

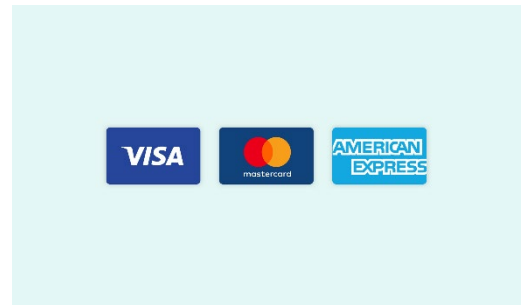
Welcome to the first edition of our HIMH Client Newsletter!

We are so excited to present this communication tool to you. Our hope is that our newsletter keeps you connected to Happy in my Home (HIMH).

Exciting advancements headed your way in 2026:

Payment by Credit Card

Coming to HIMH in February 2026, payment by credit card will be accepted.



Please contact us should your address, phone number or email address have changed since 2025.

Please contact: Financial Assistant Jessie Clutterbuck at **905-682-3800 ext. 703**.

Online Booking

WE ARE LOOKING FOR CLIENTS TO TEST OUR ONLINE BOOKING SYSTEM

If you are currently using our Meals on Wheels or Transportation services, and would like to test our booking system, please contact your service coordinator by **February 18, 2026**.



Program Spotlight: Transportation

For over 20 years, our Transportation Program has been safely driving you to medical and non-medical appointments. The coordination of the transportation services is completed by a team of three individuals. Please read below to meet our transportation coordinator:

Sue Moore has been with the HIMH for nearly 15 years scheduling daily rides in the Grimsby, Lincoln and West Lincoln area.

Michelle Grillet has been with HIMH for 6 years assisting the St. Catharines, Thorold, Niagara Falls, NOTL & Fort Erie clients with their transportation needs.

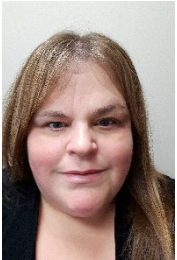
Timara Kalybaba works in the Welland, Pelham, Port Colborne and surrounding areas and has been scheduling the transportation needs of her clients for 5 years.

The Transportation Coordinators appreciate having the opportunity to enhance your independence by ensuring you have access to safe and reliable rides.



Meet some of the Happy in my Home Team:

Each issue we want to connect names and voices with faces and plan to introduce you through pictures to some of the coordinators you have been speaking to on the other end of phone calls and emails.



Carolyn Askeland- Executive Director

Carolyn has been with Happy in my Home for almost 11 years. She works closely with the Agency's Board of Directors and leads her Team with kindness and resilience when implementing strategic direction.

When she isn't buried under work tasks, you can find Carolyn using her world-famous problem solving skills mapping out her next road trip across Canada, ensuring to stop at all large roadside attractions. Her goal is to see them all!



Nadia White- Program Manager

Nadia has been with the agency for 2.5 years. As Program Manager, Nadia works closely with her team of supervisors and coordinators to ensure that all programs run like well-oiled machines. She also oversees the Joint Health & Safety Committee, confirming that everyone involved with the agency are informed, aware and safe when delivering services. When she is not at work, she is juggling schedules and balancing quality time with her friends and family. She has mastered multi-taking at its finest.



Jessie Clutterbuck-Financial Assistant

Jessie has been with the Agency since 2012 and has held many titles during her tenure including Meals on Wheels Coordinator, Transportation Coordinator and Accounts Receivable Coordinator to name a few. Outside from



keeping the Agency's books, records & invoices accurate, Jessie enjoys indulging in some very luxurious leisure activities. Outside of work Jessie likes to camp, bake, garden, sew, take care of her grandchildren and above all else, score a good deal while thrifting! And just in case you didn't know, she is the calmest Energizer Bunny you'll ever meet!



Fran Moar-Administrative Assistant

Fran has been with Happy in my Home for just over 3 years and is one of the friendly faces you may have met at the front desk in the St. Catharines office. She spends her time supporting the Executive Director, processing invoices and assisting with payroll. Her excellent attention to detail comes in handy when she is planning trips to warm destinations and spending time with her family & friends. Fran is always willing to help and never forgets anything!



