



M O S A I C

Home Care Services & Community Resource Centre

Fall 2014

# Newsletter

  
**M O S A I C**  
Home Care Services & Community Resource Centre  
2900 Steeles Ave East, Suite 218  
Thornhill, ON L3T 4X1  
[www.mosaichomecare.com](http://www.mosaichomecare.com)

## Featured Events

**Thursday September 25, 2014**

*Downton Abbey Soirée Charity Event*

**Thursday October 9, 2014**

*The Skinny on Current Nutrition\_Thornhill*

**Thursday October 23, 2014**

*Open House & 4<sup>th</sup> Year Anniversary Party\_CNIB Centre*

**Thursday October 30, 2014**

*An Afternoon Luncheon and Presentation  
with Audrey Miller\_Thornhill*

**Thursday November 20, 2014**

*Afternoon Yoga Workshop\_Thornhill*

**Thursday November 27, 2014**

*Afternoon Yoga Workshop\_CNIB Centre*

**Friday December 5, 2014**

*Music Can Heal\_CNIB Centre*

**Tuesday December 9, 2014**

*Music Can Heal\_Thornhill*

**Thursday December 11, 2014**

*Holiday Tea\_Thornhill*

**Friday December 19, 2014**

*Holiday Tea\_CNIB Centre*

# Elder Caring Plus™

## Your complete home care solution

**Finally, a coordinated approach to caregiving providing you with peace of mind!**

**You have an expert in your corner...**

Through our joint venture with Elder Caring Inc. we are now able to offer “Elder Caring Plus™”, a service which gives our members access to the expert advice and care management provided by qualified Geriatric Care Managers.

Our Elder Caring Plus™ care management service is being offered exclusively to Mosaic Members. The expertise and individualized customer service of an Elder Caring Plus™ Geriatric Care Manager is now available to every family as part of your hourly home care options. A Geriatric Care Manager understands the entire caregiving journey and the demands placed on both the caregiver and the care recipient. Understanding the overall picture and making sure that complex needs are properly addressed and managed are important care objectives. Every family is unique and having access to your own expert, who understands the process and the systems, is critical.



Under the guidance of a Registered Social Worker, our Geriatric Care Managers are able to assess your living environment, with a strong focus on ensuring that the older individual and their family are managing as safely and as well as possible. Complimenting medical and nursing supervision, a Geriatric Care Manager is able to determine if your current plan of care is appropriate and what other services may be needed to ensure your loved one is living life to its fullest. Seamlessly integrated to ensure a coordinated approach to caregiving, our Elder Caring Plus™ care managers will liaise with your team of care providers including Personal Support Workers (PSWs), Client Service Managers, nurses and with you, your family and medical team in order to address a change in health status as well as resolving family and caregiving issues and other gaps in service.

*Elder Caring Inc. is a geriatric care management company that delivers compassionate, highly personalized health and wellness solutions to families with elder care and health concerns. Composed of a multi-disciplinary team of social workers, occupational therapists and other allied health professionals, Elder Caring ensures older individuals – and those who care for them – enjoy a high quality of life as free from uncertainty, bureaucracy and unnecessary expenditures as possible.*

*With counsellors across Canada, Elder Caring Inc. helps clients navigate the healthcare and homecare systems, leverage community resources, and plan for present and future stages of care with confidence.*

**www.mosaichomecare.com 1-844-266-7242 or (1-844-2MOSAIC) www.eldercaring.ca**



# Mosaic's Newest Employee



*Candice Blais*

Reception & Administration

“When I first walked into the Mosaic Home Care office I felt very comfortable and at home. I knew it was a place I would like to be every day, and working here couldn't be more enjoyable! I am honored to work for such an amazing company that changes lives on a day-to-day basis. My passion in life is to change lives one smile at a time, and I really feel that I can achieve this while working here at Mosaic Home Care. I could not do it without the compassionate team that I was welcomed into that will continue to support me along the way! We will go above and beyond to ensure your overall health and wellness, and to be a part of that is truly a blessing. It is my new home away from home, because here we are a FAMILY.” ☺

## A Message from

# Jane and Nathalie...

## Our new Mid Town Office at the CNIB Centre

In September Mosaic opened its second office, in mid town Toronto, at the visually appealing, modern, spacious and highly accessible CNIB Centre, 1929 Bayview Avenue.

