

# ACA News



**Celebrate Seniors for their Contributions**  
**Seniors' Week 2014**  
**June 2<sup>nd</sup> to 8<sup>th</sup>**

**Alberta Council on Aging**  
**Spring 2014**  
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## Join the Provincial Launch of Seniors' week!

### Older, Bolder, Better Seniors' Fair and Exhibition

West End Seniors Activity Centre  
9629 - 176 St NW, Edmonton, AB  
Edmonton, AB  
Monday, June 2<sup>nd</sup>

#### Featuring:

- Exhibition showcase
- Entertainment stage
- Buffalo Barbeque
- Silent Auction
- Mature Worker Job Symposium, in partnership with Alberta Works

**Editor & Publisher**

Alberta Council on Aging

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**Strategic Plan 2013-2015**

Contact us for a copy or  
visit our website:

**www.acaging.ca**

The views expressed in this  
publication do not necessarily  
reflect those of the Alberta  
Council on Aging.

The council reserves the right to  
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## Board of Directors 2014

### Executive

President: Gary Pool

Treasurer: Fred Olsen

Vice-president: Fred Olsen

Secretary: Yvonne Dickson

### Regional Directors



(Left to Right)

Region 7 - Murray Campbell, Region 5 - Ron Rose, Region 4 - Gary Pool, Region 6 - Frank Hoebarth, Region 9 - Fred Olsen  
Bottom Row: Region 2 - Donna Chamberland, Region 1 - Yvonne Dickson

To reach any of the directors, please contact  
Alberta Council on Aging

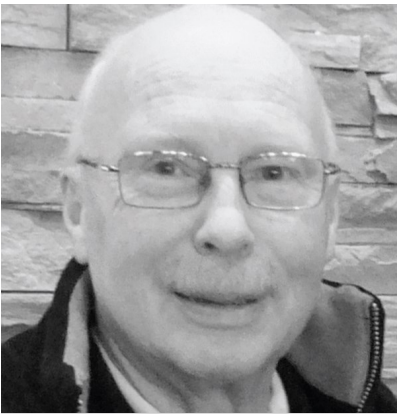
Members may request an electronic newsletter.

## Mission Statement

Our mission is to improve the quality of life for seniors and encourage their participation in all aspects of community by educating seniors and the public and by advising government.

## President's Report

## Changing Times



Gary Pool

Turbulent times seem to be the order of the day. On March 19<sup>th</sup>, Premier Alison Redford announced her resignation as Premier of Alberta. This was followed shortly by the announcement that Dave Hancock would fill the role in the interim until a

Progressive Conservative Leadership Convention selects a new Premier. The impact on us as residents of the province is not yet clear. Presumably, this will result in limited new initiatives until some point after the leadership convention has completed its task.

Several other things of note have happened in the last few months. We had a meeting with the recently appointed Associate Minister of Seniors Dave Quest in February and reviewed some of the major programs. Associate Minister Quest has agreed to be a speaker at our Annual General Meeting in June, and he is also willing to establish future meetings to allow discussion on items of interest.

As a member on the Seniors Task Force, I was present at a meeting with the Health Minister Fred Horne and the Associate Seniors Minister Dave Quest in early February on the topic of Pharmacare. One item of discussion was the issue of a Canada-wide Pharmacare program (the same program in all provinces). The Health Minister indicated that the Alberta Government was one of the provincial governments to support this move; however, the Federal Government is not on board with this program so nothing is proceeding at this time. Among other suggestions, the Health Minister suggested that groups, such as the Alberta Council on Aging, should start working with our Members of Parliament if we

want this initiative to move forward.

Another major item of discussion was the Pharmacare program mentioned in the 2013 provincial budget. This budget included suggestions on reducing the number of programs and it was possible that income thresholds would be a part of the program. The Health Minister confirmed that a number of plans would be consolidated, and he also indicated that moving towards income thresholds was no longer a part of the strategy.

We were very pleased with this decision, although Alberta Health has not yet issued the details of the updates. So, while we are pleased with this initial move, we will reserve further statements until we have more solid information.

We have received our next Casino dates; we will be at the Yellowhead Casino September 14<sup>th</sup> and 15<sup>th</sup>, 2014. It is worth mentioning that successful Casinos over the last 10 years have funded between 20% and 30 % of our total program costs. Our success in raising funds through the Casino has helped us run a variety of programs, including Senior Friendly<sup>TM</sup> and Elder Abuse. In our last three Casinos a number of volunteers have come from outside the Edmonton region and we are hoping that will be the case this time as well.

My last item for this issue is that our Annual General Meeting will be held in St Paul on Friday, June 13<sup>th</sup>. If there is enough interest from the Edmonton area, we will consider arranging for bus transportation both ways at a significantly reduced rate. Please contact us well in advance if you are interested in taking a bus.

I'll see you at the Annual General Meeting,  
Gary Pool



## Executive Director's Report

**Congratulations Seniors!**

It is official. If seniors' discounts were still being offered for the 55 plus, I would be able to say, "yes please!" And if I had an exceptional ability in a competitive sport I am now eligible to enter the Alberta Seniors Games. How many of you feel as I do that the term "senior" and the myths and mistaken beliefs about seniors just doesn't fit your profile? Not that long ago I was a teenager trying to look older than my age and now I shamelessly lead others to say, "you don't look that old". I am a myth buster by profession yet I get tripped up in ageism's and myths.

When it comes right down to it, I like my age - this number represents 55 years on this amazing planet, 55 years to realize how little I know and 55 years to develop softer edges and yet a more fierce determination. I have had a keen interest in the senior population for as long as I can remember and now here I am at the tail end of the baby boomers. I advocate for seniors and encourage them to stand up and be strong, as I try to grow in to this new age category with grace. I happily



Donna with mentor and friend Grace Ripley

approach this next third of my life as an older adult.

