



## Message from the Executive Director

I mentioned in our last newsletter that St. Paul's L'Amoreaux Centre was conducting our strategic planning process that would set our direction for the next three years. Meetings were held with members, clients and staff to determine our strategic goals going forward. After lengthy consultation, the Board of Directors has agreed to the following goals:

1. Continue to provide the housing and programs that have made St. Paul's a valued community services provider.
2. Address space limitation issue for services, programs and parking.
3. Expand our housing and client services model to support a growing senior population.
4. Expand partnerships to improve efficiency and effectiveness of services to seniors in our community.
5. Continue to improve our culture of client and staff safety.
6. Re-invigorate fundraising programs at St. Paul's.
7. Develop a Human Resource Plan to support strategic goals.
8. Continue to develop our volunteer program to take advantage of the "Baby Boomer" generation moving into retirement.

Our Board reconfirmed our vision *To provide a services and housing environment for seniors that allows them to live independently in their community with wellness and dignity and to provide this environment regardless of language, culture or ability to pay.* We believe these strategic goals will provide us with the focus needed to meet this vision. With your continued support and the strength of the professional team at St. Paul's, we know we can provide seniors in our community with the knowledge and assistance to make this vision a reality.

Larry Burke,  
Executive Director

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## Funding & Events Update

**New Horizons grants:** We have received approval for two projects, Elder Abuse Awareness & Prevention and Multicultural Health Promotion, which focuses on active lifestyles and healthy eating. Both projects received funding of \$25,000 each.

**Direct Mail Campaign:** We raised \$19,000 through the direct mail campaign. All proceeds went to support Day Programs to support independence and wellbeing of clients.

**St. Paul's Neighbourhood Walk Saturday, May 8th:** We have refocused and renamed the Walkathon to create a more intergenerational and community event to support St. Paul's seniors. We expect even greater participation and support than in previous years. Bring your families out and join us for a fun day!

**Canada Day Celebration, Wednesday, June 30th:** Funding from Canadian Heritage makes this annual event so successful. Enjoy games, activities, art gallery, *Grey Matters* trivia, BBQ and cake. Last year, 1,100 people joined us to celebrate our nation's birthday.

## Health & Safety

### H1N1 Influenza Update

On January 27, 2010, the Public Health Agency of Canada announced that the second wave of pandemic H1N1 2009 had tapered off. However, the pandemic influenza (H1N1) 2009 virus continued to be the pre-dominant influenza virus circulating worldwide. The WHO reported that as of February 23, 2010, there has been no change to the pandemic phase.

#### Infection Control—Best Practices

Please continue to take care of yourself and help stop the spread of influenza:

- Wash your hands often throughout the day with soap under warm running water reduces your chance of getting the flu.
- Alcohol-based hand gel can also be used if soap and water are not readily available. Keep some with you in your pocket or purse when you travel.
- Practice proper cough and sneeze etiquette: Cover your mouth and/or nose to reduce the spread of germs. Remember to wash your hands afterwards.
- Try to avoid close contact with sick people.
- Consult your doctor or health care professionals if you have concerns or you are not feeling well.

### How to avoid heat-related illness

Summer will be upon us soon and it is important to know how to stay cool during extreme heat temperatures. Here are some tips for a safe summer:

- Drink lots of water and natural fruit juices even if you don't feel very thirsty. Avoid alcoholic beverages, coffee and cola.
- Avoid going out in the blazing sun or heat when possible. If you must go outside, plan to go out early in the morning or evening when it is cooler and smog levels may not be as high as in the afternoon. Go to air conditioned or cool places such as shopping malls, libraries, community centres or a friend's place.
- If you don't have air conditioning, keep shades or drapes drawn and blinds closed on the sunny side of your home, but keep windows slightly open.
- Wear loose fitting, light clothing and a hat.
- Take a cool bath or shower periodically or cool down with cool, wet towels.



### Falls prevention program

Falls are a major health problem among older adults. This can lead to loss of independence through disability and a fear of falling. The reduction in mobility and independence are often serious enough to result in admission to hospital, a nursing home or even premature death. SPLC will be launching our Falls Prevention Program this summer. This program is to prevent falls, reduce injury and ultimately improve the quality of life of our clients. Staff in our Mobile Clinic will offer workshops that can help you to assess your risk of falls (e.g., medical condition, physical functioning level and environmental safety). We can recommend the type of device you may need, and also demonstrate exercises that will improve your physical functioning and reduce the possibility or frequency of falls.

