



CHATS

Community & Home
Assistance to Seniors

Connection

Newsletter for Our Volunteers

SPRING 2017

Upcoming Events

Join us for one of our upcoming events organized by the fantastic Caregiver Support Team!

March 21 – 11:30am
Stress & Aging

Armadale Community Centre, 2401
Denison St. Markham
Contact: Vandita Trivedi
905-713-3373 ext. 6527

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April 13 – 10:30am
Downsizing & Decluttering

3201 Bur Oak Ave, Markham
Contact: Vandita Trivedi
905-713-3373 ext. 6527

CLICK HERE

<https://www.surveymonkey.com/r/JN5GTQM>

**to complete CHATS Annual
Volunteer Survey.
Your opinion matters!**

Do you have something to share?

We'd like to hear from you!

Please send your ideas in via email to

VNewsletter@chats.on.ca

The newsletter is distributed quarterly:

Spring edition – March

Summer edition – June

Autumn edition – September

Winter edition – December

Dear Volunteers,

The temperatures are fluctuating – we have days that are in the double digits followed by MINUS temperatures... but one thing is for sure...**Spring is just around the corner!**

This year we celebrate Volunteer Appreciation Week April 23rd to 29th with our annual Appreciation Luncheons at local Mandarin restaurants - you will find all the details on page 2. I hope you will join us at one of the luncheons!

In this edition of Connection, we focus on SAFETY with an update on Meals on Wheels delivery standards, proper client identification procedures and keeping client information private. We focus on ACCESSIBILITY with a review the Accessibility for Ontarians with Disabilities Act (AODA) and how this legislation impacts CHATS programs and processes. Our programming overview includes a summary of Therapeutic Recreation Awareness Month activities. To see what else is tucked away inside, get comfy and enjoy.

For those who aren't aware, this will be the last time you see my name on this newsletter until next Spring as I (Jessy) embark on another journey – motherhood! Stay tuned to meet Vandita as she joins the team to oversee the volunteer luncheons...

Wishing you the best!

Jessy Brown
Program Coordinator – Community
Programs & Volunteers

Hillary Richardson
Community Programs Manager

CHATS is a Scent Aware Environment

Please minimize scent and be aware of the sensitivities of others

live well, age well, be well

National Volunteer Week is April 23rd to 29th!

We couldn't do what we do at CHATS without the generous support of our amazing and dedicated volunteers. Through your time, talent, and knowledge you work to strengthen CHATS' connection to the seniors in the communities we serve and for that, we would like to thank you by taking you to lunch!

Please join us for one of our Annual Volunteer Appreciation luncheons, taking place at a local Mandarin Restaurant.

Your lunch includes: The Mandarin's famous buffet and a beverage of coffee, tea or soft drink. If you choose, you may purchase your own alcoholic beverage. ***Please do not drink and drive!***

It's helpful for us to know if you're coming and also if you're NOT coming. Please use the rsvp information below to tell us. If you are not available on the date of the luncheon in your area, advise us if there is an alternate location/date you'd like to attend and we'll be sure to plan a seat for you.

Area	Date	Location	Arrival Time	RSVP
RURAL	Wednesday April 26, 2017	Mandarin Restaurant 16655 Yonge Street (Yonge & Mulock), Newmarket	11:30am	RSVP by April 12 th 1-866-677-9048 Ext.7505
NORTH	Thursday April 27, 2017	Mandarin Restaurant 16655 Yonge Street (Yonge & Mulock), Newmarket	11:30am	RSVP by April 12 th 1-866-677-9048 Ext.7270
EAST	Friday April 28, 2017	Mandarin Restaurant 88 Copper Creek Drive (East of 9 th Line & Box Grove Bypass, South of Hwy 407), Markham	11:30am	RSVP by April 12 th 1-866-677-9048 Ext. 7250
WEST	Monday May 1, 2017	Mandarin Restaurant 8787 Weston Road (South of Rutherford Rd., North of Hwy #7 and Langstaff), Woodbridge	11:30am	RSVP by April 12 th 1-866-677-9048 Ext. 7260

If you're not sure which area we've got you listed under, call or email and we'll tell you.

PLEASE NOTE: due to limited space, CHATS cannot accommodate spouses, friends or family members who are not CHATS volunteers at the Volunteer Appreciation Luncheons.
We appreciate your understanding.

Therapeutic Recreation Awareness Month

CHATS celebrated Therapeutic Recreation Awareness Month in February. In addition to specialized programming the Adult Day Programs, the organizing committee shared quick facts and easy recreation activities.

