

OCTOBER 2023

# ECE NEWS

ElderCare Edmonton Society  
for Adult Day Programs



## Message from the Executive Director

BY NATALIE JOLY

As I approach one full year working with the ElderCare team, I am reflecting on how much I've learned from our staff team, our volunteer board of directors, the clients & caregivers that we serve, and the greater community that is advocating for continuing care services in Alberta.

Having just participated in our Board of Director's 2024-2027 Strategic Planning session, I'm particularly excited about the opportunities we have to better serve our clients and their caregivers in the coming years. All evidence shows that day programs are a critical component of supporting the health of Albertans, and I'm proud to be part of an organization that strives to offer this service to the best of our abilities!



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# Influenza (flu) & COVID-19

Information from Alberta Health Services

With the fall bringing increased rates of illness, ElderCare will continue to be focused on supporting client & staff health and safety.

“Influenza immunization will be available starting on October 16, 2023 with appointment booking opening on October 10.

The COVID-19 and influenza vaccines are administered as separate vaccines, but you may choose to receive both immunizations at the same appointment or to receive them at separate appointments.

You are eligible to be immunized if your last COVID-19 and influenza immunizations were at least three months ago.

To book an immunization:

- Use the Alberta Vaccine Booking System to book an appointment at an AHS clinic or community pharmacy
- Contact a Community Health Centre
- Call HealthLink at 811

COVID-19 immunization may be available at a public health walk-in clinic near you. After October 16th, many pharmacies will also offer walk-in influenza immunization.”

# Donor Spotlight

Thank you to Alberta Blue Cross - Heats of Blue for their generous donation of laptops. Donations like these help support the sustainability of our programs!



# Staff Spotlight: TSION

## All Program Sites

Tsion is a pillar of ElderCare values and a delight to work with as a Program Facilitator at all our sites! After immigrating to Canada from Ethiopia, she trained as a Healthcare Assistant with practicums at local long-term care facilities. She joined Eldercare as a full-time Program Facilitator in 2014, working at both our Central Lions & Westend sites before transitioning to a casual role to focus on raising her family. Currently, she is knocking it out of the park at our Fulton location!

*"Tsion is hardworking, compassionate, gentle and kind toward other people (staff and clients). Everybody loves her, a genuinely nice person" -Melanie, long-time colleague*

*"Her smiles and laughter are contagious - she's like a breath of fresh air. Whenever she's around and clients' are more active and easygoing. Staff and clients love her because of her caring and genuine personality." - Eden, Program Manager*



## Client & Caregiver Survey

Thank you to our clients and their caregivers for sharing their feedback about our programs! Your feedback helps us ensure that our programs continue to meet the needs of those served by our programs. Response highlights included:

**Language:** 95% of respondents indicated that they are most comfortable using English, but many other languages were also identified as ones where the participant is comfortable, including Gujarat/Gyjarti, German (2), French (2), and many others!

**Staff & Program:** In line with past years' surveys, respondent responses indicate a positive program experience. A new question in 2023 asked about cost as a barrier to participation, with 31% of respondents indicating that they feel cost is a barrier.

**Communication:** When asked about the type(s) and frequency of communication, feedback was mixed with a slight preference for more frequent communication

Thanks to your feedback, we are working on a response to make sure your experience with our programs is as good as it can be!



Full survey results can be viewed online at [www.eldercareedmonton.ca](http://www.eldercareedmonton.ca) → Publications → 2023 Client & Caregiver Survey Results. Let us know if you'd like a paper copy!

## Absences - Reminders

We understand that clients may need to miss the occasional day; Please remember the following when you know you'll be absent:

1. Let us know at 780-434-4747 (you can leave a message), otherwise we'll follow-up to make sure you're ok.
2. Cancel your DATS service (780-496-4567 #1). Please let your program manager know if you need DATS assistance.
3. Except in the case of hospitalization, program fees generally apply. For vacations and most sick days, clients are billed the normal rate.

If you have any questions, please let us know!

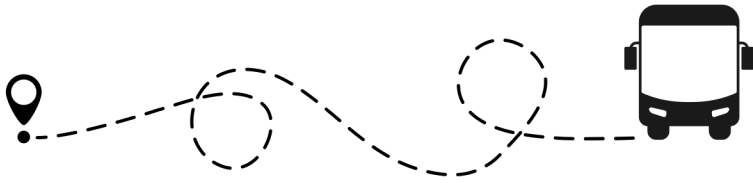


# Community Events & Resources

Edmonton has an incredible network of partners that support the health and wellness of seniors. This month, we'd like to highlight Edmonton Transit pass options.

## Edmonton Transit fares

Did you know that seniors with an income between \$29,381 and \$32,318 may be eligible for an annual transit pass for only \$139? For those with an income below \$29,380, there is no charge. For clients using bus tickets, switching to an annual pass may be a more economical option. Please contact your program manager if you would like assistance with moving to a pass.



## Upcoming Closure Dates



**October 9**

Thanksgiving



**October 23**

Staff Inservice/Training



**November 13**

In lieu of Remembrance Day



**December 25-29**

Christmas break



## Fulton - Connections Location

In the spirit of community collaboration, ElderCare is excited to announce that we are in active discussions with the South East Edmonton Seniors Association (SEESA) regarding relocating our Connections program, which is currently housed at Fulton School, to their City of Edmonton-owned building at 9350 82 St NW early in 2024.

SEESA is well known to many of our clients who already attend SEESA programs and events, or visit Tiley's Café for an amazing breakfast or lunch. We are excited about the opportunities available for our program at such a vibrant, active facility. As we have more information about this transition, we will be in contact with each client impacted by this change. If you have any questions or concerns, please reach out!