

Intercare Connection

Respect ♥ Compassion ♥ Commitment ♥ Ethics ♥ Service

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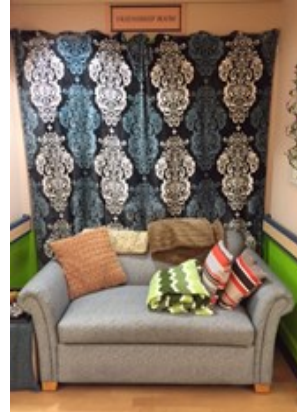


In October 2018, two of Intercare’s staff members - Cheryl Miles, corporate Clinical Team Leader and Heather Hultgren, Recreation Therapist at the Brentwood Care Centre – provided presentations to attendees at Alberta Continuing Care Association’s (ACCA’s) provincial *Inspiring Quality (IQ)* conference. Their presentations described and showcased two successful quality initiatives that have taken place at two of Intercare’s facilities; both initiatives have improved quality of life for residents in our care.

At the conference, Heather (*picture above*) provided a poster presentation on the **Opening Minds through Art (OMA)** program at our Brentwood Care Centre. The OMA program is a person-centered, strengths-based therapeutic art program that has been designed specifically for individuals living with dementia. The **OMA** program allows our participating residents to become artists and story tellers. Bridging the gap between younger and older generations, student volunteers from the Alberta Bible College pair up with residents to support, encourage, and provide thoughtful feedback throughout the creative process. Combatting the loss of independence that can come as aging occurs, the resident artists are empowered by being in control of their art work, with each session focused on art creations that are led completely by each resident artist’s own choices.

An **Art Gala** is held during the final week of each session where the artwork is displayed and the resident artists are in attendance to meet, greet and show off their work to attending guests and the public. At our most recent **Art Gala**, one of the resident artists was asked how he was feeling. He took a moment to look around the room, and then stated, "Proud. I feel proud." Proven successful and very well received by our residents and their families, it is anticipated that the **OMA** program will be expanded to our Southwood Care Centre.

Also at the conference, Cheryl presented on the **Butterfly Model of Care program**. Launched by Intercare in February 2017 at its Southwood Care Centre, the aim of this innovative pilot project was to become the first successful long term care facility in Canada to implement the **butterfly model** of care and, along with it, implement a culture shift that would see one entire dementia care unit at the site completely transformed from a “traditional” dementia care and treatment model into a fully recognized **Butterfly Household Model of Care™** (*pictured below*). Proving to be a very successful pilot project, Intercare is currently expanding the **butterfly model** to a second unit at its Southwood Care Centre, with the eventual goal of spreading the butterfly model into all three (3) of its long term care facilities in Calgary over time.



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: \$8.50 for Breakfast; \$10.50 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 a timely response from the appropriate member of Intercare's leadership team.