

RNS REPORTER

RNS Health Care Services Inc.

FALL EDITION

Issue 1



Happy Fall

Introducing the new and improved newsletter, RNS Reporter! RNS Reporter will be issued on a quarterly basis; Winter, Spring, Summer, and Fall. The purpose of these newsletters is to keep everyone informed and up-to-date. This edition will highlight the season of Fall and all that it has to offer. We hope you enjoy the read and the word search!

A Message From the President

After such a warm and beautiful summer, it is hard to believe that fall is here. I hope you all had a wonderful summer.

At RNS Health Care Services, we used this past summer season to really focus on our strategic planning in order to provide you, our valued clients, with the best possible service. We have been working on developing a new strategic direction, which will include a new mission and vision statement. In order to create the most comprehensive plan we need to hear from you! We believe that gaining input from our clients, their families, and our community partners is extremely important in the process of setting our new direction.

We want our clients to help us shape how care is best organized, delivered, and experienced. To help get your input, we are reintroducing RNS Reporter, our client newsletter. This newsletter will be issued quarterly to our clients. The newsletter will be a way we can listen to you. RNS newsletters will contain sections on client surveys and satisfaction, client stories and from time to time, sections asking for your feedback. Your voice is important to us and we want you to be heard.

Our commitment to providing exceptional client and family centered care remains as strong as ever at RNS.

Sincerely,

Angela Westheuser

President/CEO

Our Services

- Home/Personal Support
- Nursing
- Home Making/Respite Care
- Foot Care
- Community Clinics
- Therapy Service



In This Issue

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FUN FACTS

Today, one in seven Canadians is aged 65 or over

By 2036, nearly one in four Canadians will be a senior

Centenarians: Seniors aged 100 and over

5,825—The approximate number of centenarians in 2011

October 1st is National Seniors Day!

Every year on October 1, Canadians pay tribute to seniors—the men and women who have helped make our country what it is today and who continue to enrich our lives.

To all the seniors who continue to help build this country, thank you, and on behalf of RNS Health Care Services Inc., we hope you have a happy National Seniors Day!



RNS Health and Wellness Centre

Focus on Your Health Today for a Better Tomorrow

About Us:

Serving Bradford and surrounding areas, RNS Health and Wellness Centre is a family oriented rehabilitation and wellness clinic featuring Chiropractic, Physiotherapy, Acupuncture, Registered Massage Therapy and Kinesiology.

Our clinic is warm and inviting and also features a large event space, which offers a wide range of educational classes and activities.

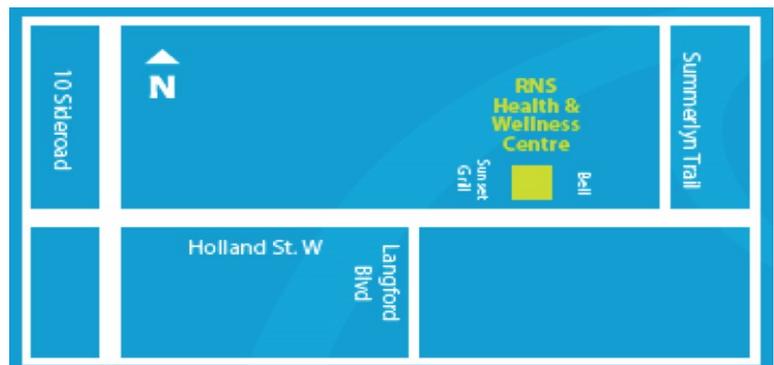
Currently, we are offering a Hatha Yoga Class taught by Theresa Fantin-McClure beginning October 4th on Tuesdays and Fridays.



For more information or to book an appointment contact us at **905.778.1888** or email us at **info@rnshwcentre.com**.

We are located at **487 Holland St. West, Unit L 1, Bradford, Ontario, L3Z 0C1**

Website: www.rnshwcentre.com



Hours of Operation: Monday and Tuesday 9:00 am—6 pm, Wednesday and Friday 9:00 am—8 pm, Saturday 9:00 am—3:00 pm, Thursday and Sunday CLOSED



Client Safety

This Edition: Falls

*Between 20% and 30% of community-dwelling Canadian seniors experience one fall each year.**

As we get older, health conditions, physical changes and medications used to treat conditions increase the likelihood of falls. Falls are preventable by making required adjustments to your home and lifestyle.

