

## Staff Education

### Personality Dimensions and Achieving Personal Balance

Understand the importance of nurturing the various parts of your life. Learn to recognize the behaviours that indicate you or others you know are stressed or struggling. Learn ways to find and create personal balance. Tuesday, February 15, 2005, 8:30 am–12 noon, Room 2R06, EG. For more information or to register, please contact Cathy Kirkland at 930-5724 or email [ckirklan@cha.ab.ca](mailto:ckirklan@cha.ab.ca)

### Personality Dimensions and Leadership

Discover your preferred leadership style. Learn how to motivate others according to their unique motivation criteria. Enhance your delegating and coaching skills. Learn how to create a motivating and rewarding environment for your staff. Monday, March 7, 2005, 8:30 am–12 noon, Rm 2R06, EG. For more information or to register, please contact Cathy Kirkland at 930-5724 or email [ckirklan@cha.ab.ca](mailto:ckirklan@cha.ab.ca)

### Personality Dimensions and Conflict

Explore the potential sources of conflict each “colour” can experience. Understand how to solve personality and work style conflicts. Learn how to create harmony amongst different personalities. Wednesday, March 16, 2005, 8:30 am–12 noon, Rm 2R06, EG. For more information or to register, please contact Cathy Kirkland at 930-5724 or email [ckirklan@cha.ab.ca](mailto:ckirklan@cha.ab.ca)

### Personality Dimension and Communication

Discover your preferred communication style and that of the other “colours.” Learn skills that will enhance your interactions with others and open up the lines of communication. Build bridges of communication to those you have difficulty communicating with. Wednesday, March 23, 8:30–12 noon, Rm 2R06, EG. For more information or to register, please contact Cathy Kirkland at 930-5724 or email [ckirklan@cha.ab.ca](mailto:ckirklan@cha.ab.ca)

### Personality Dimension and Dealing with Difficult People

Understand what makes people difficult. Understand the impact of “faded” colour traits on behaviour and actions. Learn strategies to deal more effectively with the difficult people in your life. Thursday, March 31, 2005, 8:30 am–12 noon, Rm 2R06, EG. For more information or to register, please contact Cathy Kirkland at 930-5724 or email [ckirklan@cha.ab.ca](mailto:ckirklan@cha.ab.ca)

### Situational Leadership and Managing Change

Get an in-depth understanding of Blanchard's Situational Leadership Model with practice sessions using actual scenarios. Monday, March 21, 2005, 8:15 am–4:00 pm, Rm 2R06 EG. For more information or to register, please contact Cathy Kirkland at 930-5724 or email [ckirklan@cha.ab.ca](mailto:ckirklan@cha.ab.ca)

### Ethical Leadership Presentations

Join your health care colleagues for

presentations on Ethical Leadership and Organizational Integrity with guest speaker Dr. James Spencer. Thursday, March 10, 2005, at Providence Renewal Centre, 3005 119 Street, Edmonton.

1:30 pm–3:30 pm *The Hidden Costs of Unethical Behaviour: Integrity Advanced Professional Development and Learning.* In this practical and interactive session, Dr. Spencer will explore the role that leaders play in creating an ethical work environment.

4:00 pm–5:00 pm *Creating an Ethical Climate, Next Generational Ethics Models: Integrating Ethics in Clinical and Organizational Settings.* Focus on ethics committee structures and processes, an introduction to an emerging model in the field called “next generation ethics” as well as other values-based decision-making processes.

The sessions are free of charge, but seating is limited, so please contact Heather Foster at [hfooster@cha.ab.ca](mailto:hfooster@cha.ab.ca) or 930-5564 to register. These sessions are sponsored by the Grey Nuns Legacy Fund and coordinated by the Alberta Catholic Health Corporation and Caritas Health Group.

### March is the third annual Ethics Month at Caritas

Watch for details on a variety of presentations throughout the month on ethics-themed topics of relevance to staff and physicians. ☒

For information on how you can support the Caritas Hospitals Foundation or for details on our Planned Giving opportunities, please contact:

Caritas Hospitals Foundation  
3C60, 11111 Jasper Avenue  
Edmonton Alberta T5K 0L4  
780-482-8126 (phone)  
780-482-8195 (fax)  
[Foundation@caritas.ab.ca](mailto:Foundation@caritas.ab.ca)  
[www.caritashospitalsfoundation.org](http://www.caritashospitalsfoundation.org)



Caritas Hospitals Foundation  
A Division of the Catholic Health Services of Alberta

insight

A newsletter for the Caritas community

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by Caritas Audiovisual Services AV

Issue 23 February 2005

## On Hope, Courage and Compassion

### President's Notes

*We will be seekers, driven to greater service and embracing change with hope and courage.*

—Caritas Vision

*Courage, it would seem, is nothing less than the power to overcome danger, misfortune, fear, injustice, while continuing to affirm inwardly that life with all its sorrows is good; that everything is meaningful even if in a sense beyond our understanding; and that there is always tomorrow.*

—Dorothy Thompson

**H**ope, courage, compassion. Over the past month these words have taken on renewed meaning for many of us.

In late December we learned of the earthquake and tsunami that devastated parts of South and Southeast Asia. Closer to home, in early January we were saddened by the death of Alberta's Lieutenant Governor Lois Hole. Both events have profoundly effected our community, compelling us to stop and reflect—and to be inspired by the lives and actions of others.

