



Resident Handbook



The "Heart of Excellence"

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Dear Residents and Families,

Welcome to Intercare!

Our team of qualified care and support service staff is ready to assist you in any way that will ensure your stay with us is both comfortable and respectful. Each Intercare facility offers a similar core of services and amenities; however, there will be some variance depending on the needs and desires of the resident. Our dedicated staff will make every effort to assist you in getting settled and exploring the numerous opportunities that are available.

You will undoubtedly have many questions. Not to worry! In a relatively short period of time you will learn about Intercare and how our commitment to quality services will immediately begin to have a positive impact on your quality of life. To ensure that any questions or concerns you may have, are responded to in a timely manner, we have adopted an “open door policy” and encourage you to contact the Staff Nurse, Unit Manager, Clinical Team Leader, Residential Services Team Leader or the Site Administrator, all of whom may be of assistance to you.

At Intercare, your feedback is important to us. We have a simple communications process utilizing a “Feedback Form” that allows you to easily share in writing a concern, compliment or suggestion with us. Simply fill out and deposit a completed form in the account box located near the front desk (or near the Site Administrator’s office) or hand it directly to the receptionist. Feedback Forms are also available and can be completed online at Intercare’s website. We promise that your comments will be directed to the appropriate team member and follow up will be completed with you in a timely manner. We have found this process helpful both in resolving issues quickly and in developing new or expanded programs. Finally, it is a great way to let us know how effective we are in providing for your care and support.

We would like to extend a warm welcome to you and thank you for choosing Intercare as your new home.

Bert Everett,

President

Our Purpose:

To maintain dignity, offer choice, support growth and honour those we serve.

Our Values:

- ♥ **Respect:** Honouring each other as individuals
- ♥ **Compassion:** Responsive to the needs of others – sharing joy, laughter and tears
- ♥ **Commitment:** Responsible and accountable for the safety and quality of services we provide
- ♥ **Ethics:** Conduct based on integrity, openness and trust
- ♥ **Service:** Recognizing that every interaction leaves a lasting impression.

Our Vision:

“Heart of Excellence” -

To be recognized as the first choice provider of continuing care services



Privacy & Confidentiality

Residents have the right to have their privacy and confidentiality protected. Intercare will ensure that residents' personal and health information provided to Intercare remains private and confidential pursuant to Alberta's *Health Information Act (HIA)*.

Accommodation Charges

Accommodate charges for all Long Term Care (LTC) facilities are set and adjusted by the **Government of Alberta**. Accommodation rates are standardized throughout the province of Alberta, including the Alberta Health Services/Calgary Zone.

Until further notice, daily accommodation rates at the Care Centre are as follows:

Private Room A \$70.10

Private Room B* \$65.40

*Private room with shared bath

Shared Room \$60.65

Resident Transfers from Semi to Private Rooms

- ♥ Intercare maintains an internal waiting list for residents wanting to relocate from a shared to a private accommodation.
- ♥ Due to the number of specialized care units within Intercare's system and varying resident acuities, please note that priority for resident transfers to a private accommodation is based upon a resident's on-going care needs, as opposed to the time a resident has spent on the internal waiting list. Intercare does, however, endeavor to accommodate each request for a private room as quickly as possible.

While the above noted accommodation rate covers the majority of costs related to your dietary, housekeeping, linen and maintenance needs, the following additional charges (costs) may be incurred during your stay:

- ♥ **Resident Identification:** To complete our admission process, Intercare requires an appropriate photograph of the resident for

Additional Charges

identification purposes, the set-up of basic resident information on to our addressograph and an identification wrist bracelet for the resident. The non-refundable associated cost for the resident identification process is \$44.00 + GST, due upon admission. If the resident loses or damages the identification wrist bracelet a \$15.00 replacement fee will be charged to the resident. Resident identification bracelets are used for resident safety and identification purposes. For example, the identification bracelets provide an important alternate identification source, particularly for medication management safety purposes, if residents are unable to 'self-identify' themselves.