The Alberta Council on Aging congratulates and celebrates seniors every day. This year, Seniors Week in Alberta is June 2-8. Why not use this time as an opportunity to express both gratitude for good long lives as well as give voice to the needs of seniors. Let us be mindful of how we depict ourselves. There is a strength and wisdom older persons bring to our communities that no other generation replicates.

Write your letters, speak up against family violence and elder abuse, identify gaps in programs and services, compliment and frequent businesses that are Senior Friendly™. Many of the problems older

persons face today were also problems of the past, that is to say the challenges around worth and value are systemic cultural and historical. Now is the time for change.

Be the change!

Stay well,  
Donna Durand

**Top 10 Cyber Crime Prevention Tips**

- 1. Use Strong Passwords** The best passwords use letters, numbers, and special characters.
- 2. Secure your computer** Activate your firewall, keep anti-virus/malware and anti-spyware software current. They are the first line of cyber defense.
- 3. Be Social-Media Savvy** Make sure your profiles (Facebook, Twitter, Youtube, etc.) are set to private, and be careful what information you post online.
- 4. Secure your Mobile Devices** Only download from trusted sources, your mobile device is vulnerable to viruses and hackers.
- 5. Install the latest operating system updates** Keep your programs and operating system (e.g. Windows, Mac) current.
- 6. Protect your Data** Use encryption for sensitive files, make back-ups and store them elsewhere.

- 7. Secure your wireless network** Networks at home are vulnerable if they are not password protected
- 8. Protect your e-identity** Be cautious when giving out personal information or financial information on the internet. Once it's out there you can't get it back.
- 9. Avoid being scammed** Don't click links or files you don't recognize. When in doubt, ask the sender. Never reply to emails that ask you to verify your information or confirm your user ID or password.
- 10. Call the right person for help** Don't panic! If you suspect you are a victim report it to your local police. If you need help with your computer consult with your service provider or a certified computer technician.

Royal Canadian Mounted Police  
rcmp-grc.gc.ca



# The Changing face of Recreational Programming

By Donna Durand

Twenty or more years ago when you asked seniors what activities they were involved in you might have gotten answers like lawn or lane bowling, darts, playing cards, and volunteering with a service group in addition to more traditional pursuits. In the past ten to fifteen years, though, there have been some major shifts in the way seniors see themselves, the increase in available leisure time, and the activities they would like to be a part of.



Members of Sunbeam Drop-In Centre love their card games.

Today, many seniors want to continue participating in the activities and events they have been a part of throughout their lives. They want to lift weights, run, walk or jog, swim, ski and take exercise classes at their local fitness centres. Many seniors want to make giving back to their community, and the world, a part of their retirement years, and a whole industry has sprung up around eco travel and medical service volunteerism.

Already, programs designed to teach seniors how to use technology are being offered in many libraries and senior centres, but the future may bring more opportunities like this - as well as classes tailored to promoting brain health and educating seniors about mental wellbeing.

In the future we will see an increase in specialized personal trainers, travel companions, and leisure and lifestyle counselors. As well, programs will be

delivered to the seniors in their homes or in congregate housing. Anyone working in recreational therapy or as a coordinator for seniors programs should consider the fact that seniors want to have more say in the activities offered - they want to choose field trips to go on, and have the option of yoga or ethnic cooking classes.

Many seniors want to learn a new language, become more fluent with computers and the technology available for linking them to their families.

Even though the baby boomers will continue to drive change, as they insist on improved services and programs for their second careers, high level hobbies, or educational programs there will need to be increased supports to seniors in order to age in place safely. This will allow older persons to enjoy the comfort of their own home, to walk out doors safely, or to soak in a bathtub, tend a garden, and participate in activities that they find interesting and fulfilling.

Recreational programming needs to be person centered, with health promotion, support, and aging in place at the forefront of decision making. This way, all citizens will enjoy a new level of inclusiveness within their communities, an ability to de-stress within their home environment, and to lead a rich and satisfying leisure lifestyle.



The Charlie Austin Trio keep doing what they have always loved...making great music.

## Meeting with the Associate Minister of Seniors



Honorable Dave Quest and Executive Assistant Remo Padovani

On February 19<sup>th</sup>, Gary, Donna and Health and Housing Committee Chair and former ACA president Diana Anderson met with Hon Dave Quest and his Executive Assistant, Remo Padovani, at the legislature.

We discussed our organization, Alberta Council on Aging, and the role we play in advising government on seniors issues. Our programs, such as the Senior Friendly™ Program, were reviewed in the context of age friendly community initiatives.

The Alberta Council on Aging was pleased to announce the formation of the Health and Housing Committee. We shared our key talking points and

perspective as well as the hot topics - including the pharmacare plan announced in the 2013 provincial budget.

We expressed that, due to a lack of clear communication regarding the plan, many people were fearing seniors would be the paying full cost of their prescriptions.

We also sought clarification on the Protection for Persons in Care Act, which is applicable only to publicly funded care facilities.

Finally, we asked for the Hon. Dave Quest's thoughts on the role of the Seniors Advocate. He expressed that this will be a department, not a single individual, and that navigation leading to appropriate access to programs and services will be an important focus of the seniors advocate.

An invitation was extended for the Associate Minister of Seniors to join us at our 47<sup>th</sup> Annual General Meeting on June 13<sup>th</sup> in St. Paul. Please plan to come and meet Honourable Dave Quest and his assistant Remo Padovani.



## Feedback Matters : Pharmacare Update

By Donna Durand



A surprise announcement of a new income-based pharmacare strategy, which could potentially have had a major effect on Alberta's seniors, was released with the 2013 budget. Seniors reacted and many groups, such as the Alberta Council on Aging, let the government know that they were not in favor of this change and why.

