

Supported By:



## In Touch with the.....Client Advisory Committee



From L-R: Peggy Boyd, Olga McQuay, Jennifer McMillan, Deborah Cuciurean & Pentti Lassila

<i>INSIDE THIS ISSUE:</i>	
IN Touch WITH.....	1
INSIDE STORY EMPLOYEE APPRECIATION	2
EMPLOYEE SATISFACTION SURVEY	3
HEALTH & WELLNESS	4-5
HOLIDAY FUN	6
SEASONS GREETINGS	7
REMINDERS & GENERAL INFORMATION	8

Personal Attendant Care Inc.'s Client Advisory Committee provides a forum consisting of a variety of representation to provide advise to Personal Attendant Care Inc.'s Board of Directors on client needs and service delivery models for quality care.

Members are in representation from Managers, Personal Support Workers, Clients, Client Care Givers and the Board of Directors.

Client Advisory Committee Members are:

Peggy Boyd, Barb Crosier, Deborah Cuciurean, Jennifer Hammond, Pentti Lassila, Jennifer McMillan, Olga McQuay, Diane Thomson and Jay Somani.

For more information on the Client Advisory Committee please visit our website at [www.pacdurham.ca](http://www.pacdurham.ca).

### Day Respite Program

The Client Advisory Committee is committed to working with Personal Attendant Care Inc. to provide a Respite Day Program. The Client Advisory Committee has three goals for 2011 and they include developing day program strategies to motivate clients to join the day program and explore the possibility of day trips and or events for clients to attend.

### Details of The Respite Day Program

- To provide a respite program outside a residence that encourages interaction and communication with other clients in one location
- Help effectively meet the complex needs of the program participants
- Offer activities that meet the social, physical, emotional, recreational and spiritual needs of the program participants
- To provide a 1 or 2 day-per-week Daytime Respite Program
- Further meet the needs of our current clients
- Provide short term caregiver relief

If you have any ideas or would like to participate in the Respite Day Program please contact Jennifer Hammond, Client Service Manager @ (905) 576-5603 ext. 227.

# INSIDE STORY

## 2010 Employee Appreciation

On December 1, 2010 Personal Attendant Care Inc., held it's Employee Appreciation/Holiday Luncheon at the Mandarin.



## 2009 Service Award Recipients

### *Service Awards 3 years*

- Jackie Allen
- Karen Zerafa
- Leanne Leckie
- Lara Toye
- Charlotte Hele
- Lisa Stone-Howard
- Ava Bailey
- Nadine Wolla

### *Service Awards 5 years*

- Maureen Trainer
- Bonnie Leadbetter
- Melody Reid
- Jennifer Hammond
- Peggy Wong
- Anne Winacott

### *Service Awards 10 years*

- Angella Whyte
- Barb Van Groningen



The Joint Health & Safety Committee distributed First Aid Kits as a reminder of safety in the workplace to employees.

Your Joint Health & Safety Committee members are; Jennifer Hammond, Elaine Madigan, Tina Morin (Co-chair), Debbie Byers, absent was Lisa Potter (Co-chair).

## S.T.E.P. Training Survey Results

Participants of the Skills Training Education Partnerships held on October 21, 2010 survey results indicate that 64% of the participants felt the training on Lifts & Transfers and Pain Management was relevant to their specific job requirements. Suggestions for the next training session would be to allow additional time and hands on approach where applicable.

	<b>Excellent</b>	<b>Good</b>	<b>Poor</b>
The session was well organized	24 (51%)	21 (45%)	2 (4%)
There was enough time to attend all presentations	22 (47%)	19 (40%)	6 (13%)
Information is relevant to care delivery	30 (64%)	17 (36%)	0 (0%)
Discussion time was adequate	22 (47%)	18 (38%)	7 (15%)
What is your overall rating of this session	26 (55%)	19 (41%)	2 (4%)

Personal Attendant Care Inc., would like to thank our educational partners.



Mary Ellen Griesbach  
Motion Specialties



Debbie Devitt  
Palliative Pain & Symptom Management Consultation Services

## EMPLOYEE SATISFACTION SURVEY 2010



The results are in for the 2010 Employee Satisfaction Survey. An overview of the results are listed below.

