

# AgeCare UPDATE



## AGECARE WELCOMES ONTARIO COMMUNITIES TO THE FAMILY!

We are pleased to share that AgeCare and its partner, Axiom Infrastructure, completed the purchase of Chartwell's 16 long-term care homes, two of which include retirement residences and management of seven long-term care homes in Ontario on September 6, 2023.

AgeCare welcomes the residents, family members, loved ones and the valued teams who have officially joined our family!

We welcome this opportunity to evolve, grow and have a national impact in the continuing care sector in Canada. Adding 23 new homes to our current operations of 31 Alberta and British Columbia communities, we now serve seniors in 54 communities across Canada!

[READ MORE](#) 

OCTOBER  
2023

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*Follow us!*



# AGECARE WELCOMES ONTARIO COMMUNITIES TO THE FAMILY!



We are incredibly proud of the work AgeCare has undertaken over the past 25 years to elevate the quality of care for seniors in the provinces of Alberta and British Columbia. We are excited to share our operating platform and experience in quality care and services with Ontario seniors, and to learn from our new Ontario colleagues who have their own impressive track record of excellence and innovation in care.

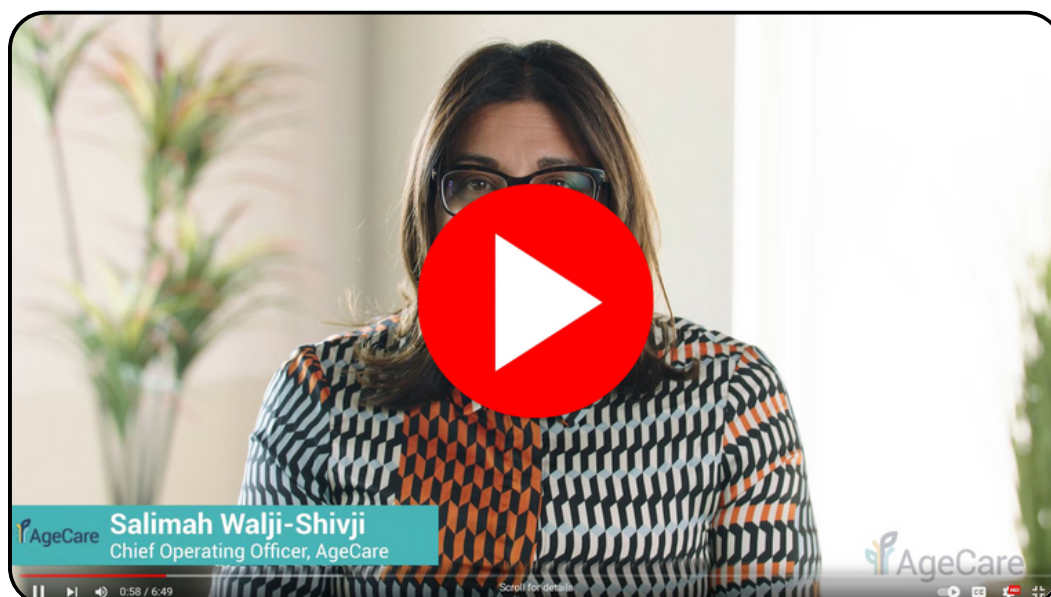
Working together, we are poised for success in improving the quality of the experience our residents and their families have in our communities. Our goal is simple: to elevate the quality of care for seniors in Canada.

Please join us in welcoming our newest staff, residents, and family members in Ontario to the AgeCare family.

