



M O S A I C

Home Care Services & Community Resource Centre

FALL 2016

# Newsletter

*What a difference we make®!*

See inside for our upcoming Events and NEW Services



## Featured Events

**MARKHAM OFFICE** (*The Shops on Steeles*)

**Fridays, September 16<sup>th</sup>, October 21<sup>st</sup>  
and November 18<sup>th</sup>, 2016**

Mosaic's Nordic Pole Walking Group

**Tuesdays, September 27<sup>th</sup>, October 25<sup>th</sup>, November 29<sup>th</sup>**

First Link® Memory Café

**Wednesday November 9<sup>th</sup>, 2016**

Brain Gym® and more

**Friday November 11<sup>th</sup>, 2016**

Remembrance Day Ceremony

**Thursday November 17<sup>th</sup>, 2016**

Think Well, Eat Well and Move Well!

**Friday December 9<sup>th</sup>, 2016**

Holiday Festive Tea

**TORONTO OFFICE** (*CNIB Centre*)

**Thursdays, September 1<sup>st</sup>, 8<sup>th</sup>, 15<sup>th</sup>, 22<sup>nd</sup>, 29<sup>th</sup>**

**& October 6<sup>th</sup>, 13<sup>th</sup>, 20<sup>th</sup> and 27<sup>th</sup>**

Mosaic's Nordic Pole Walking Group

**Wednesday September 28<sup>th</sup>, 2016**

Before and after the fall

(how to prevent a fall and/or how to recover if you do)

**Tuesday October 11<sup>th</sup>, 2016**

Think Well, Eat Well and Move Well!

**Friday November 18<sup>th</sup>, 2016**

Artsoculus

**Friday November 25<sup>th</sup>, 2016**

Christmas Stories and Symbols

**Friday December 16<sup>th</sup>, 2016**

Holiday Festive Tea

# Not all Home Care is Professional Care

## Mosaic's Home Care and their EC Plus Service Is



**So many choices...** how do I know which is the right company to look after my family? They all seem so similar, they all care and they all provide qualified caregivers. But my parents' needs are sometimes complicated. How do I know my home care company can deal with the unexpected properly?

**These are all good questions!** We would say that you need a company that has experience and expertise in dealing with the complex needs of older adults. We would recommend a company that has care management services. Most home care companies do not have this expertise. And, because these are highly qualified people you have to know when and how to bring them in.

**Mosaic is the company for you.** We have care management experts who will monitor the care we provide your parents for those important signs that may mean they need a little extra help and advice from a professional in this area. Our Elder Caring Plus™ service is a low cost oversight service that links your special family members to the expertise that they may need some time in the future.

Contact **416.322.7002** or **905.597.7000** and a Client Services representative will gladly provide you with the information. Or visit our website at **www.mosaichomecare.com**.



### Mosaic Home Care & Community Resource Centres

#### Corporate Office

2900 Steeles Avenue East | Suite 218  
Markham, ON | L3T 4X1

**Tel.905.597.7000**

**www.mosaichomecare.com**

**info@mosaichomecare.com**

#### Toronto Office (CNIB Centre)

1929 Bayview Avenue | Suite 215H  
Toronto, ON | M4G 3E8

**Tel.416.322.7002**

### Elder Caring Inc.

Serving the Greater  
Toronto Area (GTA)

**Tel.416.658.8887**

**www.eldercaring.ca**

**info@eldercaring.ca**

# From Ottawa with Love

## How Mosaic helps families who are living apart

Dear Mosaic Team,

*There are so many things I am thankful for that you have done for my Grandmother Sadie and myself over the past month, and I want to take a moment to thank you all.*

*From manning the email requests, arranging a caregiver within 24 hour notice, the detailed log notes that I often read both in Toronto and from home in Ottawa, to calling and chatting with the PSWs when I knew they had their hands full, to the patience of the staff with an elderly lady*

*and her stressed-out family, to the actual hands-on PSW work, and all the extra love that was shown by taking Sadie for walks, giving her extra drinks of coffee and cookies, ordering her ice cream... the list goes on and on.*

