

THE FRIENDS

DIGNITY • TEAMWORK • INNOVATION • EMPOWERMENT



Friendly Focus

Spring 2022

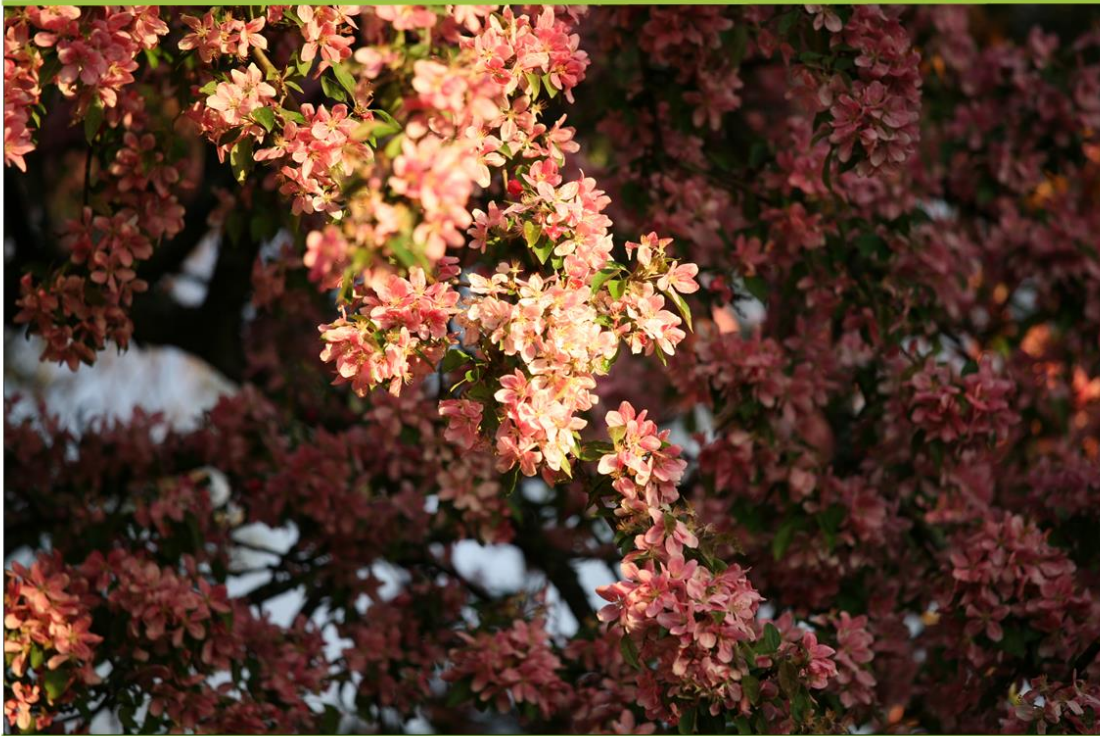
Get Blooming!

What can be more uplifting than celebrating the natural world by building a garden? You can dig up a plot, create a container garden or simply enjoy some fresh herbs growing on your window ledge.

Agrilife Extension Horticulture and Economist Specialist, Charlie Hall, PhD, has the following to say: "Interacting with nature, especially with the presence of water, can

increase self-esteem and mood, reduce anger, and improve general psychological well-being with positive effects on emotions or behavior," Hall said. "At a time when the polarization and fragmentation of society is of growing concern; we need to actively seek ways to strengthen human connections among us and build stronger communities."

With all of the troubles in the world today, make time to grow something positive, whether it's a garden, an attitude adjustment, a kindness initiative or, perhaps a small contribution to the well being of others.



www.thefriends.on.ca

1

Letting winter troubles melt away!



