



# Reconnect Community Health Services IN TOUCH

## NEW MERGED WEBSITE

Recently Reconnect Community Health Services (Reconnect) launched its new website. The “About Us” page features our mission and vision and discusses our recent integration. We share the page with you below.

### ABOUT US

Reconnect is a not-for-profit health service organization in the west end of Toronto dedicated to serving seniors and people living with mental health and addictions to improve and maintain their health and well being.

### MISSION

Reconnect offers the highest standard of community health care to the communities we serve.

### VISION

Reconnect will play a major role in the areas of community services, mental health and addictions by providing safe, effective and personalized services. We will drive innovation to improve services and create conditions that will deliver the highest standard of care. We will also ensure public service resources and budgets are used appropriately and effectively to achieve the best outcomes for individuals and the community.

### INTEGRATION

On April 1, 2017 Reconnect Community Health Services and St Clair West Services for Seniors (SCWSS) integrated to create one organization that can better serve our clients and communities. The Integrated Organization will bring together Reconnect’s expertise in mental health and addictions with SCWSS’ expertise in community (**cont’d p.2**)



**JUNE 2018**

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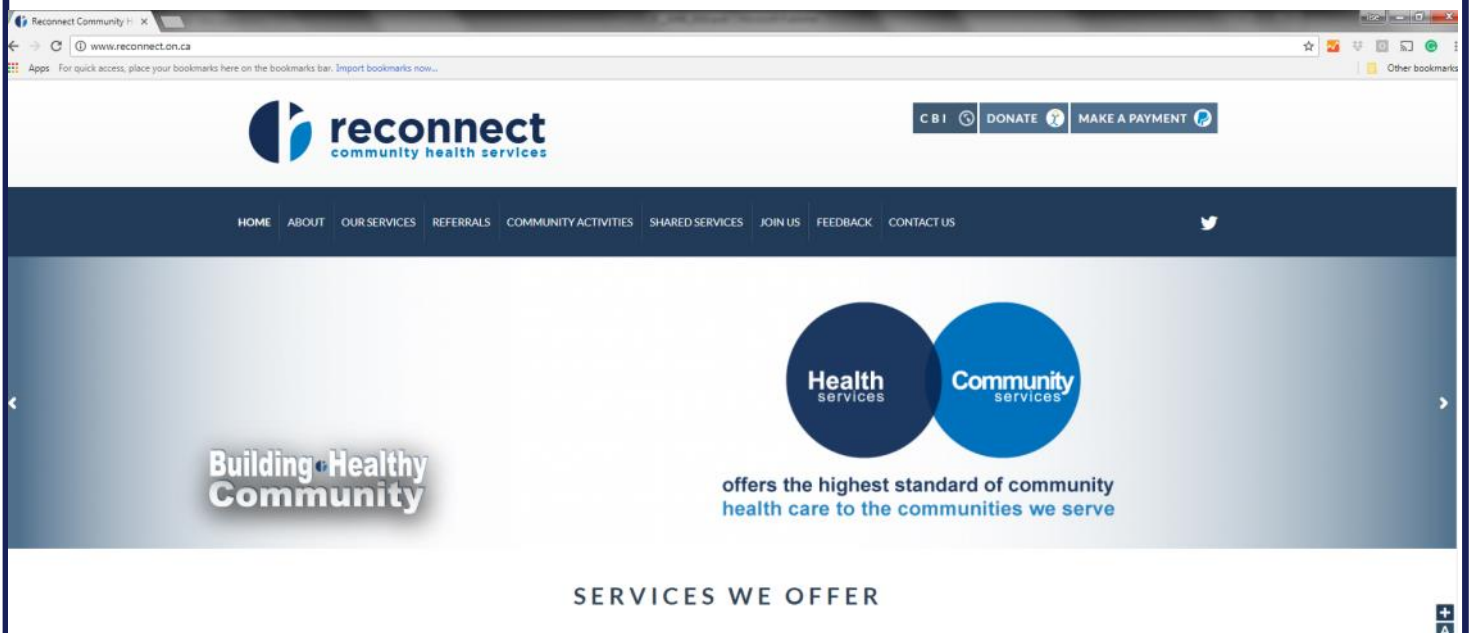
## ABOUT US (CONT'D)

support services for seniors, resulting in an organization with multi-disciplinary expertise and ability to provide opportunities for even more holistic services to those currently served by Reconnect and SCWSS.

- *Reconnect has a combined 80 years of experience serving the community, helping more than 4,300 people, resulting in a far-reaching community impact.*
- *Together, with more than 250 staff, we offer more clients seamless care that is comprehensive, responsive and flexible.*
- *Our shared history demonstrates an ongoing commitment to continuous quality improvement with measurable results on how we impact the lives of our clients.*

## UPDATED WEBSITE

Check out our new website (screen shot below) at [reconnect.on.ca](http://reconnect.on.ca). Everything is there! Calendars, brochures, newsletters, Pay Pal button for invoice payments, phone numbers, our latest annual report and more. Learn more about the Health Services side of our merged organization and also about other services Reconnect provides.



