



FALL 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®!

Featured Events

MARKHAM OFFICE (*The Shops on Steeles*)

Pole Walking

Every Friday morning September 4th to October 30th, 2020

TORONTO OFFICE (*CNIB Centre*)

Pole Walking

Every Thursday September 3rd to October 29th, 2020
(Pole walking will be scheduled at different areas of the city; this will be communicated to attendees).

ONLINE PROGRAMS ON ZOOM

ONGOING:

Exercise Program with Joanne Picot

Tuesday September 15th, 2020

Tuesday October 13th, 2020

Tuesday November 10th, 2020

Knitting & Crochet Group

Every week on Wednesday from September 2nd to December 16th, 2020

Community Café

Monday September 21st, 2020

Monday October 19th, 2020

Monday November 16th, 2020

Scheduled Workshops:

- *COVID-19: What's Next? A Workshop with Jean Raymond* – September 15th, 2020
- *Holland's Pride and Joy, Andre Rieu: Musician & Showman! with Marcel Deurvorst* – October 13th, 2020
- *Beyond Health & Fitness: Increasing Self-Confidence & Body Awareness with Sonny Ciufo* – November 16th, 2020

First Link Memory Café

Tuesday September 29th, 2020

Tuesday October 27th, 2020

Tuesday November 24th, 2020

Scheduled Workshops:

- *How Healthy is Your Brain? with Andrea Ubell* – September 29th, 2020
- *Stay Fit for Falls with Judy Chu* – October 27th, 2020
- *Dalcroze Eurythmic Experience with Brian Katz* – November 24th, 2020

SPECIAL PROGRAMS:

International Day of the Older Persons with Theatre in the Web

Tuesday October 1st, 2020

The Roaring 20's with Lianne Harris

Thursday October 15th, 2020

Art Workshop with Donna Zekas

Friday October 23rd, 2020

Plan Well Guide Presentation with Dr. Heyland

Tuesday November 17th, 2020

Additional Updates with regards to registrations for the above programs and Information from Mosaic

Zoom & Phone Participation

Since the start of COVID-19, Mosaic has gone online with most social programs using the Zoom platform. Participants can register for the program by contacting Beth Eshete at info@mosaichomecare.com or 905.597.7000 and the links will be sent via email.

Participation through the telephone is also possible if you do not have access to a computer or internet. Local phone numbers for program participation are sent at the time of registration.

Registration Contact

If you need guidance before the programs, contact Beth at info@mosaichomecare.com

Hours of Operation Mosaic Home Care Resource Centres

Our resource centres will be opening in the fall by appointment only. Please book an appointment before coming to visit if you are enquiring about community resources or home care services. We will be implementing advanced pandemic protocols and procedures to keep our staff and community safe. Call **905.597.7000** or **416.322.7002** or by email info@mosaichomecare.com

Markham Resource Centre 2900 Steeles Avenue East, Markham. Opening every Thursday starting October 1st, 2020 from 9:00 a.m. to 4:30 p.m.

Toronto Resource Centre (new location) 105 Wilson Avenue, 2nd floor, Toronto. Opening September 8th, 2020 from 9:00 a.m. to 4:30 p.m. Free parking on the side streets (Saunders Street). Please use door closest to Wilson Avenue.



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

Jane and Nathalie...

Thank you to our Personal Support Workers, Nurses and Client Services who enable the abilities and lives of the people we look after. Thank you to operations and administration for supporting us and our community facing employees for keeping our eyes on the bigger picture. Thank you to our clients and families for their ongoing support, this has been of immense importance. Thank you to those organizations in our communities we interact with for your support and collaboration. For each of you we would like to say “especially”, to signify your monumental importance. We would also like to extend heartfelt thanks to members of staff we have let go in the face of a difficult environment.

