

Our People Story

.....
Spring 2022



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Our People Story | Spring 2022

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Looking to the future

During one of the most difficult periods in Alberta healthcare history, our people have done more than ever to support Albertans and each other. Every employee, physician and volunteer has gone above and beyond with their selflessness, flexibility, understanding and compassion.

You continue to rise to meet every challenge, and you should be proud of how you have navigated through the biggest public health crisis of our lifetimes.

Despite all you have faced, AHS continues to accomplish great things. We have accelerated our virtual care offerings so more Albertans can get the care they need in their own home.

We have strengthened our staff mental health supports to ensure you get the help you need when you need it. And we've further expanded and committed our efforts to build a safe, welcoming and inclusive organization. Our focus remains on safety, access and quality of care for Albertans who need us, while moving the organization toward greater efficiency, value and integration. None of this would be possible without your dedication.

Your commitment to quality care continues to be an inspiration. From taking the extra time to listen to a colleague who needs to talk, to helping calm a child who is afraid of needles, to granting the wish of an end-of-life patient to see a sunset one last time—every

Greg Turnbull, AHS Board Chair



AHS Foundational Strategies




AHS has four foundational strategies supporting our efforts to deliver safe, high-quality, patient and family-centred care to Albertans:

- **Patient First Strategy** strengthens AHS' culture and practices to ensure patients and families are at the centre of all healthcare activities, decisions and teams.
- **Our People Strategy** is about how we support each other and create a culture in which we all feel safe, healthy, valued, included, and able to reach our full potential.
- **Strategy for Clinical Health Research, Innovation & Analytics** generates, shares and uses evidence in the delivery of care to improve patient outcomes and to solve the complex challenges affecting the health system.
- **Information Management/ Information Technology (IM/IT) Strategy** focuses on making the right information available to the right people at the right time across the health system, so that providers and patients have access to complete information at the point of care and to learn from in the future.

day you live AHS' values of compassion, accountability, respect, excellence and safety.

Once again, the AHS Board and I want to thank each and every one of you. Let us move forward with optimism that brighter days are ahead.


 —Greg Turnbull, QC
 Board Chair



We are AHS

The health of all Albertans lies at the heart of everything we do and everything we are at AHS. No matter where you are in the province, we are there for you when you need us most.

As a high-performing healthcare organization, we dedicate ourselves to delivering safe, quality, patient- and family-centred care to more than four million Albertans. We live in various rural and urban communities working 24 hours a day, seven days a week, 365 days a year. We are comprised of over 112,000 employees, 6,000 volunteers and over 9,000 medical staff. We are leaders, mentors and teammates. We are diverse. We are unique. And we all do great things every day.

We work at 900 facilities across the province, including hospitals, clinics, continuing care facilities, cancer centres, mental health facilities and community health sites. We have an extensive network of community-based services designed to assist Albertans in

maintaining and/or improving their health. We share our knowledge, too, with students from colleges and universities across Alberta and Canada who choose to receive their clinical and practical education alongside us.

We bring our own stories and values to the workplace based on our professional training and personal experiences that help shape and strengthen who we are. We are guided by our rich diversity, shared core values and competencies, and a common understanding of what's important, taking care of Albertans and each other. We are stronger together, and by creating a culture that includes and engages our workforce, we will continue to do amazing things.

- AHS has five geographical zones of care—South, Calgary, Central, Edmonton and North.
- These zones help AHS provide decision-making at a local level, and enable AHS to listen to and respond to local communities, local staff, and patients and clients.
- Province wide services—including emergency medical services; population and public health; Indigenous wellness core; diagnostic imaging; and quality and safety—work in cooperation with the zones to deliver care.
- AHS works at providing more community-based resources and services for Albertans, including addiction and mental health, long-term care, supportive living, palliative care and home care.

AHS Vision

Healthy Albertans.
Healthy Communities.
Together.

AHS Mission

To provide a patient-focused, quality health system that is accessible and sustainable for all Albertans.

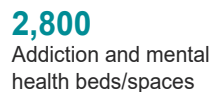
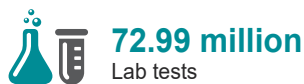
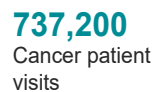
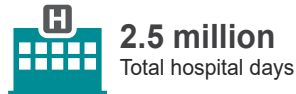
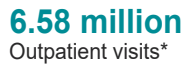
AHS CARES



compassion accountability
respect excellence safety

We are there through every stage of life

Statistics from 2020–2021



Our people

Statistics as of March 1, 2022



WE PROVIDE PATIENT- AND FAMILY-CENTRED CARE

We provide comfort and caring, perform life-saving surgery and conduct groundbreaking research.

We welcome babies into the world, help people recover from serious injuries and illness, and support them through physical, emotional and mental health challenges—at every stage of life. And, when healing is no longer possible, we provide compassionate care and support.

We promote healthy living in communities. We immunize, and prevent disease, disability and injury.

We teach, learn from our colleagues and mentor and train students from universities and colleges within Alberta, across our nation and many other countries.

We engage with people, patients and families to gain meaningful input. We work at 900 facilities located in 145 small and large communities across Alberta providing virtual care and care in:

- Emergency departments
- Urgent care centres
- Acute care hospitals
- Mental health/addiction centres
- Corrections centres
- Cancer care facilities
- Continuing care centres
- Outpatient clinics
- Public health clinics

Engagement

1,200 patient and family advisors
serving on

12 Health Advisory Councils,
4 Provincial Advisory Councils
and
1 Wisdom Council

We care

Care is what we do and who we are. We are there for people when they need us most. Just like the paramedics who made a 'final trip' to end-of-life care a magical one.

Even on her 'final trip' to end-of-life care, Mary Volk enjoyed a precious gift—a chance to make a truly magical memory—thanks to the compassion of staff with AHS' South Zone EMS.

When paramedics Tamara Hunt and Kristine Zentner got the call on Sept. 17 to take Volk from her home to receive palliative care at St. Joseph's Home for the Aged—a type of patient transfer often referred to as a 'final trip'—the pair knew they wanted to make the ride special for her.

"I've been in this job for 16 years," says Hunt, who assisted that day. "I believe that the final trip is a very important one—and I have always been the type of person to ask them if they have anywhere in the city that means something to them, that they

want to see before we go."

At first, Volk said no, because she didn't want to be any trouble for the pair.

But her family suggested they might stop by Medalta, Medicine Hat's historic ceramics museum and arts facility, where Volk could reminisce about her youthful days working there before getting married.

So Zentner drove to Medalta, followed by a few family members, where Hunt spotted some employees outside. After sharing with them the reason why an ambulance had arrived and the nature of their visit, Hunt asked if there was any way they could sneak inside for even a minute.

"Well, that turned into a whole private tour," adds Hunt. "The people at Medalta were unreal, so full of compassion. There were tears at the end of it."

Hunt, Zentner and their supervisor Dean Senkiw all believe that the final trip should be something memorable.

