



Congratulations to Total Care – Home Care Services on becoming an Age-Friendly Business!



Total Care Home Support Services received the Age-Friendly Business Designation award based upon an assessment of 57 international criteria that includes areas such as Accessibility, Comfort, Visibility/Sound and Customer Services. Total Care Home Support Services exceeded the established criteria required to receive the Age-Friendly Business Recognition.

Total Care is pleased to announce that our company has achieved Accreditation Primer status under Accreditation Canada. Our company has undergone a comprehensive assessment in which we were assessed against numerous Accreditation Standards for the home care industry.

What does Accreditation mean?

When you see the Accreditation Canada seal, you can be certain that the healthcare organization is working hard to deliver safe, high-quality care to meet the standards set in place by Accreditation Canada. They do so because better quality means better health. This program evaluates the quality and safety of the organization's programs and services.



ACCREDITATION
CANADA



Employee Spotlight: Client Care Coordinator, Tanya Chaulk

Tanya Chaulk has worked with Total Care for six years. Tanya worked in the field for us for the first year and then was hired in the office as a Client Care Coordinator. Tanya has a background in Licensed Practical Nursing and worked at the G. B. Cross Memorial Hospital in Clarendville before joining our team. Tanya also worked as a Paramedic in the Clarendville and Port Rexton area for a period of three years. Tanya lives in Shoal Hr. with her husband Jamie and her very active Golden Doodle (Rebel). Tanya also is the mom of two beautiful girls, Hayley and Mackenzie. Hayley has recently graduated from the "Fish and Wildlife Technician" program. Mackenzie is currently attending school to become a "Child, Youth Addiction Support Counselor."



Client Surveys

- Did you know that we mail out surveys every year in November and April to our clients? These surveys are reviewed by management and 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

If you, or a family member, would be interested in becoming a member of our Client Advisory Committee, to assist with planning services and activities, providing a high-quality service to our clients, please reach out to your Client Care Coordinator.

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".

Helping Seniors Protect Themselves Against Scams

Introduction

As technology advances, so do the tactics used by scammers, making it increasingly important for seniors to stay vigilant. At Total Care, we're committed to providing our seniors with the information they need to stay safe—both at home and online. In partnership with Scotiabank, we've put together some essential tips to help seniors avoid falling victim to scams.

Common Scams Targeting Seniors

Seniors are often targeted by various types of scams. Here are some of the most common:

- **Romance Scams:** Scammers pose as potential romantic partners to gain trust and eventually request money.
- **Government Scams:** Fraudsters impersonate government officials, claiming that immediate payments are required to avoid penalties or legal trouble.
- **Investment Fraud:** Seniors may be targeted with “too-good-to-be-true” investment opportunities.

How to Spot a Scam

Knowing the signs of a scam is the first step toward protecting yourself. Here are some red flags:

- **Unsolicited Requests for Money:** If you receive a phone call, email, or letter asking for money, especially if it's unexpected, be cautious.
- **Pressure to Act Quickly:** Scammers often use urgency to push people into making hasty decisions without proper verification.
- **Requests for Personal Information:** Never share your Social Insurance Number, banking details, or other sensitive information with someone you do not trust or know personally.

Practical Steps to Stay Safe

Here are some simple steps seniors can take to protect themselves:

1. **Verify Before You Act:** If something feels off, pause and verify. Call a trusted family member, friend, or Scotiabank branch for guidance.
2. **Stay Informed:** Learn about the latest scams by visiting resources like the Canadian Anti-Fraud Centre or Scotiabank's fraud protection page.
3. **Safeguard Your Information:** Keep personal and financial details private, and avoid sharing them over the phone or online unless you initiated the contact.

Our team is always here to answer your questions and provide guidance on how to protect yourself.

If you ever feel uncertain about a situation, reach out for help—your safety and peace of mind are our priority.

Pictured at the right is Lisa George, Branch Manager and Kayla Rideout, Assistant Branch Manager from Scotiabank, Clarendville along with Maxine Avery, our HR Specialist.



