

THE FRIENDS

DIGNITY • TEAMWORK • INNOVATION • EMPOWERMENT



Friendly Focus

Spring 2018

It's April...and the Sun is Shining!

April is Volunteer Appreciation month and many organizations across the Districts of Parry Sound and Muskoka are celebrating volunteers who help keep our communities running. Everyone from the volunteer driver, meals on wheels deliverer, friendly visitor, member of a choir or a musical group dedicated to providing some fun, snow shovellers, gardeners, Board members and gazebo builders—all deserve a warm round of applause for their dedication and concern for the well-being of others.

April is also National Garden Month and National Food Month—a perfect time to visit spring garden shows for planting ideas or to try a new recipe.

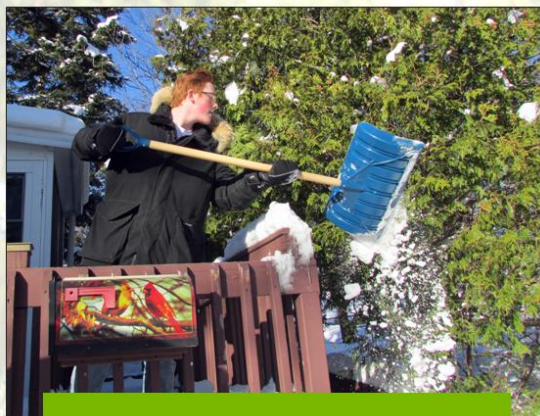
With May designated as Flower Month, it's never too early to get your seeds into pots ready for planting when the danger of frost has passed us by. May is also Senior Citizen's Month—the perfect time to celebrate a grandparent, parent, elderly uncle or aunt or, perhaps just a neighbor. Put the phone or electronic gadget aside and reach out and touch someone. Small gestures of appreciation are easy to give—rake someone's lawn, invite a senior for tea or coffee, offer to run an errand or deliver a surprise bouquet of flowers.



www.thefriends.on.ca

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



Volunteer Shovelling to Safety



Paws Just Because



Fun at Our
Day Away Programs



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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

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

From the CEO's Desk

Spring Update

Former tenant Pansy Dahmer left a small bequest to benefit tenants at Forest Hill Apartments. In consultation with tenants, it was decided that replacing the old and dysfunctional gazebo in the gardens would be a wonderful way to honour Pansy's gift while at the same time providing a shady place for tenants to enjoy. Partnering with Canadore College, work on the new gazebo will be underway as soon as warm weather arrives. A big thank you to Board member Paul Tremaine and Business Manager Lola Este for moving this initiative forward.

A luncheon to celebrate volunteers will be held at the end of April. I always enjoy meeting the many community members who enrich the lives of others. This year I was particularly delighted to have student Jack Bennett volunteer, helping the elderly with snow clearing. Getting students interested in volunteer activities is important if the community wants to sustain and grow volunteerism. Thank you Jack, for your interest.

The Friends' senior management team and supervisors met to share and learn with respect to data. Making sure that the data *The Friends* uses is consistent, and reflective of the services provided, helps the or-

ganization and its staff plan for the future. A big thank you to the team!

The organization has been working hard to update and enhance its social media platform. Check out the agency's website at www.thefriends.on.ca or our Facebook site, *The Friends...Supporting those with Long Term Health Care Needs*. The Facebook site is updated almost daily with interesting information and features.

Wishing everyone a sun filled spring!

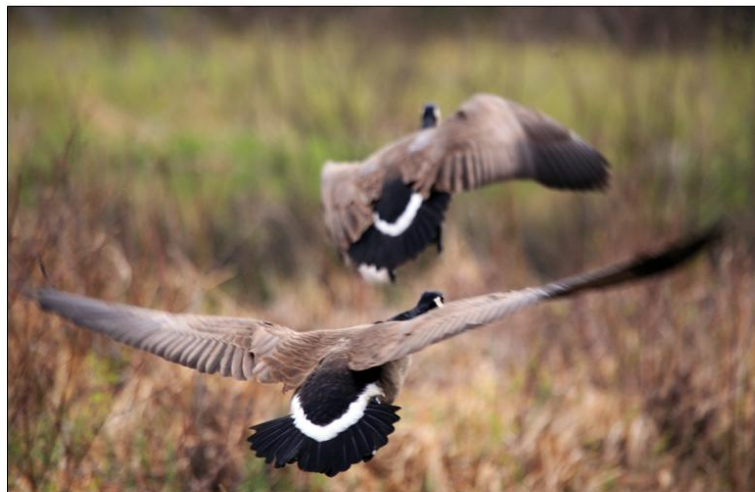
Marliese Gause,
CEO

WE ARE GRATEFUL!

