

Newsletter

WINTER 2022

About Mosaic, Our Community Resource Centres and our Newsletter

We are an internationally recognised provider of person centered community integrated home care. Our model addresses the wider social and emotional needs of the person and their families both in their homes and in their communities.

Our community resource centres and our social outreach programs, delivered through our community resource centres and through many of our community partners, are currently affected by the important social distancing response to the NOVEL COVID-19 virus. The timeline on the resumption of these community services is uncertain.

Our present focus is on the safe and effective delivery of important care within protocols that minimise the risks of viral transmission to the people we look after, their families, our care workers and our community.

What a difference we make®!

Featured Events

ONLINE PROGRAMS ON ZOOM

ONGOING:

Nia Fitness with Jenn Hicks

Join us on Zoom once a month for a full body workout through music, dance and strength-enhancing movements!

January 6th, 2022, February 3rd, 2022, March 3rd, 2022

Mosaic's Knitting & Crochet Group

Held every Wednesday starting from January 5th to March 30th, 2022

Mosaic's Community Café

January 17th, 2022, February 14th, 2022, March 21st, 2022

Scheduled Workshops:

- **Monday January 17th, 2022 – Visit Uganda: Gorillas, Shoebills & Chimps with Marcie Jacklin**
A variety of birds, animals and adventures while travelling in Uganda will be presented.
- **Monday February 14th, 2022 – Be Heart Smart: Ways to a Healthy Heart, Karyn Terrell**
Learn about the types of heart disease prevention as well as lifestyle habits and modifications for a healthy heart.
- **Monday March 21st, 2022 – Uncovering the Caregiving Journey with Amy Stephenson.** Each caregiving journey is unique and while this experience can feel isolating, support is available.

First Link® Memory Café

Tuesday January 25th, 2022, Tuesday February 22nd, 2022, Tuesday March 29th, 2022

Scheduled Workshops:

- **Tuesday January 25th, 2022 – “Finding Your Way” Program with Sara MacLean** – Finding Your Way® helps people living with dementia, their families, caregivers and communities to recognize the risk of going missing, be prepared for incidents of going missing, and ensure that people with dementia can live safely in the community.
- **Tuesday February 22nd, 2022 – Relational Caring and the Arts with The Bitove Method, featuring Katia Engell & Jennifer Hicks.** Join us to learn about relational caring and the arts!
- **Tuesday March 29th, 2022 – Music Hours Program with Dorothy Davies – Come sing with us!** Join us for a social/recreational-based program aimed to provide receptive music experiences for enjoyment and to increase positive effect.

SPECIAL ONLINE PROGRAMS:

Mosaic Home Care Panel Discussion On-line Downsizing When's the Right Time?

Thursday January 27th, 2022

Featuring Jane Teasdale & Beth Eshete from Mosaic – Community Engagement, knowing your community and surroundings.

Yonati Wagner-Sues, Mortgage Agent – Mortgage Architects **Discussing:** Aging in Place vs Downsizing Rehabilitation and Financial Considerations.

Patrick Gillis, Sales Representative Re/Max and Arlene Davies, Sales Representative Re/Max

Discussing: When is the right time to move or downsize, getting your home ready plus a valuable checklist.

The Holiday Feast: A History of Special Foods in the Springtime with Lianne Harris

Friday March 18th, 2022

COMMUNITY PROGRAMS OUTSIDE OF MOSAIC HOME CARE

Barbara Seagram School of Bridge

www.barbaraseagram.com at Armour Heights Presbyterian Church. Online and face-to-face bridge lessons and Supervised Play. Contact Josée Hammill mjhammill@rogers.com 416-300-9140. Beginner & Intermediate Lessons Start Again in April 2022. Gentle Intermediate Classes Resume Online in January 2022.

Additional Updates with regards to registrations for the above programs and information from Mosaic Home Care.

Zoom & Phone Participation

Since the start of COVID-19 in March 2020, Mosaic has gone online with most social programs using the Zoom Platform. Participants can register for programs by going online to <https://mosaichomecare.com/events/> to complete the registration form for the program you are interested in attending. You can also contact Beth Eshete at info@mosaichomecare.com or **416.322.7002**. Once registered you will receive an email with the appropriate link for the program.

Participation through the telephone is also possible if you do not have access to a computer or internet. Local phone numbers for program participation are sent at the time of registration.

