



M O S A I C

Home Care Services & Community Resource Centre

# Winter 2015 Newsletter



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

### THORNHILL OFFICE (*The Shops on Steeles*)

**Thursday January 22<sup>nd</sup>, 2015**

Movie at Mosaic "All of Me"

**Friday January 23<sup>rd</sup>, 2015**

Royal Ontario Museum

Fashion from the Ages Women of Style

**Tuesday February 3<sup>rd</sup>, 2015**

Silver Stage Glee Club For Mature Adults (workshop)

**Thursday February 12<sup>th</sup>, 2015**

Valentine's Lunch and Cookie Decorating

**Thursday March 12<sup>th</sup>, 2015**

Nordixx Pole Walking Canada at Mosaic

### TORONTO OFFICE (*CNIB Centre*)

**Thursday January 29<sup>th</sup>, 2015**

Movie at Mosaic "All of Me"

**Thursday February 19<sup>th</sup>, 2015**

Royal Ontario Museum

Fashion from the Ages Women of Style

**Thursday March 26<sup>th</sup>, 2015**

Nordixx Pole Walking Canada at Mosaic

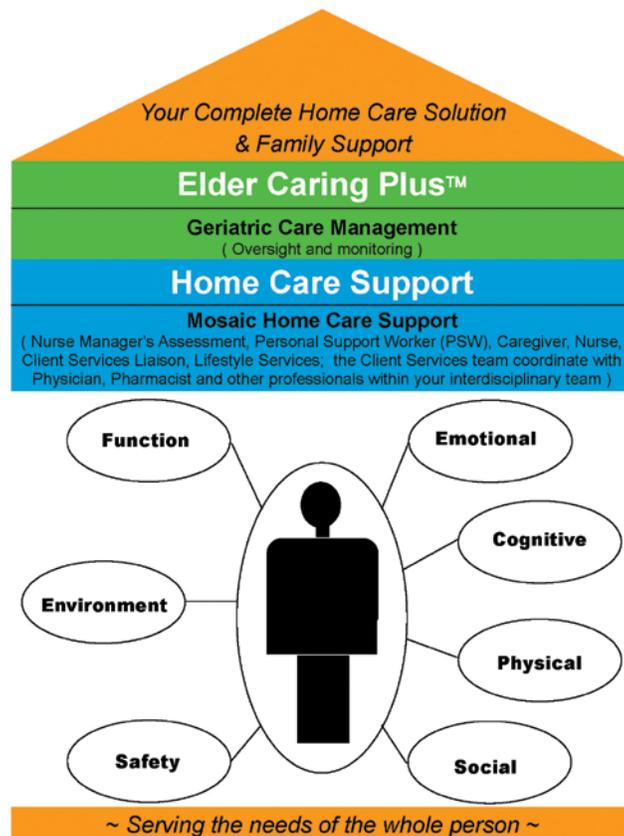
# Elder Caring Plus™

## Professional Geriatric Care Management Oversight Service

*Finally, an integrated approach to caregiving providing you with peace of mind!*

There are times when the needs of our members and their families extend beyond the realm of primary home care services. When caring for aging parents with existing and emerging complex needs, knowing what to look for and when to bring in help can be of utmost importance. To address these needs we provide a geriatric care management option via our Elder Caring Plus™ service. The service is provided by qualified Geriatric Care Managers with our joint venture with Elder Caring Inc.

The Elder Caring Plus™ oversight service monitors clients with complex care needs and meets with them on a regular basis to assess their circumstances. We can respond to issues before they become a crisis, seamlessly integrate with the flow of information from the caregivers, families and client services team, and we are able to assess when to bring in and recommend other services.



### Mosaic Home Care & Community Resource Centres

#### York Region Office

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

**Tel.905.597.7000**

[www.mosaichomecare.com](http://www.mosaichomecare.com)

[info@mosaichomecare.com](mailto: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](http://www.eldercaring.ca)

[info@eldercaring.ca](mailto:info@eldercaring.ca)

# Mosaic's Newest Employees



*Sathursha Sivakumaran*  
(nickname: "Sat")

Client Services

“Working for an organization where every employee’s primary driving force is passion, is truly a rewarding experience.”

“At Mosaic, we always take the extra step to go above and beyond, providing individuals with quality home and health care. The importance that we, as Mosaic, place on the well-being of the individual and doing what is right for them is evident through the infinite amount of resources we are able to provide when home care might not be the best option.

It is a gratifying feeling to not only see the positive impact we make in the lives of our clients, but also the ease we are able to provide their family and friends who are in some cases, miles away. Working in Client Services, and understanding the individual needs of every client allows for me to find the most suitable health care worker that best fits their lifestyle.

