

# Carefirst Connection

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300 Silver Star Blvd. Scarborough, ON M1V 0G2

## Message from the Board and CEO

"As June is Seniors' Month with the theme of "Time to Start Something New", we are excited to announce that Carefirst has changed its official website to [www.carefirstontario.ca](http://www.carefirstontario.ca). This new website allows users to easily access Carefirst's services and information!

Carefirst recognizes the importance of continuous learning and self-betterment in order to achieve a fulfilling lifestyle. That is why at Carefirst, seniors are able to join classes for exercises, healthy cooking, computer usage, caregiver support, and many more that will keep them socializing and learning along with other like-minded seniors. Carefirst's INTEGRATE™ Model of Care along with its professional and caring attitude provides seniors with an environment that makes starting a new hobby achievable, safe, and fun!

From the Carefirst family to yours, we hope that you have an amazing summer and prompt you to learn something new in order to create amazing memories with the seniors in your life who are young at heart!"

-Dr. Paul Tam, Carefirst President & Helen Leung, CEO



## It's Seniors' Month!

June is Ontario's 34<sup>th</sup> annual Seniors' month! Seniors continue to contribute to our community and we can all benefit from their wisdom, friendship, and experience. This year's theme is "Now's the time to start something new" which highlights how age is not a barrier to leading fulfilling lives. It is never too late to enjoy a new hobby or pastime while also improving personal well-being!

*"I started to dance at Carefirst and it is a relaxing way to exercise and socialize!"*  
- S. Ying, Senior

This Seniors' month it is important to recognize that:

- ❖ The health and well-being of seniors is in the interest of all and further adds to the health and well-being of the community. On June 23, Carefirst will be holding a Charity Walk for Health and Family Fun Fair that includes a workshop series to raise awareness on seniors' wellbeing.
- ❖ Seniors have contributed and continue to contribute immensely to the life and vibrancy of this community. On June 23, Carefirst will also have an Open House to introduce resources and services available at Carefirst to the community. These resources were only made possible through seniors' constant belief and participation in Carefirst.
- ❖ Seniors continue to serve as leaders, mentors, volunteers, and important and active members of this community. Through Carefirst's June programs and events, we will also be actively listening to seniors regarding their feedback and unmet needs for future improvements to enhance seniors' experience at Carefirst and to support seniors living fulfilling lives in the community.



## Ethics Corner

Since 2008, Carefirst has established our own Ethics Committee to provide support, guidance and consultation to staff members where there is an ethical dilemma hard for them to make a decision and to choose a path of action.

At our last Ethic Committee Meeting on April 26, 2018, attention was drawn to the review of the Whistleblower Policy for the organization. Whistleblowing is a valuable tool in an organisation's corporate governance strategy, providing employees with a safe route for registering issues or complaints of wrongdoing within the organization. Meanwhile, whistleblowing often involves a number of moral dilemmas, and, at least for the whistleblower, it is not always clear cut as to whether they should blow the whistle on their peers.

Therefore, the Ethics Committee will work with the Human Resource Department in reviewing current policy and the best practices in the industry to update and develop transparent whistleblower protection policies, empowering and protecting from any retaliation for any members of the organization, including volunteers, staff, and governance members, to act on incidences of misconduct and help maintain a safe workplace, while protecting operation and reputation.

Please feel free to contact Raymond Chong, Carefirst Family Health Team's Administrative Lead, at [raymond.chong@carefirstontario.ca](mailto:raymond.chong@carefirstontario.ca) or 905-695-1151 for more information.



United Way  
Member Agency



# Highlights

## Building Neighbourhoods of Care

**Aging is not a disease. Aging is a life process**, and Canada's health care system was not built to meet the challenges of our aging population. With our rapidly growing aging population, what we need is actually a cost-effective, accessible and timely network of care which helps seniors live healthily and safely in the community for as long as possible.

Therefore, Carefirst takes the initiative in "Building Neighbourhoods of Care". The project design borrows from the World Health Organization's (WHO) Age Friendly Cities and Communities initiative that engages marginalized residents, service providers, public officials, community leaders, faith leaders and business people in such development.

Carefirst's integrated care model, adoption of the outreach approach and hub experience (both physical and virtual hub) as implemented through the Mobile Health Unit, are the foundation for building a collective community impact through linkages between the health and social sectors. Carefirst is rolling out the initiative and the activities will include:

- ◆ Identifying marginalized populations
- ◆ Reaching out and building presence in communities
- ◆ Providing health and well-being education
- ◆ Organizing joint programming and leveraging local service provider strengths and resources
- ◆ Looking for opportunities to create collaborative virtual and physical hubs
- ◆ Support seniors in underserved areas
- ◆ Recruit & train local residents as volunteers to provide informal care and social support network in each area



## INTEGRATE™ Model of Care in the Globe

Carefirst, with our INTEGRATE™ Model of Care, has been a pioneer in planning, implementing and evaluating an integrated care model in the Ontario context. With comprehensive, well-coordinated, seamless and timely care becoming a worldwide trend, Carefirst and its INTEGRATE™ model have been attracting international attention and were invited to present at various international conferences to share our experience.



