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WORD OF THE MONTH

Galumph: Verb
(guh-LUMF)

To move in a noisy or
awkward style.



*They galumphed around the living room looking
for Sara's phone.*

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A postcard with a list of upcoming events and programs is also available at the DCA.

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CONTENTS

- 6 RESIDENT PERSPECTIVES: THE ART OF FINDING WORK: RARE IS THE JOBSEEKER WHO DOES THEIR HOMEWORK
- 8 SAFE AND SOUND: ACCIDENTAL POISONING
- 9 AUGUST CROSSWORD
- 10 TAKE ON WELLNESS: EVALUATING ONLINE HEALTH INFORMATION
- 13 POEM BY GARTH PAUL UKRAINETZ
- 15 BUSINESS CLASSIFIEDS



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**News, Events,
& More**



**Crime
Statistics**



**Real Estate
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The Art of Finding Work: Rare is the Jobseeker Who Does Their Homework

by Nick Kossovan

In the late '90s, I was interviewing for a call centre management position with a well-known insurance company. Karl, my interviewer, and I clicked. Small talk revealed we shared a love of golf and agreed that Rhum Corner makes the best mojitos in Toronto. Karl seemed impressed by my STAR stories and experience creating incentive programs that drove sales. Forty minutes into the interview, Karl asked, "Knowing you'd be interviewing here, did you call the call centre?"

I hadn't.

I didn't get the job.

Hard lesson learned.

Since my interview with Karl, I have always made it a point to contact the company's call centre, use their products if I'm not a current user, speak to previous employees, and review recent media coverage. My goal is to gather as much information as possible, which I can leverage in my interview. If it's a job I'm eager to land, I'll gather information to mention in my cover letter.

"Last night, I called your call centre and waited more than three minutes before speaking with Stacy, who was pleasant. What's the average wait time for customers calling the Bank of Galicia call centre? While managing NOLA Bank's 60-seat call centre, I reduced the average wait time from 2:45 minutes to less than 42 seconds by..."

Candidates who've done their homework are few and far between, and those who have always stood out in my mind.

When I say "homework," I'm not talking about visiting the company's website and simply reviewing the rudimentary aspects of the business, such as what they do, annual revenue, the name of the CEO, and such. I'm talking about doing a deep dive—thinking like a private investigator—looking to uncover possible pain points (read: challenges) the employer is experiencing, such as my above example regarding average wait time and explaining how you'd resolve it.



In preparation for an interview, start by visiting the company's website; then go the extra mile. Here are some examples:

Call the employer's call centre (or visit their stores, branches, dealerships, etc.)

Since I'm in the call centre management space, my interviews have been for call centre management positions. Karl's question made me realize that calling the employer's call centre to gauge its performance is worthwhile, even if only to understand what I'm getting into and what challenges I'll encounter. Whether you're applying for a call centre management position or not, calling the company's call centre will give you an insight into the company's culture and how important customer service is to the employer,

In my case, I'll call the employer's call centre several times and assess how easy it is to navigate their IVR (Interactive Voice Response), how long it takes for an agent to answer my call, how their agents introduce themselves, etc. During the interview, I'll discuss my experiences with the call centre and how I would resolve any issues.

Experience the employer's product

While overseeing Crocs' customer service department, I had to hire several agents. Although all the candidates I interviewed knew what Crocs did, few wore them. Several candidates even admitted they weren't "a fan of" Crocs. Crocs have been a part of my life for a few years, so when I interviewed with Crocs, I wore a pair of my Crocs, which my interviewer and to-be boss noticed. During the interview, I shared the good and bad aspects of wearing Crocs, how I felt Crocs compared to Birkenstock, Skechers, Teva, and Vans, and how I see Crocs positioned in the footwear market.

Demonstrating that you use the employer's products and why you choose them over their competitors will give you an edge over other candidates. What employer wouldn't want to hire one of their fans, someone enthusiastic about their brand? If you have never experienced the employer's product(s), you should do so and let your interviewer know what you think.

Imagine you're interviewing for a social media manager position at a Mexican restaurant chain called Taco Loco. You've never eaten at a Taco Loco before, so you go to Taco Loco for lunch two days before your interview.

