

# New Directions

**Summer 2022**

GUELPH  
Independent **LIVING**

Quarterly Agency Newsletter

[www.guelphindependentliving.org](http://www.guelphindependentliving.org)

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“Keep your face to the sunshine and you cannot see the shadow. It's what sunflowers do.”

~Helen Keller



# FROM THE EXECUTIVE DIRECTOR'S DESK...

*“What the caterpillar calls the end of the world, the Master calls a Butterfly”*

~Richard Bach

Many a time when we go through certain situations in life – we think that it's the end of the road, with no hope. But little do we realize that it could be the beginning of a new thing!

I am sharing with you a message that I shared with most of the staff that attended a virtual agency wide meeting in July. It is a message of change and new direction for our organization. I spoke about 3 important pillars of Guelph Independent Living – without which makes our existence difficult and meaningless!

Our first pillar is you, our clients! We solely exist because of the population that we are called to serve. Focussing on the client as an individual. Guelph Independent Living's core mission and philosophy is committing to our clients living with dignity by delivering programs, housing, and supportive services. This is centered around meeting our client's needs, providing a wholistic community service that strives to provide exceptional care without compromising dignity and maintaining the respect our clients deserve regardless of what they are going through. We must recognize the importance of creating a Client Centered Care culture across the organization and in the continuum of care where we play a key role in the development of comprehensive policies, processes, and structures necessary to support our system.

The second essential and critical pillar of our organization is our frontline staff! Without them, we

would not be able to do what we are called to do. I want to personally acknowledge our frontline staff for the work that they do with a heart of gratitude, with much respect and recognition! They are the eyes and ears for coordinators, clients, and their family members. They are frontline staff not by chance – but by choice, a wilful choice to help others and be the change maker in the lives of the people we serve. I want to say Thank you – Thank you for their dedication, commitment, and caring heart. Together as a team, we have the spirit, strength, and courage to fight through challenging times. At every opportunity, each one of our frontline staff have proven to be trusted and committed to our clients. They are all valued and respected here at Guelph Independent Living. So, thank you from the bottom of my heart.

Last, but not the least – when we are focussed on Client Centered Care and have the most valued people as our frontline staff – it's time that we begin to foster a culture – a culture that will put our clients' needs first, a culture that will protect our vulnerable in the society, a culture that will promote independence, a culture that will foster a collaborative and integrated health service delivery, a culture that will enrich and foster respect at all levels of care, respect for fellow staff, a culture that will enable and earn us the respect from the community. Our frontline staff, coordinators, managers, administration staff and I are all called to serve the clients of Guelph Independent Living. We must integrate at a greater

level to achieve the best possible outcome for our clients. As we create and foster this new culture, let us learn and grow together for a better future for our clients, staff, and the community.

I am grateful for everyone's hard work, for the support and collaboration from our Union partners while we strive to make Client Centered Care one of our best standards of practice.

*Malcolm*

## HEAD OFFICE UPDATES

After thoughtful consideration, Amanda Dale announced her resignation as Manager, Human Resources of GIL. She has moved onto an organization where she can use her extensive non-profit and human resources experience to continue to grow in her career.

Amanda will be missed greatly by GIL staff, workers, and clients. Guelph Independent Living is thankful for her support throughout her tenure with us and we are confident she will be a great asset to the organization that she has move on to. Amanda sends her thoughtful wishes and gratefulness to all the staff, workers, and clients of Guelph Independent Living.

We wish Amanda the best in her future endeavours and career.



We are pleased to announce Katie Noseworthy has accepted the Manager, Human Resources role with GIL.

Katie has been with GIL for over two years in the HR Assistant role. Her skills, knowledge and experience at our organization will set her up for success. We are confident in her ability to lead the HR department.



Nic, Computer Science student at the University of Guelph, has filled our summer student position as IT Support Specialist. He has been working hard in assisting with the implementation of Office 365 to streamline GIL processes, increase efficiencies and strengthen collaboration within our agency.

It is a pleasure to have Nic as part of the team!





## TIPS TO PREVENT HEATSTROKE

We are in the full swing of summer, and it's hot. Here are some tips for staying cool and avoiding heatstroke:

### **Wear light, cotton clothing**

Choose loose clothing to promote airflow between your skin and the weather. Cotton is one of the most breathable fabrics which means that air flows easier through it. The more airflow in your clothing, the less heat that is trapped close to your body. Light-colored clothing is also recommended, as it reflects the sun's rays instead of collecting them.

