



AgeCare

UPDATE



AGECARE SKYPOINTE II CELEBRATES GRAND OPENING

Adults living in Calgary, Alberta, dealing with complex mental health needs have long faced challenges in accessing suitable housing and holistic care support. Recognizing that residents deserved a service to answer this issue, leaders at Alberta Health Services (AHS) partnered with AgeCare to create an innovative new solution: AgeCare SkyPointe II.

Managed by AgeCare, with support from AHS, AgeCare SkyPointe II is a purpose-built 64-bed mental health long-term care residence for seniors. In addition, AHS will operate a 32-bed specialized mental health program for residents over 18 years of age.

[READ MORE](#) »

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Shoutout to the
AgeCare SkyPointe II
Commissioning Team!

AGECARE SKYPOINTE II CELEBRATES GRAND OPENING

“Several years ago, AHS asked AgeCare to convert existing beds in SkyPointe I to a long-term care mental health program. At this time, we were unclear what this would look like,” said Salimah Walji-Shivji, AgeCare Chief Operating Officer (COO). “Both AHS and AgeCare embarked upon the endeavor together.”

Last month, partners and key stakeholders came together to celebrate the ribbon cutting and official opening of AgeCare SkyPointe II. Salimah Walji-Shivji was joined by special guests including the Honourable Jason Copping, Alberta Minister of Health; and Colleen Karran, Director, Adult SW & Geriatric Mental Health, Alberta Health Services on Tuesday, April 11, 2023.

“The unique services provided here will address the gap and services for Albertans, while reducing pressure on our acute care system,” said Minister Jason Copping. “Those who have complex needs and are unable to be discharged to the community, because of their complex needs, will be able to access care, in a warm and inviting space right here in SkyPointe II.”

With those adults suffering with long term mental health often facing difficulties in finding the residential care they need, AgeCare SkyPointe II will not only answer this need, but also provide a safe and vibrant environment in which residents can live in dignity as they pursue treatment.

“Every Albertan facing mental health challenges should have the opportunity to receive this treatment, and by developing this residence, AgeCare is helping those who are on the path to healing and recovering and truly putting patient needs first,” added Minister Copping.

SkyPointe II offers a state-of-the-art home like residence which includes amenities such as recreational spaces, wood-working shop, computer lab, library, gym, multi-media room, community kitchen, and outdoor space for gathering and games. Future potential partnerships will be explored, for example, to start a car detailing bay and horticulture program. Other resources will be used to support patient recovery and allow residents to be more independent, create self-serve meals, and benefit from common spaces, groups and specialty services through AHS. External partnerships will provide a sense of community and reduce feelings of isolation and loneliness.

“In this space, with the help of mental health and addictions specialists, vulnerable individuals will begin the journey of hope, healing and recovery,” said Colleen Karran of AHS. “These spaces allow for gradual transition to independent living and provide peace of mind for families who may worry about their loved one living alone or in an environment that does not provide support.”

“This new facility must meet the clinical needs of our patients and families, as well as provide support to our staff and physicians working with these vulnerable individuals and that is exactly what we have done with this important partnership with AgeCare. We are offering the highest standards of compassionate care and collaboration during life’s most difficult moments,” added Karran.

AgeCare SkyPointe II is a project of innovation, hope, and collaboration, providing the people of Calgary with class leading mental health treatment, and we couldn’t be prouder.

