

Winter 2023  
*Newsletter*

## About Mosaic, Our Community Resource Centre, and our Newsletter

We are an internationally recognised provider of person centered community integrated home care. Our model addresses the wider social and emotional needs of the person and their families both in their homes and in their communities.

We operate a resource centre and pop-up events around the GTA. These provide a wide range of events to the community as well as information on community resources. Our events are mostly free and include social, educational, physical, cognitive, historical, festive and many other monthly activities. We host Memory Cafés and Community Cafés and provide regular pole walking and knitting group activities.

This newsletter provides information on our many events as well as our wider community outreach and speaking events. People of all ages are welcomed and respected as persons of meaning, being and community.

*What a difference we make®!*

# Featured Events

## ONLINE PROGRAMS ON ZOOM

### ONGOING:

#### Mosaic's Growing Wellness Cafe (Zoom)

Gentle warm-up and brain exercises. Experience the month's garden and nature theme through poetry, art, and activities.

Thursdays, January 12<sup>th</sup>, February 2<sup>nd</sup> & March 2<sup>nd</sup>, 2023

#### Zoom Functional Fitness with Joanne Picot (Zoom)

Join Joanne once a month online and in-person for a complete body workout featuring simple exercises to build muscles, flexibility, and boost heart health.

Fridays, January 20<sup>th</sup>, February 10<sup>th</sup> & March 3<sup>rd</sup>, 2023

#### Nia Fitness with Jenn Hicks (Zoom)

Join us on Zoom once a month for a full body workout through music, dance and strength enhancing movements!

Thursdays, January 26<sup>th</sup>, February 23<sup>rd</sup>, and March 23<sup>rd</sup>, 2023


#### Mosaic's Knitting & Crochet Group (Zoom)

Held every Wednesday starting from January 4<sup>th</sup> to March 29<sup>th</sup>, 2023

#### Mosaic's Community Café (Zoom)

Mondays, January 9<sup>th</sup>, February 13<sup>th</sup> & March 13<sup>th</sup>, 2023

#### Scheduled Workshops:

-  **Monday January 9<sup>th</sup>, 2023 – Qigong with Steffi Black** – Qigong seeks to bring the body's energy, or qi, into balance and simple body movements and meditation.
- Monday February 13<sup>th</sup>, 2023 – Let's Cook Together,** cooking demonstration with Jane & Lauren.
- Monday March 13<sup>th</sup>, 2023 – The Story of the Bee Gees** with Marcel Deurvorst

## FEATURED EVENTS ONLINE

#### Avoiding Winter Slips & Falls (Zoom)

Get ready to safely step (or roll) outside this Winter, knowing how to prevent falls, fractures and frostbite with this informative presentation featuring Margot McWhirter (gerontological occupational therapist and Founder of Inclusive Aging).

Tuesday January 24<sup>th</sup>, 2023

#### Community Leaders & Focus Groups (Zoom)

Thursday February 23<sup>rd</sup>, 2023

#### Let's Cook Together, Cooking Demonstration with Jane & Lauren (Zoom)

Live cooking demonstration on Zoom with a focus on nutritious comfort food for the winter months.

Monday February 13<sup>th</sup>, 2023

#### A Primer on Wills, Powers of Attorney, and Real Estate Issues with Sheldon Parker (Zoom)

Time to get your affairs in order? The time to do that is while you are still capable, and able. Not doing this in a timely fashion can lead to very significant consequences.

Tuesday March 7<sup>th</sup>, 2023

## HIGHLIGHTED IN-PERSON WINTER EVENTS

#### Elevate Your Spirits – An Evening of Dinner and Dancing. (In-Person)

Experience a night unlike any other that will lift our spirits and get us up dancing! Featuring live music performed by 2B1 Music Duo.

Friday January 20<sup>th</sup>, 2023, at Armour Heights Presbyterian Church, 105 Wilson Avenue

#### 'The Luck O' the Irish' Lunch & Learn with Lianne Harris (In-Person)


Join us for St. Patrick's Day celebration full of food, fun and fantastic fables!

Friday March 17<sup>th</sup>, 2023, at Armour Heights Presbyterian Church, 105 Wilson Avenue



#### Drumming Circle with Terri Segal (In-Person)

Join Terri Segal from 'Rhythmic by Nature' in this interactive drumming circle! Event is open to all ages, community members, organizations, and health care professionals.

Tuesday March 28<sup>th</sup>, 2023, at Armour Heights Presbyterian Church, 105 Wilson Avenue

**Additional Updates with regards to registrations for the above programs and information from Mosaic Home Care.** 

#### Zoom & Phone Participation

Participants can register for programs by going online to <https://mosaichomecare.com/events/> to complete the registration form for the program you are interested in attending. You can also contact our offices by sending an email to [info@mosaichomecare.com](mailto:info@mosaichomecare.com) or by calling **416.322.7002**. Once registered you will receive an email with the appropriate link for the program or instructions for attending events in-person.  

**SIGN UP**  

To subscribe to our Mosaic's newsletter – <https://www.mosaichomecare.com/newsevents/newsletter>



Facebook

Mosaic Home Care & Community Resource Centre



YouTube

Mosaic Home Care



Twitter

@mosaichomecare & @mosaicgtalinks  
@JaneatMosaic



Jane's GTA Café Blog

<https://mosaichomecare.com/blog>



Instagram [mosaichomecare](https://www.instagram.com/mosaichomecare)

## Spotlight On...

### Mosaic Person-Centered Heroes!



Introducing our caregivers Helen B, Carol M, and Jennifer D! Each caregiver has demonstrated wonderful acts of person-centeredness and compassion to our dear clients. They have built unique and special relationships with their clients by truly understanding their needs, wants, desires, and so many other things that make a person's identity.