Under the current drug plan, most seniors pay 30 percent of the cost of each prescription, to a maximum of \$25, regardless of income.

Health minister Fred Horne said in a press release on March 12<sup>th</sup>, 2014 that the government is backing away from income-based testing in its new drug plan and now hopes to make up savings through lowered administrative costs and improved generic drug prices, while also working with the federal government on a plan for better pharmaceutical bulk buying among the provinces.

The Alberta Council on Aging will continue to promote universal drug coverage, appropriate health assessment and timely medication reviews as one of the ways our province can promote healthy aging and quality of life for seniors.



## Building Alberta

## Developing a 50-Year Transportation Strategy

By Becky Shepherd

The Government of Alberta is in the process of creating a Transportation Strategy for the future. Phase one, which took place in January and February 2014, focused on collecting feedback from members of the public and interested groups. Participation ranged from local government, through to business owners, truck drivers, non profit groups and individual citizens. Contributors were encouraged to imagine what transportation might be like 50 years in the future. Meetings were held in 18 communities throughout the province to encourage input from as many areas as possible.

The Alberta Council on Aging was represented by President Gary Pool and Executive Director Donna Durand who attended the Edmonton and area meeting. They were excited to join in this process as we believe it is important to take part in the discussions as well as to network and share knowledge with others.

Our representatives advocated for individuals who may not be able to drive, yet have a need or desire to remain active in their communities. We also promoted age friendly communities as well as aging in place.

We expressed that we envision communities where the negative impacts on environment from pollution of all kinds is reduced, while public and active transportation is safe, accessible and affordable. We stressed that many would like to see a shift in attitude to a more grassroots effort, requiring awareness and education.

In return, we heard many great ideas about “shop and sell local” strategies, implementing work at home programs and other modes of transport - some of which could remove the factor of human error. Phase two will run from April to the end of May 2014. Using feedback from phase one a draft Transportation Strategy and an online survey for the public were created.

The Alberta Council on Aging will continue to represent seniors through this process. Although the planning is intended to be visionary, we are very clear that transportation in and out of communities, and the ability to mobilize easily, is a current challenge in rural Alberta and must be addressed sooner rather than later.

Contact Alberta Transportation for more information at 310-0000 or [TransStrategy@gov.ab.ca](mailto:TransStrategy@gov.ab.ca)

## Community Focus: Enactus

Enactus, out of S.A.I.T., is a community of student, academic, and business leaders committed to using the power of entrepreneurial action to transform lives and shape a better, more sustainable world starting with the local community.

One of their initiatives is the Senior Fraud Prevention Seminars, led by Alexandra Lowe. The seminars focus on the majority of fraud complaints: telemarketing, internet/email scams, power of attorney and identity theft.

The Alberta Council on Aging is pleased to share our materials with the Enactus Group, such as the Fraud Prevention handbook. Next newsletter we will be

announcing our joint project - Financial Literacy for Seniors.



Enactus team, left to right: Pinder Sangha, Jane Buzar, Alexandra Lowe and Dushyant Mistry

[www.sait.ca](http://www.sait.ca)



Information from Johnsons Inc.

## Travel Insurance : Limitations and Exclusions



Captain Ron and Carol of Florida

It is strongly recommended that Alberta residents carry travel insurance when travelling outside of Alberta to cover unforeseen medical emergency care and transportation, as these costs may be significant. Although you may remain eligible for Alberta Health Care Insurance Plan (AHCIP) coverage for up to 212 days in a 12-month period for the purpose of vacation, AHCIP covers only some (limited) physician and hospital expenses outside Canada.

Travel insurance benefits vary from policy to policy, and it is important to check and pay particular attention to the limitations and exclusions. The Canadian Life and Health Insurance Association Travel guide list the following common restrictions:

**Pre-existing conditions** - If your current condition is stable or under control by medication, and you are medically fit to travel, check your policy to see if you would be covered were an emergency to arise (e.g., if you are on antihypertensive medication and suffer a heart attack).

**Extreme Sports** - Participation in extreme sports, such as sky diving, or other high-risk activities may be excluded.

**War** - Injuries caused by war may be excluded.

**Destination** - Some destinations may not be included in your coverage. Before you travel, check for any travel advisories issued by either Foreign Affairs or International Trade Canada.

**Maximums** - Maximums can vary from a few thousand dollars to unlimited coverage for hospital and medical expenses. Some policies cover only a certain percentage of costs. There also may be maximums related to age.

**Duration** - Many policies specify a time limit for coverage (e.g., 60 days).

**Suicide** - Benefits for expenses incurred due to suicide or self-inflicted injuries are routinely excluded.

**Substance Abuse** - Hospital and other medical expenses incurred as a result of drug or alcohol abuse are often excluded.

**Routine or Elective Treatment** - Treatment you could have received in Canada, treatment you could have deferred until your return, and/or ongoing treatments you may need if you are out of the country for a lengthy period of time.

**Inaccurate Application** - In the travel insurance industry, verification of medical history is done when a claim is received. When the information disclosed on the health portion of your application is materially different from the applicant's medical records, the claim will be denied and your policy will be null and void. If you are unclear about questions on the medical questionnaire that relate to your medical conditions, be sure to ask your doctor for help in completing the form. If you provide inaccurate or incomplete answers to the questions, your claim can be denied even if the question that is answered incorrectly is not related to the cause of the claim.



To receive more assistance with the application process, and to understand your coverage you can visit [www.johnson.ca/aca](http://www.johnson.ca/aca) or call Johnson at 1-877-989-2600 to get a MEDOC travel insurance quote and complete an enrolment application over the phone.