"It's not the first time I've done it and it won't be the last," says Hunt. "It's something to make the trip for them. Something that impacts their life the best we can during their last moments. It's very patient- and family-centred care."

Zentner adds: "(It's) just giving that person a little more dignity. A little more say in how their care goes. Or normalcy in a not-normal time. We let them know they're important to us. Every patient is important."

On similar trips—whether it's buying ice cream, impromptu photo shoots or simply opening the ambulance doors to take in a view of nature's splendor—the South Zone

Sharing the love Words of gratitude from Albertans



"Went in for day surgery and I can't say enough positive [things] about the experience, the staff, the facilities, the

treatment, the care...all top notch. I greatly appreciate the care, concern and attention paid by the people I encountered today. Thank you so much, it was a truly great experience, I was very impressed."

—Al Moes, Aug. 27, 2021



"Thank you to the many people who care for us. Those who keep healthcare facilities clean and safe; who

provide hands-on care that supports our well-being; who work behind the scenes to expedite supply chain; and those whose small acts of kindness buoy our spirits."

—Lynn M., March 26, 2021



"Thank you. Thank you. THANK YOU. I want you to know that I appreciate what you are doing, most of it

I'll never fully comprehend, to help our people. I'm sorry you have to go through this awful time, and I hope you know that there are countless Albertans beside and behind you that think you are heroes. Your sacrifices are not lost on me. I wish you rest, respite, and time with the people you love. I hope you don't have to keep fighting much longer, but know that you have many allies with you. Sending you love."

—Anonymous, Oct. 22, 2021



South Zone paramedics Tamara Hunt and Kristine Zentner, at right, helped to create a special ‘final trip’ memory for their patient Mary Volk and her family, as they transported her from home to end-of-life care recently in Medicine Hat.

EMS team aims to live and breathe the AHS values of patient-focused care.

“Mary deserved everything that we had for her,” says Zentner. “When you’re with a patient, they’re the most important patient at that time.”

Unfortunately, there isn’t always the time or opportunity to add something special during these trips, but when such beautiful moments happen, they move healthcare

workers as well as families.

“It’s not about us. It’s not about me when I do it,” says Hunt. “But when we have a memorable moment like that, it’s something you never forget.”

Senkiw adds: “We should all be striving to do this kind of thing. It’s part of our mission at AHS to be patient-focused—and I’m very proud of our team.”



“The work of all caregivers and administration at AHS should be revered and applauded during these

difficult times. Sending you my full admiration, support, gratitude and friendship wrapped in a warm and comforting virtual hug. You got this!”

—Bernie, Oct. 1, 2021



“My sincere thanks and appreciation to all the frontline workers; a special thank you to the biomedical

engineering technologists. Without them installing and maintaining all the equipment used in hospitals and clinics, the nurses and doctors wouldn’t be able to treat the patients. Biomedical engineering technologists are often forgotten, [but play a] vital role in healthcare.”

—Sharon, Dec. 3, 2021

THE NEEDS OF PEOPLE SHAPE OUR ORGANIZATION

We are driven by hope, compassion and a desire to help.

Our interactions with patients, clients and their families are meaningful and rewarding in countless ways. The importance of what we do is reflected in their voices:

- **Sharing the Love: Thanking Our People:** a website where Albertans can share their appreciation for teams on the frontlines and behind-the-scenes and where employees may visit to recognize the impact their hard work is having during the pandemic.
- **Thanks For Caring:** a website featuring posts of online messages of gratitude for care or support received from any person working in any role at any AHS site.
- **Because You Cared:** a video series in which Albertans thank their care providers.

We are fuelled by knowledge, discovery, science and evidence.

AHS is shaped by the health needs of individuals, families and communities, and with the input of patients and families, as well as local, provincial and Indigenous advisory councils.

Our roots can be traced to the first clinics and hospitals in the province. We stand on more than 150 years of advances and innovations in caring for people.

We rise to a global threat

March 5, 2022, marked the two-year anniversary of the first confirmed case of COVID-19 in Alberta. Two years and many waves later, our people continue to go above and beyond to take care of patients, and each other.

When the fourth wave of the COVID-19 pandemic pushed the healthcare system to the brink, an urgent call went out for more space, equipment, resources and especially staff to swiftly boost ICU capacity.

In response, doctors and nurses from diverse backgrounds put up their hands to ask: "How can I help?" One of many who answered the call across the province was Dr. Debakanta Jena, an orthopedic surgeon at Medicine Hat Regional Hospital (MHRH).

"I really couldn't stop myself from coming down and trying my best to help," he says. "It's a completely different skill-set, but I felt it was my duty to see

if I could be of any help here. I've always respected my colleagues, always knew it was a very difficult job to work here, and I just wanted to be of help to them."

Jena, who's been a surgeon at the hospital for 14 years, now accepts shifts to assist in the COVID-19 acute care unit at MHRH.

Working alongside him is Registered Nurse Michele Welford, who has 30 years of OR and ambulatory care experience.

"This is different than anything, even when there was a trauma in the OR, this is different," says Welford. "The patients are sick. Some of them you can't help, and in nursing, we're supposed to be helping people, we're supposed to be

making them better. And some of these people, you can't make them better. It's heartbreaking."


"Naturally, we're accustomed to looking after sick people," adds Dr. Carl Nohr, associate zone medical director in the south zone.

"But never this many at a time—and with such severe illness. That's taxing, on peoples energy, on their ability to manage their day-to-day lives—so when we have individuals willing to step forward and work outside their normal job description to help out, it really lowers the temperature a bit for everyone on the team."

How we helped


Since the start of the pandemic, AHS employees have:


 **Delivered**
3.3 MILLION
doses of the COVID-19 vaccine

 **Provided**
6.9 MILLION
COVID tests

 **Treated**
27,000
Albertans in
our hospitals

 **Answered**
5.5+ MILLION
calls to Health Link

 **Received the COVID-19 vaccine**
97% of AHS full and part-time employees and
99.8% of physicians

 Built and operationalized
90+ vaccine and assessment centres
across the province



Orthopedic surgeon Dr. Debakanta Jena dons personal protective equipment before assisting in the care of COVID-19 patients. Jena has stepped up to support colleagues in acute care at Medicine Hat Regional Hospital.



Our people make a difference



“Went in for day surgery and I can’t say enough positive [things] about the experience, the staff, the facilities, the treatment, the care...all top notch. I greatly appreciate the care, concern and attention paid by the people I encountered today. Thank you so much, it was a truly great experience, I was very impressed.”

—Dr. Graham Tipples, Alberta Precision Laboratories’ medical-scientific director of public health, whose team stayed up all night Christmas Eve to validate the variant with multiple testing.



“We had to make adjustments to staffing levels quickly. Our teams worked extra shifts and we brought in all the casual staff we could to help. We also worked with others within Alberta Health Services so they could redeploy hundreds of staff to Health Link to be able to help us manage the calls.”

