



Winter 2024 *Newsletter*

About Mosaic, Our Community Resource Centre, 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.

We operate a resource centre and pop-up events around the GTA. These provide a wide range of events to the community as well as information on community resources. Our events are mostly free and include social, educational, physical, cognitive, historical, festive and many other monthly activities. We host Memory Cafés and Community Cafés and provide regular pole walking and knitting group activities.

This newsletter provides information on our many events as well as our wider community outreach and speaking events. People of all ages are welcomed and respected as persons of meaning, being and community.

What a difference we make®!

Featured Events

ONLINE PROGRAMS ON ZOOM

ONGOING:

Mosaic's Knitting & Crochet Group (Zoom)

Every Wednesday starting from January 3rd to March 27th, 2024

Mosaic's Growing Wellness Cafe (Zoom)

Gentle warm-up and brain exercises. Experience the month's garden and nature theme through poetry, art and activities. A Memory – Friendly Community Program.

Thursdays, January 4th, February 1st and March 7th, 2024

Functional Fitness with Joanne Picot (Zoom)

Join Joanne once a month online for a complete body workout featuring simple exercises to build muscles, flexibility and boost heart health.

Fridays, January 12th, February 9th and March 8th, 2024

Dance Fitness with Jenn Hicks (Zoom)

Join us on Zoom for this low impact dance fitness class with Jenn that uses diverse music and simple dance movements to create a dynamic and energizing aerobic workout.

Thursdays, January 25th, February 29th and March 28th, 2024

Mosaic's Community Café (Zoom)

Scheduled Workshops:

- Monday January 22nd, 2024 – Winter Birds of Southern Ontario with Marcie Jacklin (Zoom)
- Monday March 18th, 2024 – Brain Fitness with Victoria Muir-Burcea (Zoom)

An Introduction to Frances Hernick (née Pratz) (Zoom)

A February Winterlude – A person-to-person interview featuring Frances Hernick (née Pratz) about her life as a concert pianist.

Wednesday February 21st, 2024

HIGHLIGHTED IN-PERSON WINTER EVENTS AT MOSAIC'S COMMUNITY HUB

Dance Fitness Weekly at Armour Heights with Jenn Hicks (In-Person)

This low impact dance fitness class with Jenn uses diverse music and simple dance movements to create a dynamic and energizing aerobic workout. With easy-to-follow moves that can be done seated or standing.

Mondays, every week from January 8th, to March 25th, 2024

Movement, Minds and Magic – With Robin Gerten & Jennifer Hicks (In-Person) – Full morning program that offers movement, socializing and creativity for our community. (A Memory – Friendly Community Program) Mondays, January 29th, February 26th and March 25th, 2024

Community Dinner – Celebrating Community & Connection as we break bread and share a meal together. (In-Person)

Friday January 19th, 2024

Pizza Making Party with Mosaic (Featured Community Café) (In-Person)

Friday February 16th, 2024

The Luck O' the Irish Lunch and Learn with Lianne Harris (In-Person)

Friday March 15th, 2024

Stay Tuned!

Coming this Spring two new programs featured at Mosaic Home Care:

Join Dr. Daniel Rubinoff's Rimbala a one-off program. Rimbala™ is an evidence-based falls prevention program that uses music and movement as the means to improve the physical, cognitive and artistic lives of seniors.

"Write Your Stories" with Nadia Shabaz and Donna Zekas (artist). Join this collaborative joint workshop to talk on the art-making process and wellness.




Join Mosaic Home Care on AM740's Updates on Home Care & Community


featured on...

From a Woman's Perspective


Saturday mornings at 8am
January 20th, February 17th and March 16th, 2024



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

 Facebook **Mosaic Home Care & Community Resource Centre**

 Twitter **@mosaichomecare & @mosaicgtalinks**

 Instagram **mosaichomecare**

 YouTube **Mosaic Home Care**

 Mosaic's Blog Post
<https://mosaichomecare.com/blog>

 Podcast **Mosaic Community Life in Canada**

Spotlight On...