I am honoured to be a part of this growing family where I am able to walk away each day feeling accomplished.”



*Kathy Mills*

Client Services

“What a positive experience it is to work with a team of people who are passionate in their care of clients and their families.”

“EVERYONE goes above and beyond!

Mosaic consistently demonstrates its commitment to passion, compassion and education.”



## A Message from

# Jane and Nathalie...

Firstly, we would like to wish all our Mosaic Members, Families, our dedicated staff, our unwavering caregivers and all of you that work with Mosaic, community agencies and the community at large a **Very Happy New Year for 2015!**

2014 has been an exceptional year with the opening of our 2<sup>nd</sup> office and the launch of our joint venture Elder Caring Plus™. We are the first in Canada to develop an integrated Care Management oversight service for our members and other new programs will be released shortly such as our PSW Plus™ service.

In September of 2014 Mosaic opened its 2<sup>nd</sup> office, in mid-town Toronto, at the visually appealing, modern spacious and highly accessible CNIB Centre, 1929 Bayview Avenue. We provided a 2<sup>nd</sup> location for the community



to access community resources and to host several free educational events for the public. We also have a wonderful space for foot care clinics which are held the third Tuesday of every month from 9:00 a.m. to 3:00 p.m.

On October 23<sup>rd</sup> we opened our doors to the community for an Open House to see our new space and over 100 people attended for a wonderful evening. This was also a chance to hear from Audrey Miller of Elder Caring Inc. and Jane and Nathalie on their new Joint Venture, Elder Caring Plus™.

Mosaic also hosted the Downton Abbey Soirée Charity

event which was held at the Ladies' Golf Club of Toronto; this was a fun event which raised \$4,500.00 for Pat's Place; Pat's Place is run by Family Service Toronto and is a



temporary safe haven for older people experiencing abuse.

Stay tuned for our many events, one of which is a visit to both our resource centres in January and February by the Royal Ontario Museum; featuring Fashion from the Ages – Women of Style: Influential Women and the Designers who Dress them.

And so Mosaic continues to provide a high level of customer service satisfaction to our members and families alongside a community approach with activities and educational events for those living at home where ever that may be.

*All the best for the upcoming 2015 year!*

*We invite you to join us for...*

**Caring for our Parents, Today and Tomorrow**  
A Conversation with Leading Canadian Expert in Geriatric Care,  
**Audrey Miller MSW, RSW, CCLCP** [www.eldercaring.ca](http://www.eldercaring.ca)

**Thursday March 26<sup>th</sup>, 2015 6:30 pm - 8:30 pm**  
Light Supper included

**In the Library at the Verity Club\***  
111d Queen Street East, Toronto

**Planning for the care and comfort of loved ones (or ourselves) in later years can be a worry.** Most of us need help to make informed, practical decisions on living arrangements. Many of us would welcome advice on navigating what can be difficult emotional terrain for seniors and care partners.

**In this informal evening, you'll have the rare opportunity to learn from a top geriatric care professional, to chat, and ask questions (privately if you choose) about:**

- Options, services, and resources for elder care and support
- How to start the conversation and why it's important to start early
- Insight and perspective on choices and transitions.

**Audrey Miller has been helping individuals and families navigate the healthcare and homecare systems for over 25 years.**

**FOR TICKETS:** The evening is complimentary.  
Please RSVP by March 24<sup>th</sup>.  
Space is limited.  
Phone: 905.597.7000 or 416.322.7002  
E-Mail: [jane@mosaichomecare.com](mailto:jane@mosaichomecare.com)

**\*VERITY is on Queen just east of Church St.**  
in an exquisitely restored 19<sup>th</sup> century chocolate factory.  
Guests, including men are always welcome at the Club.  
**Parking:** in the public lot across the street.  
**TTC:** Queen subway stop is a 5-minute walk.

*Caring for our Parents* is the first event in the Mosaic Spring Education Series  
*Conversations on Caring for Loved Ones and Ourselves as We Age*

[www.mosaichomecare.com](http://www.mosaichomecare.com)

# INFECTION Prevention & Control

**Health Alert!** Ebola which is previously known Ebola hemorrhagic fever is caused by Ebola virus that affects primates such as humans, monkeys, gorillas and chimpanzees. It is a rare but fatal disease as it affects the circulatory system leading to hemorrhage and organ failure. Average fatality according to World Health Organization is 1 out of 2 infected persons.

## Warning Signs and Symptoms

Initial signs and symptoms of Ebola may develop at an average of 8 to 10 days after initial exposure but may also appear within 2 to 21 days.