	Agree	Neither Agree nor Disagree	Disagree
(1) Leadership changes are positive for the company	66%	20%	14%
(2) Leadership clearly articulated the Strategic Plan	75%	18%	7%
(3) Leadership has a clear vision of the future	76%	13%	11%
(4) Leaders are open and trustworthy	74%	12%	14%
(5) Sense of personal accomplishment & satisfaction	94%	3%	3%
(6) Receive appropriate recognition for my contributions	65%	15%	20%
(7) Supervisor provides adequate supervision with feedback	77%	10%	13%
(8) Receive training needed to do job effectively	87%	7%	6%
(9) Employees are treated fairly & equally	62%	22%	16%
(10) Organization vision & mission reflect your values	75%	15%	10%
(11) Different ideas are valued in the organization	72%	12%	16%
(12) Report unethical activities without fear of reprisal	83%	9%	8%
(13) Reasonable expectations of its employees	80%	13%	7%
(14) Supports a balance between work & personal life	81%	10%	9%
(15) Promotes a healthy & safe work environment	93%	4%	3%
(16) Provides awareness & training with regard to health & safety	94%	3%	3%
(17) Takes reasonable precautions to keep employees safe on the job	92%	6%	2%
(18) Accountable for quality of work being done	75%	16%	9%
(19) Understands customers needs	74%	13%	13%
(20) Organization maintains very high standards of quality	54%	13%	13%
(21) Supervisor informs of decisions and changes affecting me	71%	15%	14%
(22) Information & knowledge are openly shared	70%	15%	15%
(23) Management genuinely interested in employees	73%	10%	17%

Response rate was 70% (71/102 surveys)

\*\* Completed October 2010 – 71 Surveys were received, 3 surveys not included do to missing pages or spoiled results

## Health & Wellness

### KEEP MEDICATIONS OUT OF THE ENVIRONMENT

Have you ever wondered just what you should do with old or expired medications? Proper disposal in an environmentally friendly way is now even easier thanks to recent changes for the collection of unused prescription & over the counter medications.

On July 1, 2010, the Ontario Pharmaceutical Association, in co-operation with Stewardship Ontario, announced the "Take It Back" Program. Unused medication can now be safely disposed of at your local pharmacy counter.

Although residents have been able to dispose of these medications for free at the local waste management facilities or at municipal hazardous waste events held in the region for years, not everyone takes advantage of this method. Safe disposal is now even easier and available at a pharmacy near you!

Taking medications back to the pharmacist under the Take It Back program makes it both convenient and safe. Residents are encouraged to think before they throw and keep hazardous waste out of the environment. Pharmaceuticals for both humans and pets, including prescription medications, over-the-counter drugs and natural health products should never be disposed of in the garbage or flushed down the toilet.

For more information on the proper disposal of pharmaceuticals please visit [www.makethedrop.ca](http://www.makethedrop.ca). For more information on Durham Region's other waste management programs, please visit [www.durhamregionwaste.ca](http://www.durhamregionwaste.ca), call (905) 579-5264 toll-free (800) 667-5671 or email [waste@durham.ca](mailto:waste@durham.ca).



RDSP  
grant  
and  
bond

### Helping people with disabilities save for the future

The Government of Canada has now made available the **Registered Disability Savings Plan (RDSP)** to help people with disabilities, under 60 years of age, who are eligible for the Disability Tax Credit.

A matching **Canada Disability Savings Grant** of up to \$3,500 per year will be paid on eligible contributions made to an RDSP.

The Government of Canada will also contribute a **Canada Disability Savings Bond** of up to \$1,000 per year to the RDSPs of eligible low- and modest-income Canadians, even if no contribution is made.

For more information on eligibility:  
Go to [www.disabilitysavings.gc.ca](http://www.disabilitysavings.gc.ca)  
Or call **1 800 O-Canada (1-800-622-6232)**  
TTY users may call **1-800-926-9105**



Canada

## Seasonal Driving



### What to do in bad winter driving conditions

- Slow down gradually and drive at a speed that suits the condition
- Use pavement markings to help guide you. Use the right edge of the road rather than the centre lane.
- Be patient. Avoid passing, changing lanes and crossing traffic.
- Drive at a safe speed and be courteous to other drivers.



