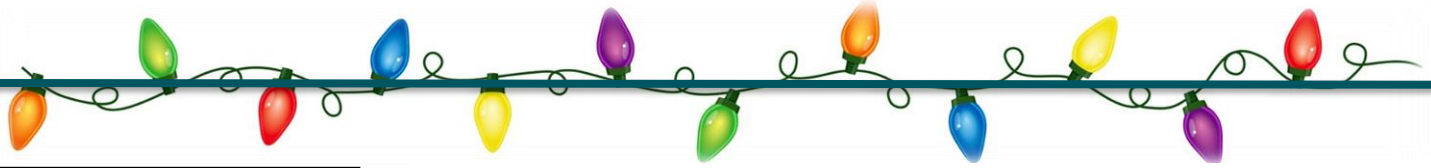




CHATS
Community & Home
Assistance to Seniors

Connection

Newsletter for our Volunteers – Winter 2019



Upcoming Events

GERIATRIC SERVICES IN ALLISTON

January 16, 2020
1:30pm to 3:00pm
Matthews House
Hospice

SENIORS & CAREGIVERS WELLNESS FAIR

January 23, 2020
9:00am to 1:00pm
Friuli, Woodbridge

FALLS PREVENTION

January 30, 2020
1:00pm to 2:30pm
Bradford Public
Library

For more information
or to register, call
Linda Ind, 905-713-
3373 ext. 6211 or
email
lind@chats.on.ca

Hi Volunteers,

I am back and so happy to be writing this letter to you all. For those of you who don't know me... Hello, my name is Jessy. I have a long history with CHATS, first starting in the Adult Day Program as a placement student and then as a Recreation Programmer for five years. I became part of the Community Programs team as a Program Coordinator – writing the newsletter, supporting the Volunteer Appreciation Events and annual meetings and my next move was being “Mama” to a sweet baby boy! After my maternity leave, I worked with CHATS on the Digital storytelling program and a project with a community partner developing a Digital Storytelling and Peer Mentor program.

I am thrilled to be back working with the volunteer programs. CHATS is so lucky to have such an amazing group of individuals to support our older adults. We truly couldn't do this without you.

I have always enjoyed creating the Connection Newsletter for our volunteers. Connection is our way of sharing important messages from the different committees CHATS has, such as, Health and Safety, Falls Prevention, Infection Prevention and Control, Diversity and Inclusion. The newsletter is also a tool to update you on various fun events supporting CHATS and finally, Connections provides us the opportunity to celebrate the contributions our volunteers have made to the seniors CHATS serves. Of course, if there is anything you would like to see in the newsletter, you can send an email to vnewsletter@chats.on.ca.

Best wishes to you, your family and friends during the holiday season.

Jessy

Jessy Brown
Program Coordinator
Community Programs & Volunteers

Hillary

Hillary Richardson
Community Programs Manager



Falls Prevention Month

CHATS celebrated Falls Prevention Month in November. To keep us educated and informed on all things Falls Prevention, the CHATS' Falls Prevention Committee provided us with important Falls Prevention tips.

Physical Activity

Regular physical activity and exercise can increase muscle strength, improve co-ordination, help prevent falls and maintain independence.

Home Hazards

Hazards around the home include tripping hazards such as rugs, pets, uneven flooring transitions, inadequate building code, for example, the stairs are too high or too low, lack of railings or grab bars, poor lighting, obstacles in the home, and clutter.

Footwear

Improper footwear can lead to foot and balance issues that could result in a fall and numerous injuries.

Keep these points in mind when looking for shoes:

EASY CLOSURE
Hook and loop closures, and Velcro straps, are ideal for seniors since they are easy to adjust. For seniors who prefer laces, it is imperative to ensure they are securely tied to provide a safe and comfortable fit.

STAY LOW
Proper senior footwear should have a sole less than 1.25cm and be free of any overly-padded insoles. Shoes that put seniors too high off the ground may cause a loss of balance. Low shoes with wider designs and more contact with the ground are recommended.

TREAD DESIGN
A balanced tread design can play a key role in preventing falls for seniors. An overly smooth sole may increase the likelihood of slips, while excessive grip can cause you to trip. Once a sole begins to show signs of wear, replace the shoe immediately.

