



C-Care Connection

OCTOBER 2023

– Brought to you by the team

OUR MISSION

To deliver exceptional tailored healthcare staffing services, prioritizing safety, trust and peace of mind.

OUR VISION

To be the preferred choice for healthcare staffing by cultivating compassionate and competent staff, who are committed to enriching lives through person-centered care.

Dear C-Care Team,

It is with great pleasure that I welcome and introduce you to the first edition of C-Care Connection, our company's newsletter.

As a proud owner of C-Care, I am excited to embark on this journey of communication and connection with all of you.

The primary purpose of "C-Care Connection" is to strengthen the lines of communication within the C-Care family, foster collaboration, and encourage growth within our organization. We understand that providing quality healthcare services goes beyond clinical expertise; it's about building relationships, trust, and a sense of community.

This newsletter will be a dynamic space that aims to serve as a bridge, and connection for all of us where we share essential updates, and stories of inspiration, celebrate achievements, and promote continuous learning.

Here's what you can expect in each issue:

Agency Updates: Get the latest news and updates about our agency, including new services, staff introductions, and important announcements.

Employee Spotlights: Recognize and celebrate the outstanding contributions of our team members who go above and beyond in their roles.

Healthcare Insights: Explore articles and resources that offer valuable insights into the ever-evolving world of home healthcare, ensuring that we stay at the forefront of best practices.

Client Spotlights: Read heartwarming stories or compliments of how our care has made a positive impact on the lives of our clients and their families.

Caregiver Corner: This section will feature articles, tips, and resources to support our dedicated caregivers in providing the best care possible.

Training and Development: Discover opportunities for professional growth, training, and skill enhancement to help you excel in your career.

Accreditation Canada: Learn about the accreditation process, milestone updates, updates, and changes in company policies and procedures related to quality improvement and safety.

Upcoming Events: Stay up-to-date on events, workshops, and seminars that will help you stay connected with your colleagues and continue to learn and grow.

Contests and Giveaways: Keep an eye out for fun contests and opportunities to win exciting prizes.

Our goal is to make "C-Care Connection" a reflection of the unity and dedication that will define our agency. We invite you to actively engage with the content by sharing your stories, ideas, and feedback. Together, we can create a connected healthcare team that empowers us all to provide the highest quality care.

I am extremely proud of the work we do, and I believe that "C-Care Connection" will be an essential tool in fostering our success as a whole. I encourage you to embrace this opportunity for connection, learning, and inspiration as we embark on this exciting journey together. I look forward to the journey ahead and the stories we will share in the pages of the C-Care Connection newsletter.

Warm regards,
Raymond Dacillo
General Manager



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HR CORNER

WHAT IS PROFESSIONALISM?

Professionalism in healthcare refers to the values, behavior, and commitment to providing high-quality care to clients while upholding personal and professional integrity and maintaining appropriate boundaries.

COMMITMENT TO ACCEPTED SHIFTS

Committing to shifts that you have accepted is an important indicator of professionalism and reliability. When you accept a shift, you are expected to be present and perform the duties during that specific timeframe. By being committed and reliable, you uphold the standards of professionalism and contribute to a positive work environment.

UNIFORM AND GROOMING

Ensure that you are always dressed appropriately and in complete uniform at all times. Dressing appropriately shows your commitment to your role as a healthcare professional and as a professional representation of the agency.

COMMUNICATION

Professional communication is important because it directly impacts relationships with clients and colleagues. This includes verbal communication, active listening, and body language. Ensure that you remain respectful, considerate, and attentive in all of your day-to-day interactions.

PRIVACY AND CONFIDENTIALITY

Maintaining confidentiality is one important aspect of professionalism, especially in healthcare where sensitive health information is being handled. Respecting one's privacy and understanding your legal and ethical obligations is important to gain your client's trust and confidence.

QUALITY AND SAFETY

KNOW YOUR JOB SCOPE AND RESPONSIBILITIES

Throughout your caregiving journey, you'll have the privilege of supporting numerous families, whether with C-Care or other organizations. Each company possesses its own unique set of guidelines that define the dos and don'ts for caregivers, and while some may be similar practices you're familiar with, others may take a different path. As a refresher and to ensure you're always caring for our client within our defined job scope and responsibilities, we have outlined below the specific roles and responsibilities.