We have seen their success captured in the detailed notes they provide to families with thoughtful descriptions of how the day progresses and how their clients are kept engaged. Time and time again they've received compliments and thanks for their performance! Helen, Carol, and Jennifer's professionalism, kindness, and attention to detail speak volumes and have changed lives!

*What a difference we make!*

### Our Caregiver Says...

"Mosaic is a company with a great culture and team members that make you feel comfortable. At a young age, I always wanted to help people. When someone developed an illness, I had to learn how to care for and help them through it. I feel fulfilled every time I help someone feel better." - Helen B.

"Since the first time I got in contact with Mosaic I knew they were a trustworthy team, everyone is empathetic, kind and helpful. I felt their support during my immigration process and it meant a lot to me. Also, working for Mosaic I have met wonderful people I will always be thankful for. Feeling inspired by their life vision motivates me to do my best." - Carol M.

"I enjoy working for Mosaic because of the support, flexibility, and stability they provide me. Every day I look forward to seeing the smiles on my client's faces and hearing about their weeks. I am really grateful to have the opportunity to see the same clients every week. The Mosaic schedule allows me to really get to know and feel connected with my clients." - Jennifer D.



Passion



Compassion



Education



# An Update from the Principal Owners of Mosaic Home Care Services & Community Resource Centre

## Jane and Nathalie

Wishing all our front-line staff, families, clients, in-house office staff and our wider community a Happy New Year for 2023!

2022 has been a year of innovation, organization, change, introduction of new programs, care models and easier ways of doing things.

Getting through COVID has reinforced the importance of our fundamental belief in collaborating with our community. It held us all together while we were apart, provided connection at a time when connection was difficult and gave us a vision and a map for the new normal of the COVID and viral sensitive world. Our collaborative roots have helped us jump straight into new partnerships, pilot projects and creative ways of engaging with older persons in our communities, for the benefit of all.

Mosaic Home Care has continued to evolve with the changing needs of our communities and clients. We have been implementing some wonderful services and social programs to keep our community, clients and families connected.

### Some of the highlights we would like to mention:



#### Update on the Friendship Benches at Armour Heights Presbyterian Church & Mosaic's Resource Centre and offices.

These benches were a joint donation by Mosaic Home Care and Armour Heights Presbyterian Church and are now a permanent fixture in the local community. People are able to sit down and have 'meaningful conversations', or rest and listen to the birds and take in the sights of this communal corner of the city. The benches are also used by our summer walking groups for taking refreshments and making conversation, for families and groups waiting for church programs to start, or for breaks and for lovers of all ages to share a special moment!

This summer (2022) a permanent memorial plaque was positioned in the garden close to the front of the church. The inscription reads:

"Friends and strangers in their full diversity are invited to sit on these friendship benches to rest, chat, or care for one another in harmony and love. Donated to the community by Armour Heights Presbyterian Church and Mosaic Home Care Services, October 16, 2021."



#### Caregiver Holiday Party at The Mandarin Restaurant Toronto

It was a joyous occasion for our in-house team of client services, management and community teams to thank our Mosaic PSW's, front-line teams, nurses and Mosaic Lifestyle Companions® for providing person centered and compassionate care to our clients. Our 2022 event for our caregivers was held on Friday November 25<sup>th</sup> and Saturday November 26<sup>th</sup> at the Mandarin on Yonge near Eglinton.

Door prizes, games, conversation, good food and service from the Mandarin at Yonge and Eglinton and of course some good laughs were shared by all!

Some of our caregivers couldn't attend as they were working with their clients.

#### The 2022 Caregiver Show October 29<sup>th</sup>, 2022, The Ontario Science Centre

A group of community agencies from Toronto came together to present on social prescribing at this conference. The title of the presentation was "Join the Movement on Social Prescribing, Community Engagement and Interaction".

- This was a panel presentation featuring:
- Josephine Lam** She/Her, Knowledge Mobilization and Project Coordinator – Alliance for Healthier Communities.
- Dena Silverberg**, Link2Wellbeing Coordinator from Older Adult Centres Association of Ontario, Link2Wellbeing Social Prescribing for Older Adults
- Ara Manrikyan** (He/Him), Manager, Seniors Active Living Centres & Outreach, Community Care WoodGreen Community Centre
- Emma Rooney** (She/Her), Founder & Creativity Facilitator, Blooming Caravan
- Melissa Tafler**, Program Manager, Baycrest@Home
- Jane Teasdale**, Principal Co-owner of Mosaic Home Care Services & Community Resource Centre

If your agency, hospital, community centres would like to have a presentation on Social Prescribing or Social Connection to the community, community mapping, loneliness or about our person centered care model of care for your organization. Please reach out to Jane Teasdale: [jane@mosaichomecare.com](mailto:jane@mosaichomecare.com) or 416-322-7002 Ext. 223

*Jane Teasdale and Nathalie Anderson*



# Nia Fitness with Jenn Hicks



**Jenn Hicks** is a black belt Nia instructor and Size Inclusive Fitness Specialist who has taught all over the world. She was named NOW Magazine's Best Virtual Fitness Instructor for 2020. Jenn customizes routines for every class and helps attendees modify steps or movements whenever they need a little extra care.