"As wave is driven by wave
And each, pursued, pursues the wave ahead,
So time flies on and follows, flies, and follows,
Always, for ever and new. What was before
Is left behind; what never was is now;
And every passing moment is renewed."
~ Ovid, Metamorphoses



INSIDE THIS ISSUE

- 4 *From the CEO's Desk*
Celebrating Spring 2022
- 5 *PS Kinsmen Club Joins Boston Pizza in Fundraising*
What Shapes Service Delivery?
- 6 *Something Sweet*
Remember Mom
- 7 *Volunteers Matter*
Father's Day Thoughts
- 8 *How to Communicate*
History Buffs Take Note
- 9 *Muskoka EPS Long Service Awards*
- 10 *OCSA 7 Reasons to Care*
- 11 *What Does Community Care Deliver?*
More About Reason 3
- 12 *More About Reason 4*
Frontline Workers Pay
- 13 *More About Reason 6*
- 14 *French Oversized Omelette*
Resources
- 15 *Single in Denmark*
Bill of Rights
- 16 *Please Provide us with your Friendly Feedback*



Crystal & Carrie join in on Pajama Day Funsies

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
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From the CEO's Desk

Stepping Forward

Spring has been slow to appear this year with snow lingering both on the ground and in the air. Although mask mandates have been lifted there is lingering concern about personal safety, especially for those individuals who are elderly, immune compromised or who live with family members who are vulnerable.

When in doubt, follow the

safety precautions you've been using throughout the pandemic. Unfortunately, something as basic as public health has been politicized, however I have faith in the sensible and caring Ontarians who look out for each other. Perhaps this spring kindness, tolerance and a sense of humour will lighten our paths.

The Friends is a long time member of the Ontario Community Support Association, the collective voice for

most community level service providers. Given that we are facing an election this June, I have included some of the key messages OCSA provides with respect to community care. You may find the information useful as you consider where to park your vote.

Marliese Gause,
CEO



CELEBRATING SPRING 2022

April shines a spotlight on pets (pets are wonderful month), guitars (April is International guitar month), gardens (National Garden Month) and your home (National Home Improvement Month). You could post pictures of your favourite pet on your facebook feed, blog or website. Spend an evening with candles, wine and a selection of guitar music; plan your garden or work on some home improvement project that has been stalled over the winter.

May celebrates senior citizens, fitness and sports, BBQs and strawberries. Make a point of finding ways

to improve your health, enjoy a BBQ with friends and family, visit a senior and enjoy an afternoon at a pick-your-own strawberry farm. P.S. Remember Mom on Mother's Day.

International Children's Day, celebrates our youngest citizens on June 1st. June celebrations also shine a light on roses, fruits and vegetables and cats. Yes, June is Adopt-a-cat month. It's a perfect time to support children, admire rose gardens in the community, cultivate your gardens and, if so inclined, save a cat by adopting one from a shelter.

Whatever you choose to do this spring, do it with love, kindness and generosity to others.

Parry Sound Kinsmen Club join Boston Pizza in Fundraising

The Friends agency was shocked and pleasantly surprised to learn that their organization had been selected by Parry Sound's Boston Pizza as the recipient of a special fundraising drive to support community. During a period of some weeks around Valentine's day, funds raised through a variety of sales, including "heart shaped pizzas" were earmarked for donations to the agency. This was an unexpected but wonderful surprise for the agency. Even more wonderful was the participation of the Parry Sound Kinsmen Club who purchased pizzas for tenants and staff at Forest Hill Apartments on Valentine's Day.

Fundraising is hard work so, when a community business or a service club reaches out voluntarily to offer their support, I can only say, bravo and thank you for thinking of us. *The*

Friends provides hands-on care to vulnerable individuals in communities across the Districts of Parry Sound and Muskoka. We provide Adult Day programs, in-home respite care, attendant outreach, homemaking,



post-stroke support, caregiver support programs and fully accessible, 24/7 supportive housing. In fact, Forest Hill Apartments is the 24/7 fully accessible 24/7 supportive

housing program between Barrie and Sudbury.

