We were also able to reinstate our Resident Council meetings with our residents following our outbreak, as well as celebrate our March resident birthdays with a socially-distanced birthday party. When you combine cake, music, and good company you're sure to have a rockin' good time! Finally, we couldn't make it through the month of March without a good old fashioned Irish party as we celebrated St. Patrick's Day with some green beer and pub snacks. It was such a great experience having all of our residents enjoy a full month of programs again while reconnecting with their friends and staff.

The month of April brought about excitement for the wonderful spring weather ahead, which meant polishing off our green thumbs with some planting! This year our residents got together in our Starting from Seeds program to plant their own seeds for our soon-to-be outdoor garden. There is an immense amount of pride in their work and we are excited to see everything grow over the next few months. We also recognized Ramadan with a discussion of traditions and an evening painting lanterns which are often used to decorate homes and streets during the holy month. Lastly, our residents recognized Earth Day with a science club experiment which discussed the effects of pollution on our oceans and the creatures that live in the waters. Our residents shared many great stories and insights into the future of our environment and the experiences they have had over their lifetime.

Finally, May was a month of more celebrations with the sharing of laughter and stories during our Cinco de Mayo and Mother's Day programs and activities. Mother's Day featured a High Tea celebration complete with finger sandwiches, fancy tea cups, and a virtual tour of Butchart Gardens in Victoria. May 10-16th was National Nursing week and we celebrated our staff with a delicious Food Truck lunch in the sunshine- a great way to celebrate together while staying apart! Ice cream treats, prizes, and a whole lot of laughter was had by all as we celebrated not just our nursing staff but all our hard working Clifton Manor staff for everything they have done and continue to do for our residents. Together we are BSF Strong!



Employee Spotlight: Education Team

Our Employee Spotlight is for our wonderful Education Team at Clifton Manor! Cheryl Joel and Brenda Claudio make up our education team and have been instrumental in supporting our staff, residents, and CCA's in navigating the COVID-19 pandemic. Cheryl started at Bow View Manor in 1993 and worked as an HCA for 18 years before coming to Clifton in 2011 to work as an Educator. Brenda began in 2016 at Tudor Manor as an LPN, transitioned over to Clifton Manor in 2018 as an RN, and is now our Education Lead. Both of these wonderful ladies can always be found with a smile on their face and exemplify the BSF Way in everything that they do from the little things that make a big difference in the lives of our residents, to making sure our people come first when supporting all of our staff. They are always happy to share their wealth of knowledge and lend a helping hand wherever they can. Thank you Cheryl and Brenda for being an integral part of our Clifton Manor and BSF team!



What's The Buzz?

Tudor Manor

Residents have been so active and life at Tudor Manor is definitely resembling what it once did prior to pandemic restrictions, with a few new twists of course. Hosting special events once again has definitely been a welcome change and has brought so much joy to everyone! Typically, we have special events in our Recreation Room or Shakespeare Theatre, but now, the Recreation Therapy team takes the "show on the road" and we bring the party to each neighbourhood. While we miss having everyone all together for these special events, residents are always so happy and grateful to have even a piece of normalcy return. This was certainly the case for our Valentine's Day social, as residents were treated to Hershey's kisses, valentine cards made by children at our VIK daycare, and a bright red balloon to decorate their room or their mobility device.

The festivities continued into March for St. Patrick's Day where everyone enjoyed a green beer and goodies and dressed in green for good luck! Did you know? According to folklore, you get pinched on St. Patrick's Day for not wearing green because green makes you invisible to leprechauns, and leprechauns like to pinch people...because they can! (Thankfully no pinches were reported!)

April was the exciting launch of our "Tudor Travels" series, where a hot and sunny destination is highlighted one day each month as an opportunity to bring staff and residents together to have some fun and feel like we are on a getaway! The event is held over the resident's lunch time in all three neighbourhoods to ensure all residents and staff are "along for the ride!" The dining rooms and tables are decorated, residents are treated to a special themed lunch and staff dress up to provide "dinner theatre" with a skit, music and dancing! Staff are also treated to a special goodie and prizes are awarded for best dressed. And the fun doesn't end there! The Recreation Therapy team also provides special themed activities throughout the day to add to the experience. Our first destination was Hawaii, where we traveled to Maui for a luau and learned the hula with some "suspect" hula girls, but first had to help a "tacky tourist" find his way and hoped he escaped the erupting volcano and shark attack! Our trip to Mexico was coordinated around Cinco de Mayo, so residents worked hard on making 4 Covid inspired piñatas a few weeks prior, under the direction of expert piñata maker/Recreation Therapy Aid Maritza M., so they could take great pleasure out of "whacking" Covid for the day of our fiesta! Not only for the candy, but also for the cathartic experience of hitting the Coronavirus. This event was even covered on CBC Calgary's Eye-opener morning show where resident Joan Hart and Maritza were interviewed!

