



# Memories Group

## September Newsletter

### *A Message From Our Executive Director.....*

Well, here we are entering into September already - The gateway to fall. I know we say this every year, but "Where did summer go?". Only a few weeks ago we visited all of our day program members in person. It was not only a joy to see all of our friend's smiling faces again, but so heartwarming to hear that they are all eager to come back to the program. Turns out they missed us as much as we have missed them!

That being said, with stage 3 of re-openings now being upon us, we have been working hard to get all of our new protocols and equipment in place for a safe re-opening in September. We have a couple of key dates to keep in mind this month:

On Monday September 14th we will officially re-open our doors to the day program. And on Thursday September 17th we are planning a celebration. When I look at where we have come, I realize that no matter how difficult this pandemic has been, we still have a lot to celebrate. On this day, we ask all of our day program members and their families to join us for a cold treat as we have an ice cream truck coming to Memories+ ! We are celebrating our 2nd year anniversary, but we are also welcoming back our Program Manager, Olivia, from maternity leave, and thanking our friend Lisa for all that she has added to our program and wishing her all the best with her newest endeavours.

As you may recall, last month we continued our virtual programs focusing on brain health by offering free Fit Minds® Stay Sharp sessions as our virtual program every Wednesday. This program was a hit once again! It has been great to be able to offer these programs during these uncertain times where folks are not able to get out and enjoy such a program in the community and we are happy to say that they will continue! As it turns out, we have been approved for some government funding that will allow us to continue to serve those in the community with virtual and in-person programs during these COVID-19 times. Stay tuned for more information on exciting new offerings that we will be able to bring to the community soon!

And lastly, on the Home Healthcare side of things we continue to see a surge of new clients coming on as people settle in to a new sense of normal and family caregivers return to work. We are always excited to be able to offer new features to our clients and their families. Over the summer, we introduced the "Family Room" feature to allow family members to be able to monitor their loved ones' care and view charting from the comfort of their own living room. This fall we are excited to be training in Teepa Snow's Positive Approaches to Care (PAC) program. The PAC program is quickly becoming recognized as a leader in Dementia care and we are happy to be onboard with it. This is a significant investment in the training of our staff and we are confident it will be invaluable in setting the Memories+ Home Healthcare team apart as a leader in dementia care techniques and strategies.

Harvey Dix

Executive Director

Memories+ Group



## ***A Message From Our Director of Care....***

*While holding on to hope...* The Memories+ Group team and members are excited for the reopening of our Adult Day Program on September 14th, 2020. The following reopening plan provides answers to questions and outlines how Memories+ Group is exceeding Public Health and Ministry of Health guidelines for a safe reopening.

- All members, and staff will complete a daily health screening prior to arriving to the ADP.
- No members or staff will be permitted to enter the day program if they or any one they have come in contact within the 14 day period prior to the date of participation at the program are experiencing any type of respiratory infection or symptoms of COVID-19, have travelled outside of Canada, have a confirmed or suspected case of COVID-19, or have come in contact with a person who has been diagnosed with or is suspected of having COVID-19.
- Members are to be dropped off using the side (North/East) entrance. No visitors will be permitted inside unless deemed essential. Exception for new members who may be accompanied by one family member for the initial nursing assessment/visit.
- Entrance doors to the day program will remain closed, please ensure to ring the doorbell and one of our team members will come to greet you and your loved one.
- In accordance to York Region Public Health, all visitors will be required to wear a face mask when entering Memories+. A clean disposable face mask will be provided at each visit.
- A person shall be exempt from wearing a face mask if the person is compromised by wearing a face mask because of a medical condition, or the person is unable to place or remove a face mask without assistance (staff will be able to assist if needed).
- The face mask may be removed temporarily when receiving services that would require the temporary removal, consuming food, or drink, for an emergency or medical procedure, while actively engaging in an athletic or fitness activity, and in some designated employee only areas.
- Staff will be provided with clear masks, as the ability to read facial clues and lip reading for members living with a cognitive impairment or hearing deficit is essential.
- All persons entering Memories+ facility will have their temperatures checked, must sanitize their hands, will be provided with a clean disposable mask to wear, have their health screening completed by a Memories+ staff, and leave a record of their visit.
- Signage will be posted to alert members and staff to the signs & symptoms of COVID-19.
- To the greatest extent possible, ADP space will be reconfigured to allow for a 2-meter physically distanced layout.
- Members and staff will receive instruction on cough and sneeze etiquette, hand hygiene practices (hand washing or the use of alcohol – based hand sanitizer), use of PPE (masks), how to protect self - including physical distancing.
- All members will have individual labelled supply kits (e.g. glue, scissors, pens/pencils, pencil crayons), and any other items shared will be sanitized between use.