—Yvonne Ewanicke, Health Link site manager on adjusting quickly to meet the growing demand for health advice and information by Albertans.

We support our people

The past two years of this pandemic have been difficult, especially for those in healthcare. AHS provides a variety of supports to help the physical, mental, emotional and spiritual well-being of staff and physicians. One such support is the Staff Wellness Centre at the Red Deer Regional Hospital Centre.

With staff fatigue and burnout a growing issue during the pandemic, a quiet space has been set aside at Red Deer Regional Hospital Centre (RDRHC) for physicians and staff struggling with the day-to-day challenges of COVID-19.

The Staff Wellness Centre has been created temporarily from the hospital's Moose Cottage, a space that in typical times serves as a cozy area of respite for patients and family members who need a break away from the hospital room. Because Moose Cottage is usually volunteer-run—and the volunteers are currently unable to work at the site due to the pandemic—the space was sitting empty.

“Initiatives like this are one of the many ways we can show staff our appreciation for their efforts in this pandemic, and our support for their physical, mental, emotional and spiritual well-being,” says Jodi Gulka, executive associate with RDRHC administration.

The centre was unveiled in October 2021 thanks to the teamwork, site leadership and staff from Spiritual Care, Volunteer Resources, Environmental Services, Protective Services, Facilities Maintenance & Engineering, Information Technology and Infection Prevention Control. Financial support came from the Red Deer Regional Health Foundation.

“It was important to create this space because our leadership team was concerned for the well-being of our physicians and staff during the fourth wave of the pandemic and wanted to create a space to support frontline caregivers who are experiencing stressful times,” adds Gulka.

Located on the third floor of RDRHC, the centre features a rotation of activities to help staff to rest, create and work through emotions. Healthcare workers who want to step away on a break will find space to relax in a recliner by a fireplace, listen to therapeutic music, read, reflect, journal

or engage with tactile activities such as colouring or clay—all designed to offer each person multisensory options for respite.

“A place like this is a dedicated space just for staff, where they can come and be themselves, have a good cry, sit quietly, do what they need to do to refresh so they can go back to work or go home—because they have families and they need to compartmentalize and avoid taking their emotions and troubles to their families,” says Tracey Stagg, spiritual care team lead for the Central Zone.

While in the space, staff can also read about support resources available through the Employee Family Assistance Program. As Stagg acknowledges, the spiritual care team has had a number of difficult conversations with staff, in addition to those with patients and families, who struggle with the effects of the pandemic.

“There have been times staff want to do one thing and can't (due to current

Supporting mental health

Some current supports:

- Our COVID-19 internal intranet site outlines the many resources available to support our workforce, including a resilience, wellness and mental health resource guide regularly updated as new supports become available.
- The AHS weekly all-staff emails regularly include mental health resources and supports.
- There is consistent and regular promotion of our Employee and Family Assistance Program (EFAP) and the Alberta Medical Association's Physician & Family Support Program.
- Our people can use the EFAP Resilience App, Headversity, that offers the skills to proactively build mental health and get ahead of any adversity.
- Our people and Albertans may subscribe to Togetherall; a free, online peer-to-peer mental health support network where individuals can discuss their lived and living experiences with mental health.
- Over the past year, a number of webinars and blogs were created on various topics related to mental health.
- The Physician Wellness, Diversity and Development portfolio worked with the Crisis and Trauma Resource Institute (CTRI) to develop three-hour workshops on Trauma Informed Leadership, delivered by trainers certified through the CTRI.



Tracey Stagg, spiritual care team lead for Central Zone, welcomes all to the Staff Wellness Centre at Red Deer Regional Hospital Centre.

restrictions) and that moral distress is so difficult. For example, where families want to be present while their loved one is going through illness, and they can't," says Stagg.

"As the waves come and go, there's hope and then there isn't, adrenaline and then there isn't. Families are tired, staff are tired. We roll with the waves."

Staff at the centre are also encouraged to contribute to a journal—placed there

as a means to share reflections on the day, personal struggles and uplifting messages—as a way of connecting and inspiring one another. Journaling offers a powerful form of self-expression and self-reflection to reduce feelings of isolation and build understanding among peers.

Says Stagg: "When leaving a message on the journal, you never know who you will inspire today or in the future."

Our words



"Compassion, kindness and empathy for all in our care, and each other, are central to everything we do, every day."

—*Shawna Syverson,*
senior operating officer,
Foothills Medical Centre.



"As leaders, we can feel the pressure to do it all and not show any vulnerability. When we make mental health part of our everyday conversations, we make it normal."

—*Dr. Mircea Fagarasanu,*
senior program officer,
Workplace Health and Safety.

HERE ARE A FEW OF THE MANY RESOURCES GUIDING HOW AHS SUPPORTS OUR PEOPLE

Front-line Leader Advisory Council

This group of front-line leaders from across AHS zones and programs provides feedback on corporate initiatives, as well as input on issues concerning front-line leaders.

Alberta Clinician Professional Practice Council (ACPPC)

This group is a multidisciplinary forum for clinicians to share knowledge, experience and expertise that supports decision-making on key AHS programs.

Our People Strategy

This strategy is about creating a culture at AHS in which all employees feel safe, healthy, valued and included and able to reach their full potential.

Our People Survey and Pulse Survey

These two surveys help AHS leaders gauge, assess and continually improve workforce engagement.

Joint Workplace Health and Safety Committees

206 committees comprised of workers and managers from local AHS sites and programs promote health and safety in their workplaces.

Human Resources Contact Centre

In-house team providing support for HR inquiries by phone and through an online portal. Includes a team dedicated to resolving management-related issues for leaders.

Insite

Our internal website provides quick access to organizational updates, programs, resources, and learning opportunities.

We strive to be diverse and inclusive

The AHS workforce is comprised of a diversity of ethnicities, religions, gender identities, ages and sexual orientations. AHS continues to support diversity and inclusion in many ways, while also recognizing where we can learn and improve, together.

As a community-based occupational therapist in a smaller community, I am often the only visible minority in the room.

I joined the Ethnic Minority Workforce Resource Group to connect with others across the organization and when the Black Lives Matter and the increasingly vocal white nationalism movements took place across the border, I couldn't pass up the opportunity to be part of the Anti-Racism Advisory Group. I wanted to address the issues I see living and working in southern Alberta.

Looking back at the year of work the Anti-Racism Advisory Group has done, [it] has definitely changed me. I'm already seeing things in a different light and this

is the first time in my career I'm having conversations about the impact of racism, both at work and at home with my children.

It's made me feel like I have a voice and I matter. I'm looking forward to taking my own education further in this area.

I hope when people read the AHS Anti-Racism Position Statement they understand that racism is real within AHS. Members of our group were vulnerable and brave to share their experiences, but there were also many who shared their experiences in the focus groups and in the survey.