On May 22, we celebrated the 103rd birthday of our eldest resident, Ethel Markstrom! Ethel was treated like a Queen, tiara and sash and all, and started the day by getting pampered having her hair and make-up done. During breakfast, she received a special delivery of 4 big beautiful bouquets of roses and received special wishes from staff, fellow residents and her special cowboy friend Cody Schneider! To top off her special day, the Okotoks Fire department gave her a special drive by birthday salute! Ethel is loved by all who know her here at Tudor Manor and inspires us all. It is truly our honour to be a part of her special day! Special thank you to Julie T. and Maritza M. from the Recreation Therapy Team for providing the extra special touches in making Ethel's day so memorable.



Volunteer Spotlight: Holy Trinity Academy

While the pandemic restrictions have impacted our ability to provide in-person intergenerational programs, that hasn't stopped the Holy Trinity Academy students from finding creative ways to maintain their connection with our residents. Earlier this year, the school invited residents to share words of wisdom with the students and every day in February a resident quote was read over the P.A. system to show the love that the residents have for the students and that seniors can still give back in meaningful ways. In March and April, our residents shared their favourite songs and each day one of their songs was played over the P.A. system, introducing some songs the students may have never heard before. The creativity did not stop there! The Industrial Arts class heard that we were in need of new birdhouses, so the students worked hard to build over 20 birdhouses for our courtyards (pictured is an HTA student and his Dad dropping off the donation of birdhouses). Our Just Gents men's club were so excited to receive this gift and got busy sanding and painting as soon as they arrived. While students and residents continue to have virtual visits over Zoom to reminisce and ask each other questions, one thing is certain, the distance is not affecting the amazing impact of this program and the special bonds being formed. Thank you Holy Trinity Academy for caring about seniors in your community!



Resident Joan H poses with all 4 Covid piñatas prior to her big radio interview!



Resident Lucille L. excitedly whacks the Covid piñata!



Resident Irene K wins Easter contest, presented by Sam T. (Recreation Therapy Aid)



Happy 103rd Birthday to Tudor's eldest resident, Ethel M!



Resident Betty M. enjoys her visit from a furry friend!



Resident Bill F. gives a new meaning to horseplay!



Resident Shelby B. laughing at a very suspect Hula Girl!



Resident Audrey K. feels like she's floating on air for Valentine's Day



Nottingham residents enjoy arranging bouquets of tulips to share with fellow residents



St Patrick's Day festivities!



Our first Red Hat Society Tea led by former member Joan H.



Residents busy making Covid piñatas in preparation for Cinco de Mayo!



Resident Betty H. shares marriage advice for Valentine's Day



Receptionists Sarah R & Lindsey F are happy to receive a special bouquet to acknowledge Bell Let's Talk Day

What's The Buzz?

Wentworth Manor

Wentworth Manor has taken an interdisciplinary approach to quality of life. We are encouraging other departments like nursing and dietary to spend some quality time with the residents to enhance the quality of life of the residents in this difficult situation. Similarly, the Rehabilitation Department works in conjunction with the Recreation Department to increase resident's physical functioning.

The wide range of therapeutic recreational activities that was offered in the last four months include Valentine's Day special celebration, Multicultural talent performance from the staff, Taste of Philippine's, Virtual church services, Mother's Day Celebration, Flag dance performance, Garden Corner, Easter Special activities, outings, exercise and creative-expressive programs, cognitively challenging games, cognitive programs, etc. Programs are offered daily and provided in small, medium and large-sized groups, as well as on a one to one basis.

Unfortunately our Valentine's Day was during an outbreak. We made their day special with beautiful and thoughtful messages exchanged between their loved ones and delivering flowers and treats. We were able to celebrate Easter with fun Easter activities like making Easter bonnets, door decorations and coloring Easter eggs. Residents were engaged in person-centered, meaningful activities, specially adapted to meet the needs and interests of each resident. Residents are very excited about gardening this year. Residents are helping out with the indoor garden corner and we are having a special gardening program in each unit at the end of May.

As we know due to frequent outbreaks, active and social recreation opportunities have been drastically reduced in care homes. As a result the seniors were missing out on all the fun of having entertainers and performers coming to the building. Therefore we started encouraging all staff to do a performance and we were able to successfully celebrate a talent show from our staff for the residents. We celebrated Mother's Day with gifts and flowers. We encouraged the family members to send pictures that could bring some beautiful memories and we made a personalized card for Mother's Day as well.