- ♥ **Labelling Resident Clothing:** To help us ensure that clothing items are not lost or misplaced, all resident clothing is labeled as part of the admission process. Upon admission, the resident's unlabeled clothing should be given to a staff member on the resident's Unit as soon as possible to ensure the resident's items of clothing can be labeled by Intercare for identification purposes. The non-refundable associated cost for the labelling service and one hundred (100) laundry labels is \$38.50 + GST, due upon admission.
- ♥ **Personal Laundry:** Families/loved ones who prefer to provide personal laundry services for residents are encouraged to do so. Families/loved ones who prefer to have personal laundry services for residents provided by the Care Centre will be charged a cost of \$54.50 + GST per month.
- ♥ **Foot Care Nurse Services:** Foot care nurse services are available to residents at the Care Centre by appointment only. Residents who access the on-site foot care nurse services will be charged a fee for such service and must first complete an "On-Site Foot Care Services Billing Consent Form".
- ♥ **Cable Television:** Cable Television in resident rooms must be **Shaw Cable only**. The cost for cable television services for residents wishing to utilize this service is \$34.00 + GST per month.

Digital cable boxes and remote controls are the property Intercare. As such, a \$100.00 replacement fee will be charged to the resident or Responsible Party, to whom such equipment has been assigned, for any damage to, loss or removal of the assigned items from any resident room.

Living at Intercare

- ♥ **Intercare Calgary Regional Corporate Office:** Intercare's Calgary Regional Corporate Office is located at Suite 501, 5920 Macleod Trail S.W., Calgary, Alberta, T2H 0K2. Business hours are from 8:00 a.m. to 4:30 p.m., Monday through Friday. Questions or concerns regarding billing or trust funds for residents in all Intercare sites should be directed to the Corporate Office by phone (403) 255-4969 or by fax (403) 252-6591.
- ♥ **Intercare's Website:** General information about Intercare is available on our website at www.intercarealberta.com.
- ♥ **Visiting Hours:** Intercare does not restrict visiting hours. For security purposes however, all entry doors to the Care Centre are locked in the evening and at night. When entrance doors are locked, access to the Care Centre can be requested by using the intercom located at the entrance.
- ♥ **Social Leave:** Residents may go out on social leave at any time. Staff must be notified in advance of the resident leaving the Care Centre and appropriate entries must be made in the “**Sign-In / Sign-Out**” book when the resident leaves and returns. If an extended leave is anticipated, please notify the Staff Nurse (RN/LPN) at least five (5) days in advance to ensure appropriate medication is available prior to the resident leaving.
- ♥ **Activity Calendars** are provided by the recreation department. Family members are encouraged and welcome to participate with residents in planned events.
- ♥ **Meal Times** may vary from Unit to Unit, so please check with staff for your designated meal time. The main meal is usually served mid-day. A meal substitution for lunch or dinner is available for residents, upon request.
- ♥ **Snacks** including coffee, tea, juices and cookies are available to residents during the day.
- ♥ **Alcoholic Beverages** may be provided for the resident by the resident's family and must be stored in the Unit medication room and administered by the resident's RN/LPN.

Living at Intercare (continued)

- ♥ **Room or Dining Changes:** Every effort is made by our staff to expedite and accommodate a request to either relocate the resident's room or his/her dining room table. All requests should be made in writing to the Staff Nurse on the Unit.
 - ♥ **Family or Friends** are always encouraged to join a resident for a meal. Family or friends wishing to do so are asked to complete a **Visitor Meal Voucher** and notify the Staff Nurse (RN/LPN) on the resident's Unit at least two (2) hours in advance of the meal to accommodate meal preparation time. Meal costs are: **\$9.50** for Breakfast; **\$12.00** for lunch or dinner; **\$20.00** for special Holiday Meals.
 - ♥ **Family Functions:** If you would like to hold a family function at the Care Centre, arrangements can be made by contacting either the Site Administrator or Food Services Team Leader (FSTL). Intercare encourages families and friends to celebrate birthdays, holidays and other special events with their loved ones at the Care Centre.
 - ♥ **Non-Smoking:** All Intercare facilities are **non-smoking facilities**. In accordance with Intercare Policy, AHS/Calgary Zone policy and the City of Calgary Bylaw 57M92, residents, family members, visitors, guests and staff are strictly **prohibited** from smoking and/or consuming tobacco or tobacco-like products anywhere within or on Intercare property, including but not limited to resident rooms, commons areas, stairwells, stairways, outdoor patios and the surrounding outdoor garden areas and grounds.
 - ♥ **Parking Passes:** Due to limited parking availability at Intercare facilities, Intercare has implemented controlled paid hourly/daily parking. To avoid being ticketed or towed at the owner's sole expense, visitors **must** ensure that they have purchased a ticket to park in an Intercare parking lot. Monthly parking passes for extended parking use may be requested, however the availability of such passes are **extremely limited**.
- ~ Please see the Receptionist at the Care Centre for information about parking at Intercare ~*
- ♥ **Loaner Wheelchairs:** Loaner wheelchairs may be available on a limited time basis, depending on availability. If a loaner wheelchair is not available, residents can access rental wheelchairs from local vendors until the Alberta Aids to Daily Living (AADL) process is