**Join us on Zoom once a month for a full body workout** through music, dance, and strength-enhancing movement! Nia incorporates martial arts, self-awareness, body positivity and fitness all in one. Nia is effective and enjoyable for all bodies: no matter your age, ability, shape, size, or mobility.

- Benefits of Nia:**
- Increases the range of motion and stamina
  - Helps build cardio and flexibility
  - Decreases stress and anxiety

**Dates:** Thursdays, January 26<sup>th</sup>, February 23<sup>rd</sup>, March 23<sup>rd</sup>, 2023

**Time:** 1:00 p.m. to 2:00 p.m.

**Location:** Zoom

**Registration required**

To register for all programs call our offices at **416.322.7002** or **info@mosaichomecare.com** if you need more information. A Zoom link for the program will be sent once you have completed the registration.



## FUNCTIONAL FITNESS with Joanne Picot

**Joanne Picot** has a history of working in the health wellness and fitness industry and has graduated from Yoga Alliance Canada – Certified Yoga Teacher.

Join us on Zoom once a month for a complete body workout featuring simple exercises to build muscles, flexibility, and boost heart health. Joanne will lead you through a variety of energizing standing and seated exercises using light free weights.

If you don't have weights, you can use a filled water bottle or a small ball that you can grip with one hand as a substitute. Get fit and learn some great workouts!

**Dates:** Fridays, January 20<sup>th</sup>, February 10<sup>th</sup>, March 3<sup>rd</sup>, 2023

**Time:** 11:00 a.m. to 12:00 p.m.

**Location:** Zoom

**Registration required**

To register for all programs call our offices at **416.322.7002** or **info@mosaichomecare.com** if you need more information. A Zoom link for the program will be sent once you have completed the registration.



## MOSAIC'S KNITTING & CROCHET GROUP ON ZOOM

### Drop-in to knit, chat and make new friends virtually on Zoom!

Join us for an opportunity to chat, knit and make new friends. Knitting has been proven to: reduce stress and anxiety, slows cognitive decline and can help prevent arthritis and tendonitis.

**Dates:** Every Wednesday  
from January 4<sup>th</sup> to March 29<sup>th</sup>, 2023  
**Time:** 1:00 p.m. to 2:00 p.m.  
**Location:** Zoom  
**Registration required**



To register for all programs call our offices at **416.322.7002** or [info@mosaichomecare.com](mailto:info@mosaichomecare.com) if you need more information. A Zoom link for the program will be sent once you have completed the registration.



## 'Let's Cook Together'



### COOKING DEMONSTRATION WITH JANE & LAUREN



Join Lauren and Jane for a live cooking demonstration on Zoom with a focus on nutritious comfort food for the winter months. We will take you through the recipes step by step, and then eat our delicious meal together online!



### *On the Menu:*

- Leek & Potato Soup
- Quiche

The full ingredient list and recipe will be sent upon registration. If this lunch doesn't suit your fancy, feel free to make any recipe you like and eat together with us at the virtual luncheon!

**Date:** Monday February 13<sup>th</sup>, 2023

**Time:** 1:00 p.m. to 2:30 p.m.

**Location:** Zoom

**Registration required**

To register for all programs call our offices at **416.322.7002** or [info@mosaichomecare.com](mailto:info@mosaichomecare.com) if you need more information. A Zoom link for the program will be sent once you have completed the registration.



# Mosaic's Community Café

Join Mosaic for an afternoon of ideas, fun, connection and social interaction! Our café is a space for everyone whether you want to sit and listen, talk and take part or lead the group in a discussion about your hobbies and interests. There will be activities and events as well as discussions. Stay engaged, active and involved in our communities!

## January



- **Qigong with Steffi Black (on Zoom)**

*Tied to traditional Chinese medicine, Qigong seeks to bring the body's energy, or qi, into balance, unblocking states that cause pain or illness through simple body movements and meditation.*

**Monday January 9<sup>th</sup>, 2023 from 1:00 p.m. to 2:00 p.m.**

## February



- **Let's Cook Together – Cooking Demonstration (on Zoom)**

*Join Lauren and Jane for a cooking demonstration on Zoom with a focus on nutritious comfort food for the winter months. Then stay on and chat as we eat and enjoy our lunch together online!*

**Monday February 13<sup>th</sup>, 2023 from 1:00 p.m. to 2:30 p.m.**

## March



- **The Story of The Bee Gees with Marcel Deurvorst (on Zoom)**

*Hear the story of the successful trio of brothers known as The Bee Gees and their popular disco music that led them to become one of the best-selling music artists of all times.*

**Monday March 13<sup>th</sup>, 2023 from 1:00 p.m. to 2:00 p.m.**

To register for all programs call our offices at **416.322.7002** or [info@mosaichomecare.com](mailto:info@mosaichomecare.com) if you need more information. A Zoom link for the program will be sent once you have completed the registration.



### Mosaic Home Care Services & Community Resource Centre

**Corporate Office**  
105 Wilson Avenue, Second Floor  
Toronto, ON M5M 2Z9  
Tel **416.322.7002** | **905.597.7000**

**Community Resource Centre**  
105 Wilson Avenue, Lower Level  
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*What a difference we make®!*

[www.mosaichomecare.com](http://www.mosaichomecare.com)

| [info@mosaichomecare.com](mailto:info@mosaichomecare.com)



# Avoiding Winter Slips & Falls

To paraphrase Ol' Blue Eyes (Frank Sinatra) ... *Oh, the weather outside is frightful / And while the fire is so delightful / We still have places to go / Despite all-of this cold, ice and snow.*

Get ready to safely step (or roll) outside this Winter, knowing how to prevent falls, fractures and frostbite with this informative online presentation.

