

We Focus First and Foremost on You

Whether your needs are companionship or help in your day to day, more support in your personal care or intensive around the clock care, we focus first and foremost on you. Your personal preferences, your social and emotional needs, your physical and mental abilities are our focus. This continues along the cycle of care, from the active living, through the palliative, and to the end of life.

As a professional provider of home care support services, we also need to be knowledgeable and sensitive to medical conditions and how they impact your life experience. This is the case whether you are living with dementia, Parkinson's, stroke, diabetes, heart conditions, depression or any manner of physical or mental health concern.



Call
Mosaic Home Care
Home Care Support and
Lifestyle Companionship

416.322.7002

Quality, Person-Centered Care for all your Home Care Needs!

PERSON-CENTERED HOME CARE

- Our complete Home Care Package + our Lifestyle Services to include the integration of our "The Meaning of Me" model for the person under our care.

The Meaning of Me® – Person-Centered Care has been around for ages but it is the model that Mosaic has created that makes us different from other private home care companies.

- Client services monitor care and are available after hours and weekends
- Caregivers are personally introduced and we regularly perform home visits
- Caregivers trained for complex care needs

NURSING

- Medication, pain and symptom management
- Monitoring, charting and care plans
- Complex care needs (palliative, dementia, Parkinson's etc)

COMMUNITY RESOURCE CENTRE

- Resources for families with care needs
- Regular fun, educational and social events
- Mosaic's Memory Cafés/Mosaic Community Table Talks

MOSAIC'S ELDER CARE PLUS®

- Care Management integrated with home care
- Expert advice provided by registered Social Workers



Mosaic Home Care Services & Community Resource Centre

105 Wilson Avenue, Second Floor, Toronto, ON M5M 2Z9

Tel 416.322.7002

www.mosaichomecare.com | info@mosaichomecare.com

Close to public transit | Free parking



MOSAIC

Home Care Services & Community Resource Centre

at

SHEPHERD VILLAGE

A Caring Christian Seniors' Community



If you would like to enquire about starting services or to book an assessment contact us at our offices at 416.322.7002 and speak to one of our client services representatives.



WINTER 2026
Newsletter

Canada Proudly Canadian

About Mosaic, Our Community Resource Centre, and our Newsletter

We are an internationally recognized provider of person-centered community integrated home care. Our model addresses the wider social and emotional needs of the person and their families both in their homes and in their communities. We are **not a franchise, not American-owned, and not backed by private equity firms. Mosaic stands apart as a truly Canadian company committed to the well-being of our clients and caregivers.**

We operate a resource centre and pop-up events around the Toronto (GTA) and York Region. These provide a wide range of events to the community as well as information on community resources. Our events are mostly free and include social, educational,

physical, cognitive, historical, festive and many other monthly activities. All our programs are all-inclusive and memory friendly. We provide Community Cafés, Growing Wellness Cafe and knitting programs.

This newsletter provides information on our many events as well as our wider community outreach and speaking events. People of all ages are welcomed and respected as persons of meaning, being and community.

What a difference we make!®



An Update from the Principal Owners of Mosaic Home Care Services & Community Resource Centre

Jane and Nathalie

What is happening within the Home Care Industry?

Many home care providers are being taken over by companies focused on aggressive acquisition based growth. These include an increasing number of private equity vehicles that look to acquire and sell within short time frames. In order to finance acquisition, pay off debt and reward equity investors, and ultimately exit the home care market, the predominant focus is often on raising cashflow withdrawn from the business as opposed to longer term investment in care and care standards.

What does all this mean for the delivery of person-centered care within our communities?

We are definitely seeing more and more providers using the term person-centered when describing their services. But are we really seeing meaningful developments in person-centered care and community engagement or are we just witnessing a rewording of existing service representation?

Are service providers addressing the wider needs of the person as a whole, as a human being first and foremost, as opposed to primarily assessing clinical incapacities and delivering services to address these care needs? Both processes can produce a personalized care plan but only one of them is going to be person-centered.

Are care providers aware of what makes up person-centered service frameworks, of those areas of the wider person that come within the scope of their service and those areas that do not? How do they connect, or connect the person, with the wider universe of care and community to ensure the intrinsic capacities and needs of the person are addressed? We know that we cannot meet all needs, which is why we look to a person and a family's social networks and the wider community's assets to help facilitate person centeredness and care objectives. This is part of our formal model of person-centered care.

Does care assessment, care planning, care oversight and delivery employ a non-clinical lens of engagement and is it co-produced with the person and their family? A person centered care assessment will often take longer than straight forward "what supports do you need?". It should address "the physical, social, emotional, cerebral, spiritual, creative and cultural assets and capacities of a person" and care planning and care oversight ways of enabling these capacities while supporting the person with their care needs. This also means that a home care organisation needs to possess much more than just care coordination skill sets.