Like many agencies providing care in the community, COVID has thrown a few wrenches into the mix, stressing already stretched human resources and complicating service to the community. During even the worst of COVID outbreaks, we continued to deliver face to face hands-on care to people who needed it. A big grateful shout out to all staff who persevered through difficult times.

It was particularly touching to then, suddenly be recognized by both Boston Pizza and the Parry Sound Kinsmen's club in their fundraising initiative.

Thank you once again,
Marliese Gause
C.E.O.

What Shapes Your Delivery of Services?

Have you been affected by disruptions in in-home services you normally receive? Wondering what the staff shortages are all about? Like many other home care agencies, *The Friends* is a long time member of the Ontario Community Support Association which is the provincial voice of community agencies. This year, OCSA has prepared an informative and insightful look at community level services with its pre-budget presentation to the province. Although remuneration is an important factor, it should also be pointed out that Ontario's demographics are another key factor in declining staff availability. An aging population means more people in health care leaving the system while fewer young people are choosing healthcare as a profession. Investing in community should be a multi-pronged approach

that leverages innovation, access to education in tandem with salaries that are fair and supportive. Current staffing struggles that now reach into professional health care services, ie nursing and other specialized resources need all parts of health care to work together in order to provide the best possible care. The following abbreviated report, beginning on page 10, may provide some insights. You can find the entire pre-budget presentation to the province at the Ontario Community Support Association's website.

A Whopping 91% Of Seniors would prefer support in their home

Something Sweet for Mother's Day

Fabulous and easy try this Nutella Cream Cheese Pie courtesy of Spruce .

Cream Cheese Pie

For the Nutella Filling:

- 3 (8-ounce) packages cream cheese, room temperature
- 1 (13-ounce) jar hazelnut spread, such as Nutella
- 1/2 cup sugar
- 3 tablespoons unsweetened cocoa powder
- 1 teaspoon pure vanilla extract
- 1 (8-ounce) container non-dairy whipped topping

For the Hazelnut Whipped Cream:

- 1/2 cup heavy cream

- 2 tablespoons confectioners' sugar
- 1 teaspoon hazelnut liqueur, such as Frangelico
- 1/4 cup hazelnuts, toasted and roughly chopped, for garnish

In a medium bowl, combine the chocolate cookie wafer crumbs with the melted butter.

Press the moist crumbs into the bottom and 1 inch up the sides of a 9 -inch springform pan. Set in the refrigerator to firm up.

In a large bowl, beat the cream cheese, hazelnut spread or Nutella, sugar, cocoa powder, and vanilla extract until smooth and well combined.

Gently fold in the non-dairy whipped topping.

Pour the filling into the prepared



crust and smooth the top. Refrigerate for about 4 to 6 hours or until firm.

In a large bowl, whip the heavy cream with confectioners' sugar and hazelnut liqueur to make whipped cream.

Remove the cheesecake from the springform pan and place on a cake plate. Pipe hazelnut whipped cream around the rim of the cheesecake.

Garnish with toasted hazelnuts. Cut into wedges to serve. Store remaining cheesecake in the refrigerator.

Remember Mom on Mother's Day

This year Mother's Day falls on Sunday, May 8th. Here are some gift ideas that don't cost much but show your appreciation.

- Offer to do the dishes and/or clean up
- Don't complain when your mother plays her favourite music all day
- Flowers are nice, but, if you can't afford them, offer to weed her flower beds instead
- If you cook breakfast, lunch or supper in honour of your mother, don't leave a mess,

make sure you clean up after yourself and your guests

- Take your mom out for a drive or a walk but let her choose the destination. If the walk or drive involves checking out a yard sale, let your mom take all the time she wants to check out the sale items
- Offer to repair something around your mom's house; if that's not in your skill set, pay someone to fix the leaky tap, the wobbly front step or sagging fence in the back yard



Volunteers Matter

One of the impacts of COVID has been the hollowing out of the community's volunteer base. Many volunteers are seniors and have had to take a step back from volunteering throughout the pandemic.