## Alberta Seniors Benefits, Then and Now: A Brief History

Prepared by Carol Wodak, with information from Wendy Armstrong's unpublished Timeline of the History of Healthcare in Alberta (1890-2009)

**1947** Alberta introduced free hospital and medical care for seniors

**1970** A premium-free Extended Public Health Benefits Program to cover medications, ambulance and other benefits for Seniors starts

**1973** A Benefits Program to cover dental and eye glasses costs for seniors is introduced

**1980** The Alberta Aids to Daily Living (AADL) Program is introduced to cover the costs of medical equipment and supplies

**1991** The Alberta Aids to Daily Living (AADL) Program removes diabetic supplies from AADL list. The changes are part of a \$20 million package of benefit cuts and fee increases

**1994** The Alberta Seniors Benefit Program – a new social assistance program based on financial need replaces five universal benefit programs for seniors. Prior to 1994, seniors, their spouses and dependents received:

- Premium free Alberta Health Care Insurance
- Extended Health Benefits (eyeglasses and dental)
- Premium free supplemental Alberta Blue Cross coverage for drugs, ambulance services etc.
- Property Tax Reduction Benefit (based on age, regardless of income)
- Seniors Citizen Rental Assistance (based on age, regardless of income)
- Seniors Independent Living Program (up to \$4,000 to repair homes, regardless of income)

All subsidies disappear for single seniors earning \$18,200 or more a year and couples with incomes over \$27,600

- Seniors are required to pay Alberta Health Care Insurance premiums, unless they qualify for a subsidy under the Seniors Benefit Plan

- Benefits for eyeglasses and dental care are dramatically reduced
- Blue Cross coverage for drugs remains premium free but co-pays go up. To determine eligibility for subsidies, seniors are asked to sign forms authorizing the province to access to their income tax records

**1995** Fee-for-service funding for physiotherapy in the community is removed from the Alberta Health Care Insurance Plan. A new method of determining eligibility for limited privatized physiotherapy leaves most seniors with increased reliance on medications. Until Nov. 15, 1993 the annual maximum had been \$300 per year and seniors had unlimited access to physiotherapy

**1989 - 1999**, the number of hospital beds in Alberta plummets from about 13,300 to 6,300 while the population of Alberta climbs leaving many patients discharged early to the care of family and friends

**2002** Alberta eliminates the Extended Health Benefit Program for seniors, which still covers a small portion of the costs of eyeglasses, dentures and dental costs for all seniors, regardless of income. It is replaced with a much smaller social assistance subsidy for eligible low-income seniors who apply

**2004** Alberta Seniors are exempted from paying AHCI premiums as of Oct. 1. A reported proposal by the Alberta Health Minister to cap or eliminate provincial drug coverage for seniors is questioned in the Legislature

**2008** Alberta Pharmaceutical Strategy Phase 1 Includes; an optional income-tested drug plan for seniors to replace prior universal coverage, loss of historic funding for drugs in nursing homes and significant increases in premiums for the government

Continued from previous page

sponsored voluntary Non-Group Benefit Plan for those under the age of 65

**Present** The public response from seniors to the initial plan resulted in the April 2009 revision, and then in 2010 to the withdrawal of the proposed plan with a promise to retain and enhance the existing drug plan. However, in Budget 2013, the government

announced that the current plan would be replaced by a consolidated income-based, second-payor plan, saving the government \$180 million, on Jan 1, 2014.

By October 2013 - due to concerns from seniors, the insurance industry and pharmacists - the plan was further delayed.

## Seasonal Recipe

### Cheese and Crackers

#### Becky's Easy Yoghurt Cheese



#### Ingredients:

Plain yoghurt (close to the expiry date is best)  
Pinch of salt (to taste)

#### Seasoning suggestions:

- dill and lemon or
- garlic and chives or
- paprika
- Set up your draining system: A bowl with a strainer over top, with a clean dishcloth over the mesh of the sieve
- Pour the yoghurt into the cloth and let it sit 4-6 hours
- Check the cheese every hour or so, stirring gently with a spatula
- When it has reached the desired consistency (somewhere between cream cheese and thick dip) remove the cheese to a clean bowl
- Add salt to taste, and seasonings as desired. Mix thoroughly

Keeps well in the fridge for up to a week. Use as a healthy spread on bagels and crackers, or as a vegetable dip

#### Donna's Delightful Crackers

#### Ingredients:

- ¼ peeled and grated cucumber
- ¼ peeled and grated carrot (beet optional)
- 1 Tablespoon finely chopped red onion
- 1 Tablespoon olive oil
- ¼ cup milled flax seeds
- 2 tablespoons nutritional yeast
- 1 tablespoon: raw sunflower, pumpkin, sesame seeds
- 1 teaspoon garlic powder
- 1/4 teaspoon sea salt

#### Directions:

- Mix well, until combined into a wet, crumbly mixture
- Spread into thin layer on dehydrator trays
- Flip over half way through and score crackers so they snap apart easily and evenly when they are done\*
- Dehydrate for 7-8 hours

\*Don't have a dehydrator? Use your 250° oven

#### Directions:

- Mix well, until combined into a wet, crumbly mixture
- Spread into a thin layer on parchment paper and place onto a baking sheet
- Put the baking sheet into the oven and leave the crackers to dry for at least 3-4 hours
- Flip crackers over and dry for another 30 minutes to 1 hour

Makes 1 ½ dozen crackers. Serve plain, with Becky's cheese, or your favorite dip

## Public-Private Partnerships

By Donna Durand



Allyson Pollock

Allyson Pollock presented at a public forum February 13<sup>th</sup> in Edmonton on Public Private Partnerships (P3's) and Privatization of Public Services.