We as an organization need allies to stand up, speak out and be brave as

well. We not only need to call out major instances of racism, but we also need to speak out against microaggressions. Racism impacts the well-being and safety of not only our staff, but the care we provide to all Albertans.

I really believe in the Anti-Racism Position Statement and I'm hopeful that, together, this is the first step of many to address racism within AHS.

We can affect change.

This excerpt is taken from the AHS Work Safe Blog written by Shobha George-Jansen, occupational therapist, Children's Allied Health.

Anti-racism

As part of our continued efforts to build a safer, more welcoming and inclusive workplace where everyone feels valued, healthy and safe, in May 2021, after almost a year of comprehensive consultations and preparations, guided by the Anti-Racism Advisory Group, AHS released an organization-wide anti-racism position statement:

“ Alberta Health Services (AHS) will combat racism and discrimination in all forms. AHS will lead by example with a goal to become a healthcare organization that is inclusive, respectful and treats everyone with fairness, equity and equality regardless of race. ”

In October 2021 36 recommendations followed of how AHS can continue working towards a safe, welcoming, inclusive and anti-racist organization with a culture that we all want to be a part of.



Shobha George-Jansen (middle left) with her family.



Our words



“When the Gender X option opens in e-People, I’ll be taking advantage of it. It’s exciting to have an option that suits who I am. To me it’s a sign of respect and validation of who I am as a person and that I’m respected as such. It’s as simple and basic as that.”

—Ren Braul, registered nurse



“I’ve met individuals outside of and within AHS who’ve seen my potential and who actively support me on my journey. My allies convinced me “to go for the gold” and have helped me succeed. I’m so thankful and appreciative of their support.”

—Cheryl Smith-John, operations manager

AHS HAS CREATED A CULTURE OF DIVERSITY AND INCLUSION (D&I)

We have developed many programs, resources and education materials to recognize the diversity of our people and to ensure our staff feel safe and supported. We have a dedicated D&I centre of expertise that offers education and resources to physicians, staff, leaders and volunteers on topics such as unconscious bias; intergenerational relationships; improving the experience for LGBTQ2S+ people; power, privilege & oppression, allyship, and more.

D&I sessions, webinars and e-learning modules led or supported by the diversity and inclusion centre of expertise reached an audience of 13,597 in 2021 making it the highest year yet. Since the creation of the D&I centre of expertise in 2016 they have reached over 60,000!

D&I works to reduce barriers across the organization. Examples include inclusive washrooms and facilities, reflection rooms and indigenous cultural spaces.

We have a D&I Council whose purpose is to help set the pace, direction and actions to create a safer and more inclusive environment for everyone who is part of and interacts with AHS.

We formed an AHS Anti-Racism Advisory Group—a subcommittee of the D&I Council—to develop a consistent and comprehensive approach to AHS anti-racism activities. Members of the Advisory Group represented Indigenous, Black, People of Colour and Jewish workers from across AHS.

We support the formation of Workforce Resource Groups (WRGs) including:

- Proud Together LGBTQ2S+
- Women in Leadership in EMS
- Diversity and Racial Equity (DaRE)

We offer many resources to support, develop and grow our Indigenous workforce and education to build a better understanding of Indigenous history.

We are proud to be recognized as one of Canada’s Best Diversity Employers for the fourth consecutive year.

We strive to be healthy

AHS encourages teams to stay balanced physically, mentally and socially. Peer-support programs, like the one at Red Deer Regional Hospital Centre, are just one of the many ways we support that.

Staff at Red Deer Regional Hospital Centre's (RDRHC) emergency department have developed a peer-support program to lean on one another through these tough times.

"We noticed when COVID started, our staff were feeling more isolated, and less connected to each other than we had been before," says Natalie Anderson, a registered nurse and peer support team lead for RDRHC's emergency department and Sylvan Lake Advanced Ambulatory Care.

"We used to be able to go into the break room and have lots of people laughing and joking, but now have a limit of five, and we must be distanced, and we can't share food anymore—so we had to look for new ways to bring some of that joy back, to connect and make our way through challenges."

The program's primary goal is to support colleagues after critical incidents or in difficult work situations. The team provides confidential peer-to-peer support, post-incident debriefs and assistance to connect with professional support when requested.

One of the initiatives gathers staff regularly via Zoom to allow for specific debriefs, or to generally touch base with them about how they're navigating the pandemic.

"That is so important for morale, and especially in the work that we do," adds Anderson. "We see a lot of things that are hard to look at, and sometimes talking to each other about those things is the way through it."

The team is also working on setting up Zoom meetings so staff can gather for fun activities such as cooking classes, yoga or

crafts.

They also have a "kudos corner"—two bulletin boards in the physician and staff break rooms—which provide space for colleagues to post handwritten notes of encouragement or gratitude for one another.

"Sometimes, it's about a nurse having a rough shift, or it's someone who's thankful for something that happened, and it's just a way to change the perspective into a positive," says Anderson.

Another way staff showed recognition for one other was through their 30 days of gratitude initiative. Late last year, nurses and support staff were invited to place their names in a draw for a daily prize, courtesy of department physicians. The peer-support program places emphasis on staff recognition, as having their hard work acknowledged by colleagues gives

Supporting our workforce

To support our workforce to be healthy and well, AHS has a variety of resources and supports on important topics:

- Family resources (e.g. pregnancy and parental leave resources, child care resources, etc.)
- Financial wellness (e.g. financial supports, financial wellness assessment)
- Healthy eating (e.g. overview of what healthy eating is, meal ideas and recipes, etc.)
- How you move (e.g. ergonomics, client and material handling supports, etc.)
- Immunization (e.g. employee information, rates, etc.)
- Mental health and psychological safety (e.g. supporting mental health at work, resiliency supports, understanding psychological safety, how to support someone who is struggling, etc.)
- Occupational hygiene (e.g. asbestos, noise management, etc.)
- Physical activity and fitness (e.g. AHS fitness centers, discounts at local fitness facilities, etc.)
- Safe and respectful workplaces (e.g. diversity and inclusion, prevention of violence, etc.)
- Stress and resiliency (e.g. stress management program, resiliency coaching, etc.)
- Sleep and fatigue (e.g. fatigue—what is it and how it impacts work, managing shift work, etc.)



Sandy Polis, a volunteer at Red Deer Regional Hospital Centre, gets a high-five from Teddy the dog as part of pet visitation for staff during the pandemic.

meaning, a sense of belonging and connection across teams.

Another well-received initiative is the pet visitation program, offered by Volunteer Resources. Three days a week, one of three friendly dogs and their handlers drop by to visit staff in emergency, making meaningful connections and promoting healing.

“Staff appreciate this program. A few minutes of these visits provide comfort and a sense of gratitude,” says Brenda Farwell, co-ordinator, Volunteer Resources at RDRHC.

Staff have said they are grateful for these precious moments every day, while

others said that a few minutes of “dog conversation” or a fur-baby hug is balm for their soul.

