



CLIENT CONNECTION — *Helping you live at home within a network of support*

WINTER 2023



It's been a constructive year as we work towards rebuilding care in our community. Since the pandemic, many things have changed, and with our new strategic plan in place, we are creating new ways of thinking and delivering services for you. We continue to keep our clients our focus, and are proud of the caring work of our staff.

We were pleased that ONE CARE Staff members were recently recognized at the 'Huron Remarkable Healthcare Workers Recognition Event'. Five staff members received awards, including three of our PSWs that you may recognize: Faye, Ruth, and Janet, as well as Christine (recently retired) and Amy, both from our Adult Day Program.



Speaking of great staff, thank you to those who submitted a nomination for our Client Care Awards. We received many wonderful nominations. Due to an increase in illness, we have made the difficult decision to postpone our recognition event for those nominated until the spring. However, those individuals will be celebrated at that time.

As winter approaches, please remember to ensure your vaccinations are up to date. With Influenza and COVID-19 both circulating during respiratory illness season, vaccination is important to protect your health, including your families and communities. If you are in need of a ride to get your vaccination, please remember you can use our EasyRide transportation service if needed: **1-844-482-7800**.

As the holiday season draws near, I want to encourage you to pause and appreciate all the wonderful things around you.

From all of us at ONE CARE, we wish you every health and happiness this season and in the year ahead.



Kathy Scanlon
Kathy Scanlon, Executive Director

Seasons Greetings!

CLINTON OFFICE REPAIRS



The roof has been repaired at our primary location in Clinton. The 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. Our target for reopening is summer 2024. Thank you for your understanding, we will keep you updated on the progress.

CHANGES TO CLIENT SURVEY

The feedback we receive from our clients helps to ensure we are providing the best possible care. This year, we have taken a new approach to conducting this survey by spreading out the calls throughout the year. This has already started and will continue until April 2024. You will no longer receive a letter in the mail.

If you get a call and have questions, please feel free to contact us.

We appreciate your feedback!





FUNDRAISING UPDATE

This year we tried something new by hosting a parade at our Clinton location for clients and volunteers who weren't able to attend our Grand Parade in Stratford. This walk was a great success and we plan on expanding our parade to other communities so more of you can be included. We will share more information with you as we begin to plan for next year's Parade.



Our **Gift of Care campaign** runs throughout the winter months. Through this campaign, we encourage people in our community to make a donation and give the Gift of Care to someone in need. Donations can be made by cheque to ONE CARE or by visiting our website.

There are many ways to give.



Another way that you can give to ONE CARE is through planned giving. One of the most important choices you can make during your lifetime is the long-lasting impact you wish to leave on others. Your gift will change lives by improving the quality of life for seniors and individuals with health challenges living in your community.

Contact your financial advisor or lawyer to discuss with them what you can do to leave a legacy to ONE CARE, and make a lasting impact in your community.

PROGRAMS & SERVICES UPDATE

We are continuing to reintroduce many of our wellness programs in person with safety measures in place. We have some great programs running such as our social **Coffee Hour** and **Tai Chi** program, as well as many other beneficial exercise programs. Visit www.onecaresupport.ca for more information.

As a reminder, our **Dining Program**, including **Blood Pressure Clinics**, are running in Stratford, Clinton, and Seaforth, and we hope to launch in Wingham soon.



As the hospital in Exeter required the space we were using for our Adult Day Program, we have relocated our program in South Huron. We thank Huron Health Systems for many years of working together in the Exeter area. Watch for details regarding an open house!



146 Main St E,
Dashwood, ON

THE FUTURE OF ONE CARE

In these changing times, we have developed a new strategic plan to position ourselves for the future. Input from clients was used, along with feedback surveys from various stakeholders and focus groups. From there, we brought together our research and gathered individuals to review all of the material. The Board of Directors then finalized the strategic plan.

Thank you to everyone who provided their input. We look forward to following our new strategic plan that will help us grow into the future. **We have attached the new plan so that you can read our refreshed vision, mission, and values, and the directions that guide us for the next five years.** If you have any questions, please contact us at 1-877-502-8277.

ONE CARE's Strategic Plan 2023-2028

