



*MCF Housing for Seniors*

# Senior's Scene

Spring 2009

Metropolitan Calgary Foundation

Issue Fifteen

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## MCF Launches Beaverdam Memory Care Program

On March 2, 2009 MCF Housing for Seniors, after over a year in the planning, successfully launched a unique to Calgary pilot program, the Beaverdam Memory Care Program. The pilot program is significant as it provides support to MCF residents who have mild to moderate dementia or cognitive impairment.

The program recognizes that as seniors age in place in MCF facilities, they may require more assistance than the supportive living lodge program is able to provide but, they may not be eligible for full time long term care. The Beaverdam Memory Care Pilot program puts into place the supports such as meal and activity reminders, enhanced security and monitoring and individual programming so that residents can live safely and more appropriately.

To qualify, residents must have been living in an MCF facility, either supportive living lodge or an independent living unit for a minimum of six months. The senior must be identified as being unable to manage safely in their current housing. An assessment is done in collaboration with Home Care to determine if the senior is appropriate. If the resident qualifies, they are placed on a wait list for the next available suite in the memory wing of Beaverdam Lodge.

Initial response from residents and their families is very positive. The welcoming and supportive environment that Facility Manager, Karen Boyer and her team have created has been paramount in the success of the program.



*Left to Right:  
Karen Boyer, Facility Manager  
Darlene Marois, Program Aide  
Kathleen Honeychurch, Activity Coordinator*



*MCF won the Most Innovative Program at ASCHA for the Community Resource Coordinator program.  
Diane Montgomery and Lauren Ingalls of MCF receiving the award*



Metropolitan Calgary Foundation  
since 1962

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# *From the desk of*

## **Lauren Ingalls, Executive Director**



It has been almost a year since I last sat down to write a piece for the newsletter. So much has happened that it is difficult to know where to start and what to highlight, but one project, the Beaverdam Memory Care Pilot Project, stands out as a significant achievement for MCF.

This project, over a year in the making, is a ground breaking program that began in recognition that as residents in MCF supportive living lodges aged in place many were experiencing memory loss or dementia. It became apparent that their current home was no longer appropriate but, these seniors were not really ready for long term care. What was needed was a program where services appropriate to the need could be offered. MCF management worked closely with Alberta health services in establishing the care levels, the program's scope and the staffing models. MCF also worked collaboratively with the Alzheimer's Society to determine the physical renovation requirements to a wing of Beaverdam Lodge and staffing model needed to create the program. I offer my congratulations to all the partners involved in creating this badly needed program.

MCF is pleased to have received Alberta Seniors and Community Supports Modernization and Improvement grants which will be used to enhance the security of Aspen, Beaverdam, Bow Valley, Shouldice, Spruce and Valleyview lodges to as well as \$1.646 million was approved for a 15 barrier free unit expansion of Shawnessy Lodge, the only subsidized supportive living lodge in the south end of the city. This lodge typically has the longest waiting list in MCF's portfolio. It is expected that the project will take approximately a year to complete and once completed these units will be the first new subsidized supportive living housing units to be built in Calgary since the completion of the wings of Aspen Lodge in 2004. But, we hope not the last.

The Board of Directors has revisited MCF's Strategic Plan and approved a plan to add 700 new units over the next five years to MCF's portfolio. These units would be geographically distributed in the northeast, southwest and northwest quadrants of Calgary. The Board is currently focusing its energies on exploring the redevelopment of the Jacques and Beaverdam cottage units' sites. All of these initiatives are in the very early planning stages.

I would like to congratulate all the participants of the recently concluded English as a Second Language in the workplace program. MCF was one of only two organizations in Calgary chosen to participate by Bow Valley College in this pilot program. The training was managed and run by Bow Valley College through a generous grant at approximately \$78,000.

Wayne Henuset and Peggy Perry of Willow Park Wines and Spirits continue their on going support of MCF through their Charity Wines Auction held in November. We are thrilled to announce \$200,000 was raised for the new supportive living apartment which is scheduled to open in the Spring of 2010. With the support of Willow Park, MCF is once again the charity recipient of the Calgary Flames Alumni Charity Golf Tournament and Silent Auction on May 27 and 28, 2009.

To all our partners, staff and board I say thank you for your continuing belief in the service that MCF provides; that of housing seniors in safe, secure and appropriate homes.

