

## Community Support Services Newsletter

Belvedere Heights, 21 Belvedere Ave. Parry Sound, ON P2A 2A2



### **Volunteers: The Treasure of Community Support Services' Resources**

*"There is no higher calling than when a person gives his or her own knowledge, skills, time or resources to someone in need of help or comfort.*

*This is the fundamental principle of volunteerism."*

It is a common mistake to think of volunteering as simply something nice that people can do. Sure, it may make them feel great about helping, but what impact does it really have?

It is estimated that volunteers save Community Support Services (CSS) more than \$220,000.00 annually. Their generous gifts of time, advice, and talent allows us to offer more services to more clients while operating within the constraints of our limited financial and human resources.

CSS is able to deliver many essential community services because of the support and commitment from the volunteer drivers, friendly visitors, meals on wheels drivers and runners, and the volunteers with diners' clubs, nutrition programs, office management and exercise programs. Hundreds of volunteers ensure that CSS provides essential outreach services over a large geographic area on a limited budget.

The ages of CSS volunteers range from 60s into the 90s. Each volunteer brings invaluable experiences, knowledge, compassion and community dedication. Senior volunteers are healthy and vital well past their retirement and want to help others, as well as themselves, by giving to, and receiving from, others. We are grateful that they choose to volunteer with CSS.

Like the rest of the world, Parry Sound has an aging population that is going to be reliant on volunteers to provide many services and resources that governments will neither provide or fund. Many seniors are thinking about transitioning from homes into senior' housing, perhaps into one of the several new seniors' housing projects under development in the area. This demographic reality means that the need for assistance from CSS with transportation, meals and seniors' outreach programs is going to increase over the next decade and beyond. Our volunteers are going to be called upon to provide most of these services and programs. We believe that they are up to the challenge.

Our seasoned volunteers are willing to mentor new volunteers, and hope others will want to join them.

So the next time you receive a ride or a meal, or a friendly visit from one of our volunteers, remember they are there for you, selflessly carrying out acts of kindness and caring. They represent the goodness of humankind and remind us, that there is much to be thankful for in life.



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**National Volunteer Week: April 6—14,**

## MILD COGNITIVE IMPAIRMENT—What is it and What can I do about it?

(Adapted from the Women's Health Advisor January 2014 provided by Kay Wilkinson)

**What is Mild Cognitive Impairment (MCI):** MCI is a term used to describe a set of symptoms, rather than a specific medical condition or disease related to memory (cognitive) functioning. A person with MCI has subtle problems with one or more of the following:

- ⇒ **Day-to-day memory**
- ⇒ **Planning**
- ⇒ **Language**
- ⇒ **Attention**
- ⇒ **Visuospatial skills (visuo' referring to eyesight and 'spatial' referring to space or location), which gives the individual the ability to interpret objects and shapes.**



People with MCI often have difficulties with day-to-day memory, but such problems are not bad enough to be defined as dementia. Having MCI **does NOT significantly** interfere with activities of daily living. Individuals with MCI are able to live normal lives and manage their affairs. The degree of memory loss will be mild and may stay at that level indefinitely. The symptoms will likely be noticed by the individual and those who know them. The decline in memory function will be greater than the gradual decline that many people experience as part of normal, healthy ageing. There may be minor problems with more demanding tasks, but generally not in everyday living. Different studies suggest that between 10 and 20% of older adults have MCI at any one time. The only known risk factor is age. Sometimes, a person may experience symptoms of MCI as a result of a curable condition such as stress, anxiety or depression, or from a physical illness or side effects of medication. A doctor may or may not be able to say

what is causing an individual to have MCI. **Your doctor can also refer you to the memory clinic in Parry Sound for a specialized assessment to help you better understand your cognitive function.**

**Here are some memory aids to help compensate for MCI:** There are things you can do now to get through every day without allowing annoying lapses of memory to have a negative effect. The key is to make helpful memory aids a part of your daily routine, not occasional tools that you pull out when all else fails.

