



**CHATS**  
Community & Home  
Assistance to Seniors

# Connection Newsletter

*For our volunteers*

**SPRING 2019**

## UPCOMING EVENTS



### Brain Health

1:30 pm – 3:00 pm on Thurs, Mar 21<sup>st</sup>

Matthews House Hospice

Contact Linda:

905-713-3373 Ext 6211 or

[lind@chats.on.ca](mailto:lind@chats.on.ca)

### Learning from Your Emotions

6:45 pm – 8:00 pm on Mon, Mar 27<sup>th</sup>

Georgina Public Library

Contact Mary Lou:

905-713-3373 Ext 6226 or

[mprudham@chats.on.ca](mailto:mprudham@chats.on.ca)

### Advanced Care Planning

1:30 pm – 3:00 pm on Thurs, Apr 18<sup>th</sup>

Matthews House Hospice

Contact Linda:

905-713-3373 Ext 6211 or

[lind@chats.on.ca](mailto:lind@chats.on.ca)

### Therapeutic Touch

1:30 pm – 3:00 pm on Thurs, May 14<sup>th</sup>

Matthews House Hospice

Contact Linda:

905-713-3373 Ext 6211 or

[lind@chats.on.ca](mailto:lind@chats.on.ca)

### Healthy Eating

2:30 pm – 3:30 pm on Wed, May 29<sup>th</sup>

Oak Ridges Moraine Library

Contact Mary Lou:

905-713-3373 Ext 6226 or

[mprudham@chats.on.ca](mailto:mprudham@chats.on.ca)

**Check out the CHATS Website for all  
the upcoming events!**

<http://www.chats.on.ca/events>

Dear volunteers,

We have experienced a few messy winter storms complete with snow, ice pellets, freezing rain and strong winds this winter. In the hope to make your volunteering life easier, we try our best to update our Volunteer Notification Line on the status of all programs, including any closures or service restrictions, in a timely manner. If you have concerns about communication or are not sure about how to access extension 7000, please check your supervisor.



We want to thank everyone for your continued dedication, even in the worst weather, to our mission to support older adults live independently, safely, and well at home. You are the heart of CHATS!

We are aware that there is usually ice in the river in April and that it has occasionally snowed in May, but we look forward to the weeks ahead knowing that the worst is over! In this Spring edition, you will find the invitation to our Annual Volunteer Appreciation Luncheon happening in April. We also included some exciting organizational updates, educational topics about volunteer driver's insurance cost, how to care for someone who has hearing loss, CHATS' Disaster and Emergency Policy, and more!

If you haven't jointed 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 Program Manager

*live well, age well, be well*



**Please join us for one of our  
Annual Volunteer Appreciation luncheons  
Taking place at a local Mandarin Restaurant**

**Your lunch includes:** The Mandarin's famous buffet and a beverage of coffee, tea or soft drink. If you choose, you may purchase your own alcoholic beverage. ***Please do not drink and drive!***

**We do need to know if you're coming (or not) so that we can plan appropriately. No guests please as space is limited. Please let us know using information below.** If you are not available on the date of the luncheon in your area, advise us if there is an alternate Mandarin location/date you'd like to attend.

Area	When	Where	Please reply by April 2 <sup>nd</sup>	
North	Monday, April 8 <sup>th</sup> , 11:30 am – 1:30 pm	Mandarin Newmarket, 16655 Yonge St.	1-866-677-9048 <b>ext. 7270;</b>	Or click here to email us: <a href="mailto:VNewsletter@chats.on.ca">VNewsletter@chats.on.ca</a>
Rural	Wednesday, April 10 <sup>th</sup> , 11:30 am – 1:30 pm	Mandarin Newmarket, 16655 Yonge St.	1-866-677-9048 <b>ext. 7050;</b>	
East	Thursday, April 11 <sup>th</sup> , 11:30 am – 1:30 pm	Mandarin Markham, 88 Copper Creek Dr.	1-866-677-9048 <b>ext. 7250;</b>	
West	Monday, April 15 <sup>th</sup> , 11:30 am – 1:30 pm	Mandarin Woodbridge, 8787 Weston Rd.	1-866-677-9048 <b>ext. 7260;</b>	



