

# CELEBRATING STAFF

Millwoods ~ September 14



“THE EVENING WAS FABULOUS!!”

Kensington ~ September 21



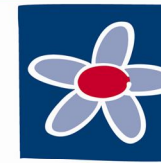
“GOOD FUN AND CAMARADERIE!!”

SCF Manager Presented with Premier's Award

Congratulations to Larry Scarbeau, SCF Vanguard manager, on recently being presented with the Premier's Gold Award of Excellence! The award was given for a project Larry had worked on previously for the Alberta Government: A Ten Year Plan to End Homelessness. Way to go Larry!

ISSUE 39

OCTOBER



www.shepherdscare.org

2011

## SHEPHERD'S CARE FOUNDATION Employee Newsletter

UPCOMING EVENTS

\*Education Fair: MW-Oct. 18-20 & KV-Oct.25-26\* \*Children's Christmas Party - Nov. 26\*

### Message from John. . .

In September I had the pleasure of attending our Shining Stars celebrations at Millwood's and Kensington honouring our long service staff in our communities in south and north Edmonton.

I am truly humbled to be a part of this incredible organization.

**First**, I am very proud of the community spirit of the Long Service Awards Committee who continue to make this celebration better and better each year. (How they can top this year's celebration I don't know!)

**Second**, for the first time we invited back to SCF those great staff members who have retired in between our Long Service Awards. It was great to see those familiar faces again. They all were so happy to be here for the celebrations (I even tried to persuade them to come back to work!).

**Third**, I am so grateful for all of the employees who received a 5, 10, 15, 20 and 25 year award. A true example of Living Excellence is expressed each and every day in every one present.

**While many other organizations struggle to retain their staff - we are truly blessed at SCF to have so many great employees - past, future and, most importantly, present!**

### NOTE FROM THE HEART

#### Layman's 10 Commandments

- 1] Prayer is not a "spare wheel" that you pull out when in trouble, but it is a "steering wheel" that directs the right path throughout.
- 2] So a Car's WINDSHIELD is so large & the Rear view Mirror is so small? Because our PAST is not as important as our FUTURE. So, Look Ahead and Move on.
- 3] Friendship is like a BOOK.. It takes few seconds to burn, but it takes years to write.
- 4] All things in life are temporary. If going well, enjoy it, they will not last forever. If going wrong, don't worry, they can't last long either.
- 5] Old Friends are Gold! New Friends are Diamond! If you get a Diamond, don't forget the Gold! Because to hold a Diamond, you always need a Base of Gold!
- 6] Often when we lose hope and think this is the end, GOD smiles from above and says, "Relax, sweetheart, it's just a bend, not the end!"
- 7] When GOD solves your problems, you have faith in HIS abilities; when GOD doesn't solve your problems HE has faith in your abilities.
- 8] A blind person asked St. Anthony: "Can there be anything worse than losing eye sight?" He replied: "Yes, losing your vision!"
- 9] When you pray for others, God listens to you and blesses them, and sometimes, when you are safe and happy, remember that someone has prayed for you.
- 10] **WORRYING does not take away tomorrow's TROUBLES, it takes away today's PEACE.**

### MILLWOOD'S CARE CENTRE - NEW FRONT ENTRANCE



This is an exciting time for Millwoods Shepherd's Care Centre! We are getting a face lift to the front entrance of our building. The construction has commenced as of September 12 and we expect completion before the snow flies. The entrance will be closed intermittently and during that time there will be temporary access through the Shepherd's Gardens entrance. Signs throughout the campus will provide direction. We apologize for any inconvenience this has caused and look forward to a new and improved entry.

## Person Centered Caring at Shepherd's Care

At Shepherd's Care Foundation we practice **Person Centered Caring** (PCC) – every one of us, each and every day, in all interactions with our residents. We build warm **relationships** with our residents, their families, our volunteers and each other in our caring communities. We take to heart Jesus' teaching in the Bible to love our neighbours as we do ourselves.

Autonomy, choice and flexibility are the core components of our PCC. Our role is to make it possible for residents to **direct** the rhythm of their day. We know that they are the experts about life in this **their home** and so we organize our work around their day. Because we know the person, we tailor activities and **choices** to what we know they want. Shepherd's Care staff members are **flexible solution masters** – we figure out how to meet residents' requests. Their voices are always heard.

We follow the Resident Rights and Responsibilities developed with our residents, and the Behaviour Standards developed by our staff because these guideposts help us to be person centered. And people want to live and work in our communities because they are places of person centered caring.

