

FREE!

# EMBRACING CHANGE

Serving Boomers, Seniors & Caregivers in Wilmot, Wellesley & Woolwich Township

VOL 2 ISSUE 12 AUGUST 2020

[www.embracingchange.ca](http://www.embracingchange.ca)

Small Town Retirement Living



Feature Business of the Month

**Guardian**  
COOK'S PHARMACY



Community resource guide to help you and your loved ones age in place!

Independent Living • Retirement Apartments  
Full Service Retirement Suites • Assisted Care • Memory Care



“ The concept of a  
‘Village’ started some  
30 years ago here at  
Winston Park.

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which promotes both  
community and care in a  
completely natural way.

– **Ron Schlegel**,  
founder of Schlegel Villages



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## Tara Bott (Held)

EDITOR/PUBLISHER

## Rich Held, Don & Shirley Bott

DISTRIBUTION

## Jessica Uttley

DESIGNER



### LETTER FROM THE EDITOR

**Hello August!** The summer temperatures have arrived! I hope you are all staying well and enjoying these beautiful sunny warm days we have been receiving.

We continue to learn to “Embrace Change” as we navigate this new normal. Thank you to all of the readers who have been reaching out to me via phone, email and Facebook Messages saying how grateful they have been that the printed issues of Embracing Change have continued throughout this pandemic. We have

## On The Cover

These photos were taken around Wilmot Township. The Township of Wilmot offers residents a vast range of programs and services. From support programs, senior day activities, to many varied exercise opportunities at the Wilmot Rec Centre, we have it all! See Page 8 for the full story to see the many reasons why Retiring in Wilmot is so wonderful!

Cover story written by  
Patricia A. Olson

Cover Photo Credit: Charles Okum/@mirror\_with\_a\_voice is a freelance photographer who lives in New Hamburg. His passion is preserving memories.

been trying to find some new ways to make it easier for our readers to pick up their copies every month; so we have purchased some outdoor magazine stands and have placed them in various locations throughout Wilmot, Wellesley & Woolwich Township. A special thank you to the local businesses who have let us place these stands in front of their businesses! You can find the outdoor magazine stands at Sobey's New Hamburg, MeMe's Café New Hamburg, Cloverleaf Farms New Hamburg, Schmidtsville Restaurant in Wellesley, Foodland Elmira and Martin's Guardian Pharmacy in St Jacobs. You can also find the full list of other indoor locations to find copies throughout the Townships on page 16



## Self-Care Tip ~ Use Social Media Mindfully

Social media and other virtual tools allow you to connect with friends and family even when you're apart. But they can also have unintended consequences if and when using them becomes excessive or consuming. If you've noticed that spending time on any social media platform makes you feel tired or irritable, consider taking a break. How can you make sure you're using them wisely? The more personal your social media interactions, the better, experts say (think direct-messaging people rather than mindless scrolling). Use it intentionally. Be selective about who you follow and what tools you're using. And take time to disconnect. If you're feeling isolated, make a point to call a friend or family member once in a while rather than sending out another text or Facebook comment.

As always, thank you for picking up this issue, and for your continued support!

Tara



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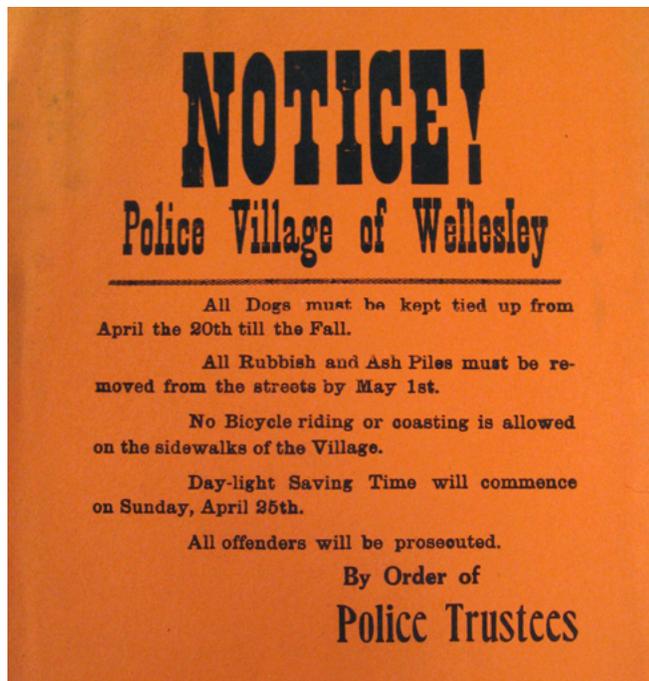
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### Editorial Policy & Disclaimer:

Embracing Change is proud to be a Community Voice. We hope to foster connections within the community in a positive way. The expressed or implied opinions of authors and advertisers are not necessarily those held by the publication, it's editor or publisher.

# INTRODUCING WTHHS Digital Collection

By Nancy Maitland, Wellesley Township Heritage and Historical Society



Over the past few years we have been scanning original documents relating to the history of Wellesley Township in order to make them available to residents and researchers. Look for them on our website under “Digital Collection.” These include minutes of various groups including Township Council (1866-1953), the Women’s Institute (1919-2008), the Telephone System (1919-1961), Light and Power Commission (1917-1965) and the perhaps most unfamiliar, Police Village minutes of the village of Wellesley (1908-1961).

What is a “police village”? According to the Canadian Encyclopedia,

“The police village, a category of local governing body in Ontario, predates Confederation. The original purpose was to establish a local body in a hamlet (“village”) to maintain public order (hence “police”) and deliver a limited number of services to rural township dwellers. The police village was created by a bylaw of the county council.”

Wellesley was established as a police village in 1908 by By-Law 588 of the County of Waterloo. Three trustees were appointed at their first meeting on

February 17, 1908: Henry Alteman, jeweller, Henry Forler, grocer and Peter Ottmann, farmer.

At their second meeting on April 10, 1908 they moved to “ask the County Judge to arbitrate in the dispute between the Police Village and the Township of Wellesley as the portion of Township funds to be granted to the Village by the Township and the secretary is instructed to communicate with his honor, the County Judge, to hear and decide in the matter at his earliest convenience.”

At their third meeting on July 27, 1908 they got right down to business and the approved the following notice: “That riding bicycles and coasting with express waggons [sic] on sidewalks is strictly prohibited, and anyone found guilty overstepping the above notice will be punished according to law, and above notice to be printed in the Wellesley Maple Leaf. “ Later, the rules became more specific and a similar notice was distributed which read,

**Notice!**

**Police Village of Wellesley**

**All Dogs must be kept tied up from April 20 till the Fall. All Rubbish and Ash Piles must be removed from the streets by May 1st. No Bicycle riding or coasting is allowed on the sidewalks of the Village. Daylight Saving Time will commence on Sunday, April 25. All offenders will be prosecuted. By order of Police Trustees**

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# Promoting Wellness in the Rural Community



**“I wish it need not have happened in my time, said Frodo. So do I, said Gandalf, and so do all who live to see such times. But that is not for them to decide. All we have to decide is what to do with the time that is given us”**

--- J.R.R. Tolkien

These ‘pandemic times’ are difficult, as we endure physical distancing, mask wearing and restriction of activities. These are isolating times leaving many people wishing they would not have happened, however this we cannot control, what we can control is how to live well within these times. I have come to realize that most if not all people have moments in their lives of saying “I wish it need not have happened in my time.” Life is wonderful and it is difficult. We all need individuals who walk with us, supporting, encouraging and challenging us as we seek to embrace and live fully, purposefully and gratefully with the time that is given us.