SIGN UP

To subscribe to our Mosaic's newsletter – <https://www.mosaichomecare.com/newsevents/newsletter>

To sign up for our Mosaic Blog – Jane's GTA Café <https://janestgtacafe.ca>

Mosaic's Facebook Page – <https://www.facebook.com/Mosaic-Home-Care-Community-Resource-Centre-152643828123852>

YouTube – <https://www.youtube.com/channel/UCOKEvoBnxBA2yCdm7D09FVA>

Mosaic's Twitter – @mosaichomecare



An Update from the Principal Owners of Mosaic Home Care Services & Community Resource Centres

Jane and Nathalie

On behalf of myself and my business partner Nathalie Anderson we would like to wish you all Happy New Year 2022! We would like to thank our team of client services, operations, marketing and our unwavering dedication of our personal support workers and nurses that work in the community, retirement and in long-term care homes. All the best for 2022!

In the last fall newsletter of 2021, we had noted that it was a momentous time in finally connecting again with our families, friends and work colleagues and having greater freedom of movement and access to places of interest. And then a new COVID-19 variant (Omicron) hit the world just before Christmas in rising numbers of COVID-19 cases. Therefore, some families had to cancel travel arrangements yet again for the second time since COVID-19 started. Those that travelled had to deal with COVID-19 testing, making sure they had their proper documents, and in some countries visited, they had to quarantine until they received their COVID-19 test back.

We hope that 2022 will be a better year for all to get back to some type of normality again without another variant to worry about.

Mosaic has continued to keep busy within the community, this is a brief snapshot of some of the highlights in 2021 we would like to share with you.



In the fall of 2021, Mosaic Home Care launched our brand-new website which is easier to navigate services to include a family caregiver page, events, care navigation, blogs and resources. When you have time, please review our site at www.mosaichomecare.com

On October 16th, Mosaic along with Armour Heights Presbyterian Church organized a fall community fair which was held outside; about 100 people attended this community neighbourhood event. There was music, theatre which was provided by Theatre in the Web group and many organizations attended from the community to provide resources. There were clowns, a popcorn machine, crafts and a free lunch and refreshments provided. Fun was had by



all age groups who attended. This was also the launch of the two "Friendship Benches", which were placed just outside of Armour Heights Presbyterian Church to encourage meaningful conversations and a sense of community!

Mosaic Home Care attended the International Federation on Ageing Conference held in Niagara Falls Toronto Canada. This was the first conference Beth Eshete and I attended since COVID-19 hit. The 15th Global Conference on Aging "Rights Matter" brought delegates from around the world across governments, NGOs, industry, and academia. This three-day conference was featured virtually or in person. Mosaic Home Care presented at this conference on: Addressing the domains of home and community care within an empathic model of person to person and environment interaction. Theatre in the Web also did a performance online "What does it mean to be a person"? To view this online view this link: <https://youtu.be/JnxvQo2pS8E>

Mosaic was asked to also moderate sessions on: Evolution and Innovation in Long-term care and Age-friendly responses to lived experiences of older adults. Below is a picture of Jane and Beth having fun at our Mosaic exhibitor table providing Mosaic Home Care logo cookies, pens, resources and information of our Person-Centered Model of Care "The Meaning of Me[®]" and our fall newsletter filled with useful articles and social programs for individuals to attend online. A big thank you to the International Federation on Ageing organizers and staff for putting on such an important conference for professionals to change the world!



This conference was filled with energy, drive, passion and humanity!

Jane Teasdale and Nathalie Anderson

Spotlight On...

Mosaic's 5+ Year Loyalty Caregiver Recognition!



We are happy to dedicate this caregiver spotlight to the 15 fantastic Mosaic caregivers that have been with us for 5+ years!

We truly value the consistent professionalism and person-centered work ethic each of these caregivers display. As Mosaic has grown, we have watched them flourish with an abundant skill set and earn the trust of our dear members, creating lasting memories along the way. A special thank you to **Beverly, Elsa, Virgie, Kristine, Melody, Angel, Joylyn, Shirley, Giovanne, Arlene, Marieta, Khazel, Miralee, Josephine I., and Emelita** for your kind and generous nature. You have all helped to establish Mosaic's well-known reputation in the community by being the caring individuals you are!

What a difference we make®!

Our Caregivers Say...

*Beverly Elsa Virgie Kristine
Melody Angel Joylyn Shirley
Giovanne Arlene Marieta Khazel
Miralee Josephine I. Emelita*

"I've made a home at Mosaic over the years, building strong relationships with my clients and friendships with my colleagues that I cherish. After spending a decade with this company, I can't picture working anywhere else!"

