

Insightful Programs



Activity Workshops



Community Events



Memory Cafés



Gold Medal of the European Society For Person Centered Healthcare



See inside for our upcoming Community Events and Services

About Mosaic, Our Community Resource Centres and our Newsletter

We are an internationally recognised provider of person centered community integrated home care. Our model addresses the wider social and emotional needs of the person and their families both in their homes and in their communities.

We operate two community resource centres in the GTA. These provide a wide range of events to the community as well as information on community resources. Our events are mostly free and include social, educational, physical, cognitive, historical, festive and many other monthly activities. We host Memory Cafés and Community Cafés and provide regular pole walking and knitting group activities.

This newsletter provides information on our many events as well as our wider community outreach and speaking events. People of all ages are welcomed and respected as persons of meaning, being and community.

What a difference we make®!

Featured Events

MARKHAM OFFICE (*The Shops on Steeles*)

Anything for Alzheimer's Coffee Break

Tuesday September 24th, 2019

Neighbours & Communities Group

(Every First Friday of the month)

(You must call and speak to the organizer of this group if interested by calling 905.597.7000 Ext. 223).

Friday September 6th, October 4th, November 1st and December 6th 2019

Chair Yoga Series

Fridays, September 20th, October 18th

and November 15th, 2019

(\$5 for each session)

Mosaic's Community Café

Mondays, September 23rd, October 21st and November 18th, 2019

First Link® Memory Café at Mosaic

Last Tuesday of every month, September 24th,

October 29th and November 26th, 2019

(Program resumes January 28th, 2020)

Mosaic's Matinée at our Community Resource Centre in Markham

Last Thursday of the month, September 26th,

October 31st and November 28th, 2019

(Program will resume on January 30th, 2020)

Acrylic Painting Workshop!

Monday September 30th, 2019

Join The Mosaic Knitting and Crochet Group

Wednesdays afternoons starting September 4th, 2019 onward

Join Mosaic in Welcoming Sheldon Parker (Retired Lawyer)

Thursday October 10th, 2019

Remembrance Day Ceremony

Monday November 11th, 2019

Royal Scandals – A Presentation by Lianne Harris

Friday November 29th, 2019

Join Mosaic for our Holiday Celebration!

Friday December 20th, 2019

TORONTO OFFICE (*CNIB Centre*)

Mosaic Knitting and Crochet Group

Last Monday morning of each month starting

September 30th, October 28th and November 25th, 2019

(Program will resume January 2020)

Enjoy Pole Walking with Mosaic this FALL!

Thursdays once a month starting September 26th

and October 24th, 2019

(Program will resume in May 2020 on a weekly basis)

Chair Yoga Series with Better Living

This program will run every first Wednesday of the month, on September 4th, October 2nd, November 6th and

December 4th, 2019

OUTSIDE COMMUNITY EVENTS & TOURS

Come Help Define Our Community!

Join Mosaic and Armour Heights Presbyterian Church for our Community Café

Tuesdays, September 24th, October 29th and November 26th, 2019

New Program! Join Mosaic for our

Community Table Talks at Whole Foods Market

Mondays, September 30th, October 28th and November 25th, 2019

Join Mosaic and Immanuel Baptist Church

Community Café

Mondays, September 16th, October 21st and November 18th, 2019

Shop & Dine with Mosaic!

A Day Trip to The St. Lawrence Market & Lunch at The Old Spaghetti Factory

Friday October 25th, 2019

(Cost per person is \$10 for this event)

REGISTRATION UPDATES:

Those interested in attending some of our Featured Events at Mosaic please review the RSVP dates carefully at the bottom of each flyer.

Additional Updates and Information from Mosaic

Upcoming Presentations here in Canada and in England:

Jane Teasdale will be presenting at The Caregiver Show with Almeiri Santos (Meditation teacher and Reiki Master).

Presenting on: YOU ARE A PERSON TOO!

A presentation for family caregivers on self-care, socialization and community resources. This session will include a special meditation and relaxation workshop by Almeiri Santos, Meditation teacher and Reiki Master.

