

# THE FRIENDS

DIGNITY • TEAMWORK • INNOVATION • EMPOWERMENT



Friendly Focus

Summer 2016

## Crazy, Lazy Days of Summer

Did you know that July was anti-boredom month? Or that August is celebrated as National Picnic month? One thing is for sure, with the sun high in the sky, extra long days and positively no snow and ice, there should be no reason for anyone to be bored. Muskoka and Parry Sound have some of the most beautiful scenery in Ontario with plenty of parks, lakes, beaches, hiking trails and more picnic sites than you can count. This is the time of year for music festivals, regattas and community BBQ's. There are art shows, antique shows, boat shows, horse shows and dog shows.....take your pick.

If you are unsure of an event's accessibility call ahead for information and make your plans accordingly. Don't forget to make sure batteries have been recharged, that you have sunscreen tucked into your bag and a wide brimmed hat to provide some shade. Remember to take a camera, buy post cards and keep trip memorabilia to put into your scrap book this fall and winter. Although everyone likes to

participate in activities that are familiar to them, why not make a conscious effort to try at least one different thing this summer? If you love classical music, why not attend a concert of folk or country music for a change of pace?

Enjoy crafts? Why not see if you can get a tour of a local potter's workshop to get some insight into how the product is made and will give you new appreciation for their work when you cruise art and craft shows.

Summer is also the perfect time to indulge your hobby. Antique shows will be popping up in locations throughout the district all summer. You can become a collector without spending a lot of money. Thimbles, inkwells, salt and pepper shakers, post cards, stamps and posters are all relatively inexpensive and fun ways to build a collection.

Most of all, make the time to have some fun. Plan ahead, enlist the support of family and friends if needed and enjoy. Have a wonderful summer.



YOUR RESULTS ARE IN!



## It's Been a Busy Season at *The Friends!*



Rainy Day Colouristas  
in Gravenhurst



Seniors' Month Speaker Series  
Featuring our own, Nancy Hall



PSPT Kids Camp & Little Gardens  
Flower Donation Day



Interesting New  
Touch Activities





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Lovely Donations from Mr Ed Schulz

### THE FRIENDS

Dignity • Teamwork  
Innovation • Empowerment  
The Friends newsletter can also be read online at  
[www.thefriends.on.ca](http://www.thefriends.on.ca)  
Send content or comments to  
[info@thefriends.on.ca](mailto:info@thefriends.on.ca)

Supported by:



### What We Do

*The Friends* is a non-profit charitable organization providing services to individuals with physical Disabilities and seniors. In Muskoka and Parry Sound the organization has been serving the community for over 30 years. Some of the programs and services the agency provides: attendant care, adult day programs, caregiver support, respite, alzheimer overnight respite, P.A.T.H (Priority Assistance to Transition Home) from the hospital, post stroke, supportive housing, and 24/7 assisted living.

### Contact us

Phone (705) 746.5102 27 Forest Street,  
Parry Sound, ON P2A 2R2  
[info@thefriends.on.ca](mailto:info@thefriends.on.ca) [www.thefriends.on.ca](http://www.thefriends.on.ca)

## *From the CEO's Desk*

# Your Voices

In April, *The Friends* sent out a client survey to all of its customers in East/West Parry Sound and Muskoka to solicit feedback on its programs and services. Most such surveys garner at best, a 20% response rate. At the end of June, we recorded a staggering 40% response rate, which is just amazing.

I would like to thank each and every one of you for taking the time and trouble to fill out the survey and send it back to us. An overview of the responses has been provided on page 5 along with a pie chart just to make it colourful. Most of all I

would encourage you to connect with our supervisory team to ensure that you are getting the services you need. Please note, that *The Friends* is a non-profit charity fully funded by the Local Health Integration Networks and, as a taxpayer funded service with growing waitlists we are sometimes constrained with respect to the number of hours we can provide and the level of expectations on the part of those receiving care. Nevertheless, staff do their very best to meet your needs. If you have a concern, please be sure to let someone know.

The results of the survey will be shared with *The Friends'* Board of Directors and all staff – from our

front line workers to the senior management team. As we move forward, we will take into account your many thoughtful responses in order to serve you better.

This is the time of year when getting around is so much easier than during winter months; no snow, no white outs or icy roads, so be sure to take advantage of the beautiful weather. Organize at least one or two outings for a change of pace.

