

# Intercare Connection

Respect ♥ Compassion ♥ Commitment ♥ Ethics ♥ Service

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## Elevator Safety Tips

### Be cautious when boarding and exiting elevators:

1. When using elevators, always **watch your step**. When entering or exiting an elevator, observe the elevator threshold before walking on or off the elevator, in case the floor of the elevator cab is not completely level with the foyer floor.
2. **Never try stopping the elevator's doors from closing** with anything - including hands, feet, canes or an object. Wait for the next elevator.
3. **Never use anything to force or keep the elevator's doors open** - including hands, feet, canes or an object. A person can also get injured trying to force the doors to stay open!
  - ✓ If you are **inside the elevator**, use the **door open button**.
  - ✓ If you are **outside the elevator** and the doors start to close, **let the elevator doors close naturally** and **wait for the next elevator to arrive**.

### Forcing elevator doors to stay open will cause the elevator to:

- ✓ Go into **Alarm**;
- ✓ Go into **'lock down'**;
- ✓ Go **'out of service'** if it locks down.

**NOTE:** When an elevator goes out of service, it may take a considerable amount of time for an elevator Service Technician to arrive to the Care Home to inspect and restart the elevator.

### If the elevator doors do not open while you are inside:

5. If you are inside an elevator and the doors are not opening, remember that all elevators have operating panels inside of them that are equipped with an alarm bell and emergency phone.
  - ✓ Never try to pry the elevator doors open.
  - ✓ Do not attempt to exit another way; wait for help to arrive.
  - ✓ Remember that the safest place in an elevator emergency is inside the elevator.

### Additional safety tips and reminders:

6. **Do not carry keys in your hands when entering or exiting an elevator.**
  - ✓ If you happen to drop the keys, they may get lost between the elevator cab and the door frame. Should this happen, retrieval of the keys may take a considerable amount of time.
7. **Do not overcrowd an elevator.** Instead, wait for the next elevator.
  - ✓ Remember that an elevator can go down at any time; ask yourself if you would want to be stuck in an over-crowded elevator while waiting for help to arrive.
8. When taking loved ones with **wheelchairs or walkers onto an elevator**, take them on one at a time to avoid having the elevator doors close on them while loading and/or forcing the doors to stay open too long, causing the elevator to go into alarm.
9. When **moving a loved one's belongings/furniture** into and out of the Care Home, determine if the Care Home has a **larger elevator** that should be used.
  - ✓ Some Care Homes have **larger elevators** that can better accommodate furniture moves than smaller passenger elevators. Using a **larger elevator** (if one is available at the Care Home) can make moving furniture on and off of them much easier.

## An Important Reminder...

### Masking and Health Screening Requirements (CMOH Order 37-20-21)

At this time, COVID-19 protective measures set out in CMOH Order 37-20-21 remain in effect in all continuing care settings. Given this, both **continuous masking and visitor self - screening** remain a requirement when visiting or attending at any Intercare Care Home. For additional information, please visit our website at:  
<https://www.intercarealberta.com/covid-19-updates-2/trusted-information/>



If you or someone you know would like to volunteer at an Intercare Care Home 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)



## Resident & Family Council Meetings at the Care Centre

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, Director of Care or Site Administrator for further information.

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



**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.

*We acknowledge and respect that we live and work on the traditional territories of the Blackfoot Confederacy (Siksika, Kainai, Piikani), the Tsuut'ina, the Îyâxe Nakoda Nations, the Métis Nation (Region 3), and all people who make their homes in the Treaty 7 region of Southern Alberta.*