Date: Sunday September 8th, 2019

Place: Sheraton Parkway Toronto North Hotel & Suites
600 Hwy 7 East, Richmond Hill

Free Admission | www.caregivershow.ca

Presentation scheduled in London England on December 5th and 6th, 2019 for the European Society For Person Centered Healthcare more details will follow through media and updated Mosaic e-newsletters.

Topic for the UK: Empathy Within Care and Within our Communities

Anything for ALZHEIMER'S COFFEE BREAK

- Enjoy a live jazz performance
- Choose from an assortment of home baked goods and coffee available for purchase
- Engage with members of your community

To make a donation online, please visit <http://www.alzgiving.ca/goto/Mosaic>

Proceeds from this event will go to our local Alzheimer's Society to support those in our community impacted by Alzheimer's disease.

Alzheimer Society
YORK REGION



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

Date: Tuesday September 24th, 2019

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

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

*No charge for event. Refreshments provided.
Free parking. Close to public transit.*



Angelique
Personal Support Worker/ RPN

Spotlight On...

As a team, we feel that Angelique deserves this recognition for many reasons:

Angelique has been a dependable, flexible, and professional caregiver throughout her time at Mosaic. She takes initiative and displays our person-centered care model in her everyday work. Angelique also works collaboratively in the care team.

She displays professionalism in her communication to the office and her colleagues (especially in her progress notes). She is considerate, loyal, and always plans ahead so her clients are never left without care.

Angelique is currently furthering her education and is completing her RN Degree at Ryerson University in Toronto.

"I've been with Mosaic for two and a half years now. I am grateful every time because of all the amazing opportunities that Mosaic gives me. I am juggling between work and school, and sometimes it's hard to budget time, but with Mosaic, I have no problem with that. They are supportive and flexible in my requests. Also, with different clients, I am able to maximize my caregiver skills.

I am thankful to the team at Mosaic and am glad to be a part of it. I appreciate your goodness and kindness to all the employees."

*What a difference we make!**

Angelique

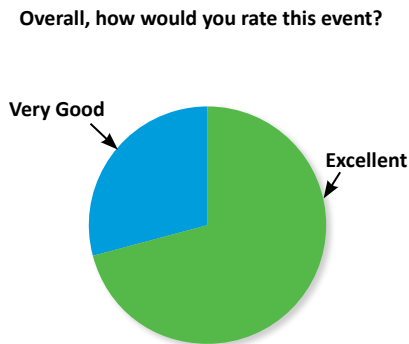
Mosaic's *Your Opinion Matters Survey* – Program Survey Data

Over the spring and summer of 2019 we had over **600 individuals** attend programs at Mosaic! These programs include both one-off events like our Senior's Appreciation Day Event and ongoing programs like our weekly and monthly pole walking and knitting groups. Mosaic is a huge advocate of socialization and relationship building, which is why we offer a selection of programs throughout the year. In this newsletter we wanted to illustrate how our programs have positively impacted the communities that we serve. We are thankful to all members that continue to show their support and interest in Mosaic programs. We hope that the data illustrated here will serve as a testimony that social programs are more than just important, but that they are necessary in creating meaningful connections to lead healthy, happy lives. Just look for yourself!

Data illustrated was gathered between April 1st, 2019 - August 30th, 2019 using **Mosaic's *Your Opinion Matters Survey***. There were 40 completed surveys by community members who attended our one-off programs like Mosaic's Senior's Appreciation Day Event and Mindfulness Workshop.

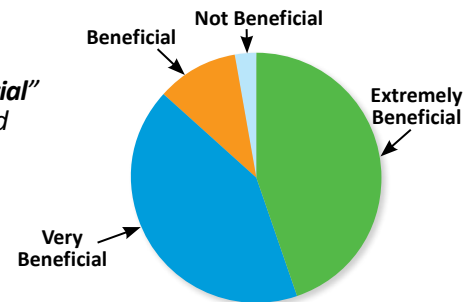
Your Opinion Matters Survey (Question #1)

71% of Attendees have rated Mosaic programs as "**Excellent**" while 29% have rated programs as "**Very Good**".



