



# VHA Voice

ISSUE 7 ■ SUMMER ■ 2016

## Beat the Heat!

The extreme heat of summer can be dangerous. Here are tips to stay cool.

**Drink water:** To stay hydrated, keep bottles of water in the freezer for activities on the go.

**Use fans:** Put a bowl of cold ice water in front of a fan to make a temporary air conditioner.

**Soak your toes:** Did you know you can soak your feet in water as a quick way to cool down?

**Chill out:** Shopping malls, community centres and movie theatres are some air conditioned places to escape the heat.

More summer tips at: [bit.ly/vhabeatingtheheat](http://bit.ly/vhabeatingtheheat)



## The Top Ten: 2016 Client Choice Award Winners

**We asked, you answered!** VHA is focused on keeping clients and their families involved in much of what we do. So when we asked for your help finding Client Choice Award winners, we received more than 300 nominations! It was a tough decision, but we hope you agree that each of our winners is deserving. To view the videos, visit [bit.ly/2016clientchoicewinners](http://bit.ly/2016clientchoicewinners).



**Antonella Gagliano**  
Personal Support Worker Coordinator  
Nominated by Barbara Lean

"I nominated Antonella because she's always pleasant and considerate of a client situation," says Barbara. "Having different people come in alone was very hard for my mom and Antonella was trying her best to get the same people repeatedly. She thoroughly went out of her way while doing this for me."



**Cecelia Parris**  
Personal Support Worker  
Nominated by Susan Beyani

"Cecelia has been with Rebecca for 13 years. For me as a mother to know that Rebecca is in the hands of someone like Cecelia brings me a great joy and relief," says Susan. "She's like an angel and I'm blessed."



**Emily Laxamana**  
Personal Support Worker  
Nominated by Sanmugam Balasingam

"Emily has been my PSW for the last seven months and she has

been very devoted and conscientious," says Sanmugam. "She's touched my heart and is one of the best PSWs that I ever had."



**Esteban Silvestre**  
Personal Support Worker  
Nominated by Jean Hawryluk

"I don't know what it is about him (Esteban), but he makes me laugh!" says Jean. "He knows what to do right off the bat... He's sensitive to everything. To have somebody that comes in like that is a miracle. He's in a class by himself."



**Jill Lindo**  
Registered Nurse  
Nominated by Suzanne Retter

"Bert thought Jill was amazing. If he was feeling unsure about something, all I would say was 'I'll call Jill' and it would put his mind at ease," says Suzanne. "She took the time to answer questions and help me understand what Bert was going through, which made it very easy for me to take care of him because I knew what was going on. I never felt in the dark."



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Email [communications@vha.ca](mailto:communications@vha.ca) or call 416-489-2500 ext. 4344, toll free at 1-888-314-6622 ext. 4344





**Julita Ahmed**

Personal Support Worker

Nominated by Margaret Freeland

“Julita has been my caregiver for about 15 years. Every day she impresses me,” says

Margaret. “In the time slot she comes, she does more than enough to make me feel comfortable. In fact, without her coming in every day, I would be quite lost. She always goes out of her way to take care of me and that’s a real blessing.”



**Lily Yang**

Physiotherapist

Nominated by Agnes Siron, Kathleen Hull & Cela Jones

“Lily has gone above and beyond for me.”

says Agnes. “She is passionate in her role,

kind, dedicated and very creative to instill my participation towards my goal. What touches the heart is to know that there is someone who really cares and pours love without reservation.”



**Maria Almanza-Robledo**

Home Support Worker

Nominated by Sylvanita Jones & Wendie McGuigan

“I’m extremely lucky that Maria is the one that comes to do my homemaking,” says

Wendie. “Besides being one of the most pleasant people I’ve ever known, she’s one of the most accommodating and hard working. You don’t get too many people like Maria... I think she makes the most of her life in every aspect that she can.”



**Desmond Kiu**

Personal Support Worker Coordinator

Nominated by L.R.

“After knowing Desmond for a year, I found that his respect and treatment for the client, along with his communication skills, are outstanding!” says L.R. “His follow-through is not just a job to him. It’s a calling.”



**Van Bation**

Personal Support Worker

Nominated by Marsha Halpern

“Van does his job with his heart,” says Marsha. “Initially my dad was extremely hesitant to have anyone come into the home. Once he met Van, he changed his mind totally. He was actually happy that Van was coming and looked forward to his visits.” Philip, Van’s client, describes him as “more like a friend because he makes you feel a lot safer and a lot better.”

# A Night Out For Caregivers

VHA Home HealthCare, with support from its Client and Carer Advisory Council, hosted a **Caring for the Caregiver** event at St. John’s Church York Mills on June 22.

Caregivers had an amazing time receiving massages from the massage therapy students at Bryan College and being treated to desserts. They also left with some powerful strategies to avoid caregiver burnout from speaker Lori Ives-Baine, who is also the Grief Support Coordinator at The Hospital for Sick Children.

We thank everyone who made it out and look forward to hosting more caregiver-focused events in the future!



## Become a partner! Share your voice!

VHA is always looking to improve. Join the conversation. If you would like to share your thoughts and become a Client Voice partner at VHA, please contact **Stacey Ryan** at 647-460-8595 or [sryan@vha.ca](mailto:sryan@vha.ca) for more information.

