



A PLACE TO CALL HOME

Amber Keen, at 33 years old, has seen her fair share of ups and downs in life. A resident at AgeCare Columbia, she is a vibrant soul with a story as unique as her spirit.

Amber's journey took a drastic turn when, just a month after turning 18, a terrible accident changed her life forever. A fall from a height left her with severe injuries, and she found herself in a wheelchair for an extended period. She fought tirelessly to regain her mobility, managing to walk again for a few years. However, the progressive pain from her lasting injuries, combined with a host of chronic illnesses, began to take a toll on her mobility, strength, and energy. This led her to rely on more supportive mobility equipment, and ultimately to becoming a full-time wheelchair user.

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A PLACE TO CALL HOME

Born in Calgary, she made the move to Lethbridge at age 23 to live with her aunt and uncle.

Struggling with autism and mental health issues and plagued by Chronic Fatigue Syndrome along with her lasting injuries, Amber needed a more accessible and supportive living environment as her aunt and uncle's home was not equipped for wheelchair accessibility. Eventually, she transitioned to long-term care at age 27. AgeCare Columbia became her sanctuary, where she found the care and comfort she longed for.

Amber's daily routine revolves around her room, equipped with a large electric hospital bed. Each morning, she wakes up at 7 AM for her medication and a hearty breakfast in the dining room. After a nap, she fills her days watching TV, reading, engaging with social media, or listening to her favourite audiobooks and podcasts.

Her Chronic Fatigue Syndrome often keeps her bed-bound, but when she's up and moving, she uses her wheelchair to make rounds to chat with some of her favorite people in the community. Amber is known for the snack box stored in her room, which she is usually willing to share. Residents often visit her in hopes of snapping up some Jujubes, Oreos, and saltwater taffies.

Monthly trips to the library and daily snack-and-story time with her favorite Health Care Aide are some of the great moments that keep her spirits high. Disney Plus on her TV provides comfort and nostalgia, with "The Lion King" being a movie she could recite from start to finish. Her craft of choice is cross-stitching, which allows her to create beautiful pieces that do not cause pain in her hands that some other crafts do.

On days when she feels too tired, audiobooks come to the rescue. She also enjoys simple puzzles, completing them methodically, one line at a time.



Her most cherished companion is her pet hamster, Little Bruce, named after a dear resident and friend that has passed. The two shared a special bond, understanding the value of personal space and independence. Little Bruce doesn't appreciate random touching and petting, especially when he is busy eating. The staff at AgeCare Columbia affectionately refer to him as 'The Rodent'.



A PLACE TO CALL HOME

Figgy, a cat from Amber's past, holds a special place in her heart. Figgy possessed an uncanny ability to sense and respond to Amber's Autistic meltdowns, PTSD nightmares and flashbacks, anxiety attacks, asthma attacks, heart arrhythmias and dehydration. Amber trained Figgy on how to behave in public and soon he was riding around in her lap while wearing a harness and vest and would go everywhere Amber went, particularly to stressful medical and mental health appointments. He was a constant source of comfort and support. Although Figgy has passed away, Amber still leaves food and water out, hoping to feel his presence in her dreams.

AgeCare Columbia isn't just a facility for Amber; it is her home. The staff offers her more than just care and medication - they provide friendship, humor, and unwavering support. Contrary to the negative perceptions some may have of long-term care, the staff, the community, the food, and the support she receives provides her with a sense of stability, comfort, and a place to call home.

And now, after nearly eight years as a full-time wheelchair user, Amber has embarked on a new journey. With the help of customized AFO leg braces and forearm crutches, she is rediscovering the joy of walking, one small step at a time.

Amber's perspective on life at AgeCare Columbia is a testament to the wonderful community that AgeCare Columbia has created for her and her incredible resilience and unwavering determination to embrace life, no matter the challenges, is truly inspiring!



HOLIDAY CARD CONTEST FOR AGE CARE RESIDENTS

The holiday season is approaching, and this year we are excited to introduce our first ever AgeCare Holiday Card Contest for residents!


This contest is an opportunity for our residents to share the joys of the holiday season through the artistic medium of their choice. We welcome and encourage entries from all AgeCare community resident artists of all experience and skill levels.

The winning designs will be featured on the holiday cards AgeCare sends out across Canada.

As a national organization with an array of talent, we will be selecting three winners - one from each region - Alberta, British Columbia, and Ontario. **The contest runs from October 24 to November 7, 2023.** Winners will be announced on November 15, 2023.



You can also speak to a member of the AgeCare team at your community to learn more about the holiday-themed art activities happening at your community or to get assistance with entering the contest.

[Enter Contest](#) 



AgeCare Holyrood (Maple Ridge, BC) hosted a Staff Appreciation BBQ at the end of summer. They wanted to show their appreciation to their team members who work tirelessly to keep their residents and home safe, healthy, and thriving. The menu consisted of freshly grilled hotdogs, salads, fruit, dessert, and lively music. They also acknowledged Elanna, a member of their recreation team, who just hit her 10-year work milestone!



Congrats!





A big thank you to Alberta Minister of Health, Adriana LaGrange, for visiting with the residents of AgeCare SkyPointe (Calgary, AB) and enjoying high tea with us!



The readers of the Vernon Morning Star have selected AgeCare Monashee Mews (Lumby, BC) as the winner of SENIOR CARE of the North Okanagan!

Congratulations to our amazing team for this wonderful recognition!



Queen's Garden Long-Term Care Residence (Managed by AgeCare) was one of the winners of the Artfull Display contest! Artfull Enrichment is a global company that enriches the lives of seniors through art. Their recent contest invited senior living communities to display their residents best art for a chance to win \$100 worth of picture frames to display artwork.

Congratulations to Queen's Garden resident artists for sharing so many amazing displays!