Mia M. (top) & Jenifer H. (bottom)

Mosaic's Caregiver Recognition

We are pleased to announce the spotlight featuring our personal support workers, Mia and Jenifer! At Mosaic, it is imperative that our caregivers provide person-centered care. We appreciate this being translated into the reports our caregivers make as well. Mia and Jenifer have made exemplary reports that our clients' families love to read.

Mia has a gentle approach to care and is able to understand her clients on a deeper level. She will always look to implement little moments of joy in her clients' routines; something to make them smile and feel good about themselves.

Jenifer has a gift of finding a way to connect with her clients in a way that is unique to the individual. Jenifer also conveys her daily experiences with her clients in a way that is informative, person-centered and allows insight into daily activities and emotions.

We admire the special ways Mia and Jenifer enrich the lives of the individuals they care for!

What a difference we make®!

Our Caregiver Says...

I enjoy working at Mosaic because they have flexible hours that fits my schedule as a working mom. They also offer a lot of free training which is very helpful to improve the care that we provide to our clients. The Client Services team is excellent in providing resources and tools for their caregivers and clients, such as activity kits which my client and I enjoy doing. Mosaic stands out because it is the only home care agency that provides person-centered care, they treat their caregivers like family and they recognize all the hard work that we do. I feel inspired and motivated learning new things while with my clients. It feels so rewarding when you see them smiling, and when they feel satisfied with the work that you have done for them. ~ Mia M.

I like working at Mosaic because it is an excellent company, with excellent human beings. Always willing to support you at all times, and always striving to improve the quality of care for clients is what makes Mosaic stand out. Seeing how you can change a person's day with just your company inspires me to continue. Seeing their happiness and improved lifestyle is the greatest satisfaction and motivation for me always. Thank you for the great opportunity to be part of this great Mosaic family. ~ Jenifer H.



Passion



Compassion



Education



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

Jane and Nathalie

We wish all our front-line staff, families, clients, in-house office staff and our wider community a Happy New Year for 2024!

2023 has been a year of innovation and change for our community programs as we continued to move out of the restrictive COVID-19 regimen. Mosaic continues to develop and provide new in-person (and on-line) programs which also serve as social prescribing resource for the wider community. Engaging and developing healthcare's focus on the wider person and the naturally occurring community assets and social capital to facilitate this developing frame is one of Mosaic's social enterprise objectives.

Mosaic is now moving into its 14th year of person centered home care provision and community focused social engagement and outreach.

Some of the highlights we would like to mention:

An update from Nathalie: *As of the beginning of December our first group of front-line employees will have completed the Baycrest's Baycrest@Home™ training program. The program's comprehensive modules provide our front-line teams with a "working toolbox" to help address the care needs of those persons living with dementia and cognitive change. Training for staff will recommence in January 2024.*



Caregiver Holiday Party at The Mandarin Restaurant Toronto

This was an opportunity for all our PSWs, nurses, lifestyle companions and our client services, management and community teams to get together socially and to thank all, as persons, for providing person centered and compassionate care to our clients and families. Our 2023 event for our caregivers was held on Friday November 17th and Saturday November 18th at the Mandarin on Yonge near Eglinton. Door prizes, games, conversation, good food and service from the Mandarin at Yonge and Eglinton and of course some good laughs were shared by all! Some of our caregivers couldn't attend as they were working with their clients.



Shepherd Village Senior Flicks Station: Jane Teasdale, one of the Co-owners of Mosaic, was interviewed by Rev. Anthony Baker and was organized by Tahseen Gill from Shepherd Village. Some of the areas covered included Mosaic's long standing relationship with Shepherd Village (since June 2015), Mosaic's community focus and engagement and what makes Mosaic stand out as a home care agency in Toronto. With respect to the latter, Jane highlighted Mosaic's person centered care framework and its community work. Topics also covered include Social Prescribing and Social Prescriptions: in this segment Jane describes a holistic approach to healthcare drawing on person centeredness, empathy, community, navigation and social connection.



Frontline teams at community events Going forward Mosaic will be having members of its front-line teams helping out at its social events. If you see any of our staff, please take the time to have a chat with them. Here is some feedback from our caregiver Giovanna who attended our Community Café (November 2023) and its topic, an afternoon in Bordeaux, France, with Jane & Lauren.