What is Therapeutic Recreation?

In broad terms, Therapeutic Recreation is *“the practice of using recreation and leisure to address and enable individuals with physical, cognitive, emotional and social limitations to acquire and/or maintain skills, knowledge and behaviors that will allow them to enjoy their leisure optimally, function independently with the least amount of assistance, and participate as fully as possible in society.”*

As an organization that promotes Therapeutic Recreation, CHATS provide seniors, their families and caregivers with support through:

- Adult Day Program Wellness Programming at six different locations
- Adult Day Program Education Sessions connecting community health professionals and resources with the ADP clients
- Connecting client caregivers to Caregiver Support Groups
- Educating clients and caregivers on the important of wellness and the benefits of a healthy recreation and leisure lifestyle
- Community Wellness & Diversity Outreach Programs, reaching hundreds of clients across our catchment area

Therapeutic Recreation - Discovering the Potential Within

MEALS ON WHEELS ALERT!

We have had a report of frozen food arriving at a client’s home partially thawed – a serious food safety concern. Please ensure that you are following ALL food safety standards as you deliver the meals to our vulnerable clients. In particular, be sure to:

1. **Transport all food in the blue insulated bags provided** for this purpose – we have ordered additional bags to ensure that we have enough.
2. **Include an ice pack** in each blue bag – be sure to return these to the freezers so they can be reused.
3. Timing is everything – **Ensure that meals are out of the freezer no more than two hours** before they are delivered to clients. This time starts the moment the food is packed into the blue bags.

Please let us know immediately if you have concerns with ANY of the above – not enough bags or ice packs or your route is too long so we can make appropriate adjustments.

Thank you for your support in keeping our clients safe.

Iranian New Year - Norooz

Norooz is celebrated by millions of Persians worldwide and marks the first day of Spring – March 20th will ring in the new year of 2576. This year, CHATS will be celebrating its annual Norooz celebration on Friday March 17. This event is organized by the Iranian Diversity Outreach Program and its many volunteers. The success of the CHATS Norooz celebration is largely due to the tireless help and support of our dedicated volunteers.

We are so grateful to have so many amazing volunteers, staff and clients in our community who come together and help make this event a huge success. Thank you everyone!

AODA—Accessibility for Ontarians with Disabilities Act

CHATS is committed to providing an accessible working environment for everyone, including making accommodations for people with disabilities. For existing volunteers, or any new or potential new volunteers, CHATS is committed to providing reasonable accommodation which would address or alleviate any barriers that may exist and that would prevent an otherwise capable individual from participating equally in any volunteer opportunity.

CHATS' ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) – ACCESSIBLE EMPLOYMENT STANDARDS POLICY outlines the following provisions to ensure accommodation in the workplace is provided for our valued volunteers:

Accessible formats and Communications Support

CHATS will:

- Upon request, make information accessible by providing or arranging accessible formats and/or communication supports.

Recruitment/Assessment and Selection of employees

CHATS will:

- Notify employees/ volunteers, public and applicants about accommodation during recruitment processes.
- Upon request, provide and arrange accommodation/ assessment and selection materials in consultation with persons with disabilities.
- Inform successful applicants about policies for accommodation.

Accommodation during employment/volunteer opportunity

CHATS will:

- Advise employees/volunteers of support that is available for employees/volunteers with disabilities. Upon request, make accessible information that is required for an employee/volunteer to perform their job, and information that is generally available in the workplace.
- Develop individual accommodation plans at the request of an employee/volunteer with a disability.
- Develop individualized workplace emergency response information/plans for employees/volunteers with disabilities.

For further information, please visit our website <http://www.chats.on.ca/AODA>

Or call Human Resources at (905) 713 3494

“The best way to find yourself is to lose yourself in the service of others.” – Mahatma Gandhi

Keeping client information private and safe is the responsibility of all CHATS Staff and Volunteers. Client information includes client first and last name, phone number, address and any other identifying information.

Do not carry client identifying information with you. If you do need to keep information with you, ensure it stored in a secure (locked) location.

Exciting Pilot Project - Police Vulnerable Persons Registry

CHATS is embarking on an exciting Pilot Project with the South Simcoe Police - the Vulnerable Persons Registry. The Vulnerable Persons Registry is a community based policing initiative in partnership with the local Police Services and local community agencies. The registry promotes communication between vulnerable persons, the people who support them and the police.