In the new world organizations are coming together to, improve the way we do things in health care. We would like to highlight a) The International Federation on Ageing (IFA) and their weekly web-based Town Hall Meetings on COVID-19 and older people, b) the International Long-Term Care Policy Network for their online webinars, c) the Family Councils Collaborative Alliance for their Podcast series on Long Term Care, d) The Alzheimer’s Society of Toronto and Shrid Dhungel who hosts the COVID-19 Community Partner update that brings together organizations to share experiences and knowledge, e) Kitty Liu and the “IPAC and COVID-19” Team from Sunnybrook Health Sciences and North York General Hospital (Diana Adams and Dr. Lamb) for their infection prevention and control supports to community facing organisations.

By appointment only, our community resource centers will soon be open for information on resources in the community. Our Markham office we will be open every Thursday from October 1st and our Armour Heights Toronto Office will be open every day from September 8th (9:30 a.m. to 4:30 p.m.). We continue to provide events and activities in the current on-line format for the time being, with the exception of outdoor pole walking.

Some notable upcoming online events include a National Seniors Day (October 1st) performance by

the Theatre in the Web troupe titled “Threads of our Past”, the online First Link® Memory Café “How Healthy is your brain” with Andrea Ubell, Alzheimer’s Society York Region, a falls prevention program with Judy Chu, a musical experience with Brian Katz, an art discussion with artist Donna Zekas and a “The Roaring Twenties” event presented by Lianne Harris.

Dr. Daren Heyland, a critical care doctor and Professor of Epidemiology and Medicine at Queen’s (Kingston Ontario) will be presenting on his Plan Well Guide an important decision aid to support decision making in serious illness on 17th November. You will find all these events in our Fall newsletter or online at www.mosaichomecare.com. Our 10 Year Anniversary celebrations will be deferred until a time in 2021 when we can safely gather to celebrate.

We remain vigilant over the risks of COVID-19 and note our infection prevention and control protocols governing personal protective equipment and their use, procedures for coordinating caregivers, and our screening and contact tracing for COVID-19 risks. In this time we remain in regular close supportive contact with our front-line staff and our clients and families. Fortunately to date we have had no COVID-19 positive clients nor COVID-19 positive front-line teams. As always when providing care our primary objective is to facilitate a person’s intrinsic physical, social and emotional capacities.

Finally, we raise concern again over what is happening in long term care homes. Persons remain separated from families and friends and the special care and attention they provide. Most care homes are still under-staffed and under resourced. Basic care needs and fundamental human rights are being neglected. As social beings dependent on others we need to take responsibility for what is happening and to change the system to put people first.

Jane Teasdale and Nathalie Anderson

Caregivers' Experiences During the Pandemic



"During the pandemic, working as a front-liner is challenging. Both a blessing and a realization."

– Giovanna

"The occurrence of this pandemic didn't stop me from going to work caring for older adults. I still travel every day following our schedule wearing the necessary precautionary measures as it is vital to protect my health as well. Though it is hard to adjust to the new normal, I had to adapt to the change of rules depending on the government protocols. I am thankful that I'm doing well and hopefully continue to become healthy."

– Madonna

"Scary as you do not only fear for your health safety but the vulnerable people as well."

– Jayson

- 1) Working in this period have made me realize how combined little efforts can make a huge impact.
- 2) I got to realize that my job means so much to me and I was willing to go the extra mile to play my role.
- 3) I realized that working as a Personal Support Worker is more of PASSION than a career!

– Sherry

"As one of many frontline workers who are exhausted but not giving up, we're greatly impacted by this pandemic. It affects people's daily life on a large scale all over the world. Many people watch their beloved families from afar suffer from these diseases and can't come to visit. It mostly affects the mental health of individuals and from the absence of vaccine it increasingly spreads the virus to the public. COVID-19 is hitting way too close to home but I'm keeping a strong faith in the Heavenly Father."

– Melody

"I LOVE THAT I LOVE MY JOB..... PANDEMIC OR NOT." – Jane D.

"COVID 19 is an unprecedented crisis. As a front line staff, I always think of my safety and my client's safety. I lived with fear for a while thinking "What if I get COVID?" and worried about my health. But, as days, weeks and months passed by I overcome and conquered that fear. I just keep going forward and follow precautions."