"The other day, I had lunch at your Dundas Square location. I had the Tres Quesabirria Tacos. Both the food and the atmosphere were on point. Something you should consider is offering keto-friendly and gluten-free options since these diets have become mainstream. As Taco Loco's social media manager, I'd lean more towards creating behind-the-scenes content, such as videos of meal preparations and customer testimonials, instead of simply posting pictures of dishes. Furthermore, I would increase followers and engagement by offering a 25% off coupon to anyone who follows Taco Loco's Instagram account or by hosting a contest where you can win a \$200 Taco Loco gift card by posting a selfie of yourself eating at Taco Loco and tagging Taco Loco."

Other ways to do in-depth homework:

- Read the company's annual report.
- Read reviews and look for common complaints.
- Google [company name] under 'News.'
- Speak to current and former employees.

Doing more homework than most job seekers shows that you're committed to contributing to the company's success, making it harder not to hire you.

Celebrate Calgary Culture Days All September Long!

by The City of Calgary



Arts and culture help shape the unique character of our city by bringing people together, telling our stories, and adding vibrancy to our communities. Whether it's murals and music, film and festivals, or dance and delicious food, culture is all around us.

Calgary Culture Days is a month-long celebration that highlights the diverse artists, cultural groups, and community organizations that make Calgary special. Throughout September, events and activities will take place in neighbourhoods across the city — many of them free and family-friendly.

From live performances and art exhibits to hands-on workshops and cultural showcases, there's something for everyone to discover and enjoy.

Explore what's happening near you and be part of the celebration! Visit calgary.ca/culturedays to learn more.



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Accidental Poisoning

by Alberta Health Services

Emergency Medical Services (EMS) would like to remind parents and caregivers of precautions to prevent accidental childhood poisonings around the home. Ingesting prescription or over the counter (OTC) medications is a significant cause of accidental childhood poisonings. Other causes of poisoning include ingesting or coming into contact with household items such as dishwasher tablets, mouthwash, or chemicals such as paints, solvents and cleaning products.

Medication Storage

- Place all medications in locked containers and store in an area inaccessible to children
- For easy identification, store all medications in their original packaging; do not mix multiple medications in a single bottle
- Install child locks on all cabinets, or drawers where medications are stored

Safety Tips

- Child-resistant medication bottles are not child proof. They can still be opened by a child

- Take extra precaution with medicines designed to appeal to children such as chewable vitamins or flavored cough and cold syrups
- Promptly dispose of any medications or toxic household products no longer in use

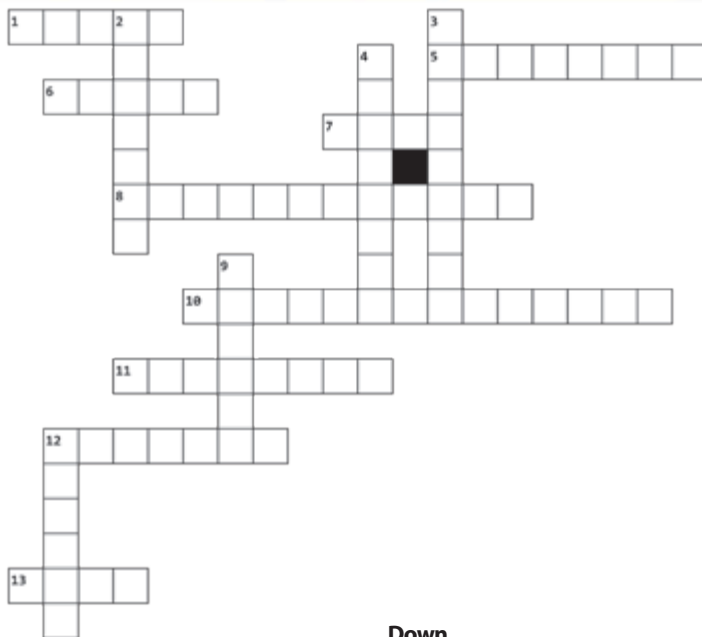
Prevention

- Store household products, cleaning supplies, and cosmetics in locked cabinets or drawers
- Install child latches on cabinets children might also access by climbing on counters or chairs
- Label all plants in and around your home and garden
- Antifreeze, windshield washer fluid, and pesticides are extremely poisonous. Even small amounts of these can cause serious illness if ingested

Poisoning information can be obtained by calling the Poison and Drug Information Service (PADIS) at: 1-800-332-1414.

In case of a poisoning emergency, call 9-1-1. Provide the name of the product ingested and, if it is safe to do so, a sample of the substance for EMS to inspect on their arrival.

