



Volunteer Views

Issue 18 July 2022

Message from the Volunteer Coordinator - Bev Babuk

Our Values:

- Respect
- Compassion
- Commitment
- Ethics
- Service

Are you ready to come back?

Before you do, please let me know so that I can ensure everything is up-to-date. In addition to proof of COVID-19

vaccination, I need to ensure you have your new red name tag, a current parking pass, and have signed off on our COVID-19

Wavier form. But most importantly, I want to have a chance to say hello and to meet you!

I can be reached at 403-255-4969 ext. 116

Hello everyone,

I would like to take a moment to introduce myself. My name is Bev and I am filling in for Kate while she is temporarily away. It has been a busy few weeks; so much to learn and I have met so many new people! Thank you for your patience and understanding as I get up to speed in my new role.

For those of you who have or are returning to volunteer with us, I want to welcome you back! I know that we have many volunteers who will be enjoying some free time over the summer. Whether it is catching up with family or going on that long awaited vacation - whatever it might be - please enjoy yourselves and remember to stay safe!

With many of our volunteer programs already back up and running, and a few more programs starting up again, our need for volunteers is great. Currently, I am in need of volunteers to assist with portering residents to and from their hair salon appointments within our care centres, as well as volunteers to assist with resident outings. If either of these volunteer opportunities are of interest to you and you would like more information about them, please reach out to me directly via email at bbabuk@intercarecorpgroup.com.

As always, if you have a friend or family member who may be interested in volunteering with us, please pass along my contact information as well.

One of the truths of working in Hospice/Palliative Care is that we are continually learning and growing. Some of that growth happens simply by companioning the dying, listening to their stories and being present with them. But like in any area, we also need to challenge ourselves to seeking more knowledge, being familiar with current trends, and practicing self reflection and personal improvement. In April, Volunteer Coordinators from Hospices in the Calgary Zone hosted a continuing education session with the two (2) topics: 1. Grief and Bereavement; and 2. Bedside Conversations. The first session was facilitated by Allison Campbell, Social Worker at Foothills Country Hospice. At the session, we learned about grief both of the person dying and of those who love them. The second session was facilitated by Darin Parkin, Chaplain at High River Hospital. Darin taught us the value of being present at the bedside and led us in a humorous activity of some of the best things to say and then the worst. Volunteer Coordinators for the hospice sites within the Calgary Zone are planning to hold a Continuing Education session on an annual basis for all volunteers in Hospice programs.

Jennifer DeLeon, Hospice Life Enrichment Coordinator

Intercare Accreditation Update

Intercare is a participant in Accreditation Canada's Qmentum accreditation program. As part of the Qmentum accreditation program, Intercare recently underwent a rigorous evaluation process that included:

1. Completion of a comprehensive self-assessment process by Intercare; and
2. An in-depth evaluation and assessment conducted by external peer surveyors from Accreditation Canada.

The five (5) day assessment and evaluation process took place between April 18 - 22, 2022 during which time Intercare's performance, including leadership, services and clinical programs, was evaluated against a set of national standards of excellence in the provision of quality health care services and commitment to safety.

Following its accreditation survey process, Intercare was once again awarded the following four (4) year accreditation decision by Accreditation Canada:

“Accredited with Exemplary Standing”

This exciting achievement represents Intercare's third (3rd) successive **“Accredited with Exemplary Standing”** award decision received from Accreditation Canada since 2013 and with it, Intercare continues to proudly meet and exceed the requirements of Accreditation Canada's Qmentum accreditation program, including demonstrated excellence in quality improvement and safety.

The **“Accredited with Exemplary Standing”** award decision extends for a four (4) year period and represents the highest level of performance awarded by Accreditation Canada. Intercare's next Accreditation assessment and evaluation process will be due to take place in the year 2026.

We would like to acknowledge and thank all of our residents, patients, family members, employees, volunteers, physicians and community for their support during the accreditation process.