Your Opinion Matters Survey (Question #3)

44.74% of Attendees found that the programs during this time were "**Extremely Beneficial**" while 42.11% found programs "**Very Beneficial**".



Do you have any feedback or comments for future programs? We would love to hear from you! Or if you have any questions about upcoming programs or are interested in participating in programs starting fall 2019 please contact Beth Eshete at 905.597.7000 ext. 242 or email at beth@mosaichomecare.com.

Updates and Testimonials from our front-line team using our Person Centered Care Model "The Meaning of Me®"



Mosaic is still doing research and expanding on our "Person Centered Care Model of Care "The Meaning of Me®" Research shows that older people want their home care to meet their social and emotional needs, that they want to continue to engage with life and wish to have physical contact with nature, irrespective.

WE AGREE: We believe that knowing the person, engaging in meaningful conversation, recollection, interests and activities and community, where possible, is important to physical and mental wellbeing.

We train and certify our caregivers in our "The Meaning of Me®" framework and our dedicated Client Services Liaison, Martha Miller works with clients and caregivers to develop activities and interests.

TESTIMONIAL FROM JUDY C, who has worked with Mosaic since 2015

"When I am with Clients I find ways of keeping an open dialogue by encouraging meaningful conversations. I am always amazed to find out very important information from clients and how they think and the way they like things done and personal preferences. For me, "Communication", is my key component in order to move to the next step of care, i.e. Assisting clients with the social and emotional support.

Some of the activities I have been doing with the clients are: engaging them with painting on canvas; reading "Hello

Magazine"; planting flowers with Client's assistance; escorting Client to Wine and Cheese social. I find by supporting these Clients' interests and hobbies they are happier and they see meaning to their lives.

I am very proud to partake and practice "The Meaning of Me®" Model in my PSW role every day!

Thank you Martha (Client Services Liaison) for your continued support!"

Judy C.



Are you interested in community, how it is run, the opportunities for people to connect and to have input into the decisions that shape it? Do you have a) experiences of, b) points of view about, and c) a vision for our community that you wish to contribute?

Mosaic has been running focus groups at our Markham Community Resource Centre at The Shops on Steeles & 404 since February 2019. We are also developing a community mapping project that is looking to help connect people to their social and emotional needs and this would benefit from input by our Neighbours & Communities Group.

Commitment from our Neighbours & Communities Group:

- Be available for group meeting dates
- Contribute to group discussions (problem solving, brainstorming solutions, etc.)
- Cooperative and collaborate with different perspectives and ideas

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

Dates: Fridays, September 6th, October 4th, November 1st and December 6th, 2019
(Every first Friday of the month)

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

Time: 10:30 a.m. to 1:00 p.m.

~ RSVP by calling Jane Teasdale at 905.597.7000 Ext. 223 or info@mosaichomecare.com ~

No charge for event. Lunch will be provided for Focus Group participants.

Free parking. Close to public transit.

CHAIR YOGA SERIES with Joanne Picot



Chair Yoga is one of the gentlest forms of yoga available. Participants will perform postures and breathing exercises with the aid of a chair. Experience the many benefits of yoga without having to get up or down from the floor.

Chair Yoga benefits include:

- Increased balance
- Strength, flexibility
- Range of motion
- Stress reduction

Cost: \$5 for each session

Collected at the beginning of each session



Joanne Picot has a history of working in the health wellness and fitness industry and has graduated from Yoga Alliance Canada-Certified Yoga Teacher.

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

Dates: Fridays, September 20th, October 18th and November 15th, 2019

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

Time: 9:30 a.m. to 11:00 a.m.

~ RSVP 905.597.7000 or info@mosaichomecare.com by Monday September 9th, 2019 ~

Refreshments provided. Free parking. Close to public transit.



