

Intercare Connection

Respect ♥ Compassion ♥ Commitment ♥ Ethics ♥ Service

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Happy Holidays and Season's Greetings - December 2024

As we embrace the festive season, we want to extend warmest wishes to each of you - our valued residents, patients, family members and staff. This time of year is a special opportunity to reflect on the moments we have shared and to look forward to the joy, prosperity and hope that a New Year brings.

To Our Residents and Patients: Your life stories, resilience and positive spirit continue to inspire all members of the Intercare family each and every day. It is our privilege to care for you and to ensure that you feel that Intercare is your home. We are committed to making this season as joyous and comfortable as possible, filled with activities, celebrations and the warmth of your Intercare community.

To Our Families: Your support and trust mean the world to us. We understand how important it is for you to stay connected with your loved ones, especially during the holidays. We are dedicated to facilitating meaningful interactions and ensuring that your loved ones receive the best care possible. This year, we have planned a variety of festive events and activities to bring cheer to our residents. From holiday decorations and music to special meals and family gatherings, we aim to create a vibrant and joyful atmosphere for everyone.

To Our Dedicated Staff: Your unwavering commitment and compassion continue to make a profound, positive impact on the lives of our residents, patients and their families. Every day, you bring warmth, care, and a sense of community to our organization. Your hard work and dedication do not go unnoticed, and we are incredibly proud to lead such an exceptional Team. This year has been filled with challenges, but also with remarkable achievements. Together, we have navigated through difficult times associated with the ever increasing demands placed on the healthcare system, while always putting the well-being of our residents and patients first. Your commitment and teamwork are the cornerstone of our success, and for that, we are truly grateful. As we move into the new year, we are excited about the opportunities and possibilities that lie ahead as we continue to strive to be “the Heart of Excellence.”

Finally, as we celebrate the holidays, let us also take a moment to remember those who left us over the past year and to cherish the memories that we all hold dear. Taking the time to remember and reflect on the joyous occasions of the past that were shared with those now departed, reminds of the importance of creating new and lasting memories in our present lives that we continue to share with one another.

In closing, we want to thank you all for being a part of our Intercare family. May this holiday season bring you all peace, joy, happiness and good health. We look forward to continuing our journey together in the coming year.

Warmest regards,

Ian Woodcock, BSc, MHSA, CHE
Executive Vice President and Chief Operating Officer

On behalf of *Intercare's Senior Leadership Team*



Resident / Family Engagement Survey - Coming Soon!

Our residents and family members will soon be invited to complete Intercare's Resident/Family Engagement Survey. The purpose of the engagement survey will be to collect feedback from residents and their involved family members about the care and services we provide to residents in our care homes. Areas explored in the survey will include: Service Coordination, Respect/Independence/Safety, Care and Services, Communication, Quality of Life and General Satisfaction.

The feedback we receive from our residents and families will be used to inform and guide on-going enhancements and improvements to the care and services that we are privileged to provide to residents in our care homes. Following the survey process, a summary of results will be shared with our residents and families.

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 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>

Safety at Intercare - Did You Know?

Emergency Codes:

There are various types of emergencies that may arise within our care homes. At Intercare, our first priority in the face of an emergency is the safety and well-being of our residents. Particular actions taken by staff will depend upon the type of emergency. If you are in the facility when one of the codes noted below is announced, please remain calm, stay in a safe location and follow the directions of staff.

Intercare follows the 'National Code System' as follows:

| | |
|--------------------|----------------------------------|
| Code Red | Fire |
| Code Green | Evacuation |
| Code Yellow | Missing Resident |
| Code Blue | Medical Emergency |
| Code Black | Bomb Threat |
| Code Orange | External Disaster |
| Code Purple | Hostage Taking |
| Code Grey | Shelter-In-Place / Air Exclusion |
| Code Brown | Hazardous Materials Spill |
| Code White | Aggressive Behavior |



Contingency Plans for the Continuation of Essential Services:

To ensure the continuation of necessary facility services for residents in the event of a service disruption, Intercare has numerous 'Contingency Plans' in place for such events that include, for example: loss of power; loss of water; loss of heat; loss of telephone; disruption to housekeeping and laundry services; disruption to meal services; loss of essential equipment; and/or disruption to safety and security services.

Intercare's Emergency Response Manual and Contingency Plans are available for review through the Site Administrator, upon request.