The registry provides quick access to critical information about a registered person, such as who to call in an emergency, a detailed physical description, and any particular sensitivities that the person may experience. Registration is completely voluntary. The purpose of the database is to help alleviate safety concerns for those that are vulnerable in our community.

Who is a Vulnerable Person?

A vulnerable person is defined as a person who, due to medical, cognitive, mental health or physical condition, may exhibit patterns of behaviour that may pose a danger to that person. Examples of Vulnerable Persons may include persons with autism, dementia and acquired brain injury (ABI).

For more information, please contact:

Linda Ind, Program Coordinator – Caregiver Support & Outreach
905-713-3373 ext. 6211

Test Your Knowledge Volunteer Luncheon Edition

1. **Who can attend Volunteer Appreciation Luncheons?**
 - a. Spouses of CHATS Volunteers
 - b. Current volunteers of CHATS
 - c. Retired volunteers of CHATS
 - d. All of the above
2. **If I cannot attend the luncheon in my area I can attend any luncheon**
 - a. True
 - b. False
3. **What is Volunteer Week?**
 - a. A national week celebrating volunteers
 - b. A week where CHATS celebrates volunteers
 - c. A provincial week celebrating volunteers

Answers on page 6.

CLIENT IDENTIFICATION POLICY REVIEW

The **CHATS Client Identification policy** is in place in order to reduce misidentification – in person and on the telephone, to protect clients, and to ensure the right service/program is being provided. Each program has its' own verification procedures in place. As a refresher, here are the procedures for Social and Congregate Dining and the Telephone Reassurance Program.

SOCIAL & CONGREGATE DINING

If the client is new: Client intake is completed and the Outreach Coordinator provides the client with the location, date, and time of the programs. The Outreach Coordinator or trained Volunteer greets new participants attending the program and uses client name and address to confirm identity. Clients must also sign in upon arrival to the program.

TELEPHONE REASSURANCE

If this is the initial call and/or the client is new: The Service Coordinator confirms client information (name, address, phone number) during intake. The Service Coordinator assigns a trained Volunteer to the client, and advises the volunteer of the client's name and phone number. **Note: for security and confidentiality purposes, the client address is not provided to the volunteer.** At the beginning of the call, the volunteer confirms the first and last name of the client. If the name is correct then the phone number is therefore confirmed.

The use of two client identifiers is the responsibility of all CHATS staff and volunteers.

Test your Knowledge Answers

1. Who can attend Volunteer Appreciation Luncheons?
 - b. **Current volunteers of CHATS.** Current CHATS volunteers are invited to attend one of the Volunteer Appreciation Luncheons taking place at the Mandarin. We are unable to accommodate spouses or friends of volunteers due to limited space.
2. If I cannot attend the luncheon in my area I can attend any luncheon
 - a. **True.** If you are unable to attend the Luncheon in the area in which you volunteer, we welcome you to attend the luncheon you are able to attend ... we just need to know!
3. What is Volunteer Week?
 - a. **A national week celebrating volunteers.** Volunteer Canada is the national voice for volunteerism in Canada. This is the 14th consecutive year that Volunteer Canada delivers the National Volunteer Week campaign in partnership with Investors Group.

How did you do?



The poster features a background image of people walking on a paved path in a park. In the top left corner is the CHATS logo, which consists of a house icon inside a circle, followed by the text "CHATS" in large bold letters and "Community & Home Assistance to Seniors" in smaller text below it. The main title "Walk for Wellness" is written in large, white, outlined letters. Below the title, the date "Saturday, April 8th, 2017" is written in a teal color, followed by the location "Aurora Family Leisure Complex" and the time "9:00 a.m. – 11:00 a.m." in the same teal color. At the bottom, there is a line of text in teal: "For more information, please visit our website, www.chats.on.ca/fundevents or Kelley McCluskey at 1-905-713-3373 ext. 6055 or kmcluskey@chats.on.ca".

Follow CHATS on Social Media for exciting updates on programs and events!



Instagram: [@chatsseniors](https://www.instagram.com/chatsseniors)



Facebook: [Community & Home Assistance to Seniors](https://www.facebook.com/Community%20%26%20Home%20Assistance%20to%20Seniors)



Twitter: [@CHATsseniors](https://twitter.com/CHATsseniors)



LinkedIn: [CHATs – Community & Home Assistance to Seniors](https://www.linkedin.com/company/CHATs-Community%20%26%20Home%20Assistance%20to%20Seniors)