



Make a Donation and Make a Difference



Donations are an important part of our operation and assists us in providing quality services. Financial donations from individuals or corporations are always welcomed and most appreciated and **are accepted in person or by mail at:**

Nucleus Independent Living
2030 Bristol Circle, Suite 110
Oakville ON L6H 0H2

Please make cheques payable to: **Nucleus Independent Living**
Charitable Tax receipts are available. Thank you for your support!



Bill of Rights

A person receiving a community service has the right:

1. to be dealt with by the service provider in a courteous and respectful manner and to be free from mental, physical and financial abuse by the service provider.
2. to be dealt with by the service provider in a manner that respects the person's dignity and privacy and that promotes the person's autonomy.
3. to be dealt with by the service provider in a manner that recognizes the person's individuality and that is sensitive to and responds to the person's needs and preferences, including preferences based on ethnic, spiritual, linguistic, familial and cultural factors.
4. to information about the community services provided to him or her and to be told who will be providing the community services.
5. to participate in the service provider's assessment of his or her requirements and a person who is determined under this Act to be eligible for a community service has the right to participate in the service provider's development of the person's plan of service, the service provider's review of the person's requirements and the service provider's evaluation and revision of the person's plan of service.
6. to give or refuse consent to the provision of any community service.
7. to raise concerns or recommend changes in connection with the community service provided to him or her and in connection with policies and decisions that affect his or her interests, to the service provider, government officials or any other person, without fear of interference, coercion, discrimination or reprisal.
8. to be informed of the laws, rules and policies affecting the operation of the service provider and to be informed in writing of the procedures for initiating complaints about the service provider.
9. to have his or her records kept confidential in accordance with the law.

Stated from "Every Resident - Bill of Rights for people who live in Ontario long-term care homes"



Nucleus News

July, 2012

A Message from Nucleus Independent Living Interim Executive Director, Beverley John

Summer officially kicked off this year on Wednesday, June 20, 2012 making it the longest day of the year in our hemisphere. This is a leap year so the summer solstice occurred one day earlier. Usually the summer solstice is the longest day of the year and not the hottest. This year it was hot! We matched the previous high of 34.4 °C but with the humidity it felt like 41°. So you will notice we have lots of valuable tips on "How to Beat the Heat" on page 2 since the meteorologists are forecasting more heat alert days to come. Besides the heat, there are lots of good news stories. We recently held our Annual General Meeting on June 18, 2012. Our 2011/12 Annual Report is available on our website at www.nucleusonline.ca. We thank the consumers and staff who allowed us to feature them in our Annual Report. We also thank all consumers who returned their Consumer Satisfaction Surveys. Your feedback is important to us. We are committed to providing quality services and your feedback assists us to continuously improve our processes and systems. Our Employee Satisfaction Survey was completed at the beginning of June and we are looking forward to receiving the results. Additionally, the recent Ontario Budget announcements included the Seniors Care Strategy with a focus on the community and home care sectors. We are pleased with this commitment from the Ontario Government as the needs and demands for services continue to increase. Enjoy your summer and stay cool.



Throughout the day, you can perform leg exercises to encourage circulation, pushing blood from your feet back up to your heart. These include lifting the leg at the knee to straighten the leg. Another option is to lift your feet slightly away from your wheelchair pedals to point and flex the feet. Performing these exercises periodically can help you to maintain consistent blood flow.

Stay Fit! Encourage Circulation

Consumer Advisory Council

Our inaugural meeting occurred on May 25, 2012 at our Head Office, 2030 Bristol Circle in Oakville and was a huge success. The Council is comprised of 3 Representatives from each Program, Member of the Board of Directors, Program Manager, Executive Director and Executive Assistant. Representatives attended in person or by teleconference from Supportive Housing, Attendant Outreach and Supports for Daily Living Programs. The Terms of Reference for the Council were reviewed as well as local program and systems issues. All who participated felt the meeting was valuable and look forward to the next one in September. If you would like to add agenda items for the next meeting, please contact Laura at 905-829-4499, x127 or email laura@nucleusonline.ca

How to Beat the Heat

In the summer, the combination of high heat and high humidity can be very dangerous. To avoid heat-related illness:

- Drink lots of water and natural juices and avoid alcoholic beverages, coffee and cola.
- Avoid going out in sun or heat when possible.
- Stay in the shade and plan to go out early morning or evening when smog levels are lower.
- If you don't have air conditioning, keep window coverings drawn on the sunny side of your home, but keep windows slightly open.
- Keep electric lights off or turned down low.
- Take a cool bath/shower or cool down with cool, wet towels.
- Wear loose fitting, light cotton clothing and wear a hat outdoors.
- Avoid heavy meals and using your oven.

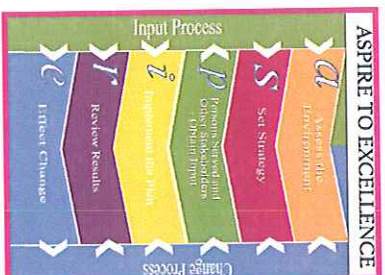


Get help from a friend, relative or a doctor if you have the following symptoms of heat illness: Rapid breathing, Weakness or fainting, More tired than usual, Headache or Confusion

Friends and relatives can help someone with heat illness by doing the following:

- Remove excess clothing from the person.
- Cool the person with lukewarm water, by sponging or bathing.
- Move the person to a cooler location.
- Give the person sips of cool water, not ice cold water.

If you become ill, faint, have difficulty breathing, or feel confused and disoriented, call 911 for emergency medical attention.



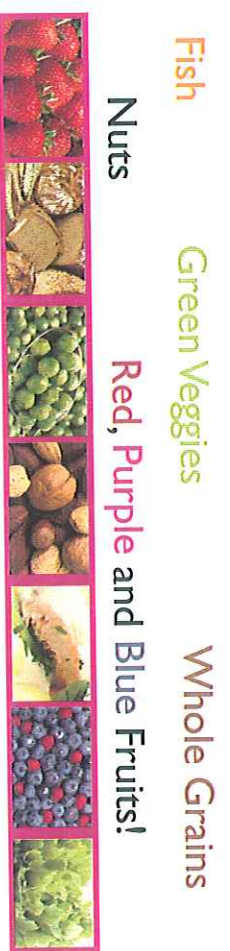
ASPIRING To Excellence. Accreditation Update

In the previous two newsletters we began introductions to the Accreditation Process. You note that the acronym **ASPIRE** is included on the poster to the left and you may wonder about the activities that take place to accomplish each letter. So let's begin with **A-Assess the Environment**. It's important for organizations to assess their natural state since the results of the assessment are what provide the foundation for development and implementation of organizational strategy. Organizations need to be relevant and responsive in a rapidly changing environment. Collection and analysis of information guide planning for future service delivery and excellence.

Food For Your Brain

Just like your heart, your brain also requires a steady supply of blood, oxygen and nutrients so it functions at its best. When plaque builds up in the arteries, it can interfere with blood flow, leading to a stroke or heart attack.

Anything that impedes blood flow is bad for your heart – and your brain. It's no surprise then that heart-smart foods – the ones that reduce plaque build-up and harmful oxidation – are the very same foods that are good for the brain. From whole grains to vegetables to fish, the nourishing foods that ward off heart disease can also reduce the risk of stroke. Here are the Best Brain Foods for you:



Nucleus Independent Living is a non-profit Health Service Provider funded by the Ministry of Health and Long Term Care through the Mississauga Halton Local Health Integration Network (MH-LHIN). To learn more about our services please visit www.nucleusonline.ca.