In the meantime, wishing everyone a lovely, sun filled summer! Be sure to take some time to enjoy and relax.

**Sincerely,**  
**Marliese Gause**  
**CEO**

### FOREST HILL FACE LIFT



The votes are in and two shades win! Work is underway to convert one hallway a lovely sky blue and the other a cool green for a welcoming new look at Forest Hill Apartments. Thank you to our tenants for this most excellent and creative suggestion and thanks also to the **volunteers** from **The Meeting House** for the much needed elbow grease.





## Overview of Client Survey Results

In May, *The Friends* organization sent out a survey questionnaire. Overall, the results were very positive. As you can see from the chart, three quarters of the clients surveyed felt a high level of satisfaction and, that their needs were adequately met.

*"I could only express pleasure to be cared for by The Friends' caring and professional team."*

*"What a wonderful service you provide to our seniors in our community. Keep up the good work."*

*"I really appreciate the help I receive – thank you."*

*"I am very grateful for the help I receive from The Friends. The workers are skilled, cheerful, and professional. I feel the help and care I receive has kept me safe and capable of remaining in my home. Thank You!"*

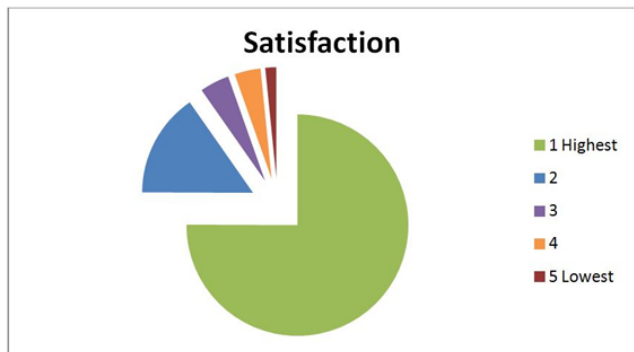
*"Don't know what we would do without the service you provide. We are very grateful."*

There were a number of themes that emerged from the comments section:

- Need for more services
- Need for services/support on an occasional basis in the evenings and on weekends
- Levels of interaction with supervisory staff, for example in the preparation of service plans and/or changes in service provision

Although the agency does its best to provide services where needed, we are constrained by our budget. Whenever there are opportunities, we re-allocate or increase hours of service for those in need. The agency also works with its partners and funders to heighten awareness surrounding service hours and wait lists.

There were a number of comments surrounding occasional options for evening or weekend services. Please



consider discussing this with the supervisor as adjustments can be made to better support you. Every year a supervisor will visit with you to review your service plan, however, if there is a change in your health or you have issues you need to discuss, do not hesitate to contact us.

If you receive services from *The Friends* and find yourself in hospital with no one available to support you, please call (or have someone call) the supervisor or manager.

If you are experiencing problems with the service you are receiving, contact a supervisor or manager.

**East Parry Sound** – Joan Botham, Program Supervisor 1.705.382.1030 x22, or Kelly Sawyer, Support Services Manager 1.855.687.5100 x24

**West Parry Sound** – Program Supervisors Nancy Hall, 1.888.746.5102 x228 Victoria Harper, 1.888.746.5102 x247 Sylvie Quelha, 1.888.746.5102 x222 or....Linda Tiido, Support Services Manager 1.888.746.5102 x235

**Muskoka** – Program Supervisors Sonja Covert, 1.855.687.5100 x23 Theresa Michell, 1.705.645.3353 x22 Erica Overbeek, 1.855.687.5100 x21 or....Kelly Sawyer, Support Services Manager 1.855.687.5100 x24



*"Summer is the annual permission slip to be lazy. To do nothing and have it count for something. To lie in the grass and count the stars. To sit on a branch and study the clouds."*

~ Regina Brett



# ACROSS THE DISTRICTS OF PARRY SOUND MUSKOKA

## PARRY SOUND

### July

**Fri 1:** Canada Day Fireworks over the harbor in Parry Sound & at Orrville Ball Diamond

:7:30-9:30pm, Euchre Party, **Every Friday**, Hurdville Hall, 439 Hurdville Rd.