#Embracing the new normal

– Evelyn

"I am not finding any particular difficulties in my assignments. My client has been compliant with the measures we all need to take. We talk about "when will this all be over" and provide my client with all of the medical information that we have and then they are satisfied."

– Barb

"Scared... especially when using public transportation. But with proper hygiene, wearing a mask while travelling and wearing PPE attending my shifts made me safer and comfortable every day."

– Anonymous

"During the outbreak of COVID 19, my first reaction, I was a bit frightened since I was travelling by TTC bus and train. But since I was a front liner, I gradually overcame everything. I then became strongly determined with the help of PPE. As months passed by, I completely conquered my fears as if I was working in a normal situation. I am used to wearing a mask, gloves, practicing physical distancing, and frequent hand washing. It was quite a difficult situation with everything. Only few stores open with limited time and a long queue and disinfectant always running out. Life is just flexible in any situation. Well, it was not too difficult for me to cope with everything."

– Charito



Passion



Compassion



Education



MOSAIC'S KNITTING & CROCHET GROUP ON ZOOM

Drop-in to 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.

Dates: Every Wednesday
from September 2nd to December 16th, 2020

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

Registration required



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.

Fall Pole Walking with Mosaic

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



Mosaic's Pole Walking program returns with appropriate social 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: CNIB – 1929 Bayview Avenue, Toronto

Dates: Every week on Thursday from September 3rd to October 29th, 2020

Address: CNIB – 1929 Bayview Avenue, Toronto
(Meeting outside the building near the garden area)

Note: Pole Walking locations will vary, communication will be sent out before the group meets for pole walking.

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: Every week on Friday from September 4th to October 30th, 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.



MUSCLES MATTER!

Exercise Program with Joanne Picot

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
- Lower glucose levels

If you don't have weights, you can use a filled water bottle or a small ball that you can grip with one hand as a substitute. Get fit and learn some great workouts!

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

Date: Tuesdays, September 15th, October 13th, November 10th, 2020

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

Registration required

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UPCOMING 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.

September

How Healthy is Your Brain?

*Presentation by Andrea Ubell
from Alzheimer's Society*

**Tuesday September 29th, 2020
from 1 p.m. to 2 p.m.**

October

Stay Fit for Fall Prevention Presentation by Judy Chu

**Tuesday October 27th, 2020
from 1 p.m. to 2 p.m.**

November

Dalcroze Eurythmics Experience with Brian Katz from Music Can Heal

*A playful and experiential approach
to music through movement!*

**Tuesday November 24th, 2020
from 1 p.m. to 2 p.m.**

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Black Lives Matter & Anti-Racism: Where Do We Stand?

The last couple of months have been a whirlwind for everyone, to say the least. I think we can all agree that 2020 has not gone the way many of us have planned or imagined. In the midst of a global health pandemic, we have simultaneously witnessed the emergence of a great social shift. George Floyd's murder was a heartbreaking and egregious act of injustice that Black communities are, unfortunately, all too familiar with. Although the pain and numbing of this open hate is felt the same each time it occurs, something was different this time. Black communities and non-Black allies alike, said enough is enough.

Mosaic Home Care does not condone racism or hatred of any kind and we have taken it upon ourselves to create safe spaces for people from all races, ethnicities, creed and sexuality. Embedding anti-racism in our work structures and models, from the care we provide to the interactions with community members, is something we acknowledge is necessary and how we move in the right direction.

When working in careers based on and positioned in community work, it's important to work from an anti-oppressive lens while including anti-racism, anti-colonialism, and social justice frameworks. Recognizing unearned white privilege is also important and understanding that it exists because of historic, enduring racism and biases. To know that someone automatically has an advantage just because of the colour of their skin is to *recognize privilege*. Providing the spaces to enhance the voice of marginalized and oppressed groups, through your unearned privilege, is essential.

You might wonder where you fit into all of this, "how can I help?". We have seen various forms of activism and tools for change come into play recently that help advance social justice substantively in different ways.

