



Front and Centre

St. Paul's L'Amoreaux Centre News

Message from the Executive Director

Vol 2, Issue 3
November 2008

This November marks a significant time for St. Paul's L'Amoreaux Centre. On November 22nd we will be celebrating our thirtieth anniversary. The Centre has grown over these years, providing housing, programs and services to tens of thousands of seniors in northwest Scarborough.

Many people have contributed to the success of our endeavors. We have had a succession of dedicated caring staff and a phenomenal group of volunteers. It is the people at St. Paul's, serving our seniors, that make it such a great asset to our community.

We have been aided in provision of these services by many partners the who believe, as we do, that seniors should maintain their independence for as long as possible. Our major funders, the Ministry of Health and the City of Toronto, have been strong supporters of St. Paul's and we thank them for their continued sponsorship.

On November 22nd, we will be holding an "Open House" to mark our 30th anniversary. I hope you can join us and see the numerous programs and services we offer to support our seniors in living independent, healthy, and dignified lives. It is important that people know what services are available to them before they are in a crisis situation. Take this opportunity to learn about services you or your loved ones may someday require.

I want to say a final thank you to the dedicated men and women who founded St. Paul's L'Amoreaux Centre 30 years ago. Their clear vision and dedication to outreach to seniors in the area has been a model of community building.

Larry Burke,
Executive Director

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Quality Improvement Corner

In response to the growing interest and knowledge of our community on health and nutrition topics, we are currently conducting recipe analyses on the menu items being served at the Terrace Restaurant. The recipe analyses will provide us with a nutrient breakdown as well as the number of food group servings in each serving portion. With this information, we wish to enhance community members' abilities to practice healthy eating. With the help from our student volunteers, we are also working on a new design of our dining menu!

Fundraising, Grants & Events Update

ONPHA Awards 2008: We are pleased to announce that S.A.L.T. has won the Tenant Group Achievement Award. The award was presented at the ONPHA Annual Conference in late October. Congratulations!

HBC The Giving Day Saturday, November 1st: We have raised over \$600. All gift card proceeds help SPLC raise funds.

Alzheimer Society Coffee Break September 18th: We helped raise \$190 for the Alzheimer Society of Toronto. Thanks to everyone for your donations.

Celebrating St. Paul's 30th Anniversary

St. Paul's is turning 30 years old this year and you're invited to the party!

Our 30 years of service to the community will be celebrated over 2 days with an official ceremony for staff, volunteers and board members and an Open House for clients. On Friday, November 21st we will honour staff members, volunteers and past board members whose hard work and dedication have built the foundation of service to seniors. The following day, Saturday, November 22nd, will feature an Open House and tour of our agency for community clients, the general public and members of the media. The Open House will highlight our programs and services through exhibits and activities. There will also be refreshments, food tastings and prize giveaways for guests.

Circle the date and be sure to watch for information with more details on how we will mark this landmark birthday.

Active Living Fair Attracts Hundreds

St. Paul's L'Amoreaux Centre hosted its first Annual Active Living Fair on Saturday, October 4, 2008 at our satellite site, Bridlewood Centre. Hundreds of older adults, seniors and caregivers attended the event which featured over 20 exhibitors from diverse fields and was sponsored by the Ontario Seniors' Secretariat and the Older Adults Centres' Association of Ontario.



The goals are to raise awareness about programs and services that are available to seniors, increase knowledge of healthy aging and active lifestyles, and recognition of seniors' contributions.

St. Paul's Active Living Fair included representatives from the fields of social services, financial planning, health and nutrition, education, environment and leisure. Toronto Parks and Recreation staff and St. Paul's L'Amoreaux Centre Recreation instructors presented chair yoga, tai chi and gentle fitness demonstrations throughout the day and health care professionals gave talks on heart health in English, Tamil, Cantonese and Mandarin.

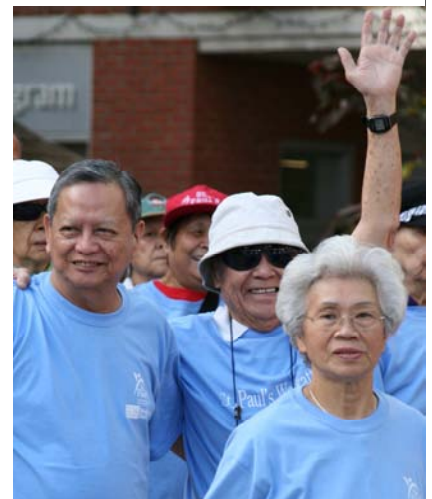
Thanks to everyone who participated to make the event a success: exhibitors, guest speakers, exercise instructors, volunteers and staff.