Scenic drives to Bragg Creek were a great success. As long as the weather is decent, being outside can do wonders for the mood especially during this time of the year. We are planning to do more outings. We celebrated "Taste of Philippines" dining last month and the staff performed a fashion show with traditional Philippine costumes during the event. Creating fun moments during this pandemic is a challenge but the staff from each department helped us to make this event a great success and memorable for our seniors.



Staff Spotlight: Lindsay Lowry

Lindsay Lowry grew up mostly in Lethbridge and has been working at Wentworth Manor for the last nine and a half years. She graduated from Lethbridge College with a Diploma in Therapeutic Recreation – Gerontology and then from Douglas College with a Bachelor's Degree in Therapeutic Recreation. Lindsay also passed her National Council of Therapeutic Recreation Certification exam and is a Certified Therapeutic Recreation Specialist.

Lindsay is the second oldest of six and has four brothers and one sister. She has two nephews and four nieces and it is not uncommon for her to use her vacation time to go and visit/babysit them for her siblings. In the last few years she has tried to go and visit her siblings where they have been going to school and living. One of the things she loves the most is her large family – especially her 90 first cousins! One of the many disappointments of 2020 was the cancellation of her Lowry family reunion which was scheduled to be held in Avarua, Rarotonga, Cook Island.

One of the things that Lindsay loves the most is music and it is not uncommon to find her singing or humming in the hallways or in the middle of a program. Lindsay also loves sewing, crafting of any variety and sports – especially adaptive sports!



Medical Director Update

In March, BSF was sad to say farewell to Dr. MaryJane Shankel, who retired as The Foundation's Medical Director for Bow View Manor, Wentworth Manor and Cambridge Manor.

Dr. Shankel commenced her role as Medical Director in January 2011. Throughout her tenure in this role she has been a very positive influence in advancing the quality and safety of clinical practice throughout The Foundation. Her passion for quality improvement and evidence-based practice has assisted BSF in developing many industry leading practices. She has also been a strong advocate for BSF staff, residents, and families whenever required. Most recently, her highly valued leadership, expertise and unwavering commitment has greatly assisted The Foundation in our pandemic preparedness and management plans and practices.

Dr. Shankel has made many significant contributions to The Foundation and she will be greatly missed.

Dr. Jed Shimizu has commenced as the new Medical Director at Bow View, Wentworth and Cambridge Manors.

Dr. Shimizu is a Care of the Elderly physician currently practicing in Calgary. His practice includes primary care in continuing care at the C3 seniors' day program as well as consultative work through the Seniors Health Outreach Program and the Home Care Geriatric Consult Team. Dr. Shimizu completed his Care of the Elderly training at the University of Alberta and spent his first five years of practice in both inpatient and outpatient geriatrics in Edmonton. He also helped develop the Misericordia Community Hospital Emergency Department's geriatric evaluation and management service.

As part of the recent leadership changes related to The Foundation's Medical Director positions, BSF has created a new Medical Director role at Tudor Manor. Dr. Cassandra (Casey) Hoggard has commenced as the Medical Director at Tudor Manor.

Dr. Hoggard is a Care of the Elderly physician who graduated from the University of Calgary in 2013. She is passionate about community care and practices full family medicine in Okotoks, and serves as the Provider's Corp Board Chair for the Calgary Rural Primary Care Network. Dr. Hoggard is happiest when providing seniors' care at Tudor Manor, as well as other long term care and supportive living sites in Calgary. She is interested in teaching and enjoys mentoring other physicians new to seniors' health, as well as still being mentored herself as a life-long learner.

Dr. Shimizu and Dr. Hoggard will work in collaboration with The Foundation's team of Medical Directors providing expertise and leadership to advance the quality and safety of clinical practice throughout The Foundation. The Foundation's team of Medical Directors now includes: Dr. Randall Sargent (Clifton Manor); Dr. Jed Shimizu (Bow View, Cambridge and Wentworth Manors); and Dr. Casey Hoggard (Tudor Manor).





Exploring older adults' views on falls

Our academic lead and local geriatrician, Dr. David Hogan, has had a long-standing interest in fall prevention, from both a research and clinical perspective. He has recently joined the Task Force on Global Guidelines for Falls in Older Adults (worldfallsguidelines.com). The Task Force is made up of a team of experts in fall prevention and management representing 35 countries and 5 continents. The aim is to provide evidence-based guidelines on this topic that are feasible from a world-wide perspective.

