

## We've Achieved Qmentum Accreditation with Commendation Standing!

We are proud to share that we have successfully achieved Qmentum Accreditation through Accreditation Canada.

This achievement reflects our ongoing commitment to providing safe, high-quality, and compassionate care. It recognizes that our organization consistently meets and exceeds national standards in client safety, quality improvement, leadership, governance, infection prevention and control, and person-centred care.

### What Does This Mean for Our Clients?

For our clients and their families, this accreditation provides confidence that:

- Your safety and well-being are at the heart of everything we do.
- Our care is guided by nationally recognized best practices.
- Our staff receive ongoing education and training to deliver the highest quality of service.
- We continuously evaluate and improve our programs to ensure the best possible client experience.
- We are committed to accountability, transparency, and continuous quality improvement.

This accomplishment would not have been possible without the dedication of our incredible team and the trust our clients place in us every day. Thank you for being part of our journey as we continue to provide exceptional care throughout the communities we proudly serve. A special thank you to our Client & Family Advisory Committee (CFAC) for your valuable input, support and dedication in helping us achieve this important milestone.



We are proud to sponsor **Kendall Lambert** as she represents **Team Newfoundland and Labrador** in Athletics at the **2026 Special Olympics Canada Summer Games** in Medicine Hat, Alberta, this August.

Kendall's dedication, determination, and hard work have earned her this incredible achievement, and we are honoured to support her on this exciting journey. We wish Kendall the very best as she competes on the national stage and know she will make Team NL and our community proud. Good luck, Kendall!



## Employee Spotlight: Carolyn Waye, Office Administrator

Since joining Total Care in September 2024, Carolyn has become a familiar face where she works as the Administrative Assistant at the front desk of our Bonavista location. With her friendly personality and dedication to her work, Carolyn plays an important role in keeping the office running smoothly. Outside of work, Carolyn enjoys the simple things in life, especially heading out for a drive down the Cape. She also enjoys spending time with her nieces and nephews, who are an important part of her life. At home, Carolyn has a very special companion: her cat, Simon who is a big boy who is spoiled with love and attention. In fact, it's safe to say that Simon has mastered the art of being treated like royalty! Carolyn is someone who knows what she likes and is perfectly happy doing things at her own pace. She may need a little encouragement from time to time (or perhaps a lot of encouragement!) to step outside of her comfort zone, but she is sometimes willing to give things a try. And more often than not, once she does, she'll come away pleasantly surprised and admit, "that wasn't too bad!" It's just one of the little things that makes Carolyn, Carolyn. With her unique personality, sense of humour, and caring nature, Carolyn is a wonderful addition to the team. She brings her own special touch to the Bonavista office and continues to make a positive contribution every day.



## Client Safety Corner – Stroke Awareness

### Every Second Counts

A stroke is a medical emergency that occurs when blood flow to part of the brain is interrupted or reduced. Recognizing the signs quickly and seeking immediate medical attention can significantly improve recovery and reduce the risk of long-term disability.

### Stroke Prevention Tips

- Keep blood pressure under control
- Stay active
- Eat a healthy diet
- Don't smoke
- Manage diabetes
- Limit alcohol
- Take medications as prescribed

## Know the signs of STROKE

- F**  **Face**  
is it drooping?
- A**  **Arms**  
can you raise both?
- S**  **Speech**  
is it slurred or jumbled?
- T**  **Time**  
to call 9-1-1



**Beat stroke**  
**Call 9-1-1 FAST**  
[heartandstroke.ca/FAST](http://heartandstroke.ca/FAST)



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March of Dimes Canada is a leading national charity committed to supporting people with disabilities across the country.

One of its key initiatives, the After Stroke Program, provides personalized recovery support for stroke survivors and their caregivers. The program helps individuals navigate life after stroke by offering education, resources, and opportunities to connect with others who share similar experiences.

Locally, the After Stroke Program offers an in-person stroke support group in Clarendville, here at the Total Care Office on the second Monday of the month from 2PM – 3PM, providing a welcoming environment where stroke survivors and caregivers can connect, share experiences, learn from one another, and build meaningful support networks.

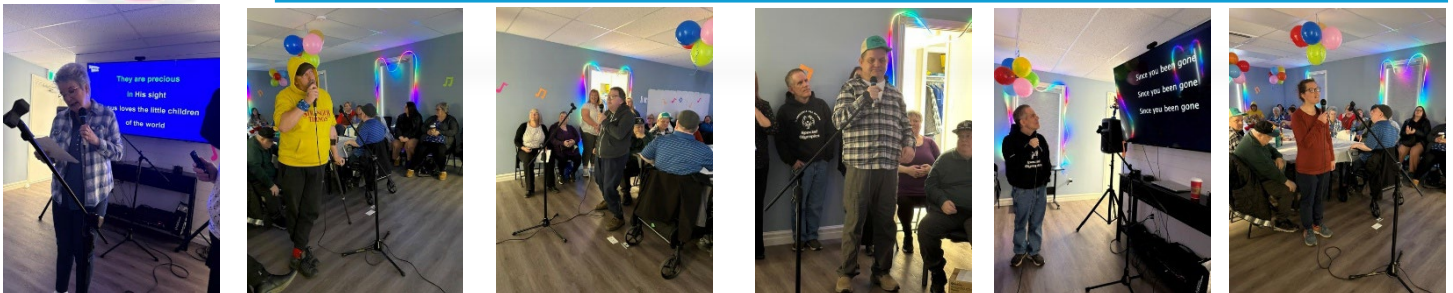
At Total Care Home Support Services, we are committed to promoting client safety and supporting our clients throughout every stage of their health journey. If you or a loved one would like more information about stroke recovery resources or local support programs, please speak with a member of our team, we're here to help.