## Seniors Can Be Active With Confidence in Winter

*Winter is a wonderful time of year! The air is crisp and the ground is snow covered. It is the perfect time to enjoy a walk to take in the beauty of the season. But, winter can be a challenging time of year to get out and about. Here are a few suggestions to help you stay active and safe in winter.*

### Dress for the Occasion

Important ways to keep safe and active:

- Layering clothing preserves body heat. Long underwear, a fleece or wool sweater, a wind/waterproof jacket are good options
- Avoid wearing cotton next to your skin. It absorbs sweat and stays wet
- A hat, scarf, mittens or gloves are essential accessories that help prevent heat loss
- Bright colors or adding reflective material to clothing can help others see you better
- Protect exposed skin with sunscreen and lip balm, SPF 15 or more
- Wear sunglasses with UVA and UVB rating

### Put Your Best Foot Forward

For warmth and stability look for the following when choosing a winter boot:

- Well insulated and waterproof
- A thick, non-slip tread sole
- A wide and low heel
- Light in weight

Ice grippers on footwear can improve walking on hard packed snow and ice and may help prevent falls.

### Be careful!

Grippers become dangerously slippery and must be removed before walking on smooth surfaces such as stone, tile and ceramic.



Before buying the grippers, be sure that you are able to attach and remove them from your boots, this is best done sitting down

### Get Around Safely

- Use a cane to help with balance. Have it fitted to the right height for you. When cane is upside down, end should be at wrist level. Speak to your doctor or pharmacist about how to use your cane properly.
- Attach an ice pick to the end of your cane. Cane picks will be slippery on hard surfaces so be sure to flip it back as you get indoors. Picks are available at most drug stores.
- If you need further support use a walker. Cost can be covered by government programs. Talk with your doctor.

Wear hip protectors, a lightweight belt or pants with shields to guard the hips. It can help protect the hips against fractures and give added confidence.

## About the Weather

### WHAT DOES IT ALL MEAN???

- A winter storm WATCH means a winter storm is possible in your area.
- A winter storm WARNING means a winter storm is headed for your area.
- A blizzard WARNING means strong winds, blinding wind-driven snow and dangerous wind chill are expected. Seek shelter immediately! When a Winter Storm Watch is issued . . .

- Listen to NOAA Weather Radio, local radio, and TV stations, or cable TV such as The Weather Channel for further updates.
- Be alert to changing weather conditions.

### Durham Region Weather Websites

<http://www.theweathernetwork.com/weather/caon0511>

<http://www.newsduhamregion.com/weatherDetail>

[http://www.weatheroffice.gc.ca/city/pages/on-117\\_metric\\_e.html](http://www.weatheroffice.gc.ca/city/pages/on-117_metric_e.html)

# Holiday Fun

## Terracotta Christmas Bells



### Materials

2 x 3" terracotta pots or preferred size  
 Ribbon or cord to secure the beads and hang  
 Decals or magazine clippings for art work  
 Acrylic craft paint in festive colours such as gold, red, green etc.  
 Spray on varnish  
 Large Beads

Start by painting the pot in a base color. Suggested colors are green, red or gold. Tie a knot in one end of some cord. Thread on one bead then tie a second knot about 1 inch higher than the first bead.

Thread the cord through the drainage hole in the bottom of the pot. The beads should hang on the inside of the bell, one being the bell clanger the other stopping the cord from going through the hole.

Once it is threaded through tie on a third bead to hide the drainage hole from the top view.