Activism can range anywhere from personal critical self-reflection, pursuing education, expanding your community/relationship boundaries, taking part in local protests and having difficult conversations with family and friends. A dialogue around these social justice issues is not only essential but long overdue.

As a company, our staff held a guided discussion about Black Lives Matter movement and Anti-Racism. This conversation was difficult, uncomfortable, and eye-opening but it was an important conversation to have. Mosaic's goal is to work towards ending the silence and continue the conversation. To do so, Mosaic has created a Resource Board platform for our team and we want to share some of our resources with you. These resources are a great place to start to learn more about the Black Lives Matter Movement and Anti-racism. These resources allow us to dive deeper into race issues right here in Toronto and across the world.

If you want to share any resources with our team that you may have come across, please email us at info@mosaichomecare.com.

Thank you,

Sarah McGilvray & Beth Eshete



info@mosaichomecare.com
www.mosaichomecare.com

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In recognition of
National Seniors Day
October 1st

Mosaic is excited to host Theatre in the Web Actors
for another amazing online performance.

Threads Of Our Past

Connections between memories, facts, experiences, and time itself unravel and rewind themselves in Theatre in the Web's newest creation: *Threads Of Our Past*. Join us on this journey as we explore gratitude, hardships and appreciation through interviews, poetry, and interactive elements.



Date: Tuesday October 1st, 2020

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

Registration required

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Mosaic Home Care Presents An Afternoon Chat Online with Donna Zekas – Toronto Based Artist



Join us for:

- A conversation with Donna Zekas about her work as an artist and her travels around the globe
- Examples of her work as an artist
- A simple art exercise to do at home



A BIT ABOUT THE ARTIST, DONNA ZEKAS

Well-known Toronto based artist, **Donna Zekas** maintains a full time studio practice which includes sculpture and painting. Zekas began by immersing herself in sculpting workshops then while attaining her diploma from The Toronto School of Art broadened her focus to include a variety of painting mediums. She went on to study with various professional artists in North America and abroad.

Date: Friday October 23rd, 2020

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

Registration required

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Mosaic's Zoom Community Café

Join Mosaic for an afternoon of ideas, fun, connection and social interaction! Our café is a virtual space for everyone whether you want to sit and listen, talk and take part or lead the group about your hobbies and interests. There will be activities and events as well as discussions. Stay engaged, active and involved in our communities!

September

COVID-19: What's Next? A Workshop with Jean Raymond from OSSCO

Join us for a discussion on COVID-19 where we are asking: How are you right now? How could you better prepare? Where to go from here?

**Monday September 21st, 2020
from 1 p.m. to 2 p.m.**

October

Holland's Pride and Joy, Andre Rieu: Musician & Showman! A Presentation by Marcel Deurvorst

Come learn about Andre Rieu and his famous Johann Strauss Orchestra along with beautiful Holland!

**Monday October 19th, 2020
from 1 p.m. to 2 p.m.**

November

Beyond Health & Fitness: Increasing Self-Confidence & Body Awareness A Presentation by Sonny Ciufu

Join Personal Trainer, Sonny Ciufu, for a special workshop to help promote health and fitness for older adults. Sonny will be sharing his clients success stories and his process for training active adults.

**Monday November 16th, 2020
from 1 p.m. to 2 p.m.**

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THE ROARING 20S

A PRESENTATION BY LIANNE HARRIS

Join Mosaic as we explore the 1920's, on Zoom! It was a time of the Jitter-Bug and juke boxes, the Bee's Knees and the Cat's Pajamas. Its era had no precedent and its place in history marks it as the most revolutionary decade this last century. It was an era bigger than life, louder than convention – it was the Roaring 20's!

Lianne Harris has been a history, culture and social studies resource specialist with the Toronto District School Board and has been the guest instructor and workshop leader for teachers across many boards in Southern Ontario. The author of many books and an exhibiting artist at The Royal Ontario Museum.