[AgeCare Aurora \(Aurora, ON\)](#)  
[AgeCare Aylmer \(Aylmer, ON\)](#)  
[AgeCare Brant \(Burlington, ON\)](#)  
[AgeCare Elmira \(Elmira, ON\)](#)  
[AgeCare Elmira Estate \(Elmira, ON\)](#)  
[AgeCare Glen Oaks \(Oakville, ON\)](#)  
[AgeCare London \(London, ON\)](#)  
[AgeCare Parkhill \(Parkhill, ON\)](#)  
[AgeCare Pine Grove \(Woodbridge, ON\)](#)  
[AgeCare Royal Oak \(Kingsville, ON\)](#)  
[AgeCare Samac \(Oshawa, ON\)](#)  
[AgeCare Trilogy \(Scarborough, ON\)](#)

[AgeCare Wenleigh \(Mississauga, ON\)](#)  
[AgeCare Westbury \(Etobicoke, ON\)](#)  
[AgeCare West Williams \(Kitchener, ON\)](#)  
[AgeCare Willowgrove \(Ancaster, ON\)](#)  
[AgeCare Woodhaven \(Markham, ON\)](#)  
[Ballycliffe \(Ajax, ON\)](#)  
[Cawthra Gardens \(Mississauga, ON\)](#)  
[Gibson \(North York, ON\)](#)  
[Regina Gardens \(Hamilton, ON\)](#)  
[White Eagle \(Toronto, ON\)](#)  
[Queen's Garden \(Hamilton, ON\)](#)  
[Villa Forum \(Mississauga, ON\)](#)

## Watch our special welcome [video!](#)





AgeCare Holyrood's (Maple Ridge, AB) recreation student, Faith, is Indigenous and took the time to share some meaningful traditions with staff and residents on the National Day for Truth and Reconciliation.

She started off sharing some history of Orange Shirt Day, then moved to explaining the meaning of the drum. Made from deer hide and sinew with a cedar base and the rattle that is also made from deer hide and sinew and filled with rice. The rattle and drum were passed around the circle for everyone to touch and explore. Faith then led a drumming and singing circle of traditional songs. Afterwards, Faith shared the creation story of Turtle Island.





Staff at AgeCare Bow Crest (Calgary, AB) wearing orange in honour of the National Day for Truth and Reconciliation.



Age Care Pine Grove (Woodbridge, ON) commemorated the residential school experience, honouring and participating in the healing journey. Residents and staff were able to participate in a drum circle and smudging ceremony.



Welcome to the family AgeCare Westbury (Etobicoke, ON)!





AgeCare Glenwarren (Victoria, BC) celebrated everything "Hawaii" with food, music, dancing and a photo booth! The residents had a great time!

**ALOHA!!**



AgeCare Orchard Manor (Brooks, AB) residents and staff enjoyed a delicious outdoor BBQ with food and fun music entertainment last month!





AgeCare Columbia (Lethbridge, AB) residents visited Lethbridge Corn Maze and then had some fun cuddling the goats! What a great day!



At AgeCare Riverview (Medicine Hat, AB) 96 year old resident John showed everyone age is just a number! He still has smooth moves and had a great time showing off his steps to some ABBA!



Residents at AgeCare Midnapore (Calgary, AB) spent time working on model planes. Assembling models is a great way to keep seniors engaged. They bring nostalgia and memories which can lead to stories. A great activity to promote cognitive health!

## KEWLONA WILDFIRE - A TALE OF RESILIENCE

When wildfires raged over the hills of Kelowna, British Columbia, a monumental operation began, led by a dedicated team of healthcare workers. An assembly of wheelchairs, stretchers, beds, buses, trucks, and shuttles arrived at eight communities, with AgeCare Brandt's Creek Mews being one of them, home to over 900 elderly residents. With precision, these vulnerable elderly patients, including those with cognitive impairment, assisted-living clients, independent living seniors, and brain-injured seniors who required intensive care were relocated in just a 48-hour period.

John Nocon, AgeCare Regional Manager BC Interior, shares his personal experience of this traumatic event, highlighting the incredible support and teamwork that shone through the darkest hours. "The fire was traumatizing to the extent that it felt surreal and was very unexpected in nature due to the drastic change in wind conditions," John recalls. The suddenness and intensity of the fires left everyone feeling anxious, scared, and unprepared for what lay ahead." Our staff was faced the delicate balance of evacuating residents surrounded by approaching wildfires while minimizing anxiety and stress.

Despite the chaos and fear that surrounded them, John along with AgeCare Brandt's Creek Mews team members rallied together to ensure the safety and well-being of residents. "The team did a tremendous job in supporting the residents," John explains. "They were all available, ready to take on anything." Remarkably, some team members, even while facing potential evacuation themselves, remained committed to their duty of care. Many members of management worked tirelessly, putting in long hours to ensure that everyone was supported. It was truly an 'all hands-on deck' situation." John said.

John, along with his wife Hayley (Executive Director of AgeCare Mount Ida Mews), and their children were deeply appreciative of the support his family received from AgeCare during this challenging time.



"Both Hayley and I felt the support and the genuine care." In the face of the crisis, John and Hayley's dedication to supporting the evacuation from AgeCare Brandt's Creek Mews (Kewlona, BC) and planning for the potential evacuation of AgeCare Mount Ida Mews (Salmon Arm, BC) displayed their resilience and commitment during the Kelowna fires exemplify the values of care and support that define our organization. While the fires devastated British Columbia, many people from the Northwest Territories were also displaced and evacuated due to wildfires. AgeCare welcomed 11 evacuees in our Calgary and Edmonton zone communities.

Through teamwork, dedication, and the support of AgeCare, an unprecedented challenge was met head-on, reminding us all of the strength of community and the power of compassion in times of crisis.

thank you

A heartfelt thank you to Interior Health for assisting with transportation service, agency support, Indemand Care, Green Staff Medical, Nurses Next Door, Prosperity, and Summerland Seniors Village that openly received our residents during the emergency evacuation.

## HOSPITALITY CORNER

### RESIDENT FIRST EXPERIENCE



AgeCare and partner Marquise Hospitality believe that every resident deserves warm caring hospitality, healthy delicious meals, and a clean safe place to live. That's what we call our "Resident First Experience."

Last month, under the leadership of District Manager Kirk Bolton and Site Manager Magda Herrera, Marquise proudly took charge of the Food and Environmental Services at AgeCare Bow Crest in Calgary.

These dedicated team members are focused on superior service and look forward to leading exceptional resident experiences at AgeCare Bow Crest!



# OCTOBER CODE OF THE MONTH

## CODE RED - SMOKE / FIRE EMERGENCY

A “**code red**” emergency response alerts personnel, residents and visitors of a smoke / fire emergency. It can be initiated by anyone who witnesses or recognizes smoke or fire by paging “**code red (x3) with the location**” (from the fire zone map) providing direction to either evacuate a specific zone or to evacuate the building.

If you see or smell smoke - activate the fire alarm (fire pull station) and investigate the origin.

If you discover fire, follow **R.E.A.C.T.**

**R** – remove those in immediate danger

**E** – ensure room doors are closed (if available, place magnet on door)

**A** – activate the fire alarm

**C** – call 911

**T** – try to extinguish or control the fire

Staff in the affected area:

- Complete a head count for the unit
- Put the evacuation markers on the doorframes outside of rooms that have been evacuated
- Have a staff member monitor each exit if safe to do so, the doors on secure neighbourhoods will unlock

Staff responding to support the area in alarm:

Bring a fire extinguisher to the affected neighbourhood. If the fire is the size of a wastebasket or smaller and it is safe to do so you can extinguish the fire using the **P.A.S.S** method and assist in moving all persons away from the immediate affected area (ambulatory people, followed by those needing assistance, followed by those that are fully dependent).

**Pull** - Pull the pin on top

**Aim** - Aim the hose at the base of the fire

**Squeeze** - Squeeze the handle

**Sweep** - Sweep at the base of the fire until extinguished

*Note: Fire extinguishers are inspected monthly and serviced annually.*

More information and resources about our Code “Red” / Fire Alarm and Drill Assessment form and training scenarios can be found in the Emergency Response Manual. Please reach out to the Community if you have concerns during an emergency response Code Red.

## 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](mailto: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

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- Regina Gardens Long-Term Care Residence
- White Eagle Long-Term Care Residence
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