More profoundly, it takes time, culture, long term service development, training and constant re-evaluation of the fundamentals of person-centered care to be able to deliver it, meaningfully and effectively. It needs to be managed; it is a

fundamental living framework a deeply embedded organism and skillset within the organization.

Person centeredness is something that runs right through the organization, from senior management and operations, to care oversight, navigation and coordination, to the front-line caregiver. A recent 2024 report "The implementation of person-centered plans in the community-care sector: a qualitative study of organizations in Ontario, Canada" emphasized the importance of culture and

commitment to person centeredness across the organization:

"in order to be successful, commitment to this process should extend across all levels of the organization, be fully integrated into organizational service delivery, and be reflected in organizational philosophy, values and views of persons-supported"

So the question is clear. Can the home care model be one focused primarily on cashflow and acquisition while at the same time claiming to be empathic and person centered? Are private equity and growth focussed acquirors of home care fundamentally empathic and person-centered?

We cannot be both. Why? Person-centered care requires organizational support and commitment from the top and empathic structural discipline focused on the person and their intrinsic capacities with services and service delivery merely a means to an end as opposed to an end in itself. And, person-centered organizations are not merely focused on clients and families, but staff, front-line caregivers and communities.

Person-centered care organizations are building, with others, the social capital and supportive communities of today and tomorrow. They are organic complex and ultimately community connected entities that need close attention and support.

Home care is a very competitive industry, easy to enter but extremely hard to gain a meaningful foothold. The ability to differentiate yourself from the competition is therefore important. This makes it all the more attractive to use terms such as person-centered care in order to do so.

Finally, we would like to draw your attention, if you have time, to our podcasts featuring Professor Andrew Miles & Professor Sir Jonathan Elliott Asbridge from The European Society for Person Centered Healthcare who will discuss the slow adoption of person-centered care in the health care system and the difficulties in implementing it within health care organizations, concerns which are echoed in the academic literature addressing person-centered care.

Jane Teasdale and Nathalie Anderson



Health Made Simple: Navigating Care in North York

Date: Friday January 9, 2026

Time: 11:00 a.m. to 1:00 p.m.

Location: Mosaic's Community Hub

Located at Armour Heights Presbyterian Church, 105 Wilson Avenue (parking at the front of the church on Saunders Street, close to York Mills Station, Wilson bus or any bus going west)

Registration required

How can I help you?



NORTH YORK TORONTO
HEALTH PARTNERS
ONTARIO HEALTH TEAM
COMPASSIONATE NORTH YORK



NORTH YORK
GENERAL
Here for life.

fhc
FLEMINGDON
HEALTH CENTRE

FUNDED IN PART BY THE GOVERNMENT OF ONTARIO

WITH SUPPORT FROM:

Scotiabank

Join us for an interactive session on how to navigate the health care system.

Learn about:



Chronic disease prevention and management, no invasive tests needed

- For conditions such as congestive heart failure (CHF) and chronic obstructive pulmonary disease (COPD)



Local health care and community services

- The Health Resource Centre at North York General
- Information about cancer screening programs
- Connect to primary care (family doctor/nurse practitioner)
- Possibility to receive on-site health services from select health care providers
- North York Seniors Hotline and more!

About the event:

- A light lunch will be provided.
- Health care services and referrals are free.
- Resources available.

Western Whirl - YOU ARE WANTED! A Western-Themed Community Event

Join us for an unforgettable evening of Western fun, food, line dancing and live music!



Saddle up for a hearty meal featuring BBQ favourites, baked beans, corn, and sweet treats! Interactive activities include line dancing, games, photo booth fun, and more surprises for everyone! Western attire encouraged: Dust off your boots, grab your cowboy hat, and show off your best western look!



Live Band Music: Over 35 years experience entertaining audiences of all ages! Get ready to dance the night away to the toe-tappin' tunes of the incredible **Sugar Rush** – bringing the energy of the Wild West to the stage! Will guarantee a great time! **Limited spots available, reserve your spot today.**

Date: Friday January 23rd, 2026 Time: 4:30 p.m. to 7:30 p.m.

Location: Armour Heights Presbyterian Church (105 Wilson Avenue, North York)

(Free parking. Close to public transit.)

Cost: \$10 (Collected upon arrival)

ARMOUR
HEIGHTS
PRESBYTERIAN
CHURCH

Registration required, please RSVP by Monday January 5th, 2026

To register for all programs call our offices at 416.322.7002 or info@mosaichomecare.com if you need more information. A Zoom link for the program will be sent once you have completed the registration.