



THE  
**360°**  
 NEWSLETTER  
 JULY 2013



**HELP OUR SENIORS AGE WITH DIGNITY** by Lisa Levin, VP of Communications & Development

Circle of Care provides services for over 7000 adults, mainly seniors, so that they can live independently in their own homes. The population is aging and government supports cannot meet all their needs. Here is one example of a typical client.

Anne is 88 years old and lives alone in an apartment at Sheppard and Bathurst. She was married for 40 years to Frank, who died suddenly of a heart attack in his 70's. With little life insurance, Anne has been getting by on old age pension since that time. Most of her income goes towards rent and small necessities of life. Her two children live in the United States and visit a few times a year. For the rest of the year, Anne is alone. She used to go to the local community centre to swim, and to regularly visit friends, but she is now frail and uses a walker. She ventures out only for groceries. She now needs to attend a downtown hospital three times a week for special treatments.

It is because of Anne and others like her, that the Circle of Care Foundation is so important. Our seniors deserve to live their later years with dignity and as much independence as possible. They should not have to forgo basic necessities, such as nutritious meals, necessary personal care and the means to get to medical appointments. People like Anne need your help more than ever. Please support the Circle of Care Foundation.



**\$250**

provides 12 return rides for a year to medical appointments



**\$650**

provides 1 hour of personal care per week for 6 months



**\$1000**

provides 5 Kosher nutritious meals a week for 6 months

To make a donation, email [foundation@circleofcare.com](mailto:foundation@circleofcare.com) or call 416 635-2900, ext. 433.



Support the Circle of Care Foundation  
 Rosh Hashanah is approaching - a great opportunity to purchase  
 Our NEW Circle of Care "Occasion Cards"

3 Cards for \$36.00, Single Cards for \$18.00  
 Order your cards today by calling 416 635-2900 ext. 428

## Our Volunteers

### Boomers in Action by Lysa Springer, Manager Volunteer Services

Today's volunteers are different than those in the past. At Circle of Care, we are working to attract and appeal to the "new" volunteer, many of whom are Baby Boomers born between 1947 and 1964. The boomer project started October 2012 and now, 10 months later, the Volunteer Department is truly getting a makeover. Through the tireless leadership of Elizabeth Mintoft, Bari Zittell, Sandy Kahn and Claudia Kugelmass, the department has connected to more volunteers than ever before. We are proud to say we have reached our initial goals:

- Connect with all existing boomer volunteers by May 31, 2013 to discuss their current involvement and new opportunities.
- All volunteer interviews are now conducted by one staff and one volunteer.
- Greater engagement of current volunteers through programs and activities.

"This is a very exciting project that has harnessed wonderful ideas and energy from our volunteers," says Debbie Taylor, Vice President of Client Services.

To find out about boomer volunteer opportunities, please, email [lspringer@circleofcare.com](mailto:lspringer@circleofcare.com) or call Lysa at 416-635-2900 ext. 496.



*Boomer Leaders—Claudia Kugelmass & Sandy Kahn*

### Jessie Caryll Receives Award

by Lisa Levin, VP Communications & Development

On May 30, 2013, UJA Federation of Greater Toronto honoured leading community volunteers at its annual awards ceremony.

Among the honourees was Jessie Caryll, a dedicated Circle of Care Board Member who was honoured with a Shem Tov Award, the highest level of volunteer service excellence in Toronto's Jewish community.



*Jessie Caryll pictured with UJA Shem Tov Award*

Jessie has been a member of the Circle of Care Board of Directors since 2009 and she co-chairs the agency's Quality and Risk Forum.

Jessie's previous volunteer work has centered around her involvement in the Reform Jewish Community where she served on committees and boards of directors for Temple Sinai and Temple Har Zion. Her professional career of 50 years was in community health care as a registered nurse. More recently Jessie was the part time Director of Outreach Programs for the Canadian Council for Reform Judaism.

### Wednesdays with Lolly

by Arnold Foss, Director Communications

Wednesday May 8 marked our fourth Annual Lolly event organized by hospice volunteers Bari Zittell and Helen Zak. This event, sponsored by Lorne Propas, husband of our late hospice client Lolly, recognizes and thanks our hospice volunteers for their special contribution. Over 45 hospice volunteers were in attendance, including volunteers from Hazel Burns Hospice. For more information about the Volunteer Hospice Program contact Lysa Springer at [lspringer@circleofcare.com](mailto:lspringer@circleofcare.com) or 416 635-2900, ext. 496.