Mosaic's Community Café

Come Help Define Our Community!

Join Mosaic and members of our community once a month, for an afternoon of ideas, fun, connection and social interaction.

Our community café is a space for everyone, whether you want to sit and listen, talk and take part or lead and grow the community and its connections. There will be activities and events as well as discussion and development of ideas as to how our communities could be better run and more deeply connected. Stay engaged, active and involved!



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

Dates: Mondays, September 23rd, October 21st and November 18th, 2019

No program in December 2019

Resumes Monday January 20th, 2020, 1:30 p.m to 3:00 p.m.

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

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

~ RSVP to attend 905.597.7000 or info@mosaichomecare.com ~

No charge for event. Refreshments provided. Free parking. Close to public transit.

First Link® Memory Café at Mosaic

Share your stories and socialize with others.

Being active physically, socially, and mentally is good for the brain.

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 are welcome for Socialization and Information Networking for Care Partners. First Link® Memory Café at Mosaic is run as a partnership between Alzheimer Society York Region and Mosaic Home Care, facilitated by Jonathan from Alzheimer Society York Region.



Dates: Last Tuesday of every month, on **September 24th, October 29th** and **November 26th, 2019.** (Program resumes January 28th, 2020)

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

Location: Mosaic Home Care & Community Resource Centre
The Shops on Steeles and 404, 2900 Steeles Avenue East, Thornhill, ON L3T 4X1
Located on the Lower Level by Centre Court

To Register please phone
905.597.7000 ext. 242 –
No charge for event.

Alzheimer Society
YORK REGION





**ARMOUR
HEIGHTS**
CHURCH: 416-485-4000
FAX: 416-485-2304
Discover the Vitality of Faith



**PRESBYTERIAN
CHURCH**
105 WILSON AVE., TORONTO M5M 2Z9
www.armourheights.org

Come Help Define Our Community!

Join Mosaic and Armour Heights Presbyterian Church for our
Community Café held the last Tuesday of every month

**Join us for a morning of fun, discussion,
connection and social interaction.**

Our community café is a space for everyone, whether you want to sit and listen, talk and take part or lead and grow the community and its connections. There will be activities, discussions on various topics, interests and some hands on activities. Stay engaged, active and involved!



**Dates: Tuesdays, September 24th, October 29th
and November 26th, 2019**

Time: 10:30 a.m. to 11:30 a.m.

Address: 105 Wilson Ave, Toronto, Ontario M5M 2Z9

~ RSVP to attend to the church office at 416.485.4000 ~

*No charge for event.
Refreshments provided.
Close to TTC Stop,
free parking on the
side streets near
the church.*



Join Mosaic for our
Community Table Talks
at Whole Foods Market | 1860 Bayview Ave., 2nd floor

Dates: Mondays, September 30th, October 28th and November 25th, 2019

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

Come and have a coffee on Mosaic! We want people to take part in guided and interactive conversations in their neighbourhood. Engage with guest speakers on the topics of health, community and social development.

Program will be held at the long community table in the Whole Foods dining area. Free parking available and close to TTC Routes.

**To register for this program, please call
416.322.7002 Ext. 242 or email info@mosaichomecare.com**

Mosaic's Matinée at our Community Resource Centre in Markham



Come join Mosaic staff for a Movie & Popcorn

- Community members can join us for movies and popcorn **every last Thursday of the month**.
- Caregivers (family members, Personal Support Workers, Lifestyle Companions®) are encouraged to join with the person they care for.
- Movie suggestions are welcomed. Please provide us with your movie suggestions when you call to book your place. We will vote on the day of the event for the movie selection.



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

**Dates: Last Thursday of the month, September 26th, October 31st
and November 28th, 2019 (Program will resume on January 30th, 2020)**

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

Time: 2:00 p.m. to 4:00 p.m.

~ RSVP if you are interested in attending at 905.597.7000 or info@mosaichomecare.com ~

No charge for event. Refreshments provided. Free parking. Close to public transit.

