



# SENIORS ADVOCACY GROUP NEWSLETTER

Compliments of the MSC and SbCS Client  
& Family Council - July 2023 Issue

## CLIENT COMMENTS

"Meals on Wheels is the greatest thing because I live alone"

"My PSW suggested I make a Dr's appointment. She was concerned the red bump on my foot might be rheumatoid arthritis, she was correct."

"The housekeepers are really nice, Very pleased with the service."

"My Personal Support Workers mean so much to me because every morning they come in and help me get ready for my day. They help me with my breakfast, assisted me with showering and help me get dressed. They get me ready to go! I love each and every one of them! Thank you so much to all the PSWs for everything you do!"

## EMPLOYEE STORY

We recently had a request for wheelchair transportation for a client in his final stage of life. The family had many fond memories of attending Blue Jays games together and the client is still an avid Jays fan. His daughter reached out to us to see if we could assist in getting him and his family to one final ball game. She had tried other options but hadn't found anyone able to do it for a reasonable price as other organizations quoted around \$1000. With our volunteer transportation service, we were able to set this up for less than \$200. The daughter was in tears when she found out we could help. Unfortunately, the night before the game, the client had a fall and couldn't attend. Even though the outcome wasn't ideal, we were able to provide some hope and happiness to the family and it demonstrates the capacity that our organization has to think outside the box, providing care to those who have unique situations or specific care requests and needs.

## QUESTION OF THE MONTH:

What summer activity would you or your family member love to do with our PSW's?

We are always listening and looking for new ideas, so send us your answers to: [cfcouncil@multiservicecentre.com](mailto:cfcouncil@multiservicecentre.com)

## JUNE'S CFC MEETING AGENDA TOPICS:

- Incident Reporting Process and Review
- Quality & Satisfaction Report
- 2023/24 Quality Improvement Plan

If you have agenda items you would like brought to the Committee, please send them in to:  
[cfcouncil@multiservicecentre.com](mailto:cfcouncil@multiservicecentre.com)

The next online CFC Meeting:  
**August 29, 2023: 5pm - 6pm**

## WE ARE CURRENTLY LOOKING FOR NEW MEMBERS TO JOIN THE CLIENT AND FAMILY COUNCIL!

If you are interested in donating your time and input, or know someone who might be, please contact Diana Handsaeme at

519-842-9008 ext. 227

or send an email to

[dhandsaeme@multiservicecentre.com](mailto:dhandsaeme@multiservicecentre.com)

## WE NEED YOUR INPUT!

Do you have any comments or suggestions you'd like to let us know about? Please take our 3 minute survey by visiting this link:

[www.bit.ly/3X4xXBH](http://www.bit.ly/3X4xXBH)

or scanning this QR Code:

