

THE FRIENDS

DIGNITY • TEAMWORK • INNOVATION • EMPOWERMENT



Friendly Focus

Summer 2019

Hello Summer

This year summer seems to have taken a bit of a hiatus. A long cool spring with lots of rain has made everyone grateful when the sun finally shines and the temperatures hover in the “normal for this time of year” range. On the plus side, the extra moisture and cooler temperatures have made the foliage on trees and shrubs absolutely lush this year and for those of you suffering from health issues that don’t do well in high heat situations, this year’s slow move to summer has given you a bit of a break.

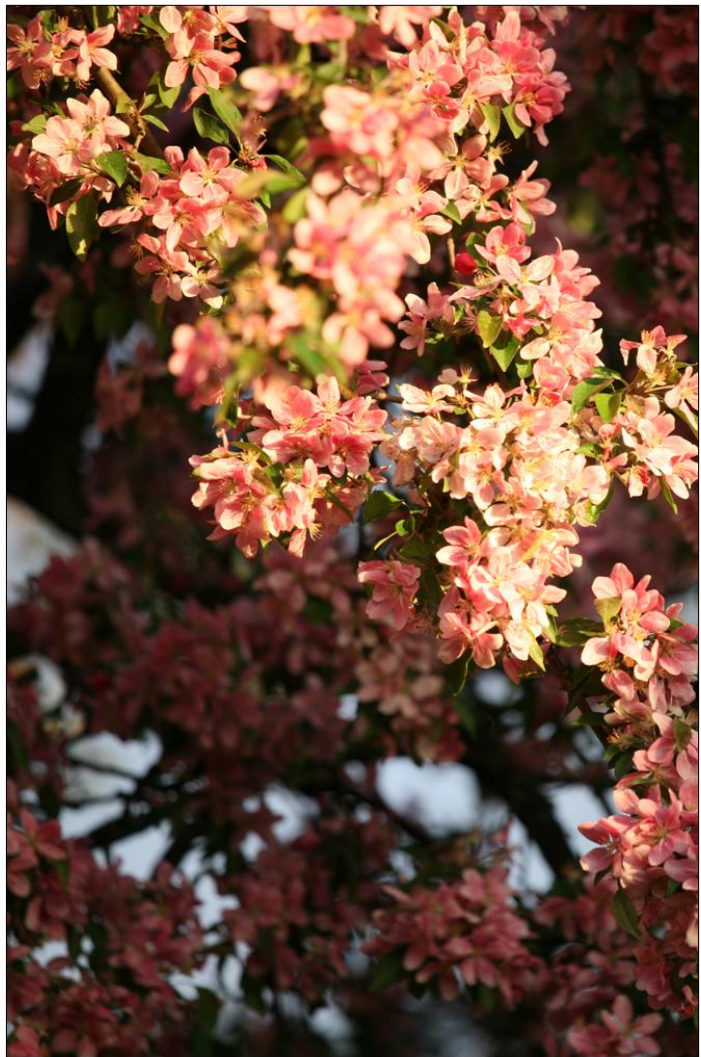
Nevertheless, now that we’re barreling full bore into tourist season, it’s time to step it up! Get out your calendar and plan to do some fun things...whether it’s hosting a family BBQ, laying around on the beach with a good book or enjoying a drink with friends on a sunny patio somewhere. Take the time to plan so that your summer doesn’t just slip into autumn without you noticing.

If nothing else, plan to try one new thing....change your hairstyle, go to a concert, make an effort to say “hello” to someone in a lineup, write a note of appreciation to someone who has been helpful, donate your time or money to a worthy cause.

Aging sometimes makes us...less flexible, less willing to get out there and explore. Trying something new can enrich and stimulate your life.

Most of all, be sure to remember to smile. A smile literally lights you up from the inside out, even if you’re not feeling joyful. Fake it until you make it!

In the meantime, enjoy the summer while it’s here, make happy memories for yourself and the ones you love.



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



Fascinator Poobah!



