

Intercare Connection

Respect ♥ Compassion ♥ Commitment ♥ Ethics ♥ Service

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Tips for Communicating with People who have Dementia

Basic ‘Do’s’ and ‘Do Not’s’

There is no one right or wrong way of communicating with people with dementia. Communication is different for each person who has dementia so what may work with one person, may not work with another. Here are some examples for consideration when communicating with a person who has dementia:

- ♥ Do not argue
- ♥ Avoid confrontation
 - ⇒ leave the room if necessary
 - ⇒ agree with the person
 - ⇒ distract the person with a different activity or subject
- ♥ Avoid insistence (try again later)
- ♥ Do not try to reason with the person
- ♥ Do not use ‘controlling’ words such as “No”, “Don’t” and “Stop”
- ♥ Do not use questions that begin with the word “Why?”
- ♥ Do not remind the person that they are forgetful or forgetting
- ♥ Do not question recent memory
- ♥ Interpret the person’s words and feelings as best as able
 - ⇒ Respond to the person’s feelings, rather than the person’s words
- ♥ Speak slowly and clearly
 - ⇒ Use simple statements
 - ⇒ Provide short, one-sentence explanations
- ♥ Provide simple ‘one-step-at-a-time’ directions and do not rush the person
- ♥ Repeat instructions or sentences exactly the same way each time
- ♥ Allow plenty of time for comprehension
- ♥ Allow the person to feel ‘in control’
- ♥ Use the word “Let’s...”
- ♥ Be patient
- ♥ Be cheerful and re-assuring

Sentences to Use:	Sentences NOT to Use:
You seem anxious, worried, etc.	Stop doing that
I can never remember either	You've just asked me that
You seem to miss your	You don't go to work any more
It can be hard to think of things	You have forgotten again
Let's do this together	You said that before to me
I could do with a friend too	You can remember if you think harder
You must have really enjoyed your job	Don't you remember
You were telling me about.....	I've already told you
I'm sorry you're so angry	Wait a minute
Isn't it frustrating when you cannot think of a word?	You've just had your breakfast/lunch/supper



Southwood Care Centre - Phase III Expansion & Rejuvenation Project

Once completed, the Phase III construction project at the Southwood Care Centre will see a complete rejuvenation (refurbishment) of the site's one (1) story Parkland Annex Unit and the full replacement of the original one (1) story Evergreen Wing (built in 1964) with a new two (2) story building at the site.

The Phase III construction project is anticipated to be completed on or around the end of November 2022.

To access/view regularly posted *Phase III Construction Project Calendar Updates*, we encourage and invite you to visit our website at: <https://www.intercarealberta.com/?s=calendars>

Cold and Flu Season

As we head into fall, we are once again preparing for the upcoming **influenza season**. Many seniors have immunity that is diminished or compromised and the influenza vaccination assists them in combatting the virus if they are exposed. For this reason and to help safeguard our residents during the influenza season, we will be providing **influenza vaccinations** for our residents in the fall.

Because our residents' immune systems are not as able to respond to the vaccine as healthy adults can, we can not simply rely on immunization alone. To further assist protection efforts for our residents, it is critically important that family members, loved ones and friends (as well as our staff) all consider receiving the influenza vaccination as well. It can save lives.

To help us keep those who live in and visit our facilities healthy, it is also very important that you **do not visit if you are feeling unwell**. If you have been **vomiting** or experiencing **diarrhea**, please **do not visit** until you have been completely free of such **gastrointestinal (GI) symptoms** for at least seventy-two (72) hours. If you have been experiencing **respiratory symptoms**, please **do not visit** until you feel well and have returned to your normal activities.



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

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.