In the last few days of 2004, we watched the destruction of the tsunami unfold through powerful images and heartbreaking stories. As the death toll mounted and the relief efforts began, we were reminded of the fragility of life, the resilience of the human spirit and the strength of our connections to others around the globe.



Caritas staff gathered for January 11th memorial services

As members of the Caritas community, your response to this tragedy was wonderful to witness. Thank you to all who came forward with ideas for honouring and supporting the victims; those who organized and participated in our memorial services; those who donated so generously; and those who expressed their solidarity and concern in so many ways. You have shown that the Caritas mission extends far beyond the boundaries of this region.

We learn and are inspired by the actions of others, and perhaps there was no one whose life was more inspirational in our local community than Mrs. Hole.

I had the privilege of meeting and talking with Mrs. Hole on a

number of occasions, before and during her time as Lieutenant Governor. She was a dynamic woman of great integrity. What you saw was what you got—a woman of the earth and a lover of nature, unpretentious, and a wonderful storyteller. Proclaimed as the “Queen of Hugs,” she was a person who truly believed in fellowship and found her rewards and satisfaction from serving and giving to others.

As we begin this new year, may we be inspired to live with hope, courage, compassion and a renewed sense of service. ☒

Bev Rachwalski  
President, Caritas Health Group

# Caritas Responds to Tsunami Crisis

In sharp contrast to the peace of the holiday season, the world paused in shock and horror in the face of the December 26 disaster that claimed more than 225,000 lives. The earthquake and tsunami that struck countries in South and South East Asia as well as the east coast of Africa has been called, in the words of UN Secretary-General Kofi Annan, "the worst humanitarian catastrophe in the history of the world." In honour of the victims of the tsunami, Caritas facilities held their Canadian flags at half-mast until January 8—a national day of mourning.

Each of the Caritas sites held interfaith memorial services on January 11 to honour the victims of the tragedy and to support members of the Caritas community who have lost loved ones in the affected areas. Candles were lit and prayers were offered for those who have died or are still missing, for the survivors of the tragedy, for those involved in the on-going relief efforts and for all those who are grieving a loss of a loved one.

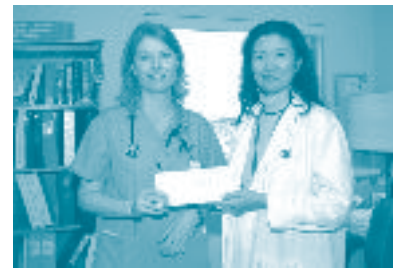
"In our helplessness it is important to gather," noted Caritas chaplains who led the interfaith memorial services at each site, "to grieve for the toll on human life and the devastation wrought by this disaster, to affirm hope and to remember those whose lives have been forever changed by this disaster."

Caritas staff opened their hearts and wallets to lend their support to the Red Cross relief effort—donating \$10,450 on January 11—in a one-day on site fund-raising drive. In addition to numerous individual donations, several teams—including the Pay it Forward Club (Hospitality and Nutrition Management), Volunteer Services of the EG and Patient Services at the MCH—made special efforts to support the Red Cross relief effort. "These Caritas donations will make a tangible difference in the lives of the survivors," noted a Red Cross employee. "We will be able to purchase essential items such as



emergency hygiene kits containing tooth paste and brushes, soap, towels and toilet paper for one hundred and fifty families in the affected areas."

"I offer a special thank you to staff at this time," noted Caritas President Bev Rachwalski, "for the compassion you are sharing with your colleagues, our patients and residents who are in mourning at this time. You continue to demonstrate and define for all of us the Caritas mission of healing the body, enriching the mind and nurturing the soul." ☒



### Winning Shot

Congratulations to the winners of the annual flu vaccination campaign draw. The following Caritas

employees were randomly selected from all recipients of the flu shot and were awarded a gift of \$400.00 each: Debbie Beaver, EG, Colleen Kasa, MCH, and Elly Brodersen, GN (pictured left).



### Library Announcement

Remote access to e-Library is now available! Contact Sheila Fynn at 450-7301 for details.



