

### UPCOMING EVENTS

#### Canada Revenue Agency Workshop

1:30 pm – 3:00 pm on Thurs, Sep 19<sup>th</sup>

@ Matthews House Hospice

131 Wellington St. E. Alliston

#### Powerful Tools for Caregivers Workshop

- One session starting in Sep  
@ Matthews House, Alliston
- One session starting in Oct  
@ McConaghy Centre, Richmond Hill

#### Seniors/Caregiver Wellness Fair

10:00 am – 1 pm on Tue, Oct 1<sup>st</sup>

@ East Gwillimbury Sports Complex

1914B Mount Albert Road, Sharon

#### Navigate the Healthcare System

10 am - 11:30 am on Wed, Oct 30<sup>th</sup>

@ Stouffville Legion, 150 Mostar St.

#### Falls Prevention Workshop

10 am – 11:30 am on Wed, Nov 20

@ Stouffville Legion, 150 Mostar St.

#### Estate Planning Workshop

Thurs, Nov 21<sup>st</sup>

@ Matthews House Hospice, Alliston

*If you would like to find out more details of any of the above workshop/health fair, or to register, please contact Linda Ind at [lind@chats.on.ca](mailto:lind@chats.on.ca)*



# 2019

Dear Volunteers,

Time flies! I still remember about the same time last year I wrote my very first letter to you on this newsletter! I hope everybody is getting useful information out of each edition, and as always, I welcome your feedback.

In this edition, our CEO, Christina Bisanz sends some exciting updates about changes to our health care system. We also include plans and a schedule of our upcoming Fall Volunteer Meetings, an important announcement about CHATS' Friendly Visiting Program, tips about how to care for people with dementia and how to communicate with people who have hearing loss. November is Falls Prevention Month, so we provide some important information about the proper way to help someone who has fallen. Our Human Resource Manager, Jannette Lopez-Brady also sends a reminder of CHATS Employment Referral Bonus and finally, starting in this edition, I will introduce volunteers from all programs to you. Even though we don't see others often, this is a good way to get to know each other.

We hope you enjoy volunteering with CHATS and stay connected with us. If you haven't joined our email distribution list, to ensure you can receive the most up-to-date volunteering information, please simply send us an email to: [VNewsletter@chats.on.ca](mailto:VNewsletter@chats.on.ca)

*Grace*

Grace Han

Program Coordinator –  
Community Programs  
& Volunteers

*Hillary*

Hillary Richardson

Community Programs  
Manager

*Live Well. Age Well. Be Well*



# A MESSAGE FROM CHATS' CEO CHRISTINA BISANZ



To all volunteers:

CHATS' is delighted to share with our volunteers that we recently received some very exciting news with regards to the developing Ontario Health Teams.

In an email notification received on July 18th, 2019, the Ministry of Health advised that three of the five submissions CHATS was included in were selected to advance to the next stage to develop full applications to become Ontario Health Teams: Eastern York Region North Durham; Southlake Community; and Western York Region were among 31 of over 160 applications chosen. The other two submissions from South Simcoe and the Vaughan Community, are among the 43 considered to be almost ready for final application and will receive some Ministry assistance in order to be considered ready to submit.

This is an exciting confirmation of the value and expertise that CHATS offers for truly connecting health and social care for our clients and their caregivers across the continuum.

As the largest provider of home and community supports for older adults throughout York Region and South Simcoe, CHATS has been a core partner in each of the applications, and an advocate for better integration between all sectors in the health care system, to serve the needs of older adults and their desire to live independently and safely in their own homes as long as possible.

We will be sure to keep you informed as we progress forward in this journey for a new health care system in Ontario! In the meantime, if you have any questions please contact your supervisor for more information.

We want to thank all of you for continuing to make CHATS the exemplary organization it is, and for always ensuring that we stay focused on ensuring quality, safety and a great experience for the persons we serve.

A handwritten signature in black ink that reads "Christina Bisanz". The signature is written in a cursive, flowing style.

