

January/February 2023

COMMUNITY CONNECTOR

Bringing news from Leduc Assisted Transportation Services
to Seniors and LATS clients

Happy New Year

We would like to wish you all a safe and happy New Year. It's time to celebrate all the good things that happened to each of us in 2022 and embrace the new beginnings that are about to unfold in 2023. The possibilities are endless!

Every year, we get a brand new, blank slate and along with that, a chance to set new goals for the year ahead. For many of us, these goals are about how to live a healthier lifestyle. We resolve to change some of our old, unhealthy habits that may not be giving us the results we really wanted to see. We choose healthier diets, we change up our exercise routines, we form better sleep habits, we eliminate some bad habits, and the list goes on. We do all these things because our intention is to fill our brand new, blank slate with optimism, which is the catalyst behind everything that we do. If we weren't optimistic, we wouldn't achieve anything. Thank goodness for optimism!



When we are optimistic, we are taking care of our mental health too because we are propelling our thought processes into action, which in

turn helps to keep us motivated so that we reach our goals. Our motivation affects everyone in our circle and then some. When you feel good and your intentions are good, you smile more, you sit and stand taller, you are better focused, you believe in yourself more and most importantly, you are better able to achieve your goals. Your success not only helps to keep you motivated, but it also serves as inspiration for others. That's the ripple effect.

Start with the 'why'. Ask yourself why you are setting the goals that you are setting. Is your 'why' to feel better, is it to exercise more, is it to live longer or is it to be happier? Once you know your 'why' you will be able to take the steps you need to build a 'better' you and 'you' deserve the very best.

Here are a few tips to help you get started:

- Embrace the day
- Give someone a high-five
- Smile more
- Listen to others
- Forgive
- Be respectful
- Be helpful
- Be thankful
- Pat yourself on the back
- Look forward to tomorrow

Maureen

Snow and Ice

Winter weather has arrived! Clients are reminded to ensure driveways, sidewalks and steps at their residences are clear of snow, ice, and other debris this winter.

LATS operators are not obligated to pick clients up if these conditions are not met. Slippery sidewalks and driveways can be hazardous for both clients and operators. Moving clients who use mobility devices such as wheelchairs can be very difficult on snowy driveways and walkways.

Our weather can change quickly and unexpectedly. Please ensure you and those in your care, are dressed appropriately for all trips. This is the time of year when we need to take extra precautions to ensure we are safe and warm. Make sure that you have everything you need when stepping outdoors and onto the bus.

What you wear impacts how the cold weather can affect you. Ensure you are equipped with the appropriate attire such as boots, gloves, a hat, and a warm coat.

Remember that sometimes the winter weather can cause delays due to road conditions, heavy snow, ice, traffic, etc. Please be patient if your bus is delayed.

Be cautious when you board the bus, especially in snow covered areas. The stairs and aisles can become slippery when wet so use extra caution. Try to clean the snow off your boots or shoes before boarding to avoid slips and falls.

Extreme Weather Conditions

When the ambient air temperature reaches -25 C, LATS does not operate the lifts on our buses. The extreme cold is very hard on the hydraulic lifts. If you have a trip

booked on a day where the temperature reaches -25 C and require the use of the lift to board the bus, your trip will be cancelled and you will be notified. LATS makes every effort to ensure the safety of our staff and clients are met, especially in the event of inclement weather.

Thank you for your cooperation and understanding.

Holiday Closures

LATS services **will not be available** as we are closed on the following dates:

- New Year's Day –
Sunday, Jan. 1, 2023
- Day in Lieu –
Monday, Jan. 2, 2023
- Family Day –
Monday, Feb. 20, 2023

We would like to thank our sponsors. Their contributions to Leduc Assisted Transportation Services (LATS) are greatly appreciated.

One-way Sponsors:

- Second Glance Second Hand Store
- Craig's No Frills
- The Farmers' Market (outdoor)

Two-way Sponsors:

- The Medicine Shoppe
- Canada Safeway
- Leduc Coop Grocery & Hardware Stores
- True Touch Massage Therapy & Fitness
- City Centre Mall
- Progress Health Physiotherapy



When to book a trip

DATS Client Service Centre is open Monday to Friday from 7:30 a.m. to 5:00 p.m. and from 7:30 a.m. to 12:00 p.m. on Saturday and Sunday. They can be reached at 780-986-5000, 'option 2' to book your ride.

- **For Monday trips** – Call Friday or Saturday (any time), or Sunday (before noon)
- **For Tuesday trips** – Call Saturday or Sunday (any time), or Monday (before noon)
- **For Wednesday trips** – Call Sunday or Monday (any time), or Tuesday (before noon)
- **For Thursday trips** – Call Monday or Tuesday (any time), or Wednesday (before noon)
- **For Friday trips** – Call Tuesday or Wednesday (any time), or Thursday (before noon)
- **For Saturday trips** – Call Wednesday or Thursday (any time), or Friday (before noon)
- **For Sunday trips** – Call Thursday or Friday (any time), or Saturday (before noon)

DATS menu options are as follows:

- **Press 1** to cancel a trip or to check on a late ride
- **Press 2** to book or change a trip
- **Press 3** to register for DATS
- **Press 4** to submit a commendation, concern, or any other inquiry
- **Press 5** for IVR self-serve options
- **Press 6** for subscription requests

What can I bring onboard?

