



*Community Care is a non-profit, volunteer based agency for seniors and adults with physical disabilities*

**Programs**

*Meals on Wheels*

*Diners Club*

*Transportation*

*Reassurance Calls*

*Friendly Visiting*

*Crisis Intervention*

*Blood Pressure Clinics*

*Blood Donor Clinics*

*Community Information Updates*

*Rural Mail Couriers Alert Program*



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## The Year in Review

### 10th Anniversary Celebration

It was a privilege to celebrate the 10<sup>th</sup> anniversary of our thrift store **“Hidden Treasures”**. We were proud to have dignitaries, community members, board members and our founding volunteers join us. We enjoyed the many stories over the last 10 years and all the terrific customers that have supported us.



### Mayors for Meals

Thank you to all the Reeves and Deputy Reeves that participated in our **“Mayors for Meals”** day. We were proud that all communities participated and our seniors enjoyed seeing them as they received their hot meals. It was a terrific opportunity to reach out to our seniors in a meaningful and caring way.



Thank you to the **“Black Orchid Riders”** for planning a charity ride with the proceeds going to Community Care’s programs. We are grateful for their contributions and hope everyone had a good time.



The owners and staff at Madoc Home Hardware put on a Charity BBQ serving Peameal on bun, delicious!! We thank them so much for donating the proceeds to Community Care. Hugs to the cooks, Walter and Cliff.

**We are so proud of this young man.** Nat Moraal has worked end-



less hours this summer to help Community Care for Central Hastings make a difference in seniors lives. He held 3 raffles throughout the summer and arranged for a Tandem Town ride where the community was invited to participate in a fun day of bike riding with a police escort. During this event there were games and prizes and even a silent auction, all prepared in 10 days. In total, this young man has raised \$6771.09 to assist programs and services for seniors and adults with disabilities. It is with sincere appreciation we thank you for the commitment you and your family have given to our programs. “Together we can make a difference.”

Community Care’s Newsletter is not intended to be legal or medical advice or to endorse any product or service. It is meant to serve as an informational resource & guide, and not as a substitute for professional service.



## OUR BOARD OF DIRECTORS



*Community Care for Central Hastings Board of Directors wish all our clients, staff, volunteers and families a very happy and healthy Christmas season.*

**Brent Seaton, Chairperson:** has been with Community Care since 2006. He is a retired teacher, that enjoys a wide range of hobbies, including oil painting, exercise, studying piano and he would like to become bilingual.

**Cliff Derry, Secretary/Treasurer:** is a member of both the Community Care for Central Hastings Foundation Board and Board of Directors. He has been with the agency since 2003. Cliff was born, raised and educated in Madoc. He retired from his practice after 41 years as a physician & coroner. He enjoys music, woodworking and gardening.

**Wynne Rollins, Vice Chair:** has been a member of the board since 2000. She has been a business owner in Central Hastings for over 46 years, a community volunteer for 38 years and continues to keep very busy in the community.

**David Cronhielm, Past Chairperson-** has lived in Tweed with his wife Carol since their retirement as teachers with the Toronto District School Board in 1998. He has always held a firm belief in the importance of volunteer service and has taken an active interest in the life of his community. In addition to his position with Community Care, he is a Director of Community Futures Corporation, Chair of his church Board of Managers, and a Past President and executive member of Tweed Kiwanis Club.

**James Denison, Director:** has been with the agency on the board of directors since 2008. He has been active in Real Estate for over 45 years, has served as President for Quinte Real Estate Board, has been chairperson for the Heart of Hastings Hospice and is presently the President of Madoc Kiwanis. He enjoys working for his community.

**Arden Royce, Director:** came to the organization in 2004 as a volunteer and joined the board in 2009. He brings with him 30 years experience in Municipal Administration including Deputy Clerk, Municipal Clerk and CAO.

