

## PRESIDENT WELLNESS MESSAGE

If you want to stay healthy as you age you are going to need to make some serious investments in your health.

The single most important change you can do is to optimize your food choices. Sugar and grains cause your body to produce insulin and high insulin levels are the single largest physical cause of accelerated aging. If you want to slow down aging and stay healthy then you need to change your grains for greens. Canada's new food guide is a good starting point to changing your eating habits.

### **Sugar is a major factor for Cancer**

A major European study has found that women with high blood sugar levels are at an increased risk of developing cancer.



High blood sugar levels can be caused by eating too much sugary food, and also by disease conditions such as diabetes.

The study, which looked at 64,500 people over the course of 13 years, linked high blood sugar with cancers of the pancreas, skin, womb, and urinary tract. High blood sugar was also linked to breast cancer for women under 49.

Women in the top quarter of blood sugar readings had a 26 percent higher chance of developing cancer than those in the bottom quarter.

The research also found evidence that rates of unusually high blood sugar levels increase with advancing age.

*Eric Paul, President*

## ARE WE ON TIME?

Our nurses and home support workers try very hard to provide your service at the time that has been arranged with you. Unfortunately, sometimes unforeseen circumstances cause the worker to be late in arriving for your service.

Please let the All Care office know if your worker does not arrive within one hour of when you were expecting them. The coordinator in the office will try to find out why the staff member has not arrived on time and if someone else needs to be sent to provide your service. Thank you.



## BE INVOLVED IN YOUR CARE!!

We encourage your participation in planning your care. You have the right to make informed decisions about your care and to develop, with your healthcare provider, the goals for your care. We want you to be an active partner in achieving your goals! We respect your right to be provided with care that is sensitive to your needs and personal preferences. Please speak to your nurse, homecare worker or to your CCAC Case Manager.

# ALL CARE'S FALLS PREVENTION PROGRAM

## MAKING A DIFFERENCE IN OUR CLIENT'S LIVES

At All care we are always looking for ways to improve client safety. In January, 2007 we initiated our Falls Prevention Program. The goals of the program include reducing and preventing client falls through education for our clients and staff about falls prevention.

## DID YOU KNOW?

One in every three seniors experiences at least one fall per year; half fall twice per year

Falls most often occur in the home

For seniors over 70, falls account for 87% of hospitalizations

Impact of the falls is significant to the individuals, e.g. Reduced activity, loss of social networks, and loss of independence

(The above information is from Smartrisk)



## AND

In all age groups falls are the leading cause of hospital admissions due to injuries.

40% of all nursing home admissions can be directly related to a fall

(Above information from KFL&A Falls Prevention Coalition)

As you can see falls can cause serious injury and changes to your quality of life. If we can help to reduce the number of falls our clients might have then *ultimately we will improve the quality of life for our clients.*

## HOW CAN YOU HELP?

Report any fall that you may have to our office or the All Care employee in your home.

This will allow us to track how we are doing. Are we improving by reducing falls for our clients?

This may also trigger us to help you with some suggestions to prevent future falls.

Read your newsletters. Future newsletters will provide you with education and tips to prevent falls.

Our employees that visit you will also provide falls prevention information and they can help you to identify risks for falls in your home.

*Give us feedback on our new program.* Tell us how we are doing. Tell us if the information we are providing is helpful, and tell us how we might improve.

## WHAT HAS ALL CARE DONE SO FAR?

Implemented a way to track and record falls in our computer software system.

Educated our employees about our Falls Prevention Program.

Begun to provide tips to clients and employees about falls prevention.

Continue to conduct home safety assessments for all clients to identify possible risks for falls and suggest solutions for improvement.



Stay tuned for future newsletters which will provide you with more information, e.g. Common injuries related to falls, tips to prevent falls and other information about how we are doing within the program.

Here are a few tips to get you started:

When outdoors, try to be aware of slippery or wet areas.

Wear supportive footwear (shoes and slippers) with non skid soles, indoors and out.

In your home, keep stairs and your everyday space free from clutter. Avoid rugs or mats that could slide up or bunch up.

Clean up water and other spills immediately.

Use night lights to brighten dark hallways, bathrooms and stairs.

Do a home safety check. Check that handrails and grab bars are secure and that areas are free of clutter and well lit.

**THANK YOU FOR HELPING US MAKE CLIENT SAFETY A PRIORITY!!!**

**KINGSTON - Telephone: (613) 384-7891 - 735 Arlington Park Place, Unit 7/8, Kingston, ON K7M 8M8**  
**BELLEVILLE - Telephone: (613) 962-3426 - 11 Baybridge Road, Unit 109C, Belleville, ON K8P 3P6**

## CLIENT SATISFACTION SURVEY

In March 2007, we sent out our annual Client Satisfaction Survey to 125 randomly selected clients, and received responses from 58 clients. This is an incredible response rate of 46%!!!