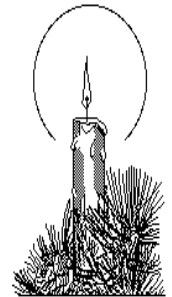
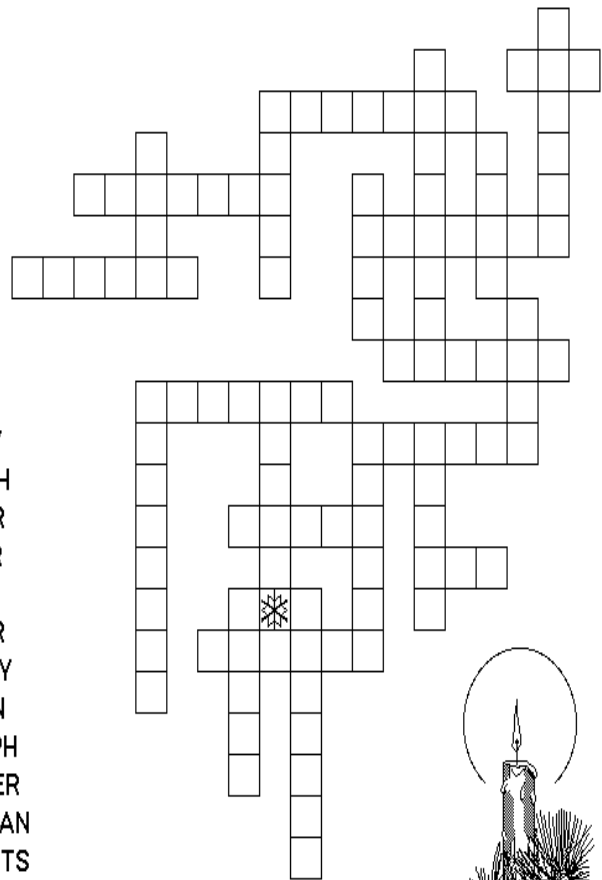
Cut the cord to a desired hanging length. Tie a loop for the hanger. You may want to try two of these hanging together to form a traditional two bell look.

These bells make great decorations for large function rooms as they are cheap to make and effective.

## Christmas Crossword

Make all the words fit into this crossword.  
 Each word is only used once.

ELF  
 TOY  
 GIFT  
 BELL  
 TREE  
 STAR  
 SANTA  
 COMET  
 CUPID  
 VIXEN  
 CANDY  
 FROSTY  
 WREATH  
 DASHER  
 DONNER  
 SLEIGH  
 DANCER  
 CHIMNEY  
 BLITZEN  
 RUDOLPH  
 PRANCER  
 SNOWMAN  
 PRESENTS  
 REINDEER



©1999 The Kid's Domain www.kidsdomain.com free for non-profit use

## Peanut Snowmen



### Ingredients

- 1 cup sifted powdered sugar
- 1/4 teaspoon vanilla
- 3 to 4 teaspoons milk
- 15 peanut-shaped peanut butter sandwich cookies
- 15 large gumdrops
- Granulated sugar & candy decorations or decorator icing

### Directions

1. For icing, in a small bowl combine powdered sugar, vanilla, and enough milk to make a thin icing consistency. Spread about 1 teaspoon icing over the top and sides of each peanut butter cookie so that the texture of the cookie shows through.
2. To make gumdrop hats, roll a large gumdrop into an oval in granulated sugar. Roll oval into a cone shape; press to seal ends. Curl up bottom edge of cone to form a brim. Attach hat to head of peanut butter snowman with icing. Add candy decorations or decorator icing to make dots for eyes and buttons. Store in a tightly covered container in the refrigerator for up to 3 days. Makes 15 snowmen.

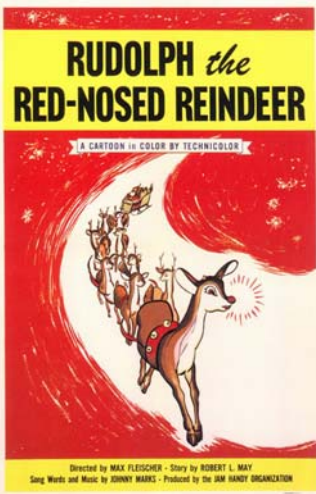
*Christmas is the season for kindling the fire of hospitality in the hall, the genial flame of charity in the heart. ~Washington Irving*

# Seasons Greetings

Personal Attendant Care Inc., would like to extend their warmest wishes for a safe and happy Holiday Season

Victoria Carter  
 Peggy Wong  
 Jennifer Hammond  
 Charlotte Hele  
 Debbie Byers  
 John Eng  
 Anne Winacott  
 Tina Morin  
 Kathleen O'Hara  
 Sue R. Warner  
 Karen Jurgens-Nielsen  
 Edna Perez-Barrozo  
 Kathrin Jensen

## The Story behind the Story of Rudolph the Red-nosed Reindeer



**The Chicago-based Montgomery Ward** company, department store operators, had been purchasing and distributing children's coloring books as Christmas gifts for their customers for several years. In 1939, Montgomery Ward tapped one of their own employees to create a book for them, thus saving money. 34-year old copywriter Robert L. May wrote the story of Rudolph the Red-nosed Reindeer in 1939, and 2.4 million copies were handed out that year. Despite the

wartime paper shortage, over 6 million copies had been distributed by 1946.

