

Intercare Connection

Respect ♥ Compassion ♥ Commitment ♥ Ethics ♥ Service

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Accreditation Update

Intercare's last on-site accreditation assessment and evaluation process took place in April 2022, at which time Intercare was awarded the following four (4) year accreditation decision by Accreditation Canada:

~ **Accredited with Exemplary Standing** ~

An “**Accredited with Exemplary Standing**” award represents the highest level of performance excellence that is awarded to organizations by Accreditation Canada. This particular achievement represented Intercare's third (3rd) successive “**Accredited with Exemplary Standing**” award decision from Accreditation Canada since 2013 and, with it, Intercare continues to proudly meet and exceed Accreditation Canada's national requirements, including demonstrated excellence in quality care and safety.

Intercare's next routine on-site accreditation assessment and evaluation process will take place in the Spring of 2026; preparations for the upcoming accreditation survey at Intercare are now underway.



**ACCREDITATION
CANADA**

Extreme Heat Events

Extreme heat events during the hot summer months can aggravate existing medical conditions and lead to serious health effects such as **heat exhaustion** or, even more serious, **heat stroke**. Residents in continuing care settings are especially vulnerable to extreme heat; chronic illnesses and certain medications may interfere with their body cooling mechanisms.

To help us ensure comfortable internal air temperatures for residents in our Care Homes during the summer months and to decrease unnecessary demand/workload on roof top air handling units that work to distribute air conditioning throughout our Care Homes, we kindly ask all of our residents, families and visitors to please do the following during very warm / hot summer days:

- ♦ Keep all windows closed, particularly in resident rooms, throughout the daytime (e.g. after sunrise and at least until sunset);
- ♦ Keep drapes and blinds closed, particularly in resident rooms, throughout the daytime (e.g. after sunrise and at least until sunset); and
- ♦ Keep all patio doors closed throughout the daytime (e.g. after sunrise and at least until sunset).

Wildfire Smoke with Extreme Heat

Wildfire season occurs between in Canada between April and October each year and can coincide with periods of extreme heat. It is important to know how to protect yourself when exposed to wildfire smoke and extreme heat together, as both can be harmful to your health.

To help protect yourself and your health, regularly check local weather forecasts, heat alerts and local air quality conditions using the Air Quality Health Index or special air quality statements.

For more information about Extreme Heat and Health, please use the link below:

<https://www.albertahealthservices.ca/news/heat.aspx>

For more information about Wildfire Smoke and Extreme Heat, please use the link below:

<https://www.canada.ca/en/health-canada/services/publications/healthy-living/combine-wildfire-smoke-heat.html>

Resident and Family Council (RFC) Meetings - Your Participation is Encouraged!

Resident and Family Council (RFC) meetings are held regularly at our Care Homes. RFC meetings offer residents and their family members with opportunities for information sharing, education, feedback review, as well as discussion of issues, concerns, requests and suggestions regarding residents' quality of life at the Care Homes. 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 homes. Please contact the Care Home's Social Worker, Director of Care or Site Administrator for further information. For information about Alberta's *Resident and Family Councils Act*, please visit: <https://alberta.ca/resident-family-councils.aspx>



'Contingency Plans' at our Care Homes - Did You Know?

Contingency Plans in Continuing Care Homes (including those of Intercare) are in place to ensure the continuation of necessary accommodation services. The focus of **Contingency Plans** is to ensure that residents are safe and comfortable and that in the event of a service disruption, the disruption to their accommodation services at the Care Home is kept to a minimum.

In the event of an accommodation service disruption, Intercare has numerous **Contingency Plans** in place including the following:

- ◆ Loss of Water
- ◆ Loss of Power
- ◆ Loss of Telephone
- ◆ Loss of Heat
- ◆ Loss of Elevator Service
- ◆ Pandemics /Communicable Disease Outbreaks
- ◆ Network Downtime (IT Systems)
- ◆ Extreme Weather
- ◆ Disruption to Meal Services
- ◆ Disruption to Housekeeping & Laundry Services
- ◆ Disruption to Safety & Security Services
- ◆ Breakdown of Essential Equipment
- ◆ Staff Disruption

Intercare's **Contingency Plans** are reviewed and discussed with residents and their families at RFC meetings and are also available through the Site Administrator, upon request.

Let's Hear from You!

Intercare values and takes seriously feedback that we receive from our residents, families and visitors. We encourage our residents, their families and visitors to communicate concerns, suggestions, opinions, requests and compliments to us.

Feedback Forms are an excellent way to communicate concerns, suggestions, requests and compliments to us. Feedback Forms are available throughout our Care Homes and online at Intercare's website:

www.intercarealberta.com

Should you choose to submit your feedback to us, you will receive a timely response from the appropriate member of Intercare's Leadership Team.



If you or someone you know would like to volunteer at an Intercare facility on a regular basis or for special events, please contact **Mary Corcoran** by calling **403-255-4969 Ext. 114**; or via email at mcorcoran@intercarecorpgroup.com

For more information or to view current **Volunteer opportunities** please visit our website at: <https://www.intercarealberta.com/careers/volunteering/>