



Friday, February 10, 2023

Dear Residents and Families,

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

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## Share the Love

Every month we collect the wonderful comments, compliments and words of praise offered to AgeCare staff in the form of **WOW tickets**. This is a simple yet meaningful way of making someone's day and recognizing them or their team for the hard work and commitment to care for our residents! Here are a few recent WOW comments we collected:

*"This staff member has been a valuable worker. She goes above and beyond to help other coworkers. When there is a situation that needs interpretation for a Punjabi speaking resident, she is always there to support. Thank you for all you do. You really make a difference!! Keep up the good work!"* -from one staff member to another at AgeCare SkyPointe.

*"My Mom was having a very difficult week and the nurses and staff were so very patient with my Mom. I could tell they had tried everything to try to calm her and make her happy. The staff has to work so hard with so many residents on the floor but never do I feel that my Mom is neglected. I applaud all of the staff as they are so tired but always show a great attitude. I am very grateful to them!"* - from a family member at AgeCare Walden.

*"Many many thanks to all the staff at Cariboo who shower my Mom with kindness and bring joy to her days."* – emailed from a family member at AgeCare Cariboo Place.

*"Our family would like to take this opportunity to thank the staff at AgeCare Shawnessy unit for the kind, compassionate and dignified care they provided to our Mother until her recent passing. That care was not only for our Mother, the staff were very attuned to our needs as a family, and we feel we were always treated with respect and compassion. We want to thank your skilled and dedicated staff for executing their responsibilities in a very professional manner and being extremely caring to both our Mother and family during her final days."* - from the family of a resident

## SHARE THE WOW EFFECT!

Do you feel the positive impacts of AgeCare's values and wish to recognize and appreciate someone special on our AgeCare Team?

Do you have someone in mind who consistently goes above and beyond, to make your day better?

The best way to appreciate them is to offer gratitude and praise via our **WOW tickets!**

What could be better than just saying **WOW** and sharing the love!

- Look for our **WOW tickets** next to the nomination box in your community.
- Fill in the **WOW ticket** by naming your recipient and sharing what they mean to you.
- Give your 'special recipient' the coloured copy and put the yellow copy in the nomination box.
- Enjoy the feeling that you have made someone's day!



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Love in is the air at AgeCare Sunrise Gardens!





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## AgeCare launches Partnership with SafeCare BC

On November 18, 2023, AgeCare formerly kicked off its partnership with SafeCare BC with a Grand Opening celebration at AgeCare Monashee Mews in Lumby, BC.

“We had good community turn out, including the mayor of Lumby who gave a short speech. It was great to see community representatives coming out to show their support for the partnership,” said Jolene Gagne, AgeCare Educator for BC. Gagne also noted that Global News was on hand and did a [feature story](#) on the launch of the partnership.

The launch marks the opening of five new satellite training centres within AgeCare facilities across British Columbia, including Kelowna, Williams Lake, Burnaby, Lumby, and Salmon Arm.

The collaborative arrangement is considered a natural fit for both organizations, as safeCare BC provides educational services, injury prevention, and safety training for long-term care, independent living and home support workers; and AgeCare is delighted to have added access and offer this essential training and education at some of its own facilities. The scenario benefits both organizations and underscores the goal of helping keep staff and residents as safe as possible.

To date there has been one course held at AgeCare Harmony Court in Burnaby in December. The course called Provincial Violence Prevention Curriculum, was well attended. In February, SafeCare BC will offer the course ‘The Gentle Persuasive Approach’ at AgeCare Brandt’s Creek Mews in Kelowna, and at AgeCare Harmony Court.

“I just got news that the February 28 course at AgeCare Harmony Court is already sold out! All and all this is definitely a great partnership for everyone,” said Gagne.

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## Looking to Make a Difference in Your Career?





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AgeCare has a variety of great opportunities for new graduates, student nurses and caring people!

From health care aides, to food services, to recreation, to administration and more. We are looking for dedicated and caring individuals who would like to make the difference in the lives of seniors.

If you or someone you know is looking for an exciting new opportunity, check out our careers:



## INTERIOR BC JOBS

Kelowna  
Lumby  
Salmon Arm  
Williams Lake

[BROWSE NOW](#) 



## WEST COAST BC JOBS

Burnaby  
Maple Ridge  
New Westminister  
Victoria  
Vancouver

[BROWSE NOW](#) 

## All-Inclusive Retirement Living with AgeCare

Did you know that AgeCare offers all-inclusive, affordable retirement living in Alberta and British Columbia?

Along with your own bright and private suite, you will enjoy:

- Freshly prepared, delicious meals and refreshments dail
- Housekeeping
- Professional maintenance
- On-site laundry
- Utilities
- Recreational and social activities
- And so much more!

For more information about our all-inclusive retirement living communities or to book a tour, please visit our website [agecare.ca](http://agecare.ca).

## 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 respiratory illnesses by staying away if you are unwell.**

**Coming for a visit?** Please familiarize yourself with these guidelines.

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



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## 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.

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

**For our AgeCare communities from Revera**, your Activity Pro Family Portal is still available for you to access. You can log in with your usual username and password at [online.activitypro.net/users/login/agecare](https://online.activitypro.net/users/login/agecare).

If you are a current resident family member and don't yet have a username and password to access your loved one's **Activity Pro** page, please [contact](#) the community directly and ask to speak to the recreation team. They will walk you through the steps needed to access the family portal.

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

- [Arbutus Care Centre](#)
- [AgeCare Cariboo Place](#)
- [AgeCare Holyrood](#)
- [AgeCare Malaspina](#)
- [AgeCare Royal City](#)

- [AgeCare Brandt's Creek Mews](#)
- [AgeCare Glenwarren](#)
- [AgeCare James Bay](#)
- [AgeCare Monashee Mews](#)
- [AgeCare Sandringham](#)

- [AgeCare Carlton](#)
- [AgeCare Harmony Court](#)
- [AgeCare Lakeview](#)
- [AgeCare Mount Ida Mews](#)