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Meet the Alberta Continuing Care Association's 2017 Awards of Excellence Recipients!

INNOVATOR of the YEAR: awarded to a care provider or one of their employees who can demonstrate an innovation they have developed or introduced within the sector to improve the quality of care delivered.

The growing success of **Advantage Assist Group** lays in their ability to bring innovative ideas forward and execute on those ideas. Advantage Assist Group challenges the notion that it's safer to not take risks and stick with the status quo in an unpredictable market. What they've done instead is taken bigger risks, introduced more innovative programs and expanded their senior living services.

Bee the Difference is one initiative which provides their team with education, training and tools based on the SERVE and LEAD model (Sincere, Empathy, Respectful, Visible, Engaging) and (Listen, Empathize, Apologize, Deliver). Included in the program are over 200 Bee the Difference standard operating procedures like the 10-4 rule where everyone is expected to smile when they're within 10 feet or say hello when they're within 4 feet distance from a resident. Staff also have access to a 'solution' fund where they can use the fund to quickly solve an issue or address a resident in need. Staff never enter a suite without knocking and always knock three times before entering. This common sense approach is just part of the culture now.

Their innovative Health Steps program was also introduced this year wherein a comprehensive holistic care and engagement plan brings to life the resident's unique needs and preferences.

Recognizing that bus services aren't the only way that operators can meet the transportation needs of residents, this organization leveraged a community partnership with an existing driving service for their Ride Resident Driving Service. Pick up times are scheduled around the resident's preferred schedule and families also have the opportunity to book the service, providing greater independence and alleviating family pressures sometimes experienced in having to keep to set driving scheduled.

Advantage Assist Group had a very large number of nominations this year, for both volunteers and care providers of the year as well, which goes to show that they are very proud to consistently support innovative initiatives that benefit staff, residents, students, and are part of their community. It's clear, through some of the initiatives we touched upon, that a culture of innovation is at the root of this caring organization.

Pictured: Lyn Krutzfeldt, CEO, Advantage Assist Group



VOLUNTEER of the YEAR: awarded to a continuing care sector volunteer who has demonstrated exemplary client care through a commitment to quality, compassion, excellence and enriching their clients' lives.

The volunteer of the year, **Barbara George**, has been a volunteer at Bethany Calgary for just over 45 years! One of her first roles with Bethany was with the former Women's Auxiliary. With this volunteer at the helm, the Auxiliary created community within the site in organizing special events and initiatives for staff, residents and volunteers. She also put together and managed Bethany's Tuck Shop.

Our volunteer of the year offers help whenever it is needed. She balances many roles within the site, assisting all of Bethany's long-term care and supportive living residents, through feeding a resident from the dementia unit on a daily basis during lunch, hosting and facilitating activities such as 'nickel bingo', providing tours for new and prospective residents, and even offering her sewing expertise to residents who need things hemmed. In other words, she has exemplified what it means to be a model community member within Bethany Calgary.

Barbara recently celebrated her 80th birthday and even at this age, she continues to put much of her time and energy into creating community, volunteering upwards of 100 hours per month. She is a shining example of what it means to create caring communities and we are proud of all she has accomplished over the past 45 years.

Pictured: Deborah Prowse, Alberta's Health Advocate, presents Barbara George her award, with Award Sponsor John Ginter of Essity.



LIFETIME ACHIEVEMENT: awarded to a continuing care sector individual who has demonstrated exemplary client care through a commitment to quality, compassion, excellence and enriching their clients' lives.

Mr. Stan C. Fisher was nominated by Kay Willekes, Director of Human Resources and Day Support of St. Michael's Health Group. Stan recently retired after nearly 12 exceptional years of work with St. Michael's (and decades of work within the industry prior to that).

A commitment to quality and a caring spirit was always first and foremost for Stan. For instance, he formed a "Capital Campaign Cabinet" to assist with raising six million dollars to rebuild the interior of St. Michael's Long Term Care Centre and only with dedication, forward thinking and lots of hard work did the new facility become a reality under Stan's leadership much enriching residents' lives.

Mobile x-ray is another initiative that, with Stan's strong relationships and contacts, allowed the technology to come to Calgary. This ensured residents in Continuing Care homes did not have to wait in acute care emergency departments for hours for an x-ray to be taken. A mobile unit went to the Continuing Care home to take the x-ray in the resident's room, definitely enriching residents' lives.

Stan has always been very focused on education and brought national and international speakers to the organization to talk about things such as dementia care, ethics and food matters. He made continuing education for employees a crucial initiative as he always wanted to ensure staff were up to date on the latest information and the highest quality of care could then be provided to the residents.

Being the collaborative type that he is, Stan made learning sessions available to health care providers in all sectors of healthcare throughout the province and would ensure employees were able to take full advantage of their Partners in Learning Program which provided funds for continuing education.

Very compassionate when he speaks to employees, Stan gives the message that you need to be happy in your job to make sure residents are happy and to give the best quality of care for residents. Stan also came to St. Michael's with a very strong background in volunteerism, serving on numerous boards including ACCA, as well as with the International Association of Volunteer Effort and Volunteer Alberta to name a few and would say that volunteers are the fabric of an organization, keeping it positive and growing.