“We don’t recognize the risk as we get older. Our clients have been independent all their lives and don’t comprehend that their ability has changed. A fall to the elderly can be life changing. We need to work together to prevent falls and help our clients remain independent within their home and to remain active and productive within the community,” says Mary Bristow, Client Care Supervisor at RNS Health Care Services Inc.

It is important that you report a fall that you may have had to our office immediately. This will help us make client safety a priority and identify how we can help you prevent future falls.

Follow the tips below around your home to make the environment safer for you.

General Safety Tips:

- Wear properly fitting sturdy shoes with non-skid soles.
- Keep your home brightly lit to avoid tripping on objects that are hard to see. You can place night lights in your bedroom, bathroom and hallways.
- Reduce clutter and remove hazards such as boxes, electrical cords, and loose rugs from your home.
- Immediately clean spilled liquids, food or grease.
- Use nonslip mats in your bathtub or shower.
- Use assistive devices such as a cane or walker when moving around.
- Don’t skip meals! Eat a well-balanced diet including lots of vegetables and fruits.
- Use grab bars for the shower and tub.
- Wear clothing that does not interfere with you mobility. Dangling material or long clothing can cause tripping.
- Sit down when getting dressed.
- Move slowly when getting out of your bed or chair.
- Engage in physical activity every day with the approval of your doctor.
- Wear your glasses and hearing aid.
- Ask for help with tasks that you may feel that you can’t do safely.

RNS Health Care Services is pleased to provide educational information. This newsletter contains educational information about falls prevention and is not advice and should not be treated as such. For more information on falls prevention, please contact your physician..

*Public Health Agency of Canada

**RNS Health
Care
Services Inc.
Contact
Information**



Foot care: A step towards good health in the comfort of your home or facility

Address:
111 Davis Drive,
Unit 42,
Newmarket,
Ontario, L3Y 9E5

Phone:
289-841-7150

**Toll Free
Phone:**
1-855-888-9983

Fax:
289-475-5552

Email:
info@rnshc.com

Website:
www.rnshc.com

Office Hours:
Monday-Sunday
7:00 am—9:00
pm

We understand that quality foot care is a fundamental aspect of our clients' health that requires a greater level of attention and care. Conditions such as diabetes, arthritis and poor circulation can affect the feet and lead to serious complications. These conditions can cause pain, skin problems, nerve damage and affect the health and appearance of your feet. Regular nursing foot care can help improve the comfort and well-being of your feet so you can participate in daily living activities. RNS Health Care Services Inc. can help care for your feet in the privacy and comfort of your own home. Our nurses are qualified professional nurses that have specialized training in hand and foot care.

Our foot care services include:

- Foot care assessments and consultations
- Nail Care-cutting and filing
- Care of corn and callus formation
- Preventative care
- Education
- Relaxing foot soak and massage

**Let our team of professionals help you!
Contact our office at 289-841-7150 ext. 2247**



RNS Health Care Services Inc.

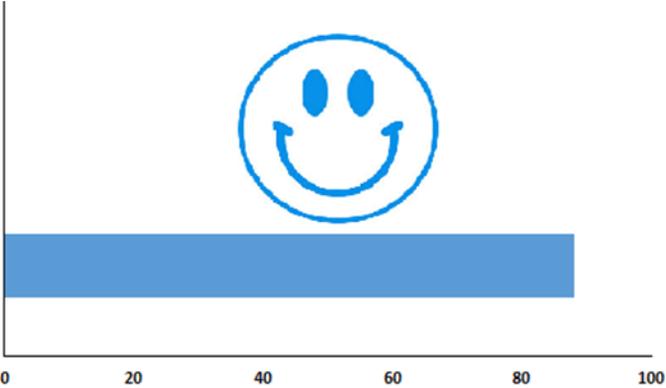
Continued Quality Improvement

Your Feedback Matters!