**David Redcliffe, Director:** is a new member of the agency, joining the board over the summer break. He is a retired teacher, living in Eldorado with his wife Doreen and two sons, Mike and Mark. Welcome David, your input and dedication is appreciated.

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*We are currently looking for members from the community that would like to sit on our **board of directors**. If you are interested in becoming a member please call the office and we will be happy to assist you.*

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Our **Meals on Wheels** program needs:

- Kitchen and packing help in Stirling
- Drivers to pick up meals in Stirling and bring to Tweed
- Drivers to deliver meals to clients in Tweed

Our **Diners Club** program needs:

- Kitchen help, Servers and Set-up volunteers in Stirling
- Our thrift store, **Hidden Treasures**, need retail assistance.

## Volunteers Wanted

If you have time, we need your help!!



## Falls Prevention Program

If you are 65 and older and have had a fall in the past year you may be interested

in the Quinte health Care Falls Prevention Program. This 12 week program is available to those who wish to improve their strength, balance and mobility.

The “Strong Smart Safe” Falls prevention program is a 12 week program that includes progressive, strength and balance training exercise; education and strategies to help identify and reduce modifiable risk factors; and awareness about community links to support healthy living. To learn more about this program contact

**Cleona Bartlett in the Rehab Day Hospital: 613-969-9700 ext. 2633 or Carol Goodall at the health Unit: 613-966-5513 ext. 238.**



HASTINGS & PRINCE EDWARD  
TRANSPORTATION  
SOLUTIONS  
*Linking you to your destination*

### Looking for a Ride?

If you live in Hastings & Prince Edward Counties, you can access a website to find all local transportation resources.

[www.hpetransportation.ca](http://www.hpetransportation.ca)

or call

Volunteer Information

Quinte

613-969-8862



## EYE ON IT Aging Population

Highlights of Canadians over age 65 as a percentage of the total population.

In 1901 the percentage of the population over 65 made up 5.05%.

In 1951 it had increased to 7.75%

In 2001 it accounted for 12.64%. According to Statistics Canada, in 2011 the population over 65 is 14.06%.

## DEALS

### Hidden Treasures

Bargain hunters come search the shelves of Community Care’s second-hand store, Hidden Treasures, for unique and useful items. You can find anything from books and dishes to desks, sofas and yes, even the kitchen sink. Good quality used items are graciously received and sold at the store. We have introduced a new line of used mobility equipment. Please come in and take a look or donate a gently used article.

332 Victoria St. North,  
Tweed 613 478-0101  
Open: Every day except  
Wednesday and Sunday.  
11:00am -4:00 pm

Planned giving is a gift or bequest that is arranged now to provide charitable funds in the future This is your opportunity to invest in yourself and your own community.

**Imagine the satisfaction of helping someone to stay in their own home and you can take advantage of financial and tax breaks.**

It can help your own financial picture, while helping others you care about.. If done properly, Charitable Giving can benefit both the charitable organization and you, the donor.

**Wills:** There are different types of bequests. Your lawyer or estate planner can help you decide which is best for you.

**Gifts of Insurance:** Almost any type of life insurance can be used as a charitable gift by naming us as the owner of beneficiary of your policy.

**Charitable Remainder Trusts & Gifts of Residual Interest:** A Charitable Remainder Trust is established when a donor makes a gift or donation of a sum of money to Community Care.

**Charitable Annuities:** A donor gives Community Care a gift or donation of a sum of money and an annuity is purchased.


### Consider an “In Honour” gift!

An “In Honour” donation is a unique way to celebrate those who are special to us.

**Remembering someone close to you with an “In Honour” donation as an alternative to flowers or a more traditional gift, means a lasting contribution to someone in need. In memory donations are accepted at all funeral homes. Donors receive an official tax receipt for a minimum \$10.00 donation .**

We will send a card acknowledging the in honour gift. Contributions stay in our community supporting & enhancing the programs & services provided by Community Care for Central Hastings.