## WHAT IS ONTARIO HEALTH TEAMS (OHT)?

Ontario Health Teams are being introduced to provide a new way of organizing and delivering care that is more connected to patients in their local communities. Under Ontario Health Teams, health care providers (including hospitals, doctors and home and community care providers) will work as one coordinated team - no matter where they provide care.

## **2019 FALL VOLUNTEER MEETINGS ARE ON THE WAY!**

We received lots of input from you in our survey about the type of education you're looking for. Some information, like an article in this edition on hearing loss will appear in the newsletter. We're also working with our subject matter experts (SMEs) on presenting a series of education sessions that we hope will inspire you. We did hear from a few of you who told us you "know everything you need to do your job" ... and of course we know you're out there doing great work. It is our hope that you will see these sessions as an opportunity to enhance your existing knowledge and perhaps get to know some of your fellow volunteers. Please look closely at the schedule below and plan on attending at least one session. You sure can attend as many sessions as you like by RSVP to the lead personal. Where you see "TBD", we're still working on some details. These will be sent to you by email as soon as possible.

Topic	Program	Schedule	Location	Lead/RSVP TO
<b>Dementia</b>	Rural West Social & Wellness, MOW, Bradford ADP, Transportation	10:30 am on Thurs, Oct 10th	Bradford Legion, 115 Back St, Bradford	Laura 905-713-3373 ext 7050
	<b>RH, SA &amp; VHN ADP, open to all others</b>	10 am-12 pm on Fri, Oct 11th	Delmanor Elgin Mills, 80 Elgin Mills Rd E, Richmond Hill	Grace 905-713-3373 ext 6221
	North Social & Wellness Programs, MOW, Aurora ADP	10 am-12 pm on Fri, Oct 18th	CHATS Aurora Boardroom 1	Jeanne 905-713-3373 ext 7001
	Rural East Social & Wellness, MOW, Transportation	1 pm on Wed, Oct 23rd	Egypt Hall, 6756 Smith Blvd, Sutton	Jeanne 905-713-3373 ext 7001
	All programs @ Friuli, open to Vaughan ADP	10 am-12 pm on Fri, Oct 25th	60 Friuli Crt, Woodbridge	Rosa 905-713-3373 ext 6402
	East MOW, Transportation	2 pm-4 pm on Wed, Oct 30th	Amica Unionville, 34 Main St Unionville	Glenys 905-713-3373 ext 7002
<b>Elder Abuse, Suicide Prevention and MAID</b>	Board	6 pm-8 pm on Wed, Oct 30th	CHATS Aurora Boardroom 1	Saskia 905-713-3373 ext 6040
<b>Falls Prevention</b>	West MOW	To be done and evaluated by Oct 25th	Online	Marzena 905-713-3373 ext 7040
	<b>Open to all programs</b>	10 am-11:30 am on Wed, Nov 20th	Stouffville Legion, 150 Mostar St, Whitchurch-Stouffville	Grace 905-713-3373 ext 6221
<b>Mental Health</b>	Diversity	TBD	in Richmond Hill Iranian Program	Sara 905-713-3373 ext 7037
	Diversity	TBD	in Aurora Iranian Program	Sara 905-713-3373 ext 7037
	Diversity	TBD	in Richmond Hill Russian Program	Elena 905-713-3373 ext 7039
	<b>Social &amp; Wellness, Arirang ADP, open to all others</b>	10:30 am-12 pm on Tue, Oct 22nd	Thornhill Community Center, 7755 Bayview Ave, Thornhill	Grace 905-713-3373 ext 6221
	Social & Wellness	TBD	Chancellor Community Center, 350 Ansley Grove Rd, Woodbridge	Marzena 905-713-3373 ext 7040
	Social & Wellness	2 pm-4 pm on Wed, Oct 23rd	Chartwell Rouge Valley Retirement Home, 5958 16th Ave, Markham	Glenys 905-713-3373 ext 7002
<b>Navigate the Healthcare System</b>	<b>Open to all programs</b>	10 am-11:30 am on Wed, Oct 30th	Stouffville Legion, 150 Mostar St, Whitchurch-Stouffville	Grace 905-713-3373 ext 6221