Continued on next page...

## ***A Message From Our Director of Care Continued....***

A schedule for hand washing in a coordinated fashion will be part of the daily routine (e.g. before and after lunch).

- Memories+ Group will significantly increase the regular cleaning and disinfection of high traffic spaces and frequently touched surfaces at least twice in a day in accordance with public health recommendations.
- Additionally, Memories+ Group has purchased a Disinfectant Fogger Machine to sanitize surfaces.
- Portable Medical Grade HEPA Filtration System has been procured.

Members who are at an increased risk of adverse outcome from COVID-19 due to underlying medical conditions such as compromised immune systems, chronic medical conditions such as cardiac and lung disorders, and who are medically complex should discuss a return to program plan with their medical provider.

The health and safety of our community members and employees is our primary concern. Until further notice members wishing to partake in Memories+ ADP shall not be active members in any other ADP or residing in a Retirement Residence or LTC facility.

Members, family members and employees are to inform the Director of care of any COVID-19 symptoms, possible or confirmed COVID-19 diagnosis, or any exposure to possible or confirmed COVID-19 cases. Our Director of Care will work directly with YRPH to ensure protocols are being followed, implement additional measures and changes as required and disseminate communication to our members/community as per YRPH.

Our plan has many strategies to minimize and reduce the risk and spread of COVID-19. However, it is important to realize that we cannot provide a “zero risk” plan. As the understanding and path of COVID-19 and its impact on our society evolves, so too will our policies and procedures. We will ensure to update our members, families, and community with any changes.

Some other great news! Memories+ Group is taking steps to strengthen the culture of dementia care provided to our In-Home clients and Adult Day Program members. We are dedicated in providing education and support to our front-line health care workers and family caregivers. Looking forward to becoming a certified trainer in the Positive Approach to Care by Teepa Snow and the wonderful opportunities that lie ahead. Stay tuned for further updates.

Anna Malfara

Director of Care, Memories+ Group



The Memories+ team is dedicated to ensuring the highest standards of individualized care services, while promoting our client's independence and allowing a wide range of choices in your healthcare needs.

We are committed to improving quality of life of our clients and their families and making great memories that last a lifetime.

**PERSONALIZED HEALTHCARE SERVICES IN THE COMFORT OF YOUR HOME**

**OUR HOME HEALTHCARE SERVICES INCLUDE:**

- Nurse Case Management
- Companion Care
- Housekeeping
- Home Support
- Personal Care
- Nursing Foot Care
- Transportation Service
- Hospital Discharge
- Respite Care
- Live-in Care
- In-Home Recreation Therapy Services
- So Much More...



The Memories+ team prides ourselves in being able to provide our clients a premium level of care and case management, no matter how big or small your needs are.

Using a holistic approach to your care, we work with you and your total health team to ensure that you always receive the best, and most relevant care for your needs.

The following graph illustrates the standard flow of our Client-Centered Care.



**CONNECT**

This is the first step in starting a relationship with us. Reach out by phone or internet to gather information and ask questions about all your home healthcare options. One of our friendly and knowledgeable team members will always be happy to assist you.

**ASSESS**

Our Nurse will always come out and meet with the client and their family in-home and in-person to complete a free, no-obligation nursing assessment. This gives us an opportunity to get to know your medical condition and background, likes and dislikes, and most importantly to get to know you as a person. This helps us to determine your needs and who would be a good fit for providing your care.

**DEVELOP**

Based on the information gathered at the Assessment, our nurse will develop a detailed care plan based on your needs. Specific strategies and health goals will be added at this time, as will a selection of your care team.

**INTRODUCE**

We always do what is called a "First Shift Visit" to introduce our caregiver and review the details of your care. This visit is performed by our nurse who you met with for the assessment which allows for a smooth transition into care with a familiar face. Once our care team is introduced and care details are reviewed, your care is implemented as agreed.

**FOLLOW-UP**

Our nurse will follow up with you and your caregivers to evaluate effectiveness of the care plan. Modifications to care can be made in collaboration with yourself and your healthcare team as required. Supervisory visits are also done on a routine basis to ensure that all of your care needs are being met.

**1-855-558-4798**  
[www.memoriesplusgroup.com](http://www.memoriesplusgroup.com)



The Memories+ management team is proud to present the Employee of the Month to **Monica Aniya**.

