

Community Connector

Winter Issue
2023, 2024

Keeping You Connected for over 40 Years



“Let us love winter, for it is the spring of genius.”

- Pietro Aretino



Reconnect, CANES and Sunrise
Senior Living form new Partnership



Reconnect Community Health Services, CANES Community Care and Sunrise Senior Living have entered a new era in transitional care. Their new partnership arrangement has achieved a consolidation of 17 transitional care beds from two City of Toronto Assisted Living sites into one Retirement Residence in Thornhill, Ontario.

“We are excited to partner with CANES Community Care and Sunrise Senior Living to achieve new efficiencies and added amenities at the Sunrise Thornhill Community” stated Mohamed Badsha, CEO. “Through the cooperation of our partners we will be able to offer improved accommodation, meals and amenities at this new site and I am sure our clients and staff will be very pleased with the new surroundings.”

“CANES Community Care has been looking for an opportunity to extend our agreement with Sunrise Senior Living and this is the perfect time” noted Gord Gunning, CEO. “We already have a partnership with Reconnect Community Health Services where we back each other up through our Business Continuity/Emergency Preparedness Plans so this is a natural extension to collaborate on our respective transitional care services.”

“Sunrise Senior Living partnered with CANES Community Care through a Master Agreement in 2022 so when CANES presented us with a business case to have Reconnect relocate 17 transitional care beds to our Thornhill Community, we were thrilled” stated Luca Kamber, Director of Operations – Ontario. “We look forward to future opportunities to work with Reconnect and CANES to strengthen our partnership and expand transitional care in our communities.”

Reconnect Community Health Services is a health service provider in the west end of Toronto. Their services include supports for seniors, caregivers and people living with mental health and addictions concerns. Reconnect serves 7,500 clients annually.

Sunrise Senior Living operates eight communities in the Toronto and Central Regions of Ontario Health and provides customized care to support independent living for their residents. Sunrise also has Assisted Living, Memory Care and Short-term Stay programs to support seniors and their caregivers.



Your Health
and Safety

Don't Forget to Receive
Your FLU-SHOT.

The 2023/24 flu season is here

Flu vaccination is especially important for adults 65 years and older, who account for most hospitalizations and deaths from the flu.

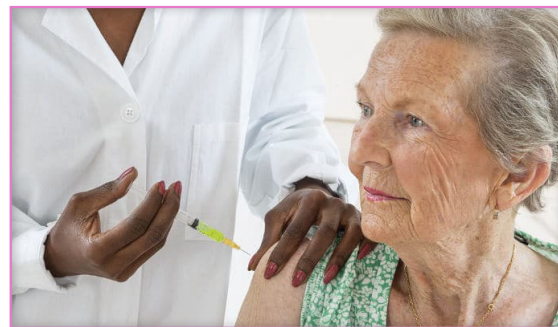
Older adults are one of the highest risk groups for the flu, but getting a flu shot will significantly reduce the chance that they'll get sick.

The Flu-shot will help minimize the symptoms of contracting the flu. You may still get the flu, but may not feel its affects nearly as bad if you've received the vaccine.

5 Reasons to get your Flu-Shot this year

1. **Seniors and caregivers are at higher risk for flu** - Protect yourself and others
2. **Flu is a serious health risk for seniors** - Your immune system is just not as strong
3. **The flu-shot reduces flu risk and severity** - Without the shot, the flu is way worse
4. **The flu vaccine is FREE with your OHIP Card** - Mask up when you go for the shot
5. **Protect against deadly flu complications** - A severe form of pneumonia is a common and deadly complication of the flu.

In addition to the flu-shot, people age 65 or older, smokers, and those with diabetes or lung problems should consider getting a pneumococcal vaccination. The pneumococcal vaccine isn't needed every year, so be sure to check with your doctor to find out if you need one this year.



You can receive a flu-shot at almost any pharmacy, but you are encouraged to make an appointment with your doctor.

The flu shot will not protect against COVID-19,

but it will help reduce your risk of getting the flu and COVID-19 at the same time. Having both illnesses at the same time could put you at a higher risk for severe complications. It's always better to be safe than sorry. Many flu symptoms can really debilitate those who do not receive the shot. It is strongly recommended by Health Canada especially now that many of the mask restrictions have been lifted.



