

# Intercare Connection

Respect ♥ Compassion ♥ Commitment ♥ Ethics ♥ Service

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## Happy Holidays and Season's Greetings!

This year marked Intercare's 30th Anniversary of service to the people of Calgary. Over the past three (3) decades, Intercare has grown and evolved to meet the changing needs of Alberta's elderly, frail and vulnerable populations, and we have faced - and overcome - many challenges along the way - perhaps none bigger than the global COVID-19 pandemic. For going on three (3) years now, every member of the extended Intercare family - inclusive of our leaders, frontline staff, physicians, students and volunteers - has worked tirelessly to meet this unprecedented and continuing challenge head on, with unwavering dedication, unshakable commitment and heroic resilience. This extraordinary commitment has resulted in many kind words of appreciation and gratitude being received from our residents and family members. One such family member recently wrote:

*"I want to give a shout out to the staff...I was there yesterday morning to visit a resident on [a unit that] is in the midst of an outbreak. I was most impressed with the sanitary procedures being taken at that facility. Staff members are being very diligent not only in monitoring who comes and goes (and enforcing masking), but I also noticed that they seemed to be continually cleaning handrails and door handles and surfaces, etc. Good to see! I wasn't nervous about being there, despite the outbreak...Immediately upon entering the unit, I was met by a staff member who took me directly to the resident's room. Then I was escorted out again afterward. I want to express my gratitude for this level of care...I wish every care facility took COVID precautions this seriously. Well done!"*

The COVID-19 pandemic has served to highlight the fact that all of humanity is impacted by global events - especially those that have the potential to negatively influence our shared quality of life. Consequently, it is more important than ever that we commit to putting aside differences and embrace our common values, shared beliefs and collective desire to live in a world that is peaceful, vibrant, and healthy. We must continue to work together to address and resolve conflicts that result in human suffering, while committing to ensuring a sustainable future that will serve as the legacy of current generations and be enjoyed by future generations.

As 2022 draws to a close, we give thanks for all of the blessings in our lives, including the continued privilege to serve our residents, patients and family members to the best of our ability with loving kindness and compassion. Thank you for this privilege and for allowing Intercare to be your continuing care provider of choice.

Wishing everyone a very safe, healthy and happy holiday season and prosperous New Year!

Yours Sincerely,

*Intercare's Senior Leadership Team*



## Resident and Family Council (RFC) Meetings

Resident and Family Council (RFC) meetings are held regularly at the Care Homes. 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 regarding residents' quality of life at the Care Homes. Residents and their family members are encouraged to attend and participate or, if they wish, lead these important meetings. RFC meeting dates and times are regularly posted at the Care Homes. Please contact the Care Home's Social Worker, Director of Care or Site Administrator for further information. For information about Alberta's *Resident and Family Councils Act*, please visit: <https://alberta.ca/resident-family-councils.aspx>



### Southwood Care Centre - Phase III Expansion & Rejuvenation Project

We are pleased to report that the Phase III expansion project at our Southwood Care Centre is now completed as planned! Following required commissioning inspections and approvals by Alberta Health (AH) and Alberta Health Services (AHS)/Calgary Zone, the new two (2) story wing welcomed its first resident admissions on November 28<sup>th</sup>.



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)

### 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, **masking and health screening requirements are still required** when visiting or attending any Intercare care home. For additional information, please visit our website at: <https://www.intercarealberta.com/covid-19-updates-2/trusted-information/>