Watch for more upcoming information on workshops.

## Volunteer Spotlight: Grace Praso, Administration

**Where are you from?** I immigrated from Thailand in 1978 with my husband and two children.

**Describe a typical day?** I mainly volunteer in translation, when needs arise. I am also involved in health promotion, Mandarin workshops and Companion Connections activities.

**How long have you been volunteering?** I have been volunteering at SPLC for exactly one year.

**What attracted you to this type of work?** I am naturally curious about things, people and life in general. When I started my journey of a "retiree" I wanted to do something, keep myself busy and enhance other people's lives. Volunteering was the answer.

**Why should people volunteer in general?** It's a way for people to learn to give freely of their time and talents to society.

**What are your thoughts on SPLC?** St. Paul's is an outstanding non profit organization where staff

and volunteers work together to improve the quality of life of seniors in the community.

**What do you do in your free time?** I enjoy gardening, Ikebana (Japanese flower arrangement), reading and travelling. My favourite cities are Vancouver, San Francisco and Halifax. They all have a three-dimensional quality about the landscape, waterfront, mountains and flora and fauna.

**What is your greatest joy?** My greatest joy is when my son and daughter bring me breakfast in bed on Mother's Day.

**What is your pet peeve?** I don't like avocados because it tastes like a block of butter.



## Employee Spotlight: Eva Liu, Human Resources Coordinator

**Where are you from?** I am from FuZhou, a city in southern China. I came to Canada by myself when I was 19 years old.

**What did you do before coming to SPLC?** I studied English and Human Resources Management at Seneca College and York University. While studying, I worked as an office assistant in a dental office. I started working at St. Paul's in 2008 as a summer student in the Canada Summer Jobs program.

**Describe your typical day?** I don't have a typical day. Everyday is a new adventure. Some days, I have interviews all day long meeting job candidates. Other days, I spend all my time answering email on staff inquiries.

**What do you like about your job?** I enjoy each aspect of my job, especially the variety of HR functions that I have been exposed to: recruiting and hiring, health and safety, training coordination, and benefit and pension administration. I feel very lucky to work with Diane Duncan, a wonderful supervisor.

**What are the challenges of your job?** Sometimes it's challenging to identify the best candidate for the position when it comes to hiring. Some people present themselves better than others in the interview.

There is no guarantee that the best presenter in the interview turns out to be the best performer at work.

**What are your thoughts on SPLC?** I love SPLC and I would recommend SPLC to everyone I know for both employment and services. I enjoy working in an environment where we all work together towards the same goal and provide the best quality services to our community.

**What do you do in your free time?** I spent most of my free time playing with my 2 1/2 year-old daughter, Ella. I enjoy spending time with my family.

**What is your guilty pleasure?** I also enjoy watching TV shows online when my daughter allows me. My husband and I were used to go to movies a lot before my daughter was born, but this doesn't happen often now.



## Client Reminders

**Fragrance free environment:** Scented products can have negative health effects on people, particularly individuals with respiratory & cardiovascular conditions. Please reduce your use of scented products like perfume, scented hair spray, cologne, scented deodorant and aftershave. Help keep the air healthy for everyone.



**Customer Service Policy:** Our revised Customer Service policy states that any staff member who receives a compliment, suggestion or complaint from a client should file a Quality Report on behalf of the client. All comments will be forwarded to the Executive Director. The client will receive an acknowledgement of their comment and will be informed of any outcomes. Anonymous comments will not receive an acknowledgement.

**SPLC on Facebook:** You can become a fan of SPLC on Facebook and get regular updates on news and events. Just go to our website at [www.splc.ca](http://www.splc.ca) and click on the Facebook logo.



**New Transportation Services:** Funding from Scarborough Ride allows SPLC to provide services as early as 7:00am Monday to Saturday. Call Transportation for details: 416-493-3333 ext 237.