Can we just say that we feel your absence? That we collectively miss volunteer support?

In celebration of the contributions volunteers have made to the community we would like to share some pictures of past celebrations to acknowledge the dedication and service that volunteers have brought to the community table. Recognizing safety first, it's worth pointing out that there are things volunteers can continue to do to support their community.

Consider belonging to a telephone tree to connect with isolated seniors, participate in education opportunities via Zoom events, connect with community agencies to see what you can do safely to contribute to the well being of others. Sometimes, we just have to explore how to do things differently... just don't give up. We need you.



For information about programs and services, check out www.thefriends.on.ca

Father's Day Thoughts

In June, dads are given some special love and attention on Father's Day. During the past two years it's been difficult to celebrate loved ones and, despite the lifting of mask mandates, many of us continue to be cautious with the health and safety of elderly parents. The blessing that June brings is warm weather, so, choose to do something outside. Here are some suggestions to make his day special.

- Take him for a small excursion, a scenic drive with a stop for a picnic lunch
- A backyard BBQ for the whole family
- If he's a fan of golf, buy him some time on the green
- Look for local events that he might enjoy – an air show, a farmer's market, a tractor pull, an art exhibit
- Outdoor concerts
- A season's pass to a museum or gallery
- If fishing is his thing, make plans to take him out for the day to a favourite spot
- Gift certificates for his favourite coffee shop
- A donation to a charity that is meaningful to him
- Most of all, show your love and appreciation for your dad every day but especially on Father's Day.

"When things go wrong, don't go with them." ~ Elvis Presley

How to Communicate with Someone who is Suffering from Alzheimer's Disease

As our population ages we are all more likely to know someone who has Alzheimer's Disease or one of the many similar dementias. Many of us have family members, elderly friends or provide services to people who are suffering from some form of dementia. Here are some helpful tips to make communication easier.

When approaching a person with dementia or Alzheimer Disease always wait until you are in front of them where they can see you before starting to speak, otherwise, they may be startled or won't realize that you are talking to them

Introduce yourself even if you think they should already know who you are. One of the symptoms of Alzheimer Disease is the inability to recognize even very familiar people and objects

Use their name when speaking to them. This will cue them to listen to what you have to say because

they know that you are speaking to them.

Try to make eye contact

in order to hold their attention

Speak slowly. If you sound upset, frustrated or angry the person with Alzheimer Disease will pick up on your emotion even if they don't understand the words. This may cause the person with Alzheimer Disease to reflect your emotion and become upset, frustrated or angry as well. If you can't speak calmly, walk away until you are more relaxed and can try again.

Use simple words and short sentences. Too much information at once will be very difficult for someone with Alzheimer Disease



to understand and will result in them appearing to ignore you.

Wait for a response. It may take awhile but if you wait the

person may answer you. If not, repeat yourself and wait again.

Try to use big, obvious body language. If you are trying to get a person to stand up, offer your hand while saying "come with me, John". If you want them to sit, position them in front of the chair and pull very gently at their hips, while saying "sit down Jane".

Speak in a normal tone. People with Alzheimer Disease do not necessarily have a hearing impairment. They can probably hear what you are saying, they just don't understand it.

History Buffs Take Note

The internet has brought unparalleled access to archaeologists, digs and ongoing preservation of archaeological artifacts around the world.

For armchair history buffs, these new horizons can be the starting point for a new hobby or a way to enhance existing interests. Most historians and archaeologists are also connected to websites, blogs and facebook, however, twitter can be your starting point.

