

Intercare Connection

Respect ♥ Compassion ♥ Commitment ♥ Ethics ♥ Service

Intercare Corporate Group Inc.
501-5920 Macleod Trail SW
Calgary, AB
T2H 0K2
Tel: (403) 255-4969
Fax: (403) 252-6591
www.intercarealberta.com



Happy Holidays and Season's Greetings - December 2019

As 2019 draws to a close and families and friends gather together to celebrate the holidays, we reflect upon the events of the past year and look forward with optimism, hope and renewal for what the New Year will bring. As humanity continually seeks innovative solutions to the many complex challenges facing our world today, it is essential that we stand united and work together in a spirit of goodwill and partnership, recognizing that we are all connected and part of the same global community. We must continue to put aside our differences and choose instead to embrace our common values, shared beliefs and collective desire to live in a world free from conflict and filled with love and hope for the future.

Within this spirit of collaboration, loving kindness and compassion are the essential character traits required of all those who dedicate their lives to being in service to frail, vulnerable populations of people. These traits are inherent in all our dedicated staff and volunteers who have chosen to be a part of ever expanding Intercare family and to whom I am sincerely grateful for their service to our residents, their involved family members and each other, throughout the entire year.

I would like to take this opportunity to thank our residents and involved family members for your patronage and to thank our staff and volunteers for their service and trust in allowing us to be your provider of choice, and to wish everyone a very safe, happy and healthy holiday season and prosperous New Year!

Ian Woodcock,
Executive Vice President & Chief Operating Officer



It's Influenza Season!

It's that time of year when we are thinking more about influenza and how we can protect ourselves and our loved ones. As of today there are two LTC sites in Calgary experiencing **influenza A outbreaks**. A very simple prevention you can take is to receive the annual influenza vaccine, safe and effective. At Intercare we routinely offer the vaccine to all of our residents. This builds protection by providing “herd immunity”. However, it is a sad reality that our residents' immune systems are not as able to respond to the vaccine as healthy adults can, which is why we do not rely on immunization alone. To assist our efforts, it is critical that families, loved ones, friends, as well as our staff, all consider influenza vaccination in order to slow or prevent the introduction and spread of the virus in our facilities. Please consider influenza vaccination. It saves lives.

Dr. Paddy Quail,
Medical Director & Site Leader Medical

Resident and Family Council Meetings

Resident and Family Council (RFC) meetings are held regularly at the Care Centers. RFC meetings offer residents and their family members opportunities for information sharing, education, feedback review, as well as discussion of issues, concerns, requests and suggestions. Residents and their family members are encouraged to attend and participate or, if they wish, lead these important Care Centre meetings. RFC meeting dates and times are regularly posted at the Care Centre. Please contact the Care Centre's Social Worker, Clinical Team Leader or Facility Leader for further information.

For information about Alberta's **Resident and Family Councils Act**, please visit:
<https://alberta.ca/resident-family-councils.aspx>



Joining Residents for a Meal

Family members and friends are always welcome and encouraged to join a resident for a meal. Those wishing to do so are asked to complete a *Visitor Meal Voucher* and notify the Staff Nurse (RN/LPN) on the resident's Unit at least two (2) hours in advance of the meal to accommodate meal preparation time.

Meal costs are: \$9.25 for Breakfast; \$11.25 for lunch or dinner; \$18.00 for special Holiday Meals.

Let's Hear from You!

Intercare values and takes seriously **feedback** that we receive from our residents and families.

Feedback Forms are an excellent way to communicate your concerns, suggestions, requests and compliments to us.

Feedback Forms are available throughout our facilities and online at Intercare's website: www.intercarealberta.com

Should you choose to submit a **Feedback Form** to us, you will receive an acknowledgement and timely response from the appropriate member of Intercare's leadership team.

