

BRANCHING OUT

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Spring is a time of renewal and regeneration. Just as nature is starting to bloom and resurface after a period of hibernation, as is our printed agency newsletter. After two years, we are eager to bring it back twice a year to share agency news, updates and events with you.

*Alison M. Coke*

Alison Coke
Chief Executive Officer

It goes without saying that the past couple of years have been a challenging and an unprecedented time. Our usual ways of operating and traditional sources of income, such as in-person group programming and fundraising events, were impacted. However, challenges also bring new opportunities and innovations; some of which we are proud to share in this newsletter edition.

Today our energies are focused on further re-opening our in-person group programs at limited-capacity following guidance from the Province and Public Health. These include our **Adult Day Programs, Seniors' Lunch Programs, Exercise Classes, and Caregiver Support Group**. Our goal is to continue re-opening program sites as we are safely able to, while maintaining some virtual supports. At this time, our **Volunteer Visiting and Telephone Reassurance** program offers social supports virtually and over the telephone.

Our **in-home and overnight respite services** (Caring Centres) continue to provide at-home support with activities of daily independent living and overnight care and accommodation for caregiver relief.

Transportation Services have re-opened for one-on-one non-essential trips to community programs, social activities and shopping; and are also continuing to offer **grocery delivery services**.

We have also begun preparations to renew our **Accreditation** status. As an agency accredited with Exemplary Standing by Accreditation Canada, maintaining high quality care, services and health and safety practices are of utmost importance to us. Our 3-year review takes place this October, and we look forward to sharing more about this in the future.

Our staff, volunteers, clients, caregivers, community partners and community have shown great strength, resilience, and creativity during this time. We look forward to continuing our positive forward momentum and in continuing to fulfill our mission.

We also want to acknowledge this harrowing time for the Ukrainian people and Ukrainian-Canadians in our community. There are many groups working to provide support and relief to refugees and people in Ukraine. We invite you to visit our website for resources to learn from and ways to show support and stand with Ukraine.

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Upcoming H.E.A.R.T.S Workshops

May 17	Senior Social Tea - a discussion about guardianship, followed by a fun Bingo activity
June 7	Consent, Capacity & Legal Decision-Making
July 5	Disability Tax Credit

Virtual Class & Activity Calendar

MONDAYS	10am	Advanced Exercise <i>with Hong</i>
	1pm	Good News <i>with Abbie</i>
TUESDAYS	10am	Exercise Class in Mandarin <i>with Hong</i>
	11:30am	Gentle Movement <i>with Cynthia</i>
WEDNESDAYS	10am	Advanced Exercise <i>with Hong</i>
	10:30am	Mental Aerobics <i>with Abbie</i>
THURSDAYS	9:45am	Exercise Class in Mandarin <i>with Hong</i>
	10am	Gentle Movement <i>with Cynthia</i>
FRIDAYS	11am	Educational Presentation <i>(once a month)</i>
	2:30pm	Seated Yoga & Meditation <i>with Cynthia</i>

Programs and Services

H.E.A.R.T.S CAREGIVER PROGRAM

EMPOWERING CAREGIVERS OF ADULTS WITH DISABILITIES

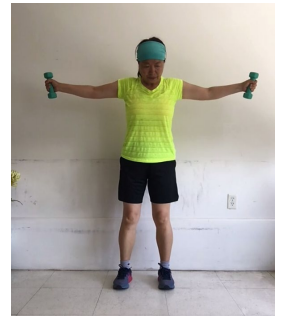
In 2020, we introduced a few new program to provide supports, educational resources and networking opportunities for older adult caregivers caring for adults with intellectual and developmental disabilities. Using virtual tools, H.E.A.R.T.S program staff support clients with:

- Future care planning;
- Access to developmental services;
- Caregiver wellness activities; and
- Regular workshops on topics of interest to caregivers.

This program is fully funded by the United Way Greater Toronto's Allan Slaight Foundation.

JOIN US VIRTUALLY - FOR FREE!

Our Health and Wellness team is continuing to run a selection of free weekly group virtual programs for adults ages 55+ over the telephone and via Zoom. These programs include exercise classes, discussion groups, educational and special events. Events have included virtual tours of museums and galleries, and information on healthy eating, fraud, and safety.



HEALTH & SAFETY NOTICE

As the province has lifted many public health measures, ESS will continue to practice protective protocols during service delivery and in-person programming. These include physical distancing, wearing medical masks or KN95 respirators and daily health screening for both staff and clients. These protocols are under continuous review based on Public Health guidance and we will continue keep you informed with any changes.