Forest Hill Staff Meeting Fun
includes Rescue Randy



Muskoka ADAP
Gamers Win Millions



Victoria Day High Tea Parade of Fascinators
a Royally Grand Time Was Had by All



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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

It has been a whirlwind spring at *The Friends*. As you turn the pages of the summer edition of *The Friendly Focus*, you can see that we have been enjoying ourselves. Sylvie Quelha and her team of ADP staff led the way for a fabulous Victoria Day High Tea, complete with fasci-

nators, in Muskoka, ADP participants were "playing for millions" and Forest Hill Apartments was the scene of our very first Canada Day Pool Noodle

Hockey Tournament. We also welcomed the Pentecostal Kid's Camp once again. What fun to see youngsters weeding and watering the accessible gardens. Thank you Pentecostal Kids! On a much sadder note, long-time staffer Maggie Rumig passed away May 15th.

For those of you interested in volunteering opportunities, Adult Day programs in Muskoka need your help! Adult Day programs have become so busy that it is difficult for staff to manage supporting the clients while at the same time, putting together a lunch meal. If you love food and enjoy working with others, this might be the perfect volunteer opportunity for you. Connect with Kelly Sawyer at 705.687.5102 x 224 or ksawyer@thefriends.on.ca. Join the fun at our Muskoka ADP programs!

Marliese Gause,
CEO

POOL NOODLE TOURNNEY SCORES BIG

Three Teams faced off and everyone came out a winner in *The Friends* Premier Pool Noodle Hockey

Tournament. What a fantastic time for clients, residents and staff! And who has ever even heard of such a thing?

Huge kudos go out to all organizers and participants, and an extra serving of thanks to the Day Program staff for hosting a creative and delicious Canada Day celebratory lunch before donning jerseys. The new "Friends Cup" will soon be on display in the Lounge area, along with rumblings that a number of team ringers will be back to wield a noodle next year.



Making a Difference

In today's wacky, digital world, everyone has a platform from which they can scream, but are they (or you) actually making a difference? Is the "cause" being promoted a worthy one? Will it make your community a better place? Will it contribute to the well being of others? Support a civil society and grown-up conversations about problems and issues? It's all too easy to become wrapped up in hot headed silliness that only inflames discord rather than promotes solutions. With a federal election on the horizon bringing with it the toxic spew of trolls, wild-eyed radicals and plain old rabble rousers, perhaps it's time to think about your approach to problem solving.

First and foremost, absolutely everyone can solve problems and make changes, no matter how difficult it may seem. Making decisions and solving problems can be managed by:

- Find out the facts surrounding the issue. Don't assume anything and make sure you get more than one source of information. If you only listen/watch one news source, you may be missing crucial information. For example, cult views around anti-vaccinations. Check out the science, check out the data – don't just rely on "folklore," use your head.
- Conspiracy theories are very exciting, but they don't belong in your decision making handbook. Be wary of people trying to fan the flames using conspiracy theories or information that is skewed or slanted or missing important facts. Get your news from more than one source...please.
- Don't lose your temper. If you're debating something online, remain courteous, bring facts to the table, but most of all don't take the bait when someone tries to goad you into something you will regret. Better to just bow out gracefully. Be tactful and polite. A friendly cooperative attitude



will ensure that people will listen to you.

- Don't expect miracles. These days we all want instant solutions. Problems that have been festering for decades, can't be fixed in an hour. Be patient and look at the big picture instead of just "shooting from the hip" (even if that makes you feel better). Depending on what you are trying to do, a compromise solution may be what you need to settle for. Don't let your pride get in the way.
- Thank people who have helped you solve a problem or who have generously provided feedback and/or valuable information. Write a thank you note that praises helpfulness when appropriate. Passing on a compliment makes people feel good about themselves and about you.
 - Write a letter to the editor of your local community newspaper. Make sure you are well informed about all aspects of the problem you are trying to solve and be fair – writing a screeching diatribe isn't effective in the long run. You want to engage people in supporting you to solve the issue, not drive them away.
- Get help! If you don't seem to be making an impact find others who are experiencing the same problem. A group of people will be much more effective in getting something changed than a single individual. Just remember to set some ground rules. A group that listens as well as talks, that engages in civil discourse and is willing to work on compromise solutions where necessary, are groups that are taken seriously. Flaming radicals may get their two minutes of fame, but seldom stick around to make long term effective changes.
- Be patient. Change doesn't happen overnight.
- Be persistent, you know the story about water dripping on stone, eventually something as hard as stone can be worn away by something as soft and yielding as water.

