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Our newsletter is dedicated to the communities we care for, the wonderful friends we have met as we grow in this exciting business, our fine staff of dedicated caregivers and most importantly, our clients, who put their trust in us each and every day. At Premier Homecare Services we treat every contact as a friend and every client as a family member. We perform every task as an honour.

Coming Home after Hospitalization: What to Expect

Whether your loved one has been in a skilled nursing facility, hospital, hospice or a rehabilitation center, homecoming brings many challenges and changes. Living alone after a medical event or moving in with you, a plan is needed before coming home.

Be thankful that your loved one is healthy and able enough to return to a familiar home environment where they can feel more comfortable and less like a patient.

Life will present many new changes in their ableness around the home, the level of support they may need for the short or long term, changes in medications, managing time for appointments and rehab visits, as well as the anxieties about if or when the next hospitalization may occur.

Talk to the professionals about what to expect. Use this as a starting point to base your plan upon. The health professionals at their current facility may recommend you to purchase and install home equipment such as a Hoyer lift, grab bars, a showering chair, hospital bed, a wheelchair, oxygen, and a personal response system for future emergencies. Other home modifications may be needed to ensure a safe environment. Prepare for all of this before they return home, and know how to use it. If you don't require the equipment for the long term, rentals can sometimes be found at some home care supply stores.

Getting support. Despite how confident you are that you'll be able to manage your loved ones increased care needs as well as your own life



and busy schedule, professional support is often a necessity. The right home care company will match the right caregiver to the unique needs of your loved one. At Premier, we adjust your individualized care plan and services as the needs of you and your loved one change. From 24-hour and Live-In care to hourly schedules, as your loved ones health and ability improve you have the flexibility to change the level of care.

You can do it. You're not alone in your challenges. Support, help and resources are all available. Realize that helping your loved one through this difficult time is honouring them and may someday provide you with treasured memories

Please call our office to schedule a FREE in-home consultation.

You can also visit our website:
www.PremierHomecareServices.com

Helpful Links for You

- **Lifeline Canada** – An easy to use personal response service. www.lifeline.ca
- **Red Coats Moving Solutions** – Their unique expertise, design sense and common sense can help transform your interiors and potentially shorten the length of time your home is on the market. 416-920-1317/ www.redcoatshomestaging.com



Forgiving Elderly Parents Who've Hurt

If your elderly parents have hurt you in the past, find a way to forgive.

It takes energy to hold on to the painful memories of our past, reliving them without releasing them because forgiveness is not easy, especially when it comes to those we should have been able to trust the most, our parents.

Studies have shown that people who are able to forgive are healthier and happier than those who aren't. It takes more effort to hold onto resentments than it does to let go. Here is a helpful guide to forgiving:

❖ **Remember that forgiving doesn't mean condoning**

Forgiving the past actions and mistakes of your parents doesn't mean that you accept them. Forgiving doesn't mean you approve of what the person did, or condone it in any way. It just means that you are ready to forgive them and move along the path of life in new directions.

❖ **Admit to yourself that you've been hurt.**

Don't deny your past; admit if you have been hurt by a loved one, specifically your parents. This isn't easy, but being honest with yourself allows you to move forward and not remain in the painful memories. This doesn't mean you have to tell them how they hurt you. They may not believe they need to feel sorry.

❖ **Recognize that the offence(s) changed who you feel you are.**

If your parents were abusive or neglectful, it most surely

affected and shaped your life. The ways you were affected may not all be negative, so trying to examine the positive outcomes can be helpful. For example, you may be more compassionate to others as a result of your experiences.

❖ **Use a new lens to look at your past situation.**

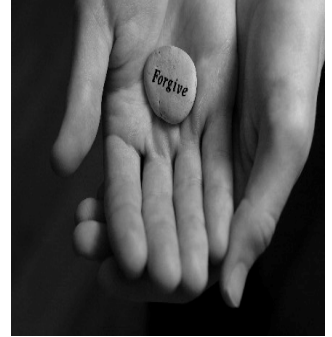
Try to look at what happened in a different way. This may make you more able to forgive and capable of doing so. We are all human and capable of humanly mistakes. This does not make actions excusable, but new perspectives help us to understand others better.

❖ **Find empathy and compassion for the hurtful parent.**

This is a huge step, but without it forgiveness is nearly impossible. Again this doesn't mean you're excusing what your parent did, but just that you understand it happened, is in the past, and you want to move forward. No matter how poor your relationship was, try to empathize with their past situation in which the hurt may have manifested. Open your own heart to empathy.

❖ **Consider that your memories may have been altered by time.**

Our memories help us to understand the past. But ensure that you are truthful in your recreation of events and fair in their outcomes. Being honest with yourself and your past is the best place to start building the bridge of forgiveness.



❖ **Free yourself by the act of forgiving.**

The benefits in forgiveness are a release from old ways of thinking and feeling. Forgiving makes it possible to move forward in your life and not repeat patterns of the past. Find new joy, re-create the lost relationships you want with your parents and no longer stay stuck in the past. Remember that forgiving doesn't mean accepting behaviours, instead that you're trying to improve your life and perspectives. Many people have forgiven and you can too.

COMMUNITY EVENTS

Diabetes Awareness Month

November is Diabetes Awareness month, aiming to raise public awareness of diabetes and improve quality of life for diabetics. Learn more by visiting the Canadian Diabetes Association website at www.diabetes.ca.