**LEARN
MORE**

For further information about our programs and services or to register, please call us at 416-243-0127.

CAREGIVER SUPPORT GROUP

New members are welcome! Our support group is a compassionate and supportive network for caregivers to meet peers in similar situations, share experiences, and learn useful tips about caregiving for someone with Alzheimer's disease or other memory related impairments. This group is free to join and meets virtually and/or in person every second Wednesday of the month.

HELPING COMMUNITY MEMBERS ACCESS FOOD

In response to the obstacles older community members were facing in safely accessing affordable and healthy food during the pandemic, ESS developed partnerships to deliver fresh meals and food hampers, along with creating our own food programs to help address this growing issue.



GROCERY DELIVERY SERVICE

We have teamed up with a local grocer, Emiliano and Ana's No Frills, to offer a weekly grocery delivery program to older adults who have been staying safely at home during the pandemic. ESS places, picks up and delivers the grocery order right to your door!



MOBILE FOOD BANK

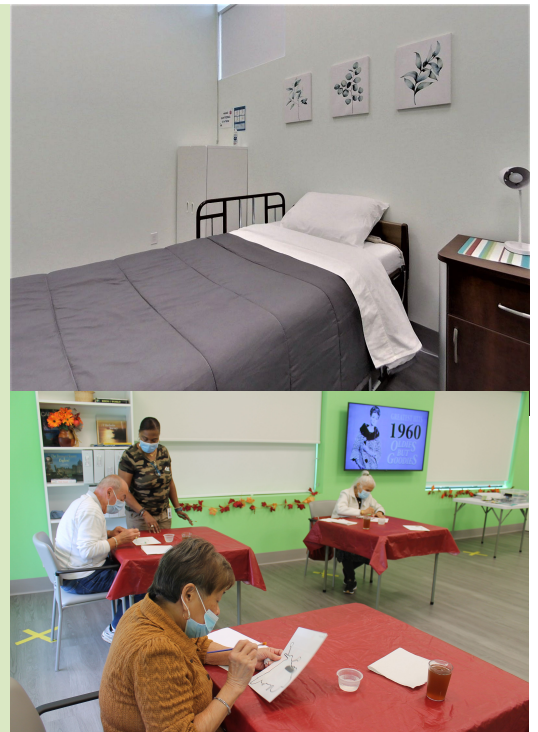
In 2021, ESS became an official member of the Daily Bread Food Bank and launched its own Mobile Food Bank. This program provides weekly door-to-door food hampers deliveries to older adults in Etobicoke who are experiencing barriers to accessing other food banks. Our team stocks hampers with donated grocery items from Daily Bread to, as best possible, reflect that of a well-balanced diet and to accommodate individual dietary restrictions.

OUR NEW OVERNIGHT RESPITE CENTRE

After almost two years of planning and development, ESS' long-held vision of building its own overnight respite and day program facility came to fruition. In 2020, with the support of community members, donors, leaders and funders, construction began to build a 6,000 square foot Centre specially designed to support the special needs of seniors and older adults living with memory and physical impairments. In March of 2021, we officially open the doors to our Centre. The overnight respite wing of the Centre is named after Dolores Ellerker, former CEO of ESS for 33 years, who originated the very first, award-winning, overnight respite units (coined by ESS as "Caring Centres") in the Etobicoke community. The Centre has grown to now include an onsite Adult Day Program. Take a virtual tour of our Centre on our website.

Centre location:

30 Rosemount Ave., York (Toronto) ON, M9N 3B3.



Please note our in-person group programs have limited capacity. If you are a group program client waiting to attend a re-opened in-person program, we will call you when space becomes available.

Help ESS Celebrate PSW Day on **May 19!**

Personal Support Workers (PSWs) are an integral part of the home and community support sector. They support the physical, emotional, and social wellbeing of our clients, and help maintain their independence.

Our PSWs inspire us daily. They stood up during the pandemic, demonstrating meaningful and compassionate care that has made and continues to make a difference in the lives of our clients. They are strong, determined, sensitive, and respectful of our clients. They embraced different roles, such as caregiver and friend, and have displayed bravery, patience, and a drive to keep our seniors safe.

Over the last two years, they have enriched our clients in our Adult Day Services, Assisted Living Services, In-Home and Overnight Respite Care, Transportation Services and Grocery Delivery Services.

PSWs play a significant role in the past, present and future of ESS. We are so proud of our dedicated and amazing PSWs.