Volunteer dog handler Sandy Polis consistently receives thanks from all for the few minutes of chill time a friendly pooch provides.

“It’s just a little momentary break from the stress of the day,” adds Polis, who intimately understands the need to de-stress, thanks to her 35-year career as a psychiatric nurse prior to retirement.

“I’ve had so many people tell me they were having a bad day and Teddy, or one of the other dogs, just turned it around. It makes a world of difference.”

Our words



“As healthcare providers, we need to lead by example and become immunized against influenza. The more of us who do, the more we’ll be able to create communities of immunity to protect the people we care about.”

—Robyn Harrison, communicable disease consultant, Workplace Health & Safety; Infectious Disease Specialist, Edmonton Zone



“Part of our wellness journey has been figuring out what works—and finding the positive in what’s been a tough time. By being open and having conversations about wellness, we’ve been able to identify—and voice—what we need to be at our best.”

—Thyra Marleau, administrative support, Environmental Services

RESOURCES HELPING IMPROVE THE HEALTH OF OUR PEOPLE

Psychological Health and Safety Action Plan

The plan outlines the organizational direction and goals towards supporting the psychological safety of our workforce.

Wellness Champion Network

Staff can lead change for better health by being a Wellness Champion. The network now has more than 450 members. The objectives are to:

- Promote overall well-being
- Inspire people to stay active and make healthy choices
- Plan local and virtual wellness initiatives

Employee and Family Assistance Program (EFAP)

EFAP provides 24/7 confidential and free services including lifestyle and specialty coaching, short term counselling, and other health and wellness supports covering a range of topics such as nutrition, lifestyle changes, grief and loss, legal or financial concerns, workplace issues, relationship issues, career and retirement planning, addiction, and mental health issues.

EFAP also includes the Headversity app, a resilience trainer which supports proactively building mental health and getting ahead of any adversity.

Respectful Workplaces and the Prevention of Harassment and Violence

A full range of resources, supports and training are provided to create a safe work environment, and promote respect and inclusiveness.

Change the Conversation

This initiative helps our workforce have conversations about how to develop safe, healthy, inclusive and respectful working relationships by bringing all of the supports and resources needed on a topic to one place.

We are constantly learning

Healthcare and learning go hand-in-hand. At AHS, we know this is key to improving patient care and services. And why we have so many resources to support learning, like the Knowledge Resource Service—a one-stop shop that provides staff and physicians with the latest access to scientific information and resources from all over the world.

Elizabeth Aitken has seen a lot of change since she began her healthcare career in 1994.

“I started out in Calgary, which includes 10 years at the University of Calgary. They provided library services for healthcare in the area at that time,” says the senior consultant for collections with the Knowledge Resource Service.

Library services across AHS have since been brought together under one umbrella—Knowledge Resource Service (KRS)—which celebrates 10 years of service this year.

“When we started to amalgamate, we took a good, hard look at what library services needed to become,” adds Aitken. “We focused on equitable access to our services across the province and building

our electronic catalogue of resources. We now literally have thousands of electronic journals and e-books, as well as multiple databases AHS staff can access.”

The KRS supports evidence-informed decision-making and quality patient care by providing staff with access to, and support in using, high-quality evidence resources. This includes point-of-care resources such as Dynamed, journal article databases, subject guides, e-journals, assistance with literature searching and more.

“Having so much access to scientific information and resources from all over the world really helps the people who are providing healthcare,” says Aitken.

“We help get them the best information to make good decisions—bringing KRS

to the bedside. Studies show working with library staff leads to better patient outcomes and fewer adverse outcomes, and we’re glad to be part of that.”

Due to safety reasons and to help stop the spread of COVID-19, KRS had to close their physical sites temporarily. But that didn’t stop them from being a key player in the pandemic response.

“We were prepared,” says Aitken. “We are already a virtual team, and our resources are digital in nature. We dedicated a team of librarians to support the Scientific Advisory Group, providing in-depth resources and literature searches, with speedy turnaround times. We also vastly increased staff and physician access to e-books, journals and databases from across the world.”

MyLearningLink in 2021–2022

2,575
distinct
courses



201
courses
delivered
virtually



2,306,327
logins

17,892
learning
sessions
scheduled



584,495 (Required Organizational Learning) ROL course completions



1,207,796
learning hours
for our people

447

new courses
added



Over its first 10 years, the Knowledge Resource Service has grown to support evidence-informed decision-making and quality patient care by providing staff with access to, and support in using, high-quality evidence resources.

KRS continues to be a valued resource for staff and physicians, explains Morgan Truax, Director of Knowledge Resource Service.

“Last year, we assisted with more than 2,600 literature searches, had 24,000 article requests, and provided support through more than 2,000 online chat sessions. Our team is happy to support everyone with the evidence-based information they need.”

As for the future, Aitken says it’s a bright one.

“We’ll continue to bring our expertise and support our clients to make good choices, and build more online tools and apps to support care at the bedside. We’ll also continue to build relationships with groups such as Health Professions, Strategy and Practice, as well as libraries and universities from across the province.

“We have a terrific team. As AHS grows and evolves, so will we.”

Our words



“I think all across the board—clinical or non-clinical—everyone should take advantage of learning opportunities.

I’d also encourage

them to remember that they aren’t going to do everything right at first. Give yourself some time to learn—it’s a really big organization.”

—Jeff Gillis, manager,
Talent Management Strategies,
Talent Acquisition



“Listen. Ask Questions. Never stop learning. In organizations as large as AHS, as you build your career, you’ll meet a lot of people along the way

who have roles you never even knew existed. Everybody has a different piece of the puzzle.”

—Ashley Luchka, business analyst

EDUCATION HELPS US IMPROVE OUR WORK AND OUR LIVES

MyLearningLink

This 24/7 online learning and content management system provides a single point of access to over 2,500 AHS learning opportunities on a variety of provincial or zone-specific topics.

Required Organizational Learning

These courses are essential for all employees and ensure our staff are informed about important health and safety policies, organizational commitments, emergency procedures, and legal and privacy requirements.

Your Learning, Your Way

This advanced tool allows our people to map out options for learning across beginning, developing, advancing, and mastering levels. This tool allows learners to find the right learning asset for their needs, both in topic, and level of skill/knowledge.

Employee Development Program

New to AHS, this 12-week program is designed to support personal and professional development. It is targeted to motivated employees with a growth mindset, who are looking to grow their personal and professional skills.

Your Learning Series 2021–2022

A professional development opportunity for our senior and executive leaders (including executive education alumni) that provides the most current thinking and practices in leadership, change management, employee engagement, and personal transformation, while integrating the five LEADS domains.

Certificate Programs

Certified instructors deliver a variety of courses such as basic and advanced cardiac life support, and neonatal resuscitation to specific groups of staff.

We are teachers and mentors

At AHS we believe in the power of knowledge and sharing that with the next generation. That's why we offer so many opportunities for students and young professionals to gain hands-on experience and build their skill sets.