**Happy Anniversary:** Built in 2000, St. Paul's Terrace celebrates its 10th anniversary this year.

## Become A Volunteer!

### Volunteer Information Sessions

Thursday, April 29th, 10:00 - 11:00am  
Tuesday, May 11th, 4:00 - 5:00 pm  
Thursday, May 27th, 10:00 - 11:00 am  
Tuesday, June 8th, 4:00 - 5:00 pm  
Thursday, June 24th, 10:00 - 11:00 am  
Tuesday, July 6th, 4:00 - 5:00 pm  
Thursday, July 22nd, 10:00 - 11:00 am

### Volunteer Orientation Sessions

Tuesday, April 27th 4:00 - 5:00 pm  
Tuesday, May 25th 4:00 - 5:00 pm  
Tuesday, June 29th 4:00 - 5:00 pm  
Wednesday, July 28th 4:00 - 5:00 pm

Watch for upcoming trainings also: Communication techniques; Health & Safety... For more info, call Scott at 416+-493-3333 ext 267

## ~ Net News ~

**Linking Boomers:** An online web community for 50+. You can post and search information on such topics as volunteering, classifieds, social activities, music and theatre, gardening, entertainment, etc. This website recently launched their Toronto branch in November 2009.

Go to~ [www.linkingboomers.com](http://www.linkingboomers.com)

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~Visit us on the web~  
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### Mission Statement

*We are a caring, client-focused, not for profit organization, dedicated to improving the quality of life of seniors in the communities we serve, by providing services and housing in an accessible, professional and progressive manner.*

### Vision

*To provide a services and housing environment for seniors that allows them to live independently in their community with wellness and dignity. To provide this environment regardless of language, culture or ability to pay.*

## Recreation Events

**Saturday, April 17, 2010 ~ Companion Connections Speed Dating for 55+ ~** A social networking event where you can establish new friendships and maybe make a romantic connection. Cost: \$10 (includes refreshments). Recreation Room 2:00-5:00pm.

**Saturday, April 24, 2010 ~ Tamil & Singhalese New Year's Celebration ~** Puthandu Vazthukal! We will be celebrating the Tamil & Singhalese New Year by sharing in cultural food, costume and entertainment. Come and join in the fun! Cost: \$8. Recreation Room 7:00 – 9:30pm

**Thursday, April 29, 2010 ~ Mamma Mia ~** This smash hit musical brings the classic sounds of ABBA to life with the enchanting story of a mother, a daughter, 3 possible fathers - and a walk down the aisle you'll never forget! Lunch on your own before trip. The Princess of Wales Theatre **12:30pm -6:00pm**. See Recreation for ticket prices.

**Saturday, May 8, 2010 ~ St. Paul's Neighbourhood Walk For Seniors ~** Join us as we walk together to help raise money to support active and healthy lifestyles for seniors. Mother's Day makes this a family event for the whole community. All ages welcome and there will be great prizes. St. Paul's, Bridlewood Mall, and L'Amoreaux Collegiate are partnering for the launch of this brand new event. 9:30 am – 1:30pm

**Wednesday, June 16, 2010 ~ Big Bands Bonanza ~** Enjoy a fabulous meal in the Terrace restaurant followed by a musical trivia game with prizes plus an evening of Big Bands with our guest entertainers, *The Phyllis Styles Band*. Cost: \$20 dinner & show; \$10 show only. Terrace Restaurant & Recreation Room 6:00 – 9:00pm

**Thursday, July 8, 2010 ~ Kool Karaoke Night with DJ Even-Stephen ~** Enjoy a delicious dinner followed by a fun entertaining night of karaoke with "DJ Even-Stephen." Bring your family and friends. Cost: \$15. Terrace Restaurant & Recreation Room 6:00 – 9:00pm.

**Sunday, June 6, 2010 ~ Senior Services Fair (Cantonese /Mandarin) ~** We're celebrating Seniors' Month with senior services displays, information and guidance, dance, chorus and solo singing, and dinner. \$28 for dinner at Golden Regency Restaurant Exhibition and Performance at Market Village (Kennedy & Steeles). Dinner at Golden Regency Restaurant in Pacific Mall 11:00am-9:00pm

**Wednesday, June 30, 2010 ~ Canada Day Celebrations ~** Join us as we celebrate Canada's birthday with a special ceremony, Grey Matters trivia, multicultural entertainment, BBQ lunch and more! Free admission, Bridlewood Mall.