*You all played a vital role in Sadie's recovery from her fall and emotionally upsetting time in her life. Thank you for your hard work. I'm sure I'm not the only client you catered to but I'm also sure I was probably one of the most vocal. I want to take this opportunity to acknowledge you for your assistance.*

*The word "blessing" is seldom used today but it is one that describes what Mosaic is. You make Mosaic. You are a blessing to people in a crisis. Thank you for being our blessing this past month.*

*May you all be blessed for what you do.*

*Sincerely,  
Cindy*

**"You all played  
a vital role  
in Sadie's recovery  
from her fall and  
emotionally  
upsetting time  
in her life."**

**"The word  
"blessing"  
is seldom  
used today  
but it is one  
that describes  
what  
Mosaic is."**

## Lifestyle & Companionship Service Program



**M**osaic is proud to extend its Lifestyle Service program to include its new Companionship service. This will build on our "Meaning of Me®" program which serves as both a conversation and a journey of exploration that places the individual front and centre of our care based service relationships. From understanding the values, relationships, history and continuing hobbies and interests of our members our Lifestyle Companions® will develop themes explored by the "Meaning of Me®" by organizing day outings, movies, events and other programs that may include attending one of the many events and activities run through the Mosaic Resource Centres.

For more information about our exciting service developments please call our offices and speak to our Client Services department at **416.322.7002** or **905.597.7000**. You may also wish to review our Lifestyle and Socialization section on our website at <http://www.mosaichomecare.com/our-services/meaning-of-me/>

Mosaic Home Care Services takes pride in standing out in the industry. We are dedicated to serving and getting to know our members and to building relationships. We do this through our scheduled home assessment visits, phone conversations, emails and drop in home visits.



## A Message from

# Jane and Nathalie and our Mosaic Team!

As the summer of 2016 simmers into the fall; Mosaic has been busy planning events and service upgrades for the upcoming season so stay tuned!

We are about to enter our 7th year of business so this is also a good time to remind the community what our team has accomplished over the years:

Our **Elder Caring Plus™**, a light geriatric care management program, is gaining recognition amongst health care professionals in the GTA; our lifestyle program with **"The Meaning of Me®"** at its core is getting into more and more homes and joining hands with our new **Mosaic Lifestyle Companions®** program. We have also continued developing a **specialized team for dementia care** including sending our caregivers through the Alzheimer's Society's Dementia Care Training Program and **U-First!™** program. **Our ongoing partnership with Shepherd Village Inc.** a large Retirement Community in Scarborough, to provide additional home care support to their residents. Mosaic has featured some wonderful events for their residents over the last year and will continue to provide many more in the future.



## Quality, Person Centred Care for all your Home Care needs

Person  
Centred  
Home Care



Nursing



Community  
Resource  
Centres

Elder  
Caring Plus™

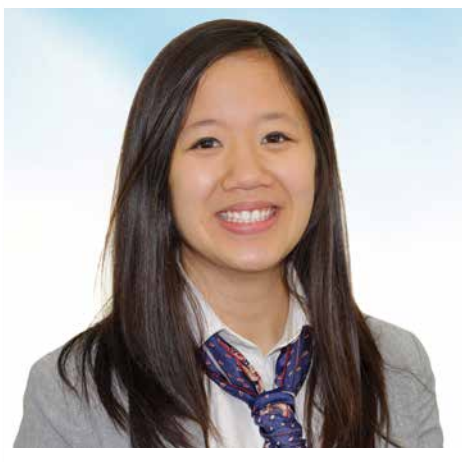


Lifestyle  
Companions®

Serving Toronto and York Regions



# Mosaic's Newest Employees



*Joanna Tsui*, BSW  
Client Services

“Mosaic is comprised of individuals who truly care for the well-being of the whole person and have united in effort to provide the highest quality care for every need. No matter the situation, each and every person has value, and this is reflected in the way that we treat everyone we come into contact with.”

“Building community is one of the things that I am personally passionate for, and as a member of the Client Services team, I am thrilled to be a part of creating meaningful relationships and meeting needs of those living in the city I love. My hope is that as Mosaic grows, our passion and compassion will extend beyond the borders of Toronto.

Established on a foundation of compassion and driven by passion, the work Mosaic does is truly amazing. It is my pleasure to be among the company of such warm and authentic people, striving for the best care for all families.”



