

THE FRIENDS

DIGNITY • TEAMWORK • INNOVATION • EMPOWERMENT



newsletter of The Friends

Winter 2014

TURNING THE PAGE ON 2014!

As of December 21st we have officially arrived at “winter”. Christmas is on our doorstep and just beyond the coloured lights, tinsel, friends and family, lie the gloomy months of January, February and March. For those individuals who cannot escape bad weather by flying south and who may have mobility issues, the late winter months sometimes bring isolation, boredom and depression. Dark days, difficult driving conditions, shoveling snow and ice build-up are not things any-

one actually looks forward to, so, turn the pages of the winter edition of The Friendly Focus for some tips and tricks in vanquishing the late winter blues. Have you had a recommendation to accept some in-home care but are anxious or unwilling to embark down this path? Are you a Caregiver struggling to maintain your own sanity while working to keep your loved one’s spirits up? Are you thinking about hiring a private caregiver but don’t know what to look for? The winter edition of The

Friendly Focus will help you navigate your way through some of life’s thorny issues in addition to providing some helpful information about new programs and services. We are always looking for feedback from our readers so, if you have a story to share or a tip that will help others, please send your note via email to info@thefriends.on.ca or alternatively, mail to The Friends, 27 Forest Street, Parry Sound, Ontario P2A 2R2. Enjoy your holiday!



Getting ready for the Santa Claus Parade

www.thefriends.on.ca

1

It's Been a Busy Year at *The Friends!*



Gravenhurst Open House



ADAP Fun



Room Creation



Caregiver's Seminar



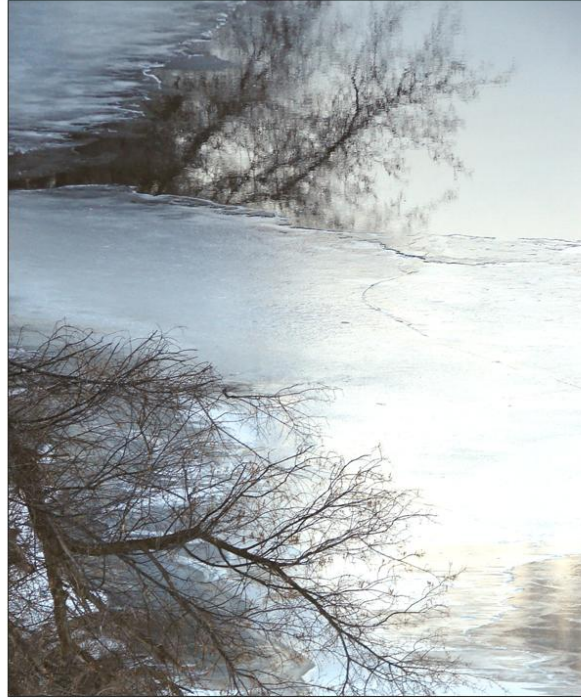
Rescue Randy Visits



Staff Christmas Potluck

INSIDE THIS ISSUE

- 4 *From the CEO's desk*
Hiring a private caregiver
- 5 *Overcoming the challenges of winter*
- 6 *When you need help*
Making a difference
- 7 *Celebrating winter*
- 8 *Across the districts of Parry Sound and Muskoka*
- 10 *Bill of Rights*
- 11 *Resources*
- 12 *Please provide us with your friendly feedback*



THE FRIENDS

Dignity• teamwork
Innovation• empowerment
The Friends newsletter can also be read online at
www.thefriends.on.ca
Send content or comments to
info@thefriends.on.ca

Supported by:



Ontario
North East Local Health
Integration Network

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 www.thefriends.on.ca

From the CEO's Desk

Ever Forward

As I look back over 2014 I am astonished not only with how quickly the year has flown, but how much we have accomplished over the last twelve months. In February the agency held an open house, welcoming the Muskoka community to *The Friends'* new building in Muskoka. In May, we welcomed our first tenant for the apartments on the second floor. Adult Day Programs are being held in the beautiful recreation space and not long after our official opening, we found ourselves hosting NIA classes through the District of Muskoka. In the past two months Brain Injury Simcoe is holding regular support meetings and *The Friends'* Caregiver's program hosted a well-attended Caregiver's Conference. In the spring of 2015 we will be putting the final touches to the building through the creation of an outdoor enclosed space complete with flowers and shrubs to support our clients in the Adult Day Program. This work has

been made possible through the **Muskoka Pay it Forward** program and the **Bridge Street United Church**.