Dr. Hogan is leading the effort to ensure that the experiences and perspectives of older persons are considered by the group in the formulation of their recommendations. To assist with this process, our Centre on Aging is pleased to welcome a University of Calgary Bachelor of Health Sciences student, Ghozllane Selouani, to our team. Ghozllane will be supervised by Dr. Hogan, Dr. Chantelle Zimmer, and Dr. Ann Toohey. She will spend the summer extracting themes and insights from the international research literature on how older adults view falls. This information will inform us whether older adults believe falls are a serious health concern, how strongly they feel that falls can be prevented, and what they might be willing to consider doing in trying to avoid them. Once completed, this Centre-led review will inform the global fall prevention guidelines being produced by the international group of experts.



The Brenda Strafford Society for the Prevention of Domestic Violence

The Brenda Strafford Society is pleased to announce that the Town Council of Okotoks approved a motion to transfer 2.3 acres in the D'Arcy neighbourhood to Westwinds Communities and the Brenda Strafford Society (Brenda Strafford Centre) to advance affordable housing choices in Okotoks. The Brenda Strafford Society proposes to build 42 transitional housing units with common amenity spaces and staff accommodations for women and families fleeing domestic violence.

In keeping with our Strategic Plan and associated strategic pillars, the Brenda Strafford Centre has been engaged in exploring opportunities to expand services to under-served populations and communities. We have been very fortunate to develop a relationship with the Town of Okotoks, and are very excited to move forward with our plans. The Town of Okotoks and surrounding rural areas continue to face significant challenges related to gaps in service locally for women and children impacted by domestic violence. In 2019 the Town purchased a parcel of land for development of affordable and supportive housing in concert with non-profit partners. Stay tuned as more information and plans begin!

"The Brenda Strafford Society is thrilled about the possibilities our partnership with the Town of Okotoks represents and the positive impact our collaboration will create in the lives of women and children impacted by family violence. We applaud the Town of Okotoks for their commitment to fostering creation of a safe, inclusive, and responsive community."

Linda McLean, Executive Director

International Charitable Programs



Despite political protests and increased insecurity in January and February, The Institut's dedicated staff continued to provide uninterrupted services to the 200+ people who come seeking services each day. With some return to normal in March, The Institut provided 5,597 consultations and performed 268 surgical procedures.

February 23rd - In partnership with Hope for Haiti, carried out our first community-based, school vision screening since the start of the COVID19 pandemic. In the rural community of Morency, 162 children were screened, with 34 seen for follow-up with ophthalmologists at The Institut for glasses and/or medications.

February 24th - Completed three-part training series with Wills Eye Center for Academic Global Ophthalmology (Philadelphia, USA) to help IBS physicians develop our first ophthalmology resident rotations, which started in January 2021.

March 1st - Donor appreciation event/inauguration of the New Pre-consultation and Patient Education Area. The new area has drastically improved the quality of the patient and staff experience at The Institut. We thank all those who donated and made this project possible.

March 2nd - Three staff members started a virtual biomedical technology training series that will take place monthly for the next seven months. Provided by The Haiti Health Network / The Dalton Foundation in collaboration with Health Equity International, USAID and the University of Vermont.

March 8th-12th - Patient education on glaucoma as part of World Glaucoma Week. Event registered on www.worldglaucomaweek.org.

March 12th - The Institut's staff presented The Institut's Director / Administrator, Kevin Melanson, with a staff-created, "honor and merit" award. It acknowledged Kevin's, "tactfulness and dedication to the mission and vision of Institut Brenda Strafford." Kevin contributes The Institut's successes to effective collaboration of The Foundation, The Institut's leadership team, and the dedicated employees of The Institut.

March 26th and 27th - 97 IBS employees participated in a fire safety and response training. Particularly important as there are no fire safety services in Les Cayes, a city of about 100,000 people.

IBS Long-standing Service Recognition:

ÉDUOAZIN, Rose-Marguerite - Nurse Anesthetist,	15 years
JULES, Marie Dieunette - Nurse,	10 years
MAXIS, Misol - Head of Security,	20 years
MERSAN, Gerline - Nurse,	10 years
MOMBRUN VALCOURT, Marie-Claude - Nurse,	10 years
PIERRE, Firma - Ophthalmologist,	10 years



International Charitable Programs



Impact Of Covid-19 At Village Of Hope

On March 10, 2020, Jamaica reported its first case of COVID-19. On March 13, 2020, PM Andrew Holness declared all of Jamaica a disaster area under the Disaster Risk Management Act (DRMA). On March 21, 2020 our borders were ordered closed to incoming and outgoing passengers. On April 1, 2020 the country was placed on island wide curfew.

