



SUMMER 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...

When providing care our primary objective is to facilitate a person's intrinsic physical, social and emotional capacities. Social networks and community connections remain important.

For most of us COVID-19 has not changed who we are, or what we are capable of. But it has changed how we socially connect. For those in long term care homes, however, COVID-19 has been proven disastrous.

In the last three months we have developed and implemented advanced infection prevention and control protocols governing personal protective equipment and their use, procedures for coordinating caregivers and for screening for COVID-19 risks. Our protocols are documented, well researched and benchmarked off best provincial, national and international practices.

Our contact tracing protocols lie at the heart of our screening defenses and are used to screen new clients and families and all visitors and other health care providers attending in the home. Fortunately to date we have had no COVID-19 positive clients nor COVID-19 positive front-line teams.

In the last couple of months we have delivered and sent out fabric masks, soap and sanitizer for our front-line staff and families. We have maintained close supportive contact with our front-line staff through regular telephone calls and Zoom chats to elicit feedback and to let them know what we are doing.

Martha Miller our Client Services Liaison has been calling our clients and families to see how they are managing and to see if there is anything we can help with.

Our community resource centers remain closed. Beth Eshete, our Community Resource & Social Engagement Coordinator, has been responsible for developing online programs and connections, including virtual knitting and exercise programs. One of our upcoming events is an online theatre presentation via a collaboration with this year's graduates of Humber College's Theatre Performance conservatory program.

We will be implementing our pole walking programs

in Markham & Toronto in July and August with contact tracing protocols and physical distancing in place.

We have also been advocating for families with family members in long-term care or retirement homes and have been active in social media promoting the importance of family visits. We discussed our concerns on this issue in our March newsletter. In June Jane Teasdale will be representing Mosaic's views on this issue in a podcast arranged by Family Councils Collaborative Alliance.

Mosaic has also been invited to speak at Sinai Health's and University Health Network's Covid-19 Special Geriatrics Institute Education day.

As many of our families will know, private homecare personal support workers and nurses are not included in the provincial pandemic pay support. We have been actively advocating for pay parity across the community and have formed a caregiver advocacy group with other like-minded home care providers. We have also successfully reached out to local politicians and have written to numerous others in Provincial and Federal government.

June is also Seniors Month so Mosaic will be dropping off some activity kits for our clients and a gift bag from Custodia Seniors Support.



We would also like to thank our "Mosaic in-house team who have been working nonstop in keeping our clients and caregivers safe during COVID-19.

We would also like to do a shout out to Bev Crescenzi, Operations Admin and her husband Bruno who spent a weekend organizing the masks for our many front-line teams.

And finally, a big, big "Shout Out" to our many front-line caregivers who are selflessly working each and every day, putting the best interests of their clients first and making changes to their own lives and lifestyles so that they can safely provide the care our communities need!

Stay Safe everyone! From our Mosaic Family to you!

Jane Teasdale and Nathalie Anderson

Spotlight On...



Mosaic's Caregiver Recognition

As a team we feel that all Mosaic caregivers deserve recognition for many reasons:

- Willingness to work during the pandemic to service the most vulnerable in our community.
- Ability to adapt with professionalism to frequent changes in protocols and procedures.
- Accepting additional shifts and being willing to assist where needed.
- Having compassion and a positive attitude during these difficult times.
- Communicating with the office on a regular basis.
- Continuing to put smiles on our members' faces and keeping families' minds at ease.

What a difference we make®!

A Message from the Directors at Mosaic

"We would like to send our sincere thanks to everyone on our team; particularly highlighting the heroic and empathetic care being provided by our PSW's and Nurses.

Since the middle of March, you've continued to provide person-centered care, support, conversation. You have been instrumental in keeping our clients and families safe; as well as socially and emotionally secure during COVID-19.

We have been reaching out to each and every caregiver. We have been impressed by our caregivers' dedication and the sacrifices that have been made to care for both our clients and their own families and loved ones.

This is a difficult time for all of us and there is no end to the day's work. We thank all of you for your contribution to Mosaic and to our communities.

We are all beings of meaning and community. A big thank you to all our staff during this time, we will get through this together!"

Jane Teasdale

Principal, Director of Business Development

Nathalie Anderson

Principal, Director of Operations



Passion



Compassion



Education



3 Degrees of Protection Against The Coronavirus

A Note To Those we Care for, Their Care Partners & Their Families

Today the care team is more than ever a special relationship. The “team” includes our front-line caregivers, our clients, their families, their care partners, our client services, community partner organisations and public health.

While the peak of the coronavirus may hopefully be sooner rather than later, the impact of the virus on health and social care provision will stay with us for a long while yet. We must assume that the virus will continue to be active within our communities, even if at a lower level and so we must be prepared.

