SPRINT SENIOR CARE RECEIVES EXEMPLARY STANDING

Stacy Landau, Executive Director
As you may know, our accreditation review took place in mid-November last year to review the quality of our services.

Early in December 2013, we received Accreditation Canada’s final report, which confirmed that we met 100% of the standards applicable to community support service agencies. It also noted our incredible achievement: “Accreditation with Exemplary Standing.”
As the report states, “The key strength of SPRINT Senior Care is in the alignment of values and the mission with the services. The commitment to client care and service is second to none and is consistent across the organization insofar as board, leadership and volunteers and front-line staff. There exists a caring, compassionate approach, and it is integral to all aspects of the operation.”

SPRINT Senior Care is proud to be your exemplary care and service provider!

TRY SOME NEW MEALS ON WHEELS OPTIONS IN 2014

Want to change up your Meals on Wheels menu in the new year?
Then check out these dishes: grilled chicken breast; ham and cheese quiche; western omelette; cheese omelette; beef or turkey pot pies; fish cakes; turkey with gravy; pork riblets; tuna salad entrée; and, crunchy haddock filets.
Please note that changes to your current order require providing us with two days’ notice.
Call us at 416-481-0669, ext. 251, or email us at eileen.mcgeean@sprintseniorcare.org, to change your Meals on Wheels order or for more information!

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HOW TO TELL IF YOU HAVE SYMPTOMS OF A COLD OR THE FLU

Symptom: **Fever**
- **Cold:** Occasional; mild
- **Flu:** Common; often above 38°C/100°F for up to four days

Symptom: **Headache**
- **Cold:** Occasional
- **Flu:** Common; often severe

Symptom: **Stuffy nose**
- **Cold:** Common
- **Flu:** Occasional

Symptom: **Chest discomfort**
- **Cold:** Common; mild to moderate; with hacking cough
- **Flu:** Common; can become severe (including coughing)

Symptom: **Chills**
- **Cold:** Rare
- **Flu:** Common

Symptom: **Fatigue and weakness**
- **Cold:** Occasional; mild
- **Flu:** Usual; can last two to three weeks

Symptom: **Sore throat**
- **Cold:** Common; mild and intermittent
- **Flu:** Occasional

Symptom: **Aches and pains**
- **Cold:** Occasional; mild
- **Flu:** Common; often severe

Visit your doctor if you think you have the flu.
Stay home if you are ill, especially if you have a fever.
Recently, SPRINT Senior Care was approached by VHA Home HealthCare to present a webinar on self-care aimed at caregivers who do not have the opportunity to attend caregiver support groups. Two SPRINT Senior Care Social Workers, Stacey Pustowka and Katie MacLean, presented a webinar they developed to 25 caregivers from across Canada in October 2013.

Katie and Stacey’s webinar focused on identifying caregiver needs and barriers to self-care, as well as expressing self-care needs and developing strategies for personal self-care. Feedback for those who participated was outstanding and VHA continues to ask for our Social Work support in facilitating these sessions because of Katie and Stacey’s fantastic work.

If you are interested in listening to a recording of Katie and Stacey’s webinar, then visit [www.vha.ca/previous-session-recordings](http://www.vha.ca/previous-session-recordings) and click on “Self-care and Wellness.”

After 14 years at SPRINT Senior Care, Lynette, our Transportation Coordinator, has retired. Lynette always worked tirelessly to do everything possible to ensure that your ride requests were met. We will certainly miss her. We are also pleased to welcome Kirk Longman to our Transportation Team.

As always, please call the Transportation Department at 416-481-0669, ext. 223, to book a ride for future date. If your call goes to voicemail that means that we are busy with other clients. Please leave your ride information and we will do our best to return your call no later than the next business day.

Please note that if you are calling to find out where your driver is, or to report a last minute change on the day of your ride, then please call SPRINT Senior Care’s reception at 416-481-6411 and ask for the Transportation Department to be paged. This will ensure that your call does not end up on the Transportation Department’s voicemail, and will enable us to help you immediately!

We hope that you are pleased with our services. Should you have any concerns, please feel free to call Kai Simmons, Manager, Transportation, at 416-481-0669, ext. 260. Kai is always open to receiving suggestions about how SPRINT Senior Care can serve you better.
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

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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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