## Inclement Weather Reminder

Old man winter will soon be sending winter our way. We want to remind you that if the weather is bad, to listen to the radio stations on CJBQ, COOL 100 AND OJ 95.5 for cancellations of the Diners Club and Blood Pressure Clinics.

If you are scheduled for Transportation or to receive Meals on Wheels, you will be contacted in the event of a cancellation. We want our clients and volunteers to be safe this winter.

## Visiting The Office?

We have parking in front of the stone wall, and behind the building. If no spots are available, please be considerate and do not to block surrounding driveways.

## Phone System

To reach a program coordinator just press;

- 1 Transportation
- 1 Blood Pressure
- 1 Foot Care Clinic
- 2 Meals on Wheels
- 2 Home Help
- 2 In Home Foot Care
- 2 Line Dancing
- 3 Diners Club
- 4 Become a Client or to update your files
- 4 Indoor Walk Program
- 5 To Volunteer or to update your files
- 6 For Administration
- 0 For Reception

**No Answer? Leave a message and we will get back to you. We are on a call or away from our desk.**

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## Health and Wellness Programs

Community Care for Central Hastings offers a number of Health and Wellness Programs to suit a variety of needs.

### Blood Pressure Clinics

Regular monthly blood pressure monitoring in a comfortable and friendly setting.

### Foot Care Clinic

A foot care clinic is held in Madoc at 47 Wellington Street the first Thursday of every month beginning at 8:00am. Care includes Diabetics, Corns, Foot Soak, Ingrown Nails, Calluses and More.

Please contact the office if you would like to attend the clinic or if you require foot care in your home.

### Friendly Active Living

This exercise program was created by the Centre of Activity and Aging that is comprised of ten simple, yet progressive exercises, designed to enhance and maintain functional fitness, mobility and independence. We encourage these exercises be done daily in the home support to build *balance, confidence and strength*. No exercise equipment needed - just 10 simple exercises.

### **Indoor Walk Clinic**

Seniors - join us every Monday, Wednesday and Friday at 9:45 -10:45 a.m.

Evenings - Monday, Tuesday and Friday evenings 6:45 - 7:45 pm.

For an enjoyable indoor walk at Centre Hastings Secondary School

### **Line Dancing**

Keep active with our Line Dancing classes! Gather once a week and enjoy one hour of line dance instruction and great fun. Then, once a month the group enjoys a nutritious lunch together.

### Keeping in Touch

**Reassurance Calls** are made by volunteers on a regular basis each week to provide a friendly voice and reassurance.

**Friendly Visiting** is a service that provides "Friendly Visits" by a volunteer on a one-to-one basis to visit an isolated senior or physically disabled adult.

**Rural Mail Couriers Alert Program**, is delivered in partnership with Canada Post Couriers and is an extension of the Reassurance Program. Couriers will keep a friendly eye open for any signs that assistance is needed.

## A look at our Programs

### Home Help and Maintenance

#### **Brokered Workers**

Community Care's Home Help and Home Maintenance programs match clients with brokered workers. Brokered workers can assist with routine household tasks, maintenance and one-time jobs.

#### **Who is eligible?**

Only registered clients are eligible for assistance through the Brokered Worker Programs. Clients must be seniors (age 60+) or adults with physical challenges.

#### **What Type of Help is Available?**

**Home Help** provides regular, on-going assistance with routine household tasks such as grocery shopping, meal preparation, laundry and light housekeeping.

#### **Home Maintenance**

provides assistance with small, one - time chores around the house such as the installation of safety rails, minor home repairs, maintenance of plumbing and electrical systems, yard work or general clean-up in the yard or basement. This service is not intended to involve major jobs or be in competition with commercial trades' people. Please call the office for more details.



See back page for monthly calendar and locations



## Transportation

If you require transportation to medical appointments, social visits or shopping, we have Volunteer drivers that will escort you to the destination and home again. All our volunteers are screened to ensure your safety.