"Eye-opening" and "transformational" are just two of the ways University of Calgary nursing students are describing their experiences on their three-and-a-half month practicum at the Northwest Health Centre in High Level and the St. Theresa General Hospital in Fort Vermilion.

"I believe this has been the most transformational experience of my lifetime," says Hafsa Syed, one of the six students who arrived in High Level in mid-January. "I have always lived a sheltered, privileged life in the big city suburbs. Stepping outside of my comfort zone and experiencing a new life in Fort Vermilion has been an adventure and a breath of fresh air."

This unique project to send a cohort of students for a northern rural practicum was co-ordinated by Fadumo Robinson, Alberta Health Services (AHS) Associate Chief Nursing Officer, and Angie Mann, Director of Clinical Operations for Area 1 in the North Zone.

"The opportunity came up because we were working closely with the University of Calgary to discuss if they could extend their programming to have cohorts in some of the rural areas," says Robinson. "Specifically, we were looking at LPN to RN bridging. We wanted to offer the program locally, so people will stay. We have a 'grow our own' nursing committee with the

U of C, and through that came the idea of having practicum students (go to rural areas)."


"Fadumo called me in December and asked if we would take U of C students, and I was 'yes, how many can I take?' adds Mann, herself a graduate of the U of C, who was also excited by the group concept.


"You have to remember the life of a student, right? It's one thing to support them in the workplace, but when they leave work and they're here for three-and-a-half months, away from their family and 12 hours from home. How do we support them on their days off? If they come as a

Student opportunities

3,800+ 
paid internships
for young people

AHS hired **1,075** 
RN/RPN and LPN
graduates
within 12 months of graduation


In 2021-2022, AHS provided **25,145**
student placements with a total of
3,901,443 learning hours for
post-secondary
students

1,987 
students recruited



University of Calgary nursing students were treated to a local bus tour when they arrived in January for their practicums at the Northwest Health Centre in High Level and St. Theresa General Hospital in Fort Vermilion.

group, this gives them a connection outside of work, and they have a family.”

Mann organized housing for the six students, four of whom are working in High Level and two in Fort Vermilion.

Being part of a group has made the experience exceptional, says Syed. “It’s made all the difference! Being in a group of students provides me a sense of comfort, security and belonging. High Level and Fort Vermilion embrace students with open arms—and I truly feel valued and loved.”

Robinson says the concept of sending the students as a group to rural facilities is a viable process for a number of reasons.

“One, we don’t ever have all of the placements we need in the urban settings, and two, I think these students are getting the exposure of a lifetime,

“It’s a different kind of nursing. It’s a more holistic and well-rounded kind of nursing; they’re getting the exposure they would simply not get in an urban setting.”

Our words



“It was such a valuable experience. Any future class would be lucky to have this addition to their medical education. I’ve been raving about it since!”

—*Celia Walker, Undergraduate Medical Education student (UME) at the University of Calgary regarding the Interprofessional Education Elective, an initiative that allows UME students to spend a week working alongside healthcare providers in other professions and fields of study.*



“They’re trying to create a supportive situation for practicum students who are going into a community that’s not their own. It’s a great idea because these communities

are quite hard to recruit to. We don’t have any local university program, per se, where we could have local students come do practicums.”

—*Kristine Crossland, mental health therapist. She is a practicum leader for a northeastern Alberta pilot practicum program that brings together several students from the same social work program into one community. This program is a collaboration between AHS and the Rural Health Professions Action Plan that opens up rural and northern placements for students who might otherwise be nervous about going into a new community.*

WE BELIEVE IN LEARNING TOGETHER

At AHS, we never stop learning. We offer a variety of opportunities to grow and learn from each other.

Communities of Practice (CoP)

Across AHS, communities of practice (CoPs) meet regularly to learn from one another and to find ways to improve service quality.

CoPs are available to all our workforce and provide members with opportunities for meaningful interactions; the capacity to build information pathways; improve staff engagement; and enhance individual and team capacity to address patient needs and service delivery at the point of care.

Currently there are 74 CoP’s across AHS and a CoP Sharepoint site has been developed for all employees to learn more about where their interests may align.

Mentorship

A mentorship relationship is a mutually beneficial process that creates and contributes to new opportunities for both the mentor and the mentee. It provides an opportunity to grow as you reflect and share insights—together, learning from each other.

Many program areas throughout AHS offer mentorship supports including nursing, Allied Health and EMS, to name a few.

Peer Support

Peer support connects colleagues who share a common experience. Peer supporters are trained to help others by listening, empathizing and providing appropriate resources and supports. Peer support programs exist throughout AHS and are an important part of caring for each other.

Clinical Educators

Healthcare providers are supported in their professional development with learning opportunities provided by clinical educators, certificate course instructors and clinical practice leads.

We pursue excellence

When one of your core values is excellence, nothing will stop you from that pursuit. And this commitment to always be our best improved patient care in addiction and mental health.

AHS is the recipient of the 2021 Award of Excellence in Mental Health Quality Improvement from the Canadian College of Health Leaders.

The award acknowledges important work done by the Addiction and Mental Health (AMH) Services Edmonton Zone team for implementing a decision-support tool created to improve AMH's responsiveness to the needs of individuals who reach out for help.

"Historically, we had received feedback that the system can be difficult for people to navigate. There are a broad range of services and it can be challenging for people to understand what's available to them," says Liana Urichuk, director, Addiction and Mental Health. "The introduction of LOCUS has made a huge impact in solving this problem."

The Level of Care Utilization System (LOCUS) is a clinical decision-support tool that organizes AMH services in a systematic way as it supports clinical judgment, provides a common language and encourages standardization of decisions about appropriate services. This is achieved by providing information that's used to match services with client needs, while also ensuring client choice.

"In preparation for this, we took a look at all of what the zone really had to offer. We were all taken aback by the uniqueness of some of the programs and the hidden gems we found," says Pam Coulson, director, Addiction and Mental Health.

"This tool has empowered clinicians who perform intakes to explore a full range of services and programs with clients. It ensures clients are active participants in

personalizing the services they receive based on their identified needs."

Client satisfaction data collected pre- and post-implementation show significant improvements in many areas, with a sharp increase in clients who feel that their needs were met—and that they were more involved in decisions about their care.

"It felt so gratifying to receive this award," says Urichuk. "We have such a large team who really deserve acknowledgement for all the work they've done in making this a success. It continues to be fulfilling to see this project moving forward in other zones. I think it is something that can be truly transformative in our health system."

Learn more about this award at cchl-ccls.ca.

We are innovators

Unique to Canada, AHS has **11 Strategic Clinical Networks™ (SCNs™)** who collaborate with clinical operations, the research community, and Provincial Programs across Alberta to drive innovation that improves health outcomes, quality, standardization, and sustainability of health care services in Alberta.

Some current initiatives:



Addressing malnutrition in adults 65+



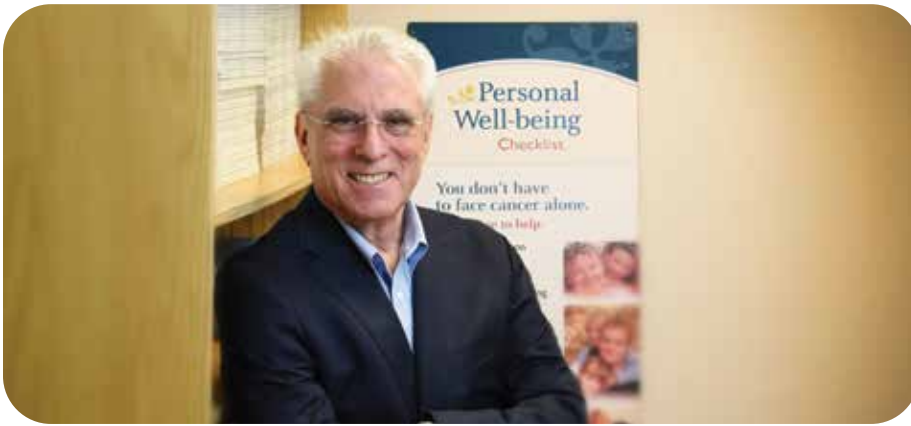
Pressure injury prevention



A better way to care for the frail **elderly in long term care** in times of medical urgency



Acute pain management focused on improving pain assessment and management before, during and after surgery



Dr. Barry Bultz, psychologist, Department of Oncology at the Tom Baker Cancer Centre, was appointed to the Order of Canada for his tremendous contributions over more than four decades to the field of Psychosocial Oncology.



Medicine Hat registered nurse, Randi Galenzoski (pictured with her daughter), won the national Gloria Stephens Award for Excellence as an Educator of Perioperative Nursing presented by the Operating Room Nurses Association of Canada.

Our words



“This research is incredibly important for many patients all over the world, who will benefit from these findings. What an amazing result and an utterly fascinating experience.”

—Darren Bidulka, a patient who participated in an experimental gene therapy treatment in Calgary to treat his rare, life-shortening illness, Fabry disease. The treatment, which was approved by Health Canada for experimental purposes, was the first trial in Canada to use a lentivirus in gene therapy, instead of intravenous enzyme replacement therapy.



“There’s so much paperwork that we deal with at the college and it’s so time consuming and tedious. Connect Care made the day go more efficient and easy to navigate... It’s been a great experience.”

—Raymond Aceron, nurse practitioner at the Royal Alexandra Hospital and a Connect Care Champion

INNOVATIONS HELP US DO OUR JOBS BETTER

Connect Care

Connect Care is the bridge between information, healthcare teams and patients. Through a common provincial clinical information system, Connect Care allows healthcare teams and patients to have consistent information across the province and throughout the care journey. Once fully implemented, it will impact everyone who provides care within AHS and will transform how we provide care.

Virtual technologies

Virtual technologies have helped many of our workers stay connected while working from home throughout the pandemic. Technology is also helping our clinical workforce to assess, diagnose and treat many patients outside of our bricks and mortar.

Simulation training eSIM

eSIM (educate, simulate, innovate, motivate) uses simulation to give healthcare teams the opportunity to practise a wide range of medical procedures on high-tech adult and child simulator manikins that breathe, blink, talk, and have pulses and vital signs.

InfoCare

InfoCare is AHS’ online resource for information privacy and security matters. Resources include education and interactive tools, an easy process for reporting security incidents and privacy breaches, and a volunteer network of InfoCare Coaches to help mentor skills.

e-People

This centralized resource is available online to all employees. It supports Human Resources functions such as payroll, HR administration, time entry and approval, as well as pension and benefits administration.

We're in our communities

Albertans know that AHS staff and physicians are there to take care of patients and our communities. But many don't know about the countless charities and fundraisers they support, on their own time, throughout the year—like the Hope Hallway.

AHS staff and volunteers are always seeking ways to improve the experience of patients, families and employees. The Hope Hallway project, located at the Foothills Medical Centre in Calgary, shines as an example of staff-led philanthropy that inspired a remarkable outcome for everyone who spends time in the site's two adolescent acute inpatient mental health units.

These units offer crisis stabilization, assessment and treatment to adolescents (ages 13–17) and their families admitted with primary mental health concerns. Over the years, the space had started to show wear and tear and in need of a refresh of paint, new doors, lighting and a few esthetic touch-ups.

Staff knew that updating the esthetics of their area would be hard to sell as a top funding priority, knowing the vast needs of a site as large and as complex as Foothills Medical Centre. But they also knew the importance of creating a warm, safe and welcoming environment for the people they served.

Time and time again, staff had heard comments about how the long, drab hallway that led to the units as well as the appearance of the physical space, actually heightened people's sense of anxiety. Based on this feedback, the team decided to tackle the project themselves to create an atmosphere to better support a sense of peace and comfort. And with that, the Hope Hallway was born.

A small, dedicated group of staff members worked together to bring this project to life. They focused their energies to gain the support of program and site leadership, actively engaged patients, family members and staff throughout the process, and coordinated the phases over the years-long project. Generously, staff freely gave countless hours of their own time to get to the finish line.

As well, the team raised more than \$50,000 to fund the makeover by coordinating an evening with the arts (The Concert of Hope), establishing a fundraising platform with a local health foundation, and hosting numerous onsite bake sales. The Hope Hallway began to take shape.

Giving back



In fiscal 2020–2021, more than **29,000 AHS employees** participated in **AHS' payroll deduction program** and **raised over \$10.39 million** in support of foundations across Alberta.

AHS works with its foundation partners to provide payroll deduction opportunities for the WinWin Staff Lottery and other foundation-led lotteries held throughout the year including:

- **50/50 Payday Lottery** (Chinook Regional Hospital Foundation)
- **Cash & Cars Lottery** (Alberta Cancer Foundation)
- **Children's Hospital Lottery** (Alberta Children's Hospital Foundation)
- **Foothills Hospital Home Lottery** (Calgary Health Foundation)
- **Full House Lottery** (Royal Alexandra Hospital Foundation, University Hospital Foundation)
- **Hospital Home Lottery** (Calgary Health Foundation)
- **Mighty Millions Home Lottery** (Stollery Children's Hospital Foundation)
- **The Red Deer Regional Health Foundation Staff 50/50** (Red Deer Regional Health Foundation)
- **Truck Raffle** (Chinook Regional Hospital Foundation)



The Hope Hallway “Wave” mosaic was created by artist Tracy Franks, with participation from over 300 patients, family members, staff and community members.

Walls were repainted, new lighting was installed and talk of artwork began in earnest. As their enthusiasm and word of mouth spread the buzz, community members stepped forward with remarkable offers of generosity. Local artists shared their time and talents, local businesses worked tirelessly to find a way to price their products to fit the modest budget. In all, more than 200 people volunteered to make the project a reality.