A little about us, ICC is proud to be serving its community for over three decades, founded in 1982 we are a registered non-profit organization under the direction of an elected volunteer board. We serve primarily the townships of Wilmot and Wellesley, and we stretch beyond into Waterloo region as a whole and into neighbouring Perth East, Blandford-Blenheim and East Zorra townships. We are committed to provide excellent Mental health services in our community that are accessible to all who request service.

Our mission and deep desire is to the strengthen the fabric of our community by empowering individuals, couples, and families to realize their emotional wellness and triumph over life’s challenges. The majority of the work we do is with individuals, couples and family

counselling, in addition we offer counselling groups, and workshops and psycho-educational opportunities in local businesses, organizations, schools, clubs and churches. During this covid pandemic we have started to create and post mental health videos to our facebook page and you tube channel as we seek expand our ways to promote mental wellness.

I am daily thankful for the wonderful community which founded and continues to support ICC. We are indebted to the partnerships we have with other community organizations, local business, service clubs, and churches, who support us with their time, finances and positive word about our services. We strive to be the place where local residents go to or encourage a friend, family member or colleague to reach out to for support, guidance and healing.

ICC is dedicated to being a safe place where all in our community can access mental health, grief, trauma, and relational support and healing. ICC’s dedicated professional staff are committed to work in an environment of confidentiality, with respect for the religious, philosophical, cultural and spiritual beliefs of each and every client, recognizing the important roles these values in hold in our lives.

When in doubt give us a cal. No call for support is the wrong call. We will determine with you how we can support your wellness concern and/ or connect you to the wide array of supports in our community.

[www.interfaithcounselling.ca](http://www.interfaithcounselling.ca)

[intake@interfaithcounselling.ca](mailto:intake@interfaithcounselling.ca)

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## FEATURE BUSINESS OF THE MONTH: COOK'S PHARMACY

# Why is Physical Activity So Important for Health and Wellbeing?

We know that staying active is one of the best ways to keep our bodies healthy. But did you know it can also improve your overall well-being and quality of life?

Here are just a few of the ways physical activity can help you feel better, look better and live better.

## It is a natural mood lifter.

Regular physical activity can relieve stress, anxiety, depression, and anger. You know that “feel good sensation” you get after doing something physical? Think of it as a happy pill with no side effects! Most people notice they feel better over time as physical activity becomes a regular part of their lives.

## It keeps you physically fit and able.

Without regular activity, your body slowly loses its strength, stamina, and ability to function properly. It's like the old saying: you don't stop moving from growing old, you grow old from stopping moving. Exercise increases muscle strength, which in turn increases your ability to do other physical activities.

## It helps keep the doctor away.

Stand up when you eat your apple a day! Too much sitting and other sedentary activities can increase your risk of heart disease and stroke. One study showed that adults who watch more than 4 hours of television a day had an 80% higher risk of death from cardiovascular disease.

Being more active can help you:

- ✓ Lower your blood pressure
- ✓ Boost your levels of good cholesterol
- ✓ Improve blood flow (circulation)
- ✓ Keep your weight under control
- ✓ Prevent bone loss that can lead to osteoporosis
- ✓ Boosts your energy level so you can get more done.
- ✓ Helps you manage stress and tension.
- ✓ Promotes a positive attitude and outlook.
- ✓ Helps you fall asleep faster and sleep more soundly.

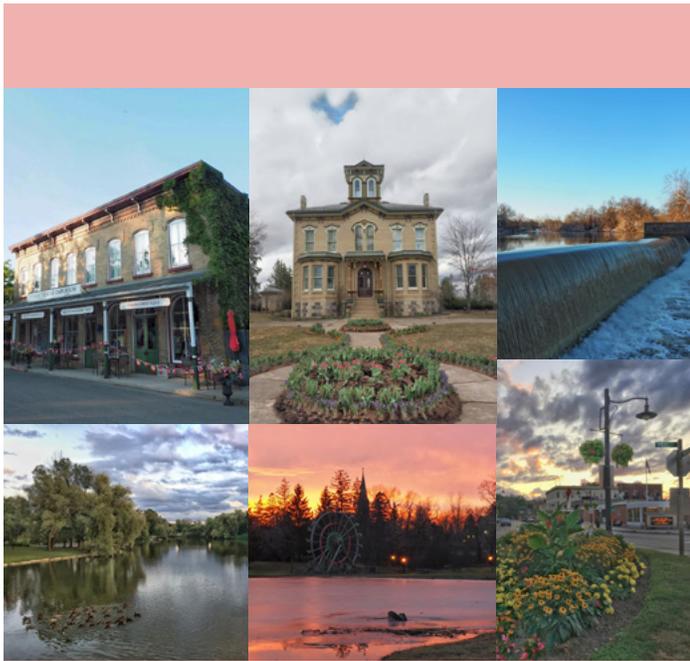
## It can help you live longer.

It's true, 70 is the new 60... but only if you're healthy. People who are physically active and at a healthy weight live about seven years longer than those who are not active and are obese. And the important part is that those extra years are generally healthier years! Staying active helps delay or prevent chronic illnesses and diseases associated with aging. So active adults maintain their quality of life and independence longer as they age.

So, this is easy! Just move more, with more intensity, and sit less. You do not have to make big life changes to see the benefits. Just start building more activity into your day, one step at a time.

# Guardian

## COOK'S PHARMACY



WHY WILMOT?

# Choosing Retirement in Wilmot

Are we THERE yet? Are we JUST ABOUT there? Retirement is one of life’s ultimate destinations. The journey to this rewarding goal at times feels unending. So many hills, valleys and stops along the way. We first survived childhood and adolescence. Education and careers followed. After finding a compatible mate, we then volunteered, prayed, laboured, and rode the roller coaster of life through valleys of multitude hardships, combined with life’s unimaginable joyful highs. Some of us have contributed children to the world’s cause. This seemed all too quickly to be followed by our experiencing empty nesting, loss of loved ones, and realizing our youth is fearlessly fading away. So, our tribunal cry became “Are we THERE yet!” Can we enjoy the fruits of our labour and embrace this reward called “retirement living”?

In speaking with my age group, I quickly learned that new retirees expect a LOT out of their retirement. They anticipate it to be active, stimulating, fun, but also

peaceful, comfortable, and convenient. Compared to our parents’ and grandparents’ retirement, this, and the next generations, do not want their rocking chair and to be playing chess, (hmmm? - maybe just a little?) but most are seeking an more active, meaningful and stimulating next stage of their life.

After moving to Wilmot for our retirement years and knowing the multitude of reasons why we chose here I set out on a mission to find out why others made the same decision. It seemed a logical choice to speak to local real estate agents. What were common features drawing their purchasers to our area?

**Alison Willsey** of Peak Realty in New Hamburg was happy to share her enthusiasm about Wilmot. With over 15 years experience in the real estate industry, and having lived in New Hamburg for eighteen years, she was quick to point out how very welcoming the communities in Wilmot are to newcomers.



When asked why people are retiring to Wilmot, she proudly began describing all the attributes and offerings this area had to offer. She said her purchasers are looking for a central location easily accessible to cultural activities and quaint historical towns.