~ Arlene P.

"I am humbled and honoured to be part of this spotlight. As a Mosaic front liner, serving seniors and working towards their best interest gives me true happiness. With Mosaic passion and dedication, love and care are unsurpassed!"

~ Melody C.

"I think what makes Mosaic stand out is how they approach their clients and employees. The Person-Centered Model of Care and "The Meaning of Me®" teaches us the importance of being sensitive and respecting the client's identity, so that there will be trust and rapport between the caregiver and client, which is an important aspect in any relationship. I'm truly grateful for being a part of the Mosaic family."

~ Kristine

"Mosaic has been there to support me like a family member."

~ Emelita S.



Passion



Compassion



Education



Mosaic Community Updates

Dear Mosaic Community,

I would first like to wish you all a happy and healthy New Year. As we start the beginning of a new year, here are some updates regarding our community programs and the reintroduction of in-person programming. Mosaic's Winter 2022 program schedule will remain online, meaning all programs will be held over Zoom. Mosaic is hoping to reopen our two community resource centres, located in Markham and Toronto, for spring-summer 2022. This decision was made in combination by considering the on-going COVID-19 virus along with input from community members on their comfortability to return to in-person programming. Come spring-summer 2022, Mosaic will be adopting a hybrid model of programming that will include both in-person and online events for the community as we realize the reach and convenience of an online presence.

All of us at Mosaic are in anticipation for in-person community programming but for the time being we hope that you have been able to enjoy some of our online programs and events! Here is a testimonial from one of our community members who has been joining us for virtual programming:



"Being isolated, I find these zoom programs help me with suggestions I haven't come up with myself. I think living alone, with little support, has had its challenges. So, these programs have helped me get some information that I haven't been able to think about. I am working on getting out there and 'socializing' etc. [but] your programs encourage it and I am so grateful."

If you are interested in any of the programs and events listed in this newsletter please feel free to email me at beth@mosaichomecare.com or call me at 905.597.7000.

Beth Eshete

Community Resource & Social Engagement Coordinator
Mosaic Home Care & Community Resource Centres

Zoom Tips and Tricks

BY BETH ESHETE | COMMUNITY RESOURCE & SOCIAL ENGAGEMENT COORDINATOR

Dear Community Members,
Here are some tips and tricks on how to use Zoom!

Download Zoom To Your Device



This is an **optional step**, you **do not** have to download Zoom in order to participate in a program; you can also just click on the link provided by the host. <https://zoom.us/download>

[download](https://zoom.us/download)

Joining A Program

Join by clicking the **Zoom link** in the email invitation:

Join Zoom Meeting

<https://us04web.zoom.us/j/>

Meeting ID:

Password:

Once you click the link, you will follow the prompts to get onto the Zoom program. Sometimes, you will need to wait for your host to let you into the program if they have added the waiting room feature for the event (in this case, just hang tight until admitted!).

OR



Join the program through **telephone participation**. When your host sends an email link they will usually send corresponding local telephone numbers that participants can use to dial into the program using a cell phone or landline. You can dial one of the numbers and follow the prompts to get on the Zoom.

Zoom Etiquette & Other Considerations:

- Keep yourself on mute unless otherwise stated by facilitator or individual presenting.
- Ask your presenter or facilitator to show you where the "Raise Hand" button is to ask a question.
- Limit the noise in your background for interactive programs where you won't be on mute so participants can hear you clearly.
- If you have a question, type it in the group chat or write it down so you don't forget to ask during the Question and Answer portion of the program or event.

If you have questions about the Zoom software or would like more information, please contact Beth Eshete at beth@mosaichomecare.com.

Nia Fitness with Jenn Hicks



Jenn Hicks is a black belt Nia instructor and Size Inclusive Fitness Specialist who has taught all over the world. She was named NOW Magazine's Best Virtual Fitness Instructor for 2020. Jenn customizes routines for every class and helps attendees modify steps or movements whenever they need a little extra care.



Join us on Zoom once a month for a full body workout through music, dance, and strength-enhancing movement! Nia incorporates martial arts, self-awareness, body positivity and fitness all in one. Nia is effective and enjoyable for all bodies: no matter your age, ability, shape, size, or mobility.

