

# Intercare Connection

Respect ♥ Compassion ♥ Commitment ♥ Ethics ♥ Service

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## IMPORTANT RESIDENT SAFETY REMINDERS:

### Resident Safety and Security

Family members, friends and visitors who come in and out of our Care Centres are reminded of the following:

- ♥ Please *do not* allow anyone off of a Nursing Unit or out of the Care Centre that you do not know, without first checking with the Staff Nurse on the Unit to confirm whether or not the person is a resident;
- ♥ When you are taking a resident off of his/her Unit or leaving the Care Centre with a resident for an outing or appointment, staff on the Unit *must* be notified *before* you leave the Unit with the resident; and
- ♥ Whenever a resident is leaving from and returning to his/her Unit, the resident's departure and return *must* be noted (written) in the resident “Sign-in / Sign-out” book that is located on the resident's Unit.

### Please Do Not Interrupt Staff Nurses During Medication Passes

Commonly known as a “medication pass”, the process of administering medications to residents in our Care Centres is a complex task that requires a Staff Nurse's undivided time and attention, where possible. While some interruptions are necessary, other interruptions may not be. Our Staff Nurses routinely administer multiple medications to residents throughout the day and we know that the fewer interruptions they encounter during a medication pass, the safer the process is for our residents because the potential risk of medication errors is decreased.

Here is what you can do to help us decrease the potential risk of medication errors from occurring during medication passes:

- ♥ Please *do not interrupt* Staff Nurses during medication passes, unless it is *absolutely necessary* for you to do so.
- ♥ If you need to speak with a Staff Nurse (by phone or in person) and your need to do so is not time sensitive, we ask that you please *not* attempt to do so during the following *daily medication pass times*: 8:00–9:30 AM; 11:30 AM–1:00 PM; 4:30–5:30 PM; and 8:00–9:30 PM.



If you or someone you know would like to volunteer at an Intercare facility on a regular basis or for special events, please contact Intercare's **Volunteer Coordinator** directly by calling **403-255-4969 Ext. 116**; or via email at [kmerkowsky@intercarecorpgroup.com](mailto:kmerkowsky@intercarecorpgroup.com)



***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](http://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.



## **Influenza Season—The Importance of Hand Hygiene and Infection Prevention**

As we head into fall, we are once again this year in the midst of preparing for the upcoming **influenza season**. Many seniors have immunity that is diminished or compromised and the influenza vaccination assists them in combatting the virus if they are exposed. For this reason and to help safeguard our residents during the influenza season, we will be providing **influenza vaccinations** to our residents this fall.

Care facilities, in collaboration with Alberta Health Service (AHS), are required to declare an '**Outbreak**' whenever certain criteria are met. If a care facility is in outbreak, signs will be posted at entrance doors to the facility. It is very important that young children and people who are immune-compromised postpone visiting, if at all possible, until the outbreak is declared as being over by AHS.

Hand hygiene, which includes both washing your hands with soap and water and the use of hand sanitizer, is the most important action you can take to prevent the spread of disease. In addition, we also provide hand sanitizer stations in most resident rooms that staff and visitors can use for hand hygiene prior to entering or leaving the room.

Family members, friends and visitors can all help us keep our residents safe by doing the following:

- ♥ Do not visit your family member, loved one or friend if you are sick or feel like you are getting sick;
- ♥ Wash your hands before and after you leave the Care Centre;
- ♥ Use hand sanitizer in between hand washing;
- ♥ Cough or sneeze into your sleeve to avoid spreading germs;
- ♥ Don't bring small children to visit if they are ill or have been exposed to influenza at school or in the community;
- ♥ Urge your family member, loved one or friend to tell a Nurse if he/she has any signs of influenza; and
- ♥ Urge your family member, loved one or friend to avoid close contact with others during the influenza season or outbreaks.



## **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.