## STATUS OF *IN TOUCH* NEWSLETTER

As a merged organization we would like to deliver a newsletter that is more reflective of the entire organization. The *In Touch* newsletter will be on hold as we decide how to introduce a new publication. We will continue to produce and send the Eglinton Hill Centre news. Thank you for your readership over the years and look forward to seeing our new publication in the future.

## FEEDBACK SYSTEM

Reconnect—Community Services is committed to providing high-quality programs and services and we appreciate receiving feedback about the work we do. Feedback can be provided by anyone including clients, caregivers, professionals and the general public. Feedback includes **complaints, concerns, suggestions and compliments** about a service, program or policy. If a client/substitute decision maker is dissatisfied with a decision about service eligibility or service levels he/she has the right to appeal a decision through the agency's Appeal Process and may subsequently appeal to the Health Service Appeal and Review Board as set out in the *Long Term Care Act, 1994 s. 39 and 40 Complaints and Appeals*.



Our Feedback Process is confidential and accessible. All feedback is recorded and reviewed to identify trends and areas in need of improvement and to inform service planning. The results of the annual Feedback Analysis are publicized.

Feedback can be provided in the following ways:

- Telephone:** 416-248-2050 (our receptionist will direct the call to the appropriate person)
- Feedback Line:** 416-248-2050 x **5365**
- In Person:** At our office (address below) or to a trusted staff member
- In Writing:** Reconnect Community Health Services  
Director of Community Services  
2562 Eglinton Avenue West, Suite 202,  
Toronto ON M6M 1T4

## PHONE SYSTEM UPDATE



On or around August 1, 2018, our telephone number for Community Services, 416-787-2114, will be changed to 416-248-2050. By calling Reconnect at 416-248-2050, you can:

- connect directly to our staff using his/her 4-digit extension, or
- connect to our receptionist, who is happy to direct your call.

Commonly used extensions are listed on the back page of this newsletter.

Thanks in advance for understanding why this change is important to us.

# COMMUNITY PROGRAMS

## “Feet to Keep” Foot Clinics

Service is provided by a certified VHA foot care nurse.

It includes treatment of corns and calluses, toenail cutting and education on preventing foot problems.

Please book your appointment for the “Feet to Keep” Foot Clinics at 416-248-2050 x5237.

The cost is \$15.

Please note: space is limited.



### Offered at the following locations:

Date	Location
<b>Tuesday</b> June 5 July 3	Doug Saunders 1775 Eglinton Avenue West
<b>Tuesday</b> June 12 July 10	Outlook Manor 55 Outlook Avenue
<b>Tuesday</b> June 19 July 17	Reconnect 2562 Eglinton Avenue West
<b>Thursday</b> June 21 July 19	Roselawn-Marlee 855 Roselawn Avenue
<b>Tuesday</b> June 26 July 24	Louise Towers 130 Vaughan Road

## Frozen Meal Delivery

Delivered weekly **every** Tuesday.

Supplied by *apetito*. Large range of menu items, minced, pureed and renal available.

Order frozen meals by Wednesday, **every** week at 416-248-2050 x5203.

## Fruit & Vegetable Delivery

Delivered bi-weekly on Thursdays. Supplied by the *Good Food Box*. Options offered include the Fruit Basket, the Organic Food Box and the Wellness Box.

Please order your fruit and vegetable baskets at 416-248-2050 x5203, at least eight days before delivery.

Thursday, June 14

Thursday, June 28

Thursday, July 12

Thursday, July 26



## Mall Group Shopping

Join us for Group Shopping trips from specific apartment buildings, within our service boundaries, to Dufferin Mall and Cloverdale Mall.

Call 416-248-2050 x5202 to book a seat on the bus for the shopping trips.



### 31 Tichester-Dufferin Mall

1st and 3rd Wed. of each month

June 6, 20

July 4, 18

### 55 Outlook Avenue-Dufferin Mall

Monday, June 4

### 55 Outlook Avenue-Cloverdale Mall

Monday, July 9

# A M S A N D S E R V I C E S

## Program for Caribbean Seniors:

A welcoming social and recreational program geared to Caribbean culture.

## Join us for the Seniors' Month Event

**Thursday, June 14, 11 a.m. – 3 p.m.**

Free Transportation from

1775 Eglinton Ave W 10:15 a.m.

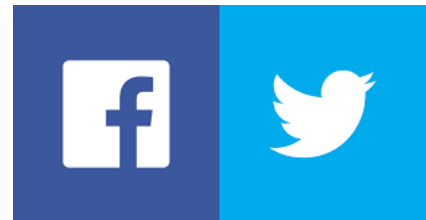
2562 Eglinton Ave W 10:45 a.m.

55 Outlook Ave 10:00 a.m.

1901 Weston Road 10:15 a.m.



Weekly Exercise Class with Norma  
Weston Mount Dennis Hub—1765 Weston Rd  
Tuesdays, 10:30 a.m. – 11:30 a.m.



## Program for Muslim Seniors:

A welcoming social and recreational program geared to Muslim culture.

Eid Mukbarak!

Please join us for the Seniors' Month Event  
June 14th (details above) and stayed tuned for details about our outing in July to Coronation Park in Oakville.