Every day, RNS's caring and dedicated employees work extremely hard to achieve our values and beliefs. During our 2015-2016 fiscal year, we conducted our annual Client Satisfaction Survey with randomly selected clients. Our goal at RNS is to ensure that our clients receive an overall positive experience and exceptional quality care. Your feedback is valuable to us as it helps us identify areas that require improvement and areas where we are excelling.



Highlights of the survey results:

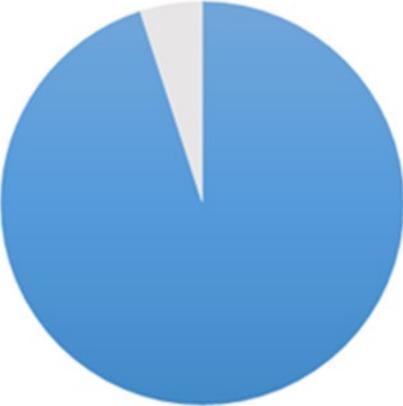


88% of clients that

responded are satisfied with the overall quality of services provided by RNS Health Care Services Inc.

95% of clients that

responded stated that the Client Care Supervisor recommended how to set up their home so it is safe to move around and prevent falls.





of clients that responded strongly agree that our health care professionals always treated them and their family with courtesy and respect.

90% of the clients that responded

stated that they would recommend RNS Health Care Services Inc. to a friend or family member.



One area identified as having room for improvement is around the time of arrival of our health care professionals. Although 71% of clients that responded indicated that our staff **always** arrive at the scheduled visit time, we feel that we can still improve. Our goal is to have at least an 80% positive response rate.

Our health care professionals try very hard to provide the service at the time that has been arranged. Unfortunately, sometimes unforeseen circumstances cause the employee to be late for your scheduled service. Please keep in mind that due to delays such as weather, traffic, emergencies, we allow our staff a **15 minute window to arrive to your home.**

If your worker does not arrive within 30 minutes of the scheduled visit time, please let your Client Care Coordinator know. The office will follow up with the worker to find out why they have not arrived and take the steps required to ensure that your services are delivered to you.

We would also like to improve our client survey response rate and we need your help! When you receive a client satisfaction survey in the mail, please be sure to complete it and return it to our office. We will also be conducting surveys over the phone and in person.

Would you like to be a part of our newsletter? If you or a family member has received exceptional care from our health care professionals, then we would love for you to share your story with us! To be a part of our newsletter, please contact our Quality Improvement Manager, Thurgha Ananthamany at 289-841-7150 ext. 2992.

thank you
for your time and interest
in providing us feedback.

Mission Statement

“RNS Health Care Services Inc. is a provider of concerned, competent, compassionate and quality of health care services within our community”

We are looking to make some changes in our mission statement and we would appreciate any input you may have. In one word, what does RNS mean to you?

To share your thoughts on our Mission Statement, please contact Christina Brower at: 289-841-7150 ext. 2235 or email: cbrower@rnshc.com

Flu Facts and Prevention

With the arrival of Fall, the Flu Season is quickly approaching. RNS Health Care Services would like to share with you some information about the flu.*

What is the flu?

Influenza, or the flu as it is commonly called, is a serious respiratory illness caused by Influenza A and B viruses occurring each year in the late fall and winter months.

What are the symptoms of the flu?

Symptoms may include: sudden onset of headache, chills, cough, sore throat, runny nose, fever, loss of appetite, muscle aches and fatigue.

Most people recover from the flu within a week to ten days, but some including people 65 years of age and older, healthy pregnant women, and adults and children with chronic health conditions are at greater risk of becoming ill and developing severe health problems such as pneumonia.

How is the flu spread?

The flu spreads very easily from person to person. It spreads through the air from coughing and sneezing. It also spreads through direct contact with unclean surfaces, unwashed hands, or objects such as toys and eating utensils that have been contaminated by the influenza virus.