### Skin Integrity Contest

Congratulations to the Misericordia Emergency Department staff for winning the Misericordia Skin Integrity contest. Emergency staff had the highest response rate to a questionnaire on skin care assessment and pressure ulcer prevention. ☒


## Upcoming Events

### Legal Council Available

Richard Fraser, Barrister and Solicitor is on site once per month to provide staff with access to general advice on the use of legal services and to have documents notarized or commissioned without charge. He is not able to provide you with legal advice or to act as your lawyer. No appointments are necessary, simply drop in and be seen on a first-come, first-served basis. Misericordia: Administration, 8:30–11:30 am on the first Monday of each month when possible. Grey Nuns: Administration, 1:00–4:00 pm on the first Wednesday of each month when possible. Edmonton General: 5Y Administration, 9:30–11:30 am on the last Wednesday of each month when possible.


### Easter Brunch

Caritas Hospitals Foundation is in the planning stages of Easter Brunch which will be held on March 26, 2005 at the Fairmont Hotel MacDonald. Join us at this special time of year for an inspiring Easter message, which will be delivered by Archbishop Thomas Christopher Collins, Archbishop of Edmonton. For further information, please contact Kim Hill at the Foundation office 482-8303.



Caritas Hospitals Foundation

## Caritas Hospitals Foundation 13th Annual Staff Lottery



To be launched on March 1, 2005.  
There will be 1 in 12 chances of winning  
**\$65,000 in cash prizes**  
including an early bird draw  
to be held on March 31, 2005  
for one cash prize of \$1000  
and three draws for one year of free parking.

Call Kim Hill at 482-8303 for more information, and watch for us at your site.  
March 1, 2005 Misericordia Community Hospital  
March 2, 2005 Grey Nuns Community Hospital  
March 3, 2005 Edmonton General Continuing Care Centre

### Caritas Volunteer Appreciation Night

Mark your calendars for a very special tribute to Caritas volunteers on the evening of Wednesday, April 6, 2005. Volunteers will be

honoured with a lively program of dance, music and refreshments at the Francis Winspear Centre for Music. Watch for more details on this inspirational and fun-filled evening.

## Caritas Mission Awards



**W**ho do you know that lives the mission of Caritas in the work they do?

Is there an individual or a team who—through their work, conviction, energy and passion—makes a significant difference in our community and in the lives of those we serve? Is there someone you look to as a mentor? If so, nominate them to receive a Mission Award. Nominators can be anyone within the organization or broader community.

Everyone at Caritas is eligible to receive an award—staff, physicians, volunteers, medical residents and students.

Nomination forms will be available through managers and at administration in mid-February. The deadline for nominations is Friday, April 8, 2005.

*Healing the Body*

*Enriching the Mind*

*Nurturing the Soul*

# Computer Clean-up

With a few easy steps you can keep your computer and our Caritas network running quicker and more efficiently. Follow these steps for a little pre-spring cleaning of your computer system:

- Delete documents from your computer that you no longer require
- Delete documents in the "Temp" file on your C drive

- Delete documents from the "Recycle Bin" on your desktop
- Delete "Cookies" from the Internet (Click on Internet Explorer, click on Tools, Internet Options, Delete Files)
- Delete old files from the Internet (Click on Internet Explorer, click on Tools, Internet Options, Delete Files )

## Voice Mail Reminder



Are you planning to go away on holidays, or to be out of the office for one or more days? Please remember to

update your internal and external telephone greetings so callers know who to contact when you are not available. Did you know that you can also establish a temporary telephone greeting for this purpose? For more information, please contact Laura Stuart-Shaw at ext. 5900 or Cindy LaBrie at ext 5825.

# Community News

## Christmas Cheer

The *Sterile Processing Department* of the Misericordia Community Hospital to celebrate the Christmas season with a pot luck dinner and a gift exchange. The team of about 35 people also shared the spirit of the season with the less fortunate through a donation to World Vision and the Hope Mission.



Caritas *Environmental Services, Nutrition and Food Services, and Laundry, Linen and Distribution Staff* from the Edmonton General, Grey Nuns and Misericordia gathered on November 26 for their annual tri-site Christmas party. Over 170 people celebrated with great food, karaoke

and games. Thanks to the Grey Nuns NFS Management team for hosting, the 'Carving Elves', and everyone else who pitched in to make it an excellent party.

## Casino Volunteers Wanted

The Caritas Hospitals Foundation is hosting a Casino on May 5th & 6th at the Palace Casino in West Edmonton Mall. If you are able to help out please contact Kim Hill at the Foundation office. Phone at 482-8303 or e-mail: [khill@cha.ab.ca](mailto:khill@cha.ab.ca) Proceeds from the casino will support priority needs for the Caritas Health Group.