## I AM A PROUD CHATS' VOLUNTEER!

CHATS is very proud of our accomplishments this past year, which included the expansion of our Adult Day Program locations and hours -- we now have 7 ADP locations and a pilot Saturday Dementia ADP program, new Wellness Programs introduced for the LGBTQ seniors' community, the launch of Tenancy Risk Reduction Services for Seniors, the extended area of our Home Adaptation and Maintenance Program to Newmarket area, and the establishment of a new Seniors Technology Lab which focuses on teaching digital literacy to seniors to help facilitate community connectivity and reduce isolation. In 2017/18 more than 8,300 older adults and caregivers received care and support from CHATS employees and volunteers!

CHATS was in a few different news articles throughout our catchment area. Please see below for the links to some articles feature on CHATS' volunteers:

Volunteerism in Aurora:

<https://www.yorkregion.com/opinion-story/9084152-volunteerism-is-what-helps-turn-our-towns-and-cities-into-communities/?fbclid=iwar1lexcayklhknlkjgazepte0fmxovqt3ameehdumjmxekc9covbk7vcbe>

CHATS' Volunteers in Bradford and Georgina:

[https://www.yorkregion.com/community-story/9083847-volunteers-heart-and-soul-of-chats-york-simcoe/?fbclid=iwar2q9mgburivmmxwlp19roq-zpuys8secylksfuyy3nj1iqxdsdo\\_z2sw](https://www.yorkregion.com/community-story/9083847-volunteers-heart-and-soul-of-chats-york-simcoe/?fbclid=iwar2q9mgburivmmxwlp19roq-zpuys8secylksfuyy3nj1iqxdsdo_z2sw)

## CHATS Disaster & Emergency Preparedness - Quick Reference for Volunteers

Code	Refers to	Action
<b>Red</b>	Fire or Carbon Monoxide	<b>RACE!</b> <u>Remove</u> people from danger; <u>Activate</u> alarm <b>Call 911</b> ; <u>Close</u> doors & windows; <u>Evacuate</u> ; Report to Office – use extension 6999
<b>Blue</b>	Medical Emergency	STAY CALM, STAY THERE; <b>Call 911</b> ; Perform First Aid/CPR if trained; Call for assistance if not trained; Report to Office – use extension 6999
<b>Green</b>	Evacuation	Prepare client and self for evacuation; Support client(s) to exit building; Meet at designated area; Check for attendance <b>ALWAYS SIGN IN/OUT AT CHATS OFFICES</b>
<b>Orange</b>	External Disaster / Inclement Weather	<b>Call Volunteer Notification Line extension 7000</b> for updates including program closure; <b>WAIT</b> to be contacted by Service Coordinator/Supervisor for updated plan
<b>Black</b>	Bomb Threat	<b>Call 911</b> ; Evacuate the immediate area; Contact the office - use extension 6999
<b>White</b>	Violent or Aggressive Behaviors	<b>STAY CALM</b> ; calm or redirect the person; <b>Move to safety</b> or have others move away; <b>Call 911</b> if necessary; <b>Report</b> to office – use extension 6999
<b>Yellow</b>	Missing Client	Listen carefully for description of missing person; Assist in search as directed
<b>Grey</b>	Technology Failure	Use staff extensions or cell phone number to reach them directly; CHATS will advise of alternate processes as appropriate; if available check CHATS website and <b>listen to extension 7000 for updates</b>

## THERE'S NO EXCUSE FOR ELDER ABUSE.

Elder Abuse is defined as any action or inaction by ANY person that causes harm to an older person. All CHATS personnel and volunteers will receive education in elder abuse and will understand how to prevent (through risk factor identification), report and document suspected or verified situations of abuse. All incidents or suspected incidents of Elder Abuse or suspected Elder Abuse must be reported to program staff and/or volunteers' immediate supervisor, as soon as possible. We will follow up immediately with an investigation and ensure documentation is initiated within 48 hours.