"I love how summer just wraps its arms around you like a warm blanket." ~ Kellie Elmore

ACROSS THE DISTRICTS OF PARRY SOUND MUSKOKA

PARRY SOUND

July

:call PS Friendship Centre, 705.746.5970 for events
Sundays: 2pm-6, Senior's Euchre, McKellar Community Centre, 701 Hwy 124
Mon 9:30 & Thu 9am: Pickle Ball, McDougall Rec Ctr, :10am, Aquafitness, Snrs Clb members free (705.746.7186 \$20.00 ann), Grand Resort Tappattoo, 30 Tappattoo Tr
Mon-Thu: 9am-12, Billiards, Seniors' Centre, 80 James St :9am-11, Pickleball, McDougall Rec Centre, 148 Hammel
Mon & Wed: 7pm, Adult Badminton, McKellar Comm Ctr :10-12 Srs Exercise, Wellness Room, Rosseau Nursing Station, 17 Victoria St until Jul 1
Mon & Fri: 1-4pm, Bid Euchre, Seniors' Centre, 80 James
Mondays: 12-2 Soup Kitchen, Harvest Share, St James Centre for Community, 24 Mary :5:30pm, Junior Curling Bingo, July-Sep, St Peter Church :9:30, Pickle Ball, Pointe au Baril Comm Ctr, 70 S Shore :1:30-4pm, Mary St Craft Group drop in, St James Centre for Community, 24 Mary St
Tue & Thu: 9:30-12, Pickle Ball, Orrville Comm Ctr, 1207 Hwy 518 :Tue 1:15, Thu 12:45, Gentle Exercise, Community Support Services, 21 Belvedere Ave Basement
Tuesdays: 10-11:45 Music Jam Session, Seniors' Centre, PS :7-10pm, Open Mic Jam Session, St James Ctr, 24 Mary :1-3pm, Taoist Tai Chi, Seniors' Centre, 80 James St :9-2pm, Summer Market, 29 Mary St, Market Square Pk :7-9pm, Bands on the Bay, Stockey Centre Patio, 2 Bay St :6pm, Cruisers Car Night, Town Dock :6:30pm, Seguin Craft Night, **1st Tuesday** of the month, upstairs, Humphrey Arena, 15 Humphrey Dr :7-9pm, Badminton, Parry Sound High School Gym :3:30-6pm, Srs Meal Prep & Share, St James, 24 Mary :1-4, Seniors Cards, Orrville Comm Ctr, 1207 Hwy 518 :10:15am-12, Pickle Ball, YMCA, 36 Smith Cres, \$1 :1-3:30, Floor Curling, YMCA, 36 Smith Cres, \$1 :12-3pm, Used Clothing, St. James Ctr, 24 Mary St :7pm-8:30, Georgian Bay Toastmasters, **wkly 2nd & 4th Tue**, WPSHC 6 Albert St second floor (room 2134)



:11am-12, Alzheimer Peer Group for persons with Dementia, **1st and 3rd Tue**, Lakeland Power, 125 William :1:30-3pm, Alzheimer Caregiver Support Group, **3rd Tue Monthly**, Lakeland Power Building 125 William St :Line Dancing, Orrville Comm Centre 1207 Hwy 518
Wednesdays: 10:30am, Movement to Music, Parkinson's Support, Anglican Church, 6 Church St :9am-12, Gardening at Tower Hill, Free 19 George St :12-3:30, Srs cards, Humphrey Arena, 15 Humphrey Dr :1:30-2:30pm, Darts, Seniors' Centre, 80 James St :10am-12, Probus Club, **4th Wed monthly**, 1 College Dr, Canadore College
Thursdays: 12-1pm, Hospitality Lunch, St James Centre for Community, Free, All welcome, 24 Mary St :10am, Sunshine Euchre, McKellar Community Ctr :7:30 Cribbage, Dunchurch Legion, 2130 Balsam Rd :10:15am-12, Line Dancing, YMCA, 36 Smith Cres \$1 :7pm, Mic Night, McKellar Comm Ctr, 701 Hwy 124 :1-4pm, Cribbage, Seniors' Centre, 80 James St :1-4pm, Shuffleboard, Foley Community Hall, 60 Rankin Lake Rd, Seguin :1-3pm, Floor Shuffleboard, Bobby Orr Comm Cntr
Fridays: 7:30pm, Euchre Party, 439 Hurdville Rd @ Hall :1-4pm, **Euchre**, Srs' Ctr, 80 James, **Bid Euchre** 7pm :9-11:45am, Pool, Seniors' Centre, 80 James St :9am, Rosseau Farmer's Market, Rosseau waterfront :10-1, Scottish Dancing, Rosseau Memorial Hall, 2 Victoria St W. :10-12, Ping Pong, Seniors' Centre, 80 James St
Saturdays: 11-3, Crafternoons, Public Library, 29 Mary :1pm, Country Music, **3rd Sat**, Seniors' Ctr, 80 James :8pm, Live Music, Dunchurch Legion, **1st Sat Mnthly** :1:30-4, Euchre, Dunchurch Legion, 2130 Balsam Rd :9-2, Waterfront Farmer's Mkt, 11 Bay St til Aug 31 :Carling Market, 2 Carling Bay Rd W, McDougall :10-1pm, McKellar Mkt, Minerva Park hwy 124
Fri 19-Sun 21: 9-4, Art in the Park, Market Sq, 29 Mary
Sat 27: 10-4pm, Georgian Bay Craft Fair, James St