## In this presentation you will learn;

- How to avoid slips & falls in snowy & icy conditions
- Essential equipment for walking & keeping active in the Winter
- Cold weather safety tips



**Date:** Tuesday January 24<sup>th</sup>, 2023

**Time:** 1:00 p.m. to 2:00 p.m.

**Location:** Zoom

**Registration required**



**Margot McWhirter** is a gerontological occupational therapist and Founder of Inclusive Aging. After more than 25 years in clinical and training roles, Margot now works with individuals, couples and families to guide them in their aging journey. She is passionate about age-inclusive spaces, products and services that support people to stay at home longer, more safely and with greater peace of mind.

To register for all programs call our offices at **416.322.7002** or **info@mosaichomecare.com** if you need more information. A Zoom link for the program will be sent once you have completed the registration.

## A Primer on Wills, Powers of Attorney, and Real Estate Issues



Time to get your affairs in order? The time to do that is while you are still capable, and able. Not doing this in a timely fashion can lead to very significant consequences.

Join Sheldon Parker in an informative session where we discuss;

- What is the difference between a Power of Attorney and a Will? Do you need both?
- What is the difference between a Power of Attorney for Personal Care, and a Power of Attorney for Property?
- What if I don't bother preparing any of these documents? And more!

**Date:** Tuesday March 7<sup>th</sup>, 2023

**Time:** 1:00 p.m. to 2:00 p.m.

**Location:** Zoom

**Registration required**



A graduate of Osgoode Hall Law School, Sheldon was a founding partner Parker and Zener LLP, specializing in Real Estate, Commercial and Estate files. Throughout his legal career he was a frequent lecturer on legal issues at banks and real estate offices. He retired from active practice in early 2016. Sheldon lectures extensively on politics, fraud, elder abuse and Estate planning throughout the GTA.

To register for all programs call our offices at **416.322.7002** or **info@mosaichomecare.com** if you need more information. A Zoom link for the program will be sent once you have completed the registration.



# Community Leaders & Focus Groups

At Mosaic we believe that persons are beings of meaning, being and community and that engagement with our communities and our neighbourhoods are important to our health and well-being.

Since 2018 we have spent time in research and looking at micro-mapping and community mapping through Mosaic Home Care Services & Community Resource Centre. We had stopped the Community Leaders and Focus Groups during COVID-19 for 2 ½ years since many of the community programs and initiatives were closed.

We would like to start up our community focus groups across the GTA again and are looking for individuals to join us as Community Leaders. These groups will help provide guidance and advice for our community outreach as well as other community agencies and partners.

We are looking for volunteers from all walks of life and all ages to come together to help define our age and person friendly communities. These focus groups will help mobilise social capital, encourage collaboration across the public, for profit and not for profit sectors and help influence and inform decision makers and policy makers across our Greater Toronto Area. We are looking for insight, experience and ideas and we look to solicit input from a wide range of personal experiences as we build our age and person friendly communities.

Please contact [info@mosaichomecare.com](mailto:info@mosaichomecare.com) or **416.322.7002** for more information.

**Date:** Thursday February 23<sup>rd</sup>, 2023

**Time:** 10:00 a.m. to 11:00 a.m.

**Location:** Zoom



To register for all programs call our offices at **416.322.7002** or [info@mosaichomecare.com](mailto:info@mosaichomecare.com) if you need more information. A Zoom link for the program will be sent once you have completed the registration.



Our Mosaic Lifestyle Companions® are individuals that deliver a friendly visiting service as opposed to personal care. This service will build on our "The Meaning of Me™" person centered care model. This model of care, serves as both a conversation and a journey of exploration that places the individual front and centre of our care-based service relationships.

## Mosaic Lifestyle Companions®

Our Lifestyle Companions® will provide companionship and conversation in the home, retirement home or long-term care facility.

Duties will include:

- Conversations
- Letter writing & typing
- Reading
- Companionship
- Grocery shopping/errands
- Meal preparation and working together with client
- Activities, hobbies and interests of the client

Our Lifestyle Companions® support and maintain your independent way of life!

For more information on Mosaic Lifestyle Companions® or our exciting events and services, please call our offices and speak with our Client Services Team at: **416.322.7002** | [www.mosaichomecare.com](http://www.mosaichomecare.com) or [info@mosaichomecare.com](mailto:info@mosaichomecare.com)

Lifestyle Companions® services do not include personal care.

Should an individual's care needs change, rates may vary; for example if a PSW is integrated with this service.



Welcome to 2023 and our special guests Professor Andrew Miles and Professor Sir Jonathan Elliott Asbridge from The European Society for Person Centered Healthcare

# Person-centered Care? Together we can do it, but it needs us all.

By Professor Andrew Miles and Professor Sir Jonathan Elliott Asbridge

We believe that modern medicine and healthcare are victims of their own successes. How is it that we can confidently make such a claim? Have not the last 120 years seen exponential advances in the technological and biomedical power of healthcare systems that have radically transformed the scope, possibility and power of clinical practice, driving enormous shifts in individual and population health? The answer to such a question is a resounding and unequivocal 'yes'. What, then, is 'the problem'? The problem is this – that as medicine and healthcare have become increasingly more scientific, they have also become increasingly depersonalised, and in so many ways worryingly dehumanised. What, then, to do?