Something to think about. Everyone gets very committed to end of life support. We all want to ensure that our loved ones have the peaceful, pain free environment they need when the final chapter of their life is closing. In the moment of grief and trauma, it's easy to overlook the supports provided in the community to help seniors live a quality life, independently for as long as possible. If this is something you value, a donation to organizations like *The Friends* helps.

Perhaps when thanking doctors, nurses, hospitals and Hospice, a kind, thoughtful word for the

support staff who may have been instrumental in maintaining someone's independence and quality of life for many years, would not come amiss.



Adult Day Programs - *The Pause that Refreshes*

Loneliness & social isolation are no laughing matter. Seniors experiencing social isolation have a demonstrated increase in risk for premature death by a whopping 14%.

Participation in an Adult Day Program can have a seriously positive effect. Adult Day

Programs provide a safe, supportive space for seniors—in addition to providing regular, specialized exercise, mental stimulation, scheduled footcare, a hot meal and snacks, participants are able to socialize, make new friends and expand their per-



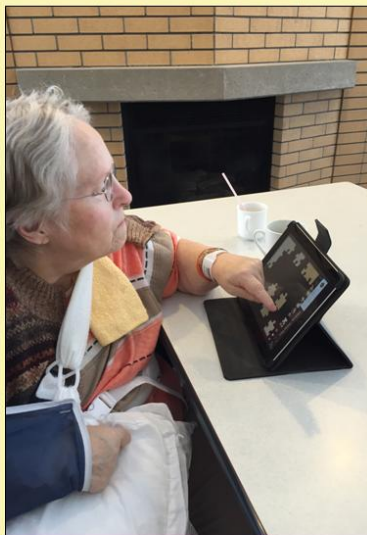
sonal horizons.

On the other hand, caregivers are provided with an opportunity for some “me” time – shopping, an afternoon nap, managing personal appointments or just lollygagging

about doing nothing for a change. Sometimes, this kind of support can help prevent caregiver burn out which in turn, can lead to institutionalization and/or sitting in a hospital bed waiting placement.

INTERESTING DATA ABOUT *THE FRIENDS* ADULT DAY PROGRAM

Every week 78 – 80 people participate in Adult Day Programs:



50 women, 30 men
1 is over the age of 95
8 are between the ages of 90 - 94
22 are between the ages of 85 - 89
10 between the ages of 80 - 84

14 are between the ages of 75 - 79
10 are between the ages of 70 - 74
13 are between the ages of 60 - 69
2 between the ages of 50 - 59
57 live with a spouse or a family member
23 live alone
34 have either a primary or secondary diagnosis of some form of dementia, including Alzheimer's disease



For information about attending our Adult Day Programs, please contact us at 1.888.746.5102 or email us at info@thefriends.on.ca

ACROSS THE DISTRICTS OF PARRY SOUND MUSKOKA

PARRY SOUND

April

Monday, Wednesday & Friday: 1-2:30pm, weekly,

YMCA Seniors' Walking Club, 36 Smith Crescent

Monday & Wednesday: 7-9pm, Badminton Drop In,

McKellar Community Centre, 701 Hwy 124

:7-9, Taoist Tai Chi, Seniors' Centre, 80 James St

Mon & Thu: 9am-12, Billiards, Seniors' Cntr, 80 James St

:9am-11, Pickle Ball, 705.346.1986 McDougall Rec Centre, 148 Hamel Ave, **Alt location late Fall/Winter/Spring 9-11am** in the Pentecostal Church bsmt

Mon & Fri: 1-2pm, Bid Euchre, Seniors' Centre, 80 James

Mondays: 1:30-4pm, Mary St Craft Group drop in, St James Centre for Community, 24 Mary St

:7pm-8:45, Men's pick-up basketball, Age 16-90, High

School Gym, bring white T-Shirt and \$5 till mid May

Tue & Wed: 9-11am, Pickle Ball, Community Hub

(formerly Wm Beatty School), Gym side door, 82 Gibson St

Tue & Thu: New members always welcome. Drop in

:7:30pm, Community Band, PS High School, 111 Isabella

Tuesdays: 6:30pm, Seguin Craft Night, **1st Tuesday** of the month, upstairs, Humphrey Arena, 15 Humphrey Dr