Date: Thursday October 15th, 2020

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

Registration required

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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.



PLAN

WELL

Mosaic Home Care

is pleased to present

Dr. Daren Heyland

An online presentation and discussion

Plan Well Guide: a novel decision aid to support decision-making in serious illness

(like COVID-19 pneumonia)

Main discussion points include:

- With respect to future medical care, why think ahead/plan ahead?
- Highlight current deficiencies in communication and decision-making process related to serious illness
- Introduce you to Plan Well Guide www.planwellguide.com
- Discuss future collaborations

Date: Tuesday November 17th, 2020

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

Dr Daren Heyland is a Critical Care doctor and a Professor of Medicine at Queen's University, Kingston, Ontario Canada. He also serves as the Director of the Clinical Evaluation Research Unit at the Kingston General Hospital which functions as a methods center for multicenter clinical research (See www.ceru.ca). For over a decade, he chaired the Canadian Researchers at the End of Life Network (CARENET, www.thecarenet.ca) which has a focus on developing and evaluating strategies to improve communication and decision-making at the end of life. He was the lead investigator and founding scientific director for a Network Centers of Excellence in Technology Evaluation in seriously ill Elderly Patients (TECH VALUE NET, now called Canadian Frailty Network). More recently, he has developed a few web-based tools to aid lay people in decision-making related to serious illness, see www.planwellguide.com and www.mycuguide.ca. Overall, Dr. Heyland has published approximately 400 peer-reviewed papers, raised more than \$115 million in external grant support and given > 350 international presentations.

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MOSAIC

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PLAN

WELL

It's Time We Ensure Patients Get the Medical Care That is Right for Them!

By Dr. Daren Heyland, Critical care specialist and creator of Plan Well Guide
Professor of Medicine, Queen's University, Kingston

COVID-19 has dramatically transformed our lives as well as our deaths. COVID-19 is primarily a problem for older persons as they are at a greater risk of developing more serious infections and at a greater risk of dying if they develop a serious infection compared to younger patients. While outcome data continues to evolve, it appears that if you are over 80 years of age and you develop COVID-19 that requires hospitalization, chances of surviving are less than 15% and survivors require more than three weeks of mechanical ventilation and longer hospital stays.¹ Pre-COVID-19, longitudinal follow up studies suggest that 1 year later, only 25% of older patients will be back to baseline with another 25% alive but with a much-reduced quality of life and functional status.² With COVID-19, these numbers are currently unknown but are likely much lower given the prolonged nature of the critical illness.

In managing severe COVID-19 infection in older adults, one of the most frequent and difficult decisions is regarding the use (or non-use) of life-sustaining treatments, such as mechanical ventilation, CPR, etc. Past research has shown considerable medical errors are committed in hospital where patients are prescribed and/or receive treatments that they did not want in the first place.^{3,4} Not only does this harm the patient and put added stress on the family, but it unnecessarily exposes health care providers to a greater risk of COVID-19 transmission if they are intubated or resuscitating someone that didn't want to be treated aggressively in the first place. For some older patients, there are health states worse than death and many would rather choose conservation and dignity-preserving treatment pathways to that of the aggressive use of technology when seriously ill.⁵ How do we do a better job making sure the right treatments are applied to the right patient at the right time? Surely this is at the core of patient-centered care!

We surveyed over 1200 doctors and nurses working in acute care centers across Canada to assess their main barriers to engaging older, seriously ill patients in comprehensive planning discussions.⁶ A "lack of patient/family preparedness" was the main reason for this, suggesting that if we could better prepare patients (or their surrogates) for a decisional encounter, physicians would be more likely to engage and participate in the goals of care discussions. Accordingly, we developed a novel decision support

