



Friday, May 6, 2022

Dear Residents and Families,

We remain committed to providing updates to our residents, families, and staff at AgeCare. We are providing weekly updates to keep you all informed on what is happening at our communities and organization-wide.

1. [COVID – Frequently Asked Questions](#)
2. [Dementia Care – The AgeCare Way](#)
3. [Visitor Guidelines](#)
4. [Recreation Calendars](#)
5. [Great Opportunities for Caring People](#)

We hope these weekly updates are helpful. Thank you all for your continued support.





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## COVID – Frequently Asked Questions

### You have COVID Questions? We have Answers!

As we move into year three of the pandemic, many of you have questions about the protocols and processes (past and present) we have implemented in our communities. We are pleased to provide you with a quick link where you will find '[Frequently Asked Questions](#)' accompanied by our best efforts at providing answers.

We welcome you to continue asking questions, and we will do our best to address them here on our [COVID-19 FAQs \(pdf\)](#).

As you use this tool, it is also important to remember that our communities are not public spaces like libraries or restaurants where all individuals in attendance choose to accept their own personal risk of exposure. First and foremost, our communities are our resident's homes.

As deeply committed and impassioned care providers, we are required to follow all orders, processes and protocols mandated by the provincial government and local health authorities. These precautions are in place as our communities are home to many dearly loved aging individuals, many of whom have pre-existing conditions that make them particularly vulnerable to this and other viruses.

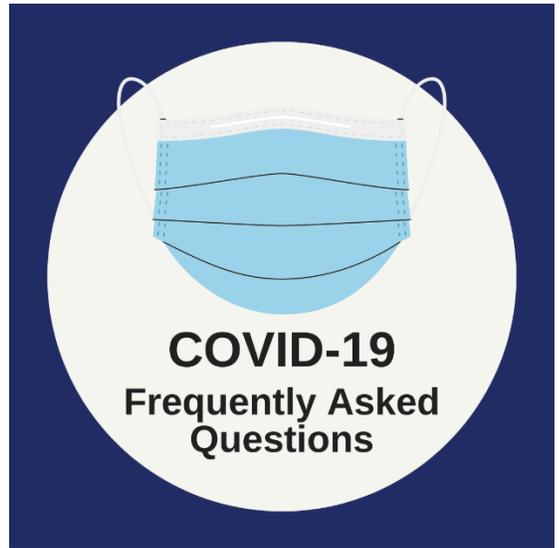
We know you share our commitment to keeping your loved ones and their neighbours safe. We hope this gives you a better understanding of why there are stronger precautions in place at continuing care homes across the province.

## Dementia Care – The AgeCare Way

AgeCare's vision to provide exceptional care for residents with dementia has been a three-year labour of love, and today it is a vital part of our operations, with more training and innovations on the way.

"More than 75 percent of our residents have some form of cognitive decline," said Marilyn Willison-Leach, AgeCare Senior Vice President, Operations – Clinical Services. "Our vision is to ensure those living with dementia are enjoying the best quality of life possible, and that they are seen and appreciated for who they are."

AgeCare Dementia care initiatives currently include a myriad of calm and peaceful environments as well as themed spaces such as workshops, a nursery, and a homemaking area, to spark connections with the residents' hobbies and past experiences. There are also multi-sensory rooms that are relaxing spaces with activities and tools to help reduce anxiety and agitation. Residents who spend time in these areas are often seen engaging with their surroundings and showing joy.





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Staff who are passionate about dementia care are offered the unique opportunity to enroll in a five-month training program called 'AgeCare Moments.'

"The program is based on best practices and leading-edge dementia research and resources from around the world," said Jennifer Grusing, Director Education Services. "Along with exploring the physiology of dementia, participants are taught ways to build relationships with residents and family members, communicate effectively with individuals living with dementia, and to create engaging and vibrant communities every day."

To date, over 450 staff who care for and support residents living with dementia have graduated from the program.

As a perfect extension of this concept, AgeCare has rolled out a program called [Moments that Matter](#) inviting staff to recognize and share the small moments between residents, family, staff and volunteers that have a meaningful impact.

The dream to be a leader in dementia care ... to be continued.



## Visitor Guidelines



While many restrictions have been lifted outside of our community, we wish to reiterate the need for safe, responsible practices in our centres, including continuous masking and hand hygiene. **Remember! Help us limit potential exposure to COVID by staying away if you are unwell.**

### Coming for a visit?

Please familiarize yourself with these guidelines.

[Download the Visitor Guide \(PDF\) -->](#)

## Recreation Calendars

Our recreation team works hard to create engaging activities that enrich the mind, body and spirit. We are continuously looking for ways to reduce the risk of transmission while having the least impact on residents well-being. At this time, visitors are not permitted to attend indoor recreation programming, including concerts. We appreciate your understanding.

Please note that communities with an exposure or on outbreak may have different recreation restrictions in effect. Contact your community or [sign up for email updates](#) to stay informed on the latest information.

**View the Recreation Calendars for your AgeCare Community:**



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<a href="#">Brandt's Creek Mews</a>	<a href="#">Cariboo Place</a>	<a href="#">Harmony Court</a>
<a href="#">Monashee Mews</a>	<a href="#">Mount Ida Mews</a>	

### We're Hiring

Did you know AgeCare is hiring? Great opportunities for caring people. From health care aides to food services to recreation to administration and more, we are looking for dedicated and caring individuals.

If you or someone you know is looking for an exciting new opportunity, check out our careers page at [www.agecare.ca/hiring](http://www.agecare.ca/hiring).



**WE'RE HIRING!**  
Great Opportunities for Caring People