“Location is key” says Alison. In New Hamburg, you are 30 minutes to Woodstock, 30 minutes to Stratford and 20 minutes to the Boardwalk on Ira Needles in Kitchener/Waterloo. To be this close to theatres, golfing, together with fine dining and a wide variety of shopping, is very appealing to people looking to escape the bigger cities and embrace a cleaner country living lifestyle. Retirement encourages her purchasers to be travelling. In Wilmot you are approximately 1.5 hours to International Airports in Toronto, London, and Hamilton. Health facilities are a priority. With state-of-the-art hospitals in Waterloo, Cambridge, Stratford, London, and Hamilton her clients are given peace of mind.

Alison enjoys talking about Wilmot and making her clients’ transition and move here as stress free as possible. She wanted to emphasize that new retirees coming to Wilmot bring with them new ideas which enrich our communities and wanted to thank them for becoming involved through their volunteerism and

joining service organizations and charities. She was quick to recognize that this group of newcomers has a lot to offer to their new home location. Wilmot is happy to welcome the new retirees and believes the entire community benefits from their arrival.

**Larry and Donna Kalyn** relocated to New Hamburg from Mississauga. They had looked for a 55+ retirement community for two years and travelled to many different locations in Southern Ontario in search of their ideal home. Upon discovering New Hamburg, they found a retirement community that was their perfect location!

Being “sports junkies”, 90-minute access to their much loved baseball and basketball teams was a high priority. Likewise, their two daughters live in Toronto and found the short trek to Mom and Dad a welcome respite from their urban lives.

Donna and Larry agreed with their daughters, and found the slower paced smaller towns and communities more relaxed and welcoming. They enjoy the rolling hills and beautiful country roads and frequently head off on adventures to explore historical villages and towns.

In New Hamburg they were pleased to find a great selection of restaurants and pubs mixed in with a wide variety of shopping opportunities. Once moved and settled, their new house “felt like home”. “Neighbours were genuinely friendly and easy to get to know. Not like in the big cities where you seldom even meet your neighbour”.

Larry is having fun out with the guys hitting the ice at the curling rink in Tavistock. Both are actively bowling and enjoying activities at the Legion in New Hamburg.

What a pleasure to chat with two such keen and happily settled new residents to our community. From exploring quiet country drives; to participating in local sports and activities; and to embracing all Wilmot has to offer, these two “newbies” are totally content in their vibrant new retirement community. The Kalyns represent a perfect example of the growing positive contribution retirees make to our Township!

**Tricia & Jim Miller** of ReMax Twin City in New Hamburg believe that Wilmot simply has it all! Both confidently stated that it was the “people” who live here that make all the difference! Jim laughed and said that when he



goes into town for a quick loaf of bread, he will be gone for an hour visiting with friendly, helpful people he bumps into.

Tricia was quick to point out that retirees enjoy retail amenities, including top notch restaurants and dining, boutique shopping, grocery stores, pharmacies, banks, florists, nurseries, car dealers and auto repair and so much more.”

“Of course, our location, set between Kitchener-Waterloo and Stratford, provides access to 3 top rated hospitals with specialities in cancer and heart care all only 20 minutes away. Locally we are well served with doctors, dentists, optometrists, chiropractors plus numerous specialty health services. For travellers, Wilmot is only 1 hour from either Toronto, Hamilton, or London airport. and just 20 minutes from the Kitchener airport.”

Both were proud of The Wilmot Rec Centre. This recent addition provides ice rink facilities, a multi-use pool, a walking track, and a variety of classes for year-round physical fitness plus outdoor walking trails across the Township. In Wilmot there are retirement communities as well as numerous bungalow condo developments and of course options for senior apartments as well.

“The overriding message we hear from clients, (whether new to the area or home grown), is the feeling of community. We have churches, service clubs, the Wilmot Family Resource Centre, the Interfaith Counselling Centre, and the Thrift Store all providing not just assistance to those in the community, but an opportunity for many to volunteer.”

Jim closed by sharing a Hallmark Moment: It was Christmas time and crowds were gathering for the downtown lighting of the annual Christmas Tree. Just then a soft snow started to fall. The MC cried out “This is what small-town living is all about”. And with that, he expressed the sentimental moment of enjoying the magic of friendships and community in their hometown. This is living in Wilmot!

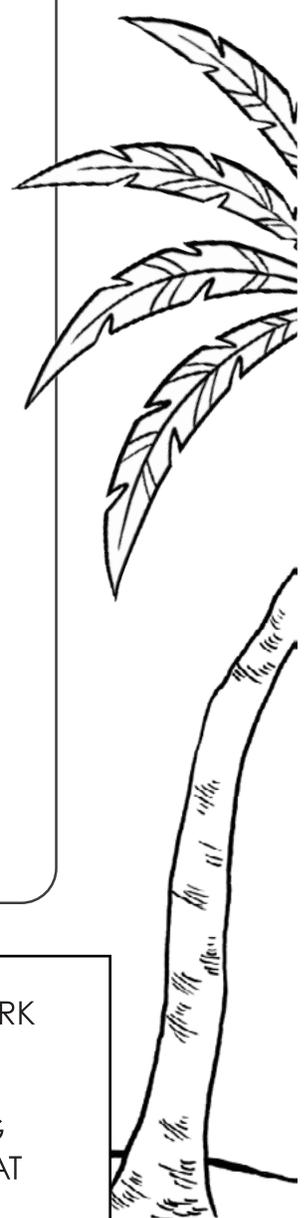


**Ron & Peg Dodds** travelled from New Zealand to Milton and chose to retire in New Hamburg. This adventuresome couple dedicated over twelve years spending six months in Alexandra New Zealand, and six months in Canada.

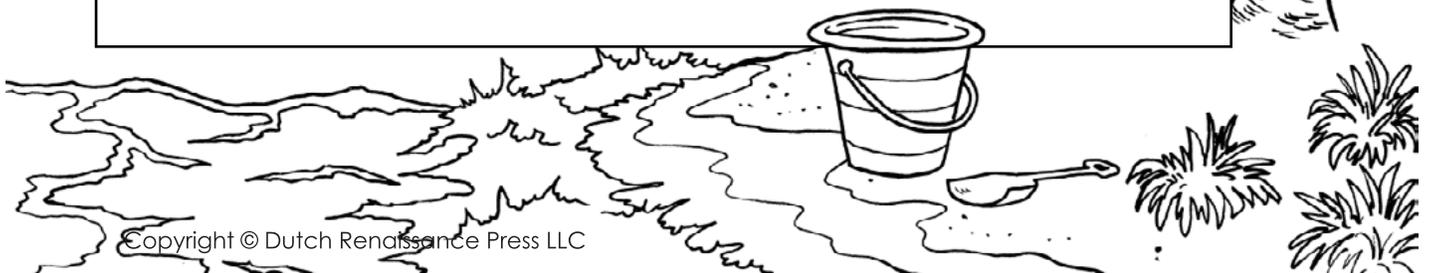


# Summer Word Search

B F G P W W S C A M P I N G S P X  
 A A N R V D L X T C B N B B F O Q  
 A I R C I W V O X W Q Y E B G O H  
 T E R B W L H G I C S A B T J L U  
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| RELAXATION | BARBECUE | VACATION         | WATER PARK |
| TRAVELING  | OCEAN    | SWIMSUIT         | LAKE       |
| HOT        | BEACH    | AIR CONDITIONING | POOL       |
| SUNSHINE   | SUNBATHE | SWIMMING         | CAMPING    |
| POPSICLE   | GRILLING | ICE CREAM        | SPEEDBOAT  |



# Laughing Matters!

Spot The Difference 10 to find!