:10am-11:45, Music Jam Session, Seniors' Centre, 80 James St

:5-6pm, Pilates Cardio Fitness, Friendship Cntr, 13 Bowes

:7-10pm, **Every Other Tue** from Oct 10, Country Music

Jam Session, St James United Church, bsmnt, 24 Mary St

:3:30pm, Free Fitness Dance Class, Friendship Centre, 15 Bowes St

:12-3pm, Used Clothing, St. James, 24 Mary St, Boutique

:7pm-8:30, Georgian Bay Toastmasters, **wkly 2nd & 4th**

Tue, WPSHC 6 Albert St, 2nd floor, (room 2134)

:7-9pm, Badminton, Parry Sound High School Gym

every 2nd Wed of Month: 7-9pm, Book club, Parry Sound Public Library, 29 Mary

Wednesdays: Whitestone Library Book Club, **3rd Wed** monthly at the Whitestone - Hagerman Memorial Public Library, 2206 Hwy 124, Dunchurch

:10:30am, Movement to Music, Parkinson's Support, Canadore College student lounge, 1 College Dr

:4-5pm, Kid's Chess Club, PS Public Library, 29 Mary St

:1:30-2:30pm, Darts, Seniors' Centre, 80 James St

:10am-11, Taoist Tai Chi, Seniors, 21 Belvedere Heights

:6-9pm, Chess Knights (Adult), Public Library, 29 Mary St

Thursdays: 12-1pm, Hospitality Lunch, St James United Church, Free, All Welcome, 24 Mary St

:1-2pm, Cribbage, Seniors' Centre, 80 James St

:1-4pm, Shuffleboard, Foley Community Hall, 60 Rankin Lake Rd, Seguin

:1-4pm, Shuffleboard, Bobby Orr Com Cntr, 7 Mary St

:5pm, Healthy Eating Active Living, Parry Sound

Friendship Centre, 13 Bowes St

:7pm, Country Music, Friendship Centre, 13 Bowes St

Fridays: 7:30pm, Euchre Party, 439 Hurdville Rd @ Hall

:4:30 Darts, 7pm Cards, PS Legion, 30 Mary St

Saturdays: 2-4pm, Kid Zone, **every Saturday**, Parry Sound Library, 29 Mary St

:6:30-8:30, Whitestone Family Night Every Second Sat, Dunchurch Community Centre, 2199 Highway 124

:1pm, Country Music, **every 3rd Saturday** Seniors' Centre, 80 James

May

See April for weekly & monthly events

Sat: 26: 8am, Giant Community Yard Sale, James St, PS

No New June Listings at press time

See April for weekly & monthly events

EAST PARRY SOUND

April

Saturdays: 1:30-3:30, Euchre at the Dunchurch Legion, 2130 Balsam Rd

:7pm - 12, Spur Of The Moment Band, **1st Saturday**

Mnth, Dunchurch Legion, 2130 Balsam

:5:30pm, Agricultural Society Bingo, **1st Sat Mnthly**,

Burk's Falls Arena, Crozier Room, 220 Centre St

Second Sat Monthly: 12:30-4pm, Jamboree, 3 bands to enjoy, Katrine Community Centre, 6 Browns Dr

Mondays: 1-3pm, Crafts & Cribbage, 7-9pm, Mixed darts, **weekly**, Sprucedale Seniors Friendship Centre, 2609 Hwy 518 W

:5-6pm, Scrabble at Powassan Library, **weekly**, 324

Clark St W see www.powassanlibrary.com for events

Tuesdays to Fri: 3:30-5:00pm, "Walk for Fitness

& Therapy" **weekly**, **Tue & Fri Until May 12**, Centennial Public School, Sundridge, 118 Main St

Tuesdays & Thurs: 9:30am, Sit & be fit, **weekly**,

Young At Heart Seniors' Center, 39 Copeland St, Burk's Falls

:10-11am, Seniors Exercise, Sunshine Club, Golden Sunshine Hall, 105 Edward St, Powassan