## Health Promotion Events

**May 5, Wednesday and July 7, Wednesday ~  
Diabetes Support Group**

Time: 1:00 pm - 2:30 pm

Location: SPLC Seminar Room C

**May 26, Wednesday ~ Training on Personal  
Safety (Mandarin)**

Time: 10:00 am - 12:00 noon

Location: Toronto Police 42 Division Office

**Good Food Box** ~ Increase your selection of affordable fresh fruit and vegetables, with emphasis on sea-

sonal, local produce. Receive preparation tips and recipes, nutritional information, and news about food issues. The **Good Food Box** is a project of *Food-Share* Toronto dedicated to enhance access to affordable and healthy foods.

Drop off & pick up Wednesdays:

May 12, June 9, July 14, Aug 11

Please make payment for your order two weeks before the delivery date. For more information, call 416-493-3333 ext 227.

# Client Satisfaction Survey Results 2009

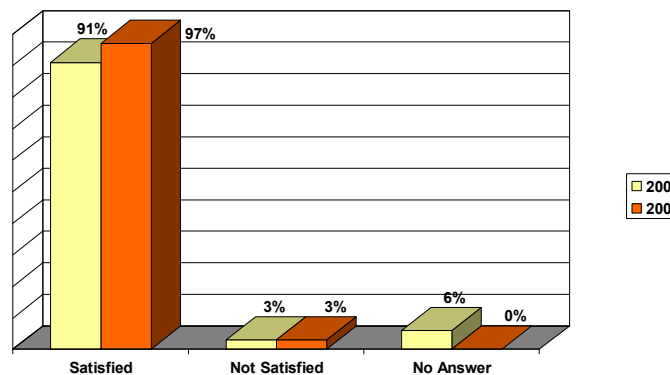
Thank you to everyone who participated in our client satisfaction survey. Your comments and suggestions guide us in improving service delivery. Based on your feedback, we have begun offering morning rides as early as 7:00am Monday through Saturday as of February 2010. . Please continue to give us your suggestions. We're listening to you!

## ~ Client satisfaction ~

Overall 97% of clients stated that they were satisfied with SPLC's programs and services. 87% said they would recommend SPLC to friends and family.

- *Thanks to the kindness and understanding of SPLC staff, I can still live at home otherwise I would have been in a hospital.*
- *We always recommend SPLC. Everyone is friendly, respectful, cooperative, one big family spirit. The exercise program has really helped my dad; he encourages everyone he meets to exercise.*

Satisfaction



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## ~ Client Safety ~

Health and safety of our clients is our number one priority. 85% of respondents stated SPLC did a good or very good job at ensuring safety during service delivery. Only 7% stated that safety was acceptable and 0.4% disagreed.

- *St. Paul's is a very safe place for the elderly.*
- *Contractors must sign in and out and there are alarms all around the building.*

## ~ Client Feedback ~

In 2009, nearly three-quarters of respondents agreed that SPLC listened and responded to their suggestions and concerns:

**Feedback:** *Feedback after suggestions made during survey.*

**SPLC:** Our newsletter goes out to all clients, primary contacts and partners in our database.

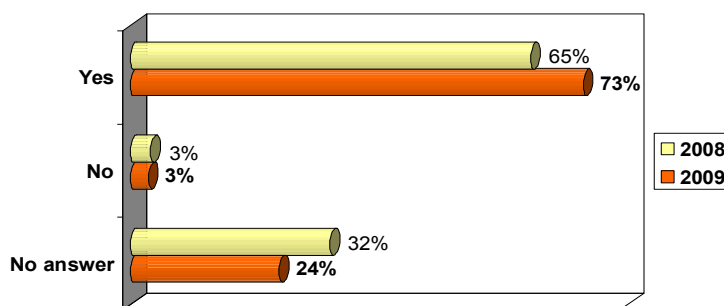
**Feedback:** *I'm allergic to strong fragrances which is why I don't attend choir. I don't know what the present situation is like now.*

**SPLC:** We are working on becoming a fragrance-free environment, but we must be respectful of everyone's rights. We have posted signs requesting visitors and clients reduce their use of scented products in our newsletters, internal postings and recreation guide.

**Feedback:** *SPLC listens, whether they do anything or not I'm not sure.*

**SPLC:** We have implemented a new process for handling compliments, suggestions or complaints. Please see Customer Service policy in *Client Reminders* section on page 4.

Feedback



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