FOR PSWS

- Maintain client safety at all times
- Read client's care plan prior to each shift
- Assist with Activities of Daily Living
- Perform authorized/delegated tasks by Client Care Coordinator
- Assist only with medications or medication reminders
- Perform light housekeeping
- Continuously observe client and their environment
- Report and document unsafe conditions
- Communicate and demonstrate basic information in accordance with the established Care Plan
- Complete documentation or shift report
- Endorse relevant information to colleagues and, when necessary, Client Care Coordinator
- Participate in continuous education provided by C-Care Health Services and other educational institutions

FOR NURSES

- Maintain client safety at all times
- Read client's care plan prior to each shift
- Assess client at the beginning of every shift
- Follow and apply CNO's BPG
- Assist with Activities of Daily Living
- Perform light housekeeping
- Provide care and perform procedures as per Care Plan and applying BPG
- Administer medications following CNO's BPG
- Communicate with Client Care Coordinator immediately when client condition is declining and changing
- Report any unsafe conditions
- Evaluate strategies and treatment plan and communicate with Client Care Coordinator if changes are needed
- Complete documentation or shift report on time
- Endorse relevant information to colleagues and, when necessary, Client Care Coordinator
- Participate in continuous education provided by C-Care Health Services and other educational institutions

What if the client asks me to do a task that I am not permitted to do?

Here are some sample responses if you are asked to do something not within your scope or role:

"Thank you for trusting me with that request. Due to our company guidelines, I'm unable to perform that task. How about we reach out to our Client Care Coordinator together? They might be able to provide a suitable alternative."

"Your comfort and well-being are my priority. While I can't assist with that specific request based on C-Care's policies, I'd be happy to connect you with the Client Care Manager who can guide us further."

"I understand the importance of your request. It's essential for me to follow C-Care's guidelines for everyone's safety. Let's involve the Client Care Manager to explore alternative solutions."

Remember, whatever your response will be, the key is to convey empathy and understanding while staying within the professional boundaries set by the company. Offering a solution, like discussing with the Client Care Manager, shows the client that their needs are being taken seriously and not ignored.



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DON'T FORGET TO USE S.A.F.E. !

S - Keep the surroundings safe.
A - Help clients when they move around.
F - Lower the chances of falls.
E - Talk to the client and their family about these precautions.



PLEASE NOTE:

All staff should have received this card when you attended the QI training. It was provided to you along with your new ID badge. If you have not received one, please contact the Client Care Coordinator to get one.

REMINDER

We still need to wear our masks!

Even though the provincial guidelines on masks have lightened up a bit, C-Care's mask policy is still in full swing.

Remember, many of our wonderful clients are among the most vulnerable and immunocompromised. Wearing our masks is a small but mighty way we can show we care and keep everyone safe.

Thanks for being awesome and for your continuous dedication to our clients' well-being.



QUALITY AND SAFETY

INCIDENT REPORTS UPDATE

Thank you to all of our dedicated employees for their continued efforts in submitting incident reports using our new electronic form. Your diligence and attention to these matters are not merely procedural but they play a pivotal role in our organization's mission.

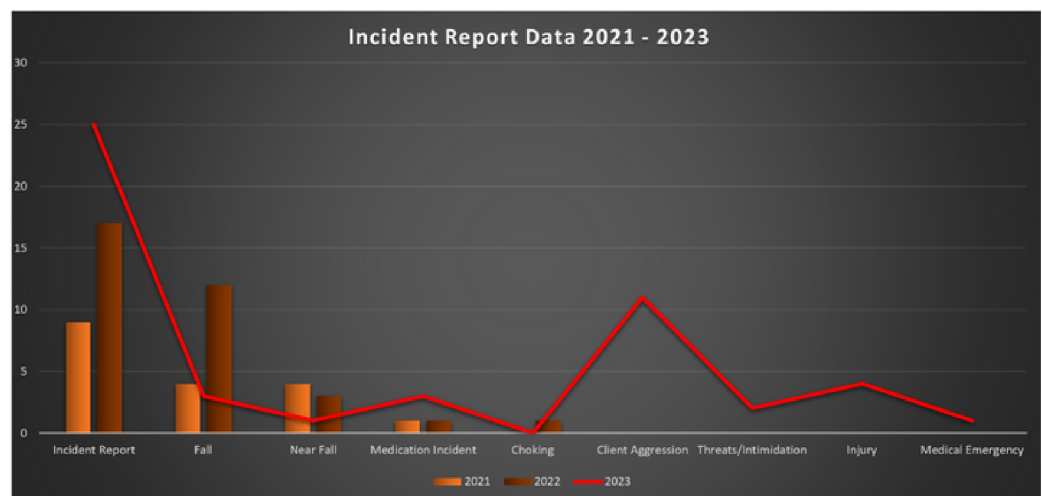
Over the past few years, since the implementation of our incident reporting protocol, we have witnessed an increased number of incident reports submitted. This upward trend reflects not just adherence to our protocol but also a collective effort to prioritize the quality of care and safety for our clients.