:Rosseau Farmers' Market **Every Friday** to Sep 2 at the Rosseau Waterfront

**Sat 2:** 9am-12, The Carling Market **Every Saturday** to Sep 3 at the Carling Community Centre, Hwy 559 and Inverlochy Rd

:9-2pm, Book & Garage Sale, Rosseau Public Library, 2 Victoria St W

**Sun 3:** 10am, **Every Sun** to mid-autumn, Trap Shoot, Parry Sound Anglers & Hunters, 41 Brooks Rd, Seguin

**Sun 3 & 31, Sep 4:** 1-4, Aspen Valley Wildlife Sanctuary Open House, by donation, 1116 Crawford St, Rosseau

**Tue 5:** 9-2pm, Summer Market, **Every Tuesday** to August, Market Square Park

**Wed, July 6, 20 & Aug 10:** 4:30pm, Arts on the Bay, Pointe au Baril Community Centre. Enjoy dinner, music & artisans

**Fri Jul 8, Sat 30, Aug 10, 24, 25 & Sep 4:** 8am-7pm approx, The Pearl Mist in Parry Sound Harbour

:8 & 9, 10th Annual Pow Wow, French River First Nations Visitor's Centre, 20526 Highway 69, Alban

**Sat 9:** 11am-1pm, Kids Fish N Fun Derby, Minerva Park Hwy 124, McKellar

**Tue 12, 26:** 7:00-8:30pm, **Every 2nd and 4th Tuesday**, Georgian Bay Toastmasters, WPSHC, 2nd floor (rm. 2134)

**Sat 15 & 16:** Annual Puck & Ball Tournament, Humphrey Arena, 15 Humphrey Dr.

:15-17: Pedalling for Parkinson's, Routes start and end at Canadore College, 1 College Drive, Parry Sound

:15-17: 9am, Art in the Park, Market Square Park, PS

**Sat 23:** DBA Sidewalk Sale, Downtown, Parry Sound

:50th Annual Rosseau Regatta at the waterfront

**Fri 29:** 6-7:30pm, Pot Luck Dinner, Hurdville Hall, **Last Friday every month**, 439 Hurdville Rd

**Sat 30:** 9am-1pm, Yard Sale Foley Community Hall, 60 Rankin Lake Road

:Pancake Breakfast, Orrville Community Centre

**Sun 31:** 11-2pm, Appreciation BBQ, Dunchurch Community Centre, 2199 Hwy 124

:12-2pm Bake Sale & Silent Auction, Dunchurch Community Centre, 2199 Hwy 124

### August

*See July for weekly & monthly events*

**Fri 5 & 6:** Annual 3 on 3 Hockey Tournament at the Humphrey Arena, 15 Humphrey Dr

**Sat 6:** 10am-12, Hike for Edible Wilds @ Georgian Bay Nordic Club, 8 Nine Mile Lake Rd, McDougall

:10-4pm, Georgian Bay Craft Fair, James St

:Bake & Yard Sale, Humphrey Arena

**Sat 20:** Noon, Car Show, James, Gibson, Mary Sts

**Sat 27:** Rosseau Fall Fair at the Rosseau Fieldhouse

:9am-3pm, Annual Gun Show, Bobby Orr Community Centre, 2 Bay St

### September

*See July for weekly & monthly events*

**Fri 2-5:** Foley Fall Fair @ the Fair Grounds & Hall

**Sat 10:** 10am-4pm, Annual Fly In, Parry Sound Municipal Airport, 97 Airport Rd, Seguin

**Sat 17:** 10-1pm, Sweet Honey Festival, Canadore College, 1 College Dr

## EAST PARRY SOUND

### July

**Fri 1:** Canada Day, Powassan Sportsplex, 433 Main St; Sundridge-Strong, Lion's Park; Magnetawan Community Centre & 12-4, Classic Car show, 4304 Hwy 520

:1:30pm, Euchre **Every Friday**, Young At Heart Senior's Center, 39 Copeland St, Burk's Falls

:10-2:30, Perry Twp Farmers' Market, **Every Friday** to Sep 2, 1695 Emsdale Rd

:10-2:30, Sundridge Farmers' Market, **Every Friday** to Sep 30, Almaguin Highlands Community Living lot

:10-1, Magnetawan Farmers' Market, **Every Friday** to Oct 8, Community Centre, Sparks St

**Sat 2:** 9am-1pm, Powassan Farmers' Market, **Saturdays** to Thanksgiving wk, beside the Beer Store

:5pm, Lion's Lobsterfest, Kearney Community Centre, 8 Main St

**Tue 5:** 9-2pm, Burk's Falls Farmers' Market, **Every Tuesday** to Sep 6, 44 Commercial Dr

:1pm, Ladies Euchre, **Every Tuesday**, Sprucedale Community Centre, 31 William St