*Abirami Sivalingham*, BA  
Client Services

“MOSAIC is definitely setting the gold standards in the private health care sector as it strives to provide the best line of care to its clients while being a respectable employer to its front line and office staff. I am excited to venture with MOSAIC Home Care as a Client Services Coordinator where I can work with my team to make a difference!”

“At MOSAIC, I am surrounded by friendly colleagues who are waiting to offer their assistance to clients and employees alike. I am happy to be able to work in a positive environment while connecting compatible caregivers with our clients to encourage the creation of a wonderful bond!”

A Sneak Peek into the

# World of Mosaic's

## Client Services

Written by

Kevin Lopes

Marketing & Media Assistant



*Kevin Lopes* BA (Hons.)

Marketing & Media

Assistant

Our Client Services Team is part of the heart and soul of Mosaic. Between filling open schedules, answering the phones, organizing new employee orientations and keeping all angles well balanced, Mosaic's Client Services team is busy keeping the "Mosaic engine" running smoothly. Spending a day listening in on the Client Services team in action, it is easy to see the team-work and good communication that all members share. Our team is ready, willing and able to answer each and every call that comes into our Mosaic office with compassion and expertise.

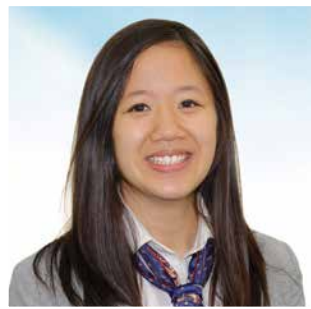
Mosaic's Client Services team works together with a great attitude and camaraderie. Even on high pressure days, Mosaic's Client Services department is filled with up-beat chatter. Between calls, team-members are brainstorming ideas, asking for another viewpoint on a situation, and keeping each other informed on client situations or changes, scheduling front-line Care Team members, discussing health & industry updates. Everyone in Client Services shares this team-first mentality, helping each other solve problems, working together and motivating each other throughout the day. Spending a day in Client Services feels like the whole team is answering a call, not just one person!

With a variety of calls coming in, Mosaic's Client Services team provides callers with relief and education. When giving Mosaic a call you are guaranteed to receive an answer from an informed and empathetic member of our team. Our staff can inform callers about our services, Mosaic events, and the importance of hiring a bonded, insured and certified caregiver, like our Mosaic front-line Care Team. We will also link callers to other industry and community services to help seniors and their families including an invitation to visit our Community Resource Centre to browse information and brochures on over 250 different organizations. Often, Mosaic's Client Services team find themselves to be a lifeline to callers in crisis, who do not know about their options or where to start. When you call Mosaic, you can expect an answer from our resourceful and knowledgeable staff and you will sigh in relief, knowing that you and your family are in good hands.



*Candace*, BA (Hons.)

Client Services Lead



*Joanna*, BSW

Client Services



*Abirami*, BA

Client Services

"Our team is **ready, willing and able** to answer each and every call that comes into our Mosaic office **with compassion** and **expertise**."

The Benefits of Our

# “The Meaning of Me<sup>®</sup>” Program for our Members (Clients)

## *An Interactive Journey Person-Centred Care*

### A testimonial from one of our families discussing “The Meaning of Me<sup>®</sup>” Program

*“I started noticing that things weren’t right with my father about two years ago. Things had been tough on both of us for a while. He and my mother sold their house in Fredericton, New Brunswick after nearly 40 years and bought a condo in Toronto to enjoy their retirement.*

*They had two happy years together, before my mother died unexpectedly from a stroke.*

*My father, who has always been introverted by nature, was somewhat stranded here. He didn’t have a support system to speak of. His main challenges were loneliness and grief.*

*I hired some part-time help to take him out a couple times a week. These weekly visits seemed to be working, but around 2 years ago, I started noticing signs that he wasn’t doing well. He started repeating himself a lot and forget words for even the most basic things.*