Benefits of Nia:

- Increases the range of motion and stamina
- Helps build cardio and flexibility
- Decreases stress and anxiety

Dates: Thursdays,
January 6th, 2022, February 3rd, 2022, March 3rd, 2022

Time: 1:00 p.m. to 2:00 p.m.

Registration required

To register for all programs call our offices at **905.597.7000** or **info@mosaichomecare.com** or **beth@mosaichomecare.com** if you need more information. A Zoom link for the program will be sent once you have completed the registration.





Mosaic's Zoom Community Café

Join Mosaic for an afternoon of ideas, fun, connection and social interaction! Our café is a virtual space for everyone whether you want to sit and listen, talk and take part or lead the group in a discussion about your hobbies and interests. There will be activities and events as well as discussions. Stay engaged, active and involved in our communities!

January

Visit Uganda: Gorillas, Shoebills & Chimps, Marcie Jacklin

Marcie Jacklin will present a travelogue from her birding trip to Uganda. A variety of birds, animals and adventures while travelling in Uganda will be presented.

Monday January 17th, 2022 from 1:00 p.m. to 2:00 p.m.

February

Be Heart Smart: Ways to a Healthy Heart, Karyn Terrell

Learn about the types of heart disease prevention as well as lifestyle habits and modifications for a healthy heart with Karyn Terrell.

Monday February 14th, 2022 from 1:00 p.m. to 2:00 p.m.

March

Uncovering the Caregiving Journey, Amy Stephenson

Each caregiving journey is unique and while this experience can feel isolating, support is available. Join this session to learn about the caregiving journey and how to support yourself or another.

Monday March 21st, 2022 from 1:00 p.m. to 2:00 p.m.

To register for all programs call our offices at **905.597.7000** or **info@mosaichomecare.com** or **beth@mosaichomecare.com** if you need more information. A Zoom link for the program will be sent once you have completed the registration.



Mosaic Home Care
Panel Discussion On-line

Downsizing, When's the Right Time?



Jane Teasdale, Director of Business Development, Principal/Owner
Mosaic Home Care Services & Community Resource Centres



Beth Eshete, Community Resource & Social Engagement Coordinator
Mosaic Home Care Services & Community Resource Centres

Discussing: Why is community and social connection important?



Yonati Wagner-Sues, Mortgage Agent
Mortgage Architects
647-971-5444 | yonati@wagnersuesmortgages.com

Mortgage Agent Lic #: M19002557
Brokerage License #: 12728



Discussing: Aging In Place vs Downsizing Rehabilitation and Financial considerations; Arming you with information to promote independence.



Patrick Gillis, Sales Representative
Re/Max Hallmark Realty Ltd, Brkrge
416-543-4559

Recipient of Hall of Fame, Platinum, Chairman and Lifetime Achievement awards



Arlene Davies, Sales Representative,
Re/Max Hallmark Realty Ltd. Brkrge
416-824-7961

Discussing: When is the right time to move or downsize, getting your home ready plus a valuable moving checklist.

Date: Thursday January 27th, 2022

Time: 1:00 p.m. to 2:30 p.m.

Registration required

To register for all programs call our offices at **905.597.7000** or info@mosaichomecare.com or beth@mosaichomecare.com if you need more information. A Zoom link for the program will be sent once you have completed the registration.



info@mosaichomecare.com
www.mosaichomecare.com

Mosaic Home Care Services & Community Resource Centres

Corporate Office

The Shops on Steeles and 404

2900 Steeles Avenue East, Suite 218

Markham, ON L3T 4X1

Tel **905.597.7000** Fax 905.597.5446

Toronto Office

105 Wilson Avenue

Second Floor

Toronto, ON M5M 2Z9

Tel **416.322.7002**



UPCOMING First Link® Memory Café PROGRAMS ON ZOOM



The First Link® Memory Café Program on Zoom is a collaborative program run by Mosaic Home Care and Alzheimer Society York Region for those living with memory issues and their caregivers. Here are the upcoming presentations and workshops online for the First Link® Memory Café featured through Zoom through Mosaic Home Care Services.

January

**"Finding Your Way" Program,
Sara MacLean**

Finding Your Way® helps people living with dementia, their families, caregivers and communities to recognize the risk of going missing, be prepared for incidents of going missing, and ensure that people with dementia can live safely in the community. For people with dementia, every step counts.

