



# News & Views

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Winter 2003

## President's Corner



Dear Readers,

It is with great pleasure that I bring you greetings from the Board of Directors.

As I reflect on the Annual Report 2002/2003, I am in awe of the numerous services this agency provides to our community. I am also very impressed by the number of volunteer hours given to a wide variety of programs. All of this is possible because of the outstanding leadership of our Executive Director, Odette Maharaj, and her capable and dedicated staff.

In the Annual Report the following issues were addressed: partnerships, fundraising and donations, emergency preparedness plan, strategic planning, accreditation, and marketing and public relations. I would like to expound on accreditation. Since accreditation is a voluntary process, application has been made by our agency to the Canadian Council on Health Services Accreditation. A day long workshop is scheduled in November for staff and volunteers to learn about this process. A survey of our agency is scheduled for early 2005. Purposes of accreditation include: effective self-assessment, shows commitment to quality, an educational process that benefits all, and valuable advice is gained from the accreditation surveyors.

At the time of this writing some of you are observing the festival of Duwali, others the holy month of Ramadan, and still others are looking forward to Christmas. May we observe these, and other occasions, for their truest meanings.

As 2004 approaches we start with a clean slate to face our challenges. Let us be encouraged by our past successes!

Joy & Peace,

Gertrude Karapita  
President



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### DEAR STAFF/CLIENTS/VOLUNTEERS:

Help us to save on postage, paper, & envelopes by giving us your e-mail addresses so we can e-mail you our newsletter, bulletins, flyers, etc. If you have a computer and would like to receive this information by e-mail please e-mail us at [info@ssse.ca](mailto:info@ssse.ca) and let us know your e-mail address, or you can call Regina at 416-750-9885.



### VISIT OUR WEBSITE

Don't forget to view our web site at [www.ssse.ca](http://www.ssse.ca). There you will find all you need to know about our wide variety of programs designed to help Scarborough's elderly and disabled adults maintain their independence at home. You can also learn about our specialized services in home cleaning and the sale of supplies for home care patients and caregivers. Also take care of your feet and improve your hearing by learning about our Calmar Foot and Hearing Clinics.



**SCARBOROUGH SUPPORT SERVICES**  
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**Website:** [www.ssse.ca](http://www.ssse.ca) **E-mail:** [info@ssse.ca](mailto:info@ssse.ca)



## ***VOLUNTEER SOCIAL***

Our Volunteer Social was held Tuesday, September 30th, 2003 at the Agency's head office at 1045 McNicoll Ave. Thirteen volunteers, namely: Kay Cheung Chan, Kay Sum Chan and June Payne - Friendly Visiting and Telephone Reassurance; Margaret David, Daphne Dias, Gloria Garrick, Ruth Ko, Nina Sario and Evangeline Smith - Meals on Wheels; Saryu Desai and Elizabeth Matheson - Craft Group; Harry Sullivan - Congregate Dining; and Doug Walker - Fundraising/Public Relations (Bingo) received Outstanding Achievement Awards for six years of volunteer service.

Gifts and raffle prizes were distributed compliments of Calmar Orthopaedics; Pfizer Canada Inc.; Homemaking Department and the Craft Group.

This was the time set aside for volunteers and staff to socialize while enjoying light refreshments.

### ***Barrier-Free Building***

Scarborough Support Services is in the process of installing an elevator which will make our building barrier-free (wheelchair accessible). We are very pleased with the progress to date and looking forward to its completion in early 2004. We will keep you informed. Thanks for your ongoing support.

## ***TRIBUTE TO LONG TIME VOLUNTEER MR. DOUG PRICE***



**Left to Right: Gertrude Karapita, President; Douglas and Betty Price.**

We recently got word that Doug (as most of us call him, except Odette who always refers to him as Mr. Price), will be moving out of town to set up residency. Doug has been a volunteer with Scarborough Support Services since 1988. Over the years, Doug volunteered his time in the Meals on Wheels program as a driver with Betty (Mrs. Price), as a runner, and a member of the Board of Directors. In 1990, he was the President of the Board. Doug has been a volunteer for the agency's weekly Bingo events at Kennedy Bingo Hall since 1995. He was an active member of the Finance/Personnel Committee and the Public Relations/Fundraising Committee. Doug has been editing our newsletters, direct mail letters and other agency documents for a number of years. Doug has promised to continue to maintain contact with us through email. Little does he know that he will still be an active volunteer for us through this initiative, although we will miss his presence, we will continue to utilize his editing skills for many years to come!

On behalf of the Board, staff and volunteers of Scarborough Support Services, we would like to take this opportunity to wish Doug and Betty the very best in their new home environment.