When clients talk about SUICIDE:	Be alert for signs of Elder abuse
<ul style="list-style-type: none"> <li>➤ Find out <b>if they have a plan and if they intend to carry it out</b> in the immediate or near future. <b>If yes, call 911</b></li> <li>➤ <b>If no immediate risk</b>, report to service coordination in person, using emergency extension 6999.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Signs of physical abuse</li> <li>➤ Client is unclean, inappropriate clothes</li> <li>➤ Client is fearful of an individual</li> <li>➤ Client tells you there is abuse</li> <li>➤ Client asks you not to report frailty/fall</li> <li>➤ Caregiver insists on speaking for client</li> </ul> <p><b>Notify the office using emergency ext. 6999</b></p>

Abuse can happen to any older person, by a loved one, a hired caregiver, or a stranger. Abuse can happen at home, at a relative's home, or in an eldercare facility. About 1 in 10 adults over age 60 are abused, neglected, or financially exploited.



### Watch for these signs of abuse:



- Seems **depressed, confused, or withdrawn**



- **Isolated** from friends and family



- Has **unexplained bruises, burns, or scars**



- Appears **dirty, underfed, dehydrated, over- or undermedicated**, or not receiving needed care for medical problems



- Has **bed sores** or other preventable conditions



- Recent **changes in banking or spending patterns**



## Immunizations are not just for kids!

At any age, vaccination provides the longest-lasting, most effective protection against disease. Childhood immunization does not provide lifelong immunity against some diseases such as tetanus (lockjaw) and diphtheria.

Adults require helper, or booster, shots to maintain immunity. As well, adults who were not adequately immunized as children may be at risk of infection from other vaccine-preventable diseases. They can also infect others. For example, adults who contract measles, mumps or pertussis (whooping cough) can infect infants who may not yet be fully immunized. Many new vaccines are only for adults, e.g. herpes zoster (shingles).

Immunizations are not just for kids! It is important for adults to stay up to date on their immunizations.

## ADULT IMMUNIZATION: What vaccines do you need?

Vaccine	Who should receive it?
Tetanus (lockjaw)	everyone, every 10 years
Diphtheria	everyone, every 10 years
Pertussis (whooping cough)	everyone, once in adulthood
Influenza	annually for people at high risk of complications from influenza and anyone who wants protection from influenza
Pneumococcal	everyone 65 and older, immunocompetent people less than 65 in long-term care facilities, and people with specific medical conditions
Hepatitis B	people with medical, occupational or lifestyle risks and anyone who wants protection from hepatitis B
Hepatitis A	people with medical, occupational or lifestyle risks and anyone who wants protection from hepatitis A
Meningococcal	people with specific medical conditions and people living in communal residences, including students and military personnel
Measles	people who have not had the vaccine or the disease
Mumps	people who have not had the vaccine or the disease
Rubella (German measles)	people who have not had the vaccine or the disease
Varicella (chickenpox)	people who have not had the vaccine or the disease
HPV (human papillomavirus)	females and males 9-26 years (may be administered to females or males 27 years and older at ongoing risk of exposure)
Herpes zoster (shingles)	people 60 and older (may be administered to people 50 years and older)
Travel vaccines	varies by destination - consult a travel health clinic, your health care provider, local public health office or <a href="https://travel.gc.ca">https://travel.gc.ca</a>

Reference: Canadian Immunization Guide. Available at: <https://www.canada.ca/en/public-health/services/canadian-immunization-guide.html>

**Talk to your doctor, nurse, pharmacist or local public health unit about being up to date on your immunizations.**

## Show Someone with Hearing Loss That You Love Them

How can you show the people in your life with hearing loss that you value them? Here are some suggestions.



1. **Make conversations easier**, such as facing the person and getting his attention first. Don't speak to him from another room or with your mouth covered. Maintain eye contact.
2. **Check to see if they understood.**
3. **Let them pick the restaurant.** Make sure to converse in an area with good lighting and little background noise.
4. **Tell them that you care.** Hearing loss can be isolating, leaving people feeling lonely, left out and sad.
5. **Use closed captions when watching TV**
6. **Encourage them to use assistive listening devices**
7. **Laugh at the mis-hearings.** Stay positive and keep a sense of humor!
8. **Protect your hearing.** Show that you understand the difficulties associated with hearing loss by protecting your own hearing and encouraging those around you to do so as well. Wear hearing protection at concerts, on planes, and other loud places. Valuing your hearing shows respect for those who struggle with their own.