Thought we would share a recent email received from the daughter of a client regarding Monica.

“As you know we already think Monica is an angel on this earth - absolutely incredible - but wait till you hear this. This past week mom’s palliative doctor and a palliative hospice nurse looked in on mom for an updated assessment. Monica was in attendance for this meeting. Later that day I spoke directly with both the nurse and the doctor (separate phone calls) and BOTH made a special note of telling me how incredible Monica is. Here are just a few of the things they each said, “Knowledgeable. Knew EVERYTHING about mom and her current state. Was able to answer absolutely every question. Exhibited profound love and care for mom. Gentle. Kind. Intelligent. Perfect choice for care.” Thank you again for connecting us. She has made this journey much easier”.

Monica, Thank You for making such a profound impact on the lives of our clients and families. We are honoured to have a colleague like you on our team!

**Congratulations to Kathleen Jetten, Memories+ Group PSW, the winner for our COVID-19 employee personal experience entry. Enjoy a dinner out at the Keg!**

*“I keep busy in various ways. One is by taking courses online. What possibly keeps me busiest is writing weekly articles for our local museum and for hospice – both places were I volunteer. Then I have my two grandchildren whom I love to see when I can, and my mother whom I meet up with regularly on our online Zoom meetings. Another important daily routine is working out every morning before starting the day. Oh yes...keeping in touch with friends”.*

*Memories+ Group has been asked to extend the following survey invitations. The surveys are completely voluntary and those interested can find further details by clicking on the links below.*

**marep** Murray Alzheimer Research and Education Program



Behavioural Supports Ontario  
Soutien en cas de troubles du comportement en Ontario

**RIA** RESEARCH INSTITUTE for AGING  
Schlegel • UWaterloo • Conestoga

*Enhancing Life*

This study has been reviewed by, and received ethics clearance through a University of Waterloo Research Ethics Committee

If you are a person living with dementia or are a care partner, the Murray Alzheimer Research and Education Program at the Schlegel-UW Research Institute for Aging and Behavioural Supports Ontario would like to invite you to share your experience of social isolation. Your input will help with the creation of a new By Us For Us© guide - a series of resource books created by people living with dementia and care partners that provides information about wellbeing and managing daily challenges.

We would like to learn from you:

- How dementia affects social inclusion
- How people living with dementia engage with their community
- What strategies you use to overcome challenges with being socially engaged with your community

There are many ways to get involved. Learn how you can share your story at <https://the-ria.ca/wp-content/uploads/2020/08/MAREP-BUFU-SI-Poster.pdf>

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Dr. Gloria Gutman, Professor/Director Emerita, Dept. of Gerontology/Gerontology Research Centre from Simon Fraser University is currently involved in a Canadian research study, "COVID-19 Survey: Your Current Experiences and Planning for the Future" that is examining the pandemic-related stressors of COVID-19 for adults aged 55 + Visit <https://www.surveymonkey.com/r/covidacpsurve> to complete the survey.

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**A HEALTHY CHOICE FOR CAREGIVER  
RESPITE WHILE GIVING LOVED ONES  
THE OPPORTUNITY TO ENGAGE IN A  
CARING SOCIAL ENVIRONMENT**

**OUR DAY  
PROGRAM INCLUDES:**

- Engaging Social Environment
- Flexible Full & Half Day Programs
- FitMinds CST Programming
- Physical Activity
- Music Therapy
- Art Therapy
- Laughter Therapy
- Pet Therapy
- Fresh Snacks & Catered Meals
- Supervised Trips & Outings
- Health & Wellness Clinics
- So Much More...



**Memories Group**

## ICE CREAM SOCIAL

We invite our Day Program members and families to please join us for a treat from the ice cream truck to celebrate Memories+ 2nd Anniversary. Play our 'Guess That Tune' game for a chance to win a prize! Help us to also welcome back Olivia from her maternity leave and thank Lisa for her contributions as we wish her well in her future endeavours.

**THURSDAY SEPTEMBER 17, 2020  
3:30-4:30PM  
MEMORIES+ ADULT PROGRAM AND  
WELLNESS CENTRE**

Please RSVP to 1-855-558-4798 or [info@meoriesplusgroup.com](mailto:info@meoriesplusgroup.com)

This will be an outdoor event with physical distancing measures in place.

291 Davis Drive Unit 8, Newmarket L3Y 2N6

**Visual and Spatial:**

Develop a schedule that allows you to see as much of Festivals in Edinburgh as possible. It will take you 30 minutes to move in between venues. Spend a minimum of one hour at each venue.