Allyson was clear in her message: P3's are the engine to privatization and in the UK there is research and evidence that P3's do not work. She centered her talk on what the social contract means: freedom from fear. Fear is easily evoked when one is denied access to health care and when the basics such as housing and food are unaffordable and unavailable. Allyson told of how important it is to learn from the UK's experience, including the dissolution of the National Health Service.

In order to have an effective and operative social contract the ability to pay tax needs to align

according to need: hence the basic formula of raise tax and distribute wealth.

"In a P3 model it is not necessarily the patient or client who has choice", Allyson said, "it is actually the provider who is given the right to choose". Allyson emphasised the significance of reviewing their parliamentary reports and research which plainly show privatization (of health care, education, utilities, and water) is not economically sound.

In Canada and Alberta, we would do well to ask ourselves and our representatives: what are the motives of implementing private ownership, as opposed to public, and where is the evidence this supports quality of life for all members of society?



Allyson Pollock is professor of public health research and policy at Queen Mary, University of London

## In Focus



Robins by the dozens, a sure sign of spring??? - Murray Mackay



## Alberta Council on Aging in Pictures



Sara Bezanson, our administrative volunteer, hard at work. Welcome back Sara!



Lively discussion at the March 17<sup>th</sup> Forum in Region 1



Natalia, our bookkeeper, surprises Gary Pool, Becky Shepherd and Donna Durand, with a traditional meal in celebration of Ukrainian Christmas!



A very successful forum on Health and Housing for Seniors. Well done Region 1!



Alex Wilson, volunteer webmaster

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## Linguistic Landmines

By Wendy Armstrong



Wendy Armstrong

For most of my life I have worked in the field of consumer and patient advocacy, either as a healthcare professional, a policy researcher and analyst, or as a representative of various consumer-oriented organizations. I routinely provide advice and support to individuals and families dealing with healthcare issues and I also talk about patient and

consumer rights and rights frameworks in conference presentations.

Therefore, when I was approached to do a short paper on patient rights in response to a number of provincial government proposals for enhancing patient rights and "responsibilities" through new patient charters, I felt it would be a relatively easy task. I had no idea of the visceral reactions, competing agendas and linguistic landmines I would encounter or the challenges involved in trying to find the right language to use for this complicated topic.

We may live in an "information age" but common use of the English language is becoming the greatest

barrier to conversations of all kinds. Historic assumptions are rewritten by the powers that be and are barely noticed by anyone.

Language and the framing used to describe places, people, ideas, values and actions are recast daily by public relations professionals and spread around the world instantly. At the same time, in our new access to global happenings, we rarely recognize that words, initiatives and concepts often have very different meanings and implications in different countries.

Public discourse has also become suffused with what Donald Gutstein calls "glitter words" or "glitter generalities," a term drawn from analysis of the propaganda campaigns of World War II. Glitter generalities are words or phrases that stir up deep-set emotions, can be used in different ways, and mean a variety of things to different people. Words such as "public", "community", "fairness" or "choice" along with newer phrases such as "patient-centred care" and "results-based management."

What I have come to understand from my research for this paper is that some of the most deep-set emotions and greatest controversies are evoked today by three words in the English language; patients, consumers, and rights.



## Casino Volunteers Needed

For shifts at the Yellowhead Casino:  
September 14<sup>th</sup> and 15<sup>th</sup>, 2014

Contact us for more information:

780.423.7781  
info@acaging.ca

## The Alberta Council on Aging Board of Directors

is seeking representation for:

- Region 3 (Fox Creek, Westlock, Drayton Valley)
- Region 4 (Edmonton Area)
- Region 8 (Brooks, Medicine Hat)

## Summary of Activities

## What has the Alberta Council on Aging Been Doing?

Questions? Comments? Concerns? We want to hear from our readers

- Assisting Region 1 with marketing plan regarding their March 17<sup>th</sup> Health and Housing Forum, Region 2 with Annual General Meeting
- Received communication from Laurie Hawn MP regarding successful New Horizon grant application on Seniors and Financial Literacy
- Board of Directors meeting via teleconference on January 24<sup>th</sup>
- Met with Johnson Inc. representative Shannon Patershuk
- First session with newly formed Health and Housing Committee on February 27<sup>th</sup>
- Meeting with Honourable Dave Quest - presented letter from Alberta Council on Aging regarding pharmacare recommendations
- Attended focus group held by Ministry of Transportation: Transportation Strategy for Alberta
- Held Senior Friendly™ Train the Trainer seminars, Edmonton and Calgary
- Attended forum and strategy meeting on public-private partnerships
- Prepared Business Plan and Budget for 2014/15
- Discussions with program coordinator at College of North Atlantic regarding use of Senior Friendly™ Program in their tourism course
- Attended Meet and Greet with Health Minister Fred Horne and the new President and CEO of Alberta Health Services, Vickie Kaminski
- Presented on Senior Friendly™ Program at ASCHA and ACCA Conference 2014: Explore the Possibilities, Imagine the Success on March 26<sup>th</sup> - 28<sup>th</sup> in Calgary
- Initial meeting with Enactus, S.A.I.T., regarding Financial Literacy and Seniors project

## Alberta Health Advocates

The Office of the Health Advocate opened April 1, 2014 which includes Alberta's Mental Health Patient Advocate, the new Health Advocate and the Seniors' Advocate.

### **Alberta's new Health Advocate will:**

- Build awareness about the Health Charter and what people can expect from the health system, and their responsibilities
- Help people navigate the health system
- Look into situations where people believe their interactions with the health system haven't been consistent with the Health Charter
- Redirect complaints to existing resolution mechanisms where appropriate

**Alberta's Mental Health Patient Advocate** was created in 1990. The Advocate can help people detained in hospital under mental health certificates and people under community treatment orders, and

those acting on their behalf, to:

- Understand and exercise their rights
- Resolve concerns

### **Alberta's new Seniors' Advocate will:**

- Help seniors and their families understand and access the growing number of seniors' services
- Request inspections and investigations related to care in seniors' facilities
- Provide public education on the rights and interests of seniors

The Office of the Health Advocate will help people sort through the issues and solve problems.

