



SPRINT

Senior Care

CLIENT NEWS

MARCH 2014

CLIENT SATISFACTION SURVEY

Stacy Landau, Executive Director

Annually SPRINT Senior Care surveys clients about their experience with our agency and our services. Your feedback in these surveys is extremely valuable: it helps us to understand how we're doing and where to make improvements.

SPRINT Senior Care's 2014 Agency Satisfaction Survey is enclosed in the envelope you received with this



newsletter. Please take a few minutes to complete this anonymous survey and send it back in the postage paid return envelope provided.

If you have any questions, then feel free to contact Dianne Wallace, Director, Quality and Active Living Centre, at 416-481-6411, ext. 233.

SPRING FORWARD WITH FIRE SAFETY

Clocks spring forward for Daylight Savings Time—Sunday, March 9, 2014. Daylight Savings Time is an excellent opportunity to change the batteries in all of your home's smoke alarms and carbon monoxide detectors.

To stay safe, replacing batteries in your smoke alarms and carbon monoxide detectors should be done at least once a year.

In addition, smoke alarms should be tested once a month and if it "chirps"—warning that its battery is low—then replace its battery right away.

Finally, smoke alarms and carbon monoxide detectors expire—typically needing to be replaced every 8 to 10 years. Make sure to keep track of your smoke alarm's and carbon monoxide detector's expiration dates!

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SPRINT Senior Care: We Care About You

\$12,800 DONATION SUPPORTS SENIORS WITH DEMENTIA

Jessica Aviva Anderson, Director, Communications and Development



SPRINT Senior Care is pleased to announce that we received a very generous donation from the Waugh Family Foundation to support seniors with dementia at our Ewart Angus SPRINT Homes.

Ewart Angus SPRINT Homes is a secure, home-like residence for 20 people with early to mid-stage dementia. It is also non-medical facility with care based on the philosophy that staff build on and support residents' strengths and respect their lifelong routines.

The Waugh Family Foundation's donation of \$12,800 will help Ewart Angus staff build on and support resi-

dents' strengths, as well as to improve their overall health and wellness. Specifically, the gift will be used to replace old and purchase new activation supplies, such as Wii consoles with exercise games, instruments, and a therapeutic water feature.

The Waugh Family Foundation has been a generous supporter of a wide range of not-for-profit institutions across the province, as well as in Manitoba. In late 2013, they reached out to several dementia care providers in Toronto, and SPRINT Senior Care was one of several successful applicants.

SPRINT Senior Care cannot thank the Waugh Family Foundation enough for its incredible support; their donation will positively impact the quality of activities that help to keep our Ewart Angus residents cognitively engaged and physically active.

TTC SUPPORT PERSON ASSISTANCE CARD

Dianne Wallace, Director, Quality and Active Living Centre

Did you know that the TTC has a support person assistance card for eligible customers with disabilities?

Effective January 1, 2014, a support person accompanying a person with a disability will not be required to pay a fare when travelling on the TTC. Customers with disabilities who travel with a support person on the TTC must apply for a TTC Support Person Assistance Card to be eligible for this fare exemption.

A support person is someone who assists the card holder with communication, mobility, personal care/medical needs or with access to goods, services or

facilities.

Upon payment of fare by or for the card holder, the Support Person Assistance Card permits one support person to travel with the card holder on the TTC on a single fare. Additional companions must pay a fare. A card holder may travel with different support persons at different times. Customers who require a support person must complete and submit an application certified by an authorized health care professional.

For more information, contact the TTC at 416-393-4636 (INFO) or visit www.ttc.ca/Fares_and_passes/Support_Person_Card/.

SPRINT SENIOR CARE FEE INCREASES

Paula Scott, Director, Finance and IT
SPRINT Senior Care is committed to accessibility, which includes making our services available to all who need them. We are diligent about keeping our overhead down, but our costs need to be realigned with inflation each year in order to ensure that we can continue to provide the highest quality of care to as many seniors as possible.

To the right you will find SPRINT Senior Care's new fee schedule for 2014, which will be effective April 1. These fees will apply until March 31, 2015, which is the end of our fiscal year.

If you have any questions or concerns about our fee increases, then you can contact Paula Scott, Director, Finance and IT, at 416-481-6411, ext. 236.

Fee Schedule

Effective April 2014 to March 2015

Active Living Centre (per day).....Starting from \$23.00
• Transportation to the Active Living Centre (one way).....\$4.50

In-home care (hourly fee with 2 hour minimum)

- Personal support services.....\$15.75
- Respite care (caregiver support).....\$15.75
- Homemaking.....\$15.75
- Hourly fee after maximum hours per week.....\$28.50
- Hourly fee on statutory holidays.....\$42.75

Meals on Wheels (per item)

- Hot meals (with soup or salad and dessert).....\$6.10
- Sandwiches.....\$2.45
- Wellness boxes (fresh fruits and vegetables).....\$14.25
- Milk, 1 litre.....\$2.15

Frozen meals:

- Entrées.....\$5.15
- Soup.....\$2.00
- Dessert.....\$2.15

Multi-pack:

- 5 frozen entrées (with soup or dessert).....\$33.65
- 7 entrees.....\$33.65

Transportation (one-way trip)

- Up to 5 km.....\$6.25
- Over 5 km up to 10 km.....\$10.00
- Over 10 km up to 15 km.....\$14.50
- Over 15 km up to 20 km.....\$17.75
- Over 20 km up to 25 km.....\$21.75
- Over 25 km \$1.00 per km.....\$1 per km

Transportation to SPRINT Senior Care programs (one-way trip)

- Rides starting at.....\$3.00

DRIVER'S LICENCE RENEWAL FOR SENIORS 80+

Once you turn 80, you need to renew your G driver's licence every two years. The renewal process involves the following steps set out by the Ministry of Transportation:

1. Taking a vision test;
2. Undergoing a driver record review;
3. Attending a group education session;
4. Taking a knowledge test;
5. If necessary, taking a road test.

For more information about renewing your driver's licence, visit Ontario.ca/seniordriver or call 416-235-3579.



HOW WE CARE FOR SENIORS:

- Active Living Centre
- Caregiver Relief and Support Services
- Counselling and Support
- Dementia Care Residence
- Foot Care
- Health and Wellness Programs
- Home Care
- House Calls
- Meals and Nutrition
- Resources
- Safety and Security
- Support Groups for Seniors and Caregivers
- Supportive Housing
- Transportation

MAKE A DIFFERENCE. SUPPORT SPRINT SENIOR CARE TODAY!

Please accept my donation of: \$25 \$50 \$100 \$200 Other: \$ _____

First name: _____ Last name: _____

Address: _____ City: _____

Province: _____ Postal code: _____ Phone: _____

Email: _____

Payment options: Cheque Visa

Card number: _____

Expiry date: _____

Signature: _____

Donate online: www.sprintseniorcare.org/donate

I'd like to make my donation in honour of: _____

I'm interested in making a bequest or setting up an endowment. Please contact me with information about next steps.

PLEASE SEND THIS INFORMATION TO SPRINT SENIOR CARE:

We welcome your feedback at any time!

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