## **TIPS FOR COMMUNICATING WITH PEOPLE LIVING WITH DEMENTIA**

- |   |   |
|---|---|
| 6. Agree, never argue<br>7. Divert, never reason<br>8. Distract, never shame<br>9. Reassure, never lecture<br>10. Reminisce, never say "remember" | 1. Repeat, never say "I told you"<br>2. Do what they can do, never say "you can't"<br>3. Ask, never demand<br>4. Encourage, never condescend<br>5. Reinforce, never force |
|---|---|



## 4 Fall Prevention Tips for Seniors



**1** Have Your Medications Reviewed



**2** Have Your Eyes Checked



**3** Make Your Home Safe



**4** Stay Active and Exercise

Falls are the leading cause of injury among older adults in Canada and the number one cause of brain and spinal cord injury in seniors.

**If you see someone fall, resist the urge to get the person up immediately.** First check for condition: Is the person conscious or unconscious? Does the person appear to be injured? Reassure the person. Give them time to compose themselves.

If the individual cannot get up, call for help and administer first aid if you are able to do so. Help the person find a comfortable position and keep them warm using an item of clothing or blanket.

If the individual appears able to get up, proceed with care and follow the steps below.

- ✚ Bring a chair close by; help the person turn onto the side and bend the upper leg; help the person into a semi-seated position.
- ✚ Placing yourself behind the person and getting a firm grip on the hips, help the person to a kneeling position with both hands on the chair.
- ✚ Holding on to the chair, the person should then place the stronger leg in front. You may help by guiding the person's leg.
- ✚ With a firm grip on the hips, help the person to stand, then turn and sit on the chair.

To find out more, please check out the brochure You Can Prevent Falls by the Public Health Agency of Canada:

<https://www.canada.ca/en/public-health/services/health-promotion/aging-seniors/publications/publications-general-public/you-prevent-falls.html>

### **COMMUNICATING WITH PEOPLE WHO HAVE HEARING LOSS**

Age-related hearing loss affects approximately 30% of adults aged 65-74 and almost half of those over 75. Hearing loss makes communicating challenging, both for the person affected and for those trying to converse with them. Here are some tips on communicating with people who have hearing loss:

- ✓ **Attention First:** Start the conversation by getting the person's attention and let them know you are talking to them. Speak directly to the person with hearing loss. A tap on the shoulder or pointing to something will assist the person with hearing loss to focus on you and better understand what you will say.
- ✓ **Speak Slowly:** Slowing down your speech rate helps in two ways. First, it naturally enhances the clarity of what you are saying. Second, it allows the person with hearing loss more time to process what has been said, to understand meaning, and to fill in the gaps of what has been heard.
- ✓ **Careful about Consonants:** Poorer hearing in the high frequencies means that certain consonants (such as, "f," "s," "t," "p") are not heard well, even with good amplification. Words such as "fan," "sand," "tan," and "pan" may all sound the same.
- ✓ **State the topic:** Tell the person the topic of the conversation and be clear when you have switched the topic.
- ✓ **Face the person:** Be at the same level, facing the person, to provide more visual cues. Don't cover your mouth or chew gum. Lip reading will happen automatically.
- ✓ **Find a quiet place:** Move to a quiet location if you can or reduce the noise as much as possible.

For more information on Hearing Loss contact The Canadian Hearing Society at [www.chs.ca](http://www.chs.ca)





***DON'T FORGET  
YOUR FLU SHOT!***

In Canada, the flu season usually runs from November to April. This is why it is important to get your flu shot between October and December, before the number of cases of flu increases in Canada.

According to the Public Health Agency of Canada, the best way to prevent the flu is to have a flu vaccination each year, in the late fall. Since the virus causing the flu changes from year to year, the flu vaccine you received last year may not protect you this year. Flu vaccinations will be offered at Shoppers Drug Mart stores in the fall

### Influenza ("Flu") Vs. Common Cold

In general, flu is worse than the common cold, and symptoms are more intense. Colds are usually milder than flu.

What are the symptoms of the flu versus the symptoms of a cold?