9th Annual Walkathon

Approximately 400 people participated in St. Paul's L'Amoreaux Seniors' Centre's 9th Annual Walkathon held on Friday, September 26, 2008. Every year, the fundraiser brings together young and old, staff, volunteers, clients and caregivers. Participants joined on foot, in wheelchairs, with walkers and baby strollers.

The fundraising goal of this year's walkathon was to raise money to assist seniors with limited resources to access much needed programs and services. There was also a free BBQ lunch and musical entertainment by the Sharps and Flats, a familiar crowd pleaser. We raised \$22,176.00 this year!

Thanks to our walkers, sponsors, donors, volunteers and staff for participating especially our friends at Bridlewood Mall.



Volunteer Spotlight: Gerry Theriault, MOWs & Clinic Assistant

Q: Where are you from?

A: I'm originally from New Brunswick.

Q: Can you describe a typical day at St. Paul's?

A: I come to St. Paul's once a week on Thursday mornings at 8:30. I'm a retired registered nurse, so I help at the clinic with the blood pressure check. After I finish at the clinic, I transfer over to the Transportation Department to do meals on wheels.

Q: How long have you been volunteering at SPLC?

A: I have been volunteering here for over 6 years and have completed over 900 hours.

Q: What attracted you to this type of work?

A: I saw an ad in the newspaper requesting volunteer meals on wheels drivers.

Q: Why do you volunteer?

A: St. Paul's has such a nice atmosphere to volunteer in. There are always so many different things to do. I feel appreciated and it is so easy to smile because people will

always smile back.

Q: Why should people in general volunteer at St. Paul's?

A: I'm so impressed with the general feeling at St. Paul's. I have never seen anyone negative or unhappy.

Q: What are your thoughts on SPLC?

A: It's a great place to be!!!

Q: What do you do in your free time?

A: I like to travel and visit family. I like to keep busy and I just joined the gym.

Q: What is your greatest joy?

A: To be available to help others.



Employee Spotlight: Louis Chan, Case Manager

Q: Where are you from?

A: I came from Hong Kong with my family in 1991 because I wanted to experience a different kind of lifestyle on the other side of the world.

Q: What did you do before coming to SPLC?

A: In Hong Kong, I worked in a multi-service centre for the elderly and focused on community education, counseling, and administrative duties. After immigrating to Toronto, I worked with frail seniors in an adult day program and a nursing home before coming to SPLC.

Q: Describe your typical day?

A: Helping clients apply for social or welfare services; home visits and office interviews with clients and caregivers; telephone contact with clients, other service agencies, and government departments; data recording; counseling; following up with QRRs.

Q: How long have you been working at SPLC?

A: August 10 of this year was my 2nd year anniversary at SPLC.

Q: What attracted you to this type of work?

A: Because of my religious beliefs, I wanted a career that would allow me to serve people, especially the underprivileged in my community and since being a social worker and serving the Chinese seniors in Canada allowed me to fulfill

this career goal, I was attracted to this type of work.

Q: What do you like about your job?

A: I get job satisfaction and a sense of achievement when I notice that my clients' quality of life has improved or I have helped resolve their problems.

Q: What are the challenges of your job?

A: The limited resources in our community and the heavy workload that I have to cope with.

Q: What are your thoughts on SPLC?

A: SPLC provides me with a free working environment, friendly colleagues, and new challenges.

Q: What do you do in your free time?

A: Watch television at home, go to the cinema, travel or spend time with my whole family or friends.

Q: What is your greatest joy?

A: Family gatherings with my whole family together, no matter what the activity.



Harmony Village News

Famed Cantonese opera singer, Joyce Koi, was at Harmony Village Sales Office signing autographs and meeting the general public. Sales of Ms. Koi's DVD went to support St. Paul's programs and services for seniors. We wish to thank Ms. Koi for her visit and Harmony Village's generous donation to St. Paul's. There are still a few DVDs left for sale and tax deductible receipts are available with purchase. If you would like to purchase a DVD, please contact Wilson Chiu, Recreation Supervisor at 416-493-3333 ext 240.

For more information on Harmony Village, visit the website to learn more about this unique lifestyle development: www.harmonyvillage.ca or call the Harmony Village-St. Paul's Sales Team: 416-493-0123.

News from Our Partners

Dr. Mark Goodman and his dental team welcome SPLC clients and volunteers for exceptional dental care. The dental team is sensitive to financial challenges and has experience in dealing with all insurance plans. Please call Dr. Goodman to book your free consultation. The office is located at 3420 Finch Ave East, Suite 206 (NE corner of Finch and Warden). Office Tel: 416 497-2277.