"It was a new, different but great experience to work in the community resource centre. I was able to interact/speak with the attendees. They asked about my work, the refreshments we served especially the gluten-free food and some of the French desserts. I was also able to learn about southern French travel and something similar in Toronto, as I also like to explore new places, different foods and new experiences."

Moving forward we are implementing a small charge to a number of our in-person social programs to cover meal costs where such is provided. Please see flyers and other program information for more information. We also thank the many individuals that have provided donations to Mosaic to keep our wonderful programs going for the community.

Jane Teasdale and Nathalie Anderson



FUNCTIONAL FITNESS

with Joanne Picot

Joanne Picot has a history of working in the health wellness and fitness industry and has graduated from Yoga Alliance Canada – Certified Yoga Teacher.

Join us once a month for a complete body workout featuring simple exercises to build muscles, flexibility, and boost heart health. Joanne will lead you through a variety of energizing standing and seated exercises using light free weights.

If you don't have weights, you can use a filled water bottle or a small ball that you can grip with one hand as a substitute. Get fit and learn some great workouts!

Dates: Fridays, January 12th, February 9th, March 8th, 2024

Time: 10:00 a.m. to 11:00 a.m.

Location: Zoom

Registration required

To register for all programs call our offices at **416.322.7002** or **info@mosaichomecare.com** if you need more information. A Zoom link for the program will be sent once you have completed the registration.

Dance Fitness with Jenn Hicks



Jenn Hicks is a Personal Trainer Size and Inclusive Fitness Specialist who has taught dance fitness classes for the past 17 years. 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 for this low impact dance fitness class with Jenn that uses diverse music and simple dance movements to create a dynamic and energizing aerobic workout. With easy to follow moves that can be done seated or standing, this upbeat class is set to positive, playful and uplifting music. You will be motivated by the joyful, welcoming and supportive environment that encourages you to let go and have fun! No experience required. Come along: you belong here!

Dates: Thursdays, January 25th, February 29th, March 28th, 2024

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

Location: Zoom

Registration required

To register for all programs call our offices at **416.322.7002** or **info@mosaichomecare.com** if you need more information. A Zoom link for the program will be sent once you have completed the registration.



MOSAIC'S GROWING WELLNESS CAFE

A Memory – Friendly Community*

Brighten your month with inspiration from nature

Easily awaken your senses with a gentle warm-up and brain exercise. Experience the month's **garden and nature theme** through poetry, art, and activities. Participate in a friendly group discussion. Leave the virtual cafe feeling connected to community and with new knowledge and tools to grow your wellness naturally.



**We are an inclusive community that welcomes everyone, including those living with memory loss and their care partners.*

Dates: Thursdays, January 4th, February 1st, March 7th, 2024

Time: 2:00 p.m. to 3:00 p.m. EST

Location: Zoom

Registration required



Emma Rooney - Certified Forest Therapy Guide and Horticultural Therapy Practitioner with a passion for helping others connect to the benefits of nearby nature. (www.bloomingcaravan.ca)



Victoria Muir-Burcea - Wellness Advocate and Certified Life Coach with a passion for helping others connect and create more health and joy in their lives. (www.myrecreo.health)

To register for all programs call our offices at **416.322.7002** or info@mosaichomecare.com if you need more information. A Zoom link for the program will be sent once you have completed the registration.



Featured Community Café –



Pizza Making Party with Mosaic



Join Lauren and Jane as we spend an afternoon as chefs making personal pizzas at Armour Heights Presbyterian Church! Limited spots are available for this delicious event so be sure to register now!

Date: Friday February 16th, 2024

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

Location: Armour Heights Presbyterian Church
(105 Wilson Avenue, North York)
(Free parking. Close to public transit.)

Cost: \$5 (Collected upon arrival)

Please RSVP by Friday February 9th, 2024

To register for all programs call our offices at **416.322.7002** or info@mosaichomecare.com if you need more information. A Zoom link for the program will be sent once you have completed the registration.



Mosaic's Community Café

Join Mosaic for an afternoon of ideas, fun, connection and social interaction! Our café is a 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



- **Winter Birds of Southern Ontario with Marcie Jacklin (Zoom)**
Enjoy this presentation about the birds that visit southern Ontario during the winter months with Marcie Jacklin!
Monday January 22nd, 2024 from 1:00 p.m. to 2:00 p.m.