## Social Work Celebration

On December 2, 2004 social workers and administrators gathered to celebrate 35 years of Social Work with the Edmonton General and Grey Nuns Community Hospitals. A wonderful evening of reflection and entertainment was enjoyed by present and former Edmonton General/Grey Nuns social work employees. Founder, Marie MacDonald (pictured here)



was honoured. The department that started with one woman now employs 33 social workers in permanent positions. The social workers were recognized by Caritas Health Group and by the Alberta College of Social Work for their professionalism, compassion and tenacity in their service to patients. Congratulations!

## Associates of Caritas

A special welcome to two new enthusiastic members of the Associates of Caritas Board of Directors—Jean McEwen and Wayne Maisonneuve. Jean is a former elementary school teacher, who later worked for 20 years in the sales and service industry. Since her retirement, Jean has volunteered twice per week at the Grey Nuns Giftshop. Wayne has worked in the electrical supply business since the late 1970's, and has been a dedicated Grey Nuns volunteer for the past seven years. The Associates of Caritas generates revenue to complement and support the activities of the Caritas for the enhancement of patient care and comfort.

# Caritas 2005 Recognition Awards Week

Mark your calendars for the following Long Service events.  
For more information, please contact Heather Foster at 930-5564 or [hfoster@cha.ab.ca](mailto:hfoster@cha.ab.ca)

## Long Service Teas


**Edmonton General**  
9:30 am – 11:00  
Tuesday, June 7, 2005  
Pin presentations at 10 am  
Auditorium

**Misericordia**  
2:00 pm – 3:30 pm  
Wednesday, June 8, 2005  
Pin presentations at 2:30 pm  
Cafeteria

**Grey Nuns**  
2:00 pm – 3:30 pm  
Thursday, June 9, 2005  
Pin presentations at 2:30 pm  
Rehab Gymnasium

## dedication at work

### Long Service Banquet

**Coast Terrace Inn**  
6:00 – 7:00 pm Cocktails  
(cash bar)  
7:00 – 8:30 pm Supper  
8:30 pm Program  
Friday, June 10, 2005 



## Request for Photographs

Please send historical or current photographs of employees and colleagues who will be recognized at the June 10 Long Service Banquet. These photos will be included in a special Powerpoint presentation. Please label the back of each photograph with your name, site and telephone number, the name of recipient featured, the (approximate) date and location of the photograph and forward no later than April 29, 2005 to:

Carole Nordell  
0648, Audiovisual Services  
Grey Nuns Community Hospital

# In Memorium


## Honourable Lois Hole

It was with sadness that we received news of the passing of the Honourable Lois Hole, Lieutenant Governor of Alberta on January 6, 2005. Her honour was greatly loved throughout the province for her compassion and commitment to others. A passionate supporter of public education and healthcare, Mrs. Hole was a special guest speaker at the June 2003 Annual General Meeting.

Her last official visit to Caritas was to attend the official unveiling of extensive renovations on Forget-Me-Not Gardens, Unit 10Y at the Edmonton General in June 2004. Mrs. Hole helped with the official dedication of Lion's Park, a garden area on the unit. She spoke briefly at that event, commending staff for their compassionate care and encouraging them in their work.

"What stands out most from

that day is her genuine interest in our residents and staff," recalls Resident Care Manager Ruth Hampton. "She was not hung up at all on the precise protocol we were to follow, and freely gave hugs to housekeeping staff and anyone else who wanted one!"

Thank you Mrs. Hole for all you have done for Caritas and for all Albertans. 

## A Word for Caritas

"Your mission—Healing the Body, Enriching the Mind, Nurturing the Soul—is among the most important any human being can pursue, and your dedication reminds us all that every citizen of this nation must do his or her part to help you succeed in that mission... Thank you all so much for your unparalleled compassion and your outstanding service to the people of Alberta."

—Lois Hole, Caritas Annual General Meeting, June 2003



# Creating a Personal Stress Management Plan

This is the final article in a nine-part series of stress management articles by Sandy Loy, Organizational Development Facilitator with Caritas Health Group.

In keeping with Ellis's "ABC" stress model, the three basic approaches to managing stress are to: change "A" by changing the situations that trigger your stress; change "B" by changing how you view the situation; and/or change "C" by learning how to master skills that help you reduce or turn the stress off. Previous articles have looked at the importance of "A" & "B" in developing stress resiliency and reducing the long-term causes of stress. We have also looked at "C" by exploring some [last resort](#) techniques when you need a "quick fix."

The final task is to pull this all together into a personalized plan for managing stress over the long term. Since each of us has a unique stress "perspective", a stress management plan must also be individualized to meet your specific needs.