Recently, Stan wrote for the Volunteer Vibe newsletter, stating, "I am sad because I am leaving a fantastic organization that has earned a very positive reputation in all the communities we are located. Part of that good reputation is attributed to the dedication and wonderful commitment of our volunteers." Stan would always be reaching out to families; one small gesture that was hugely felt by residents was that every time he went to Vegreville Manor, he ensured he brought Cobbs Bakery Goodies.

A recipient of the Queen Elizabeth II Diamond Jubilee Medal in 2012, as well as countless other significant accolades and achievements, a devoted husband, father, and friend, ACCA is honoured to be able to name Stan this year's Lifetime Achievement Award Recipient in recognition of his unwavering compassion and excellence to enriching seniors' and all lives in Alberta.

Pictured: Kay Willekes receives a standing ovation, accepting the award on Stan's behalf.



CARE PROVIDER of the YEAR: awarded to a continuing care sector individual who has demonstrated exemplary client care through a commitment to quality, compassion, excellence and enriching their clients' lives.

Our First Care Provider of the Year Award goes to a wonderful recreational therapist of Garneau Supportive Living, part of Christenson Communities, where he has worked for more than 3 years.

Brody Williams was nominated by Jun Christian Odtojan. Families and relatives of residents often commend his efforts since their loved ones are actively participating in the recreational programs he has initiated such as singing a song, reading a daily newspaper, involving them in baking, knitting, gardening sessions, and more depending on what they want to do.

He is an innovative thinker, and has encouraged the residents to be involved in recreation through promoting the use of music therapy through the ipod nano. He coordinates with the family and relatives of the residents to set up the songs that their loved ones usually play and like. He also started the Skype program at Garneau which bridges the distance between family and the resident. There has been a noticeable increase in smiles and bright faces among the residents using the program.

Mr. Williams also exhibits good leadership and advocates on behalf of staff and residents safety through active participation in the Occupational Health & Safety committee. He enrolled himself to the online training program of Alzheimer's Association for dementia care, and always is willing to go above and beyond in bettering his own skills set with more quality care the outcome. A wonderful individual who shows compassion and caring in all that he does, for both his peers, as well as the residents and their families, we are proud to recognize Brody!

Pictured: Deborah Prowse and Award Sponsor Brian Stempfle of Pharmicare Specialty Pharmacy present Brody his award.



CARE PROVIDER of the YEAR: awarded to a continuing care sector individual who has demonstrated exemplary client care through a commitment to quality, compassion, excellence and enriching their clients' lives.

The second recipient was described as “truly one of the most genuine and caring staff members at Wentworth Manor with a natural ability to connect with residents.” To quote a family member of a resident, “**Corrie Ingall’s** positive and sunny personality, and enthusiasm, definitely is infectious and energizes residents daily. She obviously loves and values her work a great deal and genuinely cares for our Mom, and all of the residents she works with. She is a true blessing!”

Corrie was nominated by Teri Vander Heyden, RT, Director of Recreation Therapy at Wentworth Manor with the Brenda Strafford Foundation.

Corrie can always bring a smile to the resident’s faces during all activities. She is the ‘light’ that they look forward to every single day and, despite some residents’ dementia, they know that she is the person they can trust and approach.

Our second care provider of the year ensures that family members are involved in activities and outings. Through her positive interactions with family members, in 2016 the residents of Royal Oak and Trafalgar Secured Units were able to attend the Canada Sports Hall of Fame at no cost. They truly enjoyed this outing and the reminiscing that was done about the 1988 Calgary Winter Olympics was astounding.

To quote a family member, “she was immediately welcoming when Mom first moved in. She is bright and encouraging with all residents. She is sensitive to when someone is having a difficult day, she doesn’t judge or get discouraged if clients are apathetic. I can imagine that would be difficult at times and frustrating. But she is always ready to provide us unprompted updates about Mom, what she has enjoyed that day, even if it is just that Mom has smiled or laughed at something. Truly a gift for us!”

Corrie has been recognized for her hard work by receiving the 2013 Employee of the Year: Wentworth Manor- The Residence Award which allows for peer-to-peer recognition. As Teri said in her submission, “Corrie Ingalls embraces each resident and their own personal needs and ensures that she can provide the best commitment and quality care for the residents who have the pleasure to spend time with her every day.”

Pictured: Deborah Prowse and Award Sponsor Brian Stempfle of Pharmacare Specialty Pharmacy present Corrie her award.



About ACCA - provides a unified voice of our Members in championing for quality of life, quality of care and enhanced wellness for all Albertans requiring Continuing Care; this is Our Mission. Representing owners and operators of home care, supportive living and long term care, whether private, non-profit and/or faith based, our diversity allows us to best understand and communicate the issues that impact people in this vital industry of Continuing Care. Members provide care and services for nearly 14,000 long term care (LTC) and designated supportive living (DSL) individuals and over 5.2 million hours of Home Care to Albertans.