**The first stage** in rectifying this problem is to understand what medicine and healthcare are all about. We have long argued that medicine and healthcare are not sciences *per se*, but primarily human endeavours with a moral character which employ science, and only in part. They are, then, science-using practices. Both have the unalterable imperative to care, comfort and console (humanity) as well as to ameliorate, attenuate and cure (science). If there is a preferential emphasis on either cure or care then we distort the fundamental philosophy and historic mission of healthcare, risking poor and sometimes grave outcomes for patients, clinicians and carers alike.

**The second stage**, for which we have long called, is the urgency to move away from impersonal, fragmented and decontextualised systems of healthcare towards personalised, integrated and contextualised models of practice. Here, affordable biomedical and technological advances can be delivered to patients within a solidly humanistic framework of care which recognises the importance of applying science in a manner which respects patients as persons and not subjects, objects or complex biological machines. Such an approach, by its nature, necessarily takes a full account of the person's illness stories, values, preferences, cultural context, fears, worries, hopes and anxieties, and recognises and responds to their emotional, social and spiritual necessities in addition to their purely physical needs. Although a plethora of simple and complex definitions exist, it is this, we contend, that is the essence of person-centered care (PCC). PCC rests

on a solid evidence base, with quantitative, qualitative, mixed methods, and other study designs, all having shown superior clinical outcomes and wide-ranging institutional benefits within the health systems in which PCC has become embedded.

**The third stage** is the operationalisation of PCC through the development of innovative methods and measurements based on a specific working definition of PCC that is selected with reference to the given care context, since care contexts differ. This, alone, however, is insufficient, and it is vitally important to develop associated training programmes in parallel, and to identify the teaching and training staff, and the transformational leaders, who will bring about a cultural change at the level of the individual clinician/carer, at the level of individual clinical teams working integrally together, and at the wider level of the whole institution itself. This represents the commencement of the embedding process for PCC within the given health system as a whole.

**The fourth stage** is the maintenance and audit of implemented systems, the generation of multifaceted feedback, the identification of failures and the particular solutions necessary to address and correct these, and the documentation of best practices for dissemination to the broader academic and clinical field of PCC, so that other individuals, teams and organisations may develop their own methods with reference to the success stories published by others. This completes the embedding of PCC within the health system as a whole. Having discussed the four separate sequential stages for developing and imbedding PCC within health systems, we turn now to the particular example represented by MOSAIC Home Care Services.

In evaluating the candidates for the award of the Gold Medal for Excellence in Person Centered Care of the Society at the Fourth Annual Conference and Awards Ceremony held in Westminster on 26 & 27 October 2017 (which MOSAIC in fact won), it was clear to us that MOSAIC, as an institution, was not simply a standard care home organisation, but represented a great deal more than that. The Society had been particularly impressed by MOSAIC's provision of an extensive range

of services that focused on the wider emotional and social needs of the person that are far too numerous for us to list in the limited space available to us here. These services clearly addressed meaning, being and community within home care, so that no person becomes defined by the nature or extent of their illness, or by limiting factors such as what they can and cannot do for themselves. The Society had been particularly impressed with the sensitivity of MOSAIC's model to the importance of community, the place of the person in that community, and what can be termed the wider dynamic that illustrates and encompasses the multi-faceted dimensions of a person's essence and being. Through such sensitivities and understandings, we saw that the MOSAIC model was able to deliver an entirely personalised support which provided a fundamentally humanistic care, and one that was integrated with medical and clinical intervention when and where necessary, so that an authentically client-centered care could be guaranteed.

In order to document and disseminate the MOSAIC best practice model as an exemplar for other such institutions and to illustrate the key principles of PCC in action for others, the Society commissioned a paper from MOSAIC which was published within the Society's international journal in September 2018 [Teasdale, J., Anderson, N., & Teasdale, A. (2018). "The meaning of me<sup>®</sup>: A Canadian blueprint for addressing the complex whole that is the person at the center of the community-based homecare services model." *European Journal for Person Centered Healthcare* 6 (3) 485-491]. While this paper represents a formal and seminal account of the MOSAIC model, a rapid overview of the model and its benefits, entitled 'A 5 Minute Introduction to an Internationally Recognized Person Centered, Community Integrated Model of Home Care', and presented as part of a SHS/UHN COVID-19 Special Geriatrics Institute Education Day in 2020, can for the benefit of the reader be accessed here [<https://sinaigeriatrics.ca/wp-content/uploads/2020/07/Community-Booths-Institute-2020.pdf>].

In conclusion, the ESPCH has recently finalised its second 10 Year Strategic Plan to take our work forward over the next decade in which post-pandemic challenges to implementing and maintaining PCC will continue to be experienced for many forthcoming years. The plan contains a major emphasis on methodological development for the implementation and embedding of PCC within health systems. We have agreed a major new publishing division for PCC within the high impact *Journal of Evaluation in Clinical Practice* and are keen to receive submissions for publication from colleagues working in this field. Work continues on a 120-chapter three volume textbook entitled 'Person Centered Care.

The New Professionalism', a major Opus predicated on the Society's firm view that achieving a higher order of care, which is to say an authentically person-centered model, will require the coordinated action of a variety of stakeholders. These include policymakers, researchers and educators, multidisciplinary clinical teams, social services professionals, family carers, professional carers, chaplains, service managers and transformational leaders, patient advocacy groups, media professionals and the pharmaceutical and healthcare technology industries, collectively termed the 'healthcare ecosystem'.

