



SENIORS ADVOCACY GROUP NEWSLETTER

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



CLIENT AND FAMILY COUNCIL

CLIENT COMMENTS

"Exercising has helped with my movements and provided fun and learning to our classes."

"My family has used the transportation service. This has been invaluable to my family member since he is in a wheelchair. Both of the men that drive the vehicles are kind, supportive and extremely understanding. We are very grateful for this service."

"Environment feels safe, staff was all polite, comfortable enjoyable conversation"

QUESTION OF THE MONTH:

If you could have any meal delivered to your house by our Meals on Wheels volunteers, what would it be?

DID YOU KNOW?

Did you know your Community Workers are required to wash their hands every time they enter your home?

STEPS TO WASHING YOUR HANDS PROPERLY:

1. Wet your hands with clean — preferably running — water.
2. Apply enough soap to cover all surfaces of your hands & wrists.
3. Lather and rub your hands together briskly and thoroughly, making sure to scrub all surfaces of your hands, fingertips, fingernails, and wrists.
4. Rinse your hands and wrists under clean water.
5. Dry your hands & wrists with a clean towel, or let them air-dry.
6. Use a towel to turn off the faucet.

AUGUST'S CFC MEETING AGENDA TOPICS:

- Q&S Report and Ethics
- Accreditation Review
- Barriers to Communication w/Clients
- Real Time Client Survey Discussion

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

The next online CFC Meeting: **October 31, 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

Did you know the Client and Family Council now has a website?

Check us out at: <https://multiservicecentre.com/cfc/> It includes everything you need to know about us including our Code of Conduct, previous meeting minutes, information on how you can get involved, and much more.

WE WANT TO HEAR FROM YOU!

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

or scanning this QR Code:

