



Accessing Intercare's Web Site for COVID-19 Information

To All Residents, Hospice Patients and Family Members:

We are committed to providing our residents, family members and employees with ongoing information about the impact of the COVID-19 global pandemic on our care centres.

To help you navigate our website (www.intercarealberta.com) and find information or updates that you may be looking for, we have created a number of pages with helpful resources and links to reliable sources of fact and truth, such as Alberta Health Services and the Government of Alberta. We continually monitor these and other federal and global sources to remain current with COVID-19 developments and applicable Public Health directives that impact our residents/patients.

Intercare also generates and posts communiques, inclusive of updates and a COVID-19 "Frequently Asked Questions" (FAQ) document, created to assist in answering your questions and to provide important information for our residents/patients, their families and loved ones.

If a COVID-19 outbreak was to occur at an Intercare facility, we would immediately notify all impacted residents, hospice patients (if applicable) and involved family members/loved ones via email communications and/or phone calls.

We sincerely thank all of our residents, hospice patients, family members and staff who continue to share their stories of kindness and caring with us. Kind words and actions are a source of inspiration and encouragement for all of us - especially our employees - and we sincerely appreciate everyone who takes the time to send us their messages and stories, many of which are here for you to see at: [Words and Acts of Kindness](#).

Important Intercare Documents:

[Second Open Letter to Residents, Hospice Patients & Family Members \(April 9, 2020\)](#)
[Open Letter to Residents, Hospice Patients & Family Members \(March 22, 2020\)](#)
[COVID-19 Frequently Asked Questions \(FAQ\)](#)

As a reminder, should you have questions or concerns, please contact the Facility Administrator or Clinical Team Leader at the care home where your loved one is living:

Chinook Care Centre: 403-252-0141

Brentwood Care Centre: 403-289-2576

Southwood Care Centre: 403-252-1194

Because our care homes are managing a high number of calls and e-mails each day, we ask that you please be patient if you call and are put on hold or there is a delay in replying to your e-mails. Your inquiries are very important to us and will be answered as soon as possible.

Thank you for your continued patience, understanding, kindness and support for our dedicated leaders and front line staff as they continue to provide compassionate care and service to all our residents, hospice patients and involved family members through this unprecedented pandemic.