

SPRINTNews

A newsletter for SPRINT clients – JANUARY 2010

Helping People Live at Home Safely

Information Desk: (416) 481-6411

SPRINT promotes equality of opportunity for all clients

Dianne Wallace, Senior Director, Quality and Adult Day Programs

People with disabilities, including seniors, should have the same kind of opportunities as everyone else. At SPRINT, we want to do our best to ensure that all people who contact us, participate in our programs, or use our services are given excellent customer service that meets their needs.

Provincial regulations set out in the *Ontarians with Disabilities Act, Accessibility Standard related to Customer Service* are in effect for public sector organizations. They ask SPRINT “to use reasonable efforts to ensure that our policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equality of opportunity.” When starting services with our agency, all clients receive copies of our *Client Bill of Rights* and complaint procedures. These documents are always available on request and also posted on www.SPRINT-homecare.ca.

Please contact us at any time with your feedback in writing, by phone or email! – *Dianne Wallace.*



Clients asked to please be patient with delays during winter!

Many of our Personal Support Workers travel by public transit through freezing temperatures and winter blizzards to reach clients' homes. Our meals on wheels volunteers struggle to find parking spots on snowy roads and our drivers need to be extra cautious. We ask clients to please be

patient if we run a bit late due to the bad weather! And, if you know your schedule will change in the weeks ahead, please contact us as soon as possible!

Safety is our priority at SPRINT – for our clients, our staff and volunteers. Thank you for your cooperation.



Clients tell friends about SPRINT

Every month, our dedicated team of social workers has a close look at our telephone records to better understand who is calling our agency for assistance and why. You may be surprised to learn that hundreds of seniors phone our social workers every month!

Many SPRINT clients tell their friends and neighbours about our services and programs. If you know somebody who may benefit from our services, please don't hesitate to pass on this newsletter. An encouraging word from a neighbour or friend is sometimes all that is needed for a person to take that first important step and pick up the phone to reach SPRINT. *Our social workers are always ready to provide a listening ear.* They can also answer a wide range of questions. Consultation and counselling is offered free of charge.

Our social workers can be reached at (416) 481-6411. Please ask for the Information Desk.

New programs launched at Marjory Carton Apartments

A new gentle exercise class started up at Marjory Carton Apartments! The building is located at 193 Wilson Avenue and takes place every Friday from 10-11am. Already 33 participants have signed up for the classes and you are welcome. You don't have to be a tenant at the building to join the class.

Marjory Carton tenants recently learned more about the other services offered by SPRINT. In early December, a staff member from each program area came to the building for a “**meet and greet**” with the tenants. Staff shared what their departments have to offer and answered tenants' questions. Thanks for welcoming SPRINT, Marjory Carton tenants!

If you need more information about any of our 7 gentle exercise classes or would like to schedule a 'meet and greet' at your own building, please contact Justine. She is our Health and Wellness/Community Development Coordinator at (416) 481-6411 ext. 287.

Can you help your North Toronto neighbours continue to live at home safely?

Within resources available, SPRINT promises to provide subsidies to eligible individuals who are unable to pay for our services. Can you help us make a meaningful difference in the lives of other seniors? Here are some ideas:

- ✓ Make a donation in memory of a loved one.
- ✓ Ask friends and family to make a donation to SPRINT in lieu of gifts for an anniversary or birthday.
- ✓ Specify in your will that memorial donations can be made to SPRINT.
- ✓ Leave a bequest to SPRINT.

For more information, call Nandy Heule at **(416) 481-0669, ext. 248** or Executive Director Jane Moore at ext. 244. We warmly welcome your call.



Do you need a ride to a medical appointment? Please call the SPRINT **transportation department**



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