Your submissions make an impact!

Enhancing Quality of Care and Client Safety: Each incident report you submit directly contributes to our broader objectives. By detailing the circumstances of various incidents, we can identify gaps, issues, or challenges in our service delivery. As a result, we can make necessary changes and improvements to ensure the safety and well-being of our clients.

Timely Review and Recommendations: Speed is of the essence. When incident reports are submitted promptly, it allows our supervisors to assess the situation and implement corrective actions without delay. This proactivity can prevent similar incidents from recurring, safeguarding our clients and reinforcing our commitment to excellence.

Building a Bigger Picture: Individual incident reports provide valuable insights into specific events. However, when combined, they create a broader picture of the challenges our organization faces. By collating and analyzing this data, we can identify patterns, trends, and areas of concern that might otherwise go unnoticed.



As seen in the above chart, a notable trend has emerged from the data: Client Falls ranks as the most frequently reported incident between This statistic is not just a number; it's a call to action. It signals the need for targeted interventions, enhanced training, and potentially, adjustments to our facilities or procedures to better protect our clients.

Without your diligent reporting, insights like this would remain hidden. Each report helps shed light on areas where we can enhance our services, always with the primary goal of ensuring the utmost safety and care for our clients.



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October Birthdays

Anne Mariz

Irish

Rowella

Aideen

Liesel

Genelle

Glenn

Maye

Maricor

Bernadette

Noris



Welcome New Hires!



Lemelyn



Oxanne



Oliver



Lisa



Emmanuel



Aurora



Liesel



Jane



Julie Fe



Mary Anne



Francis



Donnah



Anne Mariz



Odette



Ace



Irish



Aiza



Caroline



Everlyn



Janice

Returning Staff



Rona Rose



Miriam



Joanna Marie



Romida



Jan

Welcome Back To C-Care



Paulina



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CLIENT COMPLIMENTS!

"I just wanted to let you know what a terrific job Emmanuel did for me today. He's a great ambassador for your company and his service was outstanding and exceeded my expectations."

-Mario P.

"Mom really likes Apple".

-Denise B.

"Zoran mentioned that he is happy with Irish's service, she reminds him of his previous long term private caregiver who's work ethics he really like."

-Fran M.

"Thank you very much. I want to thank you and Raymond and most of all Lydia for the amazing care and support you showed my mom. Lydia was fabulous."

Mom is doing great at home and we don't have any outside care but if we do need we know who to count on.

-Jeff P.

"Mom really likes Caroline and Armi".

-Meredith H.

Employee of the Month

LYDIA VILLANUEVA



We are thrilled to announce Lydia Villanueva as our very first Employee of the Month at C-Care Health Services! Since joining our team, Lydia has shown what it means to be a dedicated and compassionate healthcare provider. Several clients have sent in glowing compliments about Lydia's exceptional care and attention to detail. Her attendance has been impeccable, and she's never once been late for a shift, showcasing her commitment and punctuality. Furthermore, Lydia has consistently demonstrated adaptability with her willingness to be available even during last-minute requests, ensuring that our clients have the support they are looking for. On multiple occasions, Lydia has gone above and beyond her call of duty, always ensuring the highest standard of care for those she serves. Congratulations, Lydia, and thank you for setting such a high standard of excellence in our agency!

Want to be the next employee of the month?

Contact your Client Care Coordinators and they will be happy to review the criteria to be considered the employee of the month.



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Educational RESOURCES

Online Training now
Available !!!

WHAT DOES IT MEAN TO BE A PROFESSIONAL CAREGIVER?

In this class, we show new and experienced caregivers how to prepare to meet clients. We discuss professionalism, how to interact with clients and their families, how to interact with teammates, and understanding advance directives. Caregivers will also learn the importance of workplace safety, the importance of self-care, and how to protect themselves from dangers on the job.

CHECK YOUR EMAIL!!!