August & September

See July for weekly & monthly events

Sat Aug 17: Dunchurch Fair, Comm Cntr, Hwy 124 :9am, Downtown Car Show, Downtown, Parry Sound
Sat Aug 24: Gun Show, MacTier Arena, 9 Haig St :10-4, Rosseau Fall Fair, at the Fair Grounds, Seguin
Sat Aug 31: Foley Fall Fair, Fair Grounds, Rankin Lk Rd
Sat Sep 7: McKellar Fall Fair, Comm Cntr Hwy 124
Sat Sep 14: 8:30am, Soapbox Derby, William St Hill
Sat Sep 28: 9-2pm, Florence Church rummage/yard sale, Pointe au Baril Community Centre, 70 S Shore Rd

EAST PARRY SOUND

July

Sundays: 10-12, Run/Walk/Stroll, 32 Marie, South River
Mon, Wed, Fri: 10-11am, Walk-Fit, Dunchurch Community Centre, 2199 Hwy 124

Mondays: 1-3pm, Crafts & Cribbage, 7-9pm, Mixed darts, Sprucedale Snrs Frndshp Centre, 2609 Hwy 518W
:10:30-11:30, Nordic Pole Walking, Magnetawan Community Centre, 4304 N Sparks St

:4-Scrabble, 6pm-Bid Euchre, Powassan Library, 324 Clark St W, see www.powassanlibrary.com for events

:3:30-4:30, Knit Group Sundridge Library, 110 Main

:10-11, Yoga, South River Seniors, 11 Isabella

Tue & Thu: 9-1pm, Burk's Falls Agricultural Society Summer Market, Fair Grounds, 220 Centre St

Tuesdays: 10:15 Singing, 1:30-3, Bring Your Own Crafts & Shuffleboard, South River Srs, 11 Isabella

:1:30-3, Bid Euchre, Katrine Comm Ctr, 6 Browns Dr

Wednesdays: 6-9pm, Emsdale Ag Soc Bingo, 32 Joseph
:7pm, Bingo, Dunchurch Comm Ctr, 2199 Hwy 124

Thursdays: 9:30am, Line Dance, S River Snrs, 11 Isabella
:9-1pm, Burk's Falls Summer Mkt, 220 Centre St

:6:30-8pm, Alzheimer Education, **4th Thu mthly**, Powassan, Elm Room, 250 Clark St

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

:2pm, Euchre, South River Legion, 95 Ottawa Ave

Fridays: 7pm, Square Dancing, **every 2nd Fri**, South River Friendly Circle Seniors' Centre, 11 Isabella St

Saturdays: 5:30pm, Agricultural Society Bingo, **1st Sat Mnthly**, Burk's Falls Arena, Crozier Rm, 220 Centre St

