

Intercare Connection

Respect ♥ Compassion ♥ Commitment ♥ Ethics ♥ Service

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Family Engagement Survey- Philosophy of Care Summary of Responses

We are pleased to share with you a summary of the feedback we received from families who responded to our **Philosophy of Care (2023)** survey. The summary below outlines what families told us they feel matters most in: 1) maximizing their loved one's quality of life in our care homes; and 2) ensuring that our approaches to care aligns with the goals, vision and wishes of their loved ones.

Overall, what do families believe are the top four (4) most important and impactful things for their loved one to have a "good day":

- ◇ Caregivers
- ◇ Meals
- ◇ Medical Support & Allied Health
- ◇ Sleep/Rest

Overall, what do families believe are three (3) of the most important qualities of a caregiver who is responsible for caring for their loved one:

- ◇ Patience and empathy
- ◇ Knowledge of their loved one (individualized)
- ◇ Connection / relationship building ability/ listening skills

Overall, what do families believe are three (3) of the most important aspects for their loved one with respect to food:

- ◇ Taste/quality
- ◇ Nutritional content
- ◇ Choices at every meal and snacks

Overall, what do families believe are three (3) of the most important aspects of food service for their loved one:

- ◇ Variety of daily menu
- ◇ Service of staff
- ◇ Company / tablemates

Overall, what do families believe are three (3) types of engagement opportunities that are most important to their loved one:

- ◇ Social connection (1:1s, chatting with staff)
- ◇ Recreation activities on site
- ◇ Exercise / rehabilitation

Overall, what do families believe are three (3) of the most important aspects to ensuring their loved one gets needed rest/sleep:

- ◇ Comfort (pillows, blankets, temperature)
- ◇ Safety/feeling of security
- ◇ Noise levels

Overall, what do families believe are three (3) of the most important aspects in considering their loved one's physical environment:

- ◇ Cleanliness and laundry services
- ◇ Noise levels
- ◇ Temperature



The “Rosentreter Square” Courtyard at Southwood Care Centre

After an incredible thirty-four (34) year career with Intercare, **Dorothy Rosentreter** - Intercare’s Director of Support Services & Materials Management - retired in April 2023. To ensure that current and future generations of Intercare staff understand just how much Dorothy helped advance the level of care and services provided to our residents and patients over the past three (3) decades, the main Courtyard at our Southwood Care Centre site (where Dorothy spent many years as the Site Administrator), has been dedicated and re-named the ‘**Rosentreter Square**’ courtyard in her honor.



If you or someone you know would like to volunteer at an Intercare Care Home on a regular basis or for special events, please contact Intercare’s **Volunteer Coordinator (Kate Merkowsky)**

by calling:

403-255-4969 Ext. 116;

OR via email at:

kmerkowsky@intercarecorpgroup.com



Resident & Family Council Meetings at the Care Centre

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, Director of Care or Site Administrator for further information.

For information about Alberta’s *RFC Act*, please visit: <https://alberta.ca/resident-family-councils.aspx>



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.