Our grand opening and open house will be on October 23<sup>rd</sup>, 2014 from 5:00 p.m. to 7:00 p.m. Join us to see our new space and to meet with members of the new Elder Caring Plus™ service. Elder Caring Plus™ is a new joint venture service developed with Audrey Miller of Elder Caring Inc. And of course there will be appetizers, refreshments and good friendly conversation.



From left: Fercholla Gopez, Martha Miller, Jane Teasdale, Nathalie Anderson, Pauline Marchan, Bev Crescenzi, Mala Darshanand  
Missing from this photo: Jennifer Kendall, Candice Blais

## Join us for our Open House

Date: **Thursday October 23<sup>rd</sup>, 2014**

Time: **5:00 p.m. to 7:00 p.m.**

Place: CNIB Centre, 1929 Bayview Avenue,  
Suite 215H, Toronto  
Free Parking

RSVP before **Monday October 20<sup>th</sup>, 2014**

Phone: **416.322.7002**

or email Jane Teasdale at [jane@mosaichomecare.com](mailto:jane@mosaichomecare.com)  
[www.mosaichomecare.com](http://www.mosaichomecare.com)



*Pull out your flapper finery and join Mosaic for an evening to remember...*

*At the lovely Ladies' Golf Club of Toronto!*



**A DOWNTON ABBEY SOIRÉE**  
*Charity Event*

Silent Auction, prize for the best dressed flapper, appetizers, dessert table, music and give-aways.

*Guest Speaker:* Andrea Hagan, a wellness consultant, who inspires people everywhere to live a healthy, vibrant and purposeful life.

*Date:* Thursday September 25<sup>th</sup>, 2014

*Time:* 6:30 p.m. to 9:00 p.m.

*Ticket Price:* \$65.00, cash bar

*Place:* Ladies' Golf Club of Toronto, 7859 Yonge Street, Thornhill

Money raised will be donated to Pat's Place run by Family Service Toronto. Pat's Place is a temporary safe haven for older people experiencing abuse. Pat's Place offers a welcoming environment where residents can take time out from their current situation.

*For more information or to purchase a ticket, please contact:*

Mosaic Home Care Services 905.597.7000 or Email: [info@mosaichomecare.com](mailto:info@mosaichomecare.com)  
[www.mosaichomecare.com](http://www.mosaichomecare.com)

Mosaic Home Care offers: meal preparation, companionship, light cleaning and grocery shopping. Mosaic provides care by the hour, overnight, 24 hour care and live-in services for ALL AGES in the GTA and York Region. Customize a service that fits your lifestyle and we will do the rest!  
For more information: [www.mosaichomecare.com](http://www.mosaichomecare.com), Telephone: 905-597-7000, Email: [info@mosaichomecare.com](mailto:info@mosaichomecare.com)

# INFECTION Prevention & Control

Written by Fercholla Gopez –  
RPN, Client Services

Hi everyone! Welcome to our Fall Edition of **Infection Prevention and Control**. It is also during the fall season that we are experiencing a growing number of people affected with infectious respiratory diseases. A very common infection is influenza which mostly affects those with poor immune system, such as the young ones and the seniors. Health Care Workers, on the other hand, are also at risk for acquiring infection because of the nature of their profession. As a way of protecting themselves from being exposed to these Occupational Health Hazards, health workers are required to use Personal Protective Equipment (PPE). PPE refers to the appropriate use of equipment which a susceptible person may wear as a form of physical barrier against an infecting microorganism.

**PPE** includes aprons or gowns, gloves, masks, face shields and eye protection. Its effectiveness is dependent on how the person uses it. Here are some tips on how to properly use PPE.

**Masks.** These are worn when client has infectious respiratory disease such as influenza. It should be worn first before any client interaction and should cover the nose mouth and chin.

**Eye Protection or face shield.** These are worn with masks when splashing of blood or body fluids is expected in a procedure.