**THANK A
ESS PSW**

Has an ESS PSW made a difference in your life? Help us say 'thank you' by sending a note of thanks for their hard work and care and we'll share it with them on PSW Day.

For more information or to submit your message, contact
communications@esssupportservices.ca or
416-243-0127 ext. 241.



Volunteers Help Build Communities



NOW RECRUITING

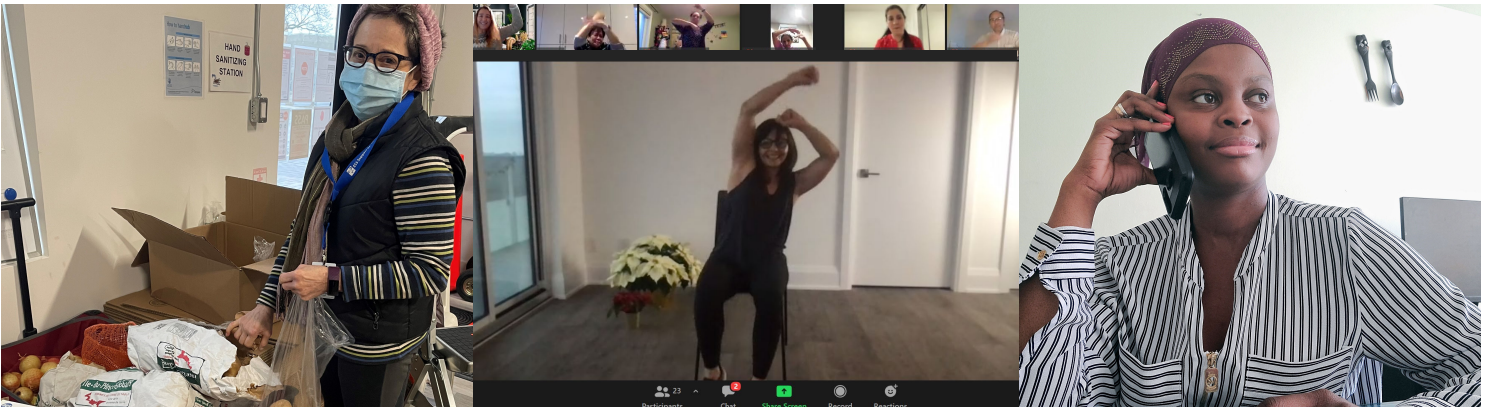
See next page for details*

ESS is fortunate to have a team of passionate and eager volunteers who love helping the community. The pandemic changed the volunteering landscape at ESS. Our volunteers came through, as they always do, to support our team efforts to remain connected with our clients during these unprecedented times.

As our programs and services evolved in response to the changing environment and needs of the community, so did our volunteer activities. Through the new Wellness-Call Project and our Friendly Visiting program, volunteers stayed in touch and supported hundreds of clients, using many virtual channels, such as telephone calls, emails and video conferencing. At first, the increased use of new

technology presented as an obstacle. We soon discovered that it became an opportunity to learn and share newly acquired technical skills, which resulted in a rewarding experience for both clients and volunteers alike.

Volunteers have also supported the delivery of our virtual Adult Day Programs, and more recently have become involved in our Mobile Food Bank and Grocery Delivery programs. Our volunteers are an “integral part of the ESS team” and we are always humbled by their loyalty and support.



**HELP ESS
CELEBRATE VOLUNTEERS**

In April, we celebrated the contributions of our volunteers: their actions and their genuine desire to support the members of our community.

We invite you to help us shower our amazing volunteer team with words of appreciation.

**Send your thank-you note to
communications@esssupportservices.ca or 416-243-0127 ext.
241 and we will share it with our volunteers.**



News and Events

May 26-27

Positive Aging Summit presented by ESS

Free virtual summit for older adults, caregivers and healthcare professionals in the senior service sector. Register: bit.ly/ticketsPAS2022.

June 27

ESS Annual General Meeting

Location and time to be determined.

July 12-15

Give65 Fundraiser

A 65-hour online fundraiser for ESS. Get your donations matched dollar-for-dollar and help support our essential community programs and services.

October 3-6

ESS Accreditation review

Accreditation Canada will be visiting to conduct our in-person, onsite review. More information to come.

For further information about these upcoming events, please contact us or keep an eye on the News & Events page of our website.



NOW RECRUITING

We are looking for volunteers to help us for the below programs.

