



Regional Home Care Newsletter

A MESSAGE FROM OUR DIRECTOR: AMANDA MONTEFUSCO



Hello to our Home Care clients and families! I would like to introduce myself as the new director for Home Care, Seniors Services and Allied Health for the region. I came into this role at the end of March after working for many years at the Selkirk Mental Health Centre. I believe very much in supporting people to live in community for as long as they are able to, in a healthy and safe way. I am happy to be in this role and working with clients, families and staff to make this possible for people in our region.

Over the summer we were working hard to get the Adult Day Programs up and running again now that pandemic restrictions have loosened. These programs are great social and physical health opportunities for clients, and also help families and caregivers with some time to themselves. We are also excited to have respite beds available again in the region for caregivers that provide around the clock care to their loved ones. We know that these resources were missed during the pandemic and look forward to having our clients engaged in their use once again!

Our goal is to provide services and programs that meet the needs of our clients and families. We would love to have regular and ongoing client and family collaboration and communication on this. If you are interested please feel free to reach out to me at amontefusco@ierha.ca. We are starting to do some strategic planning and would love your involvement in the process.

Thank you!



Follow us on Facebook
and Twitter!



InterlakeEasternRHA



IERHA_MB

INSIDE THIS ISSUE

- Wellbeing Tips..... 2
- Falls Prevention..... 3
- Survey Results.....4-5
- Resources.....6-7
- Hand Hygiene..... 7
- Telephone Listing... 8

For more information
about Home Care,
please contact:

**INTERLAKE EASTERN
REGIONAL HEALTH
AUTHORITY**

Home Care
Administration
204-268-6746

Tips n' Tricks for Daily Life & Wellbeing

Avoiding social isolation post-pandemic:

- Call, message, or video chat with friends and family
- Work on your old hobbies, or learn new ones
 - Order in from a restaurant
 - Be outside once a day if you can



Tips for good nutrition:

- If you feel like your sense of taste has changed, try different spices or herbs
- Try to add all food groups to your diet (grains, fruit/veg, protein)
- Plan meals and grocery lists ahead of time
- 'Cook once, eat twice' - prepare meals that make great leftovers; make meals on days when you feel like you have more energy

Getting better sleep:

- Avoid caffeine, alcohol, and nicotine before bed
 - Have a regular bedtime/waketime
- Practice relaxation and stress reduction techniques (meditation, journaling, etc.)
 - Reduce noise
- Exercise regularly (as directed by your primary care provider)



References:

Canadian Frailty Network. (2020). *Tips for Older Adults without Technology to Avoid Social Isolation*. <https://www.cfu-ncc.ca>
Government of Canada (2022). *Canada's Food Guide*. <https://food-guide.canada.ca/>
Public Health Agency of Canada. (2019). *Are Canadian Adults Getting Enough Sleep?*

Falls Prevention

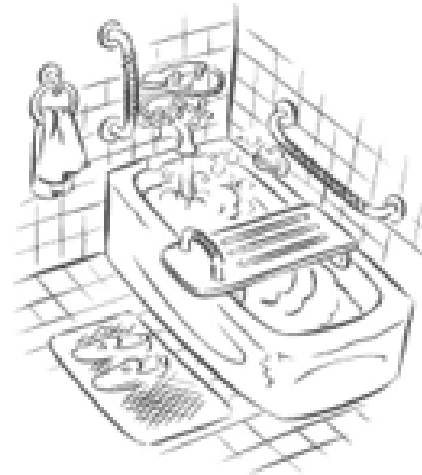
Falls happen to all of us, but as we age, our risk of falling becomes greater. Most can be avoided by making changes to your home and lifestyle, and by eating well and staying fit.

Tips for the home:

- Reduce clutter
- Have good lighting
- Wipe spills right away
- Install grab bars in the bathroom
- Ensure tub/shower have non-slip surfaces
- Have solid hand rails on stairways
- Never rush on the stairs
- Keep front walkway clear

If you fall...

- Try to land on your buttocks
- Don't rush to get up
- Check for injury
 - Stay calm
- If you can't get up, try to call for help



Tips for your health:

- Don't skip meals
- Eat a nutritious, balanced diet
- Engage in physical activity everyday*
- Increase flexibility and balance by walking or doing yoga*
- Build muscle with light resistance exercises*
- Use medication wisely
- Use safety aids: comfy and supportive footwear, glasses, hearing aids, walker/cane, etc.

*Consult a health care provider prior to beginning a new exercise program



Ask for help with tasks you feel you can't do safely

References:

Public Health Agency of Canada. (2011). *You CAN Prevent Falls*. www.publichealth.gc.ca/seniors/
Winnipeg Regional Health Authority. (2018). *Staying [On](http://preventfalls.ca/) Your Feet*. <http://preventfalls.ca/>

Home Care Client Satisfaction Survey Results

This survey was sent out in Spring 2022

We had representation from every community within the region. There were 416 responses.



Over 70% of clients agree that their cultural needs are considered

About 70% of clients have been receiving services for a year or longer



Most Home Care clients agree that staff explain your care and service in a way you can understand (about 95%), but please ask questions if you are unsure of anything

Over 80% of clients said staff have enough time to complete your services as per your care plan



About 90% of clients said their concerns are taken seriously

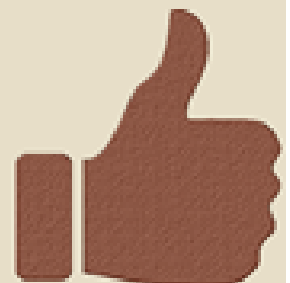
Over 80% of clients said staff wash their hands before providing care. Alcohol-based hand rub can be used as well



Almost 80% of clients said they are notified when services are cancelled

Over 95% of clients agree that their privacy is well respected

Over 90% of Home Care clients are satisfied with the quality of care and service they receive



Comments From the Home Care Client Satisfaction Survey

“Home Care work as a team with the client and family and are always prompt to adjust care or pass along any concerns. We are appreciative and grateful—thank you”

“Only concern is when regular staff is away the fill ins don't really know mom that well, and mom tends to feel uncomfortable with them. Otherwise we greatly appreciate all that home care does.”