August Crossword



Across

1. This classic Disney film about a young deer premiered in August 1942.
5. Canadian astronaut, Chris _____, was born in Sarnia, Ontario on August 29, 1959.
6. Canadian American actor Patrick J. Adams was born on August 27, 1981, in Toronto and is best known for his role as Mike Ross in this legal drama series.
7. *The Wizard of Oz* premiered on August 15, 1939, and was based upon the book written by Lyman Frank _____.
8. English navigator John Rut sent the first known letter from North America in August 1527 while anchored at St. John's, _____.
10. In August 1837, pharmacists John Lea and William Perrins started production of this condiment containing soy sauce and vinegar.
11. People born in August are lucky to have three birthstones to choose from: peridot, spinel, and _____.
12. The _____ Chapel in Vatican City was consecrated by Pope Sixtus IV on August 9, 1483.
13. International _____ Handers Day is observed annually on August 13.

Down

2. In August 2008, the _____ Summer Olympics became one of the most watched television events in history with approximately 4.7 billion viewers.
3. On August 4, 1693, it is believed that Dom Pérignon invented this sparkling wine.
4. Delia Owen's murder mystery novel, *Where the _____ Sing*, was published in August 2018.
9. Usain Bolt won the 200m at this Olympic Games on August 9, 2012, becoming the first man to win both the 100m and 200m at two consecutive Olympics.
12. Inventor Isaac _____ was granted a patent for his eponymous sewing machine on August 12, 1851, revolutionizing garment production.



Evaluating Online Health Information

by Alberta Health Services



Many Canadians go online to search for medical and health-related information. The internet is the first source of information for many people, before even speaking to a doctor or other healthcare provider.

Online health information can have many positive impacts on our health knowledge, behaviours, and well-being. Unfortunately, the quality and accuracy of online health information is not consistent, including social media where information quality can be very low.

Being able to evaluate online health information is an important skill.

How Do I Evaluate Online Health Information?

Use the steps below to evaluate the health information you find online.

- **Check the Date:** Look to see when the website was created or last updated. Health information should be up to date to make sure it is relevant and accurate. Even if the information has not changed, it should be regularly reviewed.
- **Check the Author:** Identify the author to determine if they have the necessary background, experience, or training to accurately discuss the topic.
- **Look For the Evidence:** Health information should be based on facts rather than opinion, rumours, or personal stories. Authors and websites should clearly list their sources, so that you can check the information for yourself.



News from the Friends of Nose Hill

by Anne Burke

Long ago, what we know as Alberta was underwater, covered by the ocean and surrounded by tropical forests. As many as 20 major glacial advances and retreats reshaped the landscape, including the continuous plateau of Nose Hill and Lake Calgary. Nose Hill provides spectacular views of the Bow River Valley and the uplands across the valley. Their geological history began in the floodplain of the Bow River which flowed at the top level of the present Hill where the river deposited gravel, sand, and mud. These are relatively thin on the steeper slopes. Nose Hill is bounded by the overflow spillway system, now Beddington and Nose Creek. Big Hill Springs Coulee is what remains.

Erratics are stones, boulders, or big blocks picked up and moved from one place to another during the last ice age. There are many in Nose Hill Park traced to a landslide from Mount Edith Cavell in Jasper National Park; they are part of a series across the Foothills region of Alberta. The Foothills Erratics Train runs from near Hinton, Alberta, to the Montana border. Some large boulders, such as the Nose Hill Buffalo Rubbing Stone, were used centuries ago. You can hike up to the Nose Hill 64 Avenue Glacial Erratic from the parking lot off 14 Street NW. At the top of Nose Hill Park there are several scattered glacial erratics of different sizes grouped close together. The Nose Hill Brisebois Glacial Erratic is between the south Nose Hill Parking Lot at Brisebois Drive and John Laurie Blvd. The Nose Hill Tower Glacial Erratic is on the top of the hill near transmission poles and a small building. Access is by an uphill hike from the North Hill SE Parking Lot along an old access road.

- **Understand the Purpose:** Read a website's "About Us" page to understand the website's purpose and who runs it. Are they credible and unbiased? Be cautious of websites selling a product. Their information may already be biased, as the goal is to make profit rather than present clear facts. Often product claims are too good to be true.

- **Be Critical of the Details:** Be skeptical of websites that look outdated, contain broken links, or have spelling and grammar errors. Patient information should be written in plain language, making it easy to follow.