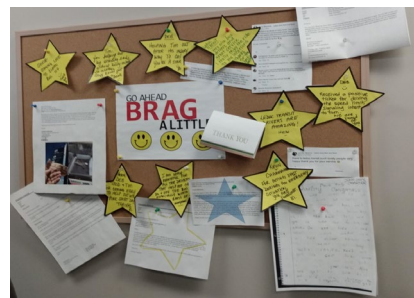
Clients are allowed to bring **two bags on the bus only**. We suggest you use canvas reusable bags as they are sturdier and can hold more items. Please understand that we cannot safely secure more than 2 bags per client. Items such as water and kitty litter are considered **two items** and therefore that would be all a client could bring on the bus at that time.

Etiquette on LATS

We value every member of our team from those who work behind the scenes in the office to those who drive our clients to where they need to go. Each member has an important job to do.

From time to time, we deal with issues and concerns from our clients, and we work diligently to find resolution. If you have a concern, please fill out a comment card and place it in the comment boxes located on each bus. Alternately, you can call into our office at 780-980-8444 and we will happily assist you. If you have a concern, please do not take it up with the driver. It causes unnecessary stress to them, and their job is to stay focused on the safe operation of their vehicle.

In our office, we have a kudos board and on it, we post the commendations we receive from our clients. If you have a commendation, we truly appreciate hearing from you.



Recipe Corner



Cheesy Chicken and Biscuits

- 6 tablespoons butter
- 1 sweet onion, finely chopped
- 1 cup celery, finely chopped
- ½ cup flour
- 3 cups chicken broth
- 1 cup heavy cream
- 1 cup grated mozzarella
- 1 teaspoon each of salt and pepper
- ½ teaspoon each of garlic powder, onion salt and paprika
- 2 cups of frozen mixed vegetables
- 2 cans of refrigerated biscuit dough
- 1 rotisserie chicken, shredded

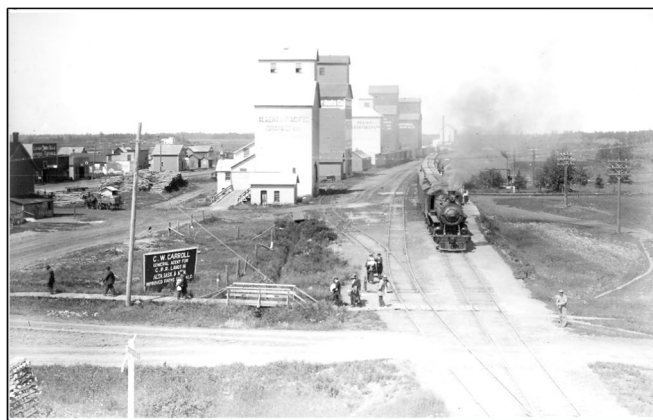
Method:

Preheat your oven to 350° F. In a large pot over medium heat, melt butter and add onions and celery, stir until softened. Whisk in the flour, stirring constantly to prevent it from browning and then add the chicken broth slowly. Continue to whisk until no lumps remain. Add all the seasonings. Reduce heat to medium-low and add the heavy cream. Lastly, add the chicken and frozen vegetables. Stir to combine. Remove from heat and turn off stove.

Spoon mixture into a 9 x 13 baking pan. Sprinkle 1 cup of grated cheese such as mozzarella on top. Separate the refrigerator biscuits and place all 12 pieces on top of the chicken mixture. Bake for 20 minutes or until heated through and golden. Cool slightly before serving. Enjoy!

And now for a little history

The first train on the Calgary/Edmonton line, came into Leduc station on July 9, 1891, opening the region up to settlement.



Senior Active Afternoons at the LRC

Are you aged 60+? The LRC offers FREE access Monday - Friday from Noon to 4 p.m.

Please visit Guest Services at the Leduc Recreation Centre to register for this membership today.

Senior 75+

If you are 75+, the LRC offers FREE access all day, any day.

Please visit Guest Services at the Leduc Recreation Centre to register for this membership today.

Shout out to Randy and the Leduc Santa's Helper Team

We would like to acknowledge our driver Randy for volunteering to help the Leduc Santa's Helpers and their team. Randy spent one of his vacation days picking up all the donation boxes from various Leduc schools and then he dropped them all off at the Toy Warehouse in Leduc, where the Leduc Santa's Helpers would sort and deliver to those in need. Randy said that *helping was very rewarding and it felt very good to give back to the community he has lived in for 33 years.*

Randy also volunteered his time in November to drive the local veterans to the Remembrance Day events held in Leduc.

Thank you for being such a good ambassador for the City of Leduc Randy. We are proud of you and glad you are on our team.



Older Adult Support

The Older Adult Services Program provides information on services and programs for seniors and families caring for older adults

within the City of Leduc. **For more information, please contact Older Adult Services at 780-980-7109.**

What are some of the reasons to call Older Adult Services?

- You need assistance with completing forms for government programs
- You have concerns associated with aging and care giving
- You need assistance with developing new programs for older adults
- You are looking for information about city programs, and federal and provincial benefits for seniors
- You need information about emergency services, health support groups, community medical services, or safety

Individual Adult Support

The Individual Adult Support Program assists adult individuals and couples (20+) without children within the City of Leduc. **For assistance or more information, call 780-980-7109.**

What are some of the reasons to call Individual Adult Support?

- You're interested in finding affordable counselling
- You're feeling stressed/overwhelmed
- You're an adult aged 20 years or older, without children, looking for support/resources
- You have questions about what services are available in the City of Leduc
- You or someone you know is experiencing family violence

Optimist

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 TRUSTING

POSITIVE
 BRIGHT
 PROMISING
 ASSURED
 MERRY
 SUNSHINE
 IDEALISTIC