**Tuesday January 25th, 2022
from 1:00 p.m. to 2:00 p.m.**

February

**Relational Caring and the Arts
with The Bitove Method, Katia Engell
& Jennifer Hicks**

Join us to learn about relational caring and the arts! In this session, representatives of The Bitove Method will be leading a discussion about relational caring, how it fits into their arts-based engagement for persons with memory-loss, and how you can bring it to what you do, too.

**Tuesday February 22nd, 2022
from 1:00 p.m. to 2:00 p.m.**

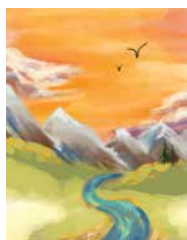
March

**Music Hour Program,
Dorothy Davies**

Come sing with us! Join us for a social/recreational-based program aimed to provide receptive music experiences for enjoyment and to increase positive affect.

**Tuesday March 29th, 2022
from 1:00 p.m. to 2:00 p.m.**

To register for all programs call our offices at **905.597.7000** or **info@mosaichomecare.com** or **beth@mosaichomecare.com** if you need more information. A Zoom link for the program will be sent once you have completed the registration.



Staying Connected with The Bitove Method

In a time of continued separation and isolation, the need for all people to feel meaningfully connected with one another is still at the front of many of our minds. Social connectedness was a need The Bitove Method team addressed even prior to the pandemic, with a lively academy space where we would come together with our community of people living with memory loss, their care partners, our team of artists, students, and more. Together we would make art and music, sing and dance, teach and learn, and create lasting friendships. In fact, we still do!

Our method has always been centred on the importance of relationships in our lives, and the ways our current approaches to care inhibit people with dementia from thriving in relationships with others. Day to day, we see the incredible difference relational caring makes for *everyone* who walks through our doors or attends our current online classes – participants and staff alike.

We have been offering virtual engagement classes for over a year now, having adapted to meet the needs of our community during the pandemic. Using Zoom and innovative arts-based approaches, we have maintained

and developed relationships, learning, and creative fun from the comfort and safety of our own homes. It is time for us to broaden our horizons, too – we are venturing into in-person programming once more! January 2022 will bring us back in action in a new, wonderful space in East York in Toronto.

The Bitove Method team is thrilled to be guests for Mosaic's Memory Link Café on February 22nd, 2022. Attendees will meet our Artistic Project Manager and artist; Katia Engell, as well as one of our movement artists extraordinaire; Jennifer Hicks! We will be demonstrating what our classes are like, discussing our unique approach, as well as answering any questions you might have about the services we offer! We hope to see you there.

**To find out more about The Bitove Method
and our in-person launch, please see our website
at www.thebitovemethod.com.**



The Bitove Method
info@thebitovemethod.com
www.thebitovemethod.com

Social Prescribing:

A holistic approach to healthcare

What is it?

Social Prescribing is a holistic approach to healthcare that brings together the social and medical models of health and wellness. It provides a formal pathway for health providers to address the diverse determinants of health, using the familiar and trusted process of writing a prescription.

Social Prescribing bridges the gap between clinical and social care by referring patients to local, non-clinical services that are chosen according to the individual's interests, goals, and gifts. It allows doctors, nurse practitioners, and interprofessional health providers to formally refer patients to community-based programs. It empowers the individual to improve their health by developing new skills, participate in meaningful activities, and become more connected to their communities. A social prescription can include participating in an exercise group, receiving a healthy meal, taking an art or dance class, joining a bereavement network or community garden, exploring a local hiking trail with a group of peers, and much more.

Successfully implementing a Social Prescribing program means removing the barriers people experience to doing these things. These barriers may be economic, geographical, interpersonal, or psychological. Social Prescribing is about listening deeply, providing necessary supports, and empowering people to be co-creators in improving their own health and wellbeing.

History

The Social Prescribing movement and similar approaches began in the United Kingdom in the late '90s and has since become a key component of the UK National Health Service long-term strategy. The evidence demonstrated strong potential to improve individual wellbeing as well as ease the load on the healthcare system. Since then, Social Prescribing has become a global movement gaining momentum throughout Australia, New Zealand, Europe, and North America.



Why is it important

Evidence shows that as much as 80-90% of our health outcomes are driven by social determinants of health (Magnan 2017). For a person to thrive in health and wellbeing, they must have access not only to appropriate clinical care and material supports, but also to meaningful social support and a community where they feel they belong. Statistics suggest that 20% of patients consult their GP for what is primarily a social problem (Torjese, 2016). Some of the key issues that seniors are facing are depression, loneliness, and isolation. Loneliness and social isolation have been described as major health threats, suggesting that "people with a

weak sense of community belonging are more likely to be in the top five per cent of users of health care services; this 5 percent accounts for more than 50 percent of total health care spending... Costs that could be reduced if these individuals were part of connected communities" (Ontario's Chief Medical Officer of Health).