Greetings and Goodbyes

We would like to extend a warm welcome to new employees who joined us in the past few months:

Greetings

Lyssa Cheng-Ali, Case Manager; Tammy Po Ling Lam, Personal Support Worker; Annette Williams, Escort/Program Assistant; Michael R.R. Nieva, Janitor; Sue Tsui Fong Liu, Personal Support Worker; Kam Wah Allan Chow, Janitor; Jing "Sally" Jin, Kitchen Attendant; Hin Hung "Anders" Wong, Security Attendant; Bennett Chung, Security Attendant; Susan YanYun Zhang, Peer Leader; Karen Leung, Case Manager; Kitty Yee Ming Li, Registered Dietitian; Vincent Swee Keong Ng, MOWs Friendly Visitor and Driver; Ada Tse, Home Support Assistant; Eva Liu, HR Assistant

Goodbyes

Angela Jiang, Finance; Li Juan Lin, Personal Support Worker; Jun H. Jiang, Kitchen Attendant; Jennifer A. James, Case Manager; Kitty Yuen C. Kwok, Home Support Assistant; Patrick Ho, Security Attendant; Walton S. Wang, Head Chef; Stella Yuet Ping Pang, Personal Support Worker; Jackie Xiaofeng Bian, Personal Support Worker; Xiaotang Momo Dong, Kitchen Attendant

Finance Department Restructuring

Pinky Man, Finance Coordinator: Accounts payable and billing documentation/enquiries

Leanna Liang, Finance & Payroll Coordinator: Payroll, petty cash, and daily deposits

Please share our newsletter with your family, friends and neighbours. There may be something in our newsletter that would be of interest to them. Have a comment, idea or suggestion? Please forward any inquiries, comments and suggestions to Michele Cauch, Community and Corporate Development Officer at michele@splc.ca or ext. 271.

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~Visit us on the web~
www.splc.ca



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 Upcoming Events

Day Trips

Friday, Nov 21, 2008

Old Mill Inn & Christmas Shopping—Experience the magnificence of one of Toronto's most renowned landmarks located in the picturesque Humber Valley. Come and enjoy a lunch buffet and shop at Dixie Outlet Mall.

Thur. Dec 4, 2008

The Sound of Music Musical—The North American premiere of a timeless family classic. The Sound of Music is one of the most beloved musicals of all time.

Special Events

Thursday November 6, 2008

Remembrance Dinner & Show—We invite you to join the entertainers from Jayco Productions as they take you on a sentimental journey through the wartime period with theater and music. Tap your toes and sing- along to tunes like *It's a Long Way to Tipperary*, *Boogie Woogie Bugle Boy* and *When the Lights Go on Again*.

Saturday November 15, 2008

Christmas Bazaar—Don't miss this wonderful opportunity to pick up some handmade stocking stuffers, gifts and goodies just in time for Christmas. *Table rentals first come, first served. Please call Shana Murphy ext. 256 if you would like to rent a table.

December 2008

Christmas Caroling—Several different community groups will come to St. Paul's and entertain you with their Christmas program.

Monday December 15, 2008

Christmas Dinner Celebration—Celebrate the holiday season with your family and friends at St. Paul's. Enjoy a wonderful dinner prepared in our dining room followed by entertainment from the 'Harmony Showband.'

Seminars

Friday Nov 21-Saturday Nov 22, 2008

Computer Seminars –*Holiday Greetings via Internet*

Monday, Dec 1 and Friday, Dec 5, 2008

Acupressure Massage Seminars (in Cantonese)

For more information on events and trips, call the Recreation Dept: 416-493-3333

Health Promotion & Special Projects

Self Management for Chronic Diseases—February & March 2009

A free six-week program on Self-Management for People with Chronic Diseases in English, Cantonese, and Mandarin. Caregivers are welcome to attend. This program was developed and researched at Stanford University and is now offered around the world.

Participants will learn about:

- Setting up exercise and healthy eating plans
- Ways to break the symptom cycle
- Developing goals and problem-solving skills
- Managing your medication and communication with your doctor

Participants will receive a free copy of the book *Living a Healthy Life with Chronic Conditions* at the completion of the program.

To register, please call (416) 493 - 3333 ext. 227 (English), ext. 230 (Mandarin), ext. 285 (Cantonese).

Nutrition Awareness—Registered Dietitian

A Registered Dietitian is available at St. Paul's to answer questions about your dietary needs. Please call at 416-493-3333 ext 285 to book an appointment.

The following information may be helpful to you about maintaining good nutrition:

Why should I see a dietitian?

To improve your nutritional well being, prevent and manage disease through diet, increase access to food and enhance personal control of health.

Who should see a dietitian?

People who would like to manage or improve their:

- Diabetes
- High blood pressure
- cardiovascular health
- Weight (both overweight and underweight)
- High cholesterol

- Vegetarian diet needs
- Osteoporosis
- Constipation
- People who want to learn about eating healthy at home and outside
- People who have difficulty cooking at home
- People who have nutrition related questions
- And anybody who is interested in food and nutrition

What will the dietitian do?