“Are you the tooth fairy?” my seven year old asked, after yet another tooth fell out. Very impressed that she picked up on this, I assured her that I am in fact the tooth fairy. My bubble was burst a few minutes later, when after thinking for a few seconds she asked, “How do you get into the other kids houses?”

When it came time to put down roots, they went in search of a retirement bungalow in a small town. The small community of New Hamburg reminded them of the farmlands of New Zealand. They were happy to settle into an atmosphere where the local storekeepers remembered your name, and people always had time to say hello and greet them warmly. Ron was so pleased to see that here in Wilmot, you get to know and enjoy your neighbours. He shared that they now have a wonderful “gaggle” of new friends in their 13-unit complex.

In talking with these two vibrant folks, you had the feeling that they lived the expression “seize the day”. Ron described the fun he has with his buddies cycling the various trails and how he enjoys teaching students the ukulele. Peg is an avid quilter and was thrilled to find two well stocked helpful quilt stores in town. Both these go-getters walk Schmidt’s Woods regularly and take advantage of the wide variety of programs and classes offered at The Wilmot Centre.

By belonging to a traveling club called Friendship Force, they host visitors from all over the world each for a week’s stay. They love revisiting all Wilmot has to offer and seeing the sites from their travellers’ perspective. International visitors were amazed at the size of Wilmot’s local farms and the fact that there were often no fences. To them, the farmer’s large barns which house cattle were unusual as well. Ron and Peg were proud to take them to see theatre productions at our neighbouring town of Stratford and to tour country roads meeting Mennonite neighbours with their horse and buggies. Such a variety of sights to see and people to meet. Entertaining guests is as simple as venturing out to explore Wilmot.

By first retiring to New Hamburg, and then the bonus of being able to showcase the area to international family members and friends, their new home has proved to be a happy destination on their life’s journey. It was wonderful to hear how proud this energetic couple were to be actively engaged in our community with so many new friends to enjoy. It was so great to hear that these retirees now think of New Hamburg as their own hometown!

**Angela Baas** of Royal LePage Wolle Realty in Waterloo has been a real estate agent since 2010 and is proud to serve retirees moving to our area. She shared that buyers retiring to senior communities in Wilmot, like the caring active community lifestyle where everyone is like family and it feels like home. She also reminded me that as we move into our retirement years, many of us relocate to be closer to family, and often her purchasers are doing just that.

The above pull of a warm family community, combined with the varied selection of amenities close by such as farmers markets, theatre, a wide variety of dining choices gives new retirees the best of both small town and urban living.



There are numerous hometown services and amenities nearby if we did not want to venture into the city. She referred to gems such as the Wilmot Recreation Centre, top quality grocery stores, first class caterers, and knowledgeable hardware stores. Angela believes that everything you could possibly need is close at hand and offered by the smaller towns. “You are

about seven minutes from everything you could need”. She enjoyed sharing how much easier it is to have your car washed in Baden, work with a personal trainer in New Hamburg and just generally not having to wait in line for services like you do in the bigger cities. However, with The Boardwalk so close, if you are looking for more adventuresome shopping and dining you can take advantage of the best of both worlds.

She feels that Wilmot calls to those who would like quieter days and nights as compared to the larger urban centres, but who also want the safety of being close to major health care facilities. For visiting family and friends, and for taking off on international adventures abroad, having access to airports and train travel is important when choosing your retirement home.

Angela also personally loves being part of a senior community which support local businesses during the COVID Pandemic. She has seen friends and clients order food from local restaurants and practice safe social distancing with friends by “driveway dining”. Food is delivered, friends are safe outdoors (at a safe distance) and everyone benefits from the camaraderie plus contributing to local establishments.

The Township of Wilmot offers residents a vast range of programs and services. From support programs, senior day activities, to many varied exercise opportunities at the Wilmot Rec Centre, we have it all! How lucky we are to be provided with these opportunities and to be embraced by this community’s welcoming longtime residents?

Tara Bott's Embracing Change Magazine provides information on many of the excellent dining, shopping, and exploring possibilities. Check out the numerous articles, ads, and guides to help you enjoy all Wilmot has to offer.

Wilmot welcomes our age group with open arms, appreciating our contribution to the community through our volunteering efforts, and our financial contribution to the local economy. We in turn appreciate this beautiful area of Ontario to call our home.

When the question on our seeking retirement living was asked "Are we THERE yet?"

We clearly are. Congratulations on choosing to live in the Wilmot. Let the best of Retirement Living be enjoyed in our beautiful area. I'll be looking forward to seeing you soon out exploring.

**Embracing Wilmot!**

**Written by**  
**Patricia A. Olson**



## RURAL CONNECTIONS:

# Seniors Centre Without Walls

## New Program for Seniors in Woolwich, Wellesley & Wilmot

We all agree that COVID-19 has created a new normal and making it hard for human connection. What do we need to do to make sure our connections with others are as strong today as they were in the beginning of 2020? It may take a while until the old normal comes back. Until that we depend on virtual connections, thanks to the many virtual platforms available. However, those virtual platforms are not accessible to everyone. For those who have no access to a computer and wanting to connect with others for social, emotional and other support, a new phone-based program is being launched.

Community Care Concepts of Woolwich, Wellesley and Wilmot, Woolwich Seniors Association, Woolwich Community Services, Woolwich Community Health Centre, Woolwich Counselling Centre and Wilmot Family Resource Centre are starting "Rural Connections: Seniors

Centre Without Walls." The program allows seniors to connect with others by a phone and have fun, engaging conversations, activities, social time, information sharing, learn new skills, and create new connections with other seniors in the community. This free program will consist of a small group of seniors (between 10-15 people) having a conversation on a specific / informational topic, recreational activities and other topics of their choice using the old school technology- a telephone.

## How it works

- To participate in the scheduled "Rural Connections: Seniors Centre Without Walls" phone-based group, please register by calling **519-664-1900** or **1-855-664-1900**.
- Once you have registered, the leaders of the program will call you 5 minutes before the scheduled conversation time with the topic of the day.
- The program offers a 30-minute interactive telephone conference at no cost to you.
- No special equipment is needed. Just your phone
- In order to maintain privacy, your phone number will not be shared with others.

# How to Choose the Right Home Care Organization

An ageing population, the introduction of CoVid and subsequent situations regarding Long-term Care facilities and group living arrangements, has brought us to a new point in our considerations about ageing in place.

Staying in one's own home for as long as possible, is the increasingly preferred choice amongst the majority of older adults. Therefore, the need and demand for in-home medical and non-medical support is rapidly increasing.

With this said, the time to rationally research and review the various homecare options available to you or a loved one is now. Making decisions during a crisis situation can become easily overwhelming. Choosing a homecare provider can be a difficult decision, so it is important to ask the right questions in order to make this important informed decision.

Government supplied support is sometimes the first place to begin when seeking required care. Discussions can occur in the hospital or by calling your Local Health Integrated Network (LHIN) and discussing the available options with a Care Coordinator. There is a need to be "eligible" for LHIN support services such as required assistance with activities of daily living or ADLs (bathing, dressing, grooming). Shift times and frequency are allocated based on these needs. LHIN personal support is often task focused and can be limited in how much is available to the person requiring help at home. Even with this said, we are fortunate to have this option available to us in Ontario.