~

12th Floor, Centre West Building  
10035-108 Street  
Edmonton, AB T5J 3E1

Phone: 780.422.1812 Toll-Free: 310.0000  
Fax: 780.422.0695 [info@MHPA.ab.ca](mailto:info@MHPA.ab.ca)

## Health and Housing Committee Update

By Diana Anderson

At our first meeting we had a round table discussion regarding issues in health and housing for seniors. We agreed that the climate of the current government seems open to seeking solutions to address gaps in health services of seniors.

The committee recognized the need for a common language: person-centered vs consumer, patient, customer, and or client.

The committee is to promote civility and the service vs corporate model in health.

At our meeting on April 3, we will be identifying priority areas and will develop recommendations to present first to the Alberta Council on Aging Board for approval and then as a call to action with Alberta Health and Alberta Health Services.



Back row (left to right): Theresa McNamara, Yolande Cadrin, Diana Anderson.

Bottom row: Donna Durand, Bruce West, Wendy Armstrong

## Health and Housing Committee 2014

### Mandate:

- To address concerns raised by seniors regarding health care services, supportive living accommodations and housing
- To develop response to proposed government policies that will affect seniors' health care services, housing and supportive living
- To engage in research that will enhance the quality of health care services and accommodation for seniors

### Health and Housing Committee Membership

Diana Anderson	Chair
Gary Pool	President
Donna Durand	Executive Director/Secretary
Bruce West	Retired ED of ACCA/Member at large: Continuing Care
Irene Martin	ED Ascha: Housing
Wendy Armstrong	Spokesperson and researcher - Consumers' Association of Canada, Alberta
Yolande Cadrin	Family member/consumer
Theresa McNamara	Rural Home Care front line worker



## Regional Reports

### Region 1 (North West)

Forum “Navigating Health and Housing for seniors”  
March 17th - rousing success! Filled Grande Prairie Senior’s Center to capacity

- Presenters Included: Betty McNaught AHS Director of Home Care, Debbie Normington - CEO Grande Spirit Foundation, Sherry Dennis and Anne Repetowski - Senior’s Outreach Center, and others
- Region 1 Executive extends a sincere thank you to our presenters for their hard work

Welcome Claude Menard from Grande Cache, who will be volunteering with the ACA in his area. Thank you!

Submitted by Yvonne Dickson

### Region 2 (North East Alberta)

#### Annual Meeting

Glendon & District Senior Citizens’ Club  
May 2, 2014 from 1 pm to 4 pm

Guest speakers:

MLA Shayne Saskiw and MLA Genia Leskiw

Light lunch included, Q&A to follow

Executive meeting March 12th to discuss plans for the upcoming AGM (Info on Page 19)

On June 12<sup>th</sup> the Provincial Executive will hold their meeting at the FCSS Building.

Casino Fund for a Senior Center Project benefitting and improving the lives of seniors donations were awarded to: St. Paul Senior Center, Riverview Senior Citizens’ Club, Glendon & District Senior Citizens’ Club. No more donations will be made in 2014.

Region 2 needs a Secretary. Please contact Diana Anderson if you are interested.

Submitted by Donna Chamberland

### Region 5 (Central Alberta)

General meeting, February 4th.

- Guest speaker: Shannon Stunden Bower Research Director at the Parkland Institute, U of A, presented her report “From Bad to Worse: Residential elder care in Alberta” (<http://www.acaging.ca/from-bad-to-worse-residential-care-in-alberta?id=815>) which was co-written with David Campanella, focusing on the shift from long term care to assisted living, and the expansion of for-profit residential elder care
- Approximately 75 members attended

The Region 5 Board of Directors met March 4th to discuss the shortage of dialysis spaces in Central Alberta, and the new Covenant Health continuum-of-care facility in Red Deer

Next general meeting will be on April 1st, 2014, at the Golden Circle in Red Deer. Implications of the province’s 2014 budget will be discussed

Special meeting, electoral reform initiatives for Alberta, added on May 6th. Call the Alberta Council on Aging for more details

Submitted by Ron Rose

### Region 6 (South West)

Region 6 continues efforts to revitalize the Region. Help is needed to grow the current small group directing the effort. If you are willing to volunteer and share your ideas, please call Alberta Council on Aging office at 1.888.423.9666

Submitted by Frank Hoebarth



### Region 9 (East Central)

#### Annual Meeting

Mundare Senior Citizens Centre

April 15th, 2014

9 am to 4 pm

Guest speaker:

Diana Anderson, ACA Healthcare and Housing  
Committee Chair

Everyone welcome, light lunch, \$7 per person

Executive meeting held in Daysland in February , to  
determine the date and agenda for the Regional  
Annual Meeting

A regional newsletter will be out shortly with dates  
for the Casino

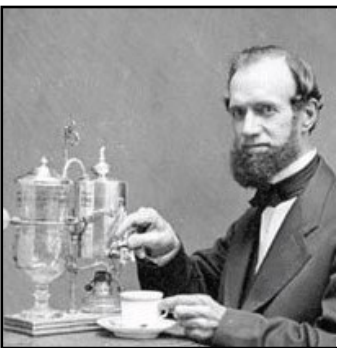
Submitted by Fred Olsen



Tales from the Koffee Klatch

## A New Best friend

By Colsen



Hey, How ya doin? Good  
to see you again. Been  
away for a bit. Had some  
family things to deal  
with, so I missed you last  
time around.

Remember I was telling  
you about Dolly's heart  
problems? Well, it turns

out she has that Alzheimer's disease as well.