PROPER SIZE
Procure shoes that are correctly fitted to your feet. Walking becomes difficult in footwear that is too big, and shoes that are too small can cause calluses and corns. The latter may also develop into chronic foot pain, further increasing the risk of falling.

KEEP IT LIGHT
Heavy, thick-soled shoes provide stability but may impede mobility. Lightweight footwear is the best option for walking, but it's important to avoid flimsy material or increased flexibility in the midsole.

UPCOMING FALLS PREVENTION WORKSHOP

Thursday January 30, 2020 from 1:00pm to 2:30pm at Bradford Public Library
Contact: Linda Ind 905-713-3373 ext. 6211 or lind@chats.on.ca

Disaster & Emergency Review

The Disaster and Emergency Plan provides clear, written direction for staff on how to deal with common types of emergencies that may affect single or multiple locations where CHATS delivers services, including roads and community locations.

Being prepared and knowing what to do to helps everyone respond effectively and safely to all emergency situations including those requiring evacuation and those that require programs/services to close or be significantly altered.

CODE BLUE – MEDICAL EMERGENCY

Code Blue will be used in the event that a medical emergency occurs involving one or more persons present at a CHATS site or during the provision of a CHATS program or service.

Code Blue applies whenever Emergency Medical Services (EMS) are requested at any CHATS site or program or where services are operating in the community, including in client homes, community centres, during transportation services and at other community sites, including CHATS led community outings.

What is a medical emergency?

A medical emergency is an acute injury or illness that poses an immediate risk to a person's life or long-term health

Examples:

- Breathing difficulties including choking
- Severe bleeding
- Sudden speech impairment
- Severe pain
- Decline or significant change in mobility
- Severe injury (falls, accidents)
- Seizure
- Unconscious or non-responsive
- No vital signs (death)

WHAT DO I DO?

MEDICAL EMERGENCY WHILE AT A CHATS SITE

- The first person to recognize the emergency is responsible for notifying the program or site lead.
- The program/site lead is then responsible for ensuring that all appropriate procedures are implemented, including calling 911, providing available First aid/CPR, notification of affected individual(s)'s emergency contact(s) and reporting to the program manager.

MEDICAL EMERGENCY WHILE OUT IN THE COMMUNITY

- the person who identifies the emergency is responsible for calling 911 either personally or by delegating someone to do so.
- The person will then report the situation to the office using the emergency line if necessary, to reach someone in person. Never leave a voice message in an emergency.

We will be reviewing a code from the Disaster and Emergency plan in each edition of Connection. If you have any questions, please reach out to your supervisor.

EXTENSION 7000 CHATS Volunteer Notification Line

Extension 7000 is an out-going message used to provide CHATS Volunteers with important updates when programs or services have been disrupted. The most common use of the line is when we are experiencing or expecting bad weather. The line is also used to keep volunteers informed of the status of an on-going situation. Volunteers are asked to call in and listen to the message at Extension 7000 whenever they are uncertain as to whether their program/service is happening. The information provided includes names and locations of any affected program/service and provides important direction that helps ensure the safety of our volunteers and clients.

EXTENSION 6999 CHATS Emergency Line

Extension 6999 is a “back door” to our Live Answer Team. It is to be used in cases of emergency, where it is essential that you speak to someone immediately and cannot leave a voice message. In most cases the line is used to inform of an accident or incident in the community including a client medical emergency. It can also be used to inform the office if you are experiencing a problem and are unable to perform your immediate volunteer duties. This line is monitored between 8:00am and 6:00pm Monday to Friday. In the event of a medical or traffic emergency, always call 911 first from a safe location and then report to the office using 6999.

Volunteer Opportunities

CHATS is always looking for new volunteers to support our programs and services. We currently have a large list of open positions.

To see the current Volunteer Opportunities visit: <https://www.chats.on.ca/volunteer-opportunities>

For more information, please contact Christine @ (905) 713 3494 or email to cmcgregor@chats.on.ca

Winter Tires – Safe Winter Driving

Winter tires are more than just “snow” tires. In addition to providing better handling in the snow, they also improve driving in cold and sub-zero temperatures, no matter the road conditions.

