

Client Focus: The Big Picture

As you know, we work really hard to provide home care service that keeps you – the client – in mind. You already know that we talk with you and include you in decisions about your homecare and what things our Home Support Workers can help you with in the home. But did you know that we are thinking about you when we create training for our Home Support Workers? Or that we are thinking about you when we connect with others in our community because we think they have good information to pass along to you which helps you in your home? Or even that when we review a safety concern that we always wonder what other clients might be having the same concern and talk with others about it? The big picture is this: we are always asking ourselves “how does this affect our clients” and “what would our clients think about this?” While we must provide homecare service that matches the care plan of your Case Manager and there are limits, listening to clients and thinking of you at **every** step of the way is important.

Client Surveys

- **Did you know that we mail out surveys every year in November and April to our clients?** These surveys are reviewed and management will follow up with any client concerns brought forward. Sometimes we have even created training for our home support workers because of this.

Client Family Advisory Committee

- **Did you know that we have started a Client Family Advisory Committee?** When we are planning things for the company, we actually take the time to meet with several clients and family members to show them our ideas and include their suggestions.

Employee Spotlight: Human Resources & Payroll, Heather O’Driscoll

Heather O’Driscoll has been affiliated with Total Care in Human Resources & Payroll for the past 24 years. Heather is a detail-oriented lady who works hard to provide payroll to all our Home Support Workers and invoices to all our clients. To say Heather is busy is an understatement, but she knows how to dig in and get the job done! She has seen a lot of change in homecare since she first started and while “crunching numbers” may be her main role, her curious nature and desire to see Total Care be the best company that it can is obvious in the other human resources activities she takes part in. Heather and her spouse have 2 boys and she volunteers with community groups in her hometown of Plate Cove East including Treasurer and founding member of the Plate Cove Recreation Committee Inc (2005)., and Secretary of the Plate Cove Fire Department Support Team. She loves to spend time with her family and you will find Heather in the cold stadiums in the winter watching her son play hockey and relaxing by the pool in the summer time. She has two dogs with the same name and has an interesting story about how that came about!



Our Mission: “...to provide “hands on” care to the elderly, convalescent and disabled clients by encouraging, supporting and assisting these clients to achieve and maintain a state of well-being in their own environment”.



Check us out on Facebook at “Total Care Nursing in the Home Services Ltd” for regular updates

Total Care - Clarenville Office
 709-466-5505
 12 Coish Place
 Clarenville, NL A5A 0C3

Total Care - Bonavista Office
 709-468-2273
 230 Confederation Drive
 Bonavista, NL AOC 1B0



To Fall or Not to Fall? The Question All Seniors Over the Age of 65 Should Ask Themselves!

By Leanne Barnes-Chippett, Bsc. P.T. Registered Physiotherapist, Family Care Team-Clareville

Are falls a normal part of aging? Most people would think that falling is a fact of life as we age, and we must accept the consequences. However the correct answer is NO! Falls can be prevented if we know the cause and how to make small changes in our lifestyle and around our home to prevent them.

As much as we would like to stop time, we cannot make anyone younger, even though I get asked that question all the time too! But we can make physical improvements in our body to improve how we move and how strong we are in our legs and how we balance.

If you have concerns about your balance or have experienced a fall and have concerns regarding moving safely inside or outside your home speak to your primary health care provider. Your primary health care provider can refer you to a physiotherapist. A physiotherapist can perform an assessment and recommend the correct assistive device like walkers, canes, and hiking poles for safety.

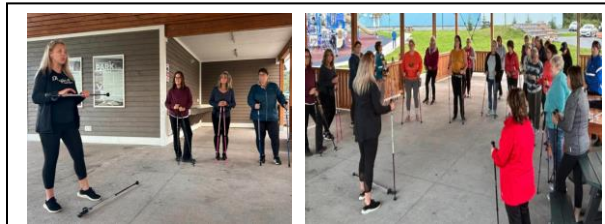
As well, a physiotherapist can assess your strength and balance and recommend exercises for you to perform at home to help prevent falls.



Some sample exercises are found on findingbalancebc.ca
(<https://findingbalancebc.ca/exercise/>)

So let's get active, stay active and be safe.

Leanne



Here is Leanne at a Town of Clareville event demonstrating using Nordic walking poles



Myths and Facts About Falls



Myth: Most falls happen outside, because of hazards like uneven sidewalks, or icy steps. It is true that falls do happen outside – uneven sidewalks and icy steps can be treacherous! However, most falls happen inside the home. Most injuries from falls occur because seniors often lack the leg strength to stop falling after they are tripped by something.