George was telling me that at first he was feeling a  
little overwhelmed by it all, what with him now  
having to do all the cooking, and laundry, and stuff.  
But the worst, he says, was the drugs. He took over  
making sure Dolly got the right medicine at the right  
time, and in the right dose.

He says he didn't know what to do to make sure he  
made no mistakes. So, he went to their pharmacy and  
the fellow there told him about a dosette tray. It has  
little compartments for each dose, four times each  
day for a week. Solved that problem real quick.

The next thing is the Doctor changing Dolly's  
medicines. George was a little confused, so he talked  
to the pharmacist again. The pharmacist printed out  
information sheets for George and soon he was

showing off on how much he knew about this or that  
medicine.

The Doctor decided Dolly needed a stronger  
medication for her memory. George faithfully gave  
her the proper dose at the regular time, but Dolly said  
she felt sick and had a headache. George phoned the  
pharmacy again and was told that those were the  
main side effects of the new medication. So the  
pharmacist suggested that Dolly take the medicine  
just before bed so that she would be asleep before  
any side effects would bother her. This worked just  
fine. After a couple days Dolly's system was used to  
the new drug, and she no longer had any side effects.

So all in all George said he had found a new best  
friend, his pharmacist.

Hey you take care. See ya round , eh!



I would like to thank Michelle and Brian, my  
pharmacists. I feel comfortable calling them for  
information on my prescriptions or other medications  
any time. Have you talked to your potential new best  
friend lately? Pharmacists can now do drug reviews of  
all your medications, and, in some cases, make  
recommendations to you or your Doctor for changes.  
Ask your pharmacist about a review.

## Senior Friendly™ Update

**Congratulations Sturgeon Foundation!**

The Alberta Council on Aging would like to congratulate Stacey Danake, Housing Administrator, and Sturgeon Foundation on receiving certification to train others in becoming Senior Friendly™.

In their words: Sturgeon Foundation provides housing options in the Sturgeon

County and the City of St. Albert. Our organization's fundamental concern is the quest for excellence in the provision of housing and supportive services for seniors and others in need.

Sturgeon Foundation will be proudly teaching the Senior Friendly™ program to all employees. Our goal is to obtain the designation of Senior Friendly™

organization. After all, seniors are the fastest growing age group throughout the world, and we value our seniors.

Sturgeon Foundation's philosophy is to respect the dignity and worth of all individuals, be they: residents, tenants, families, employees or other service providers. This philosophy unites us with the goal of Senior Friendly™ training, as it is a reminder as to who our customer is. It will help us to raise the bar even higher to achieve the best customer service possible.

Age friendly training assists our organization to:

- promote appreciation and value of seniors as customers in our community
- understand the power of seniors as clients
- increase awareness of seniors changing needs
- identify ways to better serve seniors and each other

Training sessions for all employees, including management, are scheduled to begin in the next few months!

**Senior Friendly™ Program****Train the Trainer Seminars**

Hosted by the

**Alberta Council on Aging**



Thursday, May 29th - Edmonton  
9 am - 4 pm

Thursday, July 10th - Calgary  
9 am - 4 pm

For more information contact:

[info@acaging.ca](mailto:info@acaging.ca) or call 780.423.7781

**Alberta Council on Aging**  
**47th Annual General Meeting**

Friday, June 13, 2014

Registration 8:30 am

Meeting 9:00 am to 3:00 pm

- Meet Associate Minister of Seniors  
Honorable Dave Quest
- Hear from AHS on seniors care

**Safety for Seniors**

Centennial Senior Citizen Opportunity Club  
5144-49 Street, St. Paul, AB

Pre-registration 1.888.423.9666

\$10 for lunch and coffee. Door prizes!

## What is Person-Centered Care?

Person-centered care begins with the idea that each individual has their own set of values, their own history, and their own personality, and expands so that each person has equal right to respect, dignity, and participation in their environment.

Through partnerships among care staff, the individual with care needs and their family, person-centred care reaches for enhanced quality of life, and quality care. Each component of care is designed and delivered in a way that is collaborative, integrated, and respectful of all persons involved in the care.

Generally, people feel most comfortable in their own home and want to have the support in place to stay there as long as possible. The reality is that for most people with dementia, as well as people with physically heavy care needs, they will have to enter a long-term care home at some point.

In the past long-term care facilities have been designed similarly to hospitals, with the focus on tasks and organization, rather than the needs of the people receiving care. The person-centered care model can change this cultural norm and improve the experience of living in care.

### 7 Key Elements of Person-Centred Care

#### 1. Person and Family Engagement

Families and friends are involved, supported and engaged in the life of the person receiving care.

#### 2. Care

Effective care planning focuses on each person's abilities, experimenting with various options to avoid inappropriate use of restraints. It includes routine pain assessment and management to help the person enjoy an improved quality of life.

#### 3. Processes

Person-centred care principles are embedded into the strategic plan and operational processes to begin and sustain culture change.

#### 4. Environment

Working within current regulations and legislation, a physical and social environment is promoted to support the person's abilities, strengths and interests and enhance the daily life of the person receiving care.

#### 5. Activity & Recreation

Each person receiving care is engaged in stimulating and meaningful activities, with recreational plans tailored to the person's interests, preferences and abilities. Continuous assessment, review and revision of these plans is done as the person's abilities and interests change.

#### 6. Leadership

Person-centred care can only happen when strong leaders who are champions of person-centred care, ingrain it in their organizational philosophy and values, and model the actions expected of staff in their own interactions with everyone involved.

#### 7. Staffing

Staff training and support, continuity of care, and the fostering of intimate and trusting relationships between people receiving care, family members and staff are key factors in optimizing person-centred care and the well-being of all.