In Parry Sound, P.A.T.H., a program that helps seniors get home safely from hospital, has been growing by leaps and bounds. In September 2013 we had helped 29 people get safely home from hospital, in September 2014 that number had grown to 43! The success of the program rests on the capable shoulders of our partners in volunteer transportation and *The Friends'* staff who so capably manage what can sometimes be a challenging program. Bravo to Eastholme Community Support Services and to Belvedere Community Support Services who have been outstanding in supporting P.A.T.H. *The Friends'* works closely with its partners, and in the north east, the agency is a member of the Northern Independent Living Association or N.I.L.A. Together, N.I.L.A. put forward a proposal to the North East Local Health Integration Network to mirror a very successful post-stroke program piloted in Sudbury right

across the north east. I and my partners at N.I.L.A. were thrilled when the NE LHIN gave their approval. The program will be starting up in Parry Sound over the course of the new year and we are hopeful that a similar program can be provided in our Muskoka geography.

As we wind up 2014 and look towards a new year, *The Friends'* Board of Directors will be engaging in strategic planning to chart a course for the agency over the next five years. A big thank you to volunteer Board members who freely give their time and expertise to ensure that *The Friends'* can continue to provide the supportive services in communities across the districts of Parry Sound and Muskoka. Wishing everyone a happy, healthy and productive 2015.

**My thanks,
Marliese Gause**

*"The closest thing to being cared for is to care for someone else."
~ Carson McCullers*

HIRING A PRIVATE CAREGIVER?

Things to Think About

Sometimes hiring private help is the answer to caregiving issues or situations where you may not be able to do some of the things you were used to doing around the house. Here are some things to consider when hiring a private caregiver. The first question

you should ask yourself is what you need the caregiver to do. Do you need help with personal care? Getting in and out of the shower/tub? Help with hygiene? Transferring in and out of bed/chairs? If you need someone to help you with personal care you should look for someone with a

Continued on page 7

Overcoming the Challenge of Winter



Winter can be beautiful! Skiing, sledding, snowshoeing, enjoying the silent beauty of a wintry landscape, hot chocolate on a cold day, all delightful. On the negative side of the coin, blizzards, endless snow shoveling, icy roads and sidewalks. For those who have difficulty getting around, winter can add a layer of difficulty that can be downright disheartening. Finding ways to minimize the aggravations winter conditions bring can go a long way to making the season much more enjoyable.

Clearing snow can be a major issue both in terms of physical labour and cost. Try calling your local high school to see whether you can access volunteer snow shoveling services from students looking to build their annual volunteer hours. Check with churches and service clubs who may have programs you can access. Enlist the help of

neighbours or friends who may know someone willing to either volunteer to shovel your walk or to do so for a modest payment. If you are using volunteer transportation services, book your trips well in advance. Keep in mind that many volunteer transportation services cancel bookings on days when school boards proclaim a snow day. If school children cannot be transported safely to school, then volunteers should not be out on the roads endangering their safety and yours.

Make sure you have an emergency plan, especially if you are caring for someone. Do you have enough medication on hand if you should become housebound for several days? Do you have enough non-perishables tucked away? Batteries? Flashlights? A case or two of water? A charged cell phone? If

you receive services from an agency and your service provider cannot reach you due to bad weather, do you have an alternative plan in place? Check your telephone list to ensure you have important contact information in a handy place so that you don't have to scramble through your purse or drawers to get what you need when you need it most.

Last, but not least, tuck away some fun things – a new crossword puzzle, a knitting pattern, a book you've always wanted to read, a video or some magazines in a "snow day" folder. If you're going to be stuck inside, you may as well enjoy it!



*"I can do things you cannot,
you can do things I cannot;
together we can do great
things."*

~ Mother Teresa

When You Need Help

Perhaps you've fallen, or are recovering from surgery. Perhaps you just aren't as mobile as you once were. What happens when you receive a referral for home care? You would be surprised at how many times people refuse services. "I don't need the help" agencies are often told, even though it is clear to Case Managers that you are struggling to manage.

Having strangers in your home to help you may feel alien, and invasive. You may worry about your privacy and security; you may feel embarrassed because your home has become worn down or unkempt. There may be concerns about someone telling you what to do or being judgmental about your home and lifestyle. Some or all of these factors may come into play when refusing homecare services.

Here is what is really important. Ask yourself, do you want to stay in your own home for as long as possible? If the answer is yes, can you honestly say that you can manage without help? Enlist members of your family, friends and neighbours to help you answer that question. Let go of your defenses and pay attention to what your network of support has to say and then make a decision that is right for you.