Here are some twitter accounts to have a look at:
@carolmadge — Following Hadrian including Roman Roads Fridays — wherein you can get the latest pictures and comments surrounding Roman Roads in Great Britain, **@romebyzantium** — follow a research team delving in Roman and Byzantine history, **@AncientRomeLive** — dynamic on-site videos for lovers of Ancient Rome, **@TrimontiumTrust** — a unique Museum with a fascinating collection surrounding Romans in Scotland **@Roman_Britain** for mosaics, fortresses and much much more

Muskoka and East Parry Sound Staff Long Service Award Recipients

The Spring Friendly Focus edition is delighted to honour Muskoka recipients of long service awards. In pre-COVID days, we celebrated milestone achievements during an All Staff meeting where we could all applaud team members who have been with us over a period of time. This past year we have had small congratulatory groups get together and the Spring edition of The Friendly Focus newsletter is delighted to send best wishes to all Muskoka recipients of Long Service Awards. A special shout out to Kelly Sawyer, Sherry Dobson and Sonja Covert for 15+ years of service.

Our summer edition will feature Parry Sound long service awards recipients!



25 Years of Service
Kelly Sawyer



20 Years of Service
Sherry Dobson



3 Years of Service
Michelle Brown



5 Years of Service

Left to right: Nicole Beadry, Michelle Brown, Kyla Taylor



15 Years of Service
Sonja Covert

Are you interested in Making a Difference?

Do you want to expand your horizons?

The Friends' agency is always looking for committed individuals who want to deliver care in their communities.

We serve East/West Parry Sound and Muskoka

We provide opportunities to learn and grow in a supportive team environment

Check out our website and Facebook page www.thefriends.on.ca

You can contact us at

info@thefriends.on.ca or by calling

705-746-5102 or toll free at 888.746.5102

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:



The Ontario Community Support Association is the Voice of Agencies...

...delivering in-home care across the province. We would like to share some of their recent findings with respect to home care services.

The Friends is a long time member of the Ontario Community Support Association. This year the Association's pre-budget presentation provided an insightful look at community level supports. Perhaps you find yourself wondering about the value of Home and Community Care? Care at the community level helps safeguard the future sustainability of our health system. By supporting people in their homes, beds in hospital and Long Term Care facilities are kept available for people

7 REASONS TO CARE

WHY WE NEED TO INVEST IN ONTARIO'S HOME AND COMMUNITY CARE SECTOR TO SAFEGUARD THE FUTURE SUSTAINABILITY OF OUR HEALTH SYSTEM

2022 Pre-Budget Consultation Submission

OCSA 30
ONTARIO COMMUNITY SUPPORT ASSOCIATION

who need higher level care. If people cannot be supported in their homes, they end up in hospital beds or premature admissions to Long Term Care.

Canada's provincial Home and Community Care spending from 2016 to 2021 show most provinces at 30%,

Quebec at 59% with Ontario lagging the furthest at a mere 19%.

O.C.S.A. has outlined seven key reasons why the Ontario government needs to invest more in the community.

Our submission can be distilled to seven reasons why the Ontario government needs to fund the home and communities care sector. They are:

REASON 1 Ontarians and health care professionals want care at home and in their communities.



REASON 2 The sector is an underutilized resource that could provide more support to a severely strained health system if it is properly funded.



REASON 3



The continued underfunding of the home and community care sector has resulted in Ontario's funding levels to the sector falling behind other Canadian jurisdictions.

REASON 4

Current funding levels are insufficient to continue to deliver services, meet the growing client demand and prevent further strain on an already overburdened hospital sector.



REASON 5

Home and community care staff are drastically underpaid resulting in low recruitment and retention rates and diminished capacity to deliver services.



REASON 6

Without significant investment into home and community care sector the province will not clear its COVID-19 surgical backlog, end hallway medicine or tackle the long-term care waitlist.



REASON 7

Investing in home and community care delivers cost savings to the entire health system.



What Does Community Care Deliver?

Perhaps you are wondering what services O.C.S.A. members provide?