You may have been invited to create your free personal account to CareAcademy



ACCREDITATION
CANADA

Keeping you informed

Upcoming Accreditation Primer: A Quick Update for All Employees

1. Accreditation Primer's Coming Up: We're gearing up for the Accreditation Primer! You've already attended the Quality Improvement (QI) training session, getting familiar with new policies and best practices. Great job!
2. October On-Site Home Visits: We'll be visiting our clients this month to see how our new changes from the QI training are being implemented. Your help is essential, so if you have any safety concerns for yourself or our clients, now's the time to speak up.
3. Stay Updated: In the coming weeks, look out for information bulletins related to our work and a refresher from our QI training. These will be shared via emails, text messages, the employee portal (adp.workforcenow.com), and our private Facebook group. Some topics to expect: client rights, ethics, documentation, infection control, and incident reporting.
4. Primer Survey in November 2023: This is a reminder. Make sure to read all communications closely and check your emails regularly to stay informed so that if you will be prepared for the Primer survey.

What Accreditation means to you

*Accreditation is coming up, and it's a team effort! Here's how you might be involved:

- Preparing Policies & Procedures: Some of you will help shape our guidelines.
- Committees: In the lead-up to the main event, we might ask you to join a committee.
- On-Site Activities: When the surveyors are here, they might visit your area, interact with you, or observe your work.

The Accreditation Canada surveyors will be visiting us in November 23 2023. They'll be keenly observing:

Client Files: Your documentation matters; they'll be checking.

Client Interaction: They want to see our clients and their caregivers being treated with respect and having a say in the services.

Safety First: Reporting of any client mishaps, like falls or accidents during service, is crucial.

Feedback Matters: They're interested in how we handle client feedback and complaints.

Sticking to the Rules: Following all our policies, procedures, and the law is a must. Let's showcase the best of C-Care! Thanks for all you do.



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EMPLOYEE PORTAL



Don't forget to log onto our Employee Portal using your web browser at

<http://online.adp.com>

Here will be able to access your:

- Pay statements
- Announcements
- Newsletters
- Policies & procedures
- RTO Forms
- Incident Reporting forms

If you need help accessing the employee portal, contact the HR Department today!

Please note the web employee portal online.adp.com grants you more access than the what is viewable on the mobile ADP app.

We recommend to log in to the web portal to gain all access to the features.

The mobile ADP app does not provide you access to:

- Policies and Procedures
- RTO Form
- IR Form

CLIENT RIGHTS AND RESPONSIBILITIES

As care providers, we have an obligation to respect and promote client rights at all times and in all activities.

All C-Care staff are responsible for understanding these rights and supporting client awareness of their rights. Below is the list of rights that you and your client should be informed of.

Please note, all clients always have an opportunity to read the information about their rights when they sign off on the company service agreement as it is listed in the agreement.

- Receive care in a safe and comfortable environment
- Be treated with dignity and respect
- Privacy and confidentiality of personal and medical information
- Make informed decisions about their own care
- Participate in their own care planning
- Refuse treatment
- Access to their medical records
- Complain about the care they receive without fear of retaliation
- Refuse service.
- The right to live at risk.
- The right to fully participate in the assessment process.
- The right to participate in the service delivery and make personal choices within the parameters of services available.
- The right to receive safe, appropriate, and timely service.
- The right to be referred to other appropriate services.
- The right to participate in team conferences. Clients must be treated with consideration, respect and full recognition of their dignity and individuality.
- The right to freedom from abuse, neglect or exploitation from home care staff.
- The right to be assured of confidential treatment of their care records and personal information.
- Clients, or the persons authorized to make health care decisions on behalf of the clients, have the right to have their concerns heard, reviewed and where possible, resolved.



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UPCOMING EVENTS

JOIN US
ON

OCTOBER 31ST
2023



**HALLOWEEN
LUNCH AND
LEARN**

MORE DETAILS
TO FOLLOW

LOCATION
C-CARE OFFICE
741 SHEPPARD
AVE W.



QUESTION OF THE MONTH

Review the sections in this newsletter.

Staff who answer the following question correctly will have their name entered into the draw for a \$25.00 gift card.

Question:

If your client expresses they do not want to take their medication, what client right is your client expressing?

Email your answer to **staffing@c-care.ca**. Be sure to include your name and your answer. Answers must be submitted by October 31st.

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FLU SEASON IS COMING



*Protect yourself, your family and your clients
Being safe means ensuring that you protect yourself and others and work to stay healthy by getting the free flu shot.*

Starting **October 31st 2023**, all Torontonians will be able to get their updated COVID-19 vaccine and annual flu vaccine at the same time at fixed-site vaccination clinics, pharmacies or primary health care providers.

The general public can book their appointment on the Toronto Public Health webpage starting **October 25th, 2023**.

Only one appointment will be required to get both vaccines at a TPH fixed-site vaccination clinic.