Whether or not you choose to participate with LHIN Support services, Family-funded/client-funded care is an alternative or supplemental option to Government supplied homecare, extending the amount and frequency of support services available. Family-funded organizations are paid through private funds such as by family, the client themselves or through insurance or health benefits. Family-funded Homecare organizations can vary in the type of services offered (important to clarify), how often they can offer these services, and the cost per hour.

When looking into Homecare, below are some questions to ask in order to perform your due diligence and to be able to properly compare the Homecare providers.

Once you know what you need, begin by asking what type of services the organization provides and confirm the tasks included in their services, such as:

- ▶ Personal Care Support- Activities of Daily Living (ADLs) meaning bathing, dressing and grooming; Instrumental Activities of Daily Living (IADLs) consist of light housekeeping, laundry, meal preparation, companionship etc.
- ▶ Nursing- does it include Nursing assessments, wound care, foot care, vital signs and medication management?
- ▶ Transportation, errands and attending medical appointments

## **Will my loved one be safe?**

Asking the Homecare Organization questions about their caregivers, screening practices, police checks (vulnerable sector screening required) and screening tools is very important. You will need to feel confident that the Homecare provider provides exceptional caregivers.

- ▶ Are the employees screened locally and federally by the Homecare Organization?
- ▶ What is the employment status of caregivers within the company-are the caregivers "contracted" or employees of the business?
- ▶ What type of insurance does the company have for their employees or are the employees bonded?
- ▶ Does the Homecare Organization provide their caregivers with the proper PPE (personal protective equipment) to keep themselves and my family safe?

## **How does the Homecare Organization Select and Schedule their Caregivers?**

Scheduling caregivers is not easy, it is a large puzzle that constantly changes. Sick days, vacation days

and availability of caregivers, added into client requested and preferred times of care and last minute cancellations, make the system very complex to plan. You will need to know:

- ▶ What is your minimum shift time? Some organizations require 2 hours, 4 hours or more as a minimum time requirement per shift. This needs to be very clear for you.
- ▶ Are there exact support visit times or is a “window of time” given?
- ▶ Can the Homecare Organization provide some consistency in caregivers coming into my home?
- ▶ How are the caregivers selected for me or my family?
- ▶ If a caregiver is sick and unable to attend the shift, how is this handled?
- ▶ If my loved one does not like a certain caregiver, how is this handled?
- ▶ Are caregivers scheduled daily weekly or monthly? Monthly planning allows for a more consistent care team.
- ▶ Am I able to receive the scheduled calendar?

**How much does Family-funded Homecare Cost?**

Family-funded organizations can provide the much needed respite for caregivers or supplement family or government supplied support. The hourly cost between local, privately run Homecare Providers

can vary within different communities and geography. Some questions to ask regarding the cost are:

- ▶ Is there a Contract or Agreement to sign? What is the cancellation policy?
- ▶ How much do you charge per hour? Is there a minimum shift length required?
- ▶ What is your policy for client shift cancellations?
- ▶ Is your work covered by Insurance or Extended Health Benefits?
- ▶ Tell me how you invest in your employees/ caregivers
- ▶ How often are invoices sent out?

The decision to allow a professional caregiver into your home to support you and/or your family member or loved one, may be life changing. As in any critical decision making process, becoming educated and informed can assist in providing the best possible outcome. It is never too early to start the research process and don't be afraid to ask the important questions!

---

Article provided by:  
 Laura Greenway-Balnar, R.N., B.A.Sc Gerontology  
 Owner/Careplanner  
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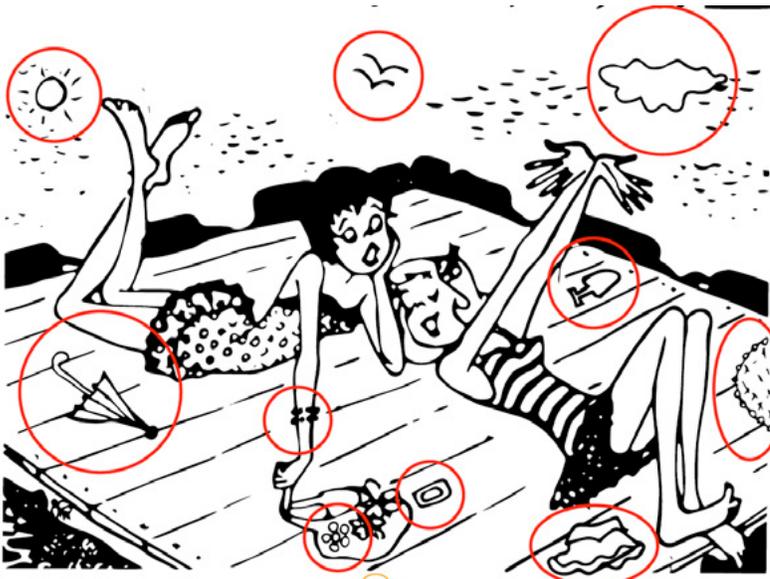
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# Ask the Doctor

with Dr. Nicole Didyk

## Substitute Decision Makers

What if you need one to speak for you?

Almost every day I have a conversation with a patient, or family member about what could happen in the future. The conversation starts off with two little words: “What if...”

Most of us don’t want it think about what would happen if we became very ill or disabled and couldn’t speak for ourselves to make a medical decision, but it is a possibility.

Everyone should think about who they would want as their Substitute Decision Maker, or “SDM”. The SDM makes a healthcare decision on behalf of someone who can’t speak for themselves, either because they can’t communicate, or can’t understand their situation and the choices being presented.

### Here are a few facts about the SDM:

1. There is a SDM Hierarchy in Ontario, with a legally-appointed guardian in first place (such as a designated attorney for personal care), a close family member in second (spouse, parents or children, siblings or other relatives), and the Public Guardian and Trustee as the SDM of last resort.
2. In order to be an SDM, a person must be at least 16 years old, must be capable and available to act as SDM, and must be willing to do so.
3. The SDM only speaks for the person if the person is incapable. At any other time, the

person themselves is in charge. The SDM can give advice, but the person has the final say, if they are capable.

### What should you do?

If you have a partner or family member whom you trust, and they are willing to act as your SDM, then you don’t need to do anything. But if you want someone else to be your SDM, then it’s best to appoint that person as your attorney for personal care. You can talk to a lawyer about that, or go online at [www.speakupontario](http://www.speakupontario) or call 1-800-349-3111 ext 31 to get the Power of Attorney for Personal Care Booklet.

Talking to your SDM about your goals and values is another important part of this process. Thinking about “What if” is much easier in a less stressful situation before a crisis happens, and it empowers us to have our say, when we can’t speak up ourselves.

**If you have questions for Dr. Didyk, please email them to [embracingchangeinfo@gmail.com](mailto:embracingchangeinfo@gmail.com). You don’t need to give your name or any identifying information.**

#### Disclaimer:

Any comments Dr. Didyk may make regarding an individual’s story should not be construed as establishing a physician-patient relationship between Dr. Didyk and a caregiver, or care recipient, and should not be considered a substitute for individualized medical assessment, diagnosis, or treatment.

# Safeguarding Your Mental Health During COVID-19



provided by Interfaith Community Counselling Centre

One of the leading researchers and writers on the topic of psychological trauma, Bessel van der Kolk, recently shared his thoughts on what we are now experiencing as a global community. According to van der Kolk, this pandemic has the potential to be psychologically traumatic and we must pay attention to this and safeguard ourselves. The good news is that with awareness and intention, we can take action to care for our mental health. In the days ahead, be aware of the following:

## The need for predictability

During times of crisis when life feels chaotic and out of control, our ability to create a sense of order in our day becomes critical to our mental well-being. Make sure that you create a daily and weekly schedule of activities. Schedule something every week to look forward to and schedule time for fun and connection with others (for example, a virtual game night with family/friends, ordering take-out one night a week, a bike ride).