Adapted from an  
Alzheimer Society of Canada Publication

To report elder abuse or for more information,  
contact the Family Violence Information line **310.1818**



## Community Dialogue

**Feedback from our Members****Regarding mail boxes placed in Calgary,**

I wish to point out that these boxes are not convenient for many people, and could, in fact, be very dangerous for people who have to use wheel chairs, walkers, and canes.

In bad weather the sidewalks and roads are icy, and seniors who have walking problems cannot possibly cross them safely.

There could be other dangers as well, such as being attacked while getting their mail. I understand some boxes have been broken into so there is also the lack of privacy to consider.

Most people in the older districts do not want these boxes!

Sincerely,  
M. Coleman

**Regarding the proposed universal drug program,**

After reading the article in the last ACA News about the universal drug program proposal, Pharmacare, I did some checking.

Between my husband and myself we paid over \$1,000.00 last year in drug costs. If we had paid full price we could have paid as much as \$5,000.00!

We urge you to find and publish more information on this issue and to work on behalf of all seniors to keep medication costs down.

Thank-you,  
J. Osborne

**Editor's Note:** Thank-you for your letter. We have included an update on the proposed Pharmacare on Page 7, and we are happy to say that government has dropped the proposal.

Visit our website for updates on meetings,  
Senior Friendly™ training updates, and  
information on the issues that affect seniors

[www.acaging.ca](http://www.acaging.ca)

Real Jewels

People believe that jewels can only be held in the hand

But real jewels are beauty you enjoy where ever you stand

They can be the first whiff of a soft summer breeze,  
Or the laughter of grandchildren, what ever you please

A hug from a friend, or a firm smiling hand shake

These are gems we can give, and we all willingly take

Now don't you go miss them, for they are all around

Just turn a corner or sod, they're there to be found

So enjoy your life, smile, and look out for the best

Ignore the bad, for the real Jewels are all of the rest!

-D. Murray Mackay



Please submit any comments, ideas, jokes, or photos  
you would like included in the newsletter to:

Alberta Council on Aging  
Box 9, 11808 St. Albert Trail  
Suite 232, Circle Square Plaza  
Edmonton, AB T5L 4G4

[info@acaging.ca](mailto:info@acaging.ca)

We would like to ask our members to submit photos of themselves, or of seniors they know, for an online collage in celebration of Alberta Senior's Week 2014

## Membership Information - Renewal for 2014 is Due

The Alberta Council on Aging (ACA) is Alberta's only provincial non-profit, charitable, non-government umbrella organization representing and supporting seniors in both rural and urban areas through its province-wide network and Committees.

Through education, we seek to increase the understanding of the impacts of aging on both individuals and society and enhance quality of life for Alberta's aging population. Founded in 1967, we represent over 4,000 our membership is comprised of groups, individuals and organizations in Alberta and across Canada.

Please contact us to ensure your membership is up to date. Memberships expire annually on December 31st.

An annual membership to Alberta Council on Aging makes a great gift.

### Alberta Council on Aging Membership Form

Membership Type: **New** ☐ **Renewal** ☐

- ☐ Household: \$22.00 How many members in the household? \_\_\_\_\_ Donation: \$ \_\_\_\_\_  
☐ Life Membership: \$250.00 (Tax receipts will be issued for  
☐ Organizational: \$60.00 How many people belong to the organization? \_\_\_\_\_ all donations of \$10 or more.)  
☐ Corporate: \$200.00 How many people employed in the corporation? \_\_\_\_\_

Information:

Name(s): \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Privacy: ☐ Check here if you would NOT wish your name to be published in ACA News as a donor  
☐ Check here if you would NOT like to receive periodic electronic communications from  
the Alberta Council on Aging

Payment:

Method of payment: Cheque ☐ Cash ☐ AmEx ☐ MasterCard ☐ Visa ☐

Card #: \_\_\_\_\_ Expiry Date: \_\_\_\_\_ / \_\_\_\_\_

Signature: \_\_\_\_\_

Mail or Fax to: Alberta Council on Aging  
Box 9, 11808 St. Albert Trail  
Edmonton, AB T5L 4G4

Fax: 780.425.9246  
Phone: 780.423.7781  
Toll free: 1.888.423.9666  
Email: info@acaging.ca

You can renew online by going to  
[www.acaging.ca/membership](http://www.acaging.ca/membership)

Alberta Council on Aging is the only province-wide senior serving organization in Canada

There is strength in numbers

## Thank you for your donations!

Venise Corkery	Harry & Sandra Fischer	Colleen Graham	Peter & Elaine Doonanco
Shirley Permack	Marvin & Lynn Harris	Rondo E. Wood	James & Jeannette Ridley
Florence Tisdale	Albert McNeil	Don & Lorna McIlroy	Gordon & Marlene Lamb
Joan Holm	Peter Forster	Gord & Gwen Vaselenak	Kathleen & Dalton Deedrick
Edith Wedman	Marilyn Caskey	Orest & Francina Lazarowich	Ron & Sharon Vandenbosch
Robert Spinney	Annie Rae	Ronald & Norma Fujikawa	Gerry & Ottilie Taillefer
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Joseph & Vera Lewis	Frank Schile	Walter & Kathaleen Skrabek	David & Janette Edwards
Verna Dormer	Margaret Taylor	Lawrence & Margaret Mazurek	Jacob & Alice Gartner

The Alberta Council on Aging Board of Directors  
thanks you for your contributions!

## Affordable coverage for Albertans ages 65+

If you're an Albertan age 65 or older, consider the benefits of a Seniors Plus plan from Alberta Blue Cross. Our plans top up government-sponsored coverage, giving you practical benefits—without a medical review.

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**780-498-8008** Edmonton

**1-800-394-1965** toll free

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