1. **Take Notes:** Carry a small tablet or notebook and write down names of people, directions, and instructions etc., and key points from conversations. You can also use a small voice recorder.
2. **Make a List:** Grocery lists, to-do lists, lists of names of people you might meet during a day, lists of frequently used telephone numbers.
3. **Take pictures:** Some older adults say they do not know how to use a cell phone or cell phone camera—The

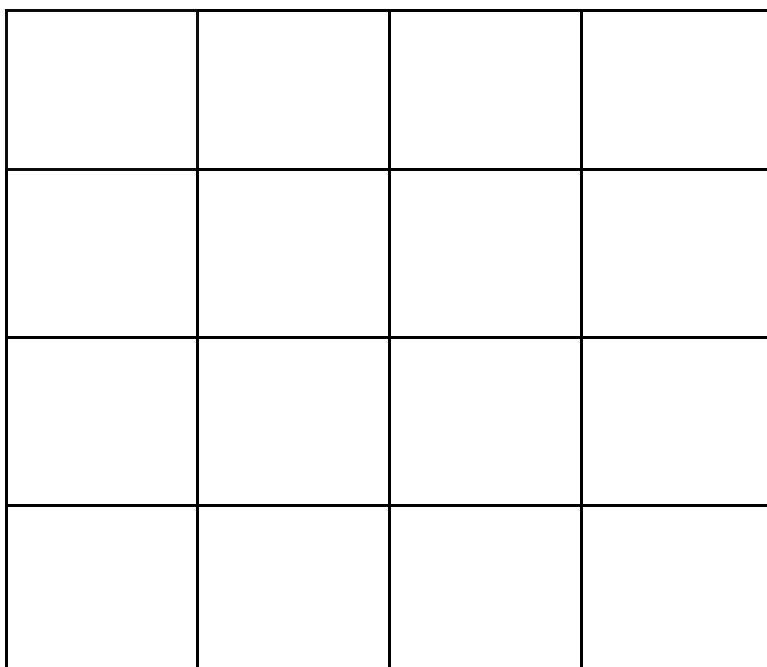
solution is to use it often to remember how it is used. Take quick shots of parking spaces, items borrowed, names of buildings you go for services etc.

4. **Mark up a calendar:** Mark dates for appointments, dates with friends, birthdays. Get a big calendar
5. **Use Timers:** Alarm clocks, kitchen stove timers, cell phones / tablets, etc. can be reminders to take medication, turn the stove off, or to do other tasks that are a challenge to remember.
6. **Put things in assigned places:** Dedicate specific places for specific items. Use a specific dresser, or cup, to always place items.
7. **Ask for help:** Ask a friend or family member to help you remember important dates, names, places and events.

8. **Keep a note book** by your phone and/or door to record who you spoke with or who you met with.

**It is important to see your doctor or nurse practitioner if you have concerns about your physical and/or mental well-being.**

**Brain Teaser: How Many Squares  
do you see in the diagram below?**



Your answer is? \_\_\_\_\_

### Word Whiz

How many 5—letter words can you unscramble?

1. OOSGE      \_ \_ \_ \_ \_
2. GWNOR      \_ \_ \_ \_ \_
3. AZPZI      \_ \_ \_ \_ \_
4. NEMOY      \_ \_ \_ \_ \_
5. BILCM      \_ \_ \_ \_ \_
6. GSUSE      \_ \_ \_ \_ \_
7. IBNRG      \_ \_ \_ \_ \_
8. EUCON      \_ \_ \_ \_ \_
9. DRIAO      \_ \_ \_ \_ \_
10. SEKAN      \_ \_ \_ \_ \_
11. AHNTH      \_ \_ \_ \_ \_
12. LCIHD      \_ \_ \_ \_ \_



### HEROES *by Carl Hickey*

My wife and I had just returned from visiting my 87 year old aunt who lives in a seniors' home in Toronto. On the news came a report that a Toronto Blue Jays player had just been traded and signed a contract for \$84 million dollars over six years. That's 14 million per year. This apparently makes him the second highest paid baseball player in the major leagues. It adds to his celebrity status and the esteem in which he is held by fans and players alike. To some he has become a hero.

My hero for that day was someone else.