ACRYLIC PAINTING WORKSHOP! with Ashley Nitkin



Join Mosaic in welcoming Ashley Nitkin Design in a three hour Acrylic Painting Workshop! No experience necessary!

Acrylic painting is a fun and easy way to express creativity!

- Workshop Directed by Ashley Nitkin of Ashley Nitkin Design
- Materials provided by Ashley Nitkin
- Dress in appropriate clothes for painting
- Refreshments provided by Mosaic Home Care

Funding has been provided by the Gerstein Centre for this program.

Only 15 spaces available for this workshop.

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

Date: Monday September 30th, 2019

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

Time: 1:00 p.m. to 4:00 p.m.

~ RSVP at 905.597.7000 or info@mosaichomecare.com by Monday September 23rd, 2019 ~

No charge for event. Refreshments provided.

Free parking. Close to public transit.

JOIN THE MOSAIC KNITTING AND CROCHET GROUP

Join us for an opportunity to chat, knit and make new friends. The benefits of knitting include: reducing stress and anxiety, slows cognitive decline and can help prevent arthritis and tendonitis.



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

Dates: Every Wednesday

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

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

~ RSVP to attend 905.597.7000 or info@mosaichomecare.com ~

No charge for event. Refreshments provided. Free parking. Close to public transit.

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

Dates: Last Monday morning each month starting September 30th, October 28th, and November 25th, 2019 (Program will resume January 2020)

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

Time: 10:00 a.m. to 11:30 a.m.

~ RSVP to attend 416.322.7002 or info@mosaichomecare.com ~

No charge for event. Refreshments provided.

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

Paid parking onsite.

Enjoy Pole Walking with Mosaic this **Fall!** Join a free walking and Nordic Pole Walking Club!

Stay in shape with Mosaic's Pole Walking Club this September to October 2019. 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! Weather permitting, all walks will be held outside so please dress according to the weather.

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



For more information contact Mosaic Home Care Services & Community Resource Centres at 416.322.7002 or email info@mosaichomecare.com



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

**Dates: Once a month September 26th and October 24th, 2019
(Program will resume in May 2020 on a weekly basis)**

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.

Paid parking onsite.

Featuring... **Better Living** **A WELL KNOWN TORONTO COMMUNITY AGENCY**

Better Living Health and Community Services; Community Hospice Services

At Better Living Health and Community Services it is our mission to support the individuals in our community in maintaining their independence, enhancing their social wellbeing, and optimizing their overall health and wellness through the provision of a wide range of community support services and leisure opportunities. Our vision is our community will experience a BETTER quality of life.

At Better Living Health and Community Services we are here to make a difference in the lives of the individuals we serve and their loved ones. We want to improve their quality of life and are committed to providing a continuum of services, which can be individualized to meet the diverse and changing needs of those in our community in a way that is meaningful to each person. This may mean: staying in the family home longer with the help of our Home Maintenance Services; getting a nutritious hot meal from our Meals on Wheels services; staying fit, healthy and active at our Better Living Community Centre; or dying with dignity, at home, with loved ones and support from our Hospice Services. For more information on programs and services visit www.mybetterliving.ca

Hospice Services supports Clients at the end stages of life and their Caregivers. Our team provides practical, physical and emotional support to maintain comfort and quality of life for the Client as a complement to professional medical care. Our services also provide essential support and respite to a Caregiver supporting a loved one at home. We are sensitive to personal, cultural and religious beliefs and practices and work in collaboration with our Clients to coordinate and deliver individualized care.

Through Hospice Services and with the support of a member of our team, Clients can access: Hospice Case Management services, Complementary Therapy, and Visiting Volunteer support. All FREE of charge.

Individuals seeking the services of our hospice program are assigned a Case Manager. The Case Manager provides information and education, works with the Client and Caregiver to identify any additional support needs, works with other organizations to obtain services, coordinates care, and works with the Visiting Volunteer to provide support in the home.

