

NOTES FROM ICCER

Happy 2017! Emily and I are excited about the New Year and the activities ICCER has planned.

ICCER is starting the New Year with a new member, [Ashbourne](#)! Ashbourne is a non-profit, independent and assisted living residence in Edmonton. They believe in aging with dignity and in place, and value meeting and exceeding the needs of their residents.

In addition to a new member, ICCER is happy to announce the implementation of individual memberships! As of April 1st, individuals not associated with an ICCER organization can join the ICCER network for \$150/year. If you are employed by one of the ICCER member organizations (currently 15 of them!), you are already considered a member of ICCER and eligible for all member benefits.

Individual memberships will run April 1st to March 31st of each year. Refunds will not be given if a member decides to quit during the year. All payments will be through our automated [payment system](#) starting on April 1, 2017. See below for a summary of membership benefits!

Sandra Woodhead Lyons, PHEc
Executive Director, ICCER

Benefit	Corporate	Individual
Seat on the Steering Committee with the ability to help shape the future of continuing care research & education.	✓	
Free access to ICCER events		
<ul style="list-style-type: none"> Networking events (2 per year in each of Edmonton & Calgary) @ \$25/event 	✓ (no limit on # of seats)	✓ (self only)
<ul style="list-style-type: none"> November education event (half day) @ \$25/event 	✓ (no limit on # of seats)	✓ (self only)
<ul style="list-style-type: none"> February behavioural supports event (full day) @\$50/event 	✓ (no limit on # of seats)	✓ (self only)
<ul style="list-style-type: none"> Collaborative Practice discussions – held in Edmonton & Calgary 3-4 times/year (discussion of issues & sharing of tools, ways to address the issues) 	✓ (no limit on # of seats)	
ICCER Newsletter	✓	✓
Networking & collaboration with ICCER members on an ongoing basis	✓	
Email updates from ICCER on resources and events of interest to help change practice	✓	✓
Opportunity for participation in ICCER-supported research projects	✓	
Access to ICCER website members-only portal (under development)	✓	✓
ICCER membership logo signature block	✓	✓

OUT & ABOUT WITH ICCER

On **February 9, 2017**, The [Alberta Association on Gerontology](#) is hosting *Nibble Nosh & Network* from 1:30 to 4:00 PM at Edmonton Clinic Health Academy. ICCER's very own Steering Committee member, Renate Sainsbury (General Manager, Lifestyle Options), is the guest speaker.

The AAG is looking for poster presentations for this event! If you have a research project poster on aging or seniors care to share with others, please register for the event and bring your poster.

[Click here for more information and to register!](#) Registration is due by February 1, 2017.



MEET OUR MEMBERS

ICCER Steering Committee

In this issue, we are featuring our newest Steering Committee member, Laurie Winder, Executive Director of Ashbourne. Laurie's formal education is in Rehabilitation, in relation to people with intellectual disabilities, and she holds a Masters Degree in Leadership from Royal Roads University in Victoria, B.C.

What do you find most challenging about working in continuing care (CC)?

Working in the CC sector provides many challenges, and I prefer to speak to them from a positive perspective. Every day as an Administrator, I am challenged to provide quality care to some amazing elders, within a system that may not fit for all of them. When we are challenged to overcome obstacles, we become creative; we engage more people in helping us overcome those challenges, and we learn from our efforts. The result is we are

continuously improving what we do and how we do it. If we keep our seniors best interests in mind, advocate for them, and look for new solutions, we will continue to move forward.

"I believe there is plenty of room for change and growth within the continuing care spectrum."

What changes would you like to see in CC over the next five years?

I would make true care-in-place be the norm, not the exception! Let's stop moving our seniors from one setting to another, as their healthcare needs change. We need to get beyond the rhetoric and make it happen. As a sector, we need to start implementing what we know to support people to age in place if that is their wish. We have new technologies that can be put to good use for people with dementia and chronic health conditions. Increasing home care support is an economical alternative to supportive living. Caps and parameters on home care need to be re-evaluated.

Additionally, I would like to see our CC facilities become more home-like and less clinical. "Care" means more than just attending to one's physical needs and a more holistic approach to senior care is definitely possible, given what we know are best practices. I believe there is plenty of room for change and growth within the CC spectrum.

Tell us about yourself. How did you come to where you are today?

The road that brought me to where I am today is, as the Beatles would say, "A long and winding road." I began working, right out of high school, for the City of Edmonton. After a few years in the Accounts Payables Department, I realized something was missing from my life, and I began volunteering with people with disabilities. At that time I began coaching swimming and track for Special Olympics and developed an appreciation for the people who need to fight to have what others have: a mainstream education, a job, a family, sometimes friends...a regular life. The coaching opportunity led to a weekend job in a group

home, which led to going back to college to get my Rehabilitation Practitioner Diploma. Needless to say, I left the City of Edmonton and began working in non-profit organizations that serve individuals with intellectual and physical disabilities. In those organizations, I was able to use my creativity to evaluate, design and implement services that could promote autonomy, opportunities, and a regular life for the customers of that agency.