As I said, we had gone down to take my aunt to the hospital for a follow-up appointment as a result of her breaking her hip a few weeks earlier. It is not fun getting old and she makes sure that people know it. But on the day that we heard about the sports contract, we had seen Ellie, one of the caregivers in the home, walk into my aunt's room, greet her with a friendly hello, help her get dressed, tend to her most personal needs, joke with her about sneaking out to go dancing, and bring a big smile and laugh to my aunt's face.

Ellie and countless others do this everyday. They do it despite low wages, little recognition, and no fame.

These are my heroes.

Submitted by Carl Hickey, Community Support Services Volunteer

Parry Sound

Originally published in the Parry Sound North Star in the Fall 1999



## A Volunteer - and a good friend—bids farewell to Meals on Wheels



Ida Clairmont at age 93 has decided to retire from volunteering with CSS Meals on Wheels after giving more than 40 years of service to many Belvedere Heights programs.

She came to Parry Sound at age 16 from Conniston, ON to work in the ice cream store by a local downtown garage 76 years ago. While working there she met her husband and together they raised a family and made Parry Sound their home. Ida worked at many local businesses such as the A&P, the downtown drug store and the Creamery.

She started volunteering shortly after being married. She started with the Catholic Women's League (CWL) more than 75 years ago. When her children were older, she volunteered with many other organizations such as: the Legion, the Hospital, the Red Cross and Belvedere Heights. After more than 70 years of volunteering she has retired from most of her various duties, with the exception of working at the WPSHC gift shop where you can find her one morning a week.

Although the details from the past are sometimes fuzzy for Ida, she spoke about the wonderful people such as Sheila, Irene, and Ted who have volunteered with her over the decades. "There have been many wonderful volunteers who have delivered the meals with me. I started delivering meals before Linda Taylor became the program manager more than 23 years ago." She remembered how all of the hundreds of people she has met through MOW were always so thankful for the volunteer's friendly smile and the warm meal. Ida said that others' appreciation has always motivated her to keep giving to others.

Ida was both a driver and a 'runner' for Meals on Wheels. She would drive to the client's home, and a 'runner' would go to the client's door and deliver the meal. Sometimes Ida would do both positions alone.

After 76 years of driving, Ida is thinking that it might be time to drive a little less. "It was a difficult winter to be driving and delivering meals. So Ted, my partner and I decided it was time to retire. We both knew that it was time."

Over the years, we estimate that Ida delivered around 12,000 (and maybe more) meals to clients who may be unable to buy and prepare food, who are shut-in, or whom may be recovering from a medical issue and/or have other unique situations. MOW is often the key to an individual being able to stay in their home with some independence.

Ida was asked to share a favourite memory or story from her years of delivering meals. She recalled the time when she and Sheila had delivered a meal to a client and left. They drove away to deliver the next meal. Upon arriving at the person's home they realized that they had given the wrong meal to the previous client. They dashed back and knocked on the door. The gentleman answered it with the meal in his hand. Ida took it from him explaining the meal he had received was the wrong one. They quickly replaced it with the correct one, apologizing for the mix-up. Everyone had a laugh about the near mistake.

Ida is inspirational. She has brought comfort, joy and nutrition to countless people over the decades without asking for anything in return. Parry Sound has benefitted greatly from her many contributions. Ida is content with her life. She volunteers a little. She has many good friends who live nearby. Her children, grandchildren and great grandchildren call her everyday and tell her how much she is loved. In all aspects of Ida's long and rich life, love and gratitude surround her. [THANK YOU Ida, you are wonderful!](#)



Ida Clairmont recalls her adventures as a volunteer with Meals on Wheels



Community Support Services 21 Belvedere Ave.  
Parry Sound, Ont. 705-746-5602  
email: [ltaylor@belvedereheights.com](mailto:ltaylor@belvedereheights.com)



### Call Community Support Services if:

**You need to book a Ride**—Transportation to appointments, shopping, friendly visiting

**Meals on Wheels**— Hot meals—includes soups, entrees, and desserts

**Frozen Meals**— Delivered on Wednesdays—a variety of dietary meals, deserts, soups, entrees.

**Fruit and Vegetables Bags**: the 2nd and 4th Friday of each month your choice of a bag of fruits, or veggies or both.

**Friendly Visiting**: If you want to volunteer to be a friendly visitor or you want a volunteer to come and visit.

**Want to attend** Diner's Club, Lunch and Learns or Crock Pot cooking lessons?

Please call 705-746-5602. We need to know how many will be attending these events so we know how much food to order.

