

May this Holiday Season hold a special share of Happiness for you. Season's Greetings and Best Wishes for a *Happy New Year.*



## Our Values:

- **Respect**
- **Compassion**
- **Commitment**
- **Ethics**
- **Service**



**By Volunteering you have just given the most expensive and priceless gift anyone could have ever given.... Kindness and love!**

## Message from the Volunteer Coordinator - Kate Merkowsky

Greetings,

As the holiday season begins I think it is appropriate to reflect on the year and the services you provide as volunteers. I have had the opportunity to observe the many interactions between the members of the volunteer core and our residents and the magnitude of your efforts should not go unacknowledged.

I truly believe most of you underestimate the effect you have on the days and lives of the residents and staff here at Intercare. I have often heard things like "It's so nice to see her every week" and "I don't know how I would do without him".

I witness the bonds that have formed over the years and believe that real friendships have developed and that is truly an amazing gift that all of you have shared.

As you go into this busy season please make sure you take time for yourselves. Rest, enjoy your families and recharge your batteries.

Remember as well that when the snow flies, safety is of upmost importance. Be sure to watch where you walk, dust your cars off and wear warm safe clothing.

Please accept our sincere thanks for all of your efforts. You do make a tremendous difference in the lives of all those you share your time with and I wish all of you and your families the happiest holiday season you can have.

## Carbon Monoxide Please pay attention to the symptoms below.

### Carbon monoxide can poison and kill with little or no warning!

Carbon monoxide (CO) is the leading cause of fatal poisonings in North America. Exposure to high concentrations can cause death in just a few minutes.

Confusion -- a symptom of exposure to this colorless, odorless gas -- can interfere with a person's ability to recognize their life is in danger.

### Symptoms

**Low Concentrations** - shortage of breath on moderate exertion, slight headache, nausea, and/or dizziness.

**Higher Concentrations** - severe headache, mental confusion, dizziness, impairment of vision and hearing, collapse and/or fainting on exertion.

**Extreme Concentrations** - unconsciousness, coma, death.

For more information: [www.canadasafetycouncil.org](http://www.canadasafetycouncil.org)

## Hospice Volunteers – By Jennifer DeLeon

### 2017 Parking Passes

The 2017 Parking passes are now available.

Passes for PALS, Hymn singing, Centre Street Church and Foothills Alliance are in the Volunteer sign in book at the respective locations. All other volunteers can pick them up at the various Reception locations or contact Kate @ 403-252-1194 ext 110 or @ kmerkowsky@intercarecorp.com

### Wishing You a Merry Christmas and a Fabulous 2017

I can hardly believe that Christmas is less than a month away and it is the time of year to send holiday wishes. It is always my pleasure to express our gratitude to the volunteers who work each week to make Hospice a special place, a safe place, a place where journeys can be expressed and residents and families can find the support they need. Each of our Hospices provides care to over 200 residents and their loved ones each year. Volunteers are so vital to providing the level of personalized service we want for our residents. It is my wish that each volunteer will have a true sense of everything they bring to our units. That each of you will know in the depth of your hearts how important your care is. On behalf of the Hospice teams, I wish every one of you and amazing Christmas Season.



## New Care Model Introduces at Intercare

On Wednesday, November 16th, the Intercare team launched a model of care yet to be seen in any Long Term Care facility in Canada! More specifically, on the Fairview unit at our Southwood Care Centre location, staff, residents, families, dignitaries and media learned about 'The Butterfly Model', and how our method of care on the unit would be transitioning in the upcoming days, weeks and months. The Butterfly Model, which originated in the United Kingdom by Dementia Care Matters (DCM), has been gaining international recognition over the past two decades, and continues to expand globally providing opportunities for meaningful engagement and purpose to persons with dementia, supporting not just their physical needs, but emotional needs as well. To quote Dr. Sheard, the founder of DCM: *"It is possible to live well with dementia. The Butterfly is a metaphor for transformation - being natural in dementia care involves flitting between people, being still, connecting, creating colour and changing moments. Warehousing people living with a dementia belongs in the dark ages - people living with a dementia can come alive again by reaching their spirit inside.* By embracing the Butterfly Model, Intercare will have access to, and embark upon, new and valuable learnings and insights into how best to care for and celebrate the lives of our residents with dementia. As an organization, we are committed to a philosophy of service that promotes person-centred care and being open to new ideas and approaches that allow us to best serve and address the needs of our residents with dementia. We are confident that the Butterfly Model has the potential to improve the lives of our residents by giving them a greater sense of meaning and purpose. We also anticipate family members will see and experience the improvement to their loved one's quality of life, such as increased moments of deep connection and the ability to celebrate their joy and accomplishments. An inspiring news story of our November 16th Butterfly Model launch was done by CTV News. Please visit: <http://calgary.ctvnews.ca/video?clipId=996570> to view the story.