For those person's who require mobility devices we now have a **wheelchair accessible van** which has room for a caregiver to accompany you to and from your appointment. Please let us know about your trip at least 2 days in advance.

## Crisis Invention

Provides support and intervention for seniors, adults with physical disabilities and caregivers in critical situations. The goal is to provide support in crisis intervention, stabilize and put a plan in place for the long term.

## Meals on Wheels

### Hot Meals

Our delicious meals are home cooked and nutritionally balanced. A qualified nutritionist reviews seasonal menus. Hot meals are available on Tuesdays and Thursdays. Special diet requirements may be accommodated.

### Frozen Meals

These home-style meals can be heated in your oven or microwave, and since they are frozen, they can be kept on hand in your freezer. Ready when you are! You can choose your own complete meals from our tempting array of main dishes, soups and desserts.

### Meals on Wheels Social

Come together with others to enjoy a delicious lunch and social time in the apartment's common room (where available.)



## Diners Club

Join us each month for a home made, nutritious meal, social activities and meet new and old friends. Meals are served in a central location on pre-arranged days.

Diners is held in each of the four communities within Central Hastings; Madoc, Marmora, Stirling and Tweed (Stoco). Lunch is served at noon and includes a great meal, entertainment, and much more.

This is a very popular program and requires a reservation. We have a team of volunteers who will call to you with the date and location of the Diners, and ask if you would like to attend. We would like to remind you how important it is to inform the volunteer when they call, if you are unable to come. The diners club prepare meals according to the numbers confirmed by the volunteers. When we prepare more food than is necessary for our dinner, this adds needless costs to our program. Please help us to continue the enjoyment of this program.

## NEED TO KNOW

Please book all holiday **transportation** requests by December 16<sup>th</sup>.

If you require **frozen meals** to help over the holiday, please give the office a call to arrange for delivery before December 20<sup>th</sup>

## GIFT CERTIFICATES

An excellent gift idea for the person that has everything.

We can provide your special senior with gift certificates for any of our programs.

## At the doctors:

I went to my doctor yesterday. After a long wait in the outer office, my name was finally called. When I got into the examining room, the nurse pointed to the scale and said, "I need to get your weight today." I immediately replied, "One hour and 5 minutes."

**Community Care**  
For Central Hastings

Community Care for Central Hastings is a non-profit, volunteer based agency for seniors and adults with physical disabilities. We strive to provide programs and services that assist our clients to reside in their own homes and improve the quality of life by assisting them in better utilizing community resources.

- *To enable seniors and adults with physical disabilities to remain in their communities.*
- *To provide social contact and a caring atmosphere for the elderly and adults with physical disabilities.*
- *To utilize community resources to the fullest and enable people to work voluntarily for the community as a whole.*





## RESOURCES

Community Care for  
Central Hastings

[www.ccch.ca](http://www.ccch.ca)

613-473-9009

1-800-554-1564

4CSS

[www.4css.org](http://www.4css.org)

1-877-340-4CSS

(4277)

Community Care  
Access Centre

[ccac-ont.ca](http://ccac-ont.ca)

(Belleville)

613-966-3530

1-800-668-0901

South East Local  
Health Integration  
Network

[southeastlhin.on.ca](http://southeastlhin.on.ca)

“The trouble  
with retirement  
is that you never  
get a day off.”  
- Abe Lemons



# Managing the Hospital to Home Transition Programs

South East LHIN funded programs for  
seniors.

4CSS (Community Support Services) operation, manages several regional programs for the South East Local Health Integration Network (LHIN) that are specifically designed for seniors to facilitate either discharge or diversion from hospitals.

The ultimate value in supporting referrals from hospital sources is to secure the involvement of Community Support Service (CSS) agencies and services in the planning for, and support of, frail seniors living in their home environments, as soon as possible to promote Hospital and Long Term Care Home avoidance.

