



Volunteer Newsletter

Spring 2009

Thank You Volunteers!

In 2008, Community Care East York had over 300 volunteers offering their services to support the community. Volunteers took on various roles including friendly visiting and escorting, program support roles, and administration, all in the spirit of making their community a better place to live. We look forward to continued support from our volunteers and to another successful year.



A Message from Our Director of Client Services

Volunteer Canada's 2009 slogan is from compassion to action! Thank you to all of our volunteers who contributed significantly to provide excellence in the delivery of CCEY programs and services. In 2009, CCEY Volunteer Recognition will be celebrated through a variety of events, including an annual recognition event that will take place in the fall. Volunteers from all walks of life, young and old, make a choice to give of themselves. Your contributions are significant to the quality of CCEY services in East York.

In addition to providing and supporting direct service delivery, volunteers provide a key linkage to building trust and confidence in our community. Volunteer feedback improves service delivery for our community clients. Volunteers have turned their compassion to action and are an integral part of Community Care East York.

For more information on volunteering, please visit www.ccey.org

**VOLUNTEERS
ARE ESSENTIAL
TO THE
OPERATION OF
MANY OF OUR
PROGRAMS.**



- **Adult Day Program** - Assist with programs and/ or preparing lunch.
- **Friendly Visiting** - Provide social visits to seniors in their home.
- **Escorting Program** - Accompanying clients to and from appointments.
- **Senior Centre** - Assist by greeting members, preparing snacks, or planning programs.
- **Healthy Futures** - Greet and register participants, assist with programs, or help serve lunches at one of our community sites.
- **Intergenerational Program** - Senior Volunteers share crafts/ hobbies with elementary students.
- **Administrative** - Provide administrative support relevant to your interests and availability. (Computer tasks, filing, publications etc.)
- **Marketing** - Provide outreach in the community & distribute information.
- **Assistive Living** - Accompany seniors on shopping trips or participate with in-house activities.

**If you can assist in us in other ways,
we would like to hear from you!**

**Please contact Betty Filer, our Volunteer Coordinator
at: 416-422-2026 extension 216 or through email at
fv@ccey.org**

Safety Corner:

What to do if a client falls

As a volunteer working at Community Care East York, you may be a witness to or be made aware of an incident or a risky situation. One of the most common types of incidents are falls. Here is what you should do if you witness a fall or if you find someone on the floor:

1. Do not move the client.
2. If the client cannot get up on their own, contact 911 and stay with the client.
3. Reassure the client by telling him/her that everything will be ok.
4. When paramedics arrive, give them enough space to work, but don't go away.
5. After the client has been attended to, you need to contact a supervisor with exact details of what happened. During office hours call 416-422-2026. Outside of office hours call 416-705-2810. Include details about the environment, such as lighting, things in the way, shoe ware, etc.
6. Please remember, your safety is important to us. We are always here to support you and the great work you do.



*Community
Care East York,
working
together to
prevent falls.*

Fall Prevention Tips...

Volunteers are urged to report any/all safety concerns to their supervisor. This might be a frayed cord, a loose fitting rug, need for a rubber mat or any situation that appears to pose a threat or danger either to yourself or the client. Here are some tips to prevent slips, trips and Falls:

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|------------------------------|---------------------------|------------------------------|
| ✓ Wear non-slip shoes | ✓ Manage your medications | ✓ Light up your living space |
| ✓ Practice defensive walking | ✓ Remove tripping hazards | ✓ Exercise: keep moving! |
| ✓ Carry small loads | ✓ Use non-slip mats | ✓ Eat balanced meals |

"Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the potential to turn a life around".

~Leo Buscaglia: author, motivational speaker & professor~

Upcoming Volunteer Training...

Conflict resolution training: Effective strategies that work!

Wednesday, May 13th, 2009 at 10am

This workshop is designed to help you enhance your conflict resolutions skills. An overview of the five most common resolution styles will be provided. Come and join us for this free training. To register for this workshop, please contact reception at 416-422-2026.

Volunteer Recognition Event Coming this Fall!

Community Care East York will be coming together to celebrate and recognize all our volunteers on one night. Stay tuned for more information.

About us

Community Care East York is a community-based, non profit agency committed to providing high quality programs and services that promote independence, good health and well being.

We offer a variety of programs and services including:

- **Wellness and Volunteer Programs**
- **In-Home Services**
- **Social Work & Chronic Disease Management**



CONTACT US
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