Accepting help may be the best thing that you've done for yourself in a long time. Here are some helpful tips: —after accepting a referral for homecare, an agency representative should visit you and prepare a service

plan. The service plan should outline what kind of services you will receive, how often and at what time. Use this opportunity to ask questions, make sure you jot down names and contact information or tuck business cards close to your phone.

—when a homecare worker comes to your home let her know what areas of your home are off limits.

You may not want the worker to clean your desk or to access areas that contain private information. Do not ask the worker to provide services that are not covered in the service plan. If you receive a handbook, take the time to read it to better understand the agency's policies

—if you are having difficulty with a worker, please contact the agency and let them know. Stewing about it will only do bad things for your blood pressure and will not get you the change you need

—remember that your home is also now a workplace —make sure your driveway and steps are cleared of snow, that pets do not pose a risk to the worker and that family members do not interfere with your services.

—read your Bill of Rights (see page 10)

Your homecare worker(s) are part of the team keeping you safe in your home. A positive attitude goes a long way in ensuring that this experience is a good one for all concerned.

Making a Difference

The Friends is a charitable, non-profit agency providing services to seniors and individuals with physical disabilities across the districts of Parry Sound and Muskoka. The agency provides barrier free housing, personal care, home-making, 24/7 Assisted Living services, Caregiver support, respite programs, Adult Day programs and post-stroke support. Your donations mean a lot! With-

out your help many seniors would not be able to access Adult Day programs which provide a safe place to be, socialization and a hot meal. Funds raised also support activities of individuals with physical disabilities as well as ensuring appropriate equipment, such as overhead track lifts, are in place to ensure best quality of life. *The Friends'* still has work to do at its new Gravenhurst facility

and is working hard to raise funds to put in an elevator increasing accessibility of the second floor apartments. Elevators are not glamorous, but they sure make a big difference when you can't manage stairs!

If you would like to support the organization in the good work it does, please see the back page for donation options. Thank you!

"Laughter is the sun that drives winter from the human face."

~ Victor Hugo



Celebrating Winter

Once the glitter of Christmas lights fade and the fizz of the New Year's champagne goes flat, the long, sometimes dreary months of January-February-March stare us in the face. Facing the terrible trio is just a little bit like waking up to a hangover after a particularly fun party.....no fun at all, especially if you or your loved one is struggling with mobility issues.

For those of you who love the outdoors, try thinking about alternatives to snow shoes and skis. How about giving a Scandinavian "push sled" a try? Or give sledge hockey a whirl? If you are nervous about icy sidewalks and streets, try to get some exercise by walking in a mall. Maybe make a point of meeting friends for a coffee after your workout. If your community is lucky enough to have a pool, sign up for the winter months and splash your way to a slimmer waistline.

Just because December has all the fun holidays doesn't mean you can't create some of your own. Celebrate a favourite composer's birthday with candlelight, music and a glass of wine.

Continued on page 11

Hiring a Private Caregiver?

Continued from page 4

Personal Support Worker (sometimes referred to as a P.S.W.) certification. When interviewing, ask to see a copy of their certificate and check their references. If the P.S.W. is also working for an organization, do they have the permission of their employer to do private work? Do they carry any extra insurance in the event that they inadvertently cause harm? It is your choice whether or not to hire someone with the appropriate certification, however when considering your personal care needs, it is probably wise to opt for someone with the appropriate

qualification, however, it is always wise to check references and to clearly outline what your expectations are. You should also ask whether they are covered by additional insurance in the event that your property is damaged in any way as a result of negligence.

Before hiring, be sure to negotiate hours of work, when, where, what is to be provided and how much the service will cost. It is always a smart idea to draw up a letter of understanding that the prospective worker signs off on. Clarity helps to smooth the way for a positive working relationship.



"In the depth of winter I finally learned that there was in me an invincible summer."
~ Albert Camus

Across the districts of Parry Sound & Muskoka

PARRY SOUND

January

Tue Jan 6, 13, 20, 27: The Parry Sound Community Band, drop by every Tuesday night at 7:30pm, rm 208, Parry Sound High School, info call 705 746 4446, evenings after 9pm parrysound.com

:4H Club, every Tuesday 6:30pm - 8pm, Boys & Girls 10 to 21 yrs, Museum on Tower Hill, downstairs
Wed Jan 7, 14, 21, 28: Series of 4 beginner crochet workshops at the YMCA. Smith Cres. Free. Pls bring 5mm crochet hook & size 4 worsted weight yarn. RSVP by Dec 31 jennifer.cormier@hotmail.com 774 1249. parrysoundevents.com