The Hospital to Home Transition Programs are funded by the SE LHIN and implemented in partnership with the SE CCAC and the hospitals of the South East. Together they have pushed the envelope on partnership and collaboration, with great results.

### easier+ (e+)

Accomplishes ER diversion of frail elderly at KGH and QHC-B (Belleville General Hospital) only . Individuals 75+ are screened for being at risk due to frailty when they present at the ER. All who screen positive are referred to 4CSS from the ER. 4CSS receives notification from ER and contacts clients to make an offer of 30 days of CSS services with all applicable client fees waived. If the client is interested, 4CSS forwards referral to the CSS Home Support agency in the client's geographical area.

### Home At Last (HAL)

Facilitates earlier and more successful discharges of elderly and frail clients by providing escorted transportation home from the hospital, assistance settling in at home, and an offer of up to 7 days of CSS services with all applicable client fees waived. Individuals - elderly or frail - are referred by any hospital in the SE LHIN to 4CSS for the HAL service package. 4CSS identifies a Personal Support Worker (PSW) for the assignment, coordinates the transportation and settling in services for the day of discharge, and notifies the geographically appropriate CSS Home Support agency regarding potential services required by the HAL client. The CSS agency then follows up with the client to offer CSS services.

### home first (HF)

Provides discharge and in-home supports to frail elderly patients, automatically referred to 4CSS as a component of the home first approach. Referral to 4CSS ensure clients receive a timely and informative offer of linkage to the CSS agency in the area of their home; all applicable fees for CSS services are waived for a 30-day period within 90 days of leaving hospital, depending on client preferences. The clients of the home first approach have been identified in the hospital and are referred by the Community Care Access Centre's in-hospital Case Managers as individuals who may require CSS supports to continue living at home or while making a decision about a move to Long Term Care.

# Thank You

## VOLUNTEER SPOTLIGHT

### Dolores Douglas

Dolores is one of CCCH original volunteers and has been with us for 11 years. Dolores is a retired Executive Assistant for a GM dealership, enjoying her retirement, meeting new people and giving back to her community. She currently volunteers for our Hidden Treasures Thrift Store and our Tweed Diners program. We could not do it without you Dolores, Thank You!



### Don Bower

It takes a wonderful and understanding person to fill their car top to bottom with Meals on Wheels bags. This reliable, friendly, courteous volunteer is Don Bower, who has been with the agency for the last 4 years. Don is a retired self employed business man for a printing & promotion company after 30 years of owning a men's clothing store in Don Mills. We are honored to have a volunteer like you Don, Thank You!



### Ellen Feegan-Wright

Ellen is one of those special people that when asked to help she jumps in very willingly. She has been a volunteer with CCCH for 4 years now. Ellen is a retired RNA Nurse who keeps busy volunteering for our Blood Pressure program, Diners program, Active Living program and Reassurance Call program. You are a great inspiration, Thank You!



KEEP ON LOOKING AS WE CONTINUE TO SPOTLIGHT ALL OUR WONDERFUL VOLUNTEERS!

## Your assistance means the world to .....

A caregiver to a **Meals on Wheels Client** writes; For several years your volunteers faithfully delivered hot and frozen meals and a friendly hello. This service enabled him to enjoy a few more years of independent living. He moved recently to a nursing home where he will get constant care and support. On his behalf we send a huge thank you to those who make the Meals on Wheels program possible. Your kindness and dedication is most appreciated.

**Transportation Clients** say: Drivers are very reliable. The service is awesome Drivers are helpful and courteous. Everyone is so down to earth and accommodating.

**Reassurance Call Clients** say: The callers are the most beautiful people. They are so personal that you feel like they are your friends, even though you've never met them. The callers are interested in the client's lives and the other way around.

**Diners' say:** It's a most enjoyable, affordable meal; many thanks to the volunteers and staff for all their work. You all deserve a medal, thank you! Your group has always done an excellent job. Your efforts are appreciated. The cooks in the kitchen and servers are doing a great job, keep it up. It is very nice to get together with friends.

