

President Wellness Message

A major 4 year clinical study by U.S. researchers is about to be released with conclusive evidence of a direct link between vitamin D and cancer prevention. The study found that women taking vitamin D as a supplement had a 60% reduction in cancer incidence, compared to those not taking it. Further reports link the lack of vitamin D in the northern climates because of limited sunshine in winter contributes to seasonal depression, sometimes called seasonal affective disorder or S.A.D..

I suggest you talk with your physician and have a blood test to monitor your vitamin D levels. You can ask for a 25 Hydroxy vitamin D level test.

Eric Paul, President, CanCare Health Services Inc., 416-226-6995 ext 2234



Falls Prevention Program, Year One in Review

In November 2005, with the support of our staff and clients, we successfully implemented CanCare's Falls Prevention Program. You have all supported this program by reporting falls and reading our newsletters. **Thank you for your support!**

Here are some interesting findings from our first year of the program (Jan - Dec, 2006):

We recorded over 200 falls from our 1500+ clients.

The majority of falls occurred when the client was alone; over 85%

About 18% of our clients that had a fall, had 2 falls in the year

About 31% of the falls resulted in an injury to the client; (beyond bruising or a scrape)

4% of the falls resulted in the client being admitted to hospital

CanCare had clear documentation of appropriate follow up; **this is where we have made a difference.** For example, when we identify a client with numerous falls early on; we take action and try to prevent further falls that could result in serious injury or hospitalization.

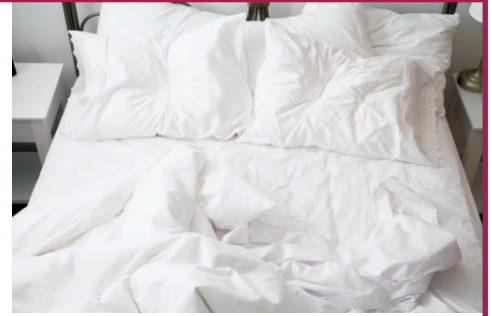
The most common causes of contributing factors that we are aware of were: inappropriate, misuse, or lack of equipment, poor balance, dizziness and loss of consciousness. **So again, this is where we can make a difference, by educating you/our clients about appropriate equipment, and how exercise like tai chi can improve your balance (remember to check with your physician before starting any exercise program). Also, if you are experiencing dizzy spells or black outs, you should see your physician and have him/her review your medications; dizzy spells or black outs could be a side effect and he/she may be able to suggest a similar medication that does not have the side effects.**

Our goal was to have less than 15% falls (reported) for the year. We had about 14%, so we achieved our goal, WAY TO GO!!! For this coming year we will continue to monitor our progress with the program and in particular would like to focus on following up with clients that have experienced falls in order to prevent further falls and potential serious injuries.

Stay tuned for more education and information about falls prevention in your next client newsletter. Please continue to report all falls as we continue to make a difference in our client's lives!

Bed Bugs

Recently a few of our clients experienced an infestation of bed bugs in their residence. Our staff at CanCare Health Services, worked diligently with the Community Care Access Centre Case Manager, the Public Health Department and the client / family member(s) to eliminate the infestation of the bed bugs.



Bed bugs are small wingless insects that feed solely upon the blood of warm-blooded animals / people. They actively seek shelter in dark cracks and crevices; they hide in luggage, furniture, clothing, pillows, boxes and on the mattress, to name a few. Bed bugs seek out people and animals generally at nights while they are asleep and painlessly drink blood from the body. A mild red mark is generally left on the skin after a bite by a bed bug.

To determine if your home has bed bugs, carefully look for red marks on your skin, also inspect or have a family member inspect the bed frame, mattress and other furniture for signs of live crawling bed bugs and their eggs. Dead bed bugs may indicate that an infestation occurred previously; this does **not** confirm that an infestation is still active.



Although annoying, bed bugs can be managed safely and successfully if the right treatment is used. Don't panic if you suspect or are sure there is an active infestation of bed bugs in your home; call our office immediately and we will assist you in getting the required help needed to eliminate the problem.

Did you know? Sugar is a major factor for Cancer



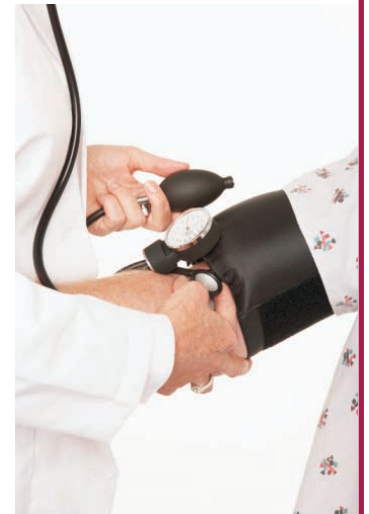
A major European study has found that women with high blood sugar levels are at an increased risk of developing cancer.

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.



Client Satisfaction Survey 2007

This Spring, the Quality team at CanCare Health Services conducted our annual Client Satisfaction Surveys. We wanted to know how you, our client, felt about issues that affect the quality of your service. Your responses are very important to us, and we would like to thank all of our clients who participated in the survey.

Many of you took the extra time to express your thanks to the caregivers that come to visit, as well as appreciation, recognition and concerns as they related to the current level of your service. Every survey that was returned to the office was reviewed, and every comment was read, so thank you for your feedback. This is one way that we, at CanCare, are best able to identify areas that we excel in and areas we can improve.

Highlights of this year's Survey Results

96% of clients who responded stated that they are satisfied with the overall quality of the services that they receive, and that they would recommend CanCare to a friend or family member.

96% of clients who responded stated that they are serviced on the day and at the time they expect.

98% of clients who responded feel their worker makes safety a priority.

100% of clients who responded stated that the worker that comes to their home treats them with respect and courtesy.



Overall the results of the survey were excellent, indicating your satisfaction with CanCare. We identified one area for improvement: 1) The same quality of care being provided by all workers. Although we achieved a high rate of satisfaction - 88% of you were satisfied in this area - we see room for improvement. We ask that if you have special needs or requests, please contact the office and inform your coordinator, so that in the event your regular worker is unavailable, the replacement worker can be given full information regarding your care and needs.

We are thrilled to report that the area we targeted for improvement last year - improving our **response to your phone calls**, has improved. Your satisfaction in this area has increased significantly over the past couple of years as we used your feedback to take action for improvement. This demonstrates why it is so important for us to hear from you. **We are committed to our vision of the pursuit of excellence!**

Client Survey Comments

" I feel secure when the home care worker comes."

"Keep up the "good work". Your services are excellent. I would not hesitate to recommend CanCare to anyone. Service that I am receiving does not come by very often."

"My caregiver is a wonderful support."

Lifeline

CanCare Health Services was recently visited by a representative from Lifeline, we are in complete support of your safety at home and have implemented many strategies to facilitate client safety. Lifeline provides you with the comfort and confidence that you can be safe at home alone. Lifeline allows you to request help quickly anytime of the day, 7 days a week by simply pressing a button. For more information contact Sunnybrook Lifeline at 416-442-5545. www.lifeline.ca

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/.

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.



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.

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