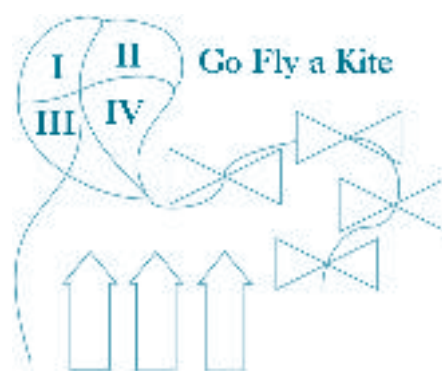
Begin by listing [your ideas](#) for developing your stress resiliency related to each of the following:

- Building physical reserves
- Maintaining emotional reserves (support, realistic meaningful goals rather than goals set by others that you do not share)
- Overcoming your anger
- Worrying less
- Reducing interpersonal stress (assertiveness, dealing with difficult people)
- Stress reducing organizational skills
- Finding more time
- Eating, exercising and sleep
- Stress-resilient values goals and attitudes (what are yours?)

Now develop these ideas into a plan. A kite makes a great metaphor for a stress management plan that is guaranteed to fly! The stress in our lives often weighs us down, immobilizes us so we can't get off the ground, can't get moving towards needed change. The kite represents freedom. What steps do you need to

take to be free from some of the stress that weighs you down or sends you into a tailspin? In order to lift us in times of stress, we need the strong winds of motivation as well as the stabilizing influence of our coping resources, support systems, and personal strengths.

1. Draw yourself a "kite diagram" (as illustrated). Make it as large as you like.



2. Reflect on the stressors you have identified as problematic for you, and complete the following steps to identify desired changes:

- What stressful attitudes or perceptions do you need to drop in order to feel freer and less stressed? List these in Section I of your kite.
- What stress behaviors might you need to give up in order to feel freer? List these in Section II of your kite.
- What negative feelings are weighing you down (anger, guilt, fear, resentment, helplessness, etc.)? List these in Section III of your kite.
- What negative coping habits keep you mired in your stress? List these persistent, stubborn parasites in Section IV of your kite.

3. Focusing on stress is only the first step in stress management. Managing stress requires the best of our skills and personal resources.

- What are some of your personal qualities and coping skills that can help you manage your stress in a healthy manner? Since these are the stabilizing influences for you, write one skill or quality in each section of the kite's tail.
- No matter how many skills you have, your kite will never get off the ground without the wind which represents your motivation for change. What are the motivators right now for you to change your patterns of responding to stress? Write each motivating factor in one of the wind arrows.
- Identify what core beliefs and values guide your life choices. These important elements, like the string of the kite, help keep us grounded. Write them on the string of the kite.

4. Now summarize your resolutions for change. Write a one-paragraph stress management program for yourself, using the image of your kite as a model for action. Include a statement of why this program is guaranteed to fly.
5. Finally, post this plan in places where you are likely to see it every day, reinforcing your commitment to following through.

Good luck and best wishes on your journey towards a life of balance and stress resiliency. 🍀

*Caritas Organizational Development Service offers consultation, facilitation, and training workshops on a variety of work life issues. Services are free of charge for Caritas employees. For more information, contact Sandy Loy at 930-5926 or [sloy@cha.ab.ca](mailto:sloy@cha.ab.ca)*

# Building for Better Service

By Steve Rees, Corporate Director, Support Services

Over the course of the last several months, Facilities Planning has been involved with a number of initiatives that you may have heard about. Here, briefly, is a recap of some of our work.

## Vision at Work: Caritas Master Planning

The development of a master plan for Caritas acute care sites is coming to a close. The master plan is a document that outlines challenges and opportunities for growth at the acute care sites and presents various options for how growth can occur. Open houses on the master plan were held in October and attended by more than 350 staff at the Grey Nuns and Misericordia Community Hospitals. A draft master plan was presented to the steering committee in November, and the final document is slated for presentation to the Caritas Board of Directors in March this year.

While the document will be finalized, the work will continue. We will use the master plan on an ongoing basis to help us make decisions on how and when we want to grow and develop the Grey Nuns and Misericordia. More information on Vision at Work: Caritas Master Planning is available on the intranet

at <http://www.intranet.cha.ab.ca/CaritasMasterPlanning/>

## Construction of Day Clinic Support Buildings

As was reported in the last issue of Insight, Caritas looks forward to significant growth over the next few years as part of the region's Growing in Place Towards 2010 plan. This plan calls for the construction of Day Clinic Support Buildings at the Grey Nuns and Misericordia Community Hospitals, which will house services currently located in inpatient areas in our hospitals. Once these services move to the new buildings, these areas will be reclaimed for inpatient use.