We have a team of volunteers who have received intensive training in the delivery of support services to Clients at the end of life. Our volunteers are caring and compassionate, providing companionship, practical and physical assistance, as well as emotional and spiritual care to the Clients they support. Visiting Volunteers also play an important role in providing respite for family and Caregivers.

Hospice Services are enhanced by our team of registered Complementary Therapists who volunteer their services to both Hospice Clients and their Caregivers to enhance quality of life and assist with the physical and emotional challenges faced at end of life. Complementary Therapy Services include:

- Registered Massage Therapy
- Expressive Arts
- Therapeutic Touch
- Reiki

We support Clients and Caregivers on their journey through grief in collaboration with our Caregiver Support program. Staff and volunteers provide support to individuals who have a terminal illness, are experiencing anticipatory grief, have experienced a loss, or who would like to remember a loved one who has passed.

For more information about our Community Hospice Programming please contact Intake at 416-447-7244 ext 541.

Better Living has graciously provided this wonderful free program with facilitator Joanne Picot a four part Chair Yoga Series at our Toronto Resource Centre. For more information review our flyer located in this newsletter. Or review our website on-line for programs and events at www.mosaichomecare.com



Chair Yoga Series with Better Living



BetterLiving

The 4 sessions will be held
at Mosaic's Community
Resource Centre at the
CNIB Centre, Toronto

Come and join Mosaic for an invigorating 4-part Chair Yoga Series with Joanne Picot, an experienced Holistic Health Practitioner from Better Living. Chair Yoga is one of the gentlest forms of yoga available. Participants will perform postures and breathing exercises with the aid of a chair. Experience the many benefits of yoga without having to get up or down from the floor.

Chair Yoga benefits include:

- Increased balance
- Range of motion
- Strength, flexibility
- Stress reduction

Joanne Picot has a history of working in the health wellness and fitness industry and has graduated from Yoga Alliance Canada-Certified Yoga Teacher.

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

**Dates: Every first Wednesday of the month, on September 4th, October 2nd,
November 6th and December 4th, 2019**

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

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

~ RSVP 416.322.7002 or info@mosaichomecare.com by Wednesday August 28th, 2019 ~

No charge for event. Refreshments provided. Close to public transit.

Paid parking onsite.

Join Mosaic in welcoming
SHELDON PARKER
(Retired Lawyer)



A Presentation and Discussion on:

- How to keep yourself safe in the community
- Discussion on Scams against the Elderly
- Information on Powers of Attorney & Wills

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

Date: Thursday October 10th, 2019

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

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

~ RSVP by Thursday October 3rd, 2019 at 905.597.7000 or info@mosaichomecare.com ~

No charge for event. Refreshments provided.

Free parking. Close to public transit.



Join Mosaic and
Immanuel Baptist Church in this new program
Community Café
at Immanuel Baptist Church the third Monday each month.

Dates: Mondays, September 16th,
October 21st and November 18th, 2019

Time: 10:00 a.m. to 11:30 a.m

Address: 1100 Finch Avenue East, Toronto Program held in the Fellowship Room

~ RSVP to attend to the church office at 416.494.3155. ~



Join us for a morning of fun, discussion, connection and social interaction. Refreshments provided by Mosaic Resource Centres.

Our community café is a space for everyone, whether you want to sit and listen, talk and take part or lead and grow the community and its connections. There will be activities, discussions on various topics, interests and some hands-on activities. Stay engaged, active and involved!

*No charge for event. Refreshments provided.
Close to TTC Stop and free parking in the church parking lot.*



SHOP & DINE WITH MOSAIC! **A DAY TRIP TO THE ST. LAWRENCE MARKET & LUNCH AT THE OLD SPAGHETTI FACTORY**



Come shop and dine with Mosaic on Friday October 25th, 2019 from 10:30 a.m. to 1:00 p.m. We will be strolling through the historic **St. Lawrence Market**, enjoying the shops and then will head over to **The Old Spaghetti Factory** for a delicious lunch!

We will meet at 10:15 a.m. just inside the foyer of the St. Lawrence Market at 93 Front Street East at Jarvis Street (South Side).