1. EICCHSIM \_\_\_\_\_
2. IAT \_\_\_\_\_
3. EGERNETM \_\_\_\_\_
4. CCANST \_\_\_\_\_
5. AASPHAI \_\_\_\_\_
6. RRTEYA \_\_\_\_\_
7. YEESHNNRTIOP \_\_\_\_\_
8. BUSRHOMT \_\_\_\_\_
9. ATP \_\_\_\_\_
10. PHCEES \_\_\_\_\_

## Client Activity Highlights

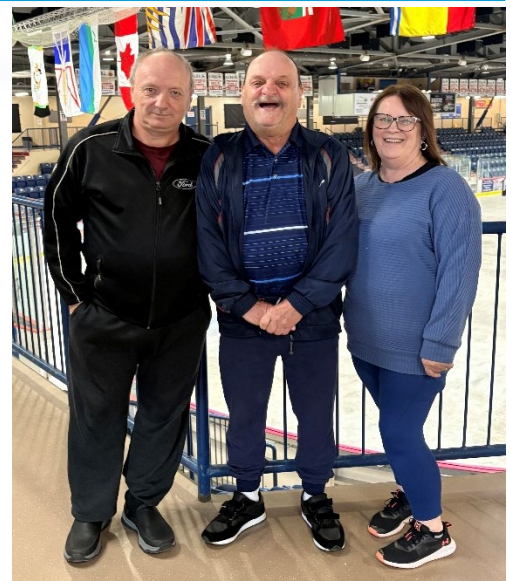
This spring, our clients enjoyed a variety of fun and engaging activities together. In **April**, everyone got creative during our craft activity, where clients had the opportunity to express themselves while making unique handmade creations. In **May**, we turned up the music for a lively karaoke session! In **June**, we had a walk. These activities were a wonderful way to encourage creativity, build connections, and create lasting memories.



### ✿ Something Fun Is Coming Your Way! ✿

Keep an eye out for a special activity booklet that will be delivered by our coordinators! Inside you'll find word searches, crossword puzzles, brain teasers, coloring pages, and plenty of other fun activities to enjoy.

Whether you complete one puzzle a day or spend an afternoon working through them, we hope this booklet brings you smiles, relaxation, and a little friendly challenge. We hope you enjoy every page!



## TOTAL CARE – IN THE COMMUNITY



We're proud to support the Tim Hortons Smile Cookie Campaign, where every cookie purchased helps make a meaningful difference in our community. It's a simple way to give back while enjoying a sweet treat, with proceeds supporting local charities and community organizations.



We were proud to partner with the Lions Club to support our local blood donation clinic. Together, our team rolled up their sleeves to help ensure a safe and reliable blood supply for those in need. Every donation has the potential to save lives, and we're grateful to everyone who participated and helped make this community initiative a success. Thank you to the Lions Club for their partnership and to all donors for making a meaningful difference!

We're proud to support the Janeway Children's Hospital Foundation and the incredible care they provide to children and families throughout Newfoundland and Labrador. With our latest donation, our total contributions have now reached **nearly \$40,000**. Thank you to everyone who has helped make this milestone possible—we're honoured to give back to such an important cause in our community.



### Phyllis Recipe Box – Puffed Wheat Squares

2/3 cup unsalted butter  
 2/3 cup corn syrup  
 1 cup brown sugar  
 ½ cup cocoa powder  
 9 cups puffed wheat cereal



Grease a 9x13 inch baking pan  
 Add the first four ingredients in a large sauce pan over low-medium heat. Melt everything while stirring gently. Bring the mixture to a boil for 1 minute, then remove from heat. Stir in the puffed wheat cereal. Spoon the batter into the prepared pan and press down. Allow to firm up to room temperature for 60 minutes, then cut into bars.

\*do not use cereal that is coated in sugar or honey. Enjoy!



Supporting the ALS Walk has been a tradition for our team for many years, and we are proud to continue contributing to this important cause. This year, one of our own was represented by their daughter, who walked in honour of her grandfather (poppy).

Her participation is a touching reminder of the personal impact ALS has on so many families and the importance of coming together to support research, raise awareness, and bring hope to those affected. We are honoured to continue supporting the ALS Walk and everyone it serves.