:1:30pm, Bid Euchre, Katrine Community Centre, 6 Browns Dr

:1:00 - 2:00pm, Appy Hour! **Every Tuesday**, iPad or Android tablet lessons, 2206 Hwy 124, Dunchurch

:7pm, Dabber Bingo, **Every Tuesday**, Sprucedale Community Centre, 31 William St

**Wed 6:** 9-1pm, Argyle Farmers' @ Arena, **Every Wednesday** to Aug 31, 11716 Highway 522

**Thu 7:** 6pm, Bingo Bash, **Every 1st and 3rd Thursday**, Burk's Falls Legion, 9 Mary St

:7pm, Mixed Euchre, **Every Thursday**, Sprucedale Community Centre, 31 William St

**Fri 8:** 7-9:30, Square Dancing, **2nd Friday of Every month**, South River Seniors' Centre, 11 Isabella St  
**Fri 8 (9 & 10):** 7-9pm, Wine and Cheese Reception - Creative Changes Art, Kearney Community Centre, 8 Main St—**Show & Sale 9th & 10th, 9am**  
**Thu 14:** 5pm, Annual Spaghetti Dinner, Sundridge Strong Joly Arena, 14 Albert St, Sundridge  
**Sat 16:** 12-2, Bake Sale & Silent Auction, Dunchurch Community Centre, 21 Church St  
 :10-3pm, Garden & Chicken Coop Tour, Maps @ Powassan Library, 324 Clarke Street West  
**Sat 23:** 8pm, Blue Rodeo @ Perth fairgrounds, gates at 6, Dufferin St, Almaguin, enter 50 Arthur St  
 :7 - 10pm, Square dancing, **Every 4<sup>th</sup> Saturday**, Burk's Falls Legion, 9 Mary St  
**Sun 31:** 11-2pm, Free Community Appreciation BBQ, Dunchurch Community Centre, 21 Church St

## August

*See July for weekly & monthly events*

**Sat 6:** Sundridge Sunflower Festival, 118 Main St  
**Fri 19 & 20:** Dunchurch Fall Fair, Community Centre, 21 Church St  
**Fri 26-28:** Trout Creek Fair & Horse Show, 181 Main W  
**Sat 27:** Emsdale Fall Fair, Comm. Centre, 32 Joseph St  
 :Motorcycle Poker Run, Sprucedale Hotel, 2502 Highway 518 West  
**Sun 28:** 10-2, Trout Creek Auto Show, 181 Main St W

## September

**Fri 2-4:** Magnetawan Fall Fair, Mag. Community Centre, 4304 Hwy 520  
**Sat 3 & 4:** Powassan Fall Fair, 55 Fairview Lane  
**Mon 5:** Armour Ryerson Burks Falls Fall Fair, @ arena, 220 Centre St  
**Fri 9 & 10:** South River-Machar Fall Fair, 1 Lincoln Ave

# MUSKOKA

## July

**Fri 1:** Canada Celebrations; Port Sydney, Beach; Downtown Huntsville & Bracebridge (Legion Pig Roast 168 Muskoka Road ); & Gravenhurst  
 :9am, Rosseau Farmer's Market **Every Friday to Sep 2**  
 :2-6, Baysville Farmer's Market **Every Friday to Sep 2**  
**Sat 2:** 8:30-1pm, Bracebridge Farmer's Market, **Saturdays 'til Oct 8**, Memorial Park  
 :9-2, 100K Market, **Weekly**, West Street S, Huntsville  
**Sat 2 & 3:** 10-5, Bala Antique & Nostalia Show & Gift Fair, Bala Sports & Comm Centre, 1008 & 9 Maple St Dr  
 :11-6, Funkfest, Sawdust City Brewery, Sour Beer & Live Entertainment, 397 Muskoka Rd N, Gravenhurst  
**Mon 4:** 9-2, Bala Farmer's Market, **Mondays to Aug 29**, Downtown beside the liquor store