*(left to right) Rabbi Ronald Weiss (Community Chaplin), presenter Lisa Kronenberg (JF&C) and event sponsor Lorne Propas.*

## Our Staff

### Welcome to Tricia Dickson by Arnold Foss, Director of Communications

We are excited to welcome Tricia Dickson to the Circle of Care team as Manager of Client Service Supervisors. Tricia comes to us from Sunnybrook Health Sciences Centre where she held the distinction of working in a leadership and expert clinical role as one of Canada's first advanced practice Occupational Therapists in the area of Orthopaedics. She holds a Bachelor of Science in psychology from Dalhousie University. Tricia completed her Bachelor of Science in Occupational Therapy from Western University, working as a Personal Support Worker during the summer to fund her education. After over 10 years as an occupational therapist, Tricia's unquenchable thirst for knowledge prompted her to return to school to complete a Masters Degree in Rehab Science at McMaster University while still working full time at Sunnybrook Health Sciences Centre.



With her skill set, enthusiasm and commitment to excellence, Tricia is well suited to help lead the Client Service Supervisor team and move the agency closer to our vision of being "the best community health care provider - the preferred choice."

### UJA Walk with Israel



*Circle of Care staff Aron Katz and Arnold Foss (standing) and Susan Shiffman, Devora Waxman & Orly volunteered at the event*

### Every Day Hero: Salomon Grinstein

by Maria Campo, Transportation Supervisor

Circle of Care van drivers do more than just drive our clients to their destinations – they go above and beyond each and every day. Here is one story that illustrates their dedication: Our driver, Salomon, was scheduled to pick up a client from an eye appointment at 4:30pm. This client has always been punctual, however, on that day she wasn't there when Salomon arrived. Salomon waited 15 minutes, before going into the doctor's office to find out the status of the client. The client was still with the doctor and was not ready for another 30 minutes since drops had been placed in the client's eyes that limited her vision, Salomon assisted the client down the stairs. "I was so grateful for the help that Salomon gave me" said the client. "I couldn't stop thanking him" she added. Had the driver not gone that extra mile the client would have no other way to get home. As Salomon puts it, "It makes me feel proud to be part of this team, and of Circle of Care."



### Our Leadership: Appointments

Josefina Cantos, Chief Financial Officer has been reappointed as Secretary/Treasurer of the Ontario Homecare Association.

Lisa Levin, Vice President of Communications & Development, was appointed as a member of two groups: Central LHIN Regional Hospice Palliative Care Program Council and the Provincial Steering Committee for Hospice Palliative Care.

Vin Singh, Director of Information Technology, has joined the Central LHIN E-Advisory Committee.

Debbie Taylor, Vice President of Client Services, has joined the Steering Committee for the North York Central Health Link.

# In the Community

## 1 Open Door Up-date

by Lisa Levin, Vice President Communications & Development

Circle of Care, along with partner organizations, UJA Federation of Greater Toronto, JIAS Toronto, Jewish Family & Child, and JVS Toronto received the 2013 York Region Bhayana Family Award for Community Partnership in recognition of the new 1 Open Door project. On June 4 there was an open house to celebrate the official opening.



### 1 Open Door Receive Bahayana Partnership Award

(l to r) Debbie Taylor (Circle of Care), Tamara Novik (JVS Toronto), Sandi Pelly (UJA) Janis Roth (JIAS Toronto) & Monica Auerbach (Jewish Family & Child)



### Official Opening June 4th 2013

(l to r) Circle of Care staff Anna Siciliano, Lea Kovalchuk, Tessa Wassyng, Melissa Dobbs, Patricia Wendy, Lisa Levin with UJA Board Chair Richard Venn & UJA President & CEO Ted Sokolsky

## New Vans Hit the Road

by Maria Campo, Transportation Supervisor

Thanks to a grant from the Central Local Health Integration Network, Circle of Care has two new vehicles on the road. "The new vehicles were a critical addition to our fleet of vans. The drivers are ecstatic with the purchase and clients love the new vehicles," said Ross Sternberg, Transportation Scheduler.



## World Elder Abuse Day

by Marisa Di Nardo, Social Worker

In recognition of World Elder Abuse Awareness Day, Constable Patricia Fleischmann, Vulnerable Persons Coordinator with Toronto Police Service, presented to Circle of Care staff and volunteers. Constable Fleischmann talked about how to identify abuse of finances, abuse by a caregiver, and neglect by family. She discussed how to make a complaint about elder abuse and what to do if you suspect a senior is being abused.