*“What did you have for dinner?”*

*“Oh, those round flat things, whatever you call them.”*

*It turns out that my father was in the early stages of vascular dementia.*

*It was also around this time that I started working at the CNIB. What an amazing stroke of luck that has turned out to be! The Dotsa Bitove Wellness Academy is in the building and so is MOSAIC. I got my father enrolled at the Bitove Academy and I made an appointment to talk to Martha Miller at MOSAIC.*

*As we sat and talked about my father’s needs I noticed their amazing wall of brochures and since I was somewhat overwhelmed and new to looking after an aging parent, I grabbed as many brochures as would fit in my binder. I happened to take a brochure for the Mt. Sinai Carers program which has turned out to be another one of my saving graces.*

*I told Martha about my father’s introverted, bookish personality and she listened, taking lots of notes. She explained about “The Meaning of Me document<sup>®</sup>”, which I thought was just terrific, as my father had a lot to say about his life, he just needed an invitation.*

*We soon found a match for him and he is doing a lot better. He still struggles with words, and his short term memory is all but gone, but he is being looked after during the day and that has given me peace of mind. I am particularly fond of my father’s weekend caregiver, Virginia, who really connects with him. She plays games with him, accompanies him for walks and cooks for him. She also is extremely vigilant and protective. I feel that we’re both collaborating in his caretaking: it’s a wonderful feeling.*

*When I was in the elevator going up to see him in his condo, a neighbour looked at me and asked “are you Tony’s daughter?”*

*I answered that I was.*

*“He is looking a lot better!”*

*I was so grateful and I know that I owe much of that gratitude to the wonderful staff at MOSAIC.”*



I was so grateful  
and I know  
that I owe  
much of that  
gratitude  
to the  
wonderful  
staff at  
Mosaic.

– Submitted by Daphne (family caregiver)

## BALANCE & AGILITY TRAINING FOR LIFE

**MedFitRehab**  
Restoring Strength & Movement

Did you know that our balance starts to weaken as early as our 40's? Or that poor balance is associated with specific weak muscles and high fall rates?

In this dynamic, interactive medical exercise workshop you'll learn how important these often ignored fitness elements are to your overall health and fitness. You'll discover how improving your balance and agility will:

- Enhance your performance in sport and recreation activities
- Improve your core and lower body strength
- Reduce your risk for injury while performing your activities of daily living
- Boost your overall confidence and feeling of well-being

*Participants are encouraged to get up & move during the workshop; so please be sure to wear comfortable clothes and shoes!*



**Where: Mosaic Home Care & Community Resource Centre (Toronto office)**

**Date: Thursday September 28<sup>th</sup>, 2016**

**Address: CNIB Centre, 1929 Bayview Avenue, Suite 215H, Toronto**

**Time: 1:30 p.m. to 3:00 p.m.**

*~ RSVP 905.597.7000 by Friday September 23<sup>rd</sup>, 2016 ~*

*No charge for event. Refreshments provided.*

*Close to public transit. Parking on main level with elevator access.*

*Parking is \$1 for the 1<sup>st</sup> hour, \$2 for the 2<sup>nd</sup>, \$5.00 for the 3<sup>rd</sup> and \$10.00 for the full day.*

**Dr. Scott Levine Medfit Rehab "Before and after the fall (how to prevent a fall and/or how to recover if you do)"**  
He will be doing two presentations one at Mosaic – one at CNIB on Tuesday October 11th and one the other on November 17th at Markham location.

## BRAIN GYM<sup>®</sup> and more

*Come dressed in comfortable clothing to participate and have fun!*



INSPIRED SENIOR LIVING WITH 

*"Research studies have found that using BRAINGYM<sup>®</sup> and other sensory modalities slow down or reverse some of the symptoms of aging"*



**Where: Mosaic Home Care & Community Resource Centre (Markham office)**

**Date: Wednesday November 9<sup>th</sup>, 2016**

**Address: 2900 Steeles Avenue East, Markham (Lower Level by Centre Court)**

**Time: 1:30 p.m. to 3:00 p.m.**

*~ RSVP 905.597.7000 by Monday October 31<sup>st</sup>, 2016 ~*

*No charge for event. Refreshments provided.*

*Close to public transit. Free parking and elevator access available.*





# Think Well, Eat Well, Move Well

Mosaic is excited to have the Vita Health Clinic return for another fun and interactive presentation!