:7:30 - 8:30, Waterski show at Cleveland House, **Mondays 'til Aug 29**  
**Mon 4:** 2:30pm, Writing Circle, **weekly** Huntsville Traditions Retirement Res, 16 Legacy Lane  
**Tue 5:** 12:00, Dwight Farmer's Market, **Tuesdays to Sep 13**, 1009 Dwight Beach Rd  
 :9:30 -10:30, Free Huntsville outdoor hike, **Every Tuesday**, meet at Active Living Centre, 20 Park Dr  
**Tue 5:** **Weekly** Writing Circle, Dwight Library, 1012 Dwight Beach Road, call for times  
 :6 - 7pm, Book Club, **Monthly**, Huntsville Public Library, 7 Minerva St E  
**Wed 6:** 9am, Gravenhurst Farmer's Market, **Wednesdays 'til Oct 26**, Muskoka Wharf Field, Bay St near Boston Pizza  
 :9:30am, Probus Club of S Muskoka, **1<sup>st</sup> Wednesday of month**, Bracebridge Sportsplex, 110 Clearbrook Trail  
**Thu 7:** 12:00, Port Carling Farmers' Market, **Thursdays to Sep 1**, end of Bailey Street on the Indian River  
 :9-2, Huntsville Farmer's Market, **Thursdays 'til Oct 27**, Canadian Tire Lot, 77 King William St  
**Fri 8, 9, 10:** Muskoka Pioneer Power Show, Bracebridge Fairgrounds, 331 Fraserburg Rd  
**Sat 9:** 9-Dorset Kid's Fish Derby, Public dock, 10th if rain  
 :9-4, SantaFest, Downtown Bracebridge  
**Sat 9 & 10:** 8-2, Peninsula Lions Yard & Bake Sale, 1131 Juddhaven Rd, Minett  
**Sun 10:** 12-2:30, Butterfly Release Day, Memorial Pk, Bracebridge, 120 Manitoba St  
 :7:30pm, Music on the Barge, Free & Live **every Sunday to Aug 28**, Gull Rotary Park, Gravenhurst  
**Wed 13:** 2 - 3pm Book Club, **2nd Wednesday** monthly book choices, Huntsville Public Library, 7 Minerva St E  
**Fri 15-17:** 10 - 6, Muskoka Arts & Crafts Summer Show, Bracebridge, 50 Santa's Village Rd  
**Fri 15:** 6pm, Midnight Madness, Downtown Huntsville  
**Sat 16:** 7am, Port Sydney Village Wide Yard Sale  
 :10am, Bean Bag Baseball, 54 Dominion St, Bracebridge  
**Sun 17:** 9am, Phil's Breakfast, **3rd Sunday Monthly**, 168 Muskoka Rd. S., Bracebridge  
**Fri 22-24:** RibFest, Muskoka Wharf, 821 Bay, Gravenhurst  
**Fri 29:** 6pm, Midnight Madness, Downtown Bracebridge  
**Sat 30:** FireFest, Day & Fireworks, Dwight Beach Rd  
 : Beer Festival, Annie Williams Park, Bracebridge  
 : 9-5, MLA Aquatic Regatta, Muskoka Lakes Golf & Country Club, 1072 Shamrock Road, Muskoka Lakes

## August

*See July for weekly & monthly events*

**Sat 6 & 7:** Model Railway Show, Bracebridge Fairground  
**Sat 13:** 10, MLA Antique Boat Show, Port Carling Locks

## September

*See July for weekly & monthly events*

**Fri 16-18:** Bracebridge Fair & Horse Show, JL Lang Pk  
**Fri 23-25:** Huntsville Fair & Horse Show, Fairgrounds



## Forest Hill Gardens Blossoms

*With the help of local donors and volunteers*

**Doug & Millie Graham** graciously donated oodles of time making the raised and central gardens ready for planting.

We were further delighted when the **Parry Sound Pentecostal Tabernacle** together with **Little Gardens** do-

nated a number of plants for tenants and visitors to enjoy.

What a wonder the church also sent along their entire kids camp for a picnic lunch and fun day of planting, with beautiful result. Thank you all so much.



*Our Adult Day Program participants actively supervise the project*



## Let's Make History

Taking pictures, writing journals and saving memorabilia are all ways we remember key moments in our lives. They are also ways we transmit those experiences to our family and friends. Even if you find your family history boring, do a service for future generations by noting information on the

back of your photos (names, dates, event and place). This will help should your photo albums or loose pictures ever end up in some local historian's hands. Better yet, some great-great-great ancestor will actually be able to figure out who is in the picture and when the occasion took place. Journals don't have to be long and tedious, just note down

the day, the weather and perhaps something you saw, did or experienced. Many people tuck in ticket stubs, pressed flowers, or some other memento of the day to keep things interesting. On a cold winter's day, haul out your oldest journal and take a trip down memory lane or share it with a loved one over a cup of hot chocolate.