Today, as people walk down the Hope Hallway, they find themselves immersed in art and colour and words of encouragement from previous patients. Largely and prominently displayed in one of the hallways, they find the touchstone of the entire project—a quote by tennis star Arthur Ashe that guided and inspired the hard work: “Start where you are. Use what you have. Do what you can do.”

Our words



“The Mazankowski is a great cause. We’re always supporting cardiac health and innovation, and this event is a way to get involved, get active and

work as a team to reach a common goal. Along with the fundraising piece, it’s a way for staff to work together, improve our activity and lift our spirits a bit after a hard year.”

—Stephanie Wold, a nurse practitioner for Adult Cardiac Surgery at the Mazankowski Alberta Heart Institute, and the lead organizer for this year’s fundraising event to recognize Heart Month and raise funds for the Mazankowski.



“AHS employees go above and beyond every day, and still they take time out of their busy schedules to support various local charities. It

is inspiring to see their support of our foundation and auxiliary partners and many other worthy causes.”

—Jillian Miller, lead, Foundation Relations

WE ARE IN COMMUNITIES AROUND THE PROVINCE

Enhancing care in the community

AHS has enhanced care so it is provided in a person’s home or community to the greatest extent possible, reserving emergency departments and hospital care to address needs that cannot be met closer to home. By meeting the health and social needs of people in their communities, AHS has supported them to improve their wellness, independence and quality of life.

Health Advisory Councils

There are 12 Health Advisory Councils (HACs) across the province comprised of voluntary members who support the strategic direction of AHS by getting local feedback from community members on what is working well in the health system and areas in need of improvement.

Provincial Advisory Councils

There are four Provincial Advisory Councils (PACs), including Addiction and Mental Health, Cancer, Seniors and Continuing Care, and Sexual Orientation & Gender Identity & Expression. PACs are made up of community volunteers from across Alberta, subject matter experts and leaders. They provide lived experience perspective and consider and provide evidence-based suggestions to AHS, identify existing and emerging issues, and advise on ways to improve quality, access and sustainability of services.

The Wisdom Council

The Wisdom Council provides guidance and advice on health service delivery, program design and evaluation for Indigenous Peoples in Alberta.

AHS foundations and trusts

AHS partners with 69 foundations and trusts in Alberta, whose work makes a significant impact on local health delivery by funding needs, programs, renovations, research and education.

We celebrate our people

Lethbridge public health team boosts morale with thoughtful gift to acute care colleagues.

A small gesture can go a long way to lift spirits for a colleague. Staff on acute care units at Chinook Regional Hospital recently got a morale boost thanks to a thoughtful gift—handwritten notes of appreciation and gift cards for a sweet treat—from the local public health team.

“It’s very humbling, to know that other nurses feel like they want to reach out to you, and tell you they’re thinking about you,” says acute care nurse Jennifer Scherer. “Some days, you’re going in to work and you don’t know what you’re going to see or do, and then you have something like that happen, and it just keeps you going. It gives you way more fuel.”

The morale boost, in the form of Tim Hortons gift cards and numerous notes of encouragement, were delivered by Scherer’s good friend Nancy Peter, on behalf of the public health team. Last fall,

Peter and her colleagues Debra Greeno and Debby Holloway worked in contract tracing, reporting discharges and deaths to Alberta Health, watching the numbers climb as the fourth wave of COVID-19 hit southern Alberta.

“We felt heavy-hearted here in public health. We wanted to do something, physically do something, to support our acute care staff,” says Peter. “We wanted to send words of encouragement, to let them know that we see them and that they’re not alone.”

So they put out the call for words of encouragement and also invited colleagues, if they wish, to contribute towards a few \$5 gift cards.

“The contributions came pouring in,” says Peter. In October, the public health team delivered the notes and 73 gift cards to their colleagues in acute care.

“It’s super- uplifting, and morale-building,”

adds Scherer. “It’s not something I would have thought of before, this kind of appreciation. It’s just what we do, we’re doing our jobs.”

“It’s been hard. There are a lot of nurses struggling, so this extra bit of recognition is so important, to give that extra boost. We’re very, very thankful, that our colleagues are thinking of us. Their show of appreciation helps us more than they could ever possibly know.”

On a personal level, Peter and Scherer have been good friends since nursing school. Working on different ends of the healthcare spectrum—one in preventive care, the other in acute care—they’ve continued to reach out to each other throughout the pandemic and leaned on each other for support.

“It’s important to just check in on each other, go for a walk, not say anything about the pandemic and just be,” says Peter.

We recognize each other

Over the past year, AHS employees:



Sent over
14,000
e-cards
to each other

Ordered over
32,000
print cards



Ordered over
217,000 buttons



In February 2022, AHS Leadership
sent **thank you recognition gifts**
to **100,000+** employees



Chinook Regional Hospital staff who work in acute care recently got a morale boost—thanks to handwritten notes of appreciation and gift cards for a sweet treat—from the local public health team.

“Just providing that support and knowing that we’re there for each other, if we need anything, is the most important thing.”

“I hope (our co-workers in public health) know that what they’re doing is just as important,” says Scherer. “And

we appreciate the extra work, and the weekends, and the longer hours. I hope that as nurses we’ll all continue to support each other no matter what area we work in.”

Our words



“The AHS Secret Santa card exchange is important to me because it gives me the opportunity to send a smile to another part of the province. For me, it’s about the giving. I like to include a gift card for coffee and send a message with well wishes. The COVID-19 pandemic really isolated us all. The Secret Santa exchange brings back that feeling of community.”

—Amanda Preston, administrative assistant, North Zone Clinical Operations regarding the annual AHS Secret Santa holiday card exchange.



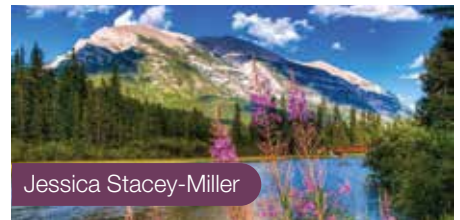
“The AHS Photography Contest is an opportunity for all of us to draw inspiration from people who share a common interest. For me, this

year’s contest reignited my excitement for photography and helped me get out of a creative slump. It’s great to see so many participants and so many beautiful images showcased in one place. It’s a supportive and inspiring community. I know many people enjoy browsing the creative works of their peers. This is something I look forward to every year.”

— Kelsey Noack, administrative support, Alberta Hospital Edmonton

ANNUAL PHOTOGRAPHY CONTEST

A photo contest for e-cards is held annually. This year 756 photos were submitted with 20,816 votes. The winners were:



Jessica Stacey-Miller



Cailyn Tookey



Kelsey Noack



Carol Fox



Clint Maye



Trudy Donnelly



Trish Sala



Together, we do amazing things every day

We proudly deliver quality healthcare services and programs to Albertans every day. Learn more about us at ahs.ca.