We deliver:

In-home nursing
Attendant care services
Rehabilitation
Meal preparation
Personal support
Assisted living
Adult day programs
Meals on Wheels
Wound care
Toileting and bathing

Did you know that Ontario ranks the lowest in investment of Home and Community

Impact of Home Care & Community Support Services 2019-2020

OCSA
Ontario Community Support Association

INDIVIDUALS SERVED BY HOME CARE:
760,000



PERSONAL SUPPORT AND HOMEMAKING HOURS DELIVERED:
38.2 MILLION



MEALS DELIVERED BY MEALS ON WHEELS:
2,717,313



INDIVIDUALS SERVED BY CSS:
1,008,000



INDIVIDUALS SERVED BY HOSPICE:
27,588



CSS EMPLOYEES:
19,684



HOURS OF VOLUNTEER SERVICE DONATED:
2,866,976



NURSING HOURS:
9,898,035



CLIENTS SERVED IN DAY PROGRAMS:
42,331



RIDES PROVIDED BY TRANSPORTATION SERVICES:
1,834,752



INDIVIDUALS PROVIDED WITH ASSISTED LIVING SERVICES:
24,789



ESTIMATED VALUE OF VOLUNTEER SERVICES:
\$78 MILLION



Source: CSS 0485 Comparative Reports and 0443 Database, Home Care/IN and Social Services Sector.

More about REASON 3:

The continued underfunding of the home and community care sector has resulted in Ontario's funding levels to the sector falling behind other Canadian jurisdictions.

- Ontario has fallen behind other provinces in funding the sector. Ontario ranks 8th in per capita spending on home and community care.
- Ontario is one of three provinces whose share of spending on home and community care as part of the entire health budget has decreased over the last

five years.

- From 2016 to 2021, Canada's provinces increased home and community care spending by 30% on average. In contrast, Ontario increased its spending by 19%, ranking 7th out of 10 provinces.
- By comparison, Quebec increased its spending on home and community care by 59%.
- Home and community care in Ontario is becoming less of a priority and the clients needing this service are falling through the cracks within the health system.



More about REASON 4:

Current funding levels are insufficient to continue to deliver services, meet the growing client demand and prevent further strain on an already overburdened hospital sector.

- Most providers delivering these essential services have not received a cost-of-living increase in nearly a decade, while others have only received a small base increase in the last few years. Recent inflation pressures of nearly five percent have quickly taken up any small increases some providers had received.
- Costs to deliver these needed services have risen exponentially during the pandemic. Providers are facing unfunded additional costs for PPE, testing and other operational costs to comply with public health orders.
- A recent OCSA survey found that critical community programs are facing serious financial short falls threatening their continued operation.
- The same survey found that 55% of respondents stated that they would decrease service volumes for government funded programs if they do not receive a funding increase this year. Further 55% of respondents would increase client fees and 68% would create or expand a waitlist.
- Their shutdown or service reduction risks sending thousands of clients who are dependent on this care to live well in their home and community.

**CANADA'S PROVINCIAL
HOME AND COMMUNITY
CARE SPENDING FROM
2016-2021**


1 | 2022 Pre-Budget Consultation Submission

Wondering What Frontline Workers Are Paid?

PERSONAL SUPPORT WORKERS (PSW) SALARY

**More about REASON 5:**

Home and community care staff are drastically underpaid resulting in low recruitment and retention rates and diminished capacity to deliver services.

- Personal Support Workers (PSW) in the home and community care sector are making on average 19% less than PSWs in the hospital sector and 9%

less than PSWs in the long-term care sector.

- On average PSWs in home and community care make \$17/hour while \$16.50 is the minimum wage.

Nurses in the home and community care sector are paid less than those in the hospital sector. The median salary wage gap for Registered Nurses (RNs) working in home care versus hospitals is \$11.00 an hour.

More about REASON 6:

- Without appropriate staffing levels in the sector, the ability to keep clients out of long-term care as well as the ability to clear hospital post-surgical backlogs becomes increasingly challenging, if not impossible.
- The backlog is estimated to be at over 200,000 procedures. The only way the province will be able to eliminate this backlog is with appropriate home and community care support. A lack of home and community care services results in unmet personal care needs, unhealed wounds, malnutrition,

deteriorating mental health, increased isolation and caregiver burnout and worsening dementias. All of these unmet health care needs lead to premature institutionalization or unnecessary hospital admissions.