**Gloves.** These are worn when you are in hand contact with blood or body fluids, secretions (mucus), excretions (urine and feces) and non-intact skin or mucous membrane. Gloves do not substitute hand hygiene technique. It is also not reusable. Health care workers should not use the same gloves for two or more different clients.

**Apron.** These are worn when splashing of blood or body fluids is expected and to protect your uniform from being contaminated so infectious microorganisms are not transferred from one client to the next.

Mosaic Home Care is committed in safeguarding the safety of its employees against health hazards. Our organization ensures that our Personal Support Workers/Caregivers and Nurses are using appropriate PPE when necessary. For our front line workers, please feel free to contact the Client Services, or your RPN in charge if you have any inquiries regarding the use of PPE.

Finally, I would like to show you a diagram on the proper sequence for removing Personal Protective Equipment. This was provided by Centre for Disease Control and Prevention.



Sources:

• Centers for Disease Control and Prevention ([www.cdc.gov](http://www.cdc.gov))

• Public Health Ontario, Provincial Infectious Diseases Advisory Committee (PIDAC) ([www.publichealthontario.ca](http://www.publichealthontario.ca))

# The Skinny on Current Nutrition



- Need help deciphering food labels in the grocery store?
- Think you're eating too much salt and wondering how to cut it out?
- Find it tough cooking for only one or two and needing some inspiration?
- Need an update on what is REALLY important to know about following Canada's food guide?
- Want some nutrition questions answered by an expert?
- Could you use some great resources and recipes?

Back by popular demand, Cathy Pearson is a Registered Dietitian at Mackenzie Health Hospital, member of the cardiovascular Rehabilitation Health and Wellness Program and RD at the outpatient Paediatric Nutrition Clinic.

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

**Date: Thursday October 9<sup>th</sup>, 2014**

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

~ Light refreshments served ~

*RSVP by Monday October 6<sup>th</sup>, 2014*

## Mosaic's culture of Service Excellence

I was moved and at the same time deeply humbled when talking to a gentleman who called Mosaic enquiring about services for his wife who had recently undergone major transplant surgery. She was now back at home and he was struggling to provide her with basic personal care. He went on to

explain his disappointment with the quality of service they were receiving from another organisation. He told me that Mosaic had been highly recommended and described as the 'most professional' company providing homecare services. The recommendations came from not one, but two of Toronto's most reputable downtown hospitals.

*– Pauline Marchan, Client Services, (Call taken from June 2014)*

We know we make a difference and 'word-of-mouth' referrals not only represent the highest compliment; but also serve to make us work harder to ensure that we deliver service excellence every time.

**The customer** is the most important visitor on our premises.  
 He is not dependent on us. We are dependent on him.  
 He is not an interruption of our work. He is the purpose of it.  
 He is not an outsider of our business. He is part of it.  
 We are not doing him a favour by serving him.  
 He is doing us a favour by giving us the opportunity to do so.

*– Mahatma Gandhi*

## So what are some of the differences between Service and Service Excellence?

SERVICE	SERVICE EXCELLENCE
Competent	Passionate
Friendly	Compassion
Timely	Anticipate / Proactive
Listen	Engage
Maintain basic requirements	Exceed expectations

**Mosaic Home Care Services & Community Resource Centre is proud to present:**



An afternoon luncheon and presentation with Audrey Miller Managing Director of Elder Caring Inc.

Audrey Miller is a Geriatric Care Expert with a list of qualifications as long as your arm and she will be at Mosaic Home Care to answer your questions.

- Should I stay or should I go – staying at home with care or moving to a facility? Understanding the 3 'C's
- How to access care through the community
- What happens when you are discharged from the hospital
- Information about Long-term care and independent retirement homes
- What if you can't look after your spouse or family member
- How to speak to your family on your choices – benefits of hiring an Elder Caring Geriatric Consultant
- When would you need a Geriatric Care Manager?