AgeCare Wenleigh (Mississauga, ON) resident, Winifred, recently celebrated her 100th birthday!

Her friends, family and staff members celebrated this milestone with her by eating delicious food, listening to music and taking fun photos - sounds like a great party! Happy Birthday Winifred!





AgeCare Midnapore (Calgary, AB) celebrated the Autumn season with the Taste of Fall. Residents had the chance to taste different fall-themed dishes and drinks.



AgeCare Westbury (Etobicoke, ON) celebrated joining the AgeCare family by hosting a party - with cake!



AgeCare Pine Grove (Woodbridge, ON) celebrating becoming a member of the AgeCare family by with an outdoor BBQ party and entertainment.



Gibson Long-Term Care Residence - Managed by AgeCare (North York, ON) welcomed participants from DANI-Toronto (a community that supports individuals with Developmental Disabilities) to bring happiness and joy for the Jewish Holiday of Sukkot. The participants shared in the traditions of the holiday as well as took turns shaking the Lulov and Estrog.



Some highlights from the INCREDIBLE haunted house put together by the very talented team at AgeCare Seton (Calgary, AB) for residents, family and staff to enjoy on Halloween.

Take the frightening walk through the haunted house - [click here](#).

A BIG thank you to all team members, their Halloween spirit and going above and beyond!



AgeCare Valleyview and Crescent Heights High School (Medicine Hat, Alberta), Grade 9 students have begun their third round of their "Grand-friends" Intergenerational pen-pal program. Residents are beyond excited to receive their letters!



AgeCare Valleyview also had some very special guests visit!



CODE YELLOW - MISSING PERSON



AgeCare is committed to protecting the safety and security of its residents, including those cognitively impaired individuals who are at high risk of injury from wandering and/or elopement.

Code Yellow alerts staff to an incident involving a missing person. Having a plan in place provides direction to assist the location and safe return of a missing resident or infant / child. To determine whether the missing resident or child is still in the building or on the property a search will be conducted as follows:

1. Ensure a nurse is on the neighborhood
2. Check sign-in sheets on the neighborhood and call reception to check the sign-out sheets in their area
3. Check photo or missing resident in PCC
4. Search in groups of (2) people on the neighbourhood and include all spaces where an individual may hide including resident bathrooms and closets and mark cleared rooms with a visual marker as determined by your community and may extend to common, outdoor, storage and parkade areas.
5. When individual has not been found on the neighborhood any staff member can call a Code Yellow using the over-head page by announcing (3x): **Resident** - Announce residents name for staff to access Wanderers Identification Record and/or Point Click Care to find the resident's photo to aid in the search. **Infant or Child** - provide a description of the child/infant, including their age, for staff to begin their search.
6. The IC waits for neighbourhoods to report before calling Police.
7. When the individual has been found or returns assess their mental state and determine if a physician is required. Please capture location and time found and page Code Yellow – All Clear (3x).
8. If the individual is found by emergency services (Police) provide all information to assist in documentation.

Important:

- Employees will not be expected to search for a resident beyond AgeCare property or to transport the resident back to the AgeCare site.
- If a resident is observed leaving the building and an employee is unable to get them to return to the building, a member of the Leadership Team may be asked to walk with the resident until police can be contacted to assist.
- In that situation, the member of the Leadership Team will ensure they have their AgeCare cell phone and will remain in contact with the Incident Command Post at all times.

INTERESTED IN VOLUNTEERING?



If you have the gift of time and are passionate about enriching the lives of seniors, we invite you to volunteer at one of our AgeCare communities. Volunteer in person by supporting activities, providing companionship, administrative support or offering entertainment.

Apply or learn more on our Better Impact Volunteer portal.

If you have any questions, please contact us at volunteers@agecare.ca.

Become a **VOLUNTEER** at an AgeCare community!



GIVE US YOUR FEEDBACK

Whether it's a compliment, concern or suggestion, feedback is essential in helping us achieve our mission; to provide the best quality of life experience to our residents.

Your feedback will:

- Let team members know about a good experience and ensure their efforts are acknowledged.
- Assist your AgeCare community in identifying areas that may need improvement.
- Inspire new ideas that help to enhance the quality of life of our residents.



PLEASE VISIT OUR [FEEDBACK FORM](#) AND LET US KNOW HOW WE'RE DOING!

ALBERTA

- AgeCare Bow Crest
- AgeCare Columbia
- AgeCare Glenmore
- AgeCare Jasper Place
- AgeCare McKenzie Towne
- AgeCare Midnapore
- AgeCare Miller Crossing
- AgeCare Mount Royal
- AgeCare Orchard Manor
- AgeCare Riverview
- AgeCare Sagewood
- AgeCare Seton
- AgeCare SkyPointe
- AgeCare South Terrace
- AgeCare Sunrise Gardens
- AgeCare Valleyview
- AgeCare Walden

BRITISH COLUMBIA

- 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

ACTIVITY CALENDARS

If you are a family member of a current resident 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.

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.



ONTARIO

- AgeCare Aurora
- AgeCare Aylmer
- AgeCare Brant
- AgeCare Elmira
- AgeCare Glen Oaks
- AgeCare London
- AgeCare Parkhill
- AgeCare Pine Grove
- AgeCare Royal Oak
- AgeCare Samac
- AgeCare Trilogy
- AgeCare Wenleigh
- AgeCare Westbury
- AgeCare West Williams
- AgeCare Willowgrove
- AgeCare Woodhaven
- Ballycliffe Long-Term Care Residence
- Cawthra Gardens Long-Term Care Residence
- Gibson Long-Term Care Residence
- Queen's Garden Long-Term Care Residence
- Regina Gardens Long-Term Care Residence
- Villa Forum Long-Term Care Residence
- White Eagle Long-Term Care Residence