Thu Jan 15, 7pm: Films at the Charles W Stockey Centre: Big News from Grand Rock

Wed Jan 21, 8pm: The Acoustical Sounds of Big Sugar at the Stockey Center

Thu Jan 22 & 23: Parry Sound Blood Donor Clinic, St Peter's Knights of Columbus Hall from 12pm - 2:30pm & 4pm - 7:30pm www.blood.ca or call 1 888 2 DONATE (1 888 236 6283)

Sat Jan 24: Public Skate, Bobby Orr Community Centre 12pm - 2pm, \$2/skater

Fri Jan 30, PA Day Skate 11:30 - 1:30 \$2/skater

Sat Jan 31, Public Skate 12pm - 2pm

February

Tue Feb 3, 10, 17, 24: The Parry Sound Community Band, drop by every Tuesday night at 7:30pm, rm 208, Parry Sound High School, info call 705 746 4446, evenings 9pm

:4H Club, every Tuesday 6:30pm - 8pm, Boys & Girls 10 to 21 yrs, Museum on Tower Hill, downstairs

Wed Feb 4: Parry Sound Gardens - Job Fair 10am - 1pm Canadore College, 1 College Dr



Sun Feb 8: Sounder Ski Tour, 10am Georgian Nordic Ski and Canoe Club, 8 Nine Mile Lake Rd. All welcome

Fri Feb 6 - 8: Snowfest - The Town of Parry Sound Annual Winter Carnival ~ Dinners and dances, bon-fire, fishing derby, 3 on 3 hockey tourney, polar dip, pancake breakfast and much more! ~ townofparrysound.com

Sat Feb 7, 14, 21, 28: Public Skate, Bobby Orr Community Centre 12pm - 2pm, \$2/skater

Sat Feb 14: Rotary Ski-a-thon at the Georgian Nordic Ski and Canoe Club, 8 Nine Mile Lake Rd ~ Get out your skis or showshoes & raise money for the youth Program.

Fri Feb 27 - Mar 1: Ontario Master's Championship, Georgian Nordic Ski and Canoe Club, 8 Nine Mile Lake Rd. Beginning Fri 2pm, with Recreational 10km Classic

March

Tue Mar 3, 10, 17, 24, 31: The Parry Sound Community Band, drop by every Tuesday night at 7:30pm, rm 208, Parry Sound High School, info call 705 746 4446, evenings after 9pm

:4H Club, every Tuesday 6:30pm - 8pm, Boys & Girls 10 to 21 yrs, Museum on Tower Hill, downstairs

Fri Mar 13: Public Skate, Bobby Orr Community Centre 11:30am - 1:30pm, \$2/skater

Thu Mar 19 & 20: Blood Donor Clinic, St Peter's Knights of Columbus Hall from 12pm - 2:30pm & 4pm - 7:30pm www.blood.ca or call 1 888 2 DONATE (1 888 236 6283)

Mar 28: Doug Leahy and Family at the Stockey Centre

EAST PARRY SOUND

Thu Jan 1: Sprucedale Seniors' Craft Sale & Trade Show, 10am. Donations to the Burks Falls Food Bank accepted. Sprucedale Community Centre muskokaregion.com

Continued on pg 9

Continued from pg 8 ~ Across the Districts

MUSKOKA

January

Thu Jan 1: Pickle Ball, 7pm. A fun easy to learn no pressure sport for families. Similar to tennis. Port Carling Community Centre, Port Carling muskokaregion.com

: Toastmasters, 7pm Enhance public speaking and leadership skills. Huntsville High School

: Al-Anon Group Peace of Mind 8pm Open to anyone who is affected by someone else's drinking. Basement of Seniors' Centre, Bracebridge

: All dates & times Sports, Recreation & Programs ~ table tennis, early bird swim, dominos, diner's club luncheons, shuffleboard. Canada Summit Center, 20 Park Drive, Huntsville. Check schedule huntsville.ca/en/calendar

Sat Jan 3, 10, 17, 24, 31: Free Community Breakfast Every Saturday Oct 18 to May 9, 2015 7:30 - 9:30am, 38 Wellington Street, Pentecostal Church, Bracebridge

Tue Jan 6: Bingo with Bracebridge Lions Club at Rotary Centre for Youth, Wellington St. Door opens 5:30pm and the games begin at 7pm. Guaranteed prize board of \$2500 <http://cfbg.moosefm.com/calendar/>

Friday Jan 9, 23: Children's Read Aloud Story Time Every other Friday, Dwight Public Library, for kids ages 2 to 5 years old the program features stories, music and crafts. Younger siblings welcome with a parent. No cost. <http://cfbg.moosefm.com>