The symptoms of flu can include fever or feeling feverish/chills, cough, sore throat, runny or stuffy nose, muscle or body aches, headaches and fatigue (tiredness). Normally people with Influenza, or the "flu", have 2 or more symptoms as listed below. Cold symptoms are usually milder than the symptoms of flu. People with colds are more likely to have a runny or stuffy nose. Colds generally do not result in serious health problems.

IS IT A COLD OR FLU?		
Signs and Symptoms	Cold	Flu
Symptom onset	Gradual	Abrupt
Fever	Rare	Usual
Aches	Slight	Usual
Chills	Uncommon	Fairly common
Fatigue, weakness	Sometimes	Usual
Sneezing	Common	Sometimes
Chest discomfort, cough	Mild to moderate	Common
Stuffy nose	Common	Sometimes
Sore throat	Common	Sometimes
Headache	Rare	Common

#FIGHT FLU

<https://www.cdc.gov/flu/about/ga/coldflu.htm>

### **CHATS' Friendly Visiting Program is coming back!**

After many requests from our clients, the community, and dedicated volunteers, we are bringing back CHATS' Friendly Visiting Program. The Friendly Visiting Program provides seniors with a consistent weekly social/security visit ranging from 1-2 hours in duration. We are looking for volunteers to be part of this engaging and fulfilling program. As a volunteer, you would partake in activities and shared interests with clients while developing your interpersonal communication skills. Here's what you can gain from volunteering in this program:

- Rewarding connections
- Explore and learn culture and history
- Increased sensitivity to the needs of seniors

***For more information or to volunteer, please call Christine McGregor at 1-877-755-3494!***



# VOLUNTEER CORNER



After serving CHATS' clients for 30 years, volunteer **Dorraine** (second from the right) has become a client in our Dunlop Wellness Program as well as the Thornhill Wellness Program. She is still showing her leadership skills in the groups! Way to go, Dorraine!

Elena, one of our Outreach Coordinator would like to thank **Erin, France, and Marjory** (left to right) for their regular help at the Dunlop program. She said "They're there when I need assistance fast, and I'm so happy for the opportunity to work with them. Thanks for your dedication!"

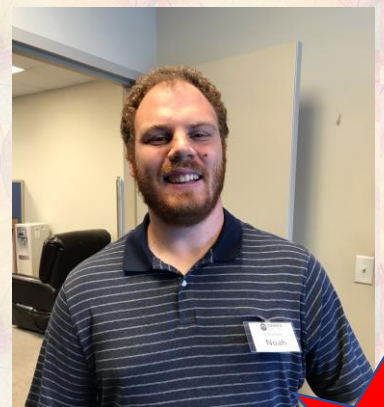
## Meet Frank!

Frank was born in Mitilini, Lesvos, Greece. Frank came to Canada in 1968. Frank has worked in restaurants, managed food services on three military bases in Canada and worked for Sears for 13 years. He is happily married to his wife Sonja and has two sons, William and Mark. Frank Lives in Bradford and has been a volunteer with CHATS for two years! Frank's favorite things to do are gardening, reading and sports. Frank Loves to travel and meet new people. Frank has a strong relationship with God and enjoys giving back to people. The Bradford Adult Day program is grateful to have kindhearted, and helpful Frank as a volunteer!



Richmond Hill Adult Day Program would like to recognize **Barbara Kirchner**. Jenny the Recreation Programmer says "we have known Barbara for two years and have always found her dependable, flexible, efficient and brings happiness to our clients. When we need a helping hand, she's always there to help us. Also, she brings good stories to share with our clients about her weekend and life events. Way to go Barb!"

**Noah** has been volunteering at Vaughan ADP on Thursday since May 2019. He assists Recreation Programmers with active games and helps PSW serve lunch. From the past three months, Noah has built great rapports with our clients during Morning Social. Noah said he enjoys helping the active programs and likes the people here.



## REFER A FRIEND AND GET PAID!

CHATS is offering a Referral Bonus to all staff and volunteers who recommend a candidate who is ultimately hired. You will receive \$200.00 upon completion of orientation by new hire.

To check out current employment opportunities, simply visit :

<https://www.chats.on.ca/careers>