

# Intercare Connection

Respect ♥ Compassion ♥ Commitment ♥ Ethics ♥ Service

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**Health Quality Alberta (HQA)** - formerly the 'Health Quality Council of Alberta' (HQCA) - is an independent organization that has a legislated mandate to engage with Albertans about their experience and satisfaction with patient safety and health service quality across healthcare settings. Within its mandate, HQA 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 **Continuing Care Homes Type A** (formerly 'long term care') and **Type B** (formerly 'designated supportive living') in Alberta. Following completion of the surveys, HQA reports survey results back to participating Continuing Care Homes outlining what is working well and what could be improved at the Care Home, organization and provincial levels. Survey results are also shared with the Government of Alberta.

In the spring of 2026, **Health Quality Alberta (HQA)** will be conducting a **2026 Continuing Care Homes Resident & Family Experience Survey** with participating Care Homes (including those of Intercare). Intercare regularly participates in HQA's provincial surveys. As such, our residents and family members will soon be invited to participate in HQA's upcoming **2026 HQA Resident & Family Experience Survey**. More information will be provided to residents and family members in the coming weeks!

## Staff Education

As part of Intercare's commitment to providing safe quality care and services, 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' (G.O.). In addition, staff participate in 'Annual Education' (A.E.) sessions on a yearly basis, as well as a variety of educational in-services.

G.O. and A.E. sessions cover an assortment of important resident care and safety-related areas including (but not limited to) for example:

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

A combination of in-person and on-line 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 staff education needs at each site, department or care unit; such educational activities are key components to ensuring the provision of safe, quality care and services to our residents. To augment staff education, guest speakers from organizations such as the Alzheimer's Society, Parkinson's Society and government agencies (e.g. Alberta Health Services with specialized teams such as 'Geriatric Mental Health Services' (GMHS) team and the 'Applied Behaviour Collaboration' (ABC) team) also provide staff in-servicing.

## IMPORTANT RESIDENT SAFETY REMINDERS!

### Medication Safety - Please Do Not Interrupt Staff Nurses during “Medication Passes”

Commonly known as a “medication pass”, the process of administering medications to residents in our Care Homes is a complex task that requires a Staff Nurse’s undivided time and attention, where possible. While some interruptions are necessary, other interruptions may not be. Our Staff Nurses routinely administer multiple medications to residents throughout the day and we know that the fewer interruptions they encounter during a medication pass, the safer the process is for our residents because the potential risk of medication errors is decreased.

Here is what you can do to help us decrease the potential risk of medication errors from occurring during medication passes:

- √ Please **do not interrupt Staff Nurses** during medication passes, unless it is *absolutely necessary* for you to do so.
- √ If you need to speak with a Staff Nurse (by phone or in person) and your need to do so is not time sensitive, we ask that you **please do not attempt to do so during daily medication pass times** that are generally completed 8:00 - 9:30am; 11:30am - 1:00pm; 4:30 - 5:30pm; and 8:00 - 9:30pm. (**Note:** Medication pass times may vary slightly by Care Home; please confirm daily medication pass times with the Case Manager or Unit’s Staff Nurse at the Care Home).

### 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.

While we continue to monitor resident meal services at our Care Homes, there are a few important aspects of resident meal services 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 / socialize with others and can also be observed / monitored by staff while they are eating and drinking.
- √ **In-room meal / 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 the **resident’s care plan**.
- √ To ensure appropriate **supervision** by staff in dining rooms during regular resident meal services and **supervision** for residents who **must** eat meals in their rooms, in-room tray service is provided once the dining room service ends.

## Resident & Family Council Meetings at the Care Home

Resident & Family Council (RFC) meetings are held regularly at the Care Home. RFC meetings provide a forum for residents and their family members to share information and feedback, discuss ways of maintaining and enhancing quality of life for residents at the Care Home, review/discuss requests, issues, concerns, suggestions and proposed solutions. The Care Home’s 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 on-line at Intercare’s website:

[www.intercarealberta.com](http://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.*