Initial manifestations are:

- Abrupt fever, joint pain with muscle aches, sore throat, body malaise or weakness
- As the disease progresses, an infected person will experience diarrhea, vomiting, stomach pain, hiccups, rashes and worst is internal and external bleeding (nose bleeds, unexplained bruising and pinpoint rashes). Generally humans are not infectious until they develop these symptoms

## Who are at risk and how is the disease transmitted?

Recent travel to areas with endemic cases of Ebola fever increases the risk of acquiring the disease. The current outbreak of Ebola is in West Africa and spread to other countries because of infected travelers. The disease is endemic in Africa in the Republic of the Congo, Gabon, Sudan, Ivory Coast and Uganda. Health care workers who are taking care of patients with confirmed Ebola infection are also at risk of acquiring the infection.

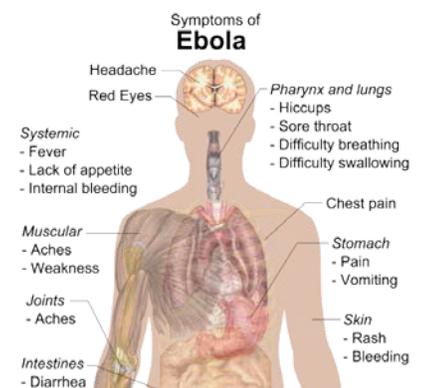
Ebola is spread through human to human transmission via direct

contact that is through broken skin or mucous membrane and exposure to blood or body of a person whose infected with Ebola (such as urine, saliva, sweat, vomitus, breast milk).

## Reducing the risk of transmission:

- **Personal Protective Equipment such as Gloves, Apron and Mask.** These should be worn when taking care of suspected clients to block splashes or contact with infected materials.
- **Hand hygiene.** Wash hands with soap and water or alcohol based hand sanitizer
- Do not travel to areas with endemic cases of Ebola otherwise the traveler will be quarantined while health is monitored for 21 days after return.
- Patients with possible infection are isolated
- Avoid direct contact with infected patients without PPE
- Notify health officials if you have been exposed to infection, has presenting signs and symptoms consistent with Ebola disease or knew someone who might be infected. You can contact Public Health Canada at 1-866-225-0709.

Written by Fercholla Gopez –  
RPN, Client Services



# Movie Afternoon

At Mosaic Home Care and Community Resource Centre

Featuring "All of Me" with Lily Tomlin



"The laughter starts when millionaire Edwina Cutwater (Lily Tomlin) finds out she's dying — no, that doesn't sound so funny but what is funny is when she agrees to have her soul (for a whole bunch of money) transferred to the young, beautiful female body of Terry Hoskins (played by Victoria Tennant)."

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

**Date: Thursday January 22<sup>nd</sup>, 2015**

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

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

*~ RSVP 905.597.7000 by Monday January 19<sup>th</sup>, 2015 ~*

*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)**

**Date: Thursday January 29<sup>th</sup>, 2015**

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

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

*~ RSVP 416.322.7002 by Monday January 19<sup>th</sup>, 2015 ~*

*No charge for event. Refreshments provided.*

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

*Parking is \$2.50 for pay and display to a maximum of \$7.50 per day at the main entrance.*

# First Link<sup>®</sup> Memory Café at Mosaic



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

**When:** Last Tuesday of every month starting **Jan. 27<sup>th</sup>, Feb. 24<sup>th</sup> & Mar. 31<sup>st</sup>, 2015.**  
(Will resume again on Tuesday April 28<sup>th</sup>, 2015)

**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, 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.





**ROYAL  
ONTARIO  
MUSEUM**



**Mosaic Home Care is very happy to present the Royal Ontario Museum  
Presenting: Fashion from the Ages**

*Women of Style: Influential Women and the Designers who Dressed Them*

Explore women of style and power from the 18<sup>th</sup> through to the 21<sup>st</sup> century and the designers that helped define their signature style including:

**Maria Antoinette, Empress Eugenie of France, Coco Chanel, Wallis Simpson, Jean Harlow, Queen Elizabeth II, Princess Grace, Audrey Hepburn, and Princess Diana.**



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

**Date: Friday January 23<sup>rd</sup>, 2015**

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

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

*~ RSVP 905.597.7000 by Monday January 19<sup>th</sup>, 2015 ~*

*Refreshments provided.*

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

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

**Date: Thursday February 19<sup>th</sup>, 2015**

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

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

*~ RSVP 416.322.7002 by Sunday February 15<sup>th</sup>, 2015 ~*

*Refreshments provided. Close to public transit.*

*Parking on main level with elevator access.*

*Parking is \$2.50 for pay and display to a maximum of \$7.50 per day at the main entrance.*



# Silver Stage Glee Club

For Mature Adults



Enriching the Lives of Mature Adults.



