



Our Values:

- **Respect**
- **Compassion**
- **Commitment**
- **Ethics**
- **Service**

Message from the Volunteer Coordinator - Kate Merkowsky

We continue to acknowledge and thank all of our current volunteers for what they do for our residents! Your contributions make an enormous difference in improving the quality of life for our residents. There are still a number of areas in which we would love to enlist volunteer help. With the hope of expanding the number of volunteers we have in our volunteer base, I am reaching out to each of you to ask for your help and support by letting your family members and friends know about our volunteer needs and opportunities. If you happen know someone who might be interested in sharing their time volunteering with us and helping us make a difference, I would love to speak to them!

The **volunteer application process** for those interested in volunteering with us is as follows:

- ♥ Go to the Intercare web site www.Intercarealberta.com
- ♥ Print the volunteer application form.
- ♥ Fill in the application form, then email or fax the form to the Volunteer Coordinator.
- ♥ The Volunteer Coordinator will contact the applicant to set a day and time for initial meeting and security check processing.
- ♥ Once the security check is passed and confirmed, the Volunteer Coordinator will identify positions to fill, meet the incoming volunteer for the official orientation and set the start date.

Together we can make a difference!

Message from the Life enrichment Coordinator – Jennifer De Leon

Before volunteering on a Hospice or Palliative Unit in Calgary (including Intercare's Chinook and Southwood Hospices), hospice volunteers must participate in a specialized training program that is provided jointly by the Alberta Health Services (AHS) Calgary Zone hospice/palliative programs entitled the "Interagency Program". Instructors and guest speakers who present at the *Interagency Program* are well respected and recognized local and international professionals, with expertise and experience in the field of hospice and palliative care. Dr. Wolfelt, Ph.D. (Founder and Director of the *Centre for Loss and Life Transition* in Colorado), is one of the internationally renowned speakers whom the AHS *Interagency Program* and field of hospice and palliative care routinely draw upon. We are pleased to provide you with a summary of Dr. Wolfelt's teaching on the model of "Companioning" those in grief below:

1. Be present to another person's pain; it is not about taking away the pain.
2. Go into the wilderness of the soul with another human being; it is not about thinking you are responsible to find the way out.
3. Honor the spirit; it is not about focusing on intellect.
4. Listen with the heart; it is not about analyzing with the head.
5. Bear witness to the struggle of others; it is not about judging or directing those struggles.
6. Walk alongside; it is not about leading or being lead.
7. Discover the gifts of sacred silence; it is not about filling every moment with words.
8. Be still; it is not about frantic movement forward.
9. Respect disorder and confusion; it is not about imposing order and logic.
10. Learn from others; it is not about teaching them.
11. Compassionate curiosity; it is not about expertise.

Fall Risks and Prevention Information for Intercare Volunteers



Falls are a significant issue in continuing care – we can all play a role in maintaining the safety of those in our care

Some facts about falls

- Falls are the leading cause of injury in older people
- 95% of Hip Fractures are caused by a fall
- 40% of admissions into Long Term Care (LTC) are a direct result of falling
- Falls can cause long-term disability and pain, as well as a lingering fear of falling again

When an individual is admitted to one of our Care Homes, their risk for falls is assessed and preventative measures are put in place based on the person's care and safety needs.

The role of volunteers

- Report any concerns to staff
- Ensure areas are clear of hazards when walking with a resident/patient
- Remember volunteers are not allowed to lift or transfer residents/patients – you must get a staff person
- Observe wheelchair and walker safety
- Remember what to do in case of a fall...

If a resident/patient falls:

- DO NOT try to help them get up!
- IMMEDIATELY inform staff!
- DO NOT attempt to break the person's fall by catching them!

Want to Volunteer?



We encourage our current volunteers to bring in a friend or family member that might be interested in the rewarding experience of Volunteering.

Please invite them to contact the Volunteer coordinator:

Kate Merkowsky

Email: kmerkowsky@intercarecorpgroup.com

Phone: 403-255-4969 ext. 116