## The need for movement

We have stress hormones that drive us to move and protect ourselves during times of high stress. The lack of movement puts us at risk of holding this stress in our bodies, so we need to take action, to move. What are you doing to stay active? Even while staying at home, we can find movement through walks, household chores, online yoga, playing with the dog.... It can be difficult to motivate ourselves to move at times like this. Remember the great line from Frozen

II, “When one can see no future, all one can do is the next right thing.” Keep moving.

## The need for connection

We are social beings and don't exist as individuals in isolation, even at this time of physical distancing. Interacting with others shapes who we are. When we cry or laugh, we need others to cry or laugh with us. When we are connected to others, we feel alive. Take time to connect through family meals, games, storytelling, music-making... Use Zoom, FaceTime, or phone calls to stay in regular touch with family and friends not in your home. As you are safely able, increase your social bubble and see others face-to-face.

## The need to connect with ourselves and not numb or space out

Numbing out is an attempt to protect ourselves from pain and terror, yet we must be able to feel our body safely in order to be in touch with ourselves and connect with others. There are many ways that we can numb out, such as through excessive time watching TV, use of social media, or use of alcohol or drugs. Learning to regulate our emotions, behaviours and thoughts safeguards our mental health and keeps us from feeling out of control and simply reacting to a situation. Learn to observe your emotions and thoughts by practicing mindfulness. Once you can observe what is going on with you, you are better able to take control and make choices. Having someone to talk to about what you are observing, or writing in a journal, can be helpful tools that grow self awareness. See the link below for some great resources to support you in this:  
<https://blog.calm.com/take-a-deep-breath>

## The need to maintain a sense of time and sequences

Right now, it feels like time has stopped and this pandemic will last forever. But, if we pay close attention, we will notice that every moment is different from the next. Time does not stand still. Mindfulness helps us notice shifts in thoughts and feelings. These things pass. Living with an inner sense of the passage of time

and shifting of experience safeguards us from trauma.  
<https://www.besselvanderkolk.com/blog/licia-sky-on-coming-to-your-senses>

### The need to feel safe

We all need safety. From birth, the nurturing touch of others provides physical and emotional safety; and as we grow, we also seek private spaces to which we can withdraw and create safety. While we don't have complete control over our environment and are at times vulnerable, we can do our best to create a physically and emotionally safe space for ourselves right now. Following safety guidelines related to COVID-19 and practicing these mental health guidelines can provide you with an increased sense of safety. Unfortunately, we do know that there has been an increase in domestic violence during this pandemic. If you are in an unsafe space please reach out to one of the following community agencies:  
 Women's Crisis of Waterloo Region (KW: 519-742-5894) (Cambridge: 519-653-2422)  
 Sexual Assault Support Centre of Waterloo

Region at 519-741-8633  
 Waterloo Region Sexual Assault Domestic Violence Treatment Centre at 519-749-6994  
 Canadian Mental Health Association Here 24/7 crisis line at 1-844-437-3247  
 Emergency Services at 9-1-1

### The need to have a sense of purpose

Throughout our lives we need a sense of meaning, and in times of crisis, this becomes even more important. COVID-19 doesn't have to keep us from maintaining a sense of purpose in our days. What are you good at? Practice and indulge. Help others, cook meals, read to kids, sing, make masks.... Stay in touch with your culture, spirituality, and professional identity.

While this pandemic has the potential to be traumatic, we have the potential to grow beyond the trauma. We have an opportunity here. We are being forced to slow down and think about what we need and what we value as individuals and in our community. We can use this newfound experience and wisdom as we move forward into the weeks and months ahead.

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# R - E - S - P - E - C - T

## Costs Nothing / Means Everything

One time, during my 12-year tenure as a college instructor conducting business courses, I arranged for a guest speaker for a Customer Service class. His mission: talking of the importance of respect in our daily lives – both personal and business.

He introduced us to 4 words to help us to remember the key concepts.

**A – Assumptions:** how it's so easy to prejudge others, without any knowledge of them

**K – Knowledge:** finding out a little bit about them starts a connection

**A – Awareness:** we then become more sensitive about them as individuals

**U – Understanding:** 'walking a mile in their shoes' prevents us pre-judging others

Or, maybe we are turned off by not only what they say; but how they say it. When this occurs, it's very effective to use the word "I" vs. "You". (As in, "I feel uncomfortable with that language, etc ... vs. "You shouldn't say that, etc.")

Finally, we were reminded to connect instead of just converse. Often times, we are so concern with getting the next word in, we miss the opportunity to pick up on what has just been said – getting deeper into the other persons experience – which promotes respect. (Like peeling off the layers of an onion, so that you get beyond the superficial.)

This then prevents us falling into the trap of staying in our own 'bubble'... tending to be more concern with our wants, our needs and not being aware of the damaging effects our

lack of respect can cause others. I can point to an example of someone who lived this every day.

Bob, as my mechanic for over thirty years, has taught me a lot about cars; but a lot more about life.

In all the time that I've known him, I've never seen him loose his temper; and as a younger family man, I remember how hard that was when you're trying to balance family responsibilities and job pressures.

One time, my wife gingerly drove our car into his extremely busy corner garage – with parts of the muffler system dragging on the ground. She said that Bob stopped everything that he was doing, took her car in, fixed it all up and sent her on her way, in no time at all.

A few days later, when I dropped in to thank him; I asked how he was able to just stop everything he was doing like that... when his shop was already full of cars he and his staff were working on. He simply said that if it had been his wife who was in a similar situation; he'd like to think that some other mechanic would do the same thing.

There are many other examples of Bob's philosophy on life – like lots of folks – but saying it and living it, are two different things.



'Music in Me' writer Fred Parry is a lover of people and a collector of stories, music, wisdom and grandchildren.

Find him at [www.fredparry.ca](http://www.fredparry.ca)

# Staying Healthy During COVID-19 Means Keeping Up with Regular Care

provided by Woolwich Community Health Centre

How is your COVID-19 new normal? Have you ventured out into public spaces yet? Have you put off any healthcare like regular checkups and dental care? Now is the time to check back in with your healthcare provider about how your routine care and periodic checkups need to be handled now? Seniors and people with underlying chronic health issues that affect your immune system, or respiratory system need to be especially careful. BUT you still need care, especially if your healthcare provider hasn't seen you in a while we want to know you are doing OK.

Here are some questions we'd like you to think about. Are you taking your medications as you should? Are you getting some exercise even if stuck at home? Are you getting access to fresh fruits and vegetables that help you to eat well? Are you sleeping adequately? Are you drinking plenty of water and staying cool? Are you connecting with friends and family regularly? Do you feel lonely? Are you worrying more than usual? If you finding you are struggle to cope please don't hesitate to call your healthcare provider or telehealth for advice – there is lots of help locally and on-line.

For some, having to visit the doctor's office is a terrifying thought, but there are some things we cannot do over the phone and we need to see you in person. Here are some of the things that we have done at the Woolwich Community Health Centre to keep you safe.

Patients are screened by phone before each appointment, and when they arrive, for symptoms of COVID-19 – such as cough and fever, travel to an affected area or exposure to someone who has symptoms. The appointment will be postponed until you don't have symptoms that could indicate

you have the virus or you've been tested.