The power of music connects us to wonderful memories and can bring us joy, peace and literally harmony. Silver Stage Glee club understands the importance of keeping connect physically, mentally and socially. Mosaic is proud to present Heather Bibas from Silver Stage Glee Club who will provide a free workshop and introduction to the singing with lyric sheets and learn a few basic moves to go with the beat of the music.

Mosaic would like to hold a weekly **Glee Club for Mature Adults**. If you are interested in this group, please send an email to [info@mosaichomecare.com](mailto:info@mosaichomecare.com) or call our offices at **905.597.7000**. There would be a charge for a weekly program.



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

**Date: Tuesday February 3<sup>rd</sup>, 2015**

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

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

*~ RSVP 905.597.7000 by Monday January 26<sup>th</sup>, 2015 ~*

*Refreshments provided. Close to public transit.*

*Free parking and elevator access available.*



Join us in a relaxing afternoon with the opportunity to meet friends, old and new, over lunch and cookie decorating workshop. This is a great opportunity to socialize with people in the community.

Mosaic Home Care will be providing a complimentary lunch, with Monique from Lansing.

Lansing Retirement will be providing the cookie decorating.



**CHARTwell**  
retirement residences

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

**Date: Thursday February 12<sup>th</sup>, 2015**

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

**Time: 12:00 p.m. to 2:30 p.m.**

*~ RSVP 905.597.7000 by Monday February 9<sup>th</sup>, 2015 ~*

*Refreshments provided. Close to public transit.*

*Free parking and elevator access available.*



*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.

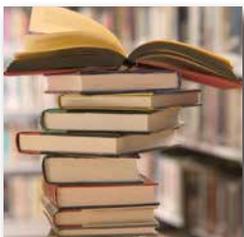
We provide care by the hour, overnight, 24hr as well as live-in care. We also provide services in hospitals, retirement homes and long-term care facilities.

## Customized Care Solutions in York Region and Toronto at the CNIB Centre

 <h3 style="margin-top: 0;">NURSING</h3> <ul style="list-style-type: none"> <li>Medication management</li> <li>Pain and symptom management</li> <li>Monitoring, charting and adjusting care plan</li> <li>Specialised care (palliative, cancer, dementia, Parkinson's, MS and more, please inquire)</li> <li>Foot care (clinic at both locations or in-home service)</li> </ul>	 <h3 style="margin-top: 0;">HOME CARE</h3> <ul style="list-style-type: none"> <li>Monitoring of client's physical and mental well-being</li> <li>Bathing and personal care</li> <li>Grocery shopping and other errands</li> <li>Light housekeeping</li> <li>Meal planning, preparation and more!</li> </ul>	 <h3 style="margin-top: 0;">COMMUNITY RESOURCE CENTRES</h3> <ul style="list-style-type: none"> <li>Comprehensive library of informational materials</li> <li>Regular events, learning sessions and social activities</li> <li>Ask a Mosaic home care specialist</li> <li>Community programs, retirement homes, government services and more!</li> </ul>
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**Elder Caring Plus™** – Care Management integrated with home care. Expert advice provided by registered Social Workers. Call 1.844.266.7242 to find out more!

**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.



*Serving people of all ages and needs in the Greater Toronto Area, including York Region*

# Mosaic Home Care Services presents Greg Bellamy of Nordixx Pole Walking Canada



Mosaic is excited to bring Greg Bellamy of Nordixx Pole Walking Canada to Mosaic Home Care Services. A popular form of exercise that is perfect for seniors. Using the poles, pole walking provides extra support for the body and at the same time helps to work extra muscles. This is the perfect opportunity to see how pole walking works, and how it can benefit you!

Greg will review:

- The History of Nordic Pole Walking
- Show why & how the poles work
- Review the benefits of Pole Walking
- Answer Questions related to Pole Walking
- Demonstrate Pole Walking



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

**Date: Thursday March 12<sup>th</sup>, 2015**

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

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

*~ RSVP 905.597.7000 by Monday March 9<sup>th</sup>, 2015 ~*

*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)**

**Date: Thursday March 26<sup>th</sup>, 2015**

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

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

*~ RSVP 416.322.7002 by Monday March 23<sup>rd</sup>, 2015 ~*

*No charge for event. Refreshments provided.*

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

*Parking is \$2.50 for pay and display to a maximum of \$7.50 per day at the main entrance.*



# 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  
January 19<sup>th</sup> & 21<sup>st</sup> / February 9<sup>th</sup> & 11<sup>th</sup>  
March 16<sup>th</sup> & 18<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  
January 20<sup>th</sup> / February 10<sup>th</sup>  
March 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**  
**416.322.7002**



Where: Mosaic Home Care & Community Resource Centre (Toronto 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



MOSAIC  
Home Care Services & Community Resource Centre

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