Gord

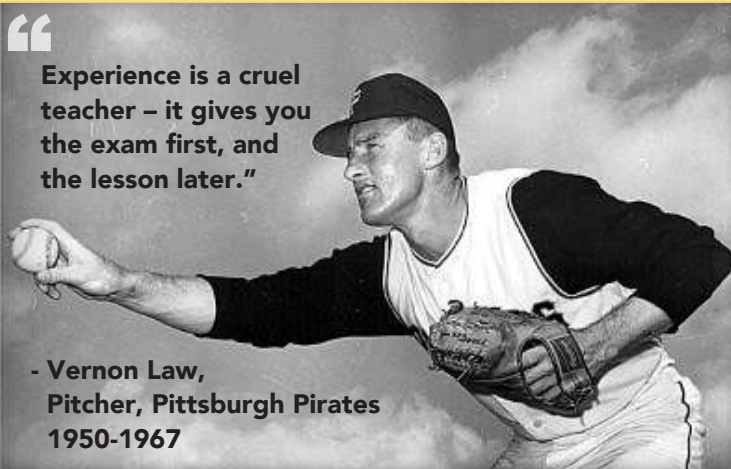


Doug



**Experience is a cruel
teacher – it gives you
the exam first, and
the lesson later.”**

**- Vernon Law,
Pitcher, Pittsburgh Pirates
1950-1967**



We are pleased to report in this joint communique that CANES Community Care continues to grow and evolve within the home care sector. We have engaged with our Home and Community Care and Hospital partners to develop and deliver new care services and are supporting our Hospital partners as they experience the anticipated fall and winter surge.

With the expansion of our care programs we have added new partners and key staff to support our growth over the past year. The following are some key highlights of our achievements during the past 12 months:

Board Governance: Recognizing that patient safety and quality of care is at the heart of what CANES is about, the Board held an education session with outside experts to further inform the Board with respect to how it should, from a governance and oversight perspective, support this most important aspect of CANES services.

Business Continuity and Surge Planning: Since the Spring of 2023 our management team has continued to monitor our COVID-19 Business Continuity Plan and we have developed a Surge Plan for the Fall/Winter months to support our Hospital partners. We are maintaining a hybrid work model with a mix of in-office and remote work and we have been diligent with screening all employees, sub-contractors and clients to minimize COVID, Flu and RSV outbreaks. Mandatory training for our front-line staff will continue to be online for the foreseeable future.

Program Management & Innovation: With the support of our partners, CANES has expanded our Assisted Living sites in two Peel Living buildings in the Region of Peel and expanded our Cluster Care contracts in Orangeville. We have added 20 new Behavioural beds at Sorrento Retirement Residence in Bolton to support William Osler Health System and negotiated a new Master Agreement with Sunrise Senior Living. Under this new agreement we were able to support Reconnect Community Health Services in relocating 17 transitional care beds into the Sunrise Thornhill Community, achieving operational and care service efficiencies.

Transitional Care at Home: In addition to the expansion of Transitional Care beds in retirement homes CANES Community Care launched a new THP@Home program one year ago. This innovative care program has already served over 180 patients and through the strong partnership with Trillium Health Partners, Mississauga Halton Community Care Support Services and CANES Community Care this program received an Innovation Award in June, 2023. It is noteworthy that the THP@Home program is expanding in 2024 with the goal of serving over 360 patients on an annual basis.

Health Human Resources (HHR): In order to meet the growing demand for services in our expanding catchment area CANES has hired 6 new RNs, 23 RPNs, an OT, a PT and 11 new PSWs. We are transitioning to Ceridian Dayforce to better manage our workforce and to Alayacare – our Client Relationship Management software – to enhance our scheduling, care planning and reporting capabilities.

Community Partnerships: Strong partnerships are a key advantage for CANES as we strive to expand our capacity and to support the needs of our clients. We have added to our sub-contractor base and now have three agreements with our area hospitals – William Osler Health System, Trillium Health Partners and Halton Healthcare. We are working closely with our hospital partners to support their patient access and flow issues and to help redirect emergency room visits. In order to continually improve these relationships CANES has developed a Partners Playbook: 2024-26 and with significant input from our partners we are developing tactical action plans to implement new care services.

Going into 2024 we are optimistic that CANES Community Care will continue to leverage the lessons we have learned from that cruel teacher called experience. We will continue to be responsive in order to deliver high quality services to all our clients. On behalf of the Board of Directors and staff we wish you much health and happiness this holiday season and in 2024.