February



- **Pizza Making Party with Mosaic**
(Armour Heights Presbyterian Church - 105 Wilson Ave)
Join us for an afternoon pizza party as we make our own personal pizzas!
Cost: \$5
Friday February 16th, 2024 from 1:00 p.m. to 2:30 p.m.

March



- **Brain Fitness with Victoria Muir-Burcea (Zoom)**
Enjoy gentle movement, brain fitness exercises and awareness education to improve memory, decrease brain fog, and support greater cognitive function.
Monday March 18th, 2024 from 1:00 p.m. to 2:00 p.m.

To register for all programs call our offices at **416.322.7002** or **info@mosaichomecare.com** if you need more information. A Zoom link for the program will be sent once you have completed the registration.

Movement, Minds and Magic

A Memory – Friendly Community Program

Join our warm and welcoming **full morning program** that offers movement, socializing and creativity to our community. Everyone at every age and ability is welcome to join the Dance Fitness class and then

we'll enjoy tea, coffee and a light snack as a group.

During our time together we'll begin to explore universal themes that everyone can relate to with a creative angle that might include:

- Learning how to create line drawings
- Watercolour, still-life and collage work
- Sing-a-long and original poetry
- And more! No art experience necessary!

**Become a 'MMM' Member
to stay engaged, create
community and enhance
our quality of life!**



Robin is a Certified Expressive Arts Therapist with extensive experience supporting groups and individuals being creative through visual arts, drama play, creative writing, music and movement. She is currently an artist with the Alzheimer's Society of Toronto and the Bitove Method.

Jenn is a Dance Fitness Instructor and Certified Personal Trainer who also runs a private practice in Speech-Language Pathology. Currently she is offering virtual and in person programs through The Alzheimer's Society of Toronto, Baycrest@Home, Mosaic and The Centre for Addiction and Mental Health (CAMH).



Dates: Mondays, January 29th, February 26th, March 25th, 2024

Time: 10:00 a.m. to 12:30 p.m.

Location: Armour Heights Presbyterian Church (105 Wilson Avenue, North York)

(Free parking. Close to public transit.)

Cost: \$10 per class (Collected upon arrival)

Registration required

ARMOUR
HEIGHTS



PRESBYTERIAN
CHURCH

What is *Movement*, *Minds* and *Magic*?

Movement, Minds & Magic is all about moving to great music, thoughtful conversation and hands on opportunities to get creative (including drawing, painting, poetry and more!) in a brand new, totally unfussy way. Jenn and Robin create a warm, safe environment for socializing while exercising bodies, minds and hearts. Their gentle humour and innovative strategies for engaging everyone regardless of ability make you feel good. We think this is a great program for individuals looking for social connection and stimulation.

Hear what MMM Members are saying!

"Thank you for the organizing this program! [I have] been looking for something like that for a long time. [I have] attended events organized by City of Toronto but mostly catered for people with dementia. [I] was very glad she found event where [I] learned something new. It was a whole new experience for [me]."

~ N.M.

To register for all programs call our offices at **416.322.7002** or **info@mosaichomecare.com** if you need more information.



Mosaic and Armour Heights invite you to join us for a night of
Celebrating Community and Connection
as we break bread and share a meal together.

Spend an evening with old friends, new neighbours, and connect over meaningful conversations and fantastic food!

Limited spots are available so be sure to reserve your seats now for this fun-filled evening for the whole family!

Date: Friday January 19th, 2024

Time: 6:30 p.m. to 8:30 p.m.

Location: Armour Heights Presbyterian Church (105 Wilson Avenue, North York)

(Free parking. Close to public transit.)

ARMOUR
HEIGHTS




PRESBYTERIAN
CHURCH

Cost: \$10/adult, \$5/child *(Collected upon arrival)*

Please RSVP by January 12th, 2024

To register for all programs call our offices at **416.322.7002** or **info@mosaichomecare.com** if you need more information.



An introduction to Frances Hernick (née Pratz) on Zoom

A February Winterlude

Organized by Mosaic Home Care

Date: Wednesday February 21st, 2024

Time: 2:00 p.m. to 3:00 p.m. EST

Location: Zoom

Please RSVP by Friday February 16th, 2024
at **416.322.7002** or **info@mosaichomecare.com**



Photo credit: Christian Teasdale
Creative Technology

A person-to-person interview featuring Frances Hernick (née Pratz) about her life as a concert pianist. She will be playing some of her favourite pieces by Chopin.

Introducing *Frances Hernick (née Pratz)*:

Frances Hernick (née Pratz) is a talented pianist, distinguished graduate of the Royal Conservatory of Music, and conclusive proof that music keeps you young. She was born in Toronto in 1924 and began piano lessons at the age of six and studied with the acclaimed Royal Conservatory of Music faculty members. When she was 13 years old, she was awarded a scholarship to the The Juilliard School in New York City. At the age of 14 years she received first class honours from the University of Toronto School of Music and began teaching as well as performing and attending competitions. When she was 16 years old, Frances had the opportunity to study with renowned international concert pianist and teacher, Mieczyslaw Munz, who also taught many well known pianists, including Emanuel Ax. As a professional musician, Frances was a member of a trio that performed at various venues in Toronto and she was also a regular soloist on the CFRB 1010 radio show, *Stardust*. In 1941, she was invited to perform Gershwin's *Rhapsody in Blue* with the CBC Symphony Orchestra, a performance that was broadcast on the radio. Frances married her husband Jack in 1943, after which she retired from her career as a professional musician in order to raise a family. She played piano infrequently for some time, but returned to practicing and playing for her family and friends about 40 years ago. At the age of 91 she recorded an album of her favourite pieces by Chopin.

To register for all programs call our offices at **416.322.7002** or **info@mosaichomecare.com** if you need more information. A Zoom link for the program will be sent once you have completed the registration.

'The Luck O' the Irish'

Lunch & Learn with Lianne Harris

Join us for a St. Patrick's Day celebration full of fun and fantastic fables!

We will enjoy a festive lunch followed by an entertaining presentation from Lianne Harris.

Mysterious, superstitious, religious, tenacious, ingenious, courageous and indomitable.

Before pubs and St. Patrick,

beyond leprechauns and

shamrocks, take a

journey into the history of the people and land of Ireland.



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

Date: Friday March 15th, 2024

Time: 12:00 p.m. to 2:00 p.m.

Location: Armour Heights Presbyterian Church (105 Wilson Avenue, North York)

(Free parking. Close to public transit.)

Cost: \$5 *(Collected upon arrival)*

Please RSVP by Friday March 8th, 2024

To register for all programs call our offices at **416.322.7002** or **info@mosaichomecare.com** if you need more information.

Community Events RECAP

What a year it has been at Mosaic! We have had another amazing season of community programming that has taken us from the Evergreen Brick Works to the Toronto Islands and everywhere in between. With a focus on gratitude and connection, we have been able to bring our community together through a variety of exciting and unique programming!

This year Mosaic was selected to receive the Parks People grant which was granted to organizations to help host community events in Toronto parks with the aim of fostering environmental education, sustainability, and stewardship in Canada's parks and green spaces. We partnered with Emma Rooney of Blooming Caravan and the Sunshine Centre for Seniors to host a three-part events series, "**Sowing Seeds of Gratitude**", which



began with a Harvest Festival at the Sunshine Centres for Seniors location on Ward's Island! We spent a sunny day on the island exploring the community gardens, learning about garlic and seed ball planting, enjoying delicious food, playing games, and ending the day with a golf cart tour of the island. You could truly feel the joy and gratitude in the air as we were able to connect to nature, and to each other in one of Toronto's most beautiful outdoor spaces. Emma then hosted two follow-up sessions online diving deeper into gardening tips and tricks which participants were able to utilize in their own home gardens.

Mosaic and Armour Heights Presbyterian Church also hosted our **3rd annual Fall Fair** which included live music, drag performances, face painting, a drumming circle, local artisans, community organizations, and lots of delicious snacks! We love bringing the community together for a day of fun to kick off the fall season and we are grateful to all of the amazing vendors, organizations, volunteers and attendees who made this day a success.

