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Intercare Corporate Group Inc. - “The Heart of Excellence”



Intercare’s Philosophy of Care and Service

Intercare is committed to providing quality health and life enrichment services that maintain and enhance the safety, well being and quality of life for our residents, their families and our staff.

Our **Purpose** is: “To maintain dignity, offer choice, support growth and honour those we serve”.

The foundation upon which we deliver care and services is based on the **Core Values** of Intercare.

Intercare’s **Core Values** are:

- | | |
|---------------------|--|
| ♥ Respect | Honouring each other as individuals; |
| ♥ Compassion | Responsive to the needs of others – sharing joy, laughter and tears; |
| ♥ Commitment | Responsible and accountable for the safety and quality of services we provide; |
| ♥ Ethics | Conduct based on integrity, openness and trust; and |
| ♥ Service | Recognizing that every interaction leaves a lasting impression. |

Intercare’s Philosophy of Care and Service Policy Statement

We believe that every individual receiving care is a person first - deserving of meaningful engagement, emotional validation and genuine connection. Our approach moves beyond task completion to embrace a holistic, relationship-centered model of care that prioritizes the resident’s voice, choice, values, preferences, independence and autonomy at every stage of life.

Training and orientation programs for staff incorporate this Philosophy of Care and Service. Leadership model these principles and regular reflection practices are integrated into team routines to ensure alignment with this philosophy.



Philosophy of Care and Service - 'Guiding Principles'

1. **Person-Centered over Task-Oriented Care**

Care is not simply a checklist of duties, but a shared experience built on trust, empathy and attentiveness. Staff are encouraged to adapt routines to the resident's rhythm of life, rather than imposing rigid schedules.

2. **Validation of Feelings**

All resident emotions, expressions and experiences are acknowledged as real and valid. Emotional presence and attunement are key to building trust and connection, especially when words may be limited. We are committed to truly listening to our residents and responding to their moments of need.

3. **Dignity and De-Objectification**

Residents are not defined by their conditions, needs or limitations. We commit to seeing each resident as a whole person - with history, desires and purpose - and never as a task, label or diagnosis. We further commit to treating residents with kindness, compassion, courtesy, respect, dignity and privacy at all times.

4. **Right to Refuse**

Every resident, regardless of cognitive ability, maintains the right to make choices about their own care, including the right to say 'no'. This principle is fundamental to autonomy and must be respected at all times.

5. **Elimination of Controlling Language and Actions**

All interactions with residents must be free from coercion, manipulation or infantilizing language. Staff must use requests, not directives and ensure full sentences are used. Communication should be inclusive, empowering and respectful. We must 'ask', not 'tell'.

6. **Resident Voice, Choice and Control**

Residents are the central decision-makers in their daily lives. Their preferences - from daily routines to personal care decisions - shape the care environment and practices. Where cognitive or communicative challenges exist, staff shall make every effort to understand and support resident intent and wishes.

7. **Creating a Home-Like Environment**

We strive to create an environment that feels like home - not an institution. This includes honoring personal belongings, supporting meaningful relationships, encouraging natural daily routines and fostering a sense of belonging, comfort safety and security.

Supporting the 'Guiding Principles' listed above, we believe that quality care and services also includes:

1. Providing access to activities and programs of interest that meet the physical, spiritual, social, emotional, creative and intellectual needs of residents.
2. Requiring / encouraging meaningful involvement and engagement of residents, family members and supportive others in decisions related to resident care, services and care planning.
3. Ensuring residents and their involved family members are able to openly provide expression of concerns, comments and suggestions without fear of reprisal.
4. Providing resident care and services without discrimination.
5. Informing residents of the safety and medical consequences of refusing care, treatments and/or medications.
6. Minimizing the use of chemical, mechanical, environmental or physical restraints.
7. Advocating on behalf of residents to ensure their rights and best interests are continually protected and upheld.
8. Offering palliative care that strives to allow residents to die with comfort, respect and dignity.
9. Ensuring residents with capacity can manage their own financial affairs or that they can authorize another person to do so on their behalf.
10. Ensuring the resident's financial, medical and other personal information is kept confidential and made available only to authorized persons requiring such information. If the resident lacks capacity, ensuring such information is only provided to authorized persons in accordance with the Health Information Act (Alberta) and if it is in the resident's best interest.
11. Providing opportunities for residents to maintain social ties with the community.

