



**SPRING INTERIM 2020**

# *Newsletter*



## **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.

Our community resource centres and our social outreach programs, delivered through our community resource centres and through many of our community partners, are currently affected by the important social distancing response to the NOVEL COVID-19 virus. The timeline on the resumption of these community services is uncertain.

Our present focus is on the safe and effective delivery of important care within protocols that minimise the risks of viral transmission to the people we look after, their families, our care workers and our community.

*What a difference we make®!*



## An Update from the Principal Owners of Mosaic Home Care Services & Community Resource Centres

*Jane and Nathalie...*

Today's COVID-19 world provides all of us with an opportunity to be person centered, more aware of each other and of the need to work together, but not as spiritually far apart as our need for social distance may imply.

This is not just a medical crisis but a moment of tremendous human importance. Those "with" will be called upon to help those who are without, or no longer have: those businesses, persons and communities that have sacrificed so that others may continue to live and those vulnerable to the new less supportive environment. Our intrinsic humanity has a bright light shining on it. Let us show everyone who we are.

Mosaic continues to provide services to those in the community who have high support needs but has stopped its social community outreach and events which involved social gatherings that posed uncontrolled risks for transmitting COVID-19.

Now more than ever we need to be able to deliver safe professional care that addresses the wider needs of human beings and that appropriately monitors and implement infection control standards. We are asking that those who provide services to persons with weaker immune systems and complex and chronic health conditions take much greater precautions to avoid contracting the virus themselves and to limit the risk of passing it on. Instead of just monitoring your own health, be aware of the health of your contacts and their contacts, so that we are all 2 to 3 steps ahead of the virus. This applies to care workers, family members and visitors.

We are also asking that those who provide care further limit their social interactions and so limit the opportunity for passing on infection. Those who know people who work in health care should also be sensitive to contact with them.

We express concern for those who provide care and for those who receive care. Health care workers, and family care partners, over the next few months will require some time away from a much more regimented

environment. Additionally, the new social distancing rules that are preventing those in long term care from receiving visitors are also going to have to be revised. We believe the lock down for those in long term care does not fully reflect the needs of the person, their care needs and the care needs of the families. We believe that resources within long term care homes are insufficient to provide appropriate care within a stressed resource constrained environment and well-regulated collaboration with the wider community may be a necessity.



**Please refer to our website** and make sure to read our e mail communications for updates regarding our care and person centered protocols as the situation develops.

**We are thinking of all in our communities, the families and persons we serve, our Mosaic front line and client services teams, our community partners, other home care organizations and community agencies! A special thank you to all of you who are going the extra mile for the other "person".**

Regards,

*Jane Teasdale and Nathalie Anderson*



# 6<sup>th</sup> Annual Conference

## European Society for Person Centered Health Care

(London, UK, February 2020)

What a conference! Speakers and delegates from around the world and well engaged panel discussions.

Person centeredness has many perspectives and many disciplines. Whether you are an academic, a physician, a person as a patient or a patient organisation, an administrator, a social worker or home care provider, we all have input into how person centeredness is being shaped. The central theme of the conference was one of collaboration, or as it was referred to by Dr Amy Price and others, co-production.

The 2020 conference addressed many of the inputs, conflicts, trends and components of person centered care. Myriam Dell'Olio and co-workers noted that "healthcare professionals are not delivering or implementing (person centered care)... in a meaningful way" and Dr Michelle Croston discussed what it meant to be person centered in the care of people living with HIV. Dr Jeremy Howick talked about the use of positive expectations, empathy and placebos in addressing some of the many ailments that clinical method seems unable to address.

We considered the impact of robots, nursing culture, spirituality and artificial intelligence with presentations by Professor Marilyn Ray, Colonel (Ret.) and Colonel Dr Marcia Potter of the US Air Force.

The conference was well represented by "patient" groups: The Patient's Association (UK), Melanoma UK, Cannabis Patient Advocacy with its mental health focus, Genetic Alliance UK (Rare Diseases) and the Brittle Bone Society, and last but not least Parkinson's Concierge, a dynamic duo, both living with Parkinson's and both engaging widely in addressing the many aspects of the disease.