:2-4, Darts, South River Legion, 95 Ottawa Ave

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

:10am, Magnetawan Farmer's Market, Comm. Ctr

:8am, Strong Ag Soc Farmer's Market, Fair Grounds, 14 Albert St, Sundridge

:9-1, Powassan Farmer's Mkt, 760 Main St

Fri 5-7: Creative Changes Art Show & Sale, 8 Main St W, Kearney

Sat 27: 8:30, Sprucedale Summer Festival, 31 William St

August & September

See July for weekly & monthly events

Sat Aug 10: 7:30-3, Sunflower Festival, 118 Main St, Sundridge

Sat Aug 17: Village Yard Sale, Burk's Falls, 172 Ont. St

Sat Aug 24: Emsdale Fair, Com Ctr

:Trout Creek Fair, at Arena

Sat Aug 31: Magnetawan Fair at grounds

:Powassan Fall Fair at Fairgrounds



MUSKOKA

July

Mondays: 9:30-12, Free Drop In, Women's Resource Centre, every **Mon**, 1-29 Manitoba, Bracebridge

:9-2pm, Bala Farmer's Mkt, Jaspen Park, Muskoka Rd 38

:10am, Walking Club in Vankoughnet, **every Mon**, call Carolyn 705.645.9767, 1198 Vankoughnet Rd, Bracebr

Tuesdays: 1pm, Book Club, **last Tue monthly**, Muskoka Lakes Public Library, 69 Joseph St, Port Carling

:10-2pm, Dwight Farmer's Mkt, 1009 Dwight Beach Rd

:Free Lunch, Trinity United, 290 Musk. Rd, Gravenhurst

:7pm, Bracebridge Lion's Bingo, **1st Tue Mnthly**, Rotary Centre for Youth, Doors open 5:30, 131 Wellington

:1-3pm, Alzheimer Drop In, Trinity Anglican Church,

Muskoka Rd N, Gravenhurst

Wednesdays: 10:30-11:30am, Art for Seniors, **1st Wed monthly**, Musk Lakes Library, 69 Joseph St, Port Carling

:9, Gravenhurst Farmer's Mkt, Muskoka Wharf, 821 Bay

:9:30am, Probus Club of S Muskoka, **1st Wed of month**,

Bracebridge Sportsplex, 110 Clearbrook Tr

:12:00, Diner's Lunch Club, \$9.00, **every Wed**, must register day prior, 705.789.6421, Active Living Centre, 20 Park Dr, Huntsville. Call for Pickle Ball, Table Tennis, Bid

Euchre, Bridge, Art Group, Travel Talks, Jam Sessions & Wood Carvers weekly schedules

:6:30-8:30pm, Ping Pong at the Vill Square, **1st & 2nd**

Wed, 1198 Vankoughnet Rd, Bracebridge Adlt \$2, Stu Free

:7pm, Bracebridge Library Book Club, **Last Wed**

monthly, 94 Manitoba St

Thursdays: 9-2, Huntsville Farmer's Mkt, Fairgrounds

:9-2, Port Carling Farmer's Mkt, Hannah Pk, Bailey St

:5-7, Wkly Supper Club, Free, Gravenhurst Trinity United

Fridays: 9am, Ladies Coffee Time, **1st Fri mthly**, Oakley Village Sq, 1198 Vankoughnet Rd, Bracebridge

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

Saturdays: 8:30-1, Bracebridge Farmer's Mkt, Mem Pk

:9am, Huntsville 100K Fresh Food Mkt, 1 West St S

Sat 20: 11am, Muskoka Ribfest & Boat & Cottage Show, 821 Bay St, Gravenhurst

Sat 27, 28: 8-1pm, OSPCA Yard & Bake Sale, Hwy 118 W Bracebridge

Sat 27: Muskoka Antique Vintage Show, Port Carling, 3 Bailey St

:Nuit Blanch North 2019, Huntsville

August & September

See July for weekly & monthly events

Sat Aug 3: 10am, Muskoka ComicCon, 169 James at Arena

Sat 10-11: 10am, Baysville Arts n Crafts Fest, Hwy117 pk

:10-5, Veg Fest. River Mill Pk, Huntsville

Sat 17: Muskoka Muscle. **Sat 24:** Rosseau Fair. **Sep 7:**

Stisted Fair, Huntsville. **Sep 13-15**, Bracebridge Fair

Beach Reads

Here are some diverse picks for your summer reading. I have included two non-fiction selections for those of you still in the workplace or who yearn to just "know more."

The Culture Code by Daniel Coyle

Where does great culture come from? How do you build and sustain it in your group, or strengthen a culture that needs fixing?