### *Welcome to Anna Holloway:*

Anna is the new CSS Team Assistant. She replaces Dawn Rouse who happily, works part time at CSS.

Anna was born and raised in Toronto. CSS is fortunate to have Anna, as she brings decades of experience in the areas of fund raising, volunteering, working with the disabled and seniors, and office management resources. She is the proud mother of a daughter and son. Anna is happily married to Richard, who also is employed at Belvedere Heights. They plan to spend many years working at Belvedere, as well as volunteering in the community. Anna loves to play the piano, volunteering and being in the sun. Anna enjoys meeting and helping people, and looks forward to working with everyone involved with CSS, our community partners and Belvedere Heights.



Next CSS Newsletter— May 2014





### DINERS' CLUBS:

Parry Sound: at Belvedere Heights Auditorium -  
March 10; April 14; Dinner at 4:30 sharp

Dunchurch: at the Whitestone North Landing -  
March 4; April 1; May 6. Meal at 11:30 am.

### LUNCH AND LEARNS:

Parry Sound: Belvedere Heights Auditorium:  
March 25 — Seniors and Bullying  
April 22—Advanced care planning

Nobel: at Nobel United Church: 11:00 a.m.  
March 18—Senior Bullying  
April 15— Discussing Services for Seniors in the  
Parry Sound District—handy guide to be  
distributed

### EXERCISE PROGRAMS:

Yoga Classes: Tuesdays—Chair Yoga at 3:30pm;  
Mat Yoga at 5:00 pm—Theresa Gregory 705-389-  
1669 \$10 per class. Starts April 8th, 2014.

Qi Gong: (chi gong) Thursday mornings at 9:45 am  
in the Belvedere Heights Auditorium—no cost,  
although donations are accepted

Walking / Exercise Programs throughout our area  
are being organized and scheduled through the  
YMCA. They have the schedule and you can call  
for programming times and days. Call: 705-746-  
0511

Beginners' Tai Chi—Wednesday mornings:  
Belvedere Auditorium—will start again in April.

### SENIORS' PROGRAMS AT BELVEDERE AUDITORIUM

#### Seniors' Movie Night:

The 3rd Thursday evening of the month.  
Popcorn. Lots of movie titles—comedies,  
dramas, musicals. We have a wide and  
varied selection.



March 20 — Saving Mr. Banks or Nebraska  
April 17 — Philomena or Lincoln

Gifts of Joy Committee: The 4th Wednesday each month.  
1:30—3:30 p.m. Creative minds getting together to  
make creative decorations and displays.

Crock Pot Cooking Class: The third Monday of the  
month. 1:00 pm. 3:00. Belvedere auditorium. Food  
supplied. Please bring your crock pot or we can loan one  
out. Cost \$6.50.

Parkinson's Support Group: The 1st Wednesday afternoon  
of each month. 1:15 pm. Belvedere Auditorium. Darrell  
Smith 705-746-6996

Stroke Support Group: Whitfield Restaurant, 12 noon, 3rd  
Wednesday of month; Bill Slaman 705-378-0454

### IN THE WORKS

CSS is starting an Advisory Group in Dunchurch. We are  
seeking community support and input into services  
design and implementation.

CSS is beginning to compile recipes for a possible  
upcoming microwave cooking /lesson program. Many  
seniors use their microwave to heat or reheat, or defrost  
food. Some people are asking if they can learn to use  
their microwave for making meals and desserts etc. It  
will likely be in the same format as the crock pot  
cooking classes.

CSS is currently putting together a list of community  
services for seniors—with their contact information—  
and—a little note about what they do. We hope to have  
this available to distribute in late April or early May.