tool called Plan Well Guide, available by visiting www.planwellguide.com. The focus behind creating Plan Well Guide was to have provide individuals with a free, online tool, to help them understand the difference between planning for end of life care and planning for serious illness. The tool helps them clarify their authentic values using a constraining values clarification approach that helps the patient see what they are giving up to obtain what they want (see Figure). It also presents a first-in-class decision aid that illustrates the risk, benefits, and possible outcomes of ICU care, medical care and comfort care and transparently connects those values to these possible treatment options. The goal of Plan Well Guide is NOT to have the patient make treatment decisions in advance but rather, to prepare them for a future clinical encounter where they make decisions with a doctor in a shared decision-making model. The results of a randomized clinical trial of Plan Well Guide demonstrated that it improves decisional quality, patient and physician satisfaction, and reduces time physicians spend on their interactions with patients compared to usual care. You can read the full article of the e-publication <https://bit.ly/2W4nzLf>, in CMAJ Open.

If there is not time to 'prepare' the patient in advance of clinical decision-making, as often is the case, Plan Well Guide provides a worksheet available https://planwellguide.com/wp-content/uploads/2020/04/HCPPlanWell-Worksheet_-July-31-3.pdf that enables clinicians to optimally elicit values and transparently links values to possible treatment preferences.

Our goal is to broadly disseminate Plan Well Guide, engaging people in advance serious illness preparations and plans (ASIPP). This would allow us to improve the

The screenshot displays the Plan Well Guide interface. At the top, it says 'A QUICK GUIDE TO ESTABLISHING Patient Goals of Care Designation'. Below this, there are two 'Values Questions' (Q1 and Q2) with Likert scales from 1 to 7. Q1 asks about the importance of staying alive vs. avoiding suffering. Q2 asks about the importance of being able to breathe on one's own vs. being able to breathe with a machine. Below the questions is a section titled 'Which treatment options are right for you?' which contains a grid of options: 'Short-term trial of ICU care including CPR', 'Full ICU care including CPR', 'Medical Care', and 'Comfort Measures'. The grid allows users to select their preferred treatment options based on their values.

quality and quantity of clinical decision-making regarding the use (or non-use of life sustaining treatments). The output of this could be a reduction in medical error, improved patient-centered care, greater satisfaction and less stress and anxiety experienced by the family, as well as less exposure and risk to infection for front-line workers. The time is now, do your ASIPP ASAP! And we call upon clinicians and decision-makers to act by embedding this planning tool, Plan Well Guide, in the health care system and to promote it amongst their patients so that when they arrive in the emergency room with a serious illness, they are decisionally ready!

To learn more about or if you have any questions or comments about Plan Well Guide, please connect with Dr. Daren Heyland directly at <mailto:Dkh2@queensu.ca>.

References

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End-of-life Doula: Working with Dying People and their Families

By Denyse Burns

The word “doula” is Greek for servant or helper. Just as a birth doula supports women during the labour and birthing process, an end-of-life death doula supports a person during the dying process.

Death is a process that can occur over months or even years. My role as an end-of-life doula is to support and help people and their loved ones. This includes educating, empowering and encouraging individuals and their families to discuss and make the important decisions that need to be made. Having a plan ensures that the care a person receives at the end of life is aligned with their wishes.

I work with individuals nearing the end of life and their families, as well as people seeking advice and information on end-of-life issues. I connect individuals and families with available health-care and end-of-life resources and can assist in coordinating these services and resources. I also facilitate discussion groups and workshops on end-of-life issues.

End-of-life doulas do not duplicate the work of others providing care, but they complement and augment that care, while respecting the roles of everyone involved. By spending time with and listening closely to a person and their loved ones, doulas provide non-medical physical, emotional, spiritual and practical support. Because end-of-life doulas are with a person and their families before, during and after death occurs, they can act as a bridge among various care services to ensure continuity and make everyone aware of the wishes and plans in place.

Doulas can help a person nearing the end of life develop a written legacy, oral history or life history. They also provide compassionate emotional care to ease anxiety, provide comfort and ensure the person has a personalized passage that reflects their wishes.

I recently began working with a couple shortly after one partner received a diagnosis of terminal cancer. In addition to providing emotional support during the partner's final months, I helped the couple explore options around cremation and funeral services. After the person died, I handled all the arrangements to ensure that their wishes were carried out.

