



Happy New Year everyone! A lot has changed since our last newsletter as we navigate the pandemic and deal with staff and funding shortages, and system change. This has been a challenging time for you, and we are doing our best to support you.

I want to thank those of you who took the time last summer to nominate staff for our annual Client Care awards. Those 52 staff members who were nominated were recognized at a special event held last October. It meant a lot to them to hear about how you value them and the support they give you. We are proud of our staff and how hard they work and thank you sincerely for recognizing them and sharing with us the great work that they do.

Please stay up to date with the COVID-19 booster, and get your flu shot to protect yourself and others. Your safety and that of our staff and volunteers is important to us and getting vaccinated is one of the best things to help you and your workers stay safe.

Lastly, we are working hard to advocate for more funding from the government so that we can meet the needs in our community. This makes donations to ONE CARE crucial as they go directly towards clients in need of financial subsidy, and the purchase and maintenance of essential program equipment and facilities. Our Planned Giving program is one way you can leave a long-lasting impact on others, and one of the most important choices you can make during your lifetime. Email fundraising@onecaresupport.ca today for more information or talk to your financial advisor.

Kathy Scanlon

Kathy Scanlon, Executive Director
ONE CARE Home & Community Support Services

CLINTON OFFICE REPAIRS UPDATE



A significant obstacle we faced over the last year was a roof repair at the Betty Cardno Memorial Centre in Clinton, our primary location in Huron County.

We are happy to announce that the roof has been repaired. However, our building still remains closed to the public as we work on making internal repairs including some enhancements that will allow us to better serve our clients. **We look forward to being able to open our doors again and welcome our clients back this fall.**

HELP US RECRUIT VOLUNTEERS

The reason many of our programs are able to operate is because of our incredible volunteers. At this time, **we are in urgent need of volunteer drivers** to help our clients get to essential medical appointments and programs they need to stay healthy.



You can help to spread the word and encourage people you know to volunteer! It may be a friend, neighbor or family member. As a client, you know how important the service is and together we can get more volunteers.

Contact us today if you know someone who might be interested in volunteering.

Call: 1-877-502-8277

Email: volunteering@onecaresupport.ca



SUPPORTING OUR COMMUNITY — PROGRAMS & SERVICES UPDATE

Like other healthcare organizations, some of our programs have struggled due to staff shortages. We are creatively finding solutions so that we can continue offering as many programs as we can. At this time, we are excited to start reintroducing some of our exercise programs in person. Many are starting with small groups of clients to ensure all appropriate safety measures are being followed.

To highlight a few programs that are reopening: our **Dining Program** is running in Stratford and Clinton, and we hope to expand to Seaforth. **Foot Care** is currently running in Stratford. **Blood Pressure Clinics** are taking place at our dining programs. **Adult Day Programs** are running at all designated locations. **Overnight Respite** is operating in Wingham. Below is a list of our programs and services (running with reduced numbers), as well as a few new programs we are happy to introduce.

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| • Adult Day Programs | • Home at Last | • Wellness & Exercise |
| • Assessments/Care Planning | • Home Help | • In-Home Respite |
| • Assisted Living | • Telephone Reassurance | • Meals on Wheels |
| • Dining/Social Programs | • In-Home Personal Support | • Let's Go Home |
| • EasyRide Transportation | • Lifeline – Emergency Response | • Social Work |
| • Friendly Visiting | • Overnight Respite (key locations) | • Foot Care |



For questions or more information, call central intake: 1-844-482-7800.

NEW! Let's Go Home (LEGHO) — This program provides access to free community services for a short period of time when returning home from hospital to ensure a successful recovery period so individuals don't return to the hospital. A Care Planner, who is a nurse, does an assessment and regular check ins, and links clients to various services they may need. In addition to Care Planning, Transportation, Meals on Wheels, and Home Help are the core services provided to all clients. These services provide support while clients rebuild their strength and ability to live independently. This is not only crucial for our clients, but also for the health system, as it helps to relieve the pressure in our hospitals that we are hearing about.

NEW! Seniors' Centre Without Walls (SCWW) — This free wellness program is a telephone-based program providing group activities for seniors and people with health challenges. Through the use of group telephone calls, we provide a line-up of health-related information, participation in brain-stimulating activities, and most of all, space to create meaningful friendships and community to those who may feel isolated. **Call central intake to register: 1-844-482-7800.**



Marge, a new Seniors' Centre Without Walls client, is lonely and enjoys this program. One day, she asked what everyone was doing for Thanksgiving. People shared what their plans were - all but one other client, Sherry, who didn't have plans. Sherry has been participating for a few weeks now and looks forward to the program everyday. Marge and Sherry realized they lived not too far from each other, and instead of being alone for Thanksgiving, decided to meet at Swiss Chalet for dinner so they could both enjoy some company over the weekend.