EVENT	TIME

Royal Edinburgh Military Tattoo: 9am to 9pm  
 Edinburgh Art Festival—Artist Talks: 9:30am, 10:30am, Noon, 2pm and 4pm  
 Jazz Festival Performances: Noon, 3pm and 5pm  
 Book Festival in the Festival Village: Noon to 4pm  
 Paris Symphony at the International Festival: 4:30pm and 7:30pm  
 Fringe Festival on High Street: 10am to 5pm



**Thank you to all of our participants for making the August virtual Stay Sharp a success!**



## *A Message From Our Program Manager.....*

*"How lucky I am to have something that makes saying goodbye so hard." – A.A. Milne (Winnie-the-Pooh)*

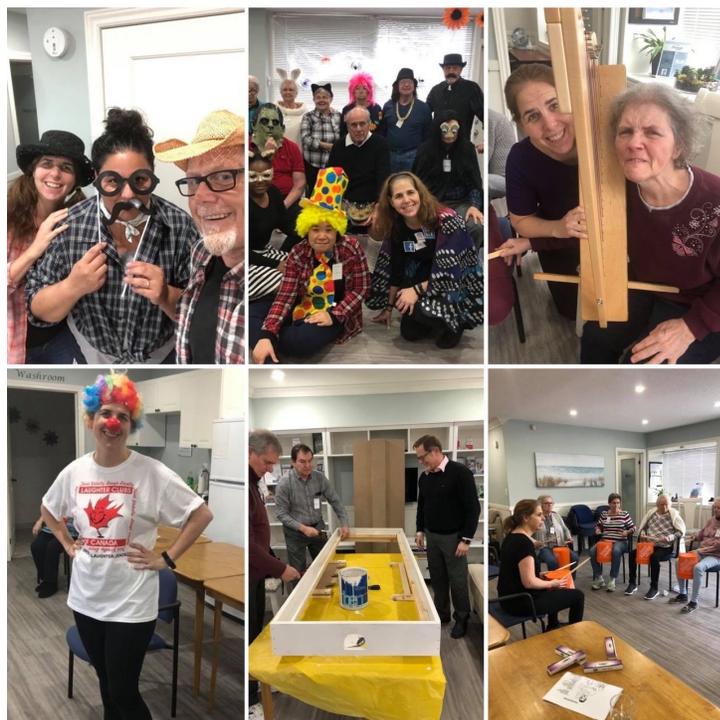
Saying goodbye is never easy. We knew this day would come. A year has passed and in this time we have shared so many memorable experiences together. I would like to thank all of you for every experience shared, friendships made and the good times we've had together. I would like all of you to know that working alongside you was very rewarding. I wish that I had the chance to work with you more. Words are not enough to express my gratitude but my hope is that one day our paths can cross again. From our theme days such as Western Day, Halloween and Elvis Day we sure know how to have a party! Let's not forget all our projects. From start to finish, shopping, building and painting we completed the mini putt course. What about our Art Show when we stepped out of our comfort zones and let our creative juices flow? We tried our hand at different art mediums and proudly displayed all of our hard work for our friends and family. What a memorable event! We can't forget all the games we played- ball toss, Pokeno, and of course Bingo (all with valuable prizes) Anyone want chocolate? What about all our exercise classes- DrumFit, Chair Yoga, Laughter Exercises, and fitness! Oh, and when we just broke out into a dance party! I'm incredibly grateful to my team, who I am pleased to call my friends for an amazing year. The support, encouragement, friendship, and professional development has been amazing.

Harvey: Our leader, biggest cheerleader and supporter! Thank you for all that you do and for providing me this wonderful opportunity.

Anna: My friend, supporter and laughter partner! We shared some great laughs, tears and fun times! Thank you for always being available to listen and hug when I needed it! Thank you for encouraging me to get out of my comfort zone. Alicia: My friend, and colleague! Thank you for all the talks and discussions. I have learned a great deal from you! Olivia: We never actually worked together but you were always available for questions and support. I hope I have left the Day Program just as you left it! Memories+ Members: You made coming to work a joy and pleasure. It never felt like it was work because I had so much fun and it felt like you were all family.

Be well, stay safe and until we meet again!

