



Welcome New Members of the Nucleus Team!

We were pleased to welcome new team members across the organization.

Juanita Goodhand, Director of Programs, joined our Senior Management Team in August and oversees the Supports for Daily Living and Attendant Outreach programs. She can be reached at 905-829-4499 ext.162.

We also welcomed **Alan Kirkby, Manager for the Attendant Outreach** program. He can be reached at 905-829-4499 ext.103.

Inas Garwood, Simone McDonald and Chandya Santhakumar recently joined our team of **Supervisors**.

We also were excited to welcome new **Attendants** in all our programs:

Supports for Daily Living: Gloria, Manjit, Wendy, Cristina, Bumni, Jolanta, Janina and Cludeen

Supportive Housing: Kecha, Mario, Tenzin, Adewale and Calistus

Attendant Outreach: Ralf, Altheia, Comfort, Porchia and Georgette



November is Fall Prevention Month



Did you know that, in Canada, 215 older adults are hospitalized each day because of a fall? As we age, our risk of falling increases. Understanding why

falls happen and how to prevent them is important to us as many of Nucleus' consumers are seniors. If you have "poor balance, decreased muscle and bone strength, reduced vision or hearing, and unsafe conditions in and around your home" your chances of falling increase. That's why it's important to learn about precautions that you can take to prevent falls for yourself or someone close to you who is at risk. Through a Canada-wide partnership, a website dedicated to falls prevention provides information on how you can stay safe and on your feet. It offers useful advice on how to make adjustments to your home and lifestyle to help you reduce your risk of falls.

Visit the Falls Prevention Website at

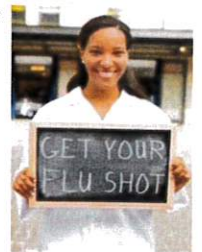
<http://fallpreventionmonth.ca/>

**OUR MISSION: TO SUPPORT ADULTS TO LIVE
INDEPENDENTLY AT HOME BY PROVIDING
CARING AND DEPENDABLE
SERVICE**

Flu Season is Here

The flu is not just a cold, it is a serious illness. The best way to prevent the flu is by getting a flu shot. It will protect you if you are exposed and help protect other people because you will be less likely to spread the flu virus. In addition, the following simple actions are recommended for consumers and staff to prevent spreading of the flu:

- **washing your hands** frequently
- coughing and sneezing into the bend of your arm (instead of your hand)
- avoid touching your nose, mouth or eyes
- cleaning and disinfecting objects and surfaces that a lot of people touch (like doorknobs, phones, TV remotes, etc.)
- eating well and getting enough rest and sleep



For more information about the flu and the flu vaccine, speak with your family doctor or visit your Public Health Website:

- **Mississauga and Brampton:** www.peelregion.ca/flu/
- **Oakville:** www.halton.ca and click on "Protect Yourself from the Flu"
- **Toronto and South Etobicoke:** www.toronto.ca/health and click on "Get your Flu Vaccine."

Visit our website at www.nucleusonline.ca

Nucleus Supervisors and Coordinators

Community Supervisors in the Supports for Daily Living and Attendant Outreach Programs and Supervisors/ Coordinators in the Supportive Housing program are your primary contact at Nucleus. Their role includes:

- ◆ Welcoming and orientating each consumer to their respective Nucleus services, service agreement and policies
- ◆ Working with you to develop, maintain and revise your service plan
- ◆ Conducting assessments at regular intervals and as needed
- ◆ Ensuring your home is a safe environment for you and our staff and working with you to address safety issues when you start services and whenever safety concerns arise.
- ◆ Provide support, coaching and training to Attendants to ensure quality services are provided safely
- ◆ Collaborating with other healthcare providers and professionals and assist you to connect with other services to support your ability to live independently in your home
- ◆ Investigate issues that arise with your services and work with you and our teams to address these issues and achieve resolution that complies with the service agreement and Nucleus policies.

Cancelling a Scheduled Visit

If you don't need a scheduled visit, make sure to call us to cancel the service(s) at least 24 hours in advance if you can. You don't need to speak with a live person, you can leave a message on our voicemail (AO and SDL have a dedicated voice mailbox) .

When you leave a message, give your **name, date and time of visit** you are cancelling and the **reason** for cancellation. Thank you!

What happens if you forget to cancel?

If you forget to cancel a visit, our staff will go to your home at the scheduled visit time. If we do not have access to your home and you do not answer the door , our staff are required to activate the **safety protocol**. The safety protocol is in place in case you had a fall, or need help and are unable to contact us.

If you have given us specific instructions to follow in the event that you don't answer the door, we will follow those instructions. If you have not provided specific instructions or we have not confirmed that you are safe, we will take the following actions:

- The staff will notify their supervisor that you are not available for service.
- The supervisor will call you. If they can't reach you, they will call your emergency contacts. In the meantime, the Attendant will keep knocking on your door or try an alternate way to enter your home while we try to locate you.
- If we can't confirm that you are safe, we will call local hospitals, to see if you have been taken to hospital.
- If we still can't confirm that you are safe or reach your emergency contact, we will call the police to help us find you. We will continue to search for you and keep sending staff to your home until we confirm that you are safe.

Remember to cancel a scheduled visit if you won't be home so we know you are safe.

Quality Checks

- ◆ Our goal is always to provide you with the best possible service. To ensure that your service plan and services are meeting your needs and to address any changes in a timely manner, your Supervisor will call or visit you at regular intervals to conduct **Quality Checks**. They will ask you a few questions and we invite you to share any information that you feel is important for us to know about your services with Nucleus.

Your feedback is important to us!