## ***A TIMELY REMINDER FOR ALL VOLUNTEERS***

As volunteers, we know that you are committed to helping the clients at Scarborough Support Services live a fuller, safer and more satisfying life. When you became a volunteer your duties were explained to you and you were introduced to your clients whether as a Meals on Wheels volunteer, a Friendly Visitor, Transportation Driver or Day Program helper, and Congregate Dining Driver and helper.

Because your clients come to rely on you for these services they trust you to be there when expected and to perform the services you regularly provide.

It may happen, however, that because they see you as a friend and helper they may from time to time ask you to perform services not covered in your duties as a volunteer. If a client asks you to do something that is questionable, or if you are asked to provide services outside of your regular duties, call the Co-ordinator of Volunteers.

Some activities which are not allowed are:

1. Leaving a meal in a milk box, hallway or unattended;
2. Banking;
3. Distributing literature which is not directed by the agency i.e. religious, political, business cards etc.; and
4. Promoting activities for self gain i.e. buying or selling products, services.

Remember, volunteers are the front line of service delivery. We depend on you to help us meet the needs of our clients in a friendly and responsible manner.

# DID YOU KNOW THAT WE OFFER...



## Home Care Supplies

Quality home care products  
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Scarborough Support Services offers a wide range of products at discount prices. All of our products are geared to help you and your loved ones maintain an active and independent lifestyle.

**For More Info Call: 416-750-9885**

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a week**

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**Scarborough  
Support  
Services**

...helping seniors and  
disabled adults live at home  
with support and dignity.

A UNITED WAY  
MEMBER AGENCY



### FALLS OR UNCONSCIOUSNESS - CALL 911

The following steps must be taken if you come across a person who has fallen or cannot get up without assistance, and/or is unconscious:

1. Do not attempt to pickup the person.
2. Check to ensure the person's safety.
3. Call 911 immediately thereafter.
4. Contact the Program Supervisor, if he/she is unavailable; leave urgent messages with the Office Manager/reception to advise them of the incident.
5. Stay with the person until emergency services have arrived.
6. Complete a written report to be turned in to your supervisor within the 24-hour period.
7. Program Supervisor must report this matter to next of kin, Executive Director and to the CCAC Coordinator if the person receives services through the CCAC.

If you are caring for a person and he/she is falling or fainting which cannot be prevented in a safe manner, allow the person to fall safely to the floor and leave the person on the floor. Do not attempt to lift the person. Call 911 immediately thereafter. Continue with Steps 3 to 6 as stated above.

NOTE: It is not your responsibility to decide if a fall is serious or not, only a health care professional can make that decision. Leave it up to the emergency services to do so.

### FUNDRAISING UPDATE

The Public Relations/Fundraising Committee set a target of \$80,000 for the 2003/2004 fiscal year. This was a very ambitious goal and with the help of our friends we feel that we are accomplishing this goal.

Below you will see listed the revenue which was generated from our fundraising events for the period April 1, 2003 to September 30, 2003.

Through the Direct Mail Campaign Scarborough Support Services received \$8,891.50 in donations from our clients, caregivers, volunteers and staff; through miscellaneous donations \$1,471.63; bingo generated \$24,088.57; \$1,619.05 was received through the sales of crafts and \$746.25 was raised for a fundraising barbecue held during the summer. This gives us a total of \$36,816.99 in donations.

A very special thanks to all our donors.

### ROYAL BANK DONATIONS

The Royal Bank of Canada donated \$500 to Scarborough Support Services Volunteer Craft Group in October 2003. RBC recognizes employees and pensioners who volunteer in their community and former employee, Alice Jackson, through her continued work with the Craft Group has once again obtained this grant.



#### SCARBOROUGH SUPPORT SERVICES

1045 McNicoll Avenue, Scarborough, Ontario M1W 3W6

If you would like more information about Scarborough Support Services and/or you would like to make a donation, please clip out this section, complete the information and return to our office.

I would like more information about the agency  I would like information on becoming a volunteer

I enclosed a donation of:  \$150  \$100  \$50  Other \_\_\_\_\_

Cheque enclosed. I wish to use my:

MasterCard# \_\_\_\_\_  Visa card# \_\_\_\_\_ Expiry Date \_\_\_\_\_

I would like to donate a gift in kind. Please Specify \_\_\_\_\_  I wish to remain an anonymous donor.

Name: \_\_\_\_\_ Address: \_\_\_\_\_

Postal Code: \_\_\_\_\_ Tel #: \_\_\_\_\_ Signature \_\_\_\_\_