Living at Intercare (continued)

completed and a wheelchair is delivered to the Care Centre for the resident. Power wheelchairs **MUST** be assessed by the Occupational Therapist/Physiotherapist (OT/PT), as per Intercare policy.

- ♥ **Care Plans:** Residents (or their legal health decision maker, if applicable) who have questions about their care plan or who wish to see / receive a copy of their care plan should contact the Clinical Team Leader or Unit Manager.
- ♥ **Palliative Care - End of Life (EOL):** Information about the end stages of life is available at Intercare in a variety of brochures and pamphlets. For information, please contact the Clinical Team Leader or Unit Manager.
- ♥ **Safe Bath / Shower Water Temperatures:** In accordance with Alberta Health (AH) and AHS provincial policy, Intercare recognizes 38 to 43 degrees Celsius as safe water temperatures for residents during staff-assisted baths / showers.

To monitor bath / shower water temperatures, Intercare staff are required to complete three (3) temperature checks prior to assisting residents into their bath or shower. Residents who are able to do so will be invited by staff to participate in the third check by placing their arm into the water.

- ♥ **Resident Baths>Showers:** In accordance with AH and AHS provincial policy, Intercare provides residents with the opportunity to receive a minimum of **two (2) baths per week** by the method of their choice (which may include a tub bath, shower, full body sponge bath or bed bath). Residents who do not want two (2) baths per week will not have to do so.
- ♥ **All Prescriptions or Instructions from Consulting Physicians** must be approved by the resident's Attending Physician. Please bring any paperwork provided by the outside source back to the facility and give it to the Staff Nurse. The Staff Nurse will look after getting the approval of the Attending Physician. Only medications provided by Intercare's contract pharmacy shall be administered by Intercare Staff. Please be aware that while residing in a care facility the use of Alberta Blue Cross cards to purchase medications is prohibited by Alberta Blue Cross.

Living at Intercare (continued)

- ♥ **Complementary and Alternative Therapies:** Intercare supports the rights of residents to use complementary and alternative medications and therapies. Residents considering use of a complementary product or therapy must inform the unit Staff Nurse (RN / LPN) in writing about such use. This will enable staff to determine whether the product or therapy may be harmful in view of the conventional therapies and medicines being provided by the Care Centre.
- ♥ **Cannabis for Medical Use Purposes:** All use of cannabis for Medical Use Purposes requires an **Attending Physician's order**. Please also note that the smoking, propagation, sharing, bartering, selling, borrowing or growing of cannabis (medical or recreational) is **not permitted** in the Care Centre or on any Intercare premises or property.
- ♥ **Discharges** from the Care Centre may occur for residents who are deemed not suitable or appropriate for the Long Term Care (LTC) community. Such discharges are planned and undertaken in conjunction with AHS /Calgary Zone (Transition Services).
- ♥ **Hospitalization:** If the resident requires hospitalization, arrangement will be made by Nursing and the family will be immediately notified. In the event that a resident is admitted to hospital for a period exceeding fifty (50) days, the need for long term care placement will be re-evaluated.
- ♥ **Transportation:** Residents, family members and/or Responsible Parties are required to purchase their own Handibus tickets and book Handibus transportation for the following types of resident outings:
 1. **Social outing** transportation for residents that is not part of a recreation program at the care centre; and
 2. **Non-medically necessary outing** transportation to and/or from the required location for such appointments that include, but are not limited to: dental, optometric, chiropractic, acupuncture, massage and/or other non-urgent appointments.