### What This Looks Like:

- Meeting residents' own choices in every area possible of their daily life, even if these are not the choices we would make ourselves
- Residents, families and volunteers have a voice in every aspect of the organization in which they want to have involvement
- Knowing how the resident likes to be addressed
- Anticipating the resident's wishes so they don't have to always ask, because we know their preferences – we know them as a person (e.g. how their room is cleaned, when they get up and go to bed, when they take a shower or bath, what food they prefer)
- The only people who work here are those who "Live Excellence" consistently
- Staff organize their day themselves, based on what they know about their residents' preferences – they are the job expert for their role, as residents are the experts about their wishes
- We are good listeners – we ask and wait for a response
- We offer our time and help, saying things like "what else can I do for you while I'm here?" "I have the time"
- We greet a person before starting our tasks in their presence
- We clearly enjoy our relationships with our residents
- We have fun and support spontaneity
- We look through the resident's eyes in every interaction – how do they want to be treated, not how would we want to be treated
- Work teams continually work on improving their work processes and have the freedom to make changes that result in better resident care or services
- We nurture connections to our broader community to enable continuity of lifelong relationships and interests

### What This Doesn't Look Like:

- Blaming others for tasks undone or slips in communication
- Saying "I can't do that" or "I don't know" or "that's not my job" without offering an alternative way of meeting the request
- Systematically going from room 1 to 2 to 3 to provide morning or evening care (as it is unlikely those people all prefer to get up or go to bed at the same time)
- An inflexible schedule (e.g. mealtimes, bath times, getting up and going to bed)
- Walking by a resident without stopping to greet them or asking if we can help in any way
- Talking to someone else in the presence of a resident, without including them or in a language they do not understand
- Letting what needs to get done be more important than how it is done

August, 2011

## OH&S MINUTE



At this year's Education Fair we will be fit testing the following employees for N 95 respirators: clinical managers as well as care, housekeeping, recreation and rehabilitation staff. This will be to protect those employees who may be within 2 meters of a resident with suspected influenza like illness, unable to contain their cough or during/after an Aerosol Generating Medical Procedure (AGMP) such as nebulizer treatment.

Although you may have been fit tested by your other employer, we will need to fit test you at Shepherd's Care Foundation because the masks used by other employers may vary. The law requires that we fit test you every 2 years and so all those tested at the 2009 Ed Fair, plus new hires since then, will be tested this year.

Please note that all male staff to be fit tested are required to be clean shaven as facial hair will prevent a proper seal. Also you must not eat, drink or chew gum for at least 15 minutes before the testing happens.

**CHOOSE SAFE - NOT SORRY!**



Anyone can become sick with the flu and experience serious complications. Older people, young children, pregnant women and people with medical conditions like asthma, diabetes, heart disease, or kidney disease are at especially high risk from the flu. Kids, teens and adults who are active and healthy also can get the flu and become very ill from it. Flu viruses are unpredictable, and every season puts you at risk. Besides, you might be around someone who is at high risk from the flu...a baby...your grandparents, or even a friend. You don't want to be the one spreading flu, do you? This season, protect yourself—and those around you—by getting a flu vaccine at Education Fair.

**The winner of the \$50 gift certificate for the September 2011 OH&S contest is Venus Ostia (HCA Millwoods).**

**Thank you very much to all those employees that participated.**

**The next contest will be in the December 2011 newsletter.**

## HEALTHY LIVING

### Understanding Prebiotics and Probiotics in your diet

**Probiotics** are the bacteria found in foods and prebiotics are the fuel that feeds probiotics. Working together like peanut butter and jelly.

**Probiotics** consists of live microorganisms, for example, yogurt, soy products, and some juices. Lactobacillus acidophilus and other probiotics have been shown to decrease cholesterol, digestive regularity and health. Probiotics are generally safe with no true requirement for the amount needed, as it can auto-populate in your digestive tract.

**Prebiotics** are mostly found in fiber containing foods, specifically, inulin and its by-products. The main food source is chicory root, leeks and onions. Also many high fiber cereals and cereal bars use chicory root. Prebiotics have been shown to improve blood sugar, cholesterol, improved magnesium absorption and reduce atopic dermatitis.

The question everyone seems to be asking is, should you add a pro/prebiotic pill to your diet? The simple answer is that if you get enough fiber in your diet, then you are getting enough prebiotics. As for probiotics, consider adding some fermented foods to your diet like a cultured yogurt.

