



THE SENIOR SCOOP



July Happenings

This month At Your Service for Seniors recognizes the incredible gift of living in a country that shares our company values of diversity, multiculturalism, and a strong sense of community. We are proud to be a local (*see page 2 for our new address!*), privately owned and operated company. AYSFS strives to build a strong, independent, and connected seniors community right here in London, Ontario, Canada. The recent heat wave was an intense start to the summer. Remember that seniors can be particularly vulnerable to heat-related illnesses. To stay safe, focus on staying cool, hydrated, and limiting strenuous activities. Your Associate is happy to help you enjoy the summer safely!



Meet Jen Kambulow Associate

Whether she is washing dishes while having a discussion about the current state of the world, picking up much needed groceries or just lending a willing hand with housework, Jen does it with a smile. Jen loves helping to extend the independent lifestyle of seniors. Jen

is not only a valued and long-time Associate (17 years!) with AYSFS, but is also a member of our Joint Health and Safety Committee. Jen plans to become a certified JHSC representative in 2025.

Strawberry Season

Associate Bonnie (left) enjoys a summer treat with Client Betty (right) If you are craving fresh, locally picked produce the summer is the perfect time to ask your Associate to take you shopping!



Golden Moments

Riding in Style!

Associate Denise connected Client Terry with her father-in-law who worked on Terry's 67 Jaguar. Terry and Denise enjoyed a cruise around town, and by the look of their smiles, these two had a fantastic afternoon!

Connect with us on social media!



We Have a New Address!

When Joan began At Your Service for Seniors in 2007 she could not have predicted over the next 18 years the company would assist over 1900 seniors in the London area. Now working with 60 Associates, AYSFS is a first-class business that enables more than 200 Clients to thrive independently as they age in place. With growth comes change, and with Joan’s home office bursting at the seams it was time to look at a new gathering space for the Admin team and Associates. At the beginning of June, our team moved into an office space located at 120 Wellington St. Suite 202. (just south of Horton St.) The bright and welcoming space will be used by Joan and Kim from Monday-Wednesday. The other Admin team members will utilize the space Monday-Friday for new Associate interviews, orientations, training, and small social gatherings. We are happy to have a central location with open doors to Associates and Clients alike! If you plan to visit the new office it is always best to call ahead to make sure an Admin member is available to greet you!

Prompt Paramedic Access

At times paramedics are faced with variable factors that delay prompt, effective pre-hospital treatment and transport to the emergency department for definitive care. One of these preventable factors is prompt access to the patient. Delay in a paramedic’s access to a patient is a primary concern for their service as they are committed to providing the highest quality of pre-hospital emergency care to the citizens and visitors of Middlesex-London. Middlesex-London Paramedic Service has developed a proactive community-based initiative, “Paramedic Access”, in an attempt to reduce delay to patient contact in the setting of a medical emergency. The “Paramedic Access” initiative uses a simple process of installation of a lock box and registering the unique access code to the local Central Ambulance Communications Centre. In the event a 9-1-1 call is placed from the registered address, an alert will generate and provide the unique access code for paramedic entry if needed. If you are interested in installation of a lock box, registering an existing lock box, or require additional information please contact Middlesex-London Paramedic Service at: 519-679-5466 x1021.

What is the Cool-Aid Program?

The Cool-Aid program helps first responders locate important medical information in the event of an emergency. If an emergency happens in your home, you or your family members may not be able to communicate important medical information — details like medical conditions, medication, allergies, physician and other medical contacts — to emergency personnel. The Cool-Aid program is a personal medical information form for individuals to fill out and keep in an accessible space (attached to fridge) for first responders. If you require additional information or would like to obtain a Cool-Aid program form, please contact Middlesex-London Paramedic Service at: 519-679-5466 x1021.

The AYSFS Admin team has access to Cool-Aid forms. Please let us know if you are interested in obtaining a form for your fridge.



Office Hours: *Our regular office hours are 9am to 5pm Mondays through Fridays. If you are calling outside of these hours or on a weekend or Statutory holiday, please be aware that we check the main office number 519-872-0875 regularly for messages. If your call is urgent or an emergency, we will get back you as soon as possible. Otherwise your call will be returned on Monday.*