According to a 2016 Social Prescribing Network Report, Social Prescribing has been found to:

- Reduce isolation
- Improve mental health, resiliency, self-esteem, and quality of life
- Create community resilience and nurture community assets
- Create stronger connections between systems
- Reduce frequent primary care use
- Enhance social infrastructure
- Reach marginalized groups

Glimpse into SP in Canada

Social Prescribing is increasingly recognized as the

next step in improving and better integrating healthy systems in Canada. Social Prescribing frameworks have been adopted in Canada and are being implemented in various provinces including British Columbia, Alberta, and Ontario. These three provinces are working collaboratively in their effort and have formed the Canadian Social Prescribing Community of Practice. Within this Community of Practice there a focus on learning, sharing, and building knowledge and creating systems and programs that will be sustainable overtime.

If you would like to know more about Social Prescribing in Canada, or would like to be involved in advancing this movement, please contact Kahirl@uwbc.ca and we will be happy to direct you to right partners closest to you.

Kahir Lalji, M.A., CPG

Provincial Director, Govt. Relations & Prog., Population Health
United Way British Columbia | Lower Mainland
(Office) 604.294.8929 (Direct) 604.969.8420



About Kahir Lalji

Kahir Lalji is a community champion and non-profit leader. Inspired by caring for his grandparents, Kahir dedicated the last 15+ years of his life to supporting the quality of life of older adults – always attempting to ensure the representation of traditionally underserved populations.

He is the Provincial Director, Government Relations & Programs with the United Way British Columbia – working with communities in BC's Interior, Lower Mainland and Central & Northern Vancouver Island and was the Executive Director of the United Way Southern Interior BC.

Kahir is a Gerontologist with a Masters of Gerontology from Simon Fraser University, and also has a fellowship in developmental leadership and evaluation. He is on the Advisory Board of Aging 2.0, the President of the Board of Directors for British Columbia Original Minds Association. Kahir also serves on the Board of Directors for HelpAge Canada and BC211 and is a Member on the Aga Khan Health Board for Canada.

About United Way British Columbia – working with communities in BC's Interior, Lower Mainland and Central & Northern Vancouver Island

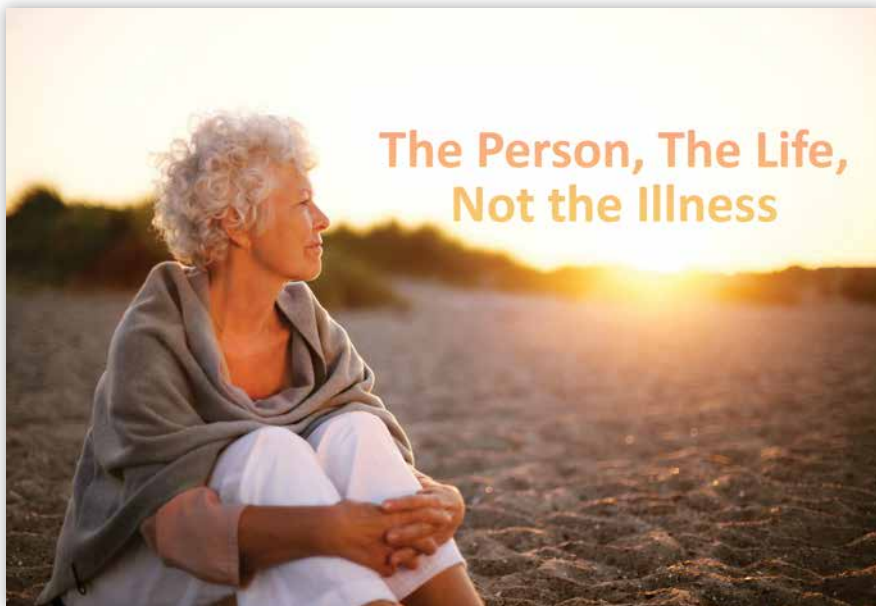
United Way supports healthy, caring and inclusive communities by strengthening vital connections that support people in need. Representing the six regions of Central and Northern Vancouver Island, East Kootenay, Lower Mainland, Southern Interior, Thompson Nicola Cariboo, and Trail and District, our organization serves a population of more than 4 million people, with a focus on kids and youth, seniors, poverty, mental health and food security. www.uwbc.ca