*Ramadan Mubarak*



Join for weekly exercise at ISSRA—2375 St. Clair Ave W  
Tuesdays and Thursdays—1:00 p.m. – 2:00 p.m.

For the Community Program hours or if you're interested in joining activities, please contact **416-248-2050**.  
***Please call for pricing and eligibility for all programs.***



## VOLUNTEER AWARDS

Each year Reconnect Community Health Services is pleased to put forward volunteers for recognition for length of service and going above and beyond in their roles. We are pleased to present this year's recipients who have shown great dedication and commitment to their roles and the individuals they have served. We are very proud to recognize the following volunteers:

### ONTARIO VOLUNTEER SERVICE AWARD WINNERS



Ceremony Held – Saturday April 7, 2018 , The Symes

**Recipients:**

Les Sinclair – 5 Years

Sonya Young – 5 Years

Not present:

Penny Tweddle – 5 Years

Leenah Walsh – 5 Years

Carmeta Williams – 5 years

### MIKE COLLE VOLUNTEER AWARD WINNERS



Ceremony Held – Monday April 30th, Beth Torah Congregation

**Recipients:**

Lucas Gonzalez

Breanne Forbes

### CANADA DAY WEEKEND HOURS

#### Canada Day, Sunday, July 1

**Adult Day Program** - Closed July 1, opened July 2.

**Meals on Wheels** - Will be delivering meals at lunch time on Monday, July 2. Meals delivered are supplied by apetito.

**Transportation** - Adult Day Program clients only on July 2.

**Home Help** - Clients will receive regular service if desired on Monday, July 2.

**Eglinton Hill Centre** - Closed Canada Day weekend including June 30, July 1 and July 2.

**Supportive Housing** - Regular service.

**Main Office** - Closed




### VOLUNTEER PARTY PHOTOS—MAY 24



### VOLUNTEER ANNIVERSARIES

June		July	
Christine Watson	1 yr	Jonathan Sigmaringam	1 yr
Frances Williams	1 yr	Janet O'Brien	2 yrs
Khadije Hourie	3 yrs	Katie Fraser	3 yrs
Carmeta Williams	8 yrs	Andrew Ostapiuk	3 yrs
Manuel Austria	11 yrs	Deborah Stewart	3 yrs
Jamie Bonilla	16 yrs	Joan Morrison	6 yrs

Volunteering is a work of the heart and a heartfelt thank you to all our volunteers! 

## CONTACT US

2562 Eglinton Avenue West  
2nd Floor, Suite 202  
Toronto, ON M6M 1T4

**Phone:** 416-248-2050  
**Fax:** 416-787-8552

**Email:**  
[contact@reconnect.on.ca](mailto:contact@reconnect.on.ca)

**Website:**  
[www.reconnect.on.ca](http://www.reconnect.on.ca)

DEPARTMENT/POSITION	STAFF	EXTENSION
Senior Director of Community Services	Sujata Ganguli	5205
Director of Community Services	Andrea Liendo	5210
Manager of Community Development	Nico Cassidy	5238
Manager of PR and Development	Lise Dubé	5240
Intake	Tyler Murphy	5214
Case Workers	Ana Lopes	5258
	Catherine Hamilton	5245
	Emmalys Mulder	5239
	Julian Bernal	5211
	Noel Singh	5281
	Katherine Spears	5219
	Sanitha Narayanannair	5312
Coordinator of Volunteers	Cheryl Browne	5207
Adult Day Services Coordinator	Abina Beckles	5218
Home Support Coordinators	Lindsay Douey	5227
	Lisa Trinh	5222
Meals on Wheels Coordinator	Trinh Pham Do	5203
Transportation Coordinator	Margaret Stewart	5202
Alzheimer Society of Toronto (AST)	AST Team	5277

If currently you aren't receiving our newsletter, *In Touch*, and you wish to receive it on a monthly basis, please contact us at **416-248-2050**

Be kind to the environment. Please request *In Touch* electronically. Our e-mail: [contact@reconnect.on.ca](mailto:contact@reconnect.on.ca)



## TORONTO CHALLENGE

**TORONTO CHALLENGE**, presented by MonsterMortgage.ca and coordinated by the City of Toronto, is a fun family event focused on raising money for non-profit organizations improving the quality of life for seniors in the community. On Sunday, June 10, join a large group of agency staff and their families, volunteers, members, clients and supporters to participate in the timed 5k run, 5k walk or 1k walk through downtown Toronto. You can help us reach our goal by sponsoring one of our participants or by participating in the race yourself. The money we raise will be used to support our programs and activities. If you need any information about the event or to know more about sponsoring a participant, please call Lise at 416-248-2050 x5240. You can also check out the Toronto Challenge website at [www.toronto.ca/challenge](http://www.toronto.ca/challenge).



Help us reach our goal of **\$10,000**.

Donate online at Canada Helps, by cheque, or in person at our office.

**If paying by cheque, make cheques payable to: Reconnect Community Health Services**

**Mail to: 1281 St. Clair Avenue West, Toronto, ON M6E 1B8**

*Tax receipts issued for all donations of \$20 or more*

**Registered Charitable Number 107352528RR0001**