Date: Friday October 25th, 2019

Cost: \$10 (please bring with you, as this will be collected the day of the event)

Time: 10:30 a.m. to 1:00 p.m.

Attendees to be there at 10:15 a.m. sharp

Location: St. Lawrence Market (inside the foyer)

Address: 93 Front Street East at Jarvis Street (South Side)

Please register at 905.597.7000 or
info@mosaichomecare.com

Only 15 spaces available! Priority will be given for those on the waiting list from the previous St. Lawrence Trip.

Registration for this program opens September 30th, 2019



Remembrance Day Ceremony



This Remembrance Day, Mosaic Home Care Services and The Shops on Steeles and 404 will be hosting our annual Remembrance Day Ceremony in honour of our troops, past and present, for our community in the Markham area. We are proud to offer this ceremony in recognition of all the sacrifices that have been made over the years by Canadians; whether it be fighting in wars, natural disaster relief or peace keeping missions today.

This invitation extends to anyone who would like to join us in honouring those who gave up so much for us. Our event will also have a few guests from the Canadian Armed Forces, who we are honoured to have with us during the ceremony.

If you would like to attend our Remembrance Day Ceremony this year, please give Mosaic a call at **905.597.7000** or email us at **info@mosaichomecare.com** to register.



Lest We Forget

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

Date: Monday November 11th, 2019

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

Time: 10:00 a.m. to 11:30 a.m.

No charge for event. Refreshments provided.

Free parking. Close to public transit.



ROYAL SCANDALS

A Presentation by Lianne Harris

Join us to get the insider royal scoop on love affairs, clandestine meetings and mystery children. Lianne Harris will take you back in time to experience the scandals that changed the course of history!



Lianne Harris currently works as the History, Culture and Social Studies Resource Specialist Consultant with the Toronto Board of Education and curriculum advisor for Upper Canada College, having taught over 80,000 teachers and students (usually in authentic period clothing). Appearing on TV and interviewed on the radio many times, she is always happy to have a live audience.

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

Date: Friday November 29th, 2019

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 or info@mosaichomecare.com ~

No charge for event. Refreshments provided.

Free parking. Close to public transit.

A wider perspective on Person Centered Care

Person centered care recognises that a “patient” is first and foremost a person. While illness or injury may affect us, they do not and should not define us.

Without understanding the wider person we cannot address a person’s needs and preferences. Person centeredness extends beyond the health care setting to a person’s home and community. This is being increasingly recognised through social prescribing and asset-based community development which views people as assets rather than problems.

Viewing persons from the perspective of what they can do as opposed to what they cannot is also part of the person centered spectrum. As human beings our need for personal growth and social and emotional meaning continues irrespective of physical limitations.

Person centered recognises humans as a social species. It recognises our identities as persons and members of groups, the importance of social interaction, culture, spirituality, meaning-making and personal growth. It also addresses social issues of inclusiveness, empathy and education. People with visible and invisible “disabilities” are exposed to greater risk of social exclusion and negative assessment of personal worth and meaning.

Our social and emotional needs have profound impact on our being. Research into loneliness reveals that it is an evolved evolutionary trait designed to push ourselves back into social contact. Stigma likewise has developed over time to help humans detect threats to social groups. To overcome stigma we depend on meaningful interaction.

At the heart of person centered interaction lies empathy. Empathy is our ability to understand another person’s position and perspective from our own experiences, neurological processes and the information we are able to gain from communicating with that other person. Research shows that empathy is important in developing cooperation and trust as well as acceptance and understanding of identity.

The ability to be empathic and to overcome stigma requires that we as a society are better educated about the importance of social interaction and of human rights. This need for greater empathy requires greater focus on effective listening and communicating with others.

Failure to address social and emotional health and well-being within health care is noted in the academic literature, especially with respect to dementia, Parkinson’s, end of life and home and institutional care in general.

