

Fall 2020

## What's Inside:

Pg 2 Finding support amid uncertainty

Pg 3 Staying connected when it matters

Pg 4 Donate to keep local seniors safe

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*"Thank you, Carefor....  
for taking care of the generation  
that took care of us."*

*~ Rick Mercer*

See how fundraised dollars  
are making an impact on the  
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## A circle of care that keeps on giving

### Donor Story: The Guilbeault Family

Taking care of a loved one during their time of need is never easy, but necessary. Fortunately, Carefor is there to help.

When Vivian Guilbeault was diagnosed with dementia several years ago, her children did everything in their power to ensure her health and safety. But as Vivian's dementia began to rapidly decline and she suffered a fall in January 2020, they were left with an important decision: let their mom receive care in the hospital or keep their family together at home.



Vivian Guilbeault.

"With news of COVID-19, we knew she would be safer at home," says her son Shane.

***"If it wasn't for Carefor,  
we wouldn't have been  
able to care for Mom."***

While Vivian felt nervous to have people come to her home, Carefor's caring team of personal support workers and nurses helped make her life easier and provided much-needed respite for the family: "Once mom got used to having Carefor staff come in a few times her anxiety levels calmed. She even began to look forward to their visits."

Vivian's routine didn't only involve quality home care services, but also a chance to see a team of staff that became her friends.

"The personal support workers would blow-dry her hair like she was at a salon every day. It was just the little things, but they were very important to her," remembers Shane. "They provided her a lot of dignity."

Shane and his family feel grateful for Carefor's in-home care support that gave them the opportunity to stay together in the safety and comfort of their home, especially during these uncertain times. "Between us and Carefor, we were able to keep mom at home right until the end. She wouldn't have been able to stay home with us if Carefor wasn't there to help."

Thanks to donors like the Guilbeault family, and you, we can continue providing necessary and personalized home care and support services, today and into the future.

# It's good to know who has you covered



Client Care Workers Colleen (left) and Courtney (right) at the Managed Alcohol Program.

Change is often incremental, so much so that it can go unnoticed by those whom it affects. This was not the case for the world in March of this year when everything seemed to change overnight. Events canceled, sports postponed, life, it seems, was put on hold.

Whereas some things can be put off, providing support to those who are most vulnerable to COVID-19 cannot. "We

had to pivot immediately," says Carefor CEO, Steve Perry. While many of our programs and services were put online to prevent clients risking contact with the virus, many of our home care services couldn't be. For them the protection of our clients and staff became paramount. This meant securing far more personal protective equipment (PPE) - at a time when everyone else was.

***"[Our donors'] response to the need [for PPE] was immediate."***

Working day and night to secure sources of PPE, Carefor struggled to identify how to fund the cost as we saw a tripling in PPE expenses. All the while our revenues took a considerable hit with many services being suspended.

This is where our donors came to the rescue. "Our donors really came through for us," says Steve Perry. "Their response to the need [for PPE] was immediate."

With these donations we were able to cover the additional costs of PPE ensuring all staff were protected while continuing to provide care. Covering the cost of masks, face shields, gowns and hand sanitizer, your donations bridged the gap until the Province of Ontario's supply of PPE arrived.

## The Club takes a swing at a virtual day program



Young Onset Dementia participants staying connected on a Zoom video call.

Shortly after its official launch in January of 2020, Ottawa's first Young Onset Dementia day program was suspended amid the COVID-19 lockdown.

Instead of meeting weekly at Carleton University, the 10 *Club* participants now meet several times a week to stay socially connected and active amid the outbreak, which helps to improve their quality of life and slow the advancement of the disease.

"Everyone is so positive and upbeat. We still get to exercise and have a good laugh. I look forward to our virtual meetings. There's never a dull minute," *Club* member Angela says.

It's not only staff and participants that are benefitting from the virtual day

program, caregivers are also grateful for the extra support and see this moment as a highlight of their loved one's day.

"I enjoy being in the background and listening to the wonderful rapport that has developed between staff and participants," Carol, a caregiver, says. "It is comforting to know, that despite their disease, everyone is comfortable in the setting and has been able to bond together."

The transition *The Club* has made to a digital platform is one example of how we're adjusting our service model in COVID-19. Thanks to donor support, we are increasing our use of digital tools to help Ottawa's elderly stay safe at home.