Mental, Chemical, and Physical stress is the number one reason why the brain goes out of balance, and how sickness occurs. Join us for an interactive workshop that will teach you the 3 most important ways you can improve your health today. Learn how walking can boost and balance your brain, what foods the brain needs to be fueled by, and how breathing can flip your brain from survival to rest.



## Think



## Eat



## Move

**Where: Mosaic Home Care & Community Resource Centre (Toronto office)**

**Date: Tuesday October 11<sup>th</sup>, 2016**

**Address: CNIB Centre, 1929 Bayview Avenue, Suite 215H, Toronto**

**Time: 1:30 p.m. to 3:00 p.m.**

*~ RSVP 905.597.7000 by Tuesday October 4<sup>th</sup>, 2016 ~*

*No charge for event. Refreshments provided.*

*Close to public transit. Parking on main level with elevator access.*

*Parking is \$1 for the 1<sup>st</sup> hour, \$2 for the 2<sup>nd</sup>, \$5.00 for the 3<sup>rd</sup> and \$10.00 for the full day.*

**Where: Mosaic Home Care & Community Resource Centre (Markham office)**

**Date: Thursday November 17<sup>th</sup>, 2016**

**Address: 2900 Steeles Avenue East, Markham (Lower Level by Centre Court)**

**Time: 1:30 p.m. to 3:00 p.m.**

*~ RSVP 905.597.7000 by Thursday November 10<sup>th</sup>, 2016 ~*

*No Charge for event. Close to public transit.*

*Free parking and elevator access available.*

# Alzheimer Society

YORK REGION

## What our members are saying about our First Link® Memory Café at Mosaic's Resource Centre...

September 2016 marks The Alzheimer Society of York Region and Mosaic Home Care Services' 5th year of our successful partnership offering the **First Link® Memory Café**.

This program has been consistently well attended at Mosaic's Thornhill/Markham office. During the spring 2016 season we expanded this program with a pilot project at the Thornhill Community Centre. The response to the Thornhill Community Centre sessions has also been very positive and we will be continuing this program early in 2017.

Our satisfaction survey at the conclusion of our 2015/2016 series were overwhelmingly positive.

- 100% of people graded the First Link® Memory Café as either good or excellent.
- 100% of our respondents were satisfied with the topics and guest speakers who presented
- 100% were happy with the hospitality of our hosts (Mosaic & the Alzheimer Society of York Region)
- 100% of people said they would recommend this program to others.

I would like to thank Jane Teasdale and her entire team at Mosaic for being so supportive of this program and being such an integral part of getting this program launched out into the community for people to experience. Most of all, I would like to thank everyone who has attended the series over the past 4 years and all of our great speakers who have come out to talk to the group and provided such interesting topics for us to learn about. We look forward to seeing everyone again in the fall and welcome any and all new faces as well!

Jonathon Macri (First Link® Coordinator, Alzheimer Society of York Region)

For more information on the Alzheimer Society York Region and their programs

**Alzheimer Society of York Region**

**905.731.6611**

Website: [www.alzheimer-york.com](http://www.alzheimer-york.com)

## First Link® Memory Café at Mosaic

Share your stories and socialize with others.

**When:** Last Tuesday of every month, **September 27<sup>th</sup>, October 25<sup>th</sup>, & November 29<sup>th</sup>, 2016**  
(Will resume again in January 31<sup>st</sup>, 2017)

**Time:** **1:00 p.m. to 2:30 p.m.**

**Where:** Mosaic Home Care Services & Community Resource Centre

**Located in:** The Shops on Steeles and 404 (Shopping Mall)  
2900 Steeles Avenue East, Lower Level, Markham, ON L3T 4X1

**Who:** Are you interested in memory related issues? Individuals who have been diagnosed with Early Alzheimer's disease and/or related dementias, their Care Partners as well as those who worry about memory problems

**What:** Socialization & Information Networking for Care Partners

**Why:** Being active physically, socially, and mentally is good for the brain

**To register:** Please phone **905.597.7000** – No charge for event.



Alzheimer Society  
YORK REGION

  
**MOSAIC**  
Home Care Services & Community Resource Centre



## WE ARE MORE

We are more than what you see  
Because we're still the way we used to be  
You might think we are old – that's overused  
Just like to say, we are ALL not amused

We are still dancers, not so great  
Because of the gifts we were handed by Fate  
We are ok

We don't hide, we have emotions inside  
If we are not who we were, who are we?