Those who work at the Grey Nuns or who have visited recently know that the construction of the Day Clinic Support Building in the southeast corner of the campus is well underway, with completion scheduled for early April 2005.

The planning of the Day Clinic Support Building at the Misericordia is in progress. The new building will be constructed in the green space just south of the outpatient services area (south wing). The building



*Caritas Master Planning open houses were held in October at the Grey Nuns and Misericordia sites*

will be connected to the hospital via a ground-level pedway. Construction will begin this spring with completion in the fall.

## Site Projects and Upgrades

Site projects and upgrades that have been completed, are in progress or will begin shortly include:

- Ambulatory Care Enhancement Project at the Grey Nuns—\$5 million project completed in late December. Thanks to all staff that assisted in making this a success.
- Critical Life Safety Upgrade at the Edmonton General is a project in progress and includes the replacement of various mechanical and electrical equipment/systems totaling approximately \$ 1.5 million.
- Emergency department security upgrades at the Misericordia—recently approved.
- High voltage switchgear upgrades at the Grey Nuns and Misericordia—recently approved.

If you have any questions or ideas regarding master planning or other facility planning issues please feel free to contact Steve Rees by phone at 930-5838 or e-mail at [srees@cha.ab.ca](mailto:srees@cha.ab.ca) 🍀



*Construction of the Day Support Building at the Grey Nuns*

## Hope Springs Eternal

### *What symbolizes hope to you?*

Caritas physicians, staff, volunteers, residents and patients are invited to share a photograph that speaks to you of hope. Submit any size, unframed photo to your site Volunteer Services office by April 1, 2005 Please include: Your name, telephone number, email address and a statement of how the photograph symbolizes hope for you. The photo will be captioned with your statement.

For security purposes, photographs will be labeled with first names and sites only. Photographs will be on display at each of the Caritas facilities beginning in May, and changed throughout the year so that all contributions can be enjoyed. For more information, contact Heather Foster at 930-5564. 📧

*Hope Springs Eternal is an initiative of the Caritas Hope Task Force.*



## Angels at the Edmonton General

*By Rose Merke, Resident Care Manager, EG*

“You are such an Angel.” How often have we said these words to someone or, better yet, heard them said to us? What exactly is an Angel? The Oxford dictionary defines an angel as a divine attendant or messenger also an obliging and loving person. I would like to describe the angels that I have been privileged to know, work with, and learn from in my everyday life.



In my daily life working in Continuing Care at the Edmonton General I encounter angels of many kinds each day. We hear an awful lot in this life about people that are always trying to work the system and trying to manipulate life so they don't have to work for what they have but I have witnessed the opposite here at the EG. I am so blessed because I work with angels everyday—people who put a new definition to the phrase ‘going the extra mile’. These angels are the frontline staff, as well as our housekeeping and kitchen staff—

and so many others that we encounter along the way.

I can count untold stories of frontline staff buying a small item of need for the residents they care for.

So often hear of wonderful acts of kindness: “Mrs. S was out of toothpaste, so I picked some up for her... So and so needed some batteries for her hearing aid and I brought some in for her... Mr. L really likes the newspaper so I brought mine from home since I'd finished reading it already.” No where in the standard of care or job descriptions does it cite that staff must buy personal items of care for the residents. These people are angels, definitely performing loving acts for the people they care for.

I also have encountered many angels in our family members and visitors. Statement such as things are music to our ears a definitely angel material. They tell us “how much it means to me to have my Mom

here”...and that they have witnessed many acts of kindness to go beyond anyone's job description. They often mention how grateful they are for our staff members' genuine love of the family members, for their patience and hard work.

Many of our residents are angels as well. The patience exercised when they have to wait for some help, the gratitude and compliments, the personal interest they show in our lives are very much what I would define as angel character. These words and deeds of love and encouragement are the language and lifestyle of angels.

We hear a lot these days about things like the Oprah Winfrey Angel Network and the millions of dollars that have been collected to do great work, but I feel deeply awed by the angel network at the Edmonton General for the simple and quiet, often secret acts of kindness administered and the language of angels spoken fluently everyday.

Christmas is over but the messages of angels continue everyday where I work, and it is music to my ears! 📧

## Deepening the Mission

### *...in seeing beyond brick walls*

*By Gordon Self, Vice President, Organizational Advancement*

The world is mourning the loss of countless people of late—thousands in Asia, and closer to home, Lieutenant Governor Lois Hole, and friends and colleagues from Caritas. Every person we grieve has a story and touched the world in a unique way. Whether well known and mourned by the wider public or only by our dear friends and family in the local community, no one is a mere statistic that we read in the newspaper. We need to appreciate how each person has made a difference.