Tuesdays: 1pm, Ladies Euchre, Dabber Bingo 7pm-9pm

weekly, Sprucedale Seniors' Centre, 2609 Hwy 518 W

:1-1:30pm, Tai Chi, Bid Euchre, 1:30-3pm, Katrine

Community Centre, 6 Browns Dr

:5-10pm, Bingo, South River Legion, 95 Ottawa St

Wednesdays: 6-9pm, Emsdale Ag Soc Bingo, 32 Joseph

:7-1pm, Bingo, Dunchurch Community Centre, 2199

Hwy 124

Thursdays: Bingo Bash, **Every 1st and 3rd Thu** at the Burk's Falls Legion, 9 Mary Street
 :2-4pm, Euchre, South River Legion, 95 Ottawa Ave
 :7-9pm, Mixed Euchre, Sprucedale Snrs, 2609 Hwy 518
 :7:30-9:30, Cribbage at the Dunchurch Legion, **weekly**, 2130 Balsam Rd
Fridays: 1-3pm, Chess Club, **weekly**, Powassan Library, 324 Clark St W
 :1:30-2:30, Euchre, Young at Heart Seniors, 39 Copeland St, Burk's Falls
Friday: 7pm, Square Dancing, **every 2nd Fri**, South River Friendly Circle Seniors' Centre, 11 Isabela St
Fri 6: 5:30-7:30pm, Spaghetti Dinner, Community Centre, 1 Lincoln Ave. South River
Sat 7: 9-2pm, Annual Spring Indoor Yard & Craft Sale, Emsdale Community Centre, 32 Joseph St
 :9am-12, Pancake Breakfast, Powassan United Church, 462 Main Street
Sun 8, 15: Powassan Lion's Club Pancake Breakfast, 7 Glendale Heights
Sat 14: 9-1pm, Powassan Winter Farmer's Mkt, 250 Clark

May

See April for weekly & monthly events

Sat 26: 10am, Poultry & Pigeon Auction, Powassan Fair Grounds, 55 Fairview Lane

June

See April for weekly & monthly events

Sat 23: 10am, Poultry & Pigeon Tailgate Sale, Powassan Fair Grounds, 55 Fairview Lane

MUSKOKA

April

Mondays: 9:30-12, Free Drop In, Women's Resource Centre, **every Mon**, 1-29 Manitoba, Bracebridge
 :10am, Walking Club in Vankoughnet, **every Mon**, call Carolyn 705.645.9767, 1198 Vankoughnet Rd, Bracebr
Tuesdays: 9am-4pm, Free Internet Training, Spring start, Bracebridge Public Library, 94 Manitoba St
 :1pm, Book Club, **last Tue monthly**, Muskoka Lakes Public Library, 69 Joseph St, Port Carling
 :7pm, Yoga, Oakley Village Square, **every Tuesday**, 1198 Vankoughnet Rd, Bracebridge
 :1st Tue, Lions Club Bingo, Bracebridge, 131 Wellington St
Wednesdays: 9:30-11:30, Ladies Quilting, **every Wed**, Oakley Village Square, 1198 Vankoughnet Rd, Bracebridge
 :9:30am, Probus Club of S Muskoka, **1st Wed of month**, Bracebridge Sportsplex, 110 Clearbrook Tr
 :8-10am, Bracebridge Adult Badminton Club, **every Wed**, St Dominick's High School, 955 Cedar Lane
 :7pm, Bracebridge Library Book Club, **Last Wed**

monthly, 94 Manitoba St

:12:00, Diner's Lunch Club, \$9.00, **every Wed**, must register day prior, 705.789.6421, Active Living Centre, 20 Park Dr, Huntsville

:6-8pm, Ping Pong at the Village Square, **every Wed**, 1198 Vankoughnet Rd, Bracebridge

Fridays: 9am, Ladies Coffee Time, 1st Fri monthly, Oakley Village Square, 1198 Vankoughnet Rd, Bracebridge

Saturdays: 7:30 - 9:30am, Community Hot Breakfast.

Every Sat to May 14, Wellington St Pentecostal Church, 38 Wellington St, Bracebridge

Sun 1 to Fri 20: Muskoka Maple Trail, Maps available at all Muskoka Chambers of Commerce

Fri 6: Trivia Night Fundraiser, Trinity Hall, Trinity United Church, 33 Main St. East, Huntsville, register team or individually, 705.789.5660

Sat 7: 9-Noon, Free Clothes, Spring Giveaway, St James Anglican Church, 191 Hotchkiss St, Gravenhurst

:9-3pm, Annual Spring Market, Bracebridge Sportsplex

Mon 9: Noon-1, Meat Loaf Lunch, Severn Bridge Com, Hall, 1035 Southwood Rd, Severn Bridge, Gravenhurst

Fri 13: Noon-1, Souper Sandwich Lunch, Trinity Hall, Trinity United Church, 33 Main St. East, Huntsville

Fri 27-29: Muskoka Builder's Assoc Home Show, Gravenhurst Centennial Centre, 101 Centennial Dr