Living at Intercare (continued)

Definition: Non-medically necessary appointments are resident health appointments that are not based on the resident's current treatment plan and/or have not been ordered by the resident's Attending Physician.

The Care Centre will arrange and pay for the resident's transportation to and/or from medically necessary appointments that have been ordered by the resident's Attending Physician.

♥ **Family Notifications:**

Immediate notification when there is: 1) Significant change in the resident's condition that requires physician assessment and/or order changes; 2) Any life threatening condition that exists; 3) Symptoms that indicate medical interventions may be necessary (e.g. lab work, x-rays, emergency treatment); 4) A change in condition that is different from the resident's normal and appears to be unstable; and/or 5) A situation in which the resident is unaccounted for / missing.

Within twenty-four (24) hours when there is: 1) An incident that has resulted in an injury to the resident which required nursing treatment; 2) Continuation of symptoms which indicate medical intervention may be necessary; 3) An incident that did not require notification of the resident's Attending Physician, but did create a situation which could cause the resident or family distress or anxiety; and/or 4) Changes in the resident's medications.

The family / Responsible Party must advise the Staff Nurse if they **do not** wish to be provided with notifications, as per Intercare's Family Notification process outlined above.

♥ **Staff and Volunteer Involvement in Resident's Personal Affairs:**

To ensure on-going compliance with Alberta's regulatory standards and to safeguard staff and volunteers, Intercare policy stipulates that staff and volunteers are **not permitted** to be involved in the following legal affairs:

1. Resident financial affairs, including Power of Attorney, Trusteeship, Wills and Estates; and
2. Resident non-financial affairs, including Personal Directives and/or Guardianship.

For clarification or further information about the policy requirement above, please contact the Care Centre's Social Worker or Site Administrator directly.

Living at Intercare (continued)

- ♥ If **Personal Directive, Enduring Power of Attorney, Guardianship Order** and/or **Trusteeship Order** have been finalized by or on behalf of the resident, please provide copies of all such important legal documents to the Clinical Team Leader, Social Worker or Unit Manager for Care Centre records.
- ♥ **Witnessing Legal Documents:** Staff, volunteers, other residents and members of the general public who are visiting at the Care Centre are **not permitted to witness** any personal, legal or contractual documents. It is the sole responsibility of the resident; the resident's family/love ones; and/or the resident's legal representative to arrange and provide legal counsel and a public witness for signage of any personal, legal or contractual documents on behalf of the resident.
- ♥ **Protection for Persons in Care Act (PPCA):** All Intercare residents are protected under the *PPCA*. Any and all forms of resident maltreatment are considered unacceptable. Intercare has a zero tolerance policy for resident abuse. For additional information, please contact one of our Staff Nurses (RN / LPN), Social Worker or Site Administrator. To report any form of maltreatment, contact the Site Administrator or call the **PPC Office** directly at **1-888-357-9339**.
- ♥ **Money or Other Gifts:** Intercare's policy indicates that money or other gifts offered by residents or their families may **not** be accepted by Staff. If you are considering making a staff donation, please contact the Site Administrator. Please also note that in keeping with accounting and legislative requirements, **Income Tax receipts cannot be issued** to donors for monetary donations made to Intercare.
- ♥ **Foundation for Seniors Care - "Hearts of Excellence":** Individuals who wish to make a monetary donation in memory of a friend or loved one are invited to donate to the "**Foundation for Seniors Care - "Hearts of Excellence"**". The Foundation is a registered charity that is committed to supporting seniors and hospice/palliative care by providing funding for related programming and services, as well as education, special projects, intergenerational and community-based initiatives. **Income Tax receipts are issued** for each monetary donation to the Foundation. Please contact the Site Administrator for further information.

- ♥ **Concerns Resolution:** To ensure that your concern(s) receive prompt attention and are reasonably resolved to your satisfaction, we encourage you to follow the "step-by-step concerns resolution flow map" outlined below on this page.