# You're Invited!

On **December 10**, we will be hosting our first Virtual Safe at Home Gala and we would love for you to join us. Celebrate how Ottawa has come together to support our most vulnerable in 2020. Guest appearances, music and more!



More info coming soon...

## Turning a crisis into an opportunity to connect



Isobel Heron reading a student's letter.

from serious illness, has unfortunately increased social isolation and exacerbated the effects of dementia and other mental illnesses amongst seniors," Dr. Small says. "It's vital to help them feel connected to society and feel a sense of being cared for."

As a result of this initiative, 44 students have been paired with seniors, mailing messages of hope and best wishes to them during this challenging time. For Let's Get Together Club member Isobel Heron, 90 years of age, she shared how the personal letter she received from a student really warmed her heart.

The COVID-19 pandemic has left many seniors feeling a heightened sense of social isolation, but staff at our Carling Adult Day Programs, which offers a mental health social support group for isolated seniors and a respite program for individuals living with dementia, are continuing to facilitate meaningful interactions. One of which being between young people and older adults.

"It's important to show our seniors that we love, respect and value them as important members of our community," Program Staff Meghan Kenny says.

Before the pandemic, groups of elementary students from St. Timothy's Classical Academy met once with Day Program clients as part of the Intergenerational Program. Despite COVID-19 derailing the project, Dr. Jenny Small, the director of the school, encouraged her students to continue to connect with their new friends during this time of heightened social isolation.

"The lockdown, although protecting vulnerable people

"I was surprised and quite pleased to receive a young man's letter. In the letter, Thaddeus said that he and his mom are praying for me and keeping me in their thoughts. Isn't that interesting, that we are three generations apart and they are thinking of me? I was really touched."

While the students and seniors are not physically able to spend time together, they are staying connected virtually during this time, and that is what really matters.

***"It's vital to help them feel connected to society and feel a sense of being cared for."***

life. These are trying times for even the strongest people around, and everything that's been done means the world to me."

Our Adult Day Programs rely heavily on fundraised dollars. Thanks to generous donor support, Carefor can continue engaging vulnerable seniors in our community during these difficult times.

For clients like Isobel, it means the world: "My experiences at Carefor's program have been some of the happiest days of my

Your donation helps keep people safe, connected, and supported at home during these uncertain times.



You've played an integral role in keeping families together at home and ensuring our vulnerable clients receive the quality health care and support services they need.

Your past support has created new programs for people living with dementia, has allowed our staff to access more opportunities to enhance their skills, ensured we had urgent items to protect our staff and clients

at the beginning of the COVID-19 pandemic, and much more. You've made a real difference in the lives of some of the people in your community who need it most.

While our programs and services continue to benefit from your support we're constantly innovating to be

more responsive to our clients' needs and the current environment. Our new initiative, *Virtual Carefor at Home*, will help us increase the role of digital tools in our homecare and support services, so clients can stay safe at home while still keeping connected with Carefor's staff and services.

***"Without your support, I would be nowhere."***

***~ Helen (LGT Program)***

With COVID-19 likely being part of our reality for the foreseeable future, Carefor's model of homecare is showing its value in keeping people safe in an affordable manner.

We cannot thank you enough for your continued support, and we are grateful to be part of a community who has created and is further shaping a safe and healthy future for people in Ottawa.

## Ways to Donate

**Online:** [carefor.ca/donate](https://carefor.ca/donate)

**By Phone:** 613-853-8584

**In Person:** 760 Belfast Rd.

**By mail:** Carefor Health & Community Services, 760 Belfast Rd, Ottawa, Ontario, K1G 6M8.

**Legacy Giving** donors can contact Trevor Eggleton at [teggleton@carefor.ca](mailto:teggleton@carefor.ca) to designate Carefor as the beneficiary in their wills or life insurance.

**Our charitable registration number:** 11928 4768 RR0001.

**Gifts of Securities** enable you to donate publicly traded securities or mutual funds that have increased in value directly to Carefor. These gifts eliminate the capital gains tax you would have to pay on those securities.

**Monthly Giving** provides a reliable source of funding each year, allowing Carefor to offer much-needed programs and services to people in our community.

**In Memoriam** donations honour someone who mattered to you. Donations can be made online, in person and over the phone.

# Carefor

Carefor Health & Community Services  
760 Belfast Road, Ottawa, Ontario K1G 6M8  
613-749-7557  
[www.carefor.ca](http://www.carefor.ca)  
[info@carefor.ca](mailto:info@carefor.ca)

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