We had a talk from a director of patient engagement at a UK National Health Service Trust (Co-production), a talk on the importance of music for those living dementia from the perspective of "doing with" as opposed to "doing to" and a presentation on some important results from one of the longest running studies on social prescribing in the UK.

Day two started with Jane Teasdale's keynote presentation on some of the many complexities of home care, then moved to a presentation on behavioural

science and how this impacts decision making for clinicians and persons as patients. A geriatrician talked about the decision making process for older people undergoing surgery and how older adults' priorities often conflict with prescribed surgeries.

We had presentations on quality of life decision making and some of the ethical dilemmas posed by the cost of medical treatments and a talk from Denmark on some of the pitfalls in assessing infant social withdrawal. This was followed by a light-hearted presentation on Frohlich groups, which is a form of acting therapy for both clinicians and patients.

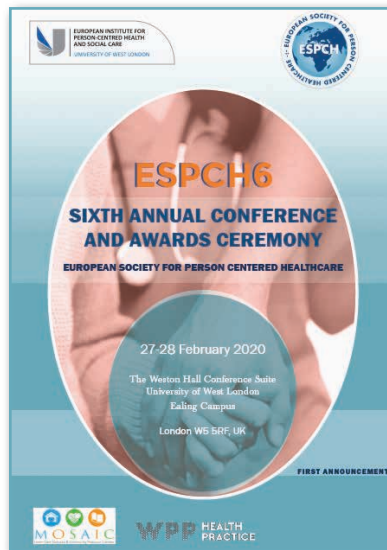
Dr Bruno Kissling, a Swiss doctor then presented on a person centered framework of interaction for both doctor and patient, addressing trusting relationships, active listening, patient reflection and the consultation as an interactive process, with both doctor and person as patient as experts at "eye level".

The conference also addressed the importance of digital and data solutions, from pharmaceutical companies

reinventing themselves to software developers (RemindMeCare) engaging fully with the social and emotional space of the person living in the care home. We had an especially interesting talk from Dr Bharat Tewarie who presented on how artificial intelligence and big data could be used to inform decision makers of human needs, wishes and priorities in health care.

A special thanks to the European Society for Person Centered Healthcare, in particular Professor Andrew Miles and Sir Jonathan Ashbridge.

In the next couple of months Mosaic Home Care and The European Society of Person Centered Care will be formalising the ESPCH 7, 7<sup>th</sup> Annual Conference And Awards Ceremony here in Toronto on April 29<sup>th</sup> & 30<sup>th</sup>, 2021. Save the date cards will be going out to organizations and professionals who would be interested in such a conference. This will be held at Trinity College University of Toronto. If you would like more information on submitting an abstract or attending this conference please contact **Jane Teasdale 416.322.7002** or **jane@mosaichomecare.com**





## For Information Review This Link



## Novel COVID-19 UPDATE FROM MOSAIC HOME CARE

On March 11<sup>th</sup>, 2020 the World Health Organization characterized the current COVID-19 situation as a pandemic.

**M**OSAIC has been closely monitoring the development of the coronavirus within Canada and overseas. Over the last two weeks we have been upgrading our virus threat response procedures. As a provider of care services to individuals with high support needs important hand-washing and other viral protection protocols are part of standard service procedure.

Minimizing exposure to further potential risks will involve private caregivers, family and the person we are looking after. The following are a few of our more stringent protocols that we are introducing:

- We are instructing caregivers in the interests of client health needs to avoid social occasions and to limit their own community and social network interaction over the next few weeks.
- We would recommend that those we look after, and those of the close family that interact with the person regularly to consider limiting interaction with social occasions and other community interaction that might place them at higher risk of contracting the COVID-19 virus.
- Regular disinfectant of surfaces within client and family homes, in particular door handles, telephones, remote controls, countertops, appliance handles, washroom sinks, regular replacement of hand towels. We are also suggesting that caregivers consider similar initiatives in their own homes where there is high level traffic.
- Cleaning of all produce from grocery and other shopping: not just fruits and vegetables, but cans and plastics. Outer packaging should also be removed where possible.
- Caregivers are instructed to wear masks to clients with high support needs in particular to further minimize any risks of viral contamination. There may be exceptions to these rules for persons living with severe dementia, but these decisions will be made with family and physician involvement.

