

Intercare Connection

Respect ♥ Compassion ♥ Commitment ♥ Ethics ♥ Service

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Season's Greetings!

As 2021 draws to a close, we reflect upon the year that was and give thanks for all that is good in our lives. Perhaps most importantly, this includes the love of family and friends, which we honor during times of celebration and draw upon for support in times of difficulty. The difficulties posed by the global pandemic have been numerous to say the least, and it continues to challenge all of us in ways we could not have imagined before it began.

While no-one can predict when the pandemic will eventually end, we can take comfort in knowing that we have caring, compassionate and supportive people available to assist us. This includes our entire Intercare family of over 1,500 valued employees, to whom we give heartfelt thanks for their continued commitment and dedication to the safety and well-being of our residents, patients, family members and each other under extremely challenging times and relentless demands of the ongoing pandemic. We are also thankful to all the family members for their continued patience, kindness and support for our staff and willingness to accept the ongoing pandemic measures that have been put in place, inclusive of changes and adjustments to visitation. We know and understand that the measures we have taken to keep our residents, patients, staff and visitors as safe as possible have not been without their challenges and we truly appreciate everyone's understanding and support.

Finally, we would like wish everyone a very safe, happy and healthy holiday season. The New Year is fast approaching and we look ahead with hope and optimism that the pandemic may see its eventual end by the end of 2022!

With sincere appreciation and gratitude,

Intercare's Senior Leadership Team



Accreditation Canada

As a regular participant in Accreditation Canada's accreditation evaluation program, Intercare continues to proudly meet and exceed Accreditation Canada's requirements that demonstrate excellence in quality improvement and safety.

Intercare has held an Accreditation Canada decision award of 'Accreditation with Exemplary Standing' since 2013, representing an accreditation standing that reflects the highest level of performance excellence awarded to an organization by Accreditation Canada.

Intercare's next Accreditation evaluation process is scheduled to take place from **January 31 - February 3, 2021**.



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](https://alberta.ca/resident-family-councils.aspx), please visit: <https://alberta.ca/resident-family-councils.aspx>

Safe Resident Bath / Shower Water Temperatures: Did you know?

In accordance with Alberta Health (AH) and Alberta Health Services (AHS) provincial policy requirements, 38 to 43 degrees Celsius is the specified safe water temperature for residents during staff-assisted baths/showers. In compliance with this policy, Intercare staff are required to complete three (3) temperature checks to monitor bath/ shower water temperatures prior to assisting residents into their bath or shower. Residents who are able to do so, are also invited by staff to participate in the third temperature check by placing their arm into the water.

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**.