*Lauren Ingalls*

**Lauren Ingalls**, Executive Director

# Willow Park Wines and Spirits

## 15th Charity Auction Gala Photo Album



*Top Row:*

*The Willow Park Wines and Spirits Band;  
Livia and Tibor Fekete, Conrad and  
Mary Porth and Rosemary Crawford.*



*Bottom Row:*

*Live Auction Items;  
Peggy and Brian Perry, and  
Liz and Wayne Henuset*

## MCF Board of Directors Announcement



Dr. Judith Birsell, PhD, Chair of the Board of Directors, announced recently that effective June 1st, 2009, MCF Housing for Southbow Seniors will assume management

of Housing Society's facilities. In total, Southbow has 115 units in three locations; Gilcrest Manor, Gilcrest Gardens and Austin H. Nixon Manor.

The Board of Directors of Southbow advised the Province of Alberta, Alberta Housing and Urban Affairs Department that it wished to transfer the operation of the buildings to another organization after a long and successful management. Alberta Housing and Urban Affairs then asked MCF to add the units to its portfolio.

"Tenants and the current staff of the Southbow sites will not be inconvenienced by the change although MCF will have to ensure that the operational practices are consistent with provincial guidelines", she said.

## Calgary Flames Alumni Charity Golf Tournament

MCF Housing for Seniors is pleased to be the charity recipient for the 15th Calgary Flames Alumni Charity Golf Tournament and Silent Auction, Wednesday, May 27 and Thursday, May 28. The tournament is honouring one of its founders, Eddie Wong, who passed away last year. The tournament takes place at Heritage Pointe Golf Course and the Silent Auction and reception at the Deerfoot Inn and Casino. The funds raised are directed to MCF's construction of the supportive living apartment.

On behalf of all the residents, board and staff of MCF, we say a big thank you to the Calgary Flames Alumni volunteer organizing committee and all the donors and sponsors who make this event such a success.

## West Light Rail Transit and the Jacques Property

In the fall of 2008, MCF entered into negotiations with the City of Calgary for the sale of approximately 1.71 acres adjacent to Bow Trail of the 13.6 total acres of the Jacques site. The City requires the land for the West LRT expansion which is scheduled to begin in the summer of 2009.

The sale encompassed 4 of the Jacques 4 plexes for a total of 16 units. Only 14 of the 16 were occupied so, MCF has moved or arranged to move the tenants. According to Stacey Gavan, the Facility Manager, the moves began in mid October of 2008 and will be completed by mid June of 2009.

“All the tenants were moved at no cost. Some have decided to stay on the site until the new supportive living apartment building is completed in 2010, at which time they will relocate while others have either moved to another MCF managed location or decided to move to non MCF housing,” said Gavan.

All the Jacques cottage units, built in 1964, are slated to be decommissioned in 2010 when the supportive living apartment is completed on MCF’s Bow Valley site.

### Q & A

#### Beefs, bouquets, and opinions.... How residents have their voices heard.

In both the independent living and the supportive living lodge programs residents have the option of reporting any concerns or opinions in a variety of ways; by using the comment box, the regular residents’ satisfaction survey, or by writing or telling the management of the facility.

If the comment/complaint is anonymous MCF will investigate the concern. In all cases, MCF reviews the concern to determine if anything might be contravening any legislation.

In the case of a signed comment or concern: the Facility Manager reviews and/or investigates the concern and then provides advice and options which could bring the matter to a satisfactory resolution.

If further action is required an administrative manager will become involved and review the matter, provide advice

and/or options referencing the relevant MCF policy or alternatively, refer the matter to the Executive Director. A letter confirming the concerns and the attempts to resolve it is then forwarded to all parties involved.

The Executive Director then reviews the grievance in consultation with the appropriate Foundation management and the parties involved, provides a written letter to the appropriate parties reflecting the Foundation’s policy and procedure relating to the matter and changes/enhancements undertaken as a result of the issue.

Residents also have options in legislation for reporting concerns including the Protection for Persons in Care Act and the Accommodations Standards in the supportive living lodges, the Residential Tenancy Agreement Act and Alberta Housing and Urban Affairs in the independent living program. MCF strives to work in concert with regulating authorities to ensure compliance to all legislation is maintained.

MCF values resident’s feedback and insight about our services. Thank you for continuing to provide them.

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MCF is a member of the Alberta Senior Citizens Housing Association (ASCHA)