- We will also be monitoring all visitors to those we are looking after and checking on their potential exposure to limit the risk of our clients contracting the virus from their own contact base. Families may want to give consideration to the level of intimate contact and social distance between the person being looked after and visitors.
- The above are in addition normal hand-washing protocols and isolation procedures recommended by public health and our own closer monitoring of client and caregiver health. We are also instructing our caregivers to change into their work clothes at the client's residence to avoid community contamination of clothing.

We remain committed to protecting the health of our clients, front line staff and their families. We continue to monitor updates surrounding COVID-19 closely on a daily basis. And implementing protocols designed to minimize contact with COVID-19 virus.

Mosaic Home Care & Community Resource Centres will cancel all programs at our Markham and Toronto Resource Centres until April 6<sup>th</sup>, 2020. We will provide an update through our social media and website.

### Further Information

Further information can be found at the Toronto and Ontario Public Health Websites:

**Toronto Public Health** – <https://www.toronto.ca/community-people/health-wellness-care/diseases-medications-vaccines/coronavirus/>

**Ontario Public Health** – <https://www.publichealthontario.ca/en/diseases-and-conditions/infectious-diseases/respiratory-diseases/novel-coronavirus/public-resources>

### Important Telephone Numbers

**Toronto Public Health** ..... 416-338-7600  
**Telehealth Ontario**..... 1-866-797-0000

### Symptoms To Watch Out For

The following information is taken from the public health websites:

COVID-19 symptoms range from common to severe respiratory illnesses and include:

- Fever
- Cough
- Muscle aches and tiredness
- Difficulty breathing

**Less commonly:** sore throat, headache and diarrhea have been reported.

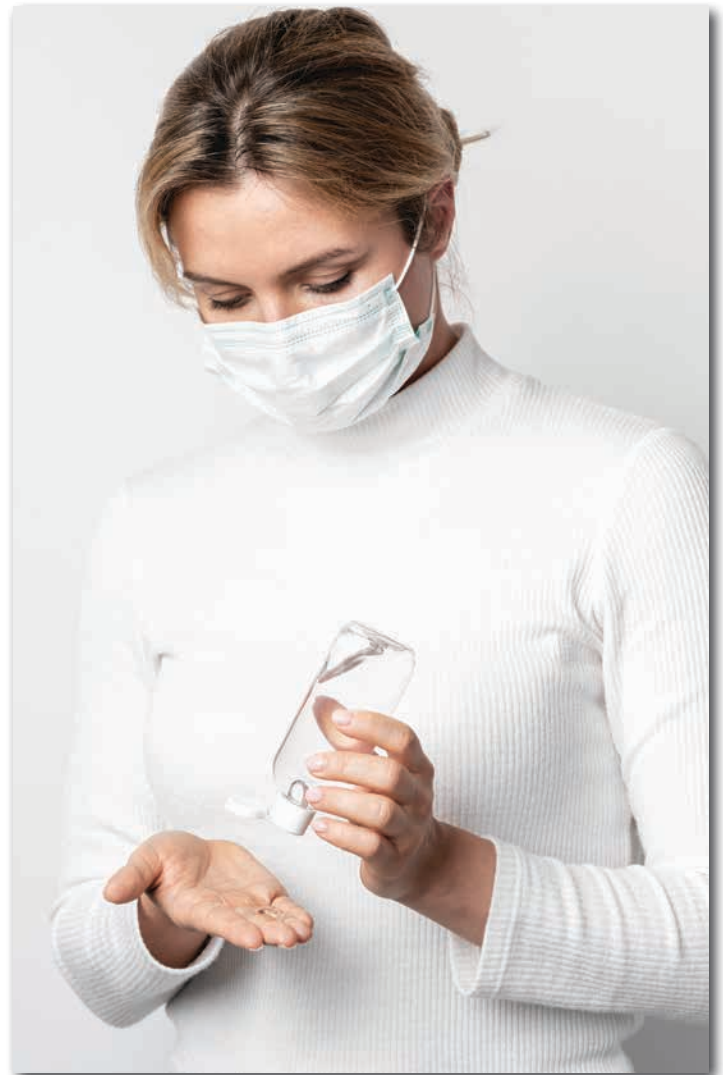
Older patients and those with chronic medical conditions may be at higher risk for severe illness.