Mosaic had the wonderful opportunity to be selected for the Community Spotlight program at the Evergreen Brick Work to host programming to activate this unique space in Toronto. We hosted "**Dance Through the**



Decades – An Intergenerational Dance Party" which allowed folks of all ages to let loose and dance, connect and have fun! This event featured a samba dancer, drag performances, live music, face painters, free food, and a whole lot more! Over 200 attendees ranging from age 5 to 95 stopped by to join the fun. The Evergreen Brick Works is a wonderful space with so many things to do including farmers markets, ice skating, walking trails, historic tours, children's camps and more that we encourage you to check out, and we would like to thank the Evergreen Brick Works for this fantastic opportunity to work together.

This past fall was jam-packed with fun opportunities for Mosaic community members to get together including our "**Very Superstitious Halloween Luncheon**" that saw our guests dressed up in their best costumes, and our "**Afternoon in Bordeaux**" presentation that transported us to France, complete with traditional French food and music! We love seeing everyone come out to our events, whether online or in person, and we would like to extend our deepest gratitude to our amazing community members who make all of these events possible and have helped to create a welcoming, supportive and loving community.



We can't wait to see you all in 2024!

Lauren

Community Resource
and Social Engagement
Coordinator



Let's look back at
2023!



Don't keep
Mosaic
as Toronto's
best kept secret
for Home Care and
Community Events.

**TELL YOUR
FRIENDS
ABOUT US!**

We would love to connect with more people
to offer our services and create community,
so tell your friends and family about all that we do at
Mosaic Home Care and Community Resource Centre!



MOSAIC'S KNITTING & CROCHET GROUP

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 3rd to March 27th, 2024

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

Location: Zoom

Registration required



To register for all programs call our offices at **416.322.7002** or info@mosaichomecare.com if you need more information. A Zoom link for the program will be sent once you have completed the registration.

Dance Fitness Weekly

at Armour Heights Presbyterian Church



Jenn Hicks is a Personal Trainer Size and Inclusive Fitness Specialist who has taught dance fitness classes for the past 17 years. 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.

This low impact dance fitness class with Jenn uses diverse music and simple dance movements to create a dynamic and energizing aerobic workout. With easy to follow moves that can be done seated or standing, this upbeat class is set to positive, playful and uplifting music. You will be motivated by the joyful, welcoming and supportive environment that encourages you to let go and have fun! No experience required. Come along: you belong here!

Dates & Time: Mondays at 10:00 a.m.
Every week from January 8th to March 25th, 2024

Location: Armour Heights Presbyterian Church
(105 Wilson Avenue, North York)

(Free parking. Close to public transit.)

Registration required

ARMOUR
HEIGHTS



PRESBYTERIAN
CHURCH

To register for all programs call our offices at **416.322.7002** or info@mosaichomecare.com if you need more information.

If you can, PLAN IN ADVANCE for home care needs to avoid a last-minute crisis and potential loss of independence



Arranging private home care is more than hiring a caregiver. It involves an assessment of the person's social and emotional needs and identity, their abilities and their wider medical history. While home care is mostly non-clinical, care services should also be sensitive to a person's medical conditions. It is all too easy to lose sight of the person, what they want and important medical considerations if finding care is left to the last minute.

Home care agencies plan care and staffing weeks in advance which also makes it difficult to find caregivers with specific skills at short notice.

If you think you may need to arrange care at some point, then call us. At the very least we can provide simple pointers such as contacting a primary care physician to address health issues, or public health social workers to assess OHIP home care entitlements and other needs. If it looks like our care services are needed, we can proceed with a general assessment of care needs and plan from there.

Being prepared for discharge from hospital is especially important as discharge notes, directions regarding post-operative exercises and medications are required to assess care needs.

If you notice changes in your own or a family member's physical and mental health then you might wish to consider planning ahead. Instances of falling, new medications, increasing difficulty in walking and safely performing daily activities, signs of depression and/or weight loss might be signs that help is needed.

Addressing these care needs can help delay loss of the independence that could otherwise impair the ability

to remain safely in the home and the community.



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If you need more information you can contact our team at **416.322.7002** or **905.597.7000** or email us at info@mosaichomecare.com | website: www.mosaichomecare.com



Learn more about what a difference
we can make in your life or that of a loved one.