Among those who made a difference was actor Christopher Reeves, who died on October 10, 2004. As an actor, he was best known for his role playing Superman. However, it was not his portrayal as the Man of Steel that he was respected and recognized for the strength of spirit he exuded, but rather, for his continual advocacy for spinal cord research. Christopher Reeves' life took an abrupt turn after suffering a spinal cord injury during an equestrian riding event. Despite this, he never stopped believing a cure was possible. Playing the character of Superman allowed him to see through walls with fictitious x-ray vision. But as a man with all-too real motor deficits and limitations, he was resolute in breaking down the walls of futility and hopelessness, inspiring so many others to go on believing.

In healthcare, we often face similar seemingly insurmountable walls of impossibility. It is a frenetic world described as “high demand/low control”. We struggle to find staffing, secure adequate funding, and locate beds in order to respond with the highest quality standards and ensure the safety of the patients

and residents we serve. Not many days go by before we wish we too had superhuman strength. Sadly, however, the perception we're often left with is the sense we failed those we serve, feeling a bit of a failure ourselves. That is not a good perception to be carrying around, especially in an organization that upholds Nurturing the Soul in our Mission statement.



In my frequent travels and conversations with staff, I discuss these same challenges in their work, and the environment in which they function. I try to see the perspective by which they view their work at Caritas, and their opportunities to effect positive and realistic change. I even pay attention to the actual view from their office windows, or lack thereof. One such office view of a staff member sticks in my mind. It literally looks out at one of the drabest brick walls imaginable. Indeed, not exactly an aesthetically pleasing view. However, what made me take note was the

contrast of this drab view with the imaginative perspective by which this person regarded their work.

There are many others in Caritas who confront similar brick walls in their work, whether it be staffing resource issues, ER throughput challenges, funding limitations, and the inevitable interpersonal conflicts in our workplace, but see something different. Like Christopher Reeves, it is our individual and collective ability as Caritas Health Group to move beyond the attitude that simply stops at the brick wall, and gives up. We may not be able to move the wall out of way, or even see far beyond it at times, but sometimes it's enough to take down just one brick - one brick at a time.

From this particular staff member's office window then, it is not a dreary world of impossibility and apathy they see. But, through the support of colleagues and the strength of their faith, they see beyond the brick wall. When you wonder if this is possible given the walls you face in your life and work, I invite you to read some of the cards that are hung on the Hope Trees in our facilities. Maybe you have a message of hope to offer your colleagues that needs to be hung on the tree. Certainly the world needs a lot more Christopher Reeves. 📧

*Please send me your stories, suggestions and views to continue advancing the Mission, Values and Ethics at Caritas [gordonsel@cha.ab.ca](mailto:gordonsel@cha.ab.ca)*

# 2004 Home Lottery

By John Boucher, Executive Director, Caritas Hospitals Foundation

The Caritas Hospitals Foundation's would like to thank all the individuals who supported the 2004 Home Lottery. Once again, you have made it a huge success. Although there were 4,336 official prize winners, the real winners are the thousands of Edmontonians and Albertans, and Caritas Health Group through the purchase of two Hyperbaric Oxygen Chambers, a new Minimal Access Surgical Suite and the Foundation's ongoing commitment to build a lasting legacy through the growth of the Foundation's Endowment Fund. \$1.8M was raised through this year's Home Lottery.

To date the Caritas Hospitals Foundation Home Lottery has raised over \$15M and contributed nearly \$5M of this to the Board Endowment Fund initiative.

**The Ovation**  
Congratulations Sybe Kleen of Carvel, AB who won the \$618,000 Grand Prize—a furnished, decorated and landscaped Jayman home, a 2005 PT Cruiser and \$25,000 in cash.



**The Optima**  
Our \$417,000 Grand Prize went to Don and Bev Magdalinski of St. Albert who received a furnished, decorated and landscaped Jayman home, a 2005 PT Cruiser Convertible, and \$25,000 in cash.



**The Element**  
Lynn Aldridge of Edmonton was the winner of the \$537,000 Grand Prize—a furnished, decorated and landscaped Jayman home, a 2005 Chevrolet Corvette and \$25,000 in cash.



**Early Bird Roadster and Riches**  
Harry Yurick of Edmonton was the lucky winner of our early bird prize package of a 2004 Chevrolet SSR Roadster and \$50,000 in cash. 📌



# Energy Management

Replacing your furnace



By Brian Monaghan, Manager, Physical Plant, GNCH

Although older forced-air furnace systems had efficiencies in the range of 55% to 70%, modern heating systems can achieve efficiencies as high as 97%, converting nearly all the fuel to useful heat for the home. If your furnace is old, worn out, inefficient or significantly oversized, the simplest solution is to replace it with a modern high-efficiency model. Before purchasing a new furnace, first make every effort to improve the energy efficiency of your home, then have a heating contractor run a heat-

loss calculation to size the new furnace correctly. When shopping for high-efficiency furnaces, look for dependability, and the ENERGY STAR label. Purchase a system with a good warranty and a reputable company to back it up.