## ON VOLUNTEERING

### Statistics

- 46% of Canadians aged 15 and over volunteered for charitable and nonprofit organizations in 2007.
- Together they contributed 2.1 billion hours, which represents the equivalent of 1.1 million full-time jobs.
- Most volunteers (93%) agree they want to make a difference to their community.
- Other reasons they volunteer are to make use of their skills and experience and because they are personally affected by the cause they support.

## ON COMMITMENT

A daughter had just helped her 90-year-old mother through the strain of moving from the family home into a new unit in a senior apartment building. The daughter was trying to tidy up all the arrangements and tactfully said: "Mum, what about Meals on Wheels?" To which her mother replied: "No, dear, I don't think I could volunteer for them anymore"



## A CHRISTMAS NOTE FROM PAT DOBB



### Contact Information

#### LOCATION:

115 Durham St. N.  
Box 310, Suite 3A  
Madoc, Ontario  
K0K 2K0

#### CONTACT US:

Phone:(613) 473-9009  
Toll Free(800) 554-1564  
Fax:(613) 473-9010  
Email: ccch@ccch.ca

It is the time of year that we watch many changes, colours, nature, preparing for winter, weather and of course preparing for Christmas. We ask that you take this time to slow down, look around and spend time with someone that is alone or in need of friendship. After all, the "Gift of time and love" are truly the basic ingredient for any season.

We would also like to take this time to thank our friends, volunteers and donors. We really could not provide the services without your time, love and support. Please remember Community Care is here for you and your family and friends.

As we approach this special season, I wish you all a very Merry Christmas and all the best in the New Year.

### IMPORTANT INFORMATION

**The office will close December 23, 2011 at noon and will have minimum staff until January 3, 2012. Please leave a message as we will review them and return your call if necessary. During this period, Meals on Wheels will be suspended and will resume Tuesday January 3<sup>rd</sup>.**

**Please join us for our Christmas Dinners on the following dates:**

- Tweed - Wednesday November 23<sup>rd</sup>**
- Stirling - Monday November 28<sup>th</sup>**
- Madoc - Monday December 12<sup>th</sup>**
- Marmora - Wednesday December 14<sup>th</sup>**

Community Care for Central Hastings November 2011

## Program Calendar

Event	Madoc	Marmora	Stirling	Tweed
<b>Diner's Club</b> Monthly - noon from Sept- June	2nd Monday - St. John's Anglican Church	2nd Wednesday - Marmora Community Centre	4th Monday - St. Paul's United Church	4th Wednesday - St. Ed- mund's Hall, Stoco
<b>Meals on Wheels</b>	Tuesdays and Thursdays between 11:30am to 1:00pm			
<b>Socials</b> Monthly from Sept - June		4th Thursday 43 Matthew Place		
<b>Blood Pressure Clinics - Monthly</b>	3rd Wednesday 9- 11:30 47 Wellington St.	2nd Tuesday - 9:30-11:30 Caressant Care	2nd Thursday - 9 - Noon 204 Church St.	1st Wednesday- 8:00 - Noon 23 McCamom Ave.
<b>Line Dancing - 10:30- 11:30 from Sept-June</b>	Thursdays 10:30- 11:30 at St. John's Anglican Church			Tuesdays 10:30-11:30 at Hungerford Hall
<b>Friendly Active Living</b> Weekly from Sept - June	Wednesdays - Trinity United Church 10 am			
<b>Foot Care Clinic</b> Monthly	1st Thursday - 47 Wellington St.			
<b>Indoor Walk Program</b> Madoc ONLY - from Sept - June	Centre Hastings Secondary School - Madoc A.M. Monday, Wednesday and Friday 9:45-10:45 ~ P.M. Monday, Tuesday and Friday 6:45-7:45			