*"My turn shall also come: I sense the spreading of a wing."*

*~ Osip Mandelstam*



## Looking for affordable housing in a seniors' friendly environment?

Investorcentric Inc. will soon be opening the doors to a Seniors' Apartment Building. Rates are very reasonable (\$675 - \$700) per month for space that is equal to, or a little larger than, what is provided in most retirement homes. Enjoy the convenience of a hair salon, café and recreational programming on-site. If you are interested in applying for an apartment, please contact us at [info@thefriends.on.ca](mailto:info@thefriends.on.ca) or for an application form call 1.888.746.5102 x221.



### *If you are not an aspiring author but love to read, we want your help!*

*The Friends* is looking for book-loving readers who are willing to donate their time to read contest submissions and assist us in winnowing down the entries to the final three which will go to Penguin Random House Canada editors. Meetings across the district will be organized in June to coordinate volunteers and to provide supporting information/assistance with respect to the contest.

A writer could not have a better audience than readers who love books....after all we're the ones

who buy their novels!

Have a look at the contest information and decide which category you are most interested in. Are you a murder/mystery/thriller aficionado? Or do you have a taste for Young Adult Fiction? Perhaps you prefer non-fiction and are interested in new ideas or innovative approaches in the business world? Pick one and let us know you are on board. Check out the Aspiring Authors – Write to be Read facebook site or check out *The Friends*' website at

[www.thefriends.on.ca](http://www.thefriends.on.ca)

Author reading fees will go towards the installation of an elevator to increase accessibility for seniors. This is a worthy cause and one that will be easy and fun to participate in. Please take some time to look at the information, contact us if you are interested. If this is not for you, would you be so kind as to share with friends as well as leveraging your social network online.

Thank you for your support.

## *The Friends and Random House/Penguin Books*

Launches a **Writing Contest**

*Are you an unpublished writer? Trying to emerge from editorial slush piles?*

**Then this contest is for you!**

Send us your manuscript by **August 31<sup>st</sup>, 2016** in the following categories:

**Young Adult Fiction ~ Murder/Mystery/Thriller ~ Business Book**

For more information, rules, entry forms etc., please go to [www.thefriends.on.ca](http://www.thefriends.on.ca) Or check out our Facebook page: **Aspiring Authors - Write to be Read**



## *St. Swithin's Day, July 15*

During the 900's, a man named Swithin was the Bishop of Winchester in England. Some years after his death, and for reasons not documented, Bishop Swithin's remains were transferred to Winchester Ca-

thedral on July 15, 971. That same day, there was a tremendous rainstorm. Legend has it that Bishop Swithin was so angry about the move from his final resting place, that he caused the storm. According to old English folklore, if it should rain on July 15<sup>th</sup>, St. Swithin will make it rain for 40 days thereafter—Yikes!

## Resources

### **Eastholme Community Support Services**

(Congregate Dining/Meals on Wheels/Volunteer Transportation) [epscssp@ontera.net](mailto:epscssp@ontera.net)  
705.724.6028 1.888.521.0000 [www.eastholme.ca](http://www.eastholme.ca)

### **West Parry Sound District**

**Community Support Services** (Congregate Dining/Meals on Wheels/Volunteer Transportation)  
705.746.5602 1.800.883.0058 [belvedereheights.com](http://belvedereheights.com)  
[aholloway@belvedereheights.com](mailto:aholloway@belvedereheights.com)

**Port Loring** (Meals on Wheels & Volunteer Transport)  
705.757.2530

### **West Parry Sound Health Centre**

705.746.9321 Automated: 705.746.4540  
[www.wpshe.com](http://www.wpshe.com)

### **Muskoka Algonquin Healthcare**

705.645.4400 [info@mahc.ca](mailto:info@mahc.ca)  
A multi-site organization. To reach either of our hospital sites, please refer to the contact information below:

### **Huntsville District Memorial Hospital Site**

Main Switchboard: 705.789.2311 Automated:  
705.789.0022 Fax: 705.789.0557

### **South Muskoka Memorial Hospital Site**

Main Switchboard: 705.645.4400 Automated:  
705.645.4404 Fax: 705.645.4594

### **NE Community Care Access Centre**

705.746.4602 1.800.440.6762  
[www.healthcareathome.ca/northeast](http://www.healthcareathome.ca/northeast)

### **North Simcoe Muskoka**

#### **Community Care Access Centre**

705.721.8010 Ext. 6100 Toll Free: 1.888.721.2222 Ext.  
6100 [www.healthcareathome.ca/nsm](http://www.healthcareathome.ca/nsm)

### **Muskoka/Parry Sound Mental Health Services**

[www.mpshmhs.on.ca](http://www.mpshmhs.on.ca)  
Bracebridge: 705.645.2262 Fax 705.645.7473  
Huntsville: 705.789.8891 Fax: 705.789.3002  
Parry Sound: 705.746.4264; Fax: 705.746.1537 Toll  
free: 1.866.829.7049

#### **Crisis Lines:**

Muskoka and area: 1.888.893.8333  
Parry Sound and area, incl. Sundridge: 1.800.461.5424

### **Community Living Parry Sound**

705.746.9330 Fax: 705.746.6151 [mail@clps.ca](mailto:mail@clps.ca)  
[www.clps.ca](http://www.clps.ca)

### **Community Living Muskoka**

705.646.0043 Fax: 705.645.4621 [info@clsm.on.ca](mailto:info@clsm.on.ca)  
[www.clsm.on.ca](http://www.clsm.on.ca)





## Protect Yourself from Fraud

Here's another good tip from the Ministry of Consumer & Business Services, Communications Services Branch: Smart Consumers = Smart Business

Thinking of joining a fitness, karate or dance club? Investigate before you sign a contract. Take a good look at the facilities. Are they in poor shape? If not, maybe the club's books aren't in good shape either. Most Ontario fitness, health, dance clubs and modeling and talent agencies must accept fees on a month-to-month basis. That way, if the club goes down, you haven't lost a lot of money. If you have questions or concerns contact the Ontario Government at the numbers listed:



Consumer Helpline – 416.326.8800 or toll free 1.800.889.9768 or email

cbsinfo@cbs.gov.on.ca Web site [www.cbs.gov.on.ca](http://www.cbs.gov.on.ca)

## Bill of Rights

***Courtesy, Respect and Freedom from Abuse.*** A person receiving a community service has the right to be dealt with by the service provider in a courteous and respectful manner and to be free from mental, physical and financial abuse by the service provider.

***Privacy and Freedom to Make Your Own Decisions.*** A person receiving community service has a right to be dealt with by the service provider in a manner that respects the person's dignity and privacy and that promotes the person's autonomy.

***Being an Individual.*** A person receiving community service has a right to be dealt with by the service provider in a manner that recognizes that persons' needs and preferences, including preference based on ethnic, spiritual, linguistic, familial and cultural factors.

***Information and Answers.*** A person receiving community service has a right to information about the community services provided to him or her and to be told who will be providing the community services.

***Participation in Their Care Decisions.*** A person applying to community services has a right to participate in the service provider's assessment of his or her requirements and a person who is determined under this Act to be eligible for a community service has the right to participate in the service provider's development of the person's plan of service, the service provider's review of the person's requirements and the service provider's evaluation and revision of the person's plan of service.

***Control and Consent.*** A person has the right to refuse consent to provision of any community service.

***Freedom to Speak Out.*** A person receiving community service has a right to raise concerns or recommend changes in connection with the community service provided to him or her in connection with policies and decisions that affect his or her interests to the service provider, government officials or any other person without fear of interference, coercion, discrimination or reprisal.

***Knowing the Rules.*** A person receiving community service has the right to be informed of the laws, rules and policies affecting the operation of the service provider and to be informed in writing of the procedures for initiating complaints about the service provider.

***Confidentiality.*** A person receiving community service has the right to have his or her records kept confidential in accordance with the law.

# THE FRIENDS

DIGNITY • TEAMWORK • INNOVATION • EMPOWERMENT



## FRIENDLY FEEDBACK

Please fill out the following and return it to the address below

- ☐ I would like to receive a copy of *The Friends'* newsletter.  
- annual subscription fee \$7
- ☐ I would like to receive more information about *The Friends'* programs.
- ☐ I am interested in becoming a volunteer.
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