Here are a few things you need to know:

- The unique construction of winter tires make them an excellent solution for cold weather driving and snowy or icy conditions. The rubber in winter tires is designed to stay flexible in cold temperatures. Improved flexibility allows for better traction in snow, ice and slush as well as on cold clear roads and dry pavement.
- Winter tires also have unique tread patterns and siping (the slits on the surface of the tire) that cut into the ice and snow while avoiding snow build-up in the tread. The design also pushes water away from the tire, helping to avoid uncontrolled sliding, called hydroplaning.
- The combination of the rubber, the tread and the siping design give winter tires up to 50 percent more traction than all-seasons. With superior traction comes improved braking with less stopping distance required, and better handling. In treacherous conditions, a few extra seconds to stop could be the difference between a collision and a smooth ride.

(Source: <https://www.caa.ca/winter-driving/winter-tires/>)



Ontario Health Teams Update

To all Volunteers,

I am delighted to advise you that on November 28th, the Honourable Christine Elliott, Minister of Health, announced that the Southlake Community Ontario Health Team (OHT) has been approved as one of the first to deliver the Ontario Health Team (OHT) model. This is a monumental achievement for CHATS and the other eleven anchor partners in the Southlake Community OHT, and a wonderful, unprecedented opportunity for CHATS to be directly involved in the forefront of healthcare system transformation.

The Southlake Community OHT is a partnership of healthcare organizations who share a rich history of collaboration and an exciting vision for the future of healthcare in our communities. Initially, the team will focus on older adults with complex healthcare needs and adults with mental health and addiction challenges. From a CHATS' perspective, being part of this OHT reinforces the important role and value of the homecare and community supports we provide to older adults and their caregivers.

Our next steps involve focusing on implementation of the model. This includes continued community and stakeholder engagement, further co-design with patients and families, and establishing the OHT structure and digital health platform—much more work ahead!

For more details about the Southlake Community OHT, please visit www.southlakecommunityOHT.ca

Good News to Share - its Ontario Health Team (OHT) #2 for CHATS!

I am delighted to let you know that the Ministry of Health announced on December 6th, the addition of the Eastern York Region/North Durham (EYRND) Ontario Health Team (OHT) to be among the first 24 OHTs in the province!

The team will initially focus on the development of integrated services for mental health and addictions, and dementia care for patients and their caregivers within the Markham, Stouffville, Thornhill, Uxbridge and Brock communities. Once again, CHATS is well positioned as an anchor partner within the EYRND OHT to provide service and programs for our clients within this priority group.

This is exciting news and continues to move us forward with our role in the transformation of the healthcare system.

Congratulations everyone!



WHAT ARE ONTARIO HEALTH TEAMS (OHTs)?

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.

Cold and Flu Season is Here!

Did you get your flu shot? A flu vaccine is needed every year because the body's immune response from vaccination declines over time, so the vaccine is needed for optimal protection **and** because the flu viruses are constantly changing - the flu vaccine is reviewed each year and updated to keep up with changing flu viruses.

What are the benefits of flu vaccination?

- Flu vaccination can keep you from getting sick with flu.
- Flu vaccination can reduce the risk of flu-associated hospitalization for children, working age adults, and older adults.
- Flu vaccination is an important preventive tool for people with chronic health conditions.
- Flu vaccination has been shown in several studies to reduce severity of illness in people who get vaccinated but still get sick.
- Getting vaccinated yourself may also protect people around you, including those who are more vulnerable to serious flu illness, like babies and young children, older people, and people with certain chronic health conditions.

(Source : Centre for Disease Control and Prevention www.cdc.gov/flu/)

Preventing the Spread of Infections

Hand hygiene is one of the most important ways to stop the spread of germs. About 80% of communicable diseases are transferred by touch alone. Therefore, practicing proper and timely hand hygiene, either by washing hands with soap and water or using an alcohol-based hand rub, is essential to helping break the chain of infection.

You can also reduce the spread of illnesses by using proper respiratory etiquette. This means that instead of covering your mouth with your hands when coughing or sneezing, use your sleeve or a tissue. This reduces the number of germs on your hands, though it is still important to wash your hands after coughing and sneezing.

(Source: York Region Public Health www.york.ca)



To make a difference
in someone's life
you don't have to be
brilliant, rich,
beautiful or perfect.
You just have to
care.

Mandy Hale

An Evening of Fine Scotch Tasting



Join us in January for an
encore performance of
2019 sold out scotch
social. Local scotch
expert, Keith Scott will be
returning to sample 5 fine
scotches. This is a not-to-
be-missed event!

Stay tuned for further details.