When: November 2009

Veteran's Week

Veteran's week encourages Canadians to pay tribute to Canada's Vets and uphold the principles of peace & freedom for which they fought. See local newspapers for events.

When: November 5-11, 2009

Expressive Arts Workshop

This is a two part workshop for persons with dementia. They will be able to use various art modalities for therapeutic self-expression. Guest: Cher Curshen - Expressive Arts Therapist. Call Caitlyn at 416-322-6560.

When: November 26, 2009
2:00-3:30pm.

Golden Years Yoga

Chair Yoga, Yoga Tai Chi, flow and fitness classes for seniors based on principals of Geriatric Science. Please call 647-309-8528

or e-mail goldenyearsyoga@hotmail.com for more information.



“How old would you be if you didn't know how old you were?”

H1N1 FLU PREVENTION AT PREMIER

Premier Homecare is prepared for an emergency. Here's how:

- Proper hand washing training.
- Proper hand washing procedure included in every Client Care Plan.
- Certified in-house respirator fit testers.
- N95 respirators provided to employees.
- Gloves provided to employees.
- Provide information and encourage employees to get immunized.
- Educate employees and clients about H1N1 as well as other viral infections.
- Educate employees and clients about preventative measures to avoid illness.
- Updates on health and safety sent to both employees and clients regularly.
- Pandemic preparedness plan in place.

Are you interested in learning more about opportunities with Premier franchises? Call us to learn about owning your own Premier Homecare Services business.

1-877-884-1181

Caregiver of the Quarter Congratulations Cathy

**OUR CAREGIVERS
ARE THE CREAM
OF THE CROP!**

**Congratulations Cathy
for being our
Caregiver of the Quarter
for Autumn 2009!**

Cathy is a valued caregiver on the Premier team. She shows true commitment and compassion with every assignment. Cathy is highly professional and will always give you 100% to the clients!!

Thank you Cathy!



Subscribe to our Blog!

www.PremierHomecareServices.com/blog

Hot off the Press!

Franchise Opportunities with Premier

Premier Homecare Services is happy to announce that it is seeking qualified entrepreneurial individuals to acquire franchise locations within the *Greater Toronto Area*.

Premier Homecare Services' original location has been providing personal in-home care services from its North York office to the GTA for over five years.

The brand is well recognized within communities and amongst healthcare professionals across Ontario. "Due to Canada's aging demographics and shifting attitudes towards in-home assistance, the personal care industry is experiencing phenomenal growth!" says David Watson, Founder & President.



A **Premier** franchise location in the GTA offers a great opportunity to capitalize on an already well established market.

For more information, visit our website and click on the "Franchise Opportunities" link.

We would like to thank our community members for their continued support through referrals so that we can continue to assist those who need it most.

Would you like copies of OUR COMMUNITY Quarterly for your office or community center? Our pleasure!

Please call our Office at 416-510-8848.

Health and Safety Tips

Using a Hoyer Lift

Let us help you
& your family.
Call for your
complimentary,
no obligation
assessment today!



416-510-8848

OFFICE HOURS
Monday to Friday
8:30am – 5:00pm

**On-Call and
Available 24/7**

About Our Company

At **Premier Homecare Services** we choose to make a positive difference in our clients' lives. Our staff performs their collective duties with confidence, a sincere concern, commitment, cheerfulness, respect and genuine compassion.

Caring for a loved one at home who is immobile or who needs assistance to get up or lie down can be a daunting task. Proper lifting techniques for everyday objects are important and need to be used to protect the health of your back. However, assisting a loved one is a heavy task, even for professional caregivers. For family members and caregivers alike, lifting is often the hardest part of caring for an immobile person. Hoyer lifts allow a person to be transferred and lifted with a minimum of physical effort and if done properly, very safely.



Using a Hoyer lift can make your life easier, but how can you acquire one? Checking insurance coverage to see if there are lifts covered can be a place to start. You can purchase them, and often there are options to rent the equipment as well.

Tips on Operating a Hoyer Lift Safely:

- First and foremost you need to consult the safety manual of your particular model to ensure proper usage. If you're having difficulty understanding, or require a demonstration, ask the location where you are renting or have purchased it from for help.
- Always practice using the lift without the loved one inside first to ensure that you can operate it properly and with confidence.
- Having a professional caregiver, such as those at Premier Homecare Services in your home, who is trained in the proper and safe use of Hoyer lifts, puts your loved one in good hands.
- Make sure you never swivel the boom when the loved one is in the sling because their weight must be centered over the base legs at all times.
- Make sure you have the lift that best matches your needs. There are heavy duty lifts for very heavy loved ones, standing lifts, as well as manual or electric lifts. Manual lifts require you to "pump" up the lift, requiring some strength and movement.

Our **mission** is to help seniors remain independent in their own homes for as long as possible. We seek to improve the quality of life through dependable, caring service and thereby protect the dignity of seniors amid their transitions through aging. We further commit ourselves to assist families of seniors who struggle with their complex responsibilities while caring for elder parents. *We are here to help.*

Premier Homecare Services - Toronto
Serving your loved ones with dignity & respect.



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Email: infotoronto@homecarephs.com
Visit our Website: www.PremierHomecareServices.com