

Intercare Connection

Respect ♥ Compassion ♥ Commitment ♥ Ethics ♥ Service

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Staff Education

As part of Intercare’s commitment to providing safe, quality care, our staff routinely participate in a variety of educational activities and programs to support their ability to provide safe, respectful and compassionate care and services to residents and support to families. Prior to working any shifts, all new staff must complete ‘General Orientation’ (GO). In addition, staff participate in ‘Annual Education’ (AE) sessions on a yearly basis, as well as a variety of educational in-services.

The GO and AE sessions cover an assortment of important resident care and safety-related areas including (but not limited to), for example:

- √ Person-centered Care
- √ Infection Prevention and Control
- √ Safe Resident Lifts and Transfers
- √ Assisted Baths / Showers
- √ Mealtime Assistance
- √ Choking (prevention and supportive interventions)
- √ Food Safety
- √ Care for Individuals with Dementia
- √ Confidentiality and Privacy
- √ Protection for Persons in Care / Prevention of Abuse
- √ Emergency Response
- √ Contingency Plans (for the continuation of essential services)
- √ Palliative Care
- √ Documentation
- √ Health and Safety

A combination of in-person and online training is used to facilitate staff access to learning opportunities and to support their varied learning styles. In addition, education in-services are also held each month in response to identified education needs at each site, department or care unit; such educational activities are key components to assuring the provision of safe, quality care and service to our residents. To further augment staff education, guest speakers from organizations such as the Alzheimer’s Society, Parkinson’s Society and government agencies (e.g. Alberta Health Services (AHS) with specialized teams such as ‘Geriatric Mental Health Services’) are also brought in to offer/share their expertise and provide ‘targeted’ educational sessions to staff.



The Health Quality Council of Alberta (HQCA) is an independent organization that is legislated under the *Health Quality Council of Alberta Act* to promote and improve patient safety and health service quality across the province of Alberta. Within its mandate, HQCA regularly surveys residents and their involved family members in order to obtain feedback from them about the quality of care and services being provided to residents in long term care and supportive living facilities in Alberta. The feedback it receives from residents and their involved family members through the survey process is then analyzed and utilized by HQCA to inform provincial benchmarking and ongoing quality improvement efforts in facility-based continuing care settings (i.e. long term care and supportive living facilities). In 2022 and 2023 the HQCA surveyed residents and their involved family members in facility-based continuing care settings (including those of Intercare); we invite and encourage you to view HQCA’s summary of survey results by using the link below:

<https://hqca.ca/reports/facility-based-continuing-care-survey-long-term-care-and-designated-supportive-living/>

RESIDENT MEAL SERVICE

It is our goal and on-going commitment to provide our residents with the best possible mealtime experience where food quality, choice and environment are the foundation to success. We recognize that meal service is an important aspect of our residents' quality of life in our care homes. With this in mind, we very much appreciate and value the on-going feedback we receive from our residents and families around both food and the meal time experience; such feedback helps us continuously improve meal services for our residents.

There are several important aspects of resident meal services at our care homes that we wish to remind and share with our valued residents and families for their awareness:

- √ For quality of life and safety purposes, residents should be having their meals in dining rooms where they can mingle with others and also be observed/monitored by staff while they are eating and drinking.
- √ In-room tray service at meal time is **only** provided when a resident is required to isolate in their room due to illness or under extenuating circumstances specified in a resident's care plan.
- √ To ensure appropriate supervision by staff in dining rooms during regular resident meal services and supervision for those residents who eat meals in their rooms, in-room tray service is provided once the dining room service ends.

IMPORTANT RESIDENT SAFETY REMINDER! 'Procedural Sedation' at Offsite Medical Appointments

Most Residents in long term care are 'medically complex' and their ability to safely tolerate invasive procedures that require **sedation** (e.g. dental treatments/procedures/extractions) can be extremely limited. As such, it is VERY important that all such off site appointments be reviewed by their attending physician **in advance** of the resident attending such appointments.

To help us safeguard the well-being of our residents and to reduce the risk of an adverse event that could occur when **procedural sedation** is used on residents during offsite medical procedures, we STRONGLY urge and request that families/loved ones ensure that they share information about all such appointments with the Unit's Staff Nurse, Case Manager and/or the Director of Care, **prior** to the resident attending any offsite medical appointment where **procedural sedation** may or will be used on the resident.

Resident & Family Council Meetings at the Care Home

Resident and Family Council (RFC) meetings are held regularly at the Care Home. 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. **The RFC is vital in maintaining and enhancing residents' quality of life!** Residents and their family members are encouraged to attend and participate or, if they wish, lead these important meetings. RFC meeting dates and times are regularly posted at the Care Home. Please contact the Care Home's Social Worker or Site Administrator for further information.

For more information about Resident and Family Councils we invite you to visit:

<https://www.alberta.ca/resident-family-councils>



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.