In *The Culture Code*, Daniel Coyle goes inside some of the world's most successful organizations—including the U.S. Navy's SEAL Team Six, IDEO, and the San Antonio Spurs—and reveals what makes them tick.

Astrophysics for People in a Hurry by Neil deGrasse Tyson. What is the nature of space and time? How do we fit within the universe? How does the universe fit within us? There's no better guide through these mind-expanding questions than acclaimed astrophysicist and best-selling author Neil de-

Grasse Tyson.

While you wait for your morning coffee to brew, for the bus, the train, or a plane to arrive, *Astrophysics for People in a Hurry* will reveal just what you need to be fluent and ready for the next cosmic headlines: from the Big Bang to black holes, from quarks to quantum mechanics, and from the search for planets to the search for life in the universe.

The Other Wife by Michael Robotham

Childhood sweethearts William and Mary have been married for sixty years. William is a celebrated surgeon, Mary a devoted wife. Both have a strong sense of right and wrong.

This is what their son, Joe O'Loughlin, has always believed. But when Joe is summoned to the hospital with news that his father has been brutally attacked, his world is turned upside down. Who is the strange woman crying at William's bedside, covered in his blood - **a friend, a mistress, a fantasist or a killer?** Against the advice of the police, Joe launches his own investigation. As he learns more, he discovers sides to

his father he never knew - and is forcibly reminded that the truth comes at a price.

Big Sky by Kate Atkinson

Iconoclastic detective Jackson Brodie returns in a triumphant new novel by the brilliant Kate Atkinson about secrets, sex and lies.

Jackson Brodie has relocated to a quiet seaside village, in the occasional company of his recalcitrant teenage son and an aging Labrador, both at the discretion of his ex-partner Julia. It's picturesque, but there's something darker lurking behind the scenes.

Jackson's current job, gathering proof of an unfaithful husband for his suspicious wife, is fairly standard issue, but a chance encounter with a desperate man on a crumbling cliff leads him into a sinister network--and back across the path of his old friend Reggie. Old secrets and new lies intersect in this breathtaking novel by one of the most dazzling and surprising writers at work today.

Pitching In

Members of our adult day program helped pitch cardboard, unwrap pieces and parts, held things stable and steady for Tom, our maintenance man, lending a huge hand with the assembly of some much needed new chairs for use in the Parry Sound Forest Hill lounge area.

A big THANK YOU for all the help and enthusiasm!



"And at the end of the day, your feet should be dirty, your hair messy and your eyes sparkling." ~ Shanti

PENTECOSTAL KID'S CAMP LENDS HANDS AGAIN



Maggie Rumig, Fondly Remembered

On May 15th, 2019 long time Adult Day Program staffer, Maggie Rumig, passed away, leaving colleagues and Day program clients saddened by her loss.

Her love and compassion for her job and our clients never went unnoticed. She was part of a great team. Maggie will be forever in the hearts of the family and friends and the community that she served. She made an impression on everyone she met, with her laugh and her smile and her genuine kindness.

In memory of Maggie a bird house has been hung in the garden (one of her favorite places.) Thank you Maggie for your service to our community it was an honor to work with you.



Fun Trivia

Did you know that Vikings were not the dirty, smelly barbarians they were portrayed as? A contemporary English chronicler complained

that “British womenfolk would rather go with Vikings because they are always washing their hands and faces, combing their hair and beard, changing their shirts and, oh shame, taking a full bath and washing their clothes every Saturday.” The an-

cient Norse word for Saturday was “laugerdag” meaning washing day.



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

Port Loring (Meals on Wheels & Volunteer Transport)
705.757.2530

West Parry Sound Health Centre

705.746.9321 Automated: 705.746.4540
www.wpshec.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 Home & Community Care

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 Ex
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



Supporting Client Centered Care Through Experience

Vulnerable clients place their trust in staff for the provision of everyday supports and services. For some, this includes using aids such as ceiling lifts to transfer them from their chair to bed, bath and toilet. Hanging in a sling can be unnerving so we encourage staff

to take a turn in the sling to feel what it's like and to understand how a client might feel using this device. Although a client's experience can't possibly be mimicked perfectly, understanding "the ride" helps deliver support in a more sensitive, understanding and client focussed manner.



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

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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