Dotsa Bitove Wellness Academy Community  
© 2015 Dotsa Bitove Wellness Academy  
with Robin Gertin

First published in Perspectives, the e-Journal of the Canadian Gerontological Nursing Association in 2015 (Vol 38 (3)).  
For more information about the Dotsa Bitove Academy please visit our Website at <http://www.dotsabitove.com/>

Or contact:

Christine Jonas-Simpson, RN, PhD  
Director, York-UHN Academy  
Director, Dotsa Bitove Wellness Academy  
Associate Professor, Faculty of Health,  
School of Nursing, York University  
[jonasimp@yorku.ca](mailto:jonasimp@yorku.ca)



## Cracked – New Light on Dementia Theatre Production



**Cracked: New Light on Dementia theatre production** raises important questions about the ways persons with dementia are understood and treated in society. Developed collaboratively with researchers, artists, persons with dementia, and their families – the play is an engaging way to share insights and examine the role we play in the lives of persons living with dementia.

Please hold the date: November 1st 2016 and look for details at:

<https://uwaterloo.ca/partnerships-in-dementia-care/re-imagining-dementia-through-arts/cracked-new-light-dementia>

For more information call:

**Dotsa Bitove Wellness Academy**

**416-486-8731**

email: [bwa@uhn.ca](mailto:bwa@uhn.ca)

PROUDLY SPONSORED BY







# Creating Inclusion: A Relational Approach to Shared Learnings

caregivers and their loved ones to develop and enjoy creative, positive and sustainable connections that enhance communication and feelings of wellbeing.

Get together in small groups to explore and practice satisfying painting techniques that facilitate sharing, expression and reflection. The notion of reciprocity is central to the process, helping to create moments of learning and reflection!

Mosaic is excited to bring this workshop that combines talk and creative hands-on work to explore innovative ways for

work to explore innovative ways for



**Where: Mosaic Home Care & Community Resource Centre (Toronto office)**

**Date: Friday November 18<sup>th</sup>, 2016**

**Address: CNIB Centre, 1929 Bayview Avenue, Suite 215H, Toronto**

**Time: 1:30 p.m. to 3:00 p.m.**

*~ RSVP 905.597.7000 by Thursday November 11<sup>th</sup>, 2016 ~*

*No charge for event. Refreshments provided.*

*Close to public transit. Parking on main level with elevator access.*

*Parking is \$1 for the 1<sup>st</sup> hour, \$2 for the 2<sup>nd</sup>, \$5.00 for the 3<sup>rd</sup> and \$10.00 for the full day.*



## Christmas: Stories & Symbols



Celebrate the season with a refreshing look at the cherished stories and symbols surrounding Christmas. Join Lianne Harris for a 1-hour presentation as we go back in time and explore various cultures to better understand the origins, significance, and popularity of our most recognized Christmas motifs and well-loved stories. Learn the history behind Christmas!

**Where: Mosaic Home Care & Community Resource Centre (Toronto office)**

**Date: Friday November 25<sup>th</sup>, 2016**

**Address: CNIB Centre, 1929 Bayview Avenue, Suite 215H, Toronto**

**Time: 1:30 p.m. to 3:00 p.m.**

*~ RSVP 905.597.7000 by Friday November 18<sup>th</sup>, 2016 ~*

*No charge for event. Refreshments provided.*

*Close to public transit. Parking on main level with elevator access.*

*Parking is \$1 for the 1<sup>st</sup> hour, \$2 for the 2<sup>nd</sup>, \$5.00 for the 3<sup>rd</sup> and \$10.00 for the full day.*





*You are cordially invited to:*  
***Holiday Festive Tea at Mosaic***



Come and meet with new friends or old at Mosaic Home Care's yearly Holiday Festive Tea, a joint event with Delmanor, Tridel Inspired Retirement Communities. Hosted at Mosaic's Community Resource Centre, join us for an afternoon celebrating the season & holiday cheer with tea and music! Hot chocolate, eggnog and desserts will be supplied by Delmanor.