The Society continues to maintain that the 'job' of PCC, is to raise the bar of clinical and care professionalism from what we term the lower common denominator of legally acceptable, basic technoscientific and regulator-approved competence, to what we describe as the higher numerator of person-centered excellence. The time has come, we fervently believe, to return to clinicians and carers an ambition to treat patients and clients as persons. In our contribution to this Newsletter we have aimed, within the constraints of available space, to provide a snapshot of what PCC is and how it can be realised in operational reality. Further reading, and the bibliographic references which underpin what we write above, are available from MOSAIC on request.

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**Professor Andrew Miles** BMedSci MSc MPhil PhD DSc (hc) is Senior Vice President and Secretary General of the European Society for Person Centered Healthcare (ESPCH), and a full professor of person-centered care in the UK and at several universities across Europe. He is Editor-in-Chief of the *European Journal for Person Centered Healthcare*, and Editor-in-Chief of the Division on Person-Centered Care of the *Journal of Evaluation in Clinical Practice*. [andrew.miles@phealthcare.org.uk].



**Professor Sir Jonathan Elliott Asbridge** DSc (hc) DHSc (hc) DSc (hc) is President and Chairman of Council of the ESPCH and the Chief Clinical Officer at Sciensus UK. Sir Jonathan was formerly President of the UK Nursing and Midwifery Council, Chief Nurse at the Oxford and Cambridge teaching hospitals, and Chief Executive/Chief Nurse of Bart's and The London NHS Trust, London, UK. [jonathan.asbridge@btinternet.com]. Fuller biographies for interested readers are available at: <http://phealthcare.org.uk/about-espch/officers-european-society-person-centred-healthcare>



# INTRODUCING THE GROWING WELLNESS CAFE

## *An interview with hosts Emma and Victoria*



### What is the Growing Wellness Cafe?

If you enjoy watching birds, appreciate flowers and trees, or have a houseplant or two, the Growing Wellness Cafe is the place for you. No previous experience or knowledge required.

The **Growing Wellness Cafe** is a vibrant community of garden and nature enthusiasts from across Canada who have been meeting together online since the start of the pandemic. We love that our program brings together older adults discovering a new interest as well as lifelong gardeners looking for ideas and connection.

### Why did you come together to offer this experience?

We had already been programming together for several years in the community, starting with the High Park Children's Garden. At the beginning of the pandemic, we wanted a way to support each other and the communities we work with, and thus the online Growing Wellness Cafe was born! In the early days of the lockdown, we saw a huge need to bring people together in new and meaningful ways. We don't do pre-recorded videos—this is live community interaction online through Zoom! It's great when participants jump on before the session starts to chat with each other and share their updates. Personally, this program has been a silver lining for us at a challenging time. We so enjoy seeing the faces of the group members on a regular basis and hearing our group members' stories.

We are excited to continue offering this unique program, which lets group members experience the many benefits of connecting to nature. We have both experienced the positive impact of getting outside for a daily walk and paying more attention to the world around us.

### What can I expect at the Growing Wellness Cafe?

We meet once a month on Zoom. Every session includes a gentle warm-up and brain exercise to get started. We introduce a nature theme and include a

little poetry, art, and group discussion. There are always practical tips, ideas for activities you can easily try at home, and lots of encouragement to keep you motivated. We hope that you leave the cafe feeling cared for, connected to community, and carrying new knowledge and tools to grow your wellness naturally.

### Why are you bringing the Growing Wellness Cafe to Mosaic at this time?

We see this partnership as an opportunity to bring two awesome communities together. We align in our commitment to programs that allow us to feel less isolated, be a part of a community, and enhance our physical and emotional health. Mosaic is a perfect fit for what we see as the future of high-quality programs for older adults. As the pandemic continues to have lasting effects, and we are learning to co-exist in a world with new health concerns, this is where we see online communities continuing to be important spaces to bring people together in accessible ways.



### The cafe is defined as a memory-friendly community. What do you mean by "memory friendly"?

From the beginning, we have wanted to create an environment that promotes lifelong learning because it's never too late to try new things. We've seen so many people join and have their love of gardening rekindled in spite of their belief they were "too old to keep it up." We have also met people who were at first too shy to admit that they'd never paid much attention to nature but were now getting great pleasure from simply looking out the window. We want to remain an **inclusive program** that welcomes everyone, including those **living with memory loss and their care partners**. It doesn't matter if you have a diagnosis or not—we are here to support each other to continue learning and growing wellness together!

*Emma Rooney, Blooming Caravan founder*  
*Victoria Muir-Burcea, My Recreo founder*



The Growing Wellness Cafe starts Thursday, January 12, from 2 to 3 pm EST. We meet monthly online through Zoom. Register for free to join.



# MOSAIC'S GROWING WELLNESS CAFE

A Memory – Friendly Community\*

## Brighten your month with inspiration from nature

Easily awaken your senses with a gentle warm-up and brain exercise. Experience the month's **garden and nature theme** through poetry, art, and activities. Participate in a friendly group discussion. Leave the virtual cafe feeling connected to community and with new knowledge and tools to grow your wellness naturally.