Sat 28: 10-4pm, Bracebridge Psychic Fair, Senior Citizen Centennial Club, 54 Dominion St

May

See April for weekly & monthly events

Sun 6: 1:30pm, Hike for Hospice, Bracebridge Memorial Park

Sat 19: 12am, Craft Beer Festival, River Mill Park, Main St, Huntsville

:9:30-2:30pm, Spring Flower Show, Huntsville Place Mall, parking lot, 70 King William

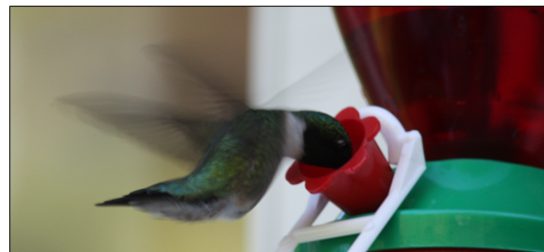
June

See April for weekly & monthly events

Sun 3: 9:30-noon, Alzheimers Walk, Annie Williams Memorial Park, 50 Santa's Village Rd, Bracebridge

Sat 9: 8am-6pm, Band on the Run, 5k to half marathon, free, all ages, River Mill Pk, Main St, Huntsville

Sun 17: Father's Day Car Show, Downtown Bracebridge



Creative Ways to Celebrate Your Mom!

Recently, I read an article written by someone in the restaurant business. The writer indicated that Mother's Day was the highest stress day, not only for wait staff in restaurants across the country, but for families who feel they "must do something for mother."

If you really want to do something for your mother, strike the "must" from your vocabulary. A tense meal in a crowded restaurant doesn't have to be the way you show your mom how much you care.

Here are some alternatives you might want to think about:

- Gift certificate for a facial, mani-

cure and/or pedicure

- Seeds, plants, gardening gloves – and a promise (followed by real action) to help dig up some dirt, weed or cut the grass
- A drive to a surprise destination— park, historic site, cruising lawn sales, mall hopping, whatever interests your mom
- Afternoon tea or coffee complete with fine china, linen and upbeat, interesting conversation

Notably This...

May is flower month, Mental Health month, National Egg month, National Radio month, National Senior Travel month and a host of other designated celebrations. One of the least appreciated is the designation, Personal History Awareness Month. May is the month set aside to shine a light on what we know about our own families.

How many times have you inherited an album of family photos, yet you can only identify one quarter of the people depicted? What do you really know about your grandparents, aunts, uncles and cousins? Families sometimes fracture. People lose contact with the end result that personal history is lost.

If you discover that you know much less than you want about your roots, here are some pointers.

- Take charge of your own history—note dates, names, relationships on the back of photos so that after you are gone, someone else in the family has the information
- Keep documents recording important events in acid free sleeves in a binder
- If you're so inclined, keep a journal. Journals do not have to be literary masterpieces. Set some time aside (once a day, once a week, once a month – just make it regular) jot down the weather, events, add a picture or two, what makes you happy, what makes you sad. Check out the internet for online journal applications that make this easy to do
- Talk to your relatives—make a point of taking someone out for tea or coffee for a chat, ask where they were born, where did they grow up, what

work did they do over the course of their lives, what interests do they have, etc

- Collect family pictures, scan and share
- Host a family picnic—ask everyone to bring a memento of the past to share
- Dysfunctional families can be difficult—be kind, take your time, give people the "space" to share what they are prepared to offer
- Organize a regular family newsletter to share information—feature a different relative's story in each one

If you get really invested in exploring your personal history, try Ancestry.com or other such online programs which will give you access to a much wider world of information.

Remember that your story is unique. Treasure it and share it with those you love.



FEATURING – FOCUS HUNTSVILLE

Dear Readers,

This year *The Friends* will be focusing attention on Huntsville and we would like you to help us spread the word. When it comes to fully accessible housing, Muskoka (but Huntsville in particular) is not well served. Muskoka has roughly three times the population of Parry Sound yet accounts for only 8 fully accessible, supportive units. By comparison, Parry Sound has 30 including a two bedroom fully accessible apartment that provides respite and transitional care to area residents. This is important for several reasons.

1. “modified” units are not the same as fully accessible units. Modified units have wider doors and a washroom suitable for someone with mobility issues, however, there is no overhead tracking to support transfers, lower countertops and

kitchen appliances that support independence—in other words, fully accessible space provides an opportunity to continue to live independently with dignity at an affordable price

2. Lack of fully accessible units means more people have fewer choices when it comes to housing, many end up on Long Term Care waitlists or are forced into very expensive “retirement homes”
3. Lack of fully accessible options means more people stuck in hospital beds

At this point *The Friends* is exploring the possibility of building a ten unit fully accessible apartment building in Huntsville, complete with Post-Stroke rehab and Adult Day program space. This exciting project could make a very real differ-

ence in the lives of Huntsville (and greater Muskoka) residents.