STEP-BY-STEP CONCERNS RESOLUTION FLOW MAP



- ♥ **AHS/Patient Concerns or AHS/Health Link (Alberta):** If you are not satisfied with Intercare's response to your concern(s), you have the right to further direct your concerns or questions to **AHS/Patient Concerns** by calling toll free at **1-877-957-9771**; or **AHS/Health Link (Alberta)** by calling **811**.
- ♥ **Office of the Ombudsman:** If you are still not satisfied with the responses you have received, you have the right to request that AHS and the Alberta Ombudsman further investigate the concern/complaint resolution process or the fairness of the final decision by calling tolling free at **310-0000** followed then dialing **(403) 297-6185**; or via their website at www.ombudsman.ab.ca.

Family / Resident Responsibility

- ♥ To expedite the admission process, the resident, family or person designated as financially responsible should undertake to arrange for telephone installation (TELUS at (403) 310-2255); newspaper delivery (Calgary Herald at (403) 235-7323 / Calgary Sun at (403) 250-4300) and expanded Shaw TV cables services (Shaw Television at 1-888-472-2222). Intercare provides basic TV cable services, however the cost of additional channels is the responsibility of the resident. Invoices/billings for these services should be sent directly to the person responsible for the financial affairs of the resident. Transfer or termination of any of these services within the Care Centre is also the responsibility of the party responsible for the resident's financial affairs.
- ♥ You or your family are responsible for providing:
 - Razor (electric preferred)
 - Hearing-aid batteries
 - Cosmetics
 - Shampoo
 - Body wash / soap
 - Deodorant
 - Toothbrush, toothpaste and mouthwash and/or denture supplies
 - Skin lotion
 - Kleenex
 - Stamps
 - Clothing that is appropriate to the season for resident outings. For example: scarf, hat, mittens; or sunglasses, sunscreen and sun hats.
 - Adaptive clothing (if required)
 - Hip protectors (if required)
 - Bedside Table Lamp (optional / if preferred)

Family / Resident Responsibility (continued)

- ♥ The **Goals of Care** chosen can be changed at any time. Wishes expressed in the Personal Directive will be honoured in the Goals of Care form. If you have any questions, please feel free to discuss it with the resident's Attending Physician or a Staff Nurse.
- ♥ **Goals of Care Designation** is a way to communicate to staff personal wishes in the event that a resident's health deteriorates.
- ♥ If **pre-planned funeral arrangements** have been made, inform the Staff Nurse so that information is available on the chart in order for the resident's wishes to be carried out.
- ♥ If there is a **change of address or telephone number**, please ensure that this information is updated with Intercare's Calgary Regional Office and with Nursing on the resident's Unit at the Care Centre to help us ensure correct information is on the resident's medical record.
- ♥ **If family members or Responsible Party will be away for any length of time, please notify nursing staff on the resident's Unit at the Care Centre with dates and any alternate contact names and numbers.**

The Care Centre Team

- ♥ Intercare's Medical Director and Medical Site Leader is **Dr. Paddy Quail**. **Dr. Quail is a family physician who attends to residents at Intercare sites.**
- ♥ **Attending Physicians:** All physicians who attend to residents at Intercare Long Term Care (LTC) Centres **must** hold continuing care privileges with the AHS / Calgary Zone. The Attending Physicians visit Intercare residents on a regular basis and are updated by nursing as necessary.
- ♥ **ARP Physicians** are a group of Attending Physicians who are dedicated to the provision of comprehensive medical care for residents at Intercare.
- ♥ **Site Administrators** are responsible for the overall operations and administration, including the clinical care component, at each Care Centre.

Your Care Centre Team (continued)

- ♥ **Directors of Care** are Registered Nurses responsible for the overall clinical care at the Care Centre.
- ♥ **Case Managers** coordinate care in partnership with residents, family, staff and physicians to provide the best possible care.
- ♥ **Registered Nurses (RNs), Licensed Practical Nurses (LPNs) and Health Care Aides / Nursing Assistants** specialize in continuing care and are responsible for the provision of care and care-related services twenty-four (24) hours a day, seven (7) days per week.
- ♥ Registered Dietitians assess each resident's nutritional status and need for supplements and monitors weight monthly.
- ♥ Special diets are provided as required and are monitored by the Registered Dietitian after conferring with the resident, family and physician. Special snacks are included.
- ♥ **Social Workers** provide social support and assistance with resident financial and non-financial affairs, provided such resident affairs directly relate and pertain to the resident's admission and accommodation (residency) at the Care Centre.
- ♥ Occupational Therapists and/or Physiotherapists **assess residents and identify equipment and programs to assist them in accomplishing activities of daily living.**
- ♥ **Recreation Therapists** assess residents and provide them with choices and opportunities to participate in various recreational / social activities.
- ♥ **Therapy Assistants** implement therapeutic programs on an individual basis or group setting, under the supervision of the Therapists.
- ♥ Contracted **Clinical Pharmacists** ensure that appropriate medication is provided to residents and that all medications prescribed are reviewed on a regular basis. The contract pharmacists are available to answer any questions that residents may have about their medications.
- ♥ Contracted **Denturists** are available on site by appointment to provide required denture services and will also label dentures with the resident's name for a nominal fee.
- ♥ **Other Dental Treatment:** Individuals requiring other dental treatment can be referred to and/or access dental clinics in the community.