- **Protect Your Privacy:** Be careful when sharing your personal information. Look for a privacy policy to find out how and why your information is being used, stored, or shared.

You should carefully consider the source of the information you find on the internet and discuss that health information with your healthcare provider.

Learn more about evaluating online health information from <https://acalibrary.libguides.com/friendly.php?s=patients/evaluatingohi>.

Misinformation and Disinformation

Finding information online is faster and easier than ever before. While the information you find online can often be helpful and trustworthy, it is important to keep in mind that the internet also allows for rapid and widespread distribution of false and misleading information.

As you look online for health information, you need to watch for both misinformation and disinformation.

- Misinformation is inaccurate information. In other words, it means getting the facts wrong.
- Disinformation is false information that is deliberately meant to mislead.

Getting Help

Alberta Health Services Knowledge Resource Service library staff are available at healthcare facilities across the province. They can work with you to help you find and evaluate online health information.

The Knowledge Resource Service also offers a free online course for patients and caregivers on evaluating online health information. Find more information and register at: krs.ahs.ca/patients/evaluatingohi.



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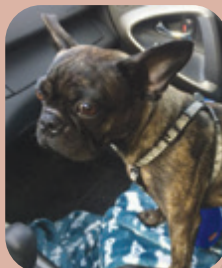
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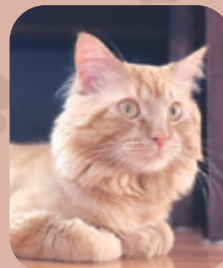
Bugsy, Dalhousie



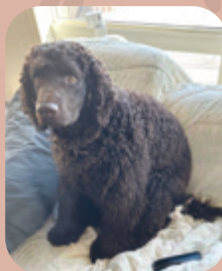
Ella, Mount Royal



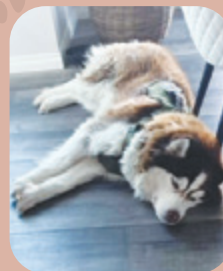
Mac, Evanston



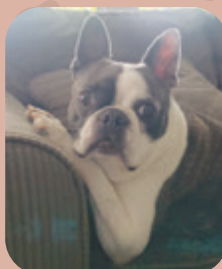
Mango, Evanston



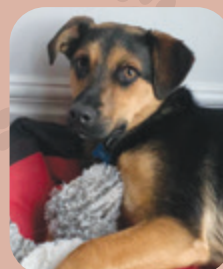
Mick and Turd,
Hidden Creek



Mishka, Evanston



Moseley, Strathcona



Winston, Sunnyside

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Calgary Hail

by Garth Paul Ukrainetz

They say it starts from tips of mountains
Ice and snow on summits high
Taken by the gales of summer
Blown towards the prairie sky

Across the foothills with a vengeance
Hard blizzard grows within the cloud
Alberta you must run for cover
Distant rumbling growing loud

Big city, heed the alpine warning
Keep rivers clean and clear within
The Rockies send a stark reminder
From glaciers pure it all begins

Thru flashing lightning, thunder shaking
High avalanche comes crashing down
They say it starts from tips of mountains
And ends in Calgary on the ground

GAMES & PUZZLES

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2. This musical of a masked, disfigured virtuoso holds the record for the most performances on Broadway.
3. Jennifer Hudson won an Oscar for her role as Effie White in this movie also featuring Beyoncé.
4. Pop sensation Dame Oliva Newton-John starred in this 1950s-inspired musical comedy.
5. Canadian actor Ryan Gosling stars in this romantic musical.
6. This heartwarming movie is based on the real-life story of the Von Trapp family.



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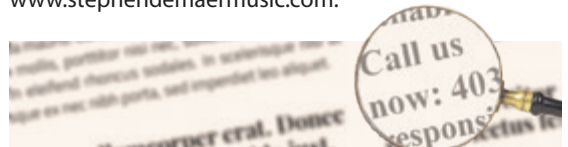
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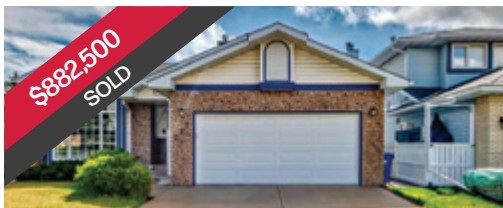
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