Scotiabank®

Did you know that Total Care offers monthly activities to all our clients?

In 2023, the World Health Organization (WHO) established a commission on social connection to address loneliness and social isolation among vulnerable people. Total Care, through our 30 years of experience in the community, have always saw the need to make clients feel included and have a good sense of well-being. After the Covid Pandemic, we decided to encompass client activities along with the outstanding service we provide to our clients. This monthly event has had a huge impact for our clients.



- Why Shouldn't you tell a secret in a corn field?
Because the corn has ears
- Why did the apple pie cry?
Because its peelings were hurt
- Why did the scarecrow win a Noble prize?
Because he was outstanding in his field



Thanksgiving Word Scramble

1. satef _____
2. kueyrt _____
3. eatsrvh _____
4. paslep _____
5. mafyil _____
6. gktigihasnvn _____
7. mpunikp _____
8. nocr _____
9. glriimsp _____
10. blgebo _____
11. epi _____
12. lfkhanut _____

Word List:

pumpkin	thankful	harvest	gobble
turkey	pie	apples	feast
thanksgiving	pilgrims	corn	family



Phyllis' Recipe Box – Crown Jewel Dessert

- | | |
|------------------------------------------------------|-------------------------------|
| 1 small pkg. Orange Jello / lime Jello and red Jello | 1 1/2 cup cold water, divided |
| 3 cups hot water, divided | 3/4 cup melted butter |
| 1 3/4 cup Graham wafer | 1 cup pineapple juice |
| 3 tbsp sugar | 2 cups whipping cream |
| 1/2 c cold water | 2 pkg. lemon jelly powder |
| 1/4 cup sugar | |



The night before, prepare 3 packages of jelly powders separately, using 1 cup hot water and 1/2 cup cold water for each. Pour into 3 shallow pie pans and chill.

Combine Graham wafer crumbs, melted butter and sugar. Press into bottom of 9 x 13 inch pan.

Combine pineapple juice, sugar and lemon jelly powder. Heat until sugar is dissolved. Remove from heat and add 1/2 cup cold water. Cool until syrup.

Whip cream. Cut the 3 pans of jelly into 1/2 inch cubes. Fold cubes and syrup lemon jelly mixture into the whipped cream. Pour into cake pan. Chill for at least 3 hours or until firm. Enjoy!



TOTAL CARE – IN THE COMMUNITY



Total Care Staff attended the Picnic in the Park luncheon to help raise awareness for Suicide and Addictions and our staff were trained for naloxone injections.



Some of our office staff put on aprons and chef hats and provided and prepared a meal for the Clarenville REACH – Regional Action Committee on Housing.



On May 9th, some of our office staff, along with Tenisha, a Home Support Worker with our company, rolled up their sleeves and gave the gift of giving!



This year we donated to Epilepsy NL by assisting Jillian in her fundraising efforts.



Donate now at JanewayFoundation.nf.ca

Our annual donation to the Janeway totaled \$3,500 for 2024, on behalf all employees who contribute to our bi-weekly charity draw. April and her children have presented this for us for many years!



Total Care has been donating to Cal Cole on behalf of the ALS Society for many years. We look forward to Cals yearly visit to our office. Some of our office staff took part in the walk on June



During the summer of 2024, Total Care has donated handmade candy kabobs to different non-profit organizations who host summer festivals. The kabobs are handed out to children to enjoy!!



We had lots of fun at Applefest in Port Blanford!



Clarenville Days 2024

Time for your Flu Shot! ~ Protect yourself and your loved ones.

Immunizations protect people and communities by preventing the spread of disease. Some ways to get the shot are:

- 📍 Book an appointment online – www.timefortheshot.ca
- 📍 Call your local Public Health Office or call 1-833-951-3884
- 📍 Check with your local Pharmacy



We get lots of wonderful feedback from clients who have a great relationship with their Home Support Worker. Do you have a personal story of the connection between you and your Home Support Worker? If you would like to share your story, please reach out to your Client Care Coordinator. We would love to hear from you!