February

Sun Feb 1: Canadian Pond Hockey Championship 12am. One of the largest Pond Hockey Events on the planet! 10th anniversary on the Pond. Deerhurst Resort, Huntsville

: Sunday Morning Brunch 9am. Pancakes, French toast, home fries, bacon, ham, sausage, scrambled eggs & eggs Benedict (\$2 extra). Fruits cups, coffee, tea & juice. Port Carling Royal Canadian Legion 529, Port Carling

Tue Feb 3: Bingo with Bracebridge Lions Club at Rotary Centre for Youth, Wellington St. Door opens 5:30pm and the games begin at 7pm. Guaranteed prize board of \$2500

Friday Feb 6, 20: Children's Read Aloud Story Time Every other Friday, Dwight Public Library, for kids ages 2 to 5 years old the program features stories, music and crafts. Younger siblings welcome with a parent. No cost. <http://cfbg.moosefm.com>

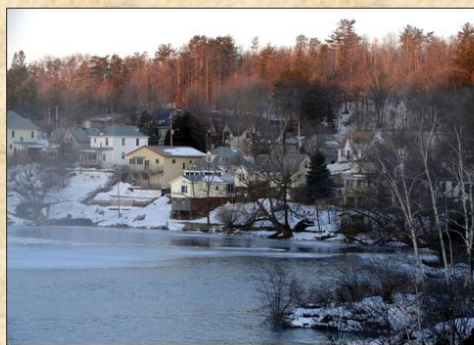
Fri Feb 27 - Mar 1: Huntsville's Winter Comedy Carnival. 12pm. River Mill Park.

March

Sun Mar 1: Sunday Morning Brunch 9am. Pancakes, French toast, home fries, bacon, ham, sausage, scrambled

Continued on page 10

Great Season for Road Tripping



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.

Continued from page 9 ~ Across the Districts

eggs & eggs Benedict (\$2 extra). Fruits cups, coffee, tea & juice. Port Carling Royal Canadian Legion 529, Port Carling muskokaregion.com

Tue Mar 3: Bingo with Bracebridge Lions Club @ Rotary Centre for Youth, Wellington St. Door opens 5:30pm and the games begin at 7pm. Guaranteed prize board of \$2500

Friday Mar 6, 20: Children's Read Aloud Story Time Every other Friday Dwight Public Library for kids ages 2-5 years old the program features stories, music and crafts. Younger siblings welcome with a parent. No cost. <http://cfbg.moosefm.com>



Celebrating Winter

continued from page 7

January 5th happens to be National Bird Day so fill up your bird feeders and see how many different feathered friends come to visit. If you feel sociable, invite another birder to join you. Serve hot cocoa and some cookies and you will feel the gray day melt like mist in the sunshine. Or, celebrate National Handwriting Day on January 12th by writing a letter to someone you

care about. Make sure it's in longhand and not on a computer!

Digital is cheating.

February has Ground Hog Day and Valentine's Day but, just in case you're in the mood for something different, why not commit a Random Act of Kindness on February 17th?

Send someone a thoughtful card, volunteer a few hours at a worthy local cause or simply surprise a neighbor with a

small bouquet of flowers or a loaf of home baked bread. Before you know it March will be on the horizon and while we all know about St. Patrick's Day did you know that March is also International Ideas Month? Mad for Plaid Month? Spiritual Wellness Month? Lots of scope for celebrations and fun.

Build your own, unique calendar of special days and celebrate them in style. You will never look at the terrible trio the same way again!

Resources

Eastholme Community Support Services

(Congregate Dining/Meals on Wheels/Volunteer Transportation) epscssp@ontera.net
705.724.6028 1.888.521.0000 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
aholloway@belvedereheights.com

West Parry Sound Health Centre

705.746.9321 Automated: 705.746.4540
www.wpshe.com

Muskoka Algonquin Healthcare

705.645.4400 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

North Simcoe Muskoka

Community Care Access Centre

705.721.8010 Ext. 6100 Toll Free: 1.888.721.2222 Ext.
6100 www.healthcareathome.ca/nsm

Muskoka/Parry Sound Mental Health Services

www.mpscmhs.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
www.clps.ca

Community Living Muskoka

705.646.0043 Fax: 705.645.4621 info@clsm.on.ca
www.clsm.on.ca



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.
- ☐ I would like to make a contribution in the amount of \$
to support the ongoing work of The Friends.
- ☐ I would like to make a donation to the Gravenhurst building project.

Name: _____

Mailing address: _____

Telephone number: _____ Email: _____

Return to:
The Friends • 27 Forest Street • Parry Sound
Ontario • P2A 2R2 • 1.888.746.5102
info@thefriends.on.ca