### **Drink water**

When you think you've had enough, drink a little more water. It might be easy to grab a sports drink to replenish the electrolytes lost while sweating, but water is the best choice for hydration. Carry around a reusable water bottle and fill up every chance you get!

### **Try a sun umbrella**

If you know you'll be out all day, invest in a sun umbrella. They provide more shade than a sun hat and sunglasses and can be surprisingly inexpensive! Sit under the shade with a friend while still enjoying the lovely weather.

### **Take a break inside**

There's no shame in taking a break. If you start to feel unwell, head inside and turn on the fan or air conditioner. Place wet rags on the back of your neck, under your arms, and behind your knees to rapidly cool yourself down. In addition, keep an eye on how you're feeling. If you're concerned, seek medical attention.

## REMINDER FOR CARE PROVISION DURING HOT WEATHER

Extreme heat poses a health risk for everyone and heat exhaustion can happen at any time to anyone. GIL asks clients to please keep your homes as cool as possible for workers while they are providing personal care and housekeeping assistance.

You can help by:

- minimizing housekeeping tasks during the hot weather
- turning on air conditioners and/ or fans prior to bookings
- allowing workers to open windows, or run air conditioners/ fans during bookings

- allowing workers to keep the bathroom door open when assisting with bathing



# SAFETY PROTOCOL REMINDER

Ontario is currently in the midst of a 7th wave of Covid infections.

GIL is working hard to protect you and its staff. We strongly recommend clients follow the below protocols to ensure everyone's safety:

- Please answer the daily screener questions honestly.
- Please wear a mask when GIL workers are present in your home.

- Please wash your hands often.
- Please maintain a 2-meter distance from others when possible.

Ongoing thanks to all GIL employees for their dedication and hard work.

They are exceptional people doing extraordinary work.



2022

## ANNUAL MEMBERSHIP MEETING

Tuesday September 27  
6:00-7:00PM

G U E L P H  
Independent LIVING

GIL's Board of Directors invite you to attend its virtual AMM

[Click here to Register](#)

Meeting ID: 818 2992 7863

Passcode: 769917

One tap mobile

+16473744685,,81829927863#,,,,\*769917# Canada

# NEW HANLON CREEK SPLASH PAD OPENS

Get splashing at the new Hanlon Creek Splash Pad!

Construction began in April of 2021 and was initially supposed to be completed by October of the same year. Supply chain issues related to the pandemic caused a delay in shipments of final components.

Parts finally arrived, and after passing inspection, families were already enjoying the splash pad as fencing was being taken down by the city.

The splash pad uses 100 per cent renewable energy, with solar panels and a high-efficiency recirculation water system. It also features accessible washrooms with one gender neutral washroom, as well as a solar share pergola, a water fountain and seating.

The new splash pad includes an updated high-efficiency recirculation water system, that automatically monitors water quality, requiring fewer chemicals to treat the water.

Full article: <https://www.guelphtoday.com>



# EASIER AND FASTER TO RENEW ONTARIO PHOTO CARDS

Holder of Ontario Photo Cards can now sign up for free reminders by email, text, or phone call 60 and 30 days before it is time to renew. Sign up for free digital renewal reminders for health cards, driver's licences and licence plates.

It is important for Ontarians to keep their licence plate, driver's licence, health card, or Ontario Photo Card up to date to ensure seamless access to critical services and avoid fines or penalties. It is now easier, faster, and more convenient to renew now than ever before. Customers can renew online at [Ontario.ca/Renew](https://Ontario.ca/Renew) in minutes. Those who need to visit a ServiceOntario centre in person can book an appointment at [Ontario.ca/Appointment](https://Ontario.ca/Appointment) to make

the visit quicker and hassle-free.

Signing up for digital reminders is quick and easy online at [Ontario.ca/Reminders](https://Ontario.ca/Reminders) or by calling Service Ontario at 1-800-387-3445 (TTY: 1-800-268-7095).

*"Signing up for renewal reminders via email, text or automated phone calls is an easy and fast way for people to keep their Ontario Photo Cards up to date. This initiative will provide Ontarians with more time to focus on what matters most, while ensuring these critical documents like driver's licences, licence plates, and Ontario Photo Cards, are always current,"* said Caroline Mulroney, Minister of Transportation.



## CLIENT MEMORIAL

Kathy Prentice – Kathy was a client with the Willow Place program for over 25 years. She passed away with family at her side on July 30, 2022 at Hamilton General Hospital.