**DELMANOR**  
*Inspired Retirement Living*

**Where: Mosaic Home Care & Community Resource Centre (Markham office)**

**Date: Friday December 9<sup>th</sup>, 2016**

**Address: 2900 Steeles Avenue East, Markham (Lower Level by Centre Court)**

**Time: 1:30 p.m. to 3:00 p.m.**

*~ RSVP 905.597.7000 by Friday December 2<sup>nd</sup>, 2016 ~*

*No Charge for event. Close to public transit.*

*Free parking and elevator access available.*

**Where: Mosaic Home Care & Community Resource Centre (Toronto office)**

**Date: Friday December 16<sup>th</sup>, 2016**

**Address: CNIB Centre, 1929 Bayview Avenue, Suite 215H, Toronto**

**Time: 1:30 p.m. to 3:00 p.m.**

*~ RSVP 905.597.7000 by Friday December 9<sup>th</sup>, 2016 ~*

*No charge for event. Refreshments provided.*

*Close to public transit. Parking on main level with elevator access.*

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# Growing a Healthy Community, One Walk at a Time

This past summer Mosaic was proud to have hosted its Summer Pole Walking at both our locations, the Toronto Office at the CNIB Centre, and the Markham Office at The Shops on Steeles. Over the course of the summer Mosaic has seen the Pole Walking Club grow as more people from the community join and commit themselves to being fit. Every week our club has grown a bit bigger. Every week we will walk a bit further. Every week Mosaic has helped to grow a healthy community, one walk at a time!

Mosaic's Pole Walking Club encapsulates Mosaic's values of passion, compassion, and education. As the community came together every week, these three values were ever present as we embarked on our walks. Meeting every week and dedicating an hour of our time to pole walking shows our passion. Helping other members out with advice or encouragement shows our compassion. And providing sound fitness and nutrition advice, teaching each other new routes, and sharing local history embodies education. Each and every week we would commit ourselves to these values!

Mosaic's Pole Walking Club would not be possible without the support of Greg Bellamy of Nordixx Pole Walking Canada. Greg has supported the club by lending us poles to use, occasionally joining us on walks, and teaching walkers proper pole walking techniques. The success of our group would not be possible without his guidance. You can learn more about **Nordixx Pole Walking Canada** on their website at [www.nordixx.com](http://www.nordixx.com) or calling **Greg Bellamy** at **416.528.3129**. Mosaic would like to thank Greg and Nordixx Pole Walking Canada for making our Pole Walking Club possible!



Kevin and the Pole Walking Club from the Toronto Office.

## Enjoy Walks this **Fall** with Mosaic!

Stay in shape this fall with Mosaic! Mosaic's Pole Walking Club continues into the fall with Mosaic will be hosting an walking club this fall. We will be meeting once a week from in September and October, continuing again in July 2017. Mosaic staff will lead the walk from 9:30 a.m. to 11:00 a.m., with refreshments served after the walk. This is a great opportunity to get exercise and meet with neighbours from your community!

- Wear comfortable clothing
- Bring your Nordixx Poles if you have them (they MUST have rubber tips)
- Water Bottle

For more information contact **Kevin Lopes** from Mosaic Home Care at **905.597.7000** or email at [kevin@mosaichomecare.com](mailto:kevin@mosaichomecare.com)



**theShops.ca**  
on Steeles and 404

### Where: **Mosaic Home Care & Community Resource Centre (Markham office)**

**Dates: Fridays this fall: September 16<sup>th</sup>, October 21<sup>st</sup>, November 18<sup>th</sup>, 2016**  
**Address: 2900 Steeles Avenue East, Markham (Lower Level by Centre Court)**  
**Time: 9:30 a.m. to 11:00 a.m.**

*No charge for event. Refreshments provided.*  
*Close to public transit. Free parking and elevator access available.*

### Where: **Mosaic Home Care & Community Resource Centre (Toronto office)**

**Dates: Every Thursday in September and October, 2016**  
**Address: CNIB Centre, 1929 Bayview Avenue, Suite 215H, Toronto**  
**Time: 9:30 a.m. to 11:00 a.m.**