Long-term care in Jamaica is not a formalised or prioritised component of the Ministry of Health and Wellness.

At BSF Village of Hope Hospice we care for persons with chronic or terminal illness in need of full time, Palliative or End of Life Care. At present we are happy we have no reported cases or death among our patients or staff members and their families.

The Coronavirus has allowed us to make many changes at Village of Hope Hospice. For example, we now have to document all our cleaning schedules and keep those documents for inspection by the Public Health Department. We have to install extra hand wash sinks and we can no longer allow visits to the Hospice. The constant checking of temperatures, wearing of face masks, washing and sanitizing of hands, documenting cleaning schedules among others has now become part of our daily lives. It has taught us to be more consistent with universal precautions and how to keep our patients and ourselves and our family members much safer.

We were and still are fearful of the Coronavirus and the fear grew louder with our staff who relied on public transportation. We were also fearful of catching the virus as the discrimination we have seen and heard about reminds us of the 1990's when people were discriminated against because they have the HIV/AIDS virus.

During 2020 two Public Health Inspections were done. The first in July, and the other in December. They were both unexpected visits. We were successful at the end of both inspections. I monitor the Ministry of Health and Wellness website at least three times daily to make sure I am fully aware of any new protocols and to inform my staff so we can implement them immediately. Every morning at handing over we have COVID-19 discussions and updates.

This COVID-19 Pandemic has been challenging for us as during the curfew hours some of our staff have difficulties travelling to and from work. I met with them and we agreed to have them stayed on the property during the curfews while the others would get a letter signed by me as they have their direct drive.

During this period, many businesses were closed, while others having insufficient staff with some working from home makes doing business more difficult. Getting things done here was and is still challenging. With all this happening we have seen price increases on everything, electricity, latex gloves, face mask, food items to name a few.

The Coronavirus pandemic has affected us greatly on the negative side as donations both monetary and in-kind went on lockdown. No face-to-face functions to include training of staff could be

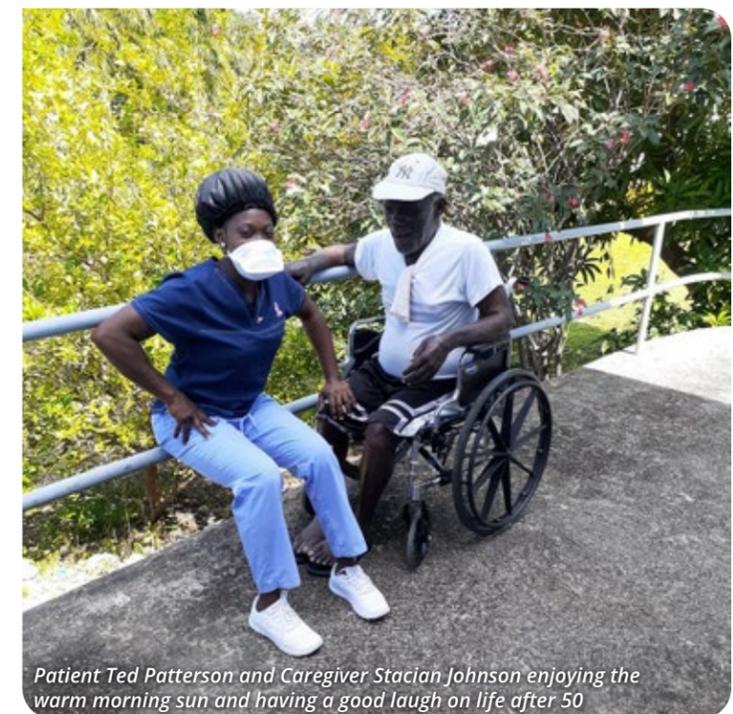
done. Our patients were greatly affected also as they could no longer go on their face to face clinic appointments. They could only go to Cornwall Regional Hospital if it was an emergency. We would receive calls from their Doctors telling us to come in with their appointment card to get prescriptions and new appointment dates. Appointment dates were at least six months. No visiting from family members or volunteers. Social distance has taken over. We also have to scale down on our activities due to social distancing.

Only three staff have not yet been fully vaccinated. They are awaiting their second in July. Patients are awaiting their second dose as well.

We are all hoping for the pandemic to be over so we can live our lives pre COVID-19 again.



Mrs Doraine Hart-Grey, Employee of the Year for 2020



Patient Ted Patterson and Caregiver Stacian Johnson enjoying the warm morning sun and having a good laugh on life after 50



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