Kathy was a kind, gentle, caring woman, who was the model of independence and will be deeply missed. She was a very active client and participated in all GIL leisure activities, she volunteered at St. Joseph's Health Centre for over 20 years and enjoyed assisting other stroke survivors through her volunteer work with the March of Dimes. In 2015

Kathy was a recipient of the City of Guelph Mayor's Award for her volunteer service. She was an avid Blue Jays fan and loved the GIL Leisure trips to the Jays games in the summer.

Thank you to Kathy for sharing your kindness, she will be missed by all who knew her.



*“Spread love everywhere you go. Let no one ever come to you without leaving happier.” ~Mother Teresa*

**GIL Administrative Offices  
will be closed  
Monday September 5,  
in recognition of  
Labour Day**

## CLIENT SATISFACTION SURVEY

The client satisfaction survey was distributed to all GIL clients in the spring, thank you to everyone who took the time to complete.

Here are some of the comments:

- Our workers are the best
- I can't think of a thing, the services are very good
- I wish there was more staff
- I am in a great place; staff are my lifeline! They truly care!
- I can't think of a thing, the services are very good
- Be mindful sending paper surveys to clients that can barely see, you should call instead - workers are great! Consistency is appreciated with low vision.

GIL is working on improving relationships with our clients by:

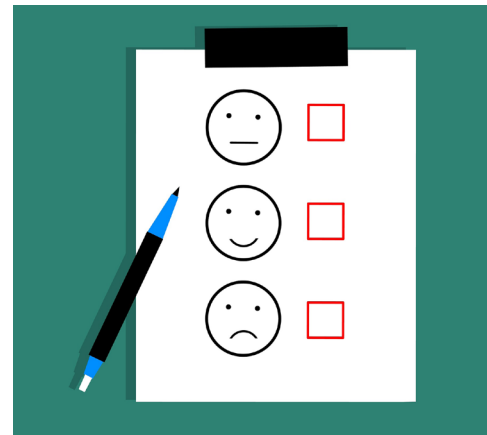
- Continuing with Town Hall meetings for clients, improving communication and giving clients the opportunity to provide immediate feedback and recommendations;
- Providing updates on GIL strategies for recruitment (in light of PSW shortage) plus

ongoing recruitment to keep all rotations filled;

- Distribution of GIL's quarterly agency newsletter 'New Directions' with agency, community, and provincial/ health updates
- Continue to distribute agency memos as required

Our goal is to maintain overall satisfaction rates of 80% or above.

GIL continues to strive for excellence while following all applicable Public Health and government directives during COVID-19 restrictions. If you have additional comments or concerns, please contact your Program Coordinator.



## THANK YOU

A GIL Program Manager received a lovely note from one of our clients, shared below are their words of gratitude.

*"We would like to thank Guelph Independent Living committee for all the treats we have been given over the last two years.*

*The cleaning service and the cleaning products were the cat's meow.*

*Different foods were good to taste. Decadently Yours*

*sure put on a display with their cupcakes.*

*We certainly appreciated everything".*

Yours truly,  
Wayne and Mary





# HAPPENINGS AT GRANGE AND DUBLIN

Residents at 130 Grange St were busy with a spring and summer door decorating craft. Below are two examples showcasing the creative group at this location.



Making music with Bilma clapsticks at Dublin:

What are Aboriginal clapsticks used for?

Clapsticks which in some regions are called bilma or bimla, are a traditional percussive instrument used by men and women in all Indigenous

Australian communities, usually to maintain rhythm during vocal chants.

Above are images of a few bilma clapsticks made by residents at 229 Dublin St.

## GIL SPRING CLEAN

4000 lbs of garbage cleared out from Willow Place and Head Office. Thank you to everyone who helped with this massive clean up.



Before image of Willow Place storage room



After image of Willow Place storage room

## CREATIVE RAT TEST SUBMISSIONS



Ongoing thanks to all GIL employees for their dedication, hard work, and keeping us safe by: screening daily, completing RAT tests prior to going to work and following PPE requirements.



## GUELPH ENTREPRENEUR ENCOURAGES INDEPENDENT LIVING

Transporting seniors and people with cognitive disabilities is a labour of love for Lynda Flisak - love for her clients and most of all love for her mother.

Lynda started the business in the final years of her mother's life when she was the Transportation Coordinator for the Out 'N About Program at St. Joseph's Health Centre. It was there she recognized the demand for the service she now provides.

Her experience as a school bus driver, cab driver, and bus driver for the St. Joe's Out 'N About Day Program offered her the opportunity to become the Transportation Coordinator.

As part of the job, she received training in the Geriatric Certificate Program that included Validation Communication Techniques and You First support services. She also attended to her mother who was a resident at St. Joseph's Health Centre.