One of our goals at All Care is to provide our clients with the best experience, and the highest quality of service possible, in Home Health Care. Conducting the annual Client Satisfaction Survey is one method we have chosen to assist us in achieving this goal. THANK YOU to all clients who were able to complete and return the survey to the All Care office. Your comments and feedback are valuable to us as we assess the areas where we excel and identify areas where we can improve.

### ***Our overall satisfaction rate was 98%***

#### HIGHLIGHTS OF THE SURVEY RESULTS

**98% of the clients that responded are satisfied with the overall quality of services provided by All Care.**

95% of the clients that responded **strongly agree** their All Care worker makes safety a priority.

100% of the clients that responded **strongly agree** that the All Care worker that visits them in their home treats them with respect and courtesy.

96% of the clients that responded feel that they receive the same good quality of service from every All Care worker that visits.

**100% of the clients that responded stated that they would recommend All Care to a friend or family member.**



One area identified as having room for improvement is in the provision of useful information from All Care about safety issues, such as information about falls prevention, hand washing, and medications. Although 86% of clients that responded indicated that they received useful safety information, we feel we can still improve and our goal is to have at least 90% positive response. The All Care team will be looking at options to enhance the level of communication with our clients regarding these important topics. To start, we will be asking all of our nurses to remind clients about the useful safety information contained in your information package.

**The information package you received on your first visit does contain safety information related to hand washing, medications and fall prevention.**

**Also, the newsletters we send to you provide more safety information, so please take some time to review these documents and feel free to suggest ways that we might improve in this area.**

### **DID YOU KNOW?**

Did you know your nursing chart in your home is a legal document? Your nursing or home support chart contains your private and confidential health information. Under the Privacy legislation in Ontario, All Care has the responsibility to ensure that your health information is kept confidential. In order to assist us in keeping your information confidential, we ask that you return the chart to All Care after you are discharged from our care.

At the time you are being discharged from service, please give the chart to your Nurse or mail it using the postage paid envelope that All Care has provided you. As required by law, we keep your nursing chart in a secured place for 10 years after you are discharged from service and then it is shredded.

Thank you for your help in this important job of keeping your information confidential.

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## CELEBRATE!!! JUNE IS SENIORS MONTH

Ontario has been celebrating Seniors' Month in June for more than 20 years. Hundreds of communities across the province hold events to recognize the contributions of older adults and to promote awareness of active living and healthy lifestyle choices.

Older Ontarians have worked hard and continue to contribute much to the prosperity we all enjoy today. Celebrating Senior's Month has become our collective way of giving something back to them. The following are resources available to seniors in Ontario.



### Canada's Physical Activity Guide to Healthy Active Living for Older Adults

Canada's Physical Activity Guide to Healthy Active Living for Older Adults promotes physical activity in an aging society. The guide serves as a roadmap for older adults - explaining why physical activity is important, offering tips and easy ways to increase their physical activity and stating how much is needed to maintain good health and improved quality of living in later life. For a copy of the guide, or for more information call toll-free 1-888-334-9769 or visit the Public Health Agency of Canada Website at [www.phac-aspc.gc.ca/pau-uap/paguide/](http://www.phac-aspc.gc.ca/pau-uap/paguide/).

### Active Living Coalition for Older Adults (ALCOA)

The Active Living Coalition for Older Adults (ALCOA) works to help encourage older Canadians to maintain and enhance their well being through a lifestyle that embraces daily physical activities. For more information, call toll-free 1-800-549-9799 or visit the ALCOA Website at [www.alcoa.ca](http://www.alcoa.ca).



### Life Event Bundle "Pursuing Life's Best After Retirement"

A "Life Event Bundle" is a comprehensive collection of services and information online - accessible through the Ontario Government Website - relating to a specific event in a person's life. Seniors can get fast, one-stop access to important information and services at defining moments in their lives including "Pursuing Life's Best After Retirement" and "Getting Ready to Retire". For information, visit the Government of Ontario Website or call the Citizen's Inquiry Bureau toll-free at 1-800-267-8097.



### Community Activities

For information about recreation and social activities in your community, check with your local community centre, service clubs listed in the White Pages of your telephone book, and your local Parks and Recreation Department listed in the Blue Pages of your telephone book. See also the Calendar of events listed on the Ontario Seniors' Secretariat Website at [www.citizenship.gov.on.caseniors/english/calendarofevents.htm](http://www.citizenship.gov.on.caseniors/english/calendarofevents.htm).

## A YEAR ACCREDITATION GRANTED TO ALL CARE HEALTH SERVICES

As many of you are aware, All Care recently went through an accreditation process in March 2007. The Canadian Council on Health Services Accreditation has granted All Care with accreditation status until our next survey in March 2010. This confirms All Care's commitment to continuous quality improvement in delivering quality service to our clients.

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