Many people aren't sure how to begin conversation about dying or what they need to talk about. I help people discuss and document their wishes for advance care planning, goals of care and consent. I also help them identify what they want and don't want at the end of life, who they want to be involved and who would make decisions about their care if they could not. Typical discussion topics include housing options, medical care options, the legal and financial documents required, how they want the end of their life to play out and what they want to happen after they die.

Being ready for the end of life is important, no matter what age you are. If you would like to learn more about the role of an end-of-life doula consultant, please visit <https://dying2talk.com/>



Working During the Pandemic – Client Services Perspective

By **Diane Roberts**, Client Services

The phrase “unprecedented” has been frequently used to describe the Covid-19 pandemic and the changes it has ushered into our lives. At Mosaic, the Client Services team has experienced their own level of unique challenges presented by the global health crisis as we work to continue providing a high level of quality care. Two important factors have been instrumental to the Client Services Team in successfully achieving our safety and service goals: Information and Communication.

INFORMATION: There has been no shortage of information surrounding the Covid-19 situation. Throughout the pandemic, Mosaic management ensured that Client Services were well-equipped with current and verified information to address complex issues. The thorough research, consultations and public advisory notices were transferred into new protocols aimed at ensuring safety and continuity of service. We have been fortunate to have standards for appropriate PPE, Covid-19 pre-screening guidelines and effective precautionary practices at our disposal. Client Services have attended educational webinars addressing a variety of subjects during the pandemic which we share with the rest of the team. These tools assist us in guiding and directing both caregiver and client safety ensuring we are compliant with Public

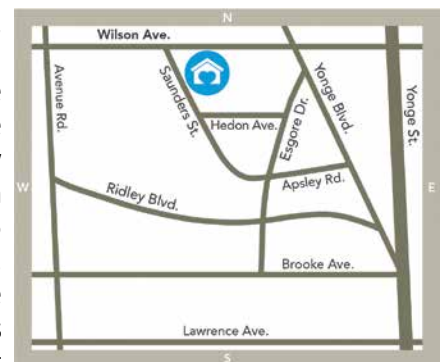
Health directives. We owe a professional thanks to our Nurse Consultant, in providing the team with information updates, medical advice, guidance and clarity as we navigate the changes in public health and safety.

COMMUNICATION: The key to operating efficiently throughout the pandemic has been effective and strategic communication on all levels of operation. Both our Members and Front-Line staff receive timely updates on protocols and processes to ensure safety and compliance with Public Health directives. Scheduling, Intake, Assessments and Case Management matters have become increasingly complex, require more strategic thinking and are frequently reviewed as a team. We also acknowledged that the changes during these unprecedented times would have a profound effect on emotional, physical, and mental health. Therefore, Client Services team have been conducting regular “check-in’s” with clients and staff to bridge any feelings of disconnect. Staff supports each other with weekly video call “Coffee Breaks” to connect with colleagues and share some laughs.

The underlying theme running through all of the changes brought on by the pandemic is one which has remained a keystone of Client Services – **CARING FOR OTHERS!!**



We are happy to let our community, organizations, families, caregivers and clients know that we finally made the move to our new location even though we are still in the midst of COVID-19. Our new home is at Armour Heights Presbyterian Church, near Avenue Road and Wilson (105 Wilson Avenue North York, ON M5M 2Z9). I would like to thank the many committee members, Erin Stone and Rev. Dr. Harris Athanasiadis for being so accommodating to Mosaic Home Care. In the last Spring Interim newsletter we were mentioning about a possible Open House and this will have to be postponed to the Spring of 2021. 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 will miss being at CNIB for the last 6 years now, but are looking forward to Mosaic’s new chapter. Our new resource centre will be open by appointment only starting September 8th and COVID-19 Pandemic Protocols will be in effect before coming to our space. If you are interested in seeing our resource centre, interested in resources, a chat or more information on home care services kindly call our office to book an appointment at **416.322.7002 ext. 223** or **info@mosaichomecare.com**. All our active programs will be online till Spring 2021.