*"My mom and my mother-in-law could not afford a whole lot," Lynda said. "When I drove bus for St Joe's I used to hear so many seniors complain about how they felt like a burden to their family. How they could not afford taxis. I thought about what I could do."*

She bought a van, got the proper certification and put the word out to seniors if they need a ride 'Just

Call Lynda'. She sees her business as an alternative for seniors rather than a direct competitor of the taxi services in the city.

*"You have to register with me," she said. "I am not a taxi so, I am not allowed to accept cash at the time of the drive. I send out a monthly invoice and it is very detailed because seniors like to know everything they're paying for."*

She has more than 200 regular clients and hopes to grow the business.

*"My ultimate goal is to have a small fleet," she said. "I would like to have at least eight to 10 vans and an office with nice staff. I am not in this to be a millionaire. I am just in this to make everyone's life comfortable."*

For more information Just Call Lynda at:  
(519) 827-5571

For the full article: <https://www.guelphtoday.com>





# ACCESSIBLE FOOD AT GUELPH FARMERS' MARKET

The SEED, a not-for-profit food project that aims to provide the community with access to healthy food, is selling produce, bulk foods and baked goods at the farmers' market on a sliding pay-what-you-can scale. Items will be available ranging from standard retail prices to 30 to 50 per cent off, offering flexible prices so that people of all incomes can shop together.

*"You pick the price, whatever feels right for you. No questions asked,"* said Madeline Barber, community engagement coordinator.

As a pilot project, this will run every Saturday for the next two months until the end of September. If it proves successful, Madeline Barber hopes it will become permanent.

Farmers' Market lead, Leanne McGray said, *"The*

*SEED's enterprising work in bringing solutions to food insecurity and food access is innovative and is making a difference. We are pleased to have them at the market."*

Produce will be sourced from local distributors, adding that there will be some non-local items, such as citrus fruits. Baked goods will be from The Seeds upcycle kitchen.

Full article: <https://www.guelphtoday.com>



# GUELPH JAZZ FESTIVAL RETURNS

The Guelph Jazz Festival returns September 15-18, 2022 featuring ticketed indoor and free outdoor concerts.

The Market Square program portion of the jazz festival is the most popular element of the festival. It will feature free live music in the heart of downtown Guelph, starting the evening of Friday September 16, and all afternoon and straight into the evening of September 17. This event includes performances by:

- Colombian-Canadian singer and composer Lido Pimienta
- Natural Information Society
- James Brandon Lewis Trio
- Bernice

- Brass band, Fanfare Pourpour
- Anishnaabeg powwow legends, Chippewa Travellers
- Larry Grave's Libation Street Band

Free live music in four parks outside of the downtown core, in partnership with the Guelph Neighbourhood Support Coalition and the local Neighbourhood Groups: Norm Jary and Brant Parks (Sept. 17), and Mollison and York Road Parks (Sept. 18), featuring the ensembles from the Friday Night Street Music Party.

Full article:

[Jazz festival returns September 15-18 - Guelph News \(guelphtoday.com\)](https://www.guelphtoday.com)

# PARKS AND RECREATION MASTER PLAN – HAVE YOUR SAY

Guelph is growing and changing. Our parks and recreation facilities need to change with it. The Parks and Recreation Master Plan is underway and will guide how we responsibly manage existing recreational facilities and amenities, and develop new ones, to meet Guelph's growing and changing needs over the next 10 years. The master plan facilitates the City's ability to build an equitable, strong, vibrant, safe and healthy community.

Engagement for the Parks and Recreation Master Plan is underway until August 28. The final plan will guide parks and recreation growth over the next 10 years. Your insight is needed on:

- how to ensure everyone has access to parks and recreation amenities as we grow
- what our parks and recreation service levels should be and how we should get there
- how we can improve access to information

- how to reduce barriers to participation with parks and recreation

Feedback will be used, alongside a review of emerging trends, data from comparator municipalities, and content from recently approved Park Plan to begin developing the draft master plan. The draft plan will be available for community review in early 2023 after which findings and the final plan will be taken to Council.

Take a moment to complete an online survey, ask a question and get more information about the Parks and Recreation Master Plan at:

[haveyoursay.guelph.ca](https://haveyoursay.guelph.ca).

If you want to get even more hands on, the city is hosting a workshop on Saturday, August 20 from 10:30 a.m. to noon at West End Community Centre, community room 2 (light refreshments will be provided)



**If you truly love nature, you will find  
beauty everywhere.**

**- Vincent VanGogh.**