A Few Words from Mosaic Home Care Services on SOCIAL PRESCRIBING

Since inception when Mosaic started in 2010, we have provided social, creative, educational programs for people in the community. Mosaic hands out social prescriptions for anyone who wants to take part in social activities either online or post COVID-19 in person. If a client or community person contacts Mosaic and they need help with resources, social programs we will connect them to the appropriate resource. Mosaic also connects to individuals through our social media, Community Life in Canada Podcast through Mosaic, our blogs and newsletters which features other resources and organizations for the community to contact.

In 2022 Mosaic will be part of a social prescribing group of professionals that would like to implement a social prescribing movement here in Canada!





The Person Matters at Mosaic

We are more than just home care

All home care services should be delivered by qualified and vetted caregivers. In Ontario, these are primarily Personal Support Workers (PSWs). For complex clinical conditions this may also involve, to lesser or greater extent the input of a registered health care worker, for example a nurse with a RN or RPN designation.

We provide care by the hour, overnight, 24-hour care and look after a wide range of personal needs in the home, wherever the home may be. These needs are primarily:



Social and emotional needs



Care sensitive to medical conditions



Physical supports associated with daily living (bathing, toileting, dressing, feeding etc).



Medication monitoring



Mobility and safe transferring within the home and community feeding etc).



Palliative and end-of-life care

About Our Service Level

The service level at Mosaic is quite different than others in our industry. Mosaic has an integrated client services team that includes social work, nursing, counselling and other specialized areas of expertise. This allows us to provide qualified oversight to our families and clients. At Mosaic, it's about more than the intermediary model of care that is most commonly offered. We believe that all caregivers should be sensitive to a person's physical and mental health, their abilities, their wishes, and personal preferences with respect to care – this approach is woven into Mosaic's culture.

About Our Industry

Contracted agencies (government/public sector) receive funding and only provides caregivers enough time to deliver a minimal service level by only focusing on an individual's personal care. All too often, the amount of support granted does not cover all the areas of need to the individual. It is not possible for workers under these government programs to go into the detail and oversight that Mosaic provides, such as focus on the person and much needed and wanted companionship. Our model of care is well-respected and internationally recognized as a company of choice, recommended by social workers, hospitals, community agencies, doctors and the Local Health Integration network (LHIN).

Elder Care Plus®

Family Counselling & Navigation Services

For many, navigating the health care system and making decisions is a private and often stressful struggle taking up time and effort. At a time when public health and governments are still finding ways of assisting families in their home and community care journey, Mosaic offers you its knowledge, experience and its innovation.

Our approach to family Counselling and Navigation is unique to Mosaic.



At Mosaic we will provide you and your family with a plan of care to support you and/or your family member in your daily life in a way that respects you as a human being with meaning. Our client services team will assess your personal support and nursing service needs and develop a plan of care in collaboration with you, nominated family members and those with power of attorney, to meet those needs. We adjust our care plans according to your needs and your feedback over time.

More than that we are also here to monitor care provision and to react to questions and concerns you may have. But there are times when our provision of home care services may not address all your needs.

Beyond our core care services, and for an additional cost, we are also here to provide professional counselling and advice for persons and families navigating through the health care system, for those transitioning to and from hospital, retirement and long-term care residential settings, for those receiving palliative care and those moving towards the end of life. In the event of a crisis things can also happen quickly. Having access to

experienced professionals to guide and provide counsel and to direct you and advocate for you, at these times, can be vital. Moreover, preparing and planning for future care needs can also be important in helping maintain independence and improving quality of life for person and family. Our focus is on the person, their relationships and life journeys. There are many ways our team of experienced professionals can help you and your family.

Our EC Plus and Family Counselling Services are here to support your wider needs. Everyone is different. Some persons may just need to be pointed in the right direction while others may need higher level supports.

We offer our clients a 50% reduction in EC Plus and Family Counselling service fees. Why? We will already know your circumstances and can advise and guide quickly and effectively.

Our core services, covered in our basic pricing, cover many incidental navigation and guidance needs. More information on this service will be communicated to our families and community in the coming months.



MOSAIC'S KNITTING & CROCHET GROUP ON ZOOM

Drop-in to knit, chat and make new friends virtually on Zoom!