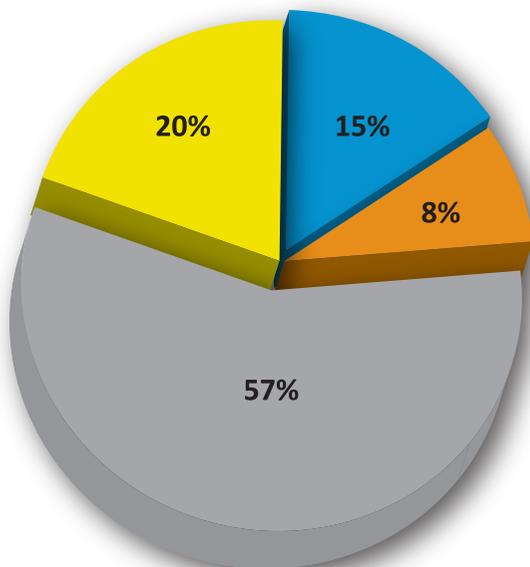
**Where: Mosaic Home Care & Community Resource Centre (Thornhill office)**

Date: **Thursday October 30<sup>th</sup>, 2014**  
 Time: **1:30 p.m. - 3:00 p.m.**  
 RSVP by *Monday October 27<sup>th</sup>, 2014*



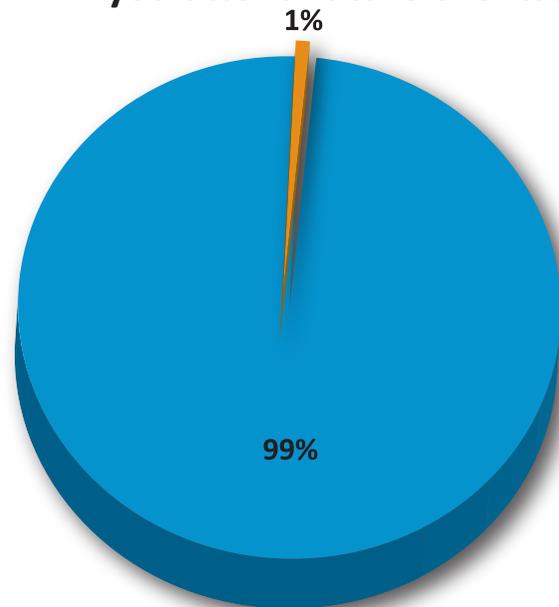
*Survey results...* from our attendees

**What did you like most about the event?**



■ Community Feel    ■ Gathering with friends  
 ■ The Topic        ■ All of the above

**Will you attend future events?**



■ Yes    ■ No

# First Link® Memory Café at Mosaic



**Share your stories and socialize with others.**

**When:** Last Tuesday of every month starting **Sept. 30<sup>th</sup>, Oct. 28<sup>th</sup> & Nov. 25<sup>th</sup>**  
(Will resume again on Tuesday Jan. 27<sup>th</sup>, 2015)

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

**Where:** Mosaic Home Care Services & Community Resource Centre,  
The Shops on Steeles and 404 (Shopping Mall),  
2900 Steeles Avenue East, Suite 218, Thornhill, 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** (ext. 223) – No charge for event.

**Alzheimer Society**  
YORK REGION





## **AFTERNOON YOGA WORKSHOP FOR SENIORS AT MOSAIC!**

**Mosaic welcomes Kelly James from Delmanor Northtown Retirement Residence and PRIYA YOGA & PILATES STUDIO**

Please join Ranjith for a Thai yoga massage presentation and demonstration by Priya Yoga Studio. This workshop is an introduction to Chair Yoga and Thai massage, especially tailored for an ageing population. Come and learn about the benefits of yoga and Thai massage, and how this 5000 years old ancient practice can help you to age gracefully.

This is a get-involved session – please wear comfortable clothing.