Your Care Centre Team (continued)

- ♥ Contracted **Foot Care Nurses** are available on site by appointment to provide foot care nurse services to residents at the Care Centre. A fee is charged to residents who access this service.
- ♥ The **Volunteer Coordinator** recruits, hires, coordinates and manages Volunteers at Intercare. Volunteers provide help with a wide range of services for residents in many areas. Family members or friends who are interested in volunteering, or who may know someone who is interested in volunteering, are encouraged to contact Intercare's Volunteer Coordinator.

Residential Services

- ♥ Intercare's **menu** rotates every five (5) weeks. Developed by a Registered Dietitian, with input from the Team Leaders and our residents, the menu meets Canada's Food Guide to Healthy Eating and offers a wide variety of meals.
- ♥ **Kitchen and dietary services** at the Care Centre are managed by the Care Centre's Food Services Team Leader (FSTL).
- ♥ **Housekeeping** services are provided seven (7) days a week and follow a regular cleaning schedule. Housekeeping services at the Care Centres are managed corporately by the Housekeeping & Laundry Team Leader.
- ♥ The **Maintenance Department** is accountable for the preventative and ongoing maintenance of all Intercare Care Centres. You may access our maintenance services through the Care Centre's nursing team. Maintenance services at the Care Centres are managed corporately by the Maintenance Team Leader.
- ♥ Residents and/or their families are required to set up a **Trust Account** to allow residents to make small purchases, pay for resident toiletries, outings, additional recreational expenses and any handibus useage.
- ♥ **Personal Mail** is delivered to the resident's room daily. Any pre-stamped items should be left at the reception desk. Please arrange with the postal service for all invoices and other documents to be directed to the address of the person responsible for the resident's financial affairs.

Residential Services (continued)

- ♥ A professional **Hair Salon** is located at each Care Centre for residents. **Residents must not pay cash for salon services.** Charges and payments are processed through Intercare's Accounting office, on behalf of the residents. Any salon usage that has been processed by the Accounting office is itemized and reflected on the resident's monthly invoice. Families are encouraged to make appropriate arrangements directly with the hairdresser for hairdressing services that the resident may desire. Concerns regarding Hair Salon Services at the Care Centre should be directed to the attention of the Site Administrator.
- ♥ **The Care Centre is not liable or responsible for the loss or damage of any personal effects or valuables belonging to a resident,** (e.g. hearing aid, glasses, dentures, jewelry, sentimental items etc.). As such, Intercare recommends that families keep all non-essential personal effects and valuables at home and arrange appropriate insurance for those personal effects / valuables that are left for / with the resident at the Care Centre.



Let's Hear From You!

- ♥ **Resident and Family Council (RFC) Meetings** are held regularly at the Care Centre; meeting dates and times are regularly posted at the Care Centre. RFC meetings offer residents and their family members opportunities for education, information sharing, feedback review, and 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. Please contact the Care Centre's Social Worker, Clinical Team Leader 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>

- ♥ A **Care Conference** will be arranged within six (6) to eight (8) weeks of admission. Residents and families are invited to meet the interdisciplinary team consisting of nursing, social work, occupational therapist/physiotherapist, recreation therapist, physician, pharmacist, and dietitian. Team members will report on assessments and involvement to date. Any questions or concerns are shared and addressed. Additional conferences are then arranged on an annual basis.
- ♥ Residents and families are encouraged to contact the **Attending Physician** when they have questions or concerns. The Staff Nurse can provide you with Attending Physician's contact information.
- ♥ If you or your family has concerns, comments, suggestions, requests or questions about the care and services provided by Intercare we want to 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 on the Units throughout each Care Centre and online via Intercare's website at 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.