Coronaviruses are spread mainly from person to person through close contact, for example, in a household, workplace or health care centre. There is no vaccine available to protect against the 2019 novel coronavirus.

There are everyday actions that can help prevent the spread of germs that cause respiratory illnesses. Take these everyday steps to reduce exposure to the virus and protect your health:



- **Wash your hands often** with soap and water for at least 15 seconds. If soap and water are not available, use an alcohol-based hand sanitizer.
- **Avoid touching** your eyes, nose, and mouth with unwashed hands
- **Avoid close contact** with people who are ill. Please use gloves and mask if you happen to be with a client that has cold symptoms
- **Maintain at least 1 metre (3 feet) distance** between yourself and anyone who is coughing or sneezing
- **Stay home when you are ill**



- **Good coughing etiquette** (coughing or sneezing into your elbow or a tissue then throwing the tissue in the trash and washing your hands).
- **Clean and disinfect** frequently touched objects and surfaces

**If you have fever, cough and difficulty breathing contact your local health provider. Or TeleHealth if after hours 1-866-797-0000**

### Please Call Mosaic If ...

Please also CALL Mosaic Home Care Services office at **905.597.7000** or **416.322.7002** to communicate any updated information.

- You are experiencing symptoms listed above.
- For any change in the health of your family member
- If you have been in close contact with a probable case of COVID-19 or with anyone that has recently travelled outside of the country the past 14 days.



## Our New Toronto Community Location September 2020

In September of 2020 our Toronto office and community resource centre, currently at the CNIB Building (Near Eglinton and Bayview) will be moving to Armour Heights Presbyterian Church, near Avenue Road and Wilson (**105 Wilson Ave, North York, ON M5M 2Z9**). Once we move into our new location and get settled in our new surroundings we will have an Open House!

As a home care service provider and a social enterprise with strong community roots we have been working with many organisations including a diverse range of faith-based organisations.

Armour Heights Presbyterian Church is one such organisation that is taking important and meaningful strides to develop a community hub and community spirit. We are interested in how organisations can help develop community and especially collaborative relationships with persons and organisations, faith based, not for profit, private or public.

Our programs and resource centre while based at Armour Heights are open to all in the community. We look forward to continue working with local communities at this deeper grass roots level and to continue working with all our many community partners across the GTA.

We have been at our CNIB location for 6 years now and thank the CNIB, its management and support staff for many years of amazing service. While we will be moving further away from many of our close neighbours, we are not moving far and we remain committed to all our community relationships.

**And a special thanks to Armour Heights for opening up its space to us and to its wider community!**



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

# Mosaic's 10 Years of Person Centered, Community Integrated Home Care

As of this August Mosaic will have been in business for 10 years. At the start we wanted to be different, to focus on the person, on socialisation, on community, on collaboration, on education, information and events to build community. Little did we know how much work this would involve and where it would lead us, including international recognition by the European Society for Person Centered Healthcare.

The model of care we were faced with at the start was an intermediary model, supplying personal support workers and nurses to those who needed them. There was also a limited focus on tasks to the exclusion of the person. Assessment procedures still had deep clinical roots that failed to address the person's wider needs. How could we interact in a way that recognised the person, their social and emotional needs and their need for personal growth?

In 2013 we started work on a model of person centered care that addressed these wider needs, delivering The Meaning of Me® in early 2014 and we have continued to evolve. Backing up what we do has also involved us researching the evidence base across multiple academic disciplines. Home care is so much more than sending a caregiver to a client: it requires knowledge of the clinical, the social and emotional, the person, the family, the caregivers and the community, and it requires that we all work together.

Part of our wider model of person centered care involved the need for interaction with the wider community and social networks of persons. One of the things we recognised early on was that health care on its own was not going to be able deliver the wider model of person centered care. We needed social and community buy in by persons, businesses, not for profits and public health in developing collaborative models of social and community interaction.

Little did we know that the end of 10 years we would be experiencing a health, a social and an economic crisis that is requiring all of us to work together in support of our communities and the most vulnerable.