If you are interested in being contacted in the future to assist with Home Care initiatives as a client/family representative, please provide your contact information to Rhonda Waito at 204-268-6746

We Are Hiring!

Do you know someone who would be a great addition to the home care team?

We are hiring! Visit www.ierha.ca/careers to view job postings and apply today!

Looking for post-secondary education close to home?

Consider a career in health care



Visit www.ierha.ca/careers/educationalopportunities for information on post-secondary health care programs.



Interlake–Eastern
Regional Health Authority

Resources Available To You

IERHA's Mental Health Services provide assessments and treatment recommendations for older adults. Contact if you have mental health concerns, and/or are experiencing cognitive difficulties:

Toll Free: 1-866-757-6205
Selkirk & area: 204-785-7752

Community Resource Councils are non-profit groups that collect volunteers and workers to assist seniors and persons with disabilities in maintaining independence in the community.

To find more information on services, or the phone number for your area, go to <https://www.ierha.ca/programs-services/home-care/seniors-services/> or contact your Case Coordinator.

Meals on Wheels and other food programs are available to older adults in many IERHA community areas.

To find more information on services in your area, go to <https://www.ierha.ca/programs-services/home-care/seniors-services/> or contact your Case Coordinator.

Adult Day Programs are available to Home Care clients. These programs encourage social interaction and work to improve your ability to function within the home.

To find more information on services, go to <https://www.ierha.ca/programs-services/home-care/seniors-services/> or contact your Case Coordinator.



The Nutritional Supplement Program works with health professionals in the community to provide supplements for anyone in need. Protein powder, thickener, Ensure, Boost, and Resource are all available for purchase. The order deadline is the 15th of each month at 4:00 pm.

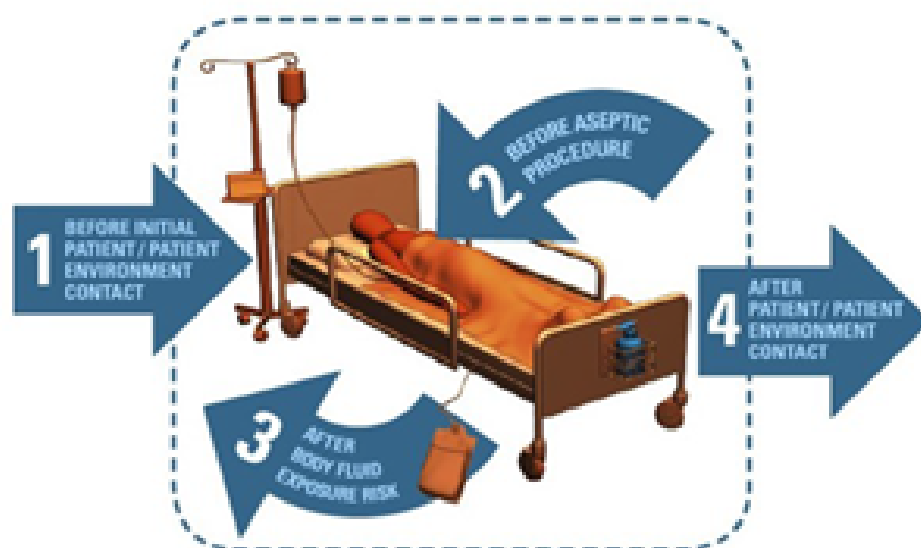
To find out more information, email wellness@ierha.ca or call 1-877-979-9355

Get Better Together is an online workshop designed to help those who are living with chronic conditions. Healthy eating, physical activity, communication, and pain management are some of the topics discussed.



To find out more information, email wellness@ierha.ca or call 1-877-979-9355

The 4 Moments of Hand Hygiene



Did you know...

- IERHA staff are required to follow the 4 moments of hand hygiene and wash their hands with soap & water for at least 20 seconds
- Alcohol-based sanitizer can be used when hands are not visibly soiled
- Don't be afraid to remind staff to wash their hands!
- Home Care clients are responsible for providing liquid hand soap for Home Care use

Home Care Office Listings

LOCATION	CALL FOR CONCERNS ABOUT YOUR CARE	CALL FOR CANCELLING OR RESCHEDULING SERVICES
ARBORG/ RIVERTON	204-376-5559 ext. 1 or 7	204-376-5559 ext. 8
ASHERN	204-768-5225	204-768-5228
BEAUSEJOUR	204-268-6747 204-268-6721 204-268-6720	204-268-6731
FISHER BRANCH	204-372-7306	204-372-7302
GIMLI	204-642-4596 204-642-1607	204-642-4580
LAC DU BONNET	204-345-1235 204-345-1217	204-345-1209
LUNDAR/ ERIKSDALE	204-762-6504	204-762-6503
OAKBANK	204-444-6139 204-444-6119	204-444-6136
PINEFALLS	204-367-5403	204-367-5404
ST. LAURENT	204-762-6504	204-646-2504 ext. 1
SELKIRK	HC ADMIN - 204-268-4876	204-785-7721
STONEWALL	204-467-4413 204-467-4414 204-467-4769	204-467-4785
TEULON	204-467-4769 204-886-4066	204-886-4070
WHITEMOUTH	204-348-4609	204-268-6731