*\*We are an inclusive community that welcomes everyone, including those living with memory loss and their care partners.*

**Dates:** Thursdays, January 12<sup>th</sup>, February 2<sup>nd</sup>, March 2<sup>nd</sup>, 2023

**Time:** 2:00 p.m. to 3:00 p.m. EST

**Location:** Zoom

**Registration required**



**Emma Rooney** - Certified Forest Therapy Guide and Horticultural Therapy Practitioner with a passion for helping others connect to benefits of nearby nature. ([www.bloomingcaravan.ca](http://www.bloomingcaravan.ca))

**Victoria Muir-Burcea** - Wellness Advocate and Certified Life Coach with a passion for helping others connect and create more health and joy in their lives. ([www.myrecreo.health](http://www.myrecreo.health))



To register for all programs call our offices at **416.322.7002** or [info@mosaichomecare.com](mailto:info@mosaichomecare.com) if you need more information. A Zoom link for the program will be sent once you have completed the registration.



**Mosaic Home Care Services & Community Resource Centre**

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*What a difference we make\*!*

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| [info@mosaichomecare.com](mailto:info@mosaichomecare.com)

# Community Events RECAP

This past Fall season was a busy time at Mosaic, filled with lots of events both in person and online. We were fortunate enough to collaborate with many wonderful organizations and program facilitators, including Nathalie Prezeau who took us on a walk through Willowdale to discover its rich history, and Emma Rooney who ignited our senses on a Forest Bathing walk in High Park. Our online programs included monthly fitness classes, nature talks, and historical presentations that left us all with new knowledge and stories to share.



On October 15<sup>th</sup> we hosted our second annual Fall Fair, which saw a great turn out of guests of all

ages! Our wonderful exhibitors provided an array of community resources along with games and prizes, and for the first time ever we featured local small businesses selling their handmade goods. 2B1 Music Duo got the party started with their lively tunes, and Armour Heights Presbyterian Church was filled with the beat of drums from Terri Segal's drumming circle. We were entertained by clowns, face painters, caricature artists and more, and the event finished off with a Nia Fitness class from Jennifer Hicks that got us up and dancing together. This event was a huge success and could not have been possible without all of the volunteers, vendors and guests, so thank you to all those who came out to support this amazing community event.

We ended off the year with a Holiday Tea that featured a festive presentation by Lianne Harris, carols performed by Erin Stone, and a wonderful lunch provided by Delmanor. It was so lovely to see everyone come together to celebrate the holidays and kick off the festive season.

**It was a fantastic fall with our Mosaic family and I am excited for everything to come as we begin 2023!**

*Lauren*

Community Resource  
and Social Engagement  
Coordinator



Jennifer W.

"The Annual Fall Fair hosted by Mosaic Home Care Services and Armour Heights Presbyterian Church is always an enjoyable day of community connection, fun, music and interactive events. I attended the event again this year on October 15<sup>th</sup>, and there was a great community energy there! I enjoyed an inspirational and empowering interactive music and drumming circle workshop, as well as a NIA fitness class that got people of all age groups moving to lively music. I had the opportunity to talk with other community agencies that were there, who provided a wealth of information. In addition, there were sellers of homemade crafts, live music outside, a bake sale, refreshments, a clown and face painting for kids and the young at heart, popcorn, a caricature artist, prize



draws and so much more. Events were held inside and outside and it was a perfect Autumn day! I would recommend this community Fall Fair for people of all ages. I left feeling energized and uplifted from the great

community spirit. Thank you Mosaic and Armour Heights for an enjoyable afternoon!"

Lynda M.

"I am amazed by the gentle, respectful, professional, and fun way you bring people together, to teach, learn, grow and share time and heartfelt activities and values.

**MOSAIC IS INDEED A CARING CREATIVE AND COMPASSIONATE COMMUNITY, AND I AM LUCKY TO HAVE FOUND IT!**

Thank you FOR EVERYTHING, and for sending out links in your community that may help the families the DJC is sponsoring to Toronto."



# Elevate Your Spirits – AN EVENING OF DINNER & DANCING

Come  
Dine &  
Dance  
With Us!



Experience a night unlike any other that will lift our spirits and get us up and dancing! Featuring live music performed by 2B1 Music Duo, we will be delighted with smooth tunes at dinner, followed by dancing the night away to all the songs you know and love!

Any free will donations gratefully received will go towards the elevator modernization project that recently took place at Armour Heights Presbyterian Church. This project will help make the building more accessible to all and support community programming.



Donations can be received by etransfer to [etransfer@armourheights.org](mailto:etransfer@armourheights.org), or can be made through [CanadaHelps.org](https://CanadaHelps.org).

**Date:** Friday January 20<sup>th</sup>, 2023

**Time:** 6:00 p.m. to 9:00 p.m.

**Location:** Armour Heights Presbyterian Church (105 Wilson Avenue, North York)

(Free parking. Close to public transit.)

**Please RSVP by Friday January 13<sup>th</sup>, 2023. Registration required.**



**Ester and Rudy** of 2B1 Music Duo have been singing together in the GTA for over 20 years for many occasions such as weddings, anniversaries, retirement homes and community centres. Their repertoire consists of Jazz, Country, Rock'n'roll, R & B and Pop music from the 1920's to 1970's.

Dinner kindly provided by:  **CHARTwell**  
retirement residences

To register for all programs call our offices at **416.322.7002** or [info@mosaichomecare.com](mailto:info@mosaichomecare.com) if you need more information.



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# 'The Luck O' the Irish'

## Lunch & Learn with Lianne Harris

Join us for a St. Patrick's Day celebration full of food, fun and fantastic fables!

We will enjoy a delicious lunch followed by an entertaining presentation from Lianne Harris.

Mysterious, superstitious, religious, tenacious, ingenious, courageous and indomitable.

Before pubs and St. Patrick, beyond leprechauns and shamrocks, take a journey into the history of the people and land of Ireland.



**Lianne Harris** currently works as the History, Culture and Social Studies Resource Specialist Consultant with the Toronto Board of Education and curriculum advisor for Upper Canada College, having taught over 80,000 teachers and students. Appearing on TV and interviewed on the radio many times, she is always happy to have a live audience.

**Date:** Friday March 17<sup>th</sup>, 2023

**Time:** 11:30 a.m. to 1:30 p.m.

**Location:** Armour Heights Presbyterian Church (105 Wilson Avenue, North York)

(No charge for this event. Free parking. Close to public transit.)

**Please RSVP by Friday March 10<sup>th</sup>, 2023**

Refreshments provided by:



To register for all programs call our offices at **416.322.7002** or **info@mosaichomecare.com** if you need more information.



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# Drumming Circle with Terri Segal

Join Terri Segal from 'Rhythmic by Nature' in this interactive drumming circle! In this program you will;

- Engage in collaborative and FUN rhythm based activities through movement, voice and music
- Experience first-hand the health and wellness benefits of Drumming and Creativity
- Learn how to play a variety of Hand Drums and World Percussion instruments

This event is open to all ages, community members, organizations, and health professionals. No previous musical experience is necessary to participate.



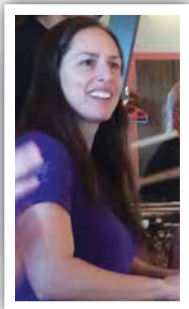
**Date:** Tuesday March 28<sup>th</sup>, 2023

**Time:** 1:00 p.m. to 2:00 p.m.

**Location:** Armour Heights Presbyterian Church  
(105 Wilson Avenue, North York)

(No charge for this event. Free parking. Close to public transit.)

## Registration required



**Terri Segal** is a trained Expressive Arts Therapist and Drum Circle Facilitator. Terri participated in HealthRhythm's Group Empowerment Drumming Facilitator Training Program, Village Music Facilitator Training Program, completed a three week West African Drum and Dance Intensive with Company Fore-Fote in Guinea, Africa, holds a BA Honors in English from McMaster University, and is a graduate of Expressive Arts Therapy from the CREATE Institute.

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# The Person Matters at Mosaic

*We are more than just home care*

All home care services should be delivered by qualified and vetted caregivers. In Ontario, these are primarily Personal Support Workers (PSWs). For complex clinical conditions this may also involve, to lesser or greater extent the input of a registered health care worker, for example a nurse with a RN or RPN designation.

We provide care by the hour, overnight, 24-hour care and look after a wide range of personal needs in the home, wherever the home may be. These needs are primarily:



Social and emotional needs



Care sensitive to medical conditions



Physical supports associated with daily living (bathing, toileting, dressing, feeding etc).



Medication monitoring



Mobility and safe transferring within the home and community (feeding etc).



Palliative and end-of-life care

## About Our Service Level

The service level at Mosaic is quite different than others in our industry. Mosaic has an integrated client services team that includes social work, nursing, counselling and other specialized areas of expertise. This allows us to provide qualified oversight to our families and clients. At Mosaic, it's about more than the intermediary model of care that is most commonly offered. We believe that all caregivers should be sensitive to a person's physical and mental health, their abilities, their wishes, and personal preferences with respect to care – this approach is woven into Mosaic's culture.

## About Our Industry

Contracted agencies (government/public sector) receive funding and only provides caregivers enough time to deliver a minimal service level by only focusing on an individual's personal care. All too often, the amount of support granted does not cover all the areas of need to the individual. It is not possible for workers under these government programs to go into the detail and oversight that Mosaic provides, such as focus on the person and much needed and wanted companionship. Our model of care is well-respected and internationally recognized as a company of choice, recommended by social workers, hospitals, community agencies, doctors and the Local Health Integration network (LHIN).

# Quality, Person-Centered Care for all your Home Care Needs!

Person  
Centered  
Home Care



Nursing



Community  
Resource  
Centre

Mosaic's  
Elder  
Care Plus®



Mosaic's  
Lifestyle  
Companion®



The  
Meaning  
of Me®



**Gold Medal**  
of the European Society For  
Person Centered Healthcare



## The Person Matters at Mosaic – Mosaic is more than just home care

### PERSON-CENTERED HOME CARE

- Our complete Home Care Package + our Lifestyle Services to include the integration of our “The Meaning of Me®” model for the person under our care.

**The Meaning of Me® – Person-Centered Care** has been around for ages but it is the model that Mosaic has created that makes us different from other private home care companies.

- Client services monitor care and are available after hours and weekends
- Caregivers are personally introduced and we regularly perform home visits
- Caregivers trained for complex care needs

### NURSING

- Medication, pain and symptom management
- Monitoring, charting and care plans
- Complex care needs (palliative, dementia, Parkinson's etc)

### COMMUNITY RESOURCE CENTRE

- Resources for families with care needs
- Regular fun, educational and social events
- Mosaic's Memory Cafés/Mosaic Community Table Talks

### MOSAIC'S ELDER CARE PLUS®

- Care Management integrated with home care
- Expert advice provided by registered Social Workers



**MOSAIC**  
Home Care Services & Community Resource Centre

*What a difference we make!*

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