# Insurance Coverage and Rating for Volunteer Drivers

If you're making volunteering with your car a regular part of your routine, we'd like to applaud you for your generous efforts. To answer enquiries about the coverage available and rates charged for volunteer drivers, please see the following Bulletin from the Ontario Insurance Commission (OIC):

"Many volunteer organizations are dependent on volunteer drivers to transport individuals. These volunteer drivers may receive **reimbursement** for their driving expenses, including gas, vehicle wear and tear, and meals.

Under the standard Ontario Automobile Policy (OAP 1), there is an exclusion in section 1.8.1 of the policy for automobile-carrying paying passengers. There is a standard endorsement form, OPCF 6A - Permission to Carry Paying Passengers, that removes the limitation found in the OAP 1 and provides for a premium charge.

**Volunteer driving is covered under OAP 1. Volunteer driving should not be considered as a situation involving paying passengers. Therefore, no additional coverage is required (that is the OPCF 6A is not required) and no additional premium should be charged to volunteer drivers.**



Hope this answer some of your questions.

Happy Volunteering!

This Bulletin can be found at [http://www.fscs.gov.on.ca/en/auto/autobulletins/archives/Pages/a-08\\_98.aspx](http://www.fscs.gov.on.ca/en/auto/autobulletins/archives/Pages/a-08_98.aspx)

## CHATS' Annual Norooz Celebration

This year, CHATS will be celebrating its Annual Norooz Celebration on Friday, March 15<sup>th</sup>. Norooz is celebrated by millions of Persians world wide. It marks the first day of spring in the Persian calendar. This year, we are celebrating the beginning of the year 2578. This is one of the largest events organized by CHATS and we cannot do it without the help and support of our dedicated volunteers. We are so grateful to have so many amazing volunteers in our community who come together and help make this event a huge success. Thank you!





## FUND DEVELOPMENT ADVISORY COMMITTEE 2019- 2020

CHATS is accepting applications for our volunteer Fund Development Advisory Committee. If you have a sincere interest and/or related experience with fundraising activities, marketing, communications, public relations, promotion, stakeholder relations, volunteer supervision; and would like to use your skills to help plan and drive the philanthropic interests of CHATS please forward your resume to Rhonda Flanagan at [rflanagan@chats.on.ca](mailto:rflanagan@chats.on.ca)

# VOLUNTEER OPPORTUNITIES

To view full job description or other volunteer opportunities, please visit:

<https://www.chats.on.ca/volunteer-opportunities>

VOLUNTEER DRIVERS NEEDED  
IN MARKHAM, RICHMOND  
HILL, BRADFORD, AND NEW  
TECUMSETH AREA

- Support seniors to attend CHATS' Social & Wellness Programs, medical appointment and grocery shopping
- Flexible schedule—work around your commitments
- Volunteers use their own vehicle, generous mileage reimbursement

Please contact Christine at  
[cmcgregor@chats.on.ca](mailto:cmcgregor@chats.on.ca)

## SCENTED PRODUCTS IN THE WORKPLACE

This is a gentle reminder about the use and wearing of scent at CHATS. All CHATS employees and volunteers are expected to minimize their use of scent while attending at the workplace, including while doing drives, helping at a community-based program or attending a CHATS event. A few of our staff and volunteers have serious sensitivities to scent impacting their ability to work when exposed to scented products. We appreciate your collaboration.



**Saturday, April 13<sup>th</sup>, 2019**  
**Aurora Family Leisure Complex 9:30 a.m. - 11:30 a.m.**

In Partnership With



**Register . Participate . Virtual Walking . Volunteer . Sponsor**

[www.chats.on.ca/walk2019](http://www.chats.on.ca/walk2019)  
or contact Angela Endicott at [aendicott@chats.on.ca](mailto:aendicott@chats.on.ca) or 905-713-3373 ext. 6093