Laurie Elliott-Leach- SAH Program Manager

Laurie has worked with Happy in my Home for over 16 years serving members of the community doing home safety assessments that promote independence and mobility. Laurie leads 3 partner agencies in Hamilton, Haldimand-Norfolk & Brant County doing fall prevention assessments for older adults & adults with disabilities. When she isn't making safety recommendations, you can find Laurie skiing the slopes or walking her dogs all while being empathetic to those around her.

Lindsay Dressel-Community Development Specialist



Lindsay has been with the Agency for 7 months! She supports the team with building relationships out in the community, spreading the word about all of the incredible services Happy in my Home offers, develops sponsorships and generates donations that go directly into our



programs! When Lindsay isn't in the community sharing all the agency good news, you can find her somewhere outside camping or hiking in quiet lost corners of the earth. Lindsay always stays positive and keeps in good spirits believing that good things happen to good people. She loves being able to brighten the days of others with her friendly disposition.

Morgan Long- Grocery Delivery Coordinator



Morgan has been with Happy in my Home for almost a year now.

Morgan spends her days searching through flyers to make our client's dollars stretch while ordering their groceries online. She coordinates a Team of Volunteers to deliver the groceries and always helps her

clients ensure they have what they need! When Morgan isn't working, you can find her demonstrating endless patience while spending time with her husband and 4 young children lost in a campground up north.



Jessie Loisel-Home Maintenance and Repair/Snow Buddies Coordinator

Jessie has been with HIMH for over 11 years, recently transitioning from a Wellness Supportive Living Coordinator to HMR and Snow

Buddies Coordinator. Between matching students with older adults for snow shoveling and assisting clients by selecting the most appropriate service provider for their repair needs, Jessie can be found scouting out cute little coffee cafes for breakfast! Known for her top-notch organizational skills, she somehow manages to keep everything running smoothly-both at work and at home with her husband and two young sons.

Know your healthcare options

Where to go to access the care you need



When to seek primary care

Primary care providers offer care in different settings such as doctors' offices, walk-in clinics, nurse practitioner-led clinics, community health centres, mobile units and more.

Your primary care provider will:

- Diagnose and treat common illnesses and injuries
- Make referrals to healthcare specialists for help with a specific condition and support in managing a chronic condition (such as diabetes or high blood pressure)
- Provide regular checkups, including physicals and routine screening tests, and write prescriptions for medication



Pharmacist-led Care
Pharmacists in Ontario can now prescribe medication for 13 conditions.
Ontario.ca/Page/Pharmacies



When to go to an Urgent Care Centre

Niagara Health has Urgent Care Centres in Fort Erie and Port Colborne, which treat patients for health concerns that are not an emergency but can't wait for a scheduled appointment with a family doctor or other primary care provider.

Seek treatment for:

- Nausea, vomiting, flu, coughs, colds and fevers
- Ear, nose, throat and eye problems
- Minor cuts that may need stitches
- Sprains, strains or sports injuries
- Minor asthma flare-ups or allergic reactions

Niagara Health Urgent Care Centres

Open seven days a week from 10 a.m. to 8 p.m.

Fort Erie Site, 230 Bertie St. | Port Colborne Site, 260 Sugarloaf St.



Virtual urgent care
Access urgent care without leaving home by visiting UrgentCareOntario.ca



When to go to an Emergency Department

Go to your nearest Emergency Department if you are in need of serious medical attention. Call 9-1-1 for life-threatening, time-critical emergencies.

Seek treatment for:

- Trouble breathing
- Bleeding that won't stop
- Chest pain or pressure
- Broken bones and partial or total amputation of a limb
- Traumas or injuries to the head
- Deep cuts or wounds
- Severe burns or pain
- Poisoning
- Loss of consciousness, unable to wake
- Sudden headaches, dizziness, weakness, numbness, trouble seeing or speaking
- Mental health issues (overdose, thoughts of suicide, self-harm or harm to others)
- Severely ill or injured children and infants
- Obstetrical emergencies (early pregnancy complications, labour and delivery)

Niagara Health Emergency Departments:

St. Catharines Site, 1200 Fourth Ave. | Niagara Falls Site, 5546 Portage Rd. | Welland Site, 65 Third St.

Health811 can give you advice 24/7 on where to go for care.

Call 8-1-1 (TTY 1-866-797-0007).

For more information and wait times, please visit NiagaraHealth.on.ca/KnowYourOptions