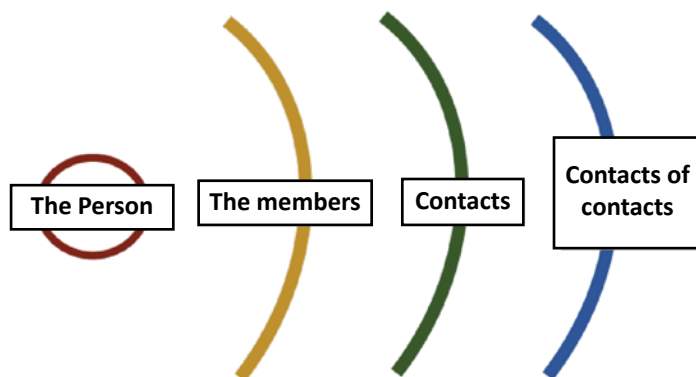
The official recommendation to prevent transmission of the Coronavirus is to social distance when performing essential errands, and to self-isolate at all other times. Many are able to do this, but many are not. Those that cannot include those who use health and social supports in the home and the community, and those that provide those supports.

We need to develop safe ways of working through this, ways that also respect the concerns of all who come together in the care teams: the person, the family and private caregiver, the wider health and social teams. How do we manage these interactions in a COVID-19 world?

Step 1 – Stop the virus before it gets to the care team

A virus is spread primarily by close contacts. Unfortunately, by the time someone we are closely connected with has symptoms, it may be too late to prevent them from passing the virus on. This is one reason why our long-term care homes are struggling.

We need to be able to “see” the virus long before it gets to us. How do we do this?



Let us assume that **The Person** is who we are looking after. The other **Team members** are represented by the dark yellow line. If any of the care “**team members**” have the virus there is a risk that “**the person**” will contract it too.

We are most likely to get a virus from our “**close contacts**”. We can reduce this risk by limiting our contacts. But those in care teams might find this especially difficult for a number of reasons.

The research suggests that people can become infectious two days before they show symptoms. If we have been in

close contact with someone who has flu or cold like symptoms in the days leading up to infection, we need to isolate ourselves immediately from the care team, irrespective of whether we are showing symptoms. Getting this information early will prevent a virus getting to the “**the person**”.

However, we would rather not have to self-isolate a member of the care team, if at all possible. If our close contacts are able to keep a tab on their close contacts, **the contacts of the contacts**, then we have added protection. If we see the virus at the **blue line**, we are better able to shut it down before it gets to the yellow and red.

Keeping two or three steps ahead of the Coronavirus is what we aim to achieve. Every member of the team has a role in this.

Step 2 – Social distancing and face coverings

Practise safe social distancing, avoid social gatherings and crowds. Be extra careful when engaging with people outside the care team, especially those you do not know.

According to information presented by the Financial Times and MIT, droplets can travel 1.5 metres via normal breathing, 2 metres via a cough and 8 metres by a sneeze. Keep at least 2 metres (six feet) away from people at all times is the general guidance. However, new guidance from the US Centres For Disease Control and Prevention (CDC) recommends that people also wear facial coverings in public in areas.

Within the home, the care team may also choose to keep social distancing rules when not interacting closely with the person. The team may also choose to wear facial coverings to minimise the risks of transmission. Our staff are however required to wear face masks when interacting with our clients and their families, to further minimise the risks of viral transmission.

Step 3 – Wash your hands, produce and goods brought in from outside and areas you have touched

Our caregivers have rigorous hand washing protocols. These are noted on our website and are discussed in our Jane’s GTA Café blog, “*Social Distancing is not enough...*” We encourage all members of the care team to wash their hands as soon as they come into the home, before and after they interact with each other, especially with respect to food preparation and help with bathing and toileting and grooming. Please also take the time to clean the home environment, especially those areas you have touched.

Three levels of protection

Know your contacts, keep your social distance, consider wearing face coverings in public and practise good hygiene. These simple but time-consuming procedures cannot guarantee that the risks of contracting COVID19 will be eliminated, but they represent three important layers of protection for everyone within the wider team.



Join Mosaic Home Care Services for Zoom Programs Online



Mosaic Home Care Services & Community Resource Centres have taken some of our programs online during the COVID-19 Pandemic.

To register for all programs call our offices at **905.597.7000** or **info@mosaichomecare.com** or **beth@mosaichomecare.com** if you need more information. A Zoom link for the program will be sent once you have completed the registration. Information and larger flyers are available to download from our website at **www.mosaichomecare.com**.

Mosaic's Zoom Programs



Frauds, Scams & Safety Presentation by Sergeant Bob on Zoom

Date: June 4th, 2020

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

Mosaic is excited to feature Sergeant Bob on Zoom to speak to us about frauds, scams and keeping yourself safe during COVID-19. You can have questions prepared for our Zoom chat on June the 4th Zoom call.