I spent 20 years in the disability sector, adding to my education and working my way to a senior management position. In 2008, I went back to university to get my Masters Degree in Leadership. It was an amazing experience, which I undertook more as a bucket list item than a career booster. It was a huge challenge for me, however, I persevered and received my Masters Degree in 2010 at the age of 47.

In 2013 I received a call from a recruitment firm for a position as an Executive Director at a senior's organization. After careful reflection, I decided to make a change. My values, which I thought kept my career firmly planted in the disability sector, transferred seamlessly over to the seniors. What was important to me in my life and my work: supporting autonomy, finding opportunities, the preservation of human rights, and a good quality of life, all made sense when applied to my work with seniors. Every day I feel privileged to be surrounded by people that have formed our country, lived amazing lives, and have rich and interesting stories to tell. From working in the mail room at the City of Edmonton to Executive Director at a senior's organization, I did not exactly take the direct route to where I am today, but am glad I did.

UPCOMING EVENTS

Join us on **February 23, 2017** for *Responsive Behaviours 2017: Communication Tools to Enhance Care*. With speakers Mark Marcynuk (Dynamite Coaching) and Dr. Jeff Small (Associate Professor, School of Audiology & Speech Sciences, Faculty of Medicine, University of British Columbia), we will be exploring communication tools for working with individuals with responsive behaviours and other communication difficulties.



Mark and Jeff will provide practical tools to care providers, as well as a theoretical framework around communicating with those with responsive behaviours. Participants will take away at least 2-3 easily implementable ideas for improving their communications with residents and family members. They will be able to share their new knowledge with colleagues, coworkers, and family caregivers to help them improve their communication skills.



This session will be hosted at Edmonton Clinic Health Academy and the Rockyview General Hospital in Calgary. Participants can also attend via videoconference on the VC Scheduler. *Note: There are no seats left at Edmonton Clinic Health Academy! Please check the VC Scheduler to participate via videoconference in Edmonton.*

This event is FREE for staff, faculty, and students of ICCER member organizations. A \$50 registration fee is required for non-ICCER members to attend at host sites. There is no charge for videoconference at sites other than the host sites.

Who should attend? All members of care/support teams, including: Administrators, Managers, Best Practice Leads, Educators, Health Care Aides, community service workers, family caregivers, and students.

[Click here for more information and to register for this event!](#)

SAVE THE DATE!

November 6, 2017

ICCER is partnering with Room 217 Foundation and the Winspear Centre to offer the **2017 Music Care Conference** in Edmonton on November 6, 2017! Stay tuned for more information.

Save The Date



2017 Music Care Conference
Monday November 6, 2017
Winspear Centre, Edmonton, AB

Room 217 is thrilled to present this one day conference with local partners from the Tommy Banks Institute for Music Creativity and the Institute for Continuing Care Education and Research.

SIGN-UP FOR FUTURE EVENT INVITATIONS!

If you would like to receive future email invitations to ICCER events, click on the link below to be added to our distribution list!

[Click here to subscribe!](#)

MORE UPCOMING DATES

Here are some additional dates for upcoming ICCER events. More information to come!

- **Tuesday, April 4th** - Networking Event in Calgary, AB
- **Wednesday, April 5th** - Collaborative Practice Discussion in Calgary, AB (*ICCER organizational members only!*)
- **Wednesday, April 19th** - Collaborative Practice Discussion in Edmonton, AB (*ICCER organizational members only!*)
- **Thursday, April 20th** - Speed Networking Event in Edmonton, AB

JOIN OUR COMMUNITY OF PRACTICE

CONNECT WITH US ON SOCIAL MEDIA

 www.facebook.com/iccer.ca/

 @ICCER_AB

 <http://tinyurl.com/p9eabah> (Group)

 <http://tinyurl.com/oo6kjmd> (Company)

Music Care CoP

Many ICCER member organizations have implemented music care programs at their sites, or are interested in doing so. To help ICCER members become more aware of the music care options and help them select a program, we have created a Community of Practice (CoP).

All ICCER members are welcome to participate in the CoP! Staff who are interested and willing to participate, please contact ICCER's Program Coordinator, Emily Dymchuk (emily@iccer.ca).



The next Music Care CoP meeting will be held via teleconference on April 11, 2017 at 10:00 AM.

INTERESTING RESOURCES

- **Caregivers Alberta** works closely with organizations across the province to offer caregiver programs in the community. To find support in your area, visit the [Caregivers Alberta website!](#)
- **Pain Matters** - A resource that is useful for both family members and care staff produced by the [Alzheimer Society of Ontario](#) and [brainXchange](#). The [Pain Matters Guide](#) and [Pain Journal](#) help caregivers recognize and record the relationship between responsive behaviours and pain in people with dementia.

Each month we will highlight new research, policies, reports, etc. that are applicable to continuing care. If you come across materials you would like to share, please send them to Emily (emily@iccer.ca).

SUBSCRIBE TO THE ICCER NEWSLETTER

Click below to receive future issues of our Newsletter!

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