We look forward to introducing ourselves
to you and your family.



Plan Well to Age Well

PROACTIVE PLANNING TOOLS TO HELP YOU LIVE WELL, AGE WELL, AND DIE WELL

Are you thinking ahead about your future health, aging, potential illness, or ultimately what your last chapter of your life will be like?

Most people are ill-prepared for their future health journey and consequently arrive at later life in less than adequate health - mentally, physically, and psychologically. In addition, many have insufficient social and financial resources to support them all the way to the finish line, which can cause stress and anxiety.

When they arrive near or at the end of life, they are likely to receive the 'wrong care', all of which has devastating consequences for them and the family they leave behind.

Much of this human suffering can be significantly reduced by thinking and planning ahead.

The evidence shows that if you are informed, empowered, and **proactively** managing your health and illnesses that arise, you are much more likely to **achieve greater health, receive better care, and have a high-quality end of life experience.**

Plan Well Guide has created 7 guides to assist you across your life journey, meeting you where you are at today and supporting you across life's finish line.



ABOUT PLAN WELL GUIDE

We are a comprehensive medical planning company that seeks to assist people in their life journey to and across the finish line. Plan Well Guide is founded by Dr. Daren Heyland, a critical care doctor who has led a research program in improving communication and decision-making in the context of serious illness for the past 20 years. We are proudly 100% Canadian owned and operated.

Get our free Caregivers Guide at www.planwellguide.com or scan the QR code below:



WWW.PLANWELLGUIDE.COM



Person Centered Coping through Adversity and Loss: The 3-A Coping Framework

The innovative 3-A Coping Framework contains a toolbox of coping strategies tailored for you to work through challenges of daily living especially those tough days. Eleanor Silverberg developed this framework and uses it in her work as a social worker, grief expert and coping strategist in private practice. She trains you to apply this person-centred approach so you can be empowered to monitor yourself with awareness involving a variety of situations such as health decline, family illness, caregiving, death, job loss, financial loss and aging.

The 3-A Coping Framework originated from the 2007 article Eleanor wrote while doing community outreach social work in dementia care: *Introducing the 3-A Grief Intervention Model for Dementia Family Caregivers: Acknowledge, Assess, Assist*. The article, published in *The Omega Journal of Death and Dying*, filled a gap by raising awareness and addressing the losses and grief that affect the dementia family caregivers experience. Over the years, since being published, the 3-As broadened out to be used in other caregiving circumstances such as Parkinson's and MS and then broadened out further to what it is now, a coping framework for different situational losses such as job, death and aging related loss.

The underlying assumption in using the framework is "wherever there is adversity, there is situational loss". A simplified explanation of **Acknowledge, Assess, Assist** is

- **Acknowledge** the adversity involving loss, face reality;
- **Assess** the impact;
- **Assist** with strategies.
- You can also use the components simultaneously: **Assisting by Acknowledging and Assessing**.

The Assist component of the 3-A Framework houses several tips including the basics of healthy eating which affects the way you cope. The Assist component also houses methods tailored to meet your unique needs in working towards optimum coping for wellness. Methods may include grief processing, mindfulness and cognitive reframing. Strategies such as normalizing and showing common humanity makes it easier for you to cope through the challenges and see you are not alone.

For family caregivers, the 3-A Coping Framework is featured in Eleanor's book "Keeping It Together: How to Cope as a Family Caregiver without Losing Your Sanity". The Assist method of mindfulness is in my book "Mindfulness Exercises for Dementia" and you do not have to have dementia to benefit from this book.

From the basics to the more intricate methods, the 3-A Coping Framework: Acknowledge, Assess, Assist has something for everyone to strengthen coping ability.

You can review the podcast session Introducing Eleanor Silverberg discussing her 3-A Coping Framework for those that have experience loss such as health decline, family illness, death, job loss, financial loss, aging and divorce.