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

**Date: Thursday November 20<sup>th</sup>, 2014**

**Address: 2900 Steeles Avenue East, Suite 218, Thornhill**

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

*RSVP 905.597.7000 by Monday November 17<sup>th</sup>, 2014*

*Call early to avoid disappointment!*

*~ Refreshments Served ~*

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

**Date: Thursday November 27<sup>th</sup>, 2014**

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

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

*RSVP 416.322.7002 by Monday November 24<sup>th</sup>, 2014*

*Call early to avoid disappointment!*

*~ Refreshments Served ~*

**DELMANOR**

*Wynford*

Inspired Retirement Living

**DELMANOR**

*Northtown*

Inspired Retirement Living



MUSIC  
CAN HEAL



Mosaic Home Care Services & Community Resource Centre is proud to present: Music to Heal and Café at Mosaic

Join Ann-Marie Boudreau and Talia Wooldridge as they explore how music can energize us and bring us to a deeper place of balance and harmony.



- 🎵 You will be introduced to a variety of musical instruments from around the world.
- 🎵 Everyone will have a chance to create sound together in fun, interactive ways!

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

**Date: Friday December 5<sup>th</sup>, 2014**

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

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

*RSVP 416.322.7002 by Monday December 1<sup>st</sup>, 2014*

*~ Light Refreshments Served ~*

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

**Date: Tuesday December 9<sup>th</sup>, 2014**

**Address: 2900 Steeles Avenue East, Suite 218, Thornhill**

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

*RSVP 905.597.7000 by Friday December 5<sup>th</sup>, 2014*

*~ Light Refreshments Served ~*





*What a difference we make®!*

## Our Services

**Mosaic Home Care & Community Resource Centres** provides service to people of all ages and needs in the Greater Toronto Area.

We provide care by the hour, overnight, 24hr as well as live-in care. We also provide services in hospitals, retirement homes and long-term care facilities.



Look for our health presentation series and Blood Pressure Clinics, hosted by Mosaic's highly qualified Nurses

### We are proud to offer:

-  nursing care
-  personal support workers
-  light housekeeping services
-  companionship
-  child care
-  medication administration
-  meal planning and preparation
-  grocery shopping and other errands

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



 **Mosaic** offers **foot care** services **in-home** or during **clinic** hours at our resource centres! (see back for clinic dates)

 Our **resource centres** are a wonderful place to visit for a relaxing cup of coffee or tea and to learn about different services and information in your community.



# *Holiday* Tea & Music

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

You are cordially invited to join us **Thursday December 11, 2014**  
for Festive Tea and Music.



**A M I C A**<sup>™</sup>  
*at Bayview*

Between **1:30 p.m. and 3:00 p.m.**

**Refreshments will be served!**

*RSVP by: Monday December 8, 2014*

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

You are cordially invited to join us **Friday December 19, 2014**  
for Festive Tea and Music.



**A M I C A**<sup>™</sup>  
*at Bayview*

Between **1:30 p.m. and 3:00 p.m.**

**Refreshments will be served!**

*RSVP by: Monday December 15, 2014*





# MOSAIC

Home Care Services & Community Resource Centre

*Stay active in your community!*

## FOOT CARE CLINIC

Mosaic Home Care & Community Resource Centre

*Mosaic is now providing community foot care at the Resource Centre & in the privacy of Your Home!*

Clinics will run every third Monday & Wednesday  
September 15<sup>th</sup> & 17<sup>th</sup> / October 20<sup>th</sup> & 22<sup>nd</sup>  
November 17<sup>th</sup> & 19<sup>th</sup> / December 15<sup>th</sup> & 17<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**  
**905.597.7000**



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

Community Clinics... \$40.00  
In-Home Treatment... \$55.00

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

## FOOT CARE CLINIC

Mosaic Home Care & Community Resource Centre

*Mosaic is now providing community foot care at the Resource Centre & in the privacy of Your Home!*

Clinics will run every third Tuesday of the month  
September 16<sup>th</sup> / October 21<sup>st</sup>  
November 18<sup>th</sup> / December 16<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 (CNIB office)

Community Clinics... \$40.00  
In-Home Treatment... \$55.00

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

# RSVP for our events

## 905.597.7000 or 416.322.7002



info@mosaichomecare.com  
www.mosaichomecare.com

### Mosaic Home Care Services & Community Resource Centres

**York Region Office**  
The Shops on Steeles and 404  
2900 Steeles Avenue East, Suite 218  
Thornhill, 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