Most visits are now virtual by phone or computer, we try to do as much before you come to the office to minimize the amount of time you are in the clinic

Your car, buggy or a spot outside the office is the "waiting room".

Only you the patient will be allowed into the clinic unless you need assistance

Masks are required on site – everyone is wearing them, please understand they keep staff as well as you safer. If you forgot your mask we will provide you with a cloth mask that you can take home to wash and use again.

We have removed items such as toys, magazines, books, information leaflets and computer check in stations to minimize the risk of infection in our waiting rooms.

Patients with respiratory symptoms are seen in one exam room and preferably at the end of the day to try to minimize risk

Don't forget to wash your hands before and after your visit

We hope you continue to stay well – we have all adapted to these changing times and seniors are among the most resilient in our community – after all many of you have "seen it all" and can help to bring perspective to what seem hard to adapt to, you know will soon be part of just how we go forward.



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# Be Alert to Scams Related to the Pandemic

article was written by Edward Jones

On one hand, the coronavirus (COVID-19) has brought out the best in us with people across the country pitching in to help others. On the other, a small number of people are trying to take advantage of the situation. How can you guard against these scam artists? For starters, be aware of three common scams connected to the virus.

Websites claiming to help and track the pandemic – Look out for websites that claim to help you work remotely or provide financial resources to the afflicted. These sites may try to trick you into giving up personal information, donate money or load malware onto your computer. Don't trust information technology (IT) "helpdesk" agents you don't know. And check out any obscure organization claiming to help virus victims through a reputable charity evaluator, such as [charityintelligence.ca](http://charityintelligence.ca)

Products claiming to prevent or cure the disease – When there's a real treatment for the virus, it will be big news, and the news will come from an organization like the Government of Canada. Until then, ignore any claims of "miracle" cures. Not only will they waste your money, but, if you click on attachments from "phishing" emails advertising these fake cures, you could end up supplying crooks with your sensitive data.

Financial help or "perfect" investments – The coronavirus has caused two separate, but related, areas of stress. The first is the health concern, and the second is the financial and investment component. The enormous volatility of the financial markets has caused much concern among investors, and scammers are seizing the opportunity to offer financial

assistance or "risk-free" or "guaranteed" investments "perfect" for this particular time. Again, responding to these types of offers can bring you nothing but trouble. Your best move is to stick with a long-term investment strategy based on your goals, risk tolerance and time horizon.

One more suggestion: Warn your older relatives and friends about the increased potential for scams. Older adults are usually the most susceptible to fraud, and now, when they may be more isolated than before, they may well be even more vulnerable. Urge them not to make any sudden, out-of-the-ordinary financial moves.

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## How a dementia diagnosis can impact family and friends

Alzheimer's disease does not change a person's need for love and affection, but it changes many aspects of a relationship. You may lose the companionship of someone who has been close and important to you. You'll need to find different ways to express your feelings.

Some of the most common feelings families experience are guilt, grief, loss, and anger.

### **Guilt**

It is quite common to feel guilty—guilty for the way the person with dementia was treated in the past, guilty at feeling embarrassed by their odd behaviour, guilty for lost tempers or guilty for not wanting the responsibility of caring for a person with dementia.

### **Grief and loss**

Grief is a response to loss. If someone close develops dementia, we are faced with the loss of the person we used to know and of a relationship. People caring for partners may experience grief at the loss of the future that they had planned to share together.

### **Anger**

It is natural to feel frustrated and angry—angry at having to be a caregiver, angry with others who do not seem to be helping out, angry at the person with dementia for their difficult behaviours and angry at support services. However, if you worry that you could lose control, it is important to discuss your feelings with someone such as your doctor or a staff person from the Alzheimer Society. You can reach us at 519-742-1422.

### **Ask for help and keep family members informed**

Sit down with the members of your family and ask what they are willing to do to help. Give them ideas and suggestions. Don't just assume that they know what you need. Assume that most people are doing the best they can under the circumstances.

If you keep the lines of communication with your family and friends open, they will be able to understand more easily what you and your family member are going through. The better they understand, the more willing they'll be to pitch in and help.



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# Let's Protect Each Other. Wear a Face Covering.



Effective July 13th, by-laws have been put in place requiring face coverings in enclosed public places and on public transit in Waterloo Region. Wearing a face covering on its own will not replace other important measures like physical distancing, regular hand washing and staying home if you are not well. Even if you are not experiencing symptoms, a face covering will help to protect others when you talk, cough or sneeze. The following guidelines have been developed by the Region of Waterloo's Public Health Department:

## Choosing the Right Face Covering For You (Please do not share!)

- Made of lightly woven cloth or fabric, with at least 2 layers.
- Do not use plastic or non-breathable materials.
- Secured by elastics or ties, not tape.
- Fits snugly with no gaps.
- Covers your mouth, nose and chin.
- Does not impair your vision.

## How to Put on and Wear Your Face Covering

- Ensure your face covering is clean and dry.
- Clean your hands before touching your face covering.
- Ensure your hair is away from your face.
- Place the face covering over your nose, mouth and chin and secure it to your head or ears with ties or elastics.

- Adjust if needed to ensure your nose, mouth and chin are fully covered.
- Your face covering should fit snugly to the cheeks. There should not be any gaps.
- Clean your hands again.
- Avoid touching your face or face covering while wearing it.

## How to Remove, Store and Wash Your Face Covering

- Clean your hands.
- Remove the face covering by un-tying it or removing the elastics from your ears.
- Handle the face covering by the ties or elastics.
- Avoid touching the front or "inside" of your face covering when removing it.
- Store your face covering in a paper bag, envelope or something that does not retain moisture if you are wearing it again.
- Clean your hands again.
- Disposable face masks should not be washed, reused or recycled.
- Wash your face covering if it becomes wet or soiled. Wash with laundry in a hot water cycle.

## Exemptions to Wearing Face Coverings

- Children under the age of five
- Anyone unable to wear a face covering due to a medical condition or disability.
- A person engaged in a sport or other strenuous physical activity.
- A person who is assisting or accommodating someone who has a hearing loss/hearing disability.
- A person who is consuming food/drink as part of a religious activity within a place of worship.

No proof of exemption is required. Please show kindness to those not wearing face coverings.

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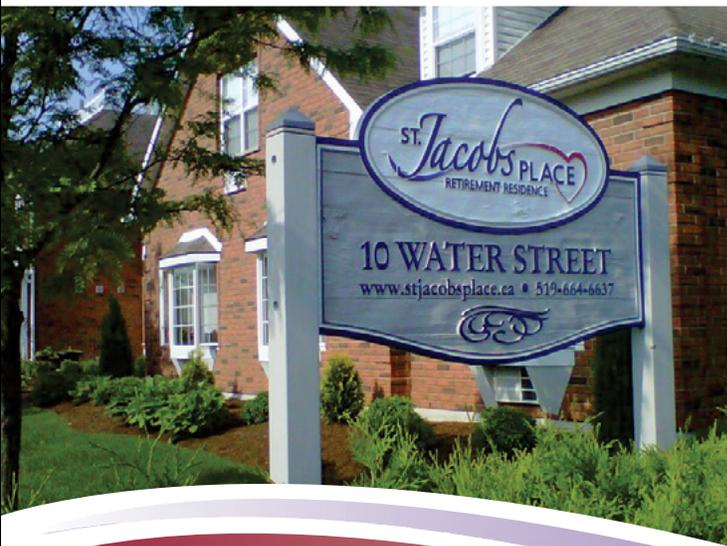
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The COVID-19 global pandemic has put incredible stress on Waterloo Region's individuals, families, and businesses. Ontario quickly released a \$17 Billion plan to expand hospital capacity and testing, give cash-flow relief to businesses, and provide direct support to individuals and families. With your support, the Province is restarting the economy in a safe and responsible way.