Join Mosaic's Virtual Knitting & Crochet Group on Zoom

Dates: Every Wednesday starting from June 3rd to August 26th, 2020

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

Mosaic's Knitting & Crochet Group on Zoom. Drop into knit, chat and make new friends virtually on Zoom! Join us for an opportunity to chat, knit and make new friends. Knitting has been proven to: reduce stress and anxiety, slows cognitive decline and can help prevent arthritis and tendonitis.



Zoom Exercise Class with Joanne Picot

Dates: Thursdays, June 18th, July 16th & August 20th, 2020

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

Use your own weights to build and maintain your muscle strength and endurance! This workout includes Interval Training which are short bursts of cardio that help: reverse muscular decline, improve memory and lower glucose levels.



Mosaic's Zoom Community Café

Dates: Mondays, June 22nd, July 20th & August 17th, 2020

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

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



First Link® Memory Café Program on Zoom featuring: "Theatre in the Web"

Date: Tuesday June 30th, 2020

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

The Quarantine Show! is a morning show full of absurd situations and unforgettable characters. Created by **Theatre In The Web** — a collective of emerging artists dedicated to connecting theatre and audiences through new, innovative opportunities.



First Link® Memory Café Programs on Zoom

The First Link® Memory Café Program on Zoom is a collaborative program run by Mosaic Home Care and Alzheimer's Society York Region for those living with memory issues and their caregivers. Here are the upcoming presentations and workshops online for the First Link® Memory Café featured through Zoom through Mosaic Home Care Services.

Andrea Ubell from Alzheimer's Society York Region
presenting on Brain Health

Tuesday July 28th, 2020 from 1:00 p.m. to 2:00 p.m.

Almeiri Santos from Modern Meditators
Meditation & Relaxation Session

Tuesday August 25th, 2020 from 1:00 p.m. to 2:00 p.m.



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Mosaic Home Care Services & Community Resource Centres

Corporate Office

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Toronto Office

CNIB Centre
1929 Bayview Avenue, Suite 215H
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Tel **416.322.7002**



Mosaic Home Care & Alzheimer Society of York Region Presents:

Theatre in the Web

Alzheimer Society
YORK REGION

A virtual Theatre Performance on Zoom: “The Quarantine Show”

The Quarantine Show! is a morning show full of absurd situations and unforgettable characters. Created by **Theatre in the Web** – a collective of emerging artists dedicated to connecting theatre to audiences through new, innovative opportunities.



Kate
Basile



Hannah Mae
Beatty



Jeremy
Jacklin



Henrique
Santsper



Christian
Teasdale



Lorena
Villegas



Renee
Wong

Date: Tuesday June 30th, 2020

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

Join Mosaic Home Care Services for Zoom Programs Online. Mosaic Home Care Services & Community Resource Centres have taken some of our programs online during the COVID-19 Pandemic.

To register for all programs call our offices at **905.597.7000** or **info@mosaichomecare.com** or **beth@mosaichomecare.com** if you need more information. A Zoom link for the program will be sent once you have completed the registration.

Note: This performance is open to the community for our summer series of our First Link® Memory Café.



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Summer Pole Walking with Mosaic

A Free Walking and Nordic Pole Walking Club in **Toronto** and **Markham**



Mosaic's Pole Walking program returns with a socially appropriate distancing and other protection measures.

Participants must bring their own walking poles, water bottles and wear comfortable clothing. Contact tracing questions will be asked when registering and again before the pole walking sessions.



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

Dates: Thursdays, July 2nd, 9th, 16th, 23rd, 30th and August 6th, 13th, 20th & 27th, 2020

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

(Meeting outside the building near the garden area)

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

No charge for event. Close to public transit. Paid parking onsite.

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

Dates: Fridays, July 3rd, 10th, 17th, 24th & 31st and August 7th, 14th, 21st & 28th, 2020

Address: 2900 Steeles Avenue East, Markham

(Meeting outside Mosaic's Resource Centre, Lower Level by Centre Court)

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

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



Our Mosaic Lifestyle Companions® are individuals that deliver a friendly visiting service as opposed to personal care. This service will build on our "The Meaning of Me®" person centered care model. This model of care, serves as both a conversation and a journey of exploration that places the individual front and centre of our care-based service relationships.



Mosaic Lifestyle Companions®

Our Lifestyle Companions® will provide companionship and conversation in the home, retirement home or long-term care facility.

Duties will include:

- Conversations
- Letter writing & typing
- Reading
- Companionship
- Grocery shopping/errands
- Meal preparation and working together with client
- Activities, hobbies and interests of the client

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

For more information on Mosaic Lifestyle Companions® or 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** or **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.

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

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