Infection Prevention and Control

Intercare has policies and processes in place to help reduce the risk of infectious diseases, such as influenza, from coming into and spreading through our Care Centres. These safeguards are referred to as “Infection Prevention and Control”.

Influenza vaccination programs for staff and residents, hand hygiene and respiratory etiquette are important steps that we follow to help reduce the risk of infections in our Care Centres.

Given that the best line of defense against infection is hand-washing, please remember to wash your hands often and thoroughly. Hand cleaning gel is available at the main entrance of each Care Centre.

Family members, friends and visitors can help us keep our residents safe.

Here’s what you can do to help:

- ♥ Do not visit your family member or friend if you are sick or feel like you are getting sick
- ♥ Wash your hands before and after you leave the Care Centre
- ♥ Use alcohol hand gels in between hand washing
- ♥ Cough or sneeze into your sleeve to avoid spreading germs
- ♥ Don’t bring small children to visit if they are ill or have been exposed to influenza at school or in the community
- ♥ Urge your family member or friend to tell a Nurse if he/she has any signs of influenza
- ♥ Urge your family member or friend to avoid close contact with others during the influenza season or outbreaks

The 'Four (4) Moments of Hand Hygiene'

Intercare follows the '**Four (4) Moments**' of hand hygiene, as outlined by AHS, to reduce the risk of spreading potential sources of infection within our facilities.

The **Four (4) Moments** of hand hygiene are as follows:

- ♥ **Moment 1:** Before contact with a resident or resident’s environment, includes but is not limited to: putting on personal protective equipment; entering a resident’s room; and before providing resident care.

Infection Prevention and Control (Continued)

- ♥ **Moment 2:** Before a clean or aseptic procedure, includes but is not limited to: wound care; handling intravenous devices; handling food; or preparing medications
- ♥ **Moment 3:** After exposure (or risk of exposure) to blood and/or body fluids, includes but is not limited to: when hands are visibly soiled and following removal of gloves.
- ♥ **Moment 4:** After contact with a resident or resident's environment, includes but is not limited to: removing personal protective equipment; leaving a resident's environment; and after handling resident care equipment.

Outbreak Management

In the case of an "outbreak" (i.e. numerous cases of a gastro-intestinal (GI) or respiratory illness), signage advising of the outbreak will be posted at the facility.

PLEASE NOTE: These types of infections can easily spread. To decrease risk to Residents, families, visitors and staff, activities at the facility may be cancelled and visiting may be limited or restricted during an outbreak.

Safety

Intercare is committed to promoting and maintaining a culture of safety for our residents, families, visitors / guests, staff and volunteers. It is the responsibility of all staff and volunteers to contribute to the health and safety of our work environment and the well-being of our residents.

Residents and family members also play a very important role in promoting safety. As such, Intercare encourages you to report any safety concerns that you may have while in our Care Centres to our staff or by completing and submitting a **Feedback Form** to us.

There are various types of **emergencies** that may arise within our Care Centres. Our first priority in the face of an emergency is the safety and well-being of our residents. Particular actions taken by staff will depend on the type of emergency.

If you are in the building when one of the codes noted below is announced **remain calm, stay in a safe location and follow the directions of staff.**

In Case of Emergency

We follow the **National Code System** as follows:

Code Red	Fire
Code Green	Evacuation
Code Yellow	Missing Resident
Code Blue	Medical Emergency
Code Black	Bomb Threat
Code Orange	External Disaster Plan
Code Purple	Hostage Taking
Code Grey	Shelter-In-Place/Air Exclusion
Code Brown	Hazardous Materials Spill
Code White	Aggressive Behavior

Intercare also has Contingency Plans in place to ensure the continuation of necessary facility services to residents in the event of service disruptions including, for example: loss of power; loss of water; loss of heat; disruption to housekeeping and laundry services; disruption to meal services and disruption to safety and security services.

The Contingency Plans are located in Intercare's Emergency Response Manual and are available for review through the Site Administrator, upon request.



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Fax: (403) 252-6591

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January 2022v.