# Innovation & Best Practice

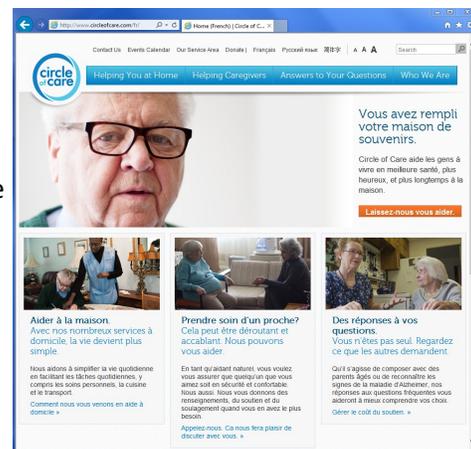
## Reaching Our Diverse Client Base by Aron Katz, Digital Web & Marketing Coordinator

**It's good to be home! Хорошо быть дома! 在家的感觉真好! C'est si bon d'être chez soi!**

Toronto is said to be the most culturally diverse city in the world. Our staff speak over 24 languages to respond to client's varying language requirements. To further enhance access to our services, we are excited to announce that we now provide multilingual communications in Russian, Mandarin, and French through the following:

- Our web site has pages in French, Russian and Mandarin—look at the top bar of the web site to find them.
- Brochures are available in both French and Russian.
- The telephone system provides prompts and options in French, Russian and Mandarin.

If you would like any of our promotional materials in English, Russian or French email [stognon@circleofcare.com](mailto:stognon@circleofcare.com) or call 416 635-2900, ext. 450.



by Ethel Kaiserman, Project Manager

Circle of Care has once again chosen Accreditation Canada as the organization to provide an external peer review to assess and assist service improvement based on standards of excellence. "Accreditation status tells our stakeholders that we are an agency where excellence and improvement are paramount", says Michael Scheinert, President & CEO. This will be the fifth Accreditation for the agency. Circle of Care has been accredited since 2002. The Accreditation Canada Survey Visit is scheduled for June 9, 10 & 11, 2014.



Jamie Arthur, Director of Client Services & Ethel Kaiserman, Project Manager at the Accreditation Launch

### Circle of Care showcased its best practices and innovative approaches this spring in the following forums:

#### International Society for Performance Improvement Conference

⇒ Experienced Based Co-Design Project

#### Hospice Palliative Care Ontario Conference

⇒ Hospice Integration in South Central LHIN

#### Ontario Gerontology Association Conference

⇒ Ontario Caregiver Coalition: Advancing the Interest of Caregivers

⇒ Building Partnerships: Reena Community Residence

#### **Posters:**

- Circle of Care Website
- Using the InterRai Cha Tool to Equitably Allocate Home Care Subsidy
- Continuous Quality Improvement in Home Health Care

#### Accreditation Canada Quality Conference

#### **Poster:**

- Continuous Quality Improvement in Home Health Care

#### Ontario Home Care Association Symposium

⇒ Safe Client Moving & Handling Best Practice vs. Real World

⇒ Continuous Quality Improvement in Home Health Care

#### OACCAC Knowledge & Inspiration

⇒ Experienced-Based Co-Design Project

## Association of Jewish Seniors

### “To Our Good Health”

by Tammy Parker, AJS Coordinator

The Association of Jewish Seniors (AJS) recently held its 15<sup>th</sup> Annual “To Our Good Health” Program. Attended by over 100 Jewish Seniors, the program was held in celebration of Seniors Month. AJS members and guests participated in an interactive Yoga Laughter Workshop.



In addition, AJS recognized and thanked volunteers and board members. The Sam Shapero Memorial Award was awarded to long time board member Gerry Hurwitz, in special recognition for dedicated service and commitment to the Association of Jewish Seniors. The Al Gorlick Memorial Advocacy Award was presented to Past President Ben Goldmintz in special recognition for his dedication and commitment to promoting and protecting the rights of seniors.

This year’s event, co-sponsored by VIVA Thornhill Woods and TIPS



At the Association of Jewish Seniors “To Our Good Health” Program Jack Pinkus (r) presented the Al Gorlick Memorial Advocacy Award to AJS Past President Ben Goldmintz .

## Health & Safety

### The Importance of Hand Hygiene by Anna Siciliano, Social Worker

Hands, although they may appear clean, are likely to carry germs. Washing your hands correctly is the most effective method to protect against a number of infectious diseases, such as the "flu" and the common cold. Proper hand washing will assist in maintaining health and in the prevention of the spread of infectious diseases to others.

#### Proper Methods of Hand Washing

- Wash your hands frequently with soap and water for at least **20 seconds**.
- Use alcohol-based cleansers when soap and water are not available.
- Remove jewellery & wet your hands with warm water. Add soap and rub your hands together, ensuring you have lathered all surfaces for at least 15 seconds.
- Wash the front & back of your hands, as well as between your fingers & under your nails.
- Rinse your hands well under warm running water, using a rubbing motion.
- Wipe and dry your hands gently. Turn off the tap using paper towel so that you do not re-contaminate your hands. When using a public bathroom, use the same paper towel to open the door when you leave.



#### Minimizing Risks

- Wash your hands often.
- When you cough or sneeze, use a tissue or raise your arm up to your face and aim for your sleeve. Keep the surface areas in your home and office free of germs by cleaning them.

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