When buying a new furnace, specify sealed combustion. Sealed-combustion furnaces bring outside air directly into the burner and exhaust flue gases directly to the outside, posing no risk of introducing dangerous combustion gases into your house.

Through effective conservation efforts and a new high-efficiency heating system, you can often cut your fuel bills and your furnace's pollution output in half. 📌

Feb 1-7th, 2005 is National Energy Management in Health Care week. If staff or visitors have any energy saving tips that they would like to pass along, they can do so by contacting the Facilities Management offices on each site. GNCH 450-7200; MCH 930-5767; EGH 482-8200.

# Hope and Miracles:

## Zach's story

By Salima Bandali, Manager, Caritas Communications

When Liz Priest, Manager of Home Sweet Home (unit 8Y) at the Edmonton General told me Zach Krukewich's story, she spoke of hope and miracles. "Zach is a really special person," Liz says. "What I have learned from him, more than anything, is that in giving we receive."

Thirty-two year old Zach has been a resident at the Edmonton General since April 2004. His story is one of courage, heart and hope. Zach was diagnosed with ALS in December 2001, five months after he and his wife, Michelle, married. "We tried just about everything to slow down the progression of the disease," says Michelle. "Zach was at home until last year, when all of a sudden, he couldn't walk anymore." That was the second week of March. By then, Michelle was pregnant with their son, Zachariah—and it is this little four-month old, who Zach refers to as "Junior," that is his father's greatest source of hope. Something that really speaks to Zach and Michelle's outlook on life and their tremendous spirit is that while he was in utero they were calling their baby PJ—for pride and joy.

Against all odds, Zach was able to be present for his son's birth this past September. Zach arrived by ambulance at Sturgeon Community Hospital at 4 a.m. on September 25. His son was born two-and-a-half hours later. The memories of that moment and of that day bring tears to Zach and Michelle's eyes. Zach's mom, Pat, thanks Liz and her team for making sure Zach was able to be at Zachariah's birth. "Liz made that happen for us," she says. "She made sure that all the medications were ready and staff knew what to do so that Zach could get to the hospital quickly."

Zach and his family thank staff on Home Sweet Home for their support, Liz says that she and her team owe Zach a huge thank you. Zach has touched everyone at Home Sweet Home, bringing out the best in

them and strengthening them as a team. "He teaches us so much," Liz says. "He has a way of pulling everyone together with his patience, consideration and sense of humour." Trained as a teacher—a profession he always wanted to pursue—Zach used his skills to teach staff about living with ALS, providing an open, honest perspective that is both personal and emotional. For Zach, that kind of teaching comes naturally. "I just try to be me," he says.

Zach's thoughtfulness and perseverance are evident in his conviction to continue with his after-degree in Education, even after he was diagnosed. "He got his degree and his hug from Lois Hole," says Pat. "That was important to him."

"Beyond learning from Zach," says Liz, "our team feels so privileged to have been part of Michelle's pregnancy and Zachariah's birth. What we all experienced truly was a miracle. It really spoke to us of the notion that in crisis you find hope."

In contemplating hope, Michelle says that their son and her memories are what continue to give her hope through the difficult days. For Pat, hope is different. She admits that hope is a struggle for her. She has come to accept that tragedies happen. "This was our turn," she says. "But there's no point dwelling on how unfair it is. Instead, I cherish the days we do have."

As Zach, Michelle, Pat and I talk, I glance over at the wise old soul playing in his exersaucer, clad



Zach, Michelle and Zachariah, October 2004

in blue overalls and a dark red shirt. He is a beautiful child, with big brown eyes and a knowing look. He is taking in all that is around him. As I look at him I'm struck by the thought that he has already learned so much in his short life, perhaps most importantly, that being a source of hope and fostering it in others is not only an incredible gift, it is a blessing. 📌

### What is ALS?

Amyotrophic lateral sclerosis (ALS), also referred to as Lou Gehrig's disease, is a progressive neurodegenerative disease that affects nerve cells in the brain and spinal cord. The progressive degeneration of motor neurons eventually lead to their death. When the motor neurons die, the ability of the brain to initiate and control muscle movement is lost. With voluntary muscle action progressively affected, patients in the later stages of the disease may become totally paralyzed. Yet, through it all, for the vast majority of people, their minds remain unaffected.

—Taken from [www.alsa.org](http://www.alsa.org)  
(ALS Association)