- Adult Day Program
- Mobile Food Bank
- Grocery Delivery Program

We look forward to making new friends and having you on our team. Together we'll continue to make a difference in our community. Contact Volunteer Services at 416-243-0127 ext. 505 or volunteer@esssupportservices.ca. You can also apply on our website.



NEW MAIN OFFICE

Our office has moved to:
48A Rosemount Ave.
York (Toronto)
ON M9N 3B3

SEND US YOUR FEEDBACK

If you are an ESS client or a caregiver, we welcome you to contact us with any suggestions for programs you would like to see, or how we can better meet your needs.



Your Donations in Action

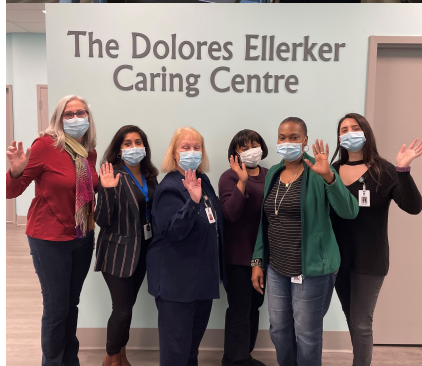
The pandemic has been a challenging time for many non-profits, including ESS, who rely on donations and gifts-in-kind to support their operations. During this time, we have focused on finding new sources of funding, and building our online fundraising events and community relationships.

We cannot thank our donors and community enough for their support during these times and their belief in the important service that ESS provides to our older community members and caregivers. Your care, generous hearts and donations have helped us adapt and build on existing programs.

Through fundraising initiatives such as Give65, GivingTuesday, and direct mail, your donations have helped us to:



Provide community members safe access to food through our food delivery programs. Your donations have enabled us to operate and securely build our food-related programs such as the ESS Mobile Food Bank. We are proud to share that with your help; our Food Bank has grown to provide 48 households with a reliable weekly source of food.



Provide affordable overnight respite services for caregivers in need of a break.

Through the help of your donations, we opened a new Centre that provides overnight respite services that help caregivers and families have a place to turn to when they need a break for self-care. Your financial support allows us to make this service as accessible as possible at a low-cost and to offer reduced rates to those facing financial obstacles.

Read more about these programs on page 3. Thank you to the individual donors, local businesses and donors through community groups such as 100 Women Who Care Toronto West for making this happen. Your gifts are instrumental in supporting the security and longevity of our programs and services. They help us continue to fulfill our mission and to provide essential supports and care to older adults and caregivers in our community.



Yes! I want to help seniors remain in their own homes.

I'm enclosing my gift of ☐ \$100 ☐ \$75 ☐ \$50 ☐ \$20 ☐ Other \$ _____

Tax receipts are issued for gifts of \$10 or more.

Name _____ ☐ I wish to remain anonymous

Address _____ Phone _____ Email _____

City _____ Province _____ Postal code _____

☐ Cheque or money order enclosed ☐ VISA ☐ Master Card ☐ American Express

Credit card # _____ Expiry date _____ Signature _____

ESS respects your privacy and we protect your personal information. We do not rent, sell or trade our mailing lists. The information you provide will be used to issue tax receipts and to keep you informed of ESS events and fund raising activities. If you would like to be removed from our contact list please contact us and we will gladly accommodate your request.

Thank you for your support!

ESS Charitable No. 11896 5029 RR 0001

**Please mail your donation to
ESS Support Services**

48A Rosemount Avenue
York (Toronto), ON M9N 3B3

Tel. (416) 243-0127 Fax. (416) 243-7987

Email. agency@esssupportservices.ca

www.esssupportservices.ca



HELP US RENAME OUR NEWSLETTER

Have suggestions for a new name or like it as is? Let us know!

Contact communications@esssupportservices.ca and 416-243-0127 ext. 241 or fill out this survey: <https://bit.ly/ESSnewsletter>



Our Mission

ESS is a not-for-profit agency committed to supporting seniors in their desire to remain in their own homes and community.



Our Vision

We envision a community of independent seniors sustained through excellence of operations, enthusiasm and continual innovation in the delivery of community support services.



Our Cornerstone Values

Safety Quality and continuous improvement

Respect Diversity, ethical, cultural values and beliefs

Independence Clients' autonomy and freedom of choice

Innovation Creativity and imagination

Teamwork Joint effort and shared decision-making and leadership

Accountability Responsibility, transparency, confidentiality, integrity and honesty



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ACCREDITED WITH
EXEMPLARY STANDING



ACCREDITATION
AGRÈMENT
CANADA

Charitable No. 11896 5029 RR 0001

