

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



Reflections on the Year that has Passed and HOPE for 2021

As 2020 draws to a close I'm sure many would agree that it can't end soon enough and with it, the conclusion to one of the most difficult and challenging years in the last century! With the latest government imposed restrictions to “flatten the curve” of the alarming number of new COVID-19 cases, hospitalizations, ICU admissions, outbreak sites and most tragically deaths in Alberta, we have had to resign ourselves to accept that we cannot celebrate the holidays by getting together with our extended family and friends. Unfortunately, all gatherings with people who do not live under the same roof need to be held virtually this year, as we all do what is necessary to keep our loved ones as safe and well as possible as they welcome in the New Year.

The coming of the New Year brings with it Health Canada approved vaccines that have already started to be rolled out in Alberta, with Intercare's long term care (LTC) staff and residents being chosen amongst the first Albertans to be offered immunization to COVID-19. This has brought with it a renewed sense of optimism and HOPE that the end of the pandemic is finally within striking distance. HOPE is something that every human being needs – especially when having to endure a period of hardship and suffering as has been the case in 2020. OPTIMISM – the tendency to believe, expect, or hope that things will turn out well – will have reason to be front of mind as we move through 2021, and with the eventual vaccination of the majority of Alberta's population, a welcome return to happier times and some semblance of normalcy.

In closing, I would like to take this opportunity to thank all of our more than sixteen hundred (1,600) dedicated staff members all of whom have worked tirelessly this past year to keep our residents, hospice patients and each other as safe and well as possible, under tremendously difficult and stressful circumstances. They, and the thousands of others working in healthcare, are the true unsung heroes of this pandemic. I also want to thank our families for your amazing patience, kindness and support for our staff and willingness to accept the measures we have had to put in place to keep your loved ones safe and to limit their potential for exposure to COVID-19 and its spread within our homes. The measures we have taken have not been without their hardships, including the impact of reducing site access and in-person visitation, and we truly appreciate the understanding you have shown.

Finally, thank you to all our families and other legal guardians for trusting in us and choosing Intercare as your provider of choice to care for your loved ones. To each and every one of you, I want to wish a very safe, happy and healthy holiday season and better times ahead in 2021!

Ian Woodcock,
Executive Vice President & Chief Operating Officer

[A Message from Intercare's Medical Director](#)



As the holiday season rapidly approaches, we remember those whom we lost this year and those who were dear to us but are no longer present; at least, I always do.

On behalf of the entire medical staff, my physician colleagues and I offer our heartfelt condolences to the families and friends of those who lost loved ones this past year due to all causes, including COVID-19. We remember your loved ones. We also acknowledge the difficulties experienced by our residents and families from the many public health measures that have needed to be applied throughout the pandemic, including restricted visitation. There have been hardships to endure due to the necessary visitor restrictions, along with our inability to offer maintained activities, inclusive of recreation, during outbreaks in order to comply with enhanced infection prevention and control (IP&C) requirements. Naturally, we hope that the worst is behind us - yet we peer out our windows to the greater community and we see a rising prevalence of COVID-19. *"Do not be afraid; our fate cannot be taken from us; it is a gift."* - so spoke the 14th century Italian poet Dante Alighieri, author of the Divine Comedy. Perhaps not quite a gift, but an immutable reality that we were and continue to be faced with a virus that is completely novel with no cure and a potential to cause great harm. Our response to this threat has been extraordinary. I am so proud of all our staff, our leadership, our residents and our families who have shown a great courage and willingness to learn new ways of working together over the past year. We continue to learn and incorporate the latest approaches to care and safety; to both listen and hear each other; and to be patient and hopeful. With the recent implementation of the COVID-19 vaccine, this may well be the greatest gift of this holiday season and it cannot have arrived soon enough.

Dr. Paddy Quail,
Medical Director & Site Leader Medical

Please continue to follow the Chief Medical Officer of Health's (CMOH's) requirements, restrictions and recommendations to help control the spread of COVID19.



We Appreciate Your Feedback!

Intercare values and takes seriously feedback that we receive from our residents and their families and loved ones. Intercare 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 decide to submit a Feedback Form to us, you will receive an acknowledgement and timely response from the appropriate member of Intercare's leadership team.