Flu Prevention:

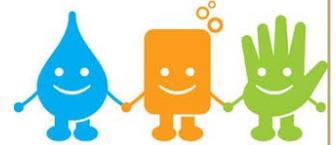
- Get a flu vaccine
- Wash your hands frequently
- Avoid touching your nose, mouth, or eyes with your hands
- Eat healthy foods to keep your immune system strong

For more information please visit www.york.ca, Community and Health Services webpage or call York Region Health Connection at 1-800-361-5653. TTY (for the hearing impaired) 1-866-252-9933. Or visit www.ontario.ca/page/get-flu-shot for information on your local flu shot clinics.

*Information provided by: York Region Influenza and Influenza Vaccine Information Sheet

Hand Hygiene

Hand hygiene is always important, but even more so during the cold and flu season. Here are some tips how to maintain your hand hygiene:



1. Remove hand and arm jewelry and wet your hands with warm (not hot) running water.
2. Add soap, and then rub your hands together, making a soapy lather. Do this for at least 15 seconds, being careful not to wash the lather away. Wash the front and back of your hands, as well as between your fingers and under your nails.
3. Rinse your hands well under warm running water, using rubbing motion
4. Wipe and dry your hands gently with a paper towel. Rubbing vigorously with paper towels can damage the skin
5. Turn off tap using paper towel so that you do not recontaminate your hands

HAPPY THANKSGIVING!

APPLE PIE
BEANS
BREAD
CORN
CRANBERRY SAUCE
GRAVY
HAM
MASHED POTATOES
MILK
PUMPKIN PIE
ROLLS
SQUASH
STUFFING
SWEET POTATOES
TURKEY



Chicken Scratch NY

N S T U F F I N G I R L U N Y
F G K D A E R B V G C A D Q E
A B E A N S I L S O R Q G S K
O G K E I P E L P P A P A E R
N R O C M L W U Q D N G O O U
U E J L X E S M S Y B Z O T T
Z P U M P K I N P I E V N A Z
H B O J I L C F A G R Y F T V
N E M Y K U S L L O R Q K O X
K S A B Y Q T Z H W Y P S P K
T G H S A U Q S O R S J L T A
G M A S H E D P O T A T O E S
Z D L U C W F Z L M U K S E K
C A K C G T H T T I C R N W B
G J X S G R A V Y I E Q I S T

10 Immune Boosting Foods

Food is one of the most powerful tools we have to help prevent disease and a healthy body begins with a healthy immune system.

Here are 10 Foods that will help boost your Immunity:

1. *Yogurt*
2. *Garlic*
3. *Citrus Fruits*
4. *Carrots*
5. *Papaya*
6. *Ginger*
7. *Pineapple*
8. *Wheatgrass*
9. *Green or Black Teas*
10. *Nuts*

Ingredients

1/2 cup vegetable oil
1 1 -pound bag frozen chopped carrots, thawed
1 small onion, roughly chopped
1 2-to-3-inch piece ginger, peeled and grated
Kosher salt and freshly ground pepper
1 star anise pod or 1/2 teaspoon five-spice powder
2 cups carrot juice
1 pound extra-firm tofu
1/2 cup cornstarch
2 teaspoons curry powder
Torn fresh cilantro, for garnish (optional)

Directions

Heat 2 tablespoons vegetable oil in a large pot over medium heat. Add the carrots, onion and ginger and cook until the vegetables are just soft, about 5 minutes. Season with salt and pepper. Add the star anise, carrot juice and 3 cups water, then cover and boil until the vegetables are tender, about 20 minutes.

Meanwhile, cut the tofu into 1-inch cubes. Mix the cornstarch and curry powder on a shallow plate and season with salt. Pat the tofu dry and roll it in the cornstarch mixture. Heat the remaining 6 tablespoons oil in a large skillet over high heat. Add the tofu and fry, turning, until golden and crisp on all sides, about 5 minutes. Drain on paper towels and season with salt.

Discard the star anise. Transfer the soup to a blender and puree in batches, or puree directly in the pot with an immersion blender. Thin with water, if needed, and season with salt and pepper. Ladle into bowls and top with the fried tofu. Garnish with cilantro, if desired.

The Recipe Corner

Carrot-Ginger Soup with Tofu



Happy Birthday!

Wishing a Happy Birthday to everyone who celebrates one this Fall :)