But person centered care and person centeredness does

not stop at the person with the illness or injury. It includes the very important care partners or family caregivers. Their own health and social and emotional needs are related and impacted, and therefore have relevance and importance. Likewise, health care providers are also “persons” and attention



Person Centered Training at Mosaic with our front-line staff at our Resource Centre.

to their personhood impacts their ability to provide the same. As a provider of home care in the community we have our own model of person centered care focused on the social and emotional needs of the person. At its core we have a meaningful conversation framework that helps provide a non-clinical lens of engagement.

Beyond the conversation we have a framework supporting development of engagement in interests and activities that have meaning to the person. Within this process we look especially for opportunities for community interaction and connection. Family and friends and social networks are also encouraged to learn about meaningful communication, engaging in community and with the “person”.

We believe that the complete model of person centered care requires an emergent wider supporting community architecture and higher levels of cooperation between community organisations, individuals, for profit and public health.

Person centered care can mean many things to many people. We feel that at its core lies the person and, behind the person, the reality that we have evolved as a social species with highly important social, emotional and spiritual needs.

Jane Teasdale

Business Development Director
Mosaic Home Care & Community Resource Centres

Join Mosaic for our *Holiday Celebration!*

Enjoy live music, perhaps a bit of dancing together,
a chance to meet with your community and to have fun!
Light refreshments provided.

Date: Friday December 20th, 2019

Time: 11:00 a.m. to 1:00 p.m.

Location: The Shops on Steeles and 404
2900 Steeles Avenue East

Main level of the Mall in Centre Court
Free parking. Close to public transit.



Please RSVP by Monday December 16th, 2019
at 905.597.7000 or info@mosaichomecare.com

theShops.ca
on Steeles and 404

MOSAIC IS HAPPY TO INTRODUCE PAULA MARTINS BARRETTO –

Activationist Student from George Brown College
Centre for Health Sciences



Paula Martins Barretto

George Brown College Centre for Health Sciences was very interested in our model of our Person Centered Care and also the social programs we host at Mosaic. We are a different kind of home care organization with a focus on the person rather than the task. This is why they would like to place one of their students with us.

Paula will be going into our clients homes with either our assessors or Client Liaison Staff and will be primarily working on activities, mapping local areas around our clients' homes and social networks. She will also be working with Beth in our resources centres developing programs for the community.

About Me

My name is Paula; I am thrilled to be the new Activationist student at Mosaic Home Care. The opportunity of having a high standard placement to develop my professional and personal skills make me extremely enthusiastic.

Born and raised in Brazil, I am living one of my dreams, experiencing life abroad. I am interested in travel, nature, cooking, and healthy lifestyle. I am passionate about every human story.

Quality, Person-Centered Care for all your Home Care Needs!

**Person
Centered
Home Care**



Nursing



**Community
Resource
Centres**

**Mosaic's
Elder
Care Plus®**



**Mosaic's
Lifestyle
Companion®**



**The
Meaning
of Me®**



Gold Medal
of the European Society For
Person Centered Healthcare



The Person Matters at Mosaic – Mosaic is more than just home care

PERSON-CENTERED HOME CARE

- Our complete Home Care Package + our Lifestyle Services to include the integration of our "The Meaning of Me®" model for the person under our care.

The Meaning of Me® – Person-Centered Care has been around for ages but it is the model that Mosaic has created that makes us different from other private home care companies.

- Client services monitor care and are available after hours and weekends
- Caregivers are personally introduced and we regularly perform home visits
- 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)

COMMUNITY RESOURCE CENTRES

- Resources for families with care needs
- Regular fun, educational and social events
- First Link® Memory Café at Markham, Mosaic's Community Cafés/Mosaic Community Table Talks

MOSAIC'S ELDER CARE PLUS®

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



Serving Toronto and York Regions

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

info@mosaichomecare.com **www.mosaichomecare.com**
www.janesgtacafe.ca

Toronto Office

CNIB Centre
1929 Bayview Avenue, Suite 215H
Toronto, ON M4G 3E8
Tel **416.322.7002**