In the last two years, Ontario has provided greater investment in local hospitals and schools, improved infrastructure and public transit, strengthened community services, and created a favourable environment for small businesses and the agri-food sector. While we must remain vigilant of COVID-19, I'll continue to work hard to deliver key local investments for our riding.

Thank you,

Working for Kitchener-Conestoga: Two Years in Review

**Health & Education**

- \$9M boost for local hospital non-COVID operations in 2020-2021
- \$7.4M to expand cardiac care at St. Mary's Hospital
- Free preventative dental care for low-income seniors
- WRDSB and WCDSB Per-student funding boost
- \$9M for local skilled trades training

**Infrastructure & Public Transit**

- New Highway 7 funding committed
- \$11.9M for local rural broadband expansion
- \$60M for 17 regional public transit projects
- \$4.7M for bridge rehabilitation in Wilmot and Woolwich
- Doubling GO train service from Waterloo Region

**Municipal & Community Services**

- \$8.5M to fight gun and gang violence
- \$2.2M to modernize and streamline township services
- Strengthening volunteer fire services
- Fair and Open tendering for regional projects

**Business & Agriculture**

- Cutting the small business tax rate by 8.7% and lowering WSIB premiums
- Protecting farmers and the food supply by enacting stronger measures against illegal trespassing
- Boosting agri-food projects, access to international trade, and e-business through the Canadian Agricultural Partnership



Discussing food safety and protections with local farmers



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# Lentil Brownies



Makes 16 squares (2")

## Ingredients

- 1 cup canned brown lentils
- 3 Tbsp water
- ½ cup olive oil
- ¾ cup cocoa powder
- 1½ cup granulated sugar
- ¾ tsp salt
- 1 tsp vanilla extract
- 3 large eggs
- 1 cup all-purpose flour
- 1 cup semisweet chocolate chips

## Directions

1. Preheat oven to 350°F.
2. In a food processor, puree lentils with water until smooth.
3. Mix lentil puree with oil, cocoa powder, sugar, salt, and vanilla extract.
4. Whisk eggs into the mixture, one at a time until evenly mixed.
5. Fold in flour and chocolate chips.
6. Line an 8" x 8" pan with parchment paper.
7. Add batter to pan.
8. Bake for 25-30 minutes, or until centre appears firm.
9. Let cool before slicing into 16 - 2" squares and serving.



## Nutrition in disguise

- Lentils are the key ingredient of this recipe.
- Lentils boost protein and are a source of soluble fibre.
- Fibre is crucial for digestive health and regular bowel movements. It helps you feel full and may improve cholesterol levels.

## Nutrition facts

Serving size: 2" square (85 g)  
 Calories: 287 kcal  
 Protein: 5 g  
 Carbohydrates: 41 g  
 Fibre: 3 g



Brought to you by: University of Guelph, University of Waterloo, Schlegel-UW Research Institute for Aging, and Schlegel Villages.  
 This academic work was made possible with the generosity of George Weston Limited and Loblaw Companies Limited.

## Send us your jokes!

Do you have a joke, riddle or something just too funny not to share?  
 Feel free to spread the laughs with us here at [embracingchangeinfo@gmail.com](mailto:embracingchangeinfo@gmail.com)

We thank all participants for their submissions, due to space restrictions only selected entries can be featured in each issue.

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# Lentils in brownies?

## Food that tastes good and is good for you



Many older adults have been isolating due to COVID-19 and this means more meals are being prepared at home. If your home-cooking is needing a little excitement, researchers at the Schlegel-UW Research Institute for Aging (RIA) have created easy recipes with a new twist on classic favourites. By adding healthy ingredients that taste good and are good for you, the recipes help older adults get the nutrition they need.

Heather Keller, Schlegel Research Chair in Nutrition and Aging says, for a variety of reasons, many older adults may not get enough key nutrients in their diets to support their health and well-being. They may be adjusting to cooking for one or two, or have a poor appetite or difficulty chewing so they choose simple foods that taste good and are easy to eat.

“The reality is, most people want to eat sweets and things that taste good. So, we thought perhaps we can put nutritious ingredients in foods that people want to eat. Something can taste good and also be good for you,” she says.

That’s the idea behind Nutrition in Disguise, a series of recipes that ‘hide’ ingredients you wouldn’t typically find in things like sweets – like putting lentils in brownies (see recipe below), or wheat germ in muffins. Lentils add protein and fibre. Wheat germ adds fibre and vitamin E. These are often both lacking in the diets of older adults.

“We recognize malnutrition is a big issue whether in acute or long-term care and there have been efforts to address this problem. But the focus is often on energy and protein and we seem to have forgotten that good nutrition – and therefore good health and well-being -- is also about vitamins, minerals and fibre. With these recipes, we hope to change that.”

Keller and her research team worked with chefs and students from the University of Waterloo and the University of Guelph to develop 21 recipes which they tested first at the RIA in September 2018. The top 10 from that session were then tested by older adults living in three local long-term care and retirement homes. Testers were asked to share their opinions on the taste and texture of the food, and these results helped whittle the list down to eight.

Recipe cards have been created for those eight foods. The cards include not just how to make the recipe, but also information about how the ‘disguised’ ingredient makes the food healthier. The recipes can be downloaded from the RIA website as a full collection or individually.

Keller’s team is also making these recipes available in long-term care and retirement living. The recipes have been tested in large batches and the team is working with industry partners to incorporate the recipes into menu planning tools. Fact sheets for chefs, food service managers and dietitians who work in long-term care are being shared to show how different ingredients can easily be incorporated into food to enhance the nutritional value – like lentils for fibre, or squash for Vitamin A.

Next up for Nutrition in Disguise? More recipes! Working with Conestoga College culinary students and the Ontario Centre for Learning, Research and Innovation in Long-Term Care at the RIA, the team hosted a cooking challenge to develop recipes using plant-based proteins. The recipes are being refined before sharing.

For more information about Nutrition in Disguise or any other RIA projects, visit [www.the-ria.ca](http://www.the-ria.ca) or contact us at [info@the-ria.ca](mailto:info@the-ria.ca).

*The Nutrition in Disguise resources made available through the Ontario CLRI are based on research completed by the Schlegel-UW Research Institute for Aging, the University of Waterloo and the University of Guelph, in partnership with Schlegel Villages. This research was made possible with the generosity of George Weston Limited and Loblaw Companies Limited.*

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### Wellesley Township Community Health Centre

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Karen Weber | 519-662-3150

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### Mary Friesen - Edward Jones

Financial Advisor | 519-578-4141

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### New Hamburg Office Pro

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### The Village at University Gates

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## Waterloo Regional Police Non Emergency

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## Crime Stoppers

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## Ontario Poison Centre

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## TeleHealth

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## Waterloo Wellington LHIN

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## Community Care Concepts

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## Retirement Homes Regulatory Authority

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## Elder Abuse Response Team

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## Interfaith Community Counselling

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## Hospice of Waterloo Region

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## Alzheimer Society of Waterloo Wellington

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## Township of Wilmot

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