- As a sector that serves over one million Ontarians, a one percent reduction in the number of clients served by community support service and independent living services would put over 10,000 individuals at risk for hospitalization or long-term care admission. The same reduction in home care services could put over 7,000 clients at risk.

Investing in home and community care delivers cost savings to the entire health system

- A recent report by the Canadian Institute for Health Information confirms that 8% of newly admitted residents to long-term care in Ontario could have been kept at home with the right supports in place; that's close to 8,000 Ontarians. Keeping these people at home would have generated annual health system savings of approximately \$238 million.
- In 2020, Deloitte completed a report entitled "Home Care in Ontario: Unlocking the Potential" where their research shows that there will be an additional 446,804 clients needing home care by 2040. With appropriate investments into the sector, the health system could save \$1.8 billion in 2040.
- A report by the National Institute on Ageing estimates

that the province could save between \$212,259 and \$268,369 in capital costs for every long-term care bed it no longer needs to build due to enhanced home and community care services. Reducing the demand for long-term care beds by a similar 8,000 could unlock capital costs savings between \$1.7 billion and \$2.1 billion.



67%

of Ontario seniors believe that professional caregivers, such as personal support workers and skilled therapists, should be paid at the same rates regardless of whether they work in home care, long-term care or in hospital.



91%

of seniors would prefer to stay at home if they were on a waitlist for a long-term care facility, and additional supports could be provided to keep them at home or living with a family member.

COVID has exacerbated staffing issues across the health care spectrum but especially in the community sector. This is a result of long term underfunding, bandage solutions and a lack of understanding at the highest level of the impact of these services

French Oversized Omelette

Bigger is not always better, but sometimes, a special occasion requires something a little

extra. Easter in France wouldn't be the same without a giant omelette. The residents of Haux, France, spend

Easter Monday creating an omelette out of over 4,500 eggs in a giant pan! It serves over 1,000 people, and it is definitely not a hoax.

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

NE Home & Community Care

705.746.4602 1.800.440.6762
www.healthcareathome.ca/northeast

North Simcoe Muskoka Home & Community Care

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

Alzheimer Society

1.800.605.2075

Port Loring (Meals on Wheels & Volunteer Transport)
705.757.2530

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

Ontario Renovates, District of Muskoka – Assistance for Accessibility Modifications 1.800.461.4210

Simcoe Muskoka District Health Unit – flu clinics/ health information 1.877.721.7520

Walk in Clinic Bracebridge Medical Ctr. 705.646.7634

Scams and Frauds – Crime Stoppers – 1.800.222.8477

Senior's Programs & Services Muskoka 705.645.2100 ext.199

McConnell Foundation Muskoka – Financial Assistance for eye glasses/assistive devices/dentures/dental 705.645.2412

Muskoka Senior's (Meals on Wheels, Transportation (Huntsville and area), Congregate dining) 705.789.6676

Red Cross - Transportation (South Muskoka) 705.721.3313 ext. 5602

Elder Abuse – Senior's Safety Line – call if you are being mistreated, bullied or neglected 1.888.299.1011

Assistive Device Exchange A.D.E. – Data base of devices for sale or free www.Assistivedeviceexchange.com



Single in Demark

If you are single in Denmark, it is customary for your friends and family to throw you a birthday celebration by covering you in cinnamon when you reach 25.

Many believe that the tradition dates back to when spice salesmen would travel around and remain bachelors. These salesmen never settled in one place long enough to meet a suitable spouse.

However, the Danish people probably kept the tradition because it provides them with a fun way to celebrate a significant birthday.

Well, it's all fun and games until you reach 30, then they exchange cinnamon with peppers. That doesn't sound like fun!

*It is the month of June,
The month of leaves and roses,
When pleasant sights salute the eyes,
And pleasant scents the noses.*



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