Being person centered means that Mosaic depends on its client services, its administrators and operations personnel, its families, its resource centre attendees and community staff, its community partner organisations, including the European Society for Person Centered Healthcare, and our own health care system's doctors, nurses and social workers. Last but not least Mosaic has depended on the heart and soul and dedication of its front line caregivers, on whom we depend on for so much more in today's world.

**We will be hosting our 10<sup>th</sup> Year Anniversary Celebration sometime in the fall!** Updates will follow once we have the COVID-19 virus under control.



# Mosaic Home Care & Community Resource Centres introduces our *Mosaic Lifestyle Companions®*

Our Mosaic Lifestyle Companions® are typically more mature individuals that deliver a friendly visiting service as opposed to personal care. This service will build on our “The 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.

Services may include companionship, conversation, help with hobby-based activities, going for walks, assistance with letter writing, computer assistance, and accompaniment to various outings.

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 our Mosaic Resource Centres.



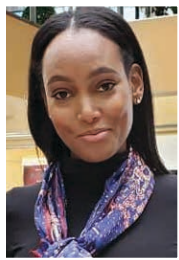
## Our Lifestyle Companions® support and maintain your independent way of life!

For more information on Mosaic Lifestyle Companions® or any of our exciting events and services, please call our offices and speak with our Client Services Team at:

**416.322.7002 or 905.597.7000 | [www.mosaichomecare.com](http://www.mosaichomecare.com) | [info@mosaichomecare.com](mailto:info@mosaichomecare.com)**

Lifestyle Companions® services do not include personal care.

Should an individual's care needs change, rates may vary; for example if a PSW is integrated with this service.



## A Letter to our Community

Dear Mosaic Friends,

Firstly, I would like to take the time to personally thank our community members for your patience and understanding while Mosaic has worked to navigate amid the COVID-19 crisis. Mosaic has taken the necessary steps in order to ensure the safety of our frontline caregivers, home office staff and community members. On Tuesday March 17<sup>th</sup>, 2020 we made the difficult decision of closing our two Community Resource Centres and cancelled all social programs for the remainder of March 2020 until May 31<sup>st</sup>, 2020.

We are following the lead of our Public Health units and government officials and will change our course of action based on the information they are providing. We will work to reschedule these programs once things have settled and it is safe to do so. Please feel free to visit our website to find updates on COVID-19 at <https://www.mosaichomecare.com/novel-covid-19-update/>.

I understand that unfortunate disruptions like this will affect people in different ways. For some who have a routine and use spaces such as malls, grocery stores and libraries as ways to connect and be a part of their communities, self isolation and social distancing are not easy to implement. These times are hard, and I am sure everyone is experiencing some level of stress but for those who were currently living with ongoing mental health issues like depression or anxiety, these times are especially difficult. Communities can only thrive through connection and although we are all

practicing social distancing, I urge everyone to find different ways to stay connected with people and stay engaged and healthy at home.

### What this might look like:

- Call friends and family to check in on them and connect.
- Take deep breaths, stretching, in-home exercising and try mindfulness and meditation.
- Try your best to eat well-balanced, healthy meals in order to support your body and immune system.
- Take a break from the media coverage of COVID-19 and avoid information overload. Listen to music, dance, read a book or watch a light-hearted television show or movie!
- Have a new routine and schedule to keep you engaged throughout the day. Challenge yourself to learn something new. If you have access to the internet, perhaps try and learn a new language!

I am wishing you all the best, stay safe and I am hoping to see you all sooner than later. If you have any concerns, questions or just feel like you need to speak with someone, please feel free to call me at **905.597.7000** or email me at [beth@mosaichomecare.com](mailto:beth@mosaichomecare.com) or Jane Teasdale at [jane@mosaichomecare.com](mailto:jane@mosaichomecare.com). **Mosaic is here for you.**

Sincerely,

*Beth Eshete*

Community Resource & Social Engagement Coordinator  
Mosaic Home Care & Community Resource Centres

# 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](http://www.mosaichomecare.com)  
[www.janesgtacafe.ca](http://www.janesgtacafe.ca)

#### Toronto Office

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