Mosaic's Advanced Hand Washing Protocols

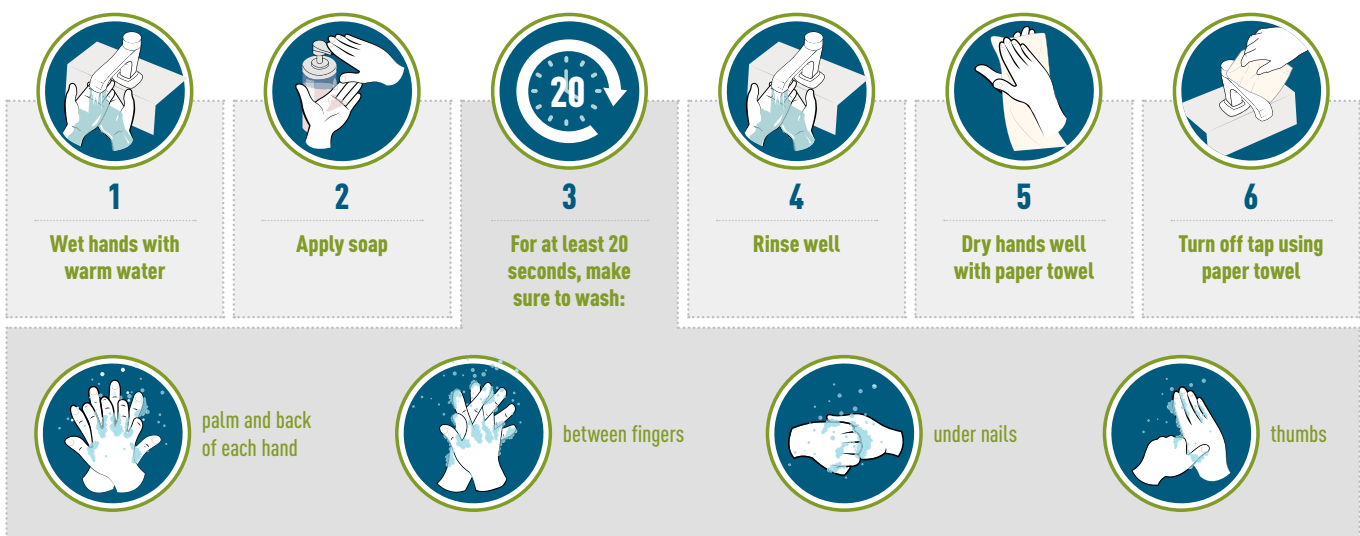
Wash Hands Immediately in ALL Instances:

- **Before Initial Client (Person)/Client Environment Contact:** This should be done on entry to the room or bed space, even if the client (person)/resident has not been touched.
- **Personal Care Procedures:** Clean your hands immediately before performing personal care and before putting on gloves. Procedures include showering/sponge bath, oral/denture care, perineal care.
- **After Body Fluid Exposure Risk:** Clean your hands after care involving contact with blood, body fluids, secretions and excretions of a client (person)/resident, even if gloves are worn and before moving to another activity.
- **After Contact:** Clean your hands after contact with a client (person)/resident, or items in their immediate surroundings, also when leaving the room/home, even if the client (person)/resident has not been touched.
- **Food Safety:** Clean your hands before preparing, handling or serving food or medications to a client (person)/resident.
- **Handling Garbage:** Clean your hands after disposing garbage.
- **Whenever in doubt!**

Notes to Remember:

- Hand washing is the most effective way to prevent the transmission of germs.
- The use of gloves does not replace the need to wash your hands.
- Discard gloves after each procedure.
- Do not wear hand jewelry – bacteria can linger onto bracelets, rings, and watches.
- Do not touch your face!

REDUCE THE SPREAD OF COVID-19. WASH YOUR HANDS.



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

Person
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Nursing



Community
Resource
Centres

Mosaic's
Elder
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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



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