Lisa





## *Hello Beautiful,*

Now, more than ever we are seeing the devastating impact of elder abuse as COVID-19 takes hold on the lives of frail seniors as vulnerability increases due to loneliness and isolation. Though challenged by the pandemic restrictions, PEACYR remains committed to local activities to raise awareness and prevent elder abuse. The Prevention of Elder Abuse Committee of York Region (PEACYR) is proud to present Hello Beautiful! – The 2020 Pandemic-Chic Virtual Edition. This promises to provide another joyful experience while raising funds to educate and build a network of support to prevent elder abuse. Be prepared for the same fun features - older adult models, amazing sponsors and silent auction items - but with a pandemic-chic fashion twist and a virtual screening.

The event will Premier on October 1st and will be available for virtual “watch parties” to ticket purchasers. Tickets can be purchased by visiting Eventbrite <https://hellobeautiful2020virtualsecreening.eventbrite.ca>. Host a watch party with colleagues, clients/patients/residents, family/ friends, and ensure to share photos with us at [peacyr1@gmail.com](mailto:peacyr1@gmail.com). The attached sponsorship options as well as the Hello Beautiful 2019 Gallery may be viewed by visiting [www.elderabuse-yorkregion.ca](http://www.elderabuse-yorkregion.ca). Thank you for helping to create a safer and healthier community in which older adults live, thrive, and are celebrated. For further information, please contact PEACYR co-chairs, Anna Malfara (905-270- 2524/email: [amal-fara@memoriesplusgroup.com](mailto:amal-fara@memoriesplusgroup.com)) or Constable Bussie Wood (1-866-879-5423 x 6697/ email: [1971@YRP.ca](mailto:1971@YRP.ca)).

*Sincerely the Hello Beautiful Sub-Committee, Anna Malfara, Constable Bussie Woods, Debra Sayewich, Susan Steels, Annie Hayward, Tatiana Diamond, Valerie Bennett*



**Prevention  
of Elder Abuse  
Committee**  
OF YORK REGION

[www.elderabuse-yorkregion.ca](http://www.elderabuse-yorkregion.ca)



## Central Self-Management Program FREE ONLINE WORKSHOPS

### Powerful Tools for Caregivers

Thursday's Sept. 10-Oct. 15 7pm-8:15pm



The **Powerful Tools for Caregivers** workshop teaches skills to help you manage the day-to-day challenges of caregiving; providing you with tools, to increase your self-care and confidence, helping you handle difficult situations, emotions and decisions.

### Living a Healthy Life with Chronic Pain

Tuesday's Sept. 22 -Oct. 27 10am-11:30am



The **Chronic Pain** Self-Management online workshop is a two and a half hour workshop held once a week, for six consecutive weeks. The workshops are led by two trained peer leaders who themselves have chronic pain or care for someone with chronic pain.

### Healthy Living Now with Diabetes

Thursday's Sept. 24-Oct. 15 10am-11:30am



**Healthy Living with Diabetes** is a 4-week online self-management workshop. The workshop is open to individuals, caregivers and family members of those with type 2 diabetes.

Pre-Registration is required, for more information visit our website [www.healthy-living-now.ca](http://www.healthy-living-now.ca)  
Sally Kirby 289-231-0926  
[skirby@southlakeregional.org](mailto:skirby@southlakeregional.org)



Leading edge care. By your side.



Supporting Your Success

Self-Management Program Central Region | 596 Davis Drive, Box 7, Newmarket, On L3Y 2P9



## Central Self-Management Program Healthy Living Now Webinars

Healthy Living Now Webinars are interactive one-hour sessions for those who are looking for support to better manage their health. The webinars are designed to be practical, enjoyable, and informative. The group will be sharing experiences and learning together in a supportive atmosphere.

### Managing Stress

Wednesday September 9 1pm-2pm

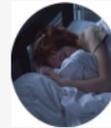


Topics Covered:

- What is Stress?
- What Can I Do About Stress?
- Benefits of Exercise
- Choosing My Thoughts
- Relaxation Techniques

### Getting a Good Night's Sleep

Wednesday September 30 1-2pm



Topics Covered:

- What is Sleep?
- Benefits of Sleep
- Tips for Getting a Good Sleep
- Problem Solving
- Making a Plan

### Eating for Energy

Wednesday October 7 1pm-2pm



Topics Covered:

- Healthy Snack Ideas
- Quick Healthy Meals
- Label Reading

Pre-Registration is required, for more information visit our website [www.healthy-living-now.ca](http://www.healthy-living-now.ca)

Sally Kirby 289-231-0926  
[skirby@southlakeregional.org](mailto:skirby@southlakeregional.org)



Supporting Your Success

Self Management Program Ontario



Leading edge care. By your side.

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