This project poses a serious challenge to the agency as it means raising at least \$3 million for construction. I am asking interested residents to help us by:

- Write us a support letter
- Donate \$\$
- Share information with others

As this project moves forward, I will be sharing more information with you. In the meantime, send us your support letters. You can:

- Mail to *The Friends* 27 Forest Street, Parry Sound, Ontario P2A 2R2
- Send an email to mgause@thefriends.on.ca
- Comment on our Facebook site... The Friends... Supporting those with Long Term Health Care Needs

For more information about the agency, visit our website at www.thefriends.on.ca

Many seniors do not get enough fresh vegetables and fruit in their

diet. It's not always easy to buy quantities that can be used reasonably quickly so that you're not having to throw out spoiled food. Here are some tips to improve your everyday nutrition.

- Plan ahead. Planning your menu reduces impulse buying
- Clean out your fridge and cupboards regularly. If there's an item you are just not eating, toss it out. No point in taking up shelf space
- Frozen fruit packages are your friend. You can take small quantities at a time, add to breakfast cereal, yogurt or pudding for easy, nutritious treats
- Frozen vegetables are also an easy option, al-

Strategies for Healthy Eating

though never quite as good as fresh

- Look for containers of chopped mixed fresh vegetables which will provide you with variety in smaller quantities



Don't be shy mixing leftover salads and cooked vegetables with rice/grains or pasta. Add your favorite dressing, throw into the microwave for 15 seconds and you will have a simple nutritious side while using up leftovers

- Eat mini-meals throughout the day
- Eat in a pleasant, relaxing environment—put on your favourite music, clear off the table, use a much loved bit of china
- Invite someone to join you for

lunch or supper

- Repeat after me....”I will not subsist on toast and tea, I will not subsist on toast and tea....”

Did You Know ...

Persians, now known as Iranians, first began using coloured eggs to celebrate spring in 3,000 B.C. 13th century Macedonians were the first

recorded Christians to use coloured eggs in Easter celebrations. Crusaders returning from the Middle East spread the custom of colouring eggs.



Resources

Eastholme Community Support Services

(Congregate Dining/Meals on Wheels/Volunteer Transportation) epsccsp@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

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

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

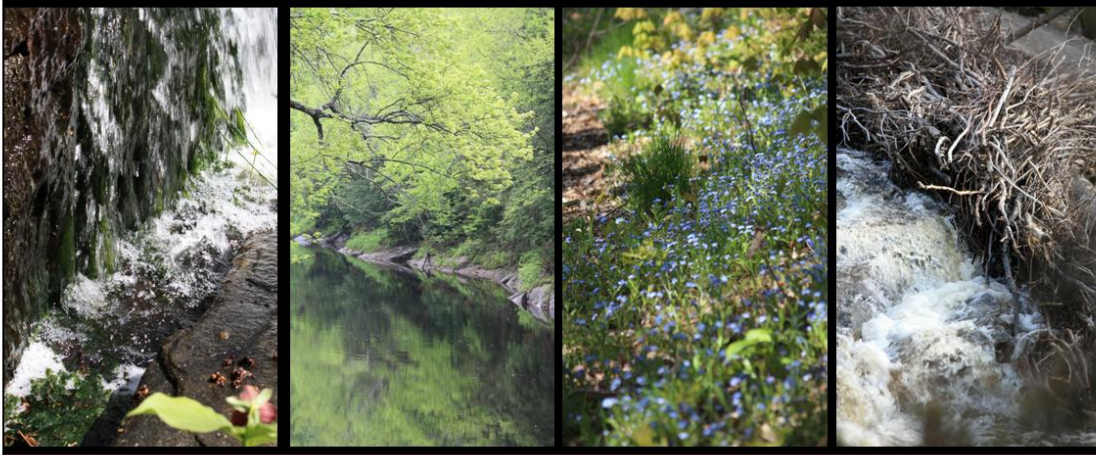
Community Living Parry Sound

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





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.
- ☐ 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 Huntsville Building project.

You can now donate online. Click on the Canada Helps logo on our website
www.thefriends.on.ca

Name: _____

Mailing address: _____

Telephone number: _____ Email: _____

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