Assess your nutritional needs

Develop plans and attainable goals with you to ensure they fit into your lifestyle

Supporting, educating, and motivating you to healthy eating

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Visit us on the web~ www.splc.ca



Client Safety Statement

St. Paul's L'Amoreaux Centre has issued a Client Safety Statement outlining the primacy of client health, safety and general well-being. Attached is the statement in full for your convenience. You can also find the statement posted throughout the Centre in English and Chinese and on our website www.splc.ca under the *Health and Safety* section.

Client Safety Statement

Client Safety is of utmost importance in the services provided at St. Paul's L'Amoreaux Centre.

Safety of the client in health services is usually defined as an organizational process that reduces error and aims at freedom from accidental injury.

St. Paul's takes a holistic view to service provision for each individual and strives to go beyond this definition. Consistent with our Mission, Vision, and Values, St. Paul's is committed to providing services and conducting day-to-day activities in a manner that promotes and respects the safety of our clients in all aspects of their lives:

- medical health,
- physical well-being and security,
- mental and emotional health and well-being,
- safety and security of personal information, finances and possessions

St. Paul's endeavours to ensure the safety of our clients and inspire trust in our services by making client safety the responsibility of everyone who contributes to service provision: employees, volunteers and independent contractors.

Clients of St. Paul's are assured safety through organizational leadership and decision-making that prioritizes addressing client safety needs. As a nationally accredited service provider, clients can be confident that St. Paul's requires staff to meet high standards of qualifications and professionalism. Our volunteers and contractors are also held to organizational standards for safety and quality through written procedures and guidelines. Together, we are committed to ensuring safety in our:

- Health services
- Social and community services
- Physical environment
- Records management

Communication is vital to ensuring the safety of our clients. Our staff exchange information regularly with our clients and their caregivers to ensure they are as safe as possible.

St. Paul's welcomes suggestions and feedback from our clients about how we can better meet their needs and we work with our clients to achieve our goals. In this way, we learn from the experiences of our clients how to better assess and manage risk now and for a safe future.

As a result, we are continually making improvements in delivering safe services that support seniors to lead fulfilling and independent lives.

Client Health and Safety Updates

Safe Pedestrian Crossings



Effective immediately, all SPLC staff, residents and clients are instructed to cross the street at Finch and Warden **only** at an intersection. A fatal accident occurred a few weeks ago as a result of jaywalking. Staff are instructed to cross safely at the lights at all times, including when crossing to the employee parking lot at Bridlewood Mall. We appreciate your cooperation in helping us create safe practices for SPLC staff and clients.

Infection Control

We have entered colds and flu season. In an attempt to prevent the spread of germs and infection, here are some helpful tips to stay healthy:

Hand washing: Hand washing, when done correctly, is the single most effective way to prevent the spread of communicable diseases. Good hand washing technique is easy to learn and can significantly reduce the spread of infectious diseases among both children and adults. You must wash your hands with soap and water for at least 20 seconds to effectively remove any germs.

FACT: 53% of people worldwide still wash their hands for 10 seconds or less while the optimal hand washing time is 20 seconds. (Health and Hygiene Council Canada, <http://www.canadianhealthandhygienecouncil.ca/>)



Sneezing & coughing: Cover your mouth and nose with a tissue when you cough or sneeze. If you don't have a tissue, cough or sneeze into your upper sleeve, not your hands. Germs will die on fabric, but they can be transmitted by touching your hand to something or someone. Put your used tissue in the waste basket and wash your hands with soap and water after coughing or sneezing. If you cannot wash your hands, use an alcohol-based cleaner.

Flu shots: The influenza or flu vaccine is a safe effective way to help people stay healthy, prevent illness, and even save lives. As people get older, they may be at higher risk of influenza and complications. Doctors consider seniors to be at high risk of getting very sick from influenza and advise all seniors, and their household contacts and caregivers, to get an influenza vaccine or shot each year. Flu shots are provided free annually to seniors through your family doctor. They will be delivered to SPLC in late fall from Ministry of Health. Make sure you get your shot to help you stay healthy during cold and flu season.



Winter Safety Tips for Seniors

- Make sure to dress in warm, dry clothes and cover as much exposed skin as possible
- Wear a hat! A hat prevents body heat escape from an uncovered head
- Avoiding Slips and Falls by wearing non-skid boots
- If you use a cane, replace the rubber tip before it is worn smooth or it will become slippery, especially when it is wet.
- Wear light or bright colours or add reflective material to your clothing as visibility is generally reduced in snowy weather and/or in darkness.