Mosaic's Community Life Podcast, Life in Canada Episode 15

featured on Apple, Google & Spotify



YouTube

YouTube channel:

<https://www.youtube.com/watch?v=vuhf-uhnSiM&t=1s>

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Phone: **647.624.5677**



Our Mosaic Lifestyle Companions® are individuals that deliver a friendly visiting service as opposed to personal care. This service will build on our “The Meaning of Me®” person centered care model. This model of care, serves as both a conversation and a journey of exploration that places the individual front and centre of our care-based service relationships.



Mosaic Lifestyle Companions®

Our Lifestyle Companions® will provide companionship and conversation in the home, retirement home or long-term care facility.

Duties will include:

- Conversations
- Letter writing & typing
- Reading
- Companionship
- Grocery shopping/errands
- Meal preparation and working together with client
- Activities, hobbies and interests of the client

Our Lifestyle Companions® support and maintain your independent way of life!

For more information on Mosaic Lifestyle Companions® or our exciting events and services, please call our offices and speak with our Client Services Team at: **416.322.7002** | **www.mosaichomecare.com** or **info@mosaichomecare.com**

Lifestyle Companions® services do not include personal care.

Should an individual's care needs change, rates may vary; for example if a PSW is integrated with this service.

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.

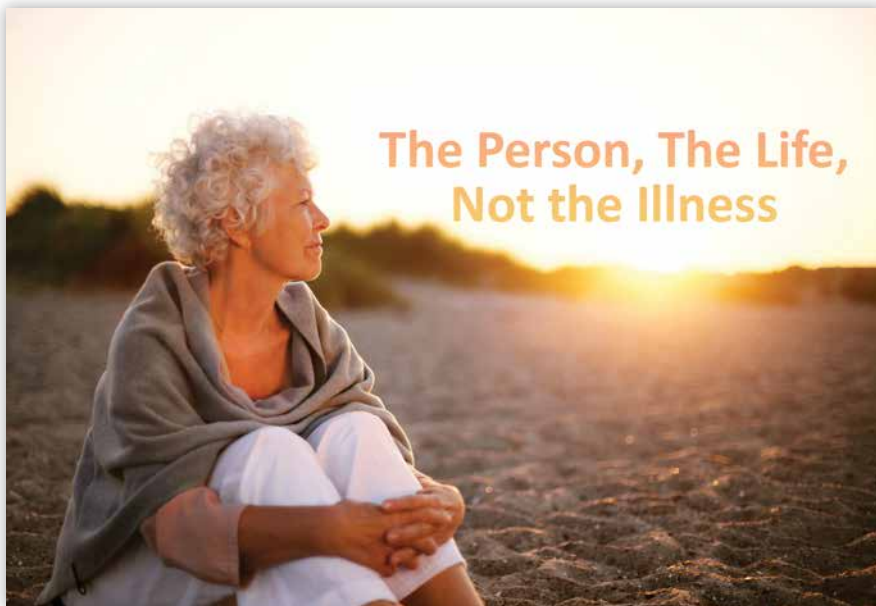
Our approach to family Counselling and Navigation is unique to Mosaic.



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.

For more information contact Mosaic Home Care, Client Services at **info@mosaichomecare.com** or by calling **416.322.7002**.



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.



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 Home and Community Care Support Services (HCCSS).

We Focus First and Foremost on You

Whether your needs are companionship or help in your day to day, more support in your personal care or intensive around the clock care, we focus first and foremost on you. Your personal preferences, your social and emotional needs, your physical and mental abilities are our focus. This continues along the cycle of care, from the active living, through the palliative, and to the end of life.

As a professional provider of home care support services, we also need to be knowledgeable and sensitive to medical conditions and how they impact your life experience. This is the case whether you are living with dementia, Parkinson's, stroke, diabetes, heart conditions, depression or any manner of physical or mental health concern.



Call
Mosaic Home Care

Home Care Support and
Lifestyle Companionship

416.322.7002

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

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 CENTRE

- Resources for families with care needs
- Regular fun, educational and social events
- Mosaic's Memory Cafés/Mosaic Community Table Talks

MOSAIC'S ELDER CARE PLUS®

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



What a difference we make®!

Mosaic Home Care Services & Community Resource Centre

105 Wilson Avenue, Second Floor, Toronto, ON M5M 2Z9

Tel 416.322.7002

www.mosaichomecare.com | info@mosaichomecare.com

Close to public transit | Free parking