Myth: Reducing your fall risk takes a lot of time and money.

That is false. There are 10 simple steps anyone can take to reduce their fall risk that are free or cost little!



So, What Can You Do? 10 Simple Steps Anyone Can Take to Reduce their Fall Risk



#1 - Exercise: The number one way for anyone to reduce their risk of falling is to increase their strength and balance through exercise.

#2 - Stay Physically Active: Engaging in regular exercise helps improve strength, balance, and flexibility, which are all important for preventing falls. Activities like walking, yoga, and tai chi.



#6. Review Medications: Some medications can cause dizziness or drowsiness, increasing the risk of falls. Seniors should review their

medications with their healthcare provider to identify any potential side effects and discuss alternatives if necessary.

#3 - Remove Hazards at Home:

Seniors should make their living space safer by removing tripping hazards such as loose rugs, electrical cords, and clutter. Installing handrails and grab bars in key areas like the bathroom and stairways can also help prevent falls.



#4 - Ensure Proper Lighting: Good lighting is essential for preventing falls, especially at night. Seniors should use nightlights in hallways and bathrooms and ensure that all areas of the home are well lit. Motion-sensor lights can be helpful for illuminating pathways.



#7 - Get Regular Vision and Hearing Checks:

Poor vision and hearing can contribute to falls. Seniors should have their vision and hearing checked regularly and wear glasses or hearing aids as prescribed.



#8 - Use Assistive Devices: If needed, seniors should use assistive devices such as canes, walkers, or stairlifts to help maintain stability and prevent falls.



#5 - Wear Proper Footwear:

Seniors should wear sturdy, supportive footwear with non-skid soles both indoors and outdoors.

Avoiding high heels and loose-fitting slippers can help prevent slips and falls.



#9 - Stay Hydrated and Eat Well:

Dehydration and poor nutrition can contribute to weakness and dizziness, increasing the risk of falls. Seniors should drink plenty of water and eat a balanced diet rich in fruits, vegetables, lean proteins, and whole grains.



Adapted from Finding Balance BC –

<https://findingbalancebc.ca/>



#10 - Stay Mindful of Environmental Conditions:

Be cautious when walking on wet or slippery surfaces and be mindful of changes in terrain or weather conditions that could increase the risk of falls.



Phyllis' Recipe Box

Dill Pickle Pasta Salad

A favorite pasta salad with dill pickles playing the starring role, adding tons of flavor and crunch. Great as a summer salad with chicken, burgers, hot dogs. This recipe is even better when it's made ahead of time!

Ingredients:	Dressing:
*1/2 pound dry shell pasta, ~ 3 cups	*2/3 cup mayo or miracle whip
*3/4 cup pickles, sliced (bread & butter)	*1/3 cup sour cream
*2/3 cup cheddar cheese, diced	*1/8 tsp cayenne pepper (optional)
*1/4 cup sliced radishes	*4 tbsp. pickle juice
*3 tbsp. white onion, finely diced or sliced	*salt & pepper to taste
*2 tbsp, fresh dill or dried dill	
*1/2 cup pickle juice	

Directions:

1. Boil pasta al dente according to package directions. Run under cold water to stop cooking.
2. Toss cold pasta with about ½ cup of pickle juice and set aside for about 5 minutes.
3. Drain & discard pickle juice.
4. Combine all dressing ingredients in a small bowl and mix well
5. Toss all ingredients in a large bowl . Refrigerate at least 1 hour before serving.

Enjoy!

Meet Avery – our new training mannequin!

Congratulations to Carol Emberly for submitting the winning name!



ACCREDITATION
CANADA

Our 4-day review is at the end of June. The work to prepare for this review has taken us well over a year and is a big commitment required by government to help us provide quality care to you! Stay tuned to our next newsletter to see how we did!



Laughter is Good for the Soul!



Joke Corner

- Finally, my winter fat is gone. Now I have spring rolls
- I grilled a chicken for 2 hours. It still wouldn't tell me why it crossed the road.
- I eat mostly whole foods. Whole pizza, whole cakes, etc.



Spring Word Scramble

WBNAOR _____
 BLLAMURE _____
 WFLORE _____
 PLITU _____
 NERGE _____
 MLOBO _____
 PLRIA _____
 LFBTUTREY _____
 NIAR _____
 DREGNA _____
 EBE _____
 YMA _____
 GNRIPS _____
 HSSNIEUN _____
 YBNUN _____
 CAMHR _____
 EDES _____

Would you like to nominate your Home Support Worker to be Employee of the Month? We'd love to hear from you if you think your Home Support Worker goes above and beyond for you and deserves this award. Simply give us a call to nominate them!