May drew in part on the story "The Ugly Duckling" and in part from his own experiences as an often taunted, small, frail youth to create the story of the misfit reindeer. Though Rollo and Reginald were considered, May settled on Rudolph as his reindeer's name.

Writing in verse as a series of rhyming couplets, May tested the story as he went along on his 4-year old daughter Barbara, who loved the story.

Sadly, Robert May's wife died around the time he was creating Rudolph, leaving May's deeply in debt due to medical bills. However, he was able to persuade Sewell Avery, Montgomery Ward's corporate president, to turn the copyright over to him in January 1947, thus ensuring May's financial security.

May's story "Rudolph the Red-Nosed Reindeer" was printed commercially in 1947 and in 1948 a nine-minute cartoon of the story was shown in theaters. When May's brother-in-law, songwriter Johnny Marks, wrote the lyrics and melody for the song "Rudolph the Red-Nosed Reindeer", the Rudolph phenomenon was born. Turned down by many musical artists afraid to contend with the legend of Santa Claus, the song was recorded by Gene Autry in 1949 at the urging of Autry's wife. The song sold two million copies that year, going on to become one of the best-selling songs of all time, second only to Bing Crosby's "White Christmas". The 1964 television special about Rudolph, narrated by Burl Ives, remains a holiday favorite to this day and Rudolph himself has become a much-loved Christmas icon.

## Reminders & General Information

Personal Attendant Care Inc. would like to say THANK YOU to Pingle's Farm Market for their generous donation for our Mix & Mingle!



### REMINDER

It is that time of year again!

Police Background Clearances  
Are due

**BY February 28, 2011**

Wait times are long so please submit your application early to ensure enough turnaround time.

All Personal Support Workers, Administration Employees, & Volunteers are required to provide updated Background checks annually.



Akemashite Omedetou Gozaimasu			Selamat Tahun Baru
Gelukkig nieuwjaar			Szczesliwego Nowego Roku
Sawatdee Pi Mai	Bonne année		Blwyddyn Newydd Dda
Onnellista uutta vuotta			
Chuc mung nam moi	Kul 'am wa antum	Felice Anno Nuovo or Buon anno	Urte Berri on
Godt Nytt År	Sehe Bokmanee Bateuseyo	la manuia le Tausaga Fou	
Shuvo noboborsho	Felix sit annus novus	Feliz año nuevo	Stastny Novy Rok
Boldog uj evet	Xin nian yu kuai	Heri za Mwaka Mpya	Manigong Bagong Taon
	Eutychemenos o kainourgios chronos	Feliz año nuevo	
La Multi Ani si Un An Nou Fericit		Chuc mung nam moi	Bonan Novjaron
Shana Tova	Barka da sabuwar shekara	Nyob Zoo Xyoo Tshiab	
	Sun nien fai lok	Godt NytÅr	
Voorspoedige nuwe jaarbikhair	Hauoli Makahiki hou	Ein glückliches neues Jahr	

### Ask the Editor

We are interested in your feedback! If you have anything you would like to see in our newsletter, we would love to hear from you. We welcome success stories, recipes, general interest items, crafts, anything! Please send your ideas or submissions to Charlotte Hele, Personal Support Workers Joanne & Yvonne, or directly to Debbie Byers, Editor in Chief at Phone (905) 576-5603 x 236 Fax (905) 576-8020 or via email to: [dbyers@pacdurham.ca](mailto:dbyers@pacdurham.ca). Please note that due to space restrictions some editing may be required.



1650 Dundas Street East  
Suite 200  
Whitby, ON L1N2K8

Supported by:



**PLEASE REMEMBER THAT WE ARE A SCENT FREE ENVIRONMENT**