*No charge for event. Refreshments provided.*  
*Close to public transit. Parking on main level with elevator access.*  
*Parking is \$1 for the 1<sup>st</sup> hour, \$2 for the 2<sup>nd</sup>, \$5.00 for the 3<sup>rd</sup> and \$10.00 for the full day.*

# Mosaic Home Care Services



## Quality, Person Centred Care for all your Home Care Needs!



### PERSON CENTRED HOME CARE

- Our Complete Home Care Package + our Lifestyle Services
- Client services monitor care and are available after hours and weekends
- Caregivers personally introduced and we check up regularly
- Caregivers trained for complex care needs

### NURSING

- Medication, pain and symptom management
- Monitoring, charting and care plans
- Complex care needs (palliative, dementia, Parkinson's etc)
- Foot care and more



### COMMUNITY RESOURCE CENTRES

Number one in the community:

- Resources for families with care needs
- Regular fun, educational and social events
- First Link® Memory Café at Mosaic
- Foot care clinics

### ELDER CARING PLUS™

- Care Management integrated with home care
- Expert advice provided by registered Social Workers



Call us for a complimentary assessment and home safety check at 416.322.7002 or 905.597.7000





# MOSAIC

Home Care Services & Community Resource Centre

*Stay active in your community!*

## FOOT CARE CLINIC

Mosaic Home Care & Community Resource Centre

*Mosaic provides community foot care clinics at our Resource Centres*

**Clinics will run every third Monday & Wednesday**  
September 19<sup>th</sup> & 21<sup>st</sup> / October 17<sup>th</sup> & 19<sup>th</sup>  
November 21<sup>st</sup> & 23<sup>rd</sup> / December 19<sup>th</sup> & 21<sup>st</sup>  
9:00 a.m. - 3:00 p.m.

**Mosaic's Registered Nurse can provide the following treatments:**  
Assess clients' feet and document progress | Cut and file toe nails | Treat calluses, ingrown toe nails, corns, fungus | Referrals to podiatrist | Foot Massage provided

**Call to book an appointment**  
**905.597.7000**



Where: Mosaic Home Care & Community Resource Centre (Markham office)

**Community Clinics \$50.00**

PAYMENTS CAN BE MADE BY VISA,  
MASTERCARD, CASH, CHEQUE.  
RECEIPTS WILL BE ISSUED

## Foot Care Clinic

held at Mosaic's mid-town office  
at CNIB Centre

*Mosaic provides community foot care clinics at our Resource Centres*



**Clinics will run every third Tuesday of the Month**  
September 20<sup>th</sup> / October 18<sup>th</sup> / November 22<sup>nd</sup> / December 20<sup>th</sup>  
9:00 a.m. - 3:00 p.m.

**Mosaic's Registered Nurse can provide the following treatments:**  
Assess clients' feet and document progress | Cut and file toe nails | Treat calluses, ingrown toe nails, corns, fungus | Referrals to podiatrist | Foot Massage provided

**Call to book an appointment 416.322.7002**

Where: Mosaic Home Care & Community Resource Centre (Toronto office)

**Community Clinics \$50.00**

Payments can be made by Visa, MasterCard, Cash, Cheque. Receipts will be issued.

**Location:** CNIB Centre, 1929 Bayview Avenue Suite 215H, Toronto M4G 3E8

*Parking is \$1 for the 1<sup>st</sup> hour, \$2 for the 2<sup>nd</sup>, \$5.00 for the 3<sup>rd</sup> and \$10.00 for the full day.*

## RSVP for our events

# 905.597.7000 or 416.322.7002



MOSAIC  
Home Care Services & Community Resource Centre

info@mosaichomecare.com  
www.mosaichomecare.com

## Mosaic Home Care Services & Community Resource Centres

### Corporate Office

The Shops on Steeles and 404

2900 Steeles Avenue East, Suite 218  
Markham, ON L3T 4X1

Tel 905.597.7000 | Fax 905.597.5446

### Toronto Office

CNIB Centre

1929 Bayview Avenue, Suite 215H  
Toronto, ON M4G 3E8

Tel 416.322.7002