Sincerely,

Gord Gunning, CEO,
CANES Community Care

Doug Thomas, Board Chair,
CANES Community Care

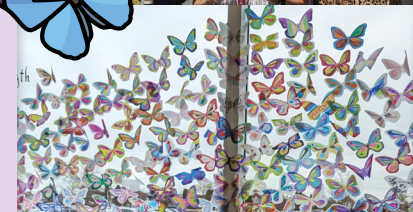
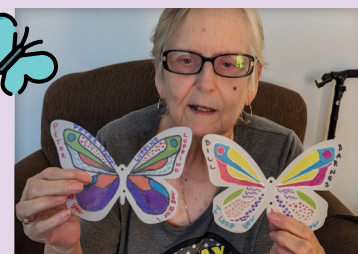
Butterfly Bereavement Project



Residents of our community were invited to personalize a vellum butterfly in memory of a loved one. Each butterfly in the installation represents a loved one, and the amalgamation of all the butterflies represents the community of support reaching out to care for those who are grieving.

REMEMBER ME

Don't remember me with sadness,
Don't remember me with tears,
Remember all the laughter,
We've shared throughout the years.
Now I am contented
That my life it was worth while,
Knowing that I passed along the way
I made somebody smile.
When you are walking down the street
And you've got me on your mind,
I'm walking in your footsteps
Only half a step behind.
So please don't be unhappy
Just because I'm out of sight,
Remember that I'm with you
Each morning, noon and night.





1. A Sweet Lesson in Patience

- A Short Story from a Local Taxi Driver.

I arrived at the address and honked the horn. After waiting a few minutes I honked again. Since this was going to be my last ride of my shift I thought about just driving away, but instead I put the car in park and walked up to the door and knocked... Just a minute', answered a frail, elderly voice. I could hear something being dragged across the floor.

After a long pause, the door opened. A small woman in her 90's stood before me. She was wearing a print dress and a pillbox hat with a veil pinned on it, like somebody out of a 1940's movie. By her side was a small nylon suitcase. The apartment looked as if no one had lived in it for years. All the furniture was covered with sheets.

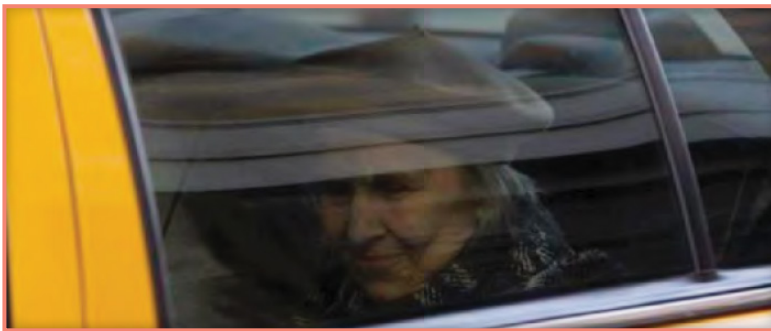
There were no clocks on the walls, no knick-knacks or utensils on the counters. In the corner was a cardboard box filled with photos and glassware.

'Would you carry my bag out to the car?' she said. I took the suitcase to the cab, then returned to assist the woman. She took my arm and we walked slowly toward the curb. She kept thanking me for my kindness.

'It's nothing', I told her. 'I just try to treat my passengers the way I would want my mother to be treated.' 'Oh, you're such a good boy, she said. When we got in the cab,

she gave me an address and then asked, 'Could you drive through downtown?' -'It's not the shortest way,' I answered quickly...

"Oh, I don't mind," she said. "I'm in no hurry. I'm on my way to a hospice."



I looked in the rear-view mirror. Her eyes were glistening. 'I don't have any family left,' she continued in a soft voice. 'The doctor says I don't have very long.' I quietly reached over and shut off the meter. 'What route would you like me to take?' I asked.

For the next two hours, we drove through the city. She showed me the building where she had once worked as an elevator operator. We drove through the neighbourhood where she and her husband had lived when they were newlyweds. She had me pull up in front of a furniture warehouse that had once been a ballroom where she had gone dancing as a girl.

Sometimes she'd ask me to slow in front of a particular building or corner and would sit staring into the darkness, saying nothing.

As the first hint of sun was creasing the horizon, she suddenly said, 'I'm tired. Let's go now'.

We drove in silence to the address she had given me. It was a low building, like a small convalescent home, with a driveway that passed under a portico. Two orderlies came out to the cab as soon as we pulled up. They were solicitous and intent, watching her every move. They must have been expecting her. I opened the trunk and took the small suitcase to the door. The woman was already seated in a wheelchair.

'How much do I owe you?' She asked, reaching into her purse.

-'Nothing,' I said

'You have to make a living,' she answered.

'There will be other passengers,' I responded.

Almost without thinking, I bent over and gave her a hug. She held onto me tightly.

'You gave an old woman a little moment of joy,' she said. 'Thank you.'

I squeezed her hand, and then walked into the dim morning light...Behind me, a door shut. It was the sound of the closing of a life...