AGECARE SKYPOINTE II GRAND OPENING



The Honourable Jason Copping
Minister of Health, Government of Alberta



Salimah Walji-Shivji
COO & General Counsel, AgeCare



Colleen Karran
Director, Adult SW & Geriatric Mental Health, AHS



Dr. Aimie Liddle
Regional Director - Alberta East, AgeCare



IMPROVING THE RESIDENT DINING EXPERIENCE

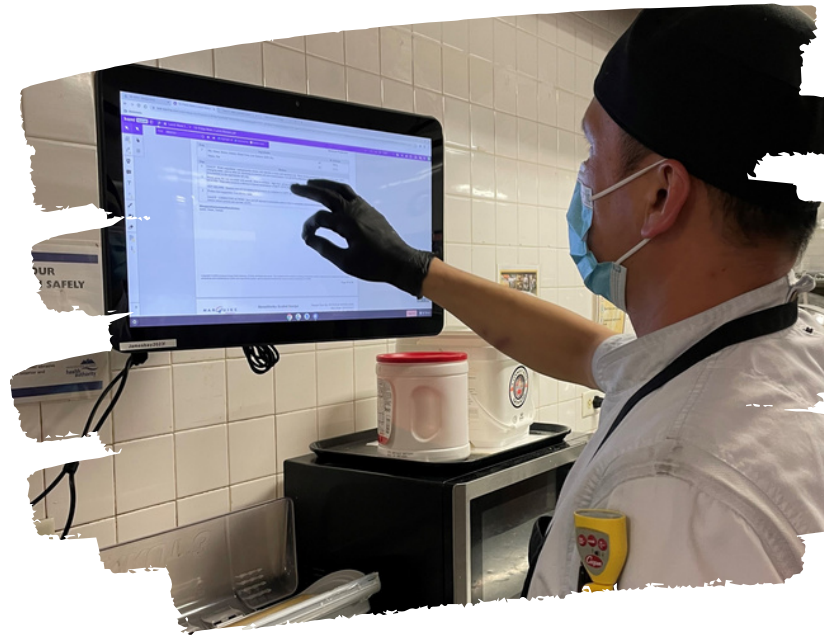
Recently, several AgeCare communities, including AgeCare Holyrood, AgeCare James Bay, AgeCare Sandringham, AgeCare Lakeview and Arbutus (managed by AgeCare), introduced a tech innovation with a web-based software solution called Bridge. This innovation was introduced through our hospitality partner, Marquise Hospitality.

This new system is focused on interacting with residents, specifically during mealtime to aid with the meal selection process which provides an additional level of efficient, meaningful, and informed care.

Digital images of meals are displayed on tablets so that residents and their families can easily choose from selections provided. Dining staff are present to answer any questions and assist in the ordering process, maintaining that person-to-person interaction which is essential for our resident first experience.

Once the selection is made, information is immediately sent to the dining services team to begin preparation. Bridge also integrates all known dietary preferences or restrictions for each resident's order, adding extra precaution of safety for all residents.

Overall, the implementation of the Bridge system is a promising step towards improving the quality of life for residents. Our administrators and care providers can take comfort in knowing that all selections are linked to resident profiles, so dietary conflicts are easily and quickly identified to further ensure resident safety.



CODE WHITE: VIOLENCE / AGGRESSION

The intent of Emergency Response Code White is to provide support for staff dealing with a situation that is escalating to the point of violence. Of course, this protocol is not just to protect staff, but all residents and families as well.

Staff who know how to respond will approach with the appropriate number of individuals so as not to create additional risk by having too many people in the area. De-escalation techniques will be used where safe to do so, such as, allowing space, maintaining eye contact, using slow deliberate movements and non-threatening body posture, and giving simple positive directions.

If the code is called for a resident, then AgeCare staff will try to understand the reasons behind the behaviour as these personal expressions (words, gestures, actions) have meaning and are an important way of communicating needs and concerns. Even physical attempts at communicating a need may not have a willful intent to harm. Understanding the reasons behind the behaviour are important for developing a person-centred care plan.



Police will be called in a Code White situation if it is beyond the ability of staff to manage, or if it is involving someone that is not a resident. The Police would assume control and would follow their own scene safety and management procedures. All staff, contractors, visitors, residents and families will follow the direction of the Police. Incidents involving residents will require a collaborative approach between Police, EMS and AgeCare staff to ensure the safety and well-being of the resident.



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!

NATIONAL VOLUNTEER WEEK APRIL 16 - 22, 2023

National Volunteer Week is our annual opportunity to celebrate the vital role volunteers play at AgeCare.

Volunteers are vital members of every AgeCare community. They bring support, understanding, and companionship to our seniors. We have so much appreciation for the thousands of hours they give so freely every year.

Check out some videos about our amazing volunteers below.



Volunteers really do help make the AgeCare difference!

AgeCare Recreation Manager, Cortney, wants to tell you about the incredible difference volunteers make to the lives of our seniors across all of our AgeCare communities! [Check out her video here!](#)



As part of National Volunteer Week, we asked Vikrim about his experience of being part of an AgeCare community, and the rewards of giving up his time to support our seniors. [Check out what he had to say.](#)

During National Volunteer Week we've shared some great stories about the important role volunteering plays in AgeCare's communities. Cortney, Vikrim, and Jessica tell us about why YOU should consider becoming an AgeCare Volunteer. [Check out their video here!](#)

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. You can also volunteer virtually from home by offering your time sewing, knitting, woodworking, card making, etc. 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!



WHAT'S HAPPENING AT AGE CARE



Spring has sprung at **AgeCare Brandt's Creek Mews**! Residents enjoyed painting spring blossoms.



AgeCare Sagewood seniors had a visit from this little lamb! They certainly won't be feeling sheepish about telling their families and loved ones about this - don't you think?



WHAT'S HAPPENING AT AGE CARE



AgeCare Glenmore celebrated the welcoming of spring with a Donut Party!



Celebrating their 47th wedding anniversary last month, David took his wife Karen for a ride around the city.

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.



AgeCare Cariboo Place enjoying painting, golfing activities