Join us for an opportunity to chat, knit and make new friends. Knitting has been proven to: reduce stress and anxiety, slows cognitive decline and can help prevent arthritis and tendonitis.

Dates: Every Wednesday
from January 5th to March 30th, 2022

Time: 1:00 p.m. to 2:00 p.m.

Registration required



To register for all programs call our offices at **905.597.7000** or info@mosaichomecare.com or beth@mosaichomecare.com if you need more information. A Zoom link for the program will be sent once you have completed the registration.

♥ ♠ ♦ ♣

BARBARA SEAGRAM
SCHOOL OF BRIDGE
www.barbaraseagram.com
at Armour Heights Presbyterian Church



Online and face-to-face bridge lessons and Supervised Play

- ♥ Beginner and Intermediate lessons start again in April 2022
- ♠ Gentle Intermediate classes resume online in January 2022
- ♦ Barbara Seagram's recorded lessons available for all levels of Bridge players.
www.barbaraseagram.com
- ♣ Josée Hammill's recorded lessons available at <https://www.bridgewebs.com/josees/>

Contact Barbara Seagram for any or all questions: barbaraseagram@gmail.com
To register please contact Josée Hammill at mjhammill@rogers.com or call **416-300-9140**.



The Holiday Feast:

A History of Special Foods in the Springtime with Lianne Harris

Special foods served on special occasions prepared by loving hands. Nothing is more satisfying to our taste buds – or important in nourishing our soul – than the Holiday Feast. Join Lianne Harris for a 1-hour culinary exploration into the foods we eat and the reasons ‘why’ at our most significant Spring gatherings: Passover, Easter, Nowruz, and Holi.



Lianne Harris currently works as the History, Culture and Social Studies Resource Specialist Consultant with the Toronto Board of Education and curriculum advisor for Upper Canada College, having taught over 80,000 teachers and students (usually in authentic period clothing). Appearing on TV and interviewed on the radio many times, she is always happy to have a live audience.

Date: Friday March 18th, 2022

Time: 1:00 p.m. to 2:00 p.m.

Registration required

To register for all programs call our offices at **905.597.7000** or **info@mosaichomecare.com** or **beth@mosaichomecare.com** if you need more information. A Zoom link for the program will be sent once you have completed the registration.



Mosaic Home Care Services & Community Resource Centres

Corporate Office

The Shops on Steeles and 404

2900 Steeles Avenue East, Suite 218

Markham, ON L3T 4X1

Tel **905.597.7000** Fax 905.597.5446

Toronto Office

105 Wilson Avenue

Second Floor

Toronto, ON M5M 2Z9

Tel **416.322.7002**



Quality, Person-Centered Care for all your Home Care Needs!

**Person
Centered
Home Care**



Nursing



**Community
Resource
Centres**

**Mosaic's
Elder
Care Plus®**



**Mosaic's
Lifestyle
Companion®**



**The
Meaning
of Me®**



Gold Medal
of the European Society For
Person Centered Healthcare



The Person Matters at Mosaic – Mosaic is more than just home care

PERSON-CENTERED HOME CARE

- Our complete Home Care Package + our Lifestyle Services to include the integration of our "The Meaning of Me®" model for the person under our care.

The Meaning of Me® – Person-Centered Care has been around for ages but it is the model that Mosaic has created that makes us different from other private home care companies.

- Client services monitor care and are available after hours and weekends
- Caregivers are personally introduced and we regularly perform home visits
- Caregivers trained for complex care needs

NURSING

- Medication, pain and symptom management
- Monitoring, charting and care plans
- Complex care needs (palliative, dementia, Parkinson's etc)

COMMUNITY RESOURCE CENTRES

- Resources for families with care needs
- Regular fun, educational and social events
- First Link® Memory Café at Markham, Mosaic's Community Cafés/Mosaic Community Table Talks

MOSAIC'S ELDER CARE PLUS®

- Care Management integrated with home care
- Expert advice provided by registered Social Workers



info@mosaichomecare.com
www.mosaichomecare.com

Mosaic Home Care Services & Community Resource Centres

Corporate Office

The Shops on Steeles and 404

2900 Steeles Avenue East, Suite 218
Markham, ON L3T 4X1

Tel 905.597.7000 Fax 905.597.5446

Toronto Office

105 Wilson Avenue
Second Floor

Toronto, ON M5M 2Z9
Tel 416.322.7002