I didn't pick up any more passengers that shift. I drove aimlessly lost in thought. For the rest of that day, I could hardly talk. What if that woman had gotten an angry driver, or one who was impatient? What if I had refused to take the run, or had honked once, then driven away?



On a quick review, I don't think that I have done anything more important in my life. We're conditioned to think that our lives revolve around great moments. But great moments often catch us unaware-beautifully wrapped in what others may consider a small one.

2. A Short Story from a Nurse

A nurse met an old man one morning who came to have his stitches removed from his arm. The old man seemed to be in a hurry at the time.

He was looking at his watch and the nurse told him she would ask the doctor if she could help him, so she did. She asked him if he had an appointment with another doctor. He said 'no' but he had to meet his wife for breakfast soon at the nursing home.



After being asked about his wife's health, he said she has been in the nursing home for many years suffering from Alzheimer's disease. When she finished, she asked if his wife would worry about him arriving late.

He said 'no' because she no longer recognizes him over the last five years. The nurse then asked the old man, "Why do you go to meet her if she no longer recognizes you?" He laughed and answered her.

"She may not recognize me, but I still remember who she is."

The nurse was very emotional thinking that is real love. When you love somebody for the way he or she is, real love lasts forever.



> CANES Community Care is always working toward unique ways to communicate our programs and care services to our current clients and for our potential clients of the future. One of our more popular services is our Home Maintenance program that provides our seniors with on the spot handy workers that will assist with many types of home repair issues that one may come across. Our Home Maintenance program focuses on the safety aspect of living at home. In particular, our team of Handymen hone in on falls prevention. A fall in the home due to a faulty step, or a lack of something to hold on to could spell catastrophe for anyone living alone. This is why we provide our clients with Free Safety Inspections and Grab Bar installations.

So what CANES has decided to do in order to better communicate this service in a more unique and creative way is to develop an animated descriptor video about our Home Maintenance program that can be displayed throughout local hospital waiting rooms, our website, our YouTube Channel and CANES social media platforms. Portrayed as a short story, it will quickly share information about our Home Maintenance department and what we can provide for our clients.



> The Animation company, Key West has worked with CANES in the past, developing two live action videos that showcase CANES as a great place to work in a recruitment video as well as a short advertisement about CANES as a whole. Key West has also developed an animated descriptor video for our Home at Last program, which can also be viewed on our YouTube Channel and website.

To view our new Animated video showcasing our Home Maintenance program, you can visit our CANES website and view under our News section as well as our Home Maintenance Service page. You can also view and share on our Social Media platforms. See below for further information.



What You Need to Know

*Don't worry about writing it
down, we've done it for you.*

> CANES is on Social Media! - Follow us today!

If you enjoyed reading this Newsletter, but want to read more of what CANES is up to throughout the year, you can follow us on many of our social media platforms, like Instagram. We feature weekly health topics with links to our **CANES blog** on our website as well as **Wisdom Wednesdays**, and our very popular **Fearless Fridays** where you can read inspiring stories that are guaranteed to enlighten the end of your week.

Once you see the **CANES** name, visit our page, and there you will find all sorts of event photos and plenty of news articles and safety tips on living more independently.

Not only are we on **Instagram**, we are on **X** (formerly Twitter), **Facebook** and **YouTube** as well. Our Twitter address is: **@CANESCommunity**. Or just search **#CANESCares**.

When you see this icon,
you'll know it's us. >



Our Snow Tires are on and ready for your ride!

Don't get snowed in this winter. Our **ride connect** Transportation Service can help get you where you need to be. Don't miss your appointments. They are very important for your health and independence. Stay off the roads, as we can assist you through this winter season. All of our accessible vehicles are winter ready for your safety.



**Providing rides in
Etobicoke, Brampton,
Malton, Oakville and
the Mississauga Halton
Region**

1-877-ride-025
7 4 3 3



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Visit our website to download
an electronic version of our
Newsletter.

Bringing Quality Care Home®

*40
years*

CANES Community Care is a not-for-profit organization providing excellent support services for seniors, to enable them to live in their community environment in safety and dignity.

Privacy Statement:

CANES Community Care values your privacy, and the protection of your personal information is very important to us. We do not sell nor trade our mailing lists. For further information, or to have your name removed from our list, or place a complaint, please contact the CANES Privacy Officer at 416.743.3326 X 241 or by email at information@canes.on.ca

CANES Community Care is an Equal Opportunity Employer

CANES Community Care will make every effort to accommodate any needs of candidates under the Human Rights Code and Accessibility for Ontarians with Disabilities Act (AODA). Please inform us if you require any accommodations.