Helen Leung (Middle), CEO of Carefirst Seniors and Carefirst Family Health Team, and James Meloche (Right), CEO of Carefirst Global Solutions, were invited to present at the **1<sup>st</sup> Asia Pacific Conference on Integrated Care (APCIC)** in Brisbane, Australia on November 6, 2017. (Left: Alice Mui, Director of Client Care).

Helen Leung and James Meloche were invited to present on January 17, 2018 at an **International Webinar** hosted by International Foundation for Integrated Care based in Scotland, UK.



Helen Leung (Middle) was invited to present at the **Global Conference on Integrated Care (GCIC)** in Singapore on Feb. 3, 2018. (Left: Angie Saini, Director of Client Care; Right: Nancy Leung, Program Director of Community Development)

Helen and Angie with plenary speaker Dr. Samir Sinha (2<sup>nd</sup> on left, Director of Geriatrics of Sinai Health System and University Health Network, Toronto) and host Dr. Jason Cheah (2<sup>nd</sup> on right, CEO of Agency for Integrated Care, Singapore) of GCIC.







## Having Fun at Adult Day Programs

Carefirst's mission is to ensure the seniors and those in need of our services enjoy independent, enriched and quality living in the community through our social, health care and supportive services. In other words, we like to have fun!

### 300 Silver Star Blvd., Scarborough



Celebrated St. Patrick's Day this year with the Youth. It was a great way to start up our Intergenerational Programming for the year.



Mr. A.S. enjoying a dance with his granddaughter who is an employee of Carefirst Seniors.

### 3601 Victoria Park Ave., Scarborough



On the Easter Monday afternoon, our ADP clients were engaged in an Easter egg decoration station, painting their own unique designs onto Easter eggs.

### 9893 Leslie St., Richmond Hill



ADP invited volunteers during Chinese New Year to meet and greet with our seniors. They surprised us with two Gods of Wealth, wishing everyone with good fortune, health, and happiness in the Year of the Dog. The volunteers were singing CNY songs and dancing along with our seniors and staff, bringing us a warm and vibrant day.



One of our clients Yuet Zhung was participating in our Easter Egg Hunt. She was particularly excited here because she managed to find the final hidden egg that no one else could find.

## Transitional Care Centre (TCC) Continues to Serve the Community with Quality Care!

TCC provides short stay respite to caregivers who require a relief from looking after their loved ones with higher care needs, as well as for those who are discharged from the hospitals and require some strengthening programs before they go home. Residents have 24/7 access to quality nursing and personal support services.

The TCC program adopts an interdisciplinary care approach with a team of health care professionals collaborating with the clients and family members on developing individualized care plans to ensure that their unique needs are met. The care plans also leverage programs and services within Carefirst's existing basket of services, including the Adult Day Program and the Exercise and Falls Prevention Program which are housed in the same Carefirst our One-Stop Multi-Services Centre.

From April 2017 to March of 2018, TCC served 145 clients with over 6,100 days of quality care provided. Some clients who came to the unit after a recent discharge from the hospitals. They took advantage of our Enhanced Recovery Program and saw notable improvements in their mobility. On an average, residents were able to improve their endurance and increase the distance that they were able to walk from 8.8 meters at the time of admission to 29.5 meters when they leave the unit. This is a remarkable improvement in their physical capability with the effective intervention from the team.

Scarborough-Rouge Hospital and Carefirst have jointly submitted an abstract to Health Quality Ontario's Health Transformation Conference which has been accepted! The abstract highlights the success of the TCC partnership which meets criteria for one of the overarching themes of the conference, Delivering and Improving Quality Care by Redesigning the System to Support Quality Care. The partnership has allowed patients to rehabilitate and/or wait for long-term care placement in the community making it an innovative way to reduce hospital stays and their associated costs.

We look forward to continuing to serve our community! For admission inquiries, please contact **416-572-3838**.



## Tax Clinic 2018

In the tax filing season that has just finished, Carefirst's Community Support Services Team had completed 19 rounds of Tax Clinic in a row for over 740 low-income seniors and families living either in the Seniors Buildings or in their own homes residing in the GTA.



In partnership with CPA Ontario Toronto Chapter, Carefirst had the E-Filing Tax Clinic for Seniors again this year. Our deepest appreciation to our partner and volunteers for training, coordination and participation.

## Compassionate Care: A Community & Hospice Care Education Program



As one of the initiatives for Carefirst's Palliative Care month (April) in 2018, Carefirst joined hands with the Buddhist Education Network of Ontario (BENO) in organizing a 5-week course "Compassionate Care: A Community & Hospice Care Education Program". A total of 13 participants have completed the course and are ready to become hospice visiting volunteers to provide emotional support to individuals with terminal illness and their families in such difficult circumstance in a culturally appropriate manner.

*(Special thanks to Dr. Ping Fun Choy for leading this project)*

## Volunteers are our Stars!



### Youth Volunteer Leadership Program

Congratulations to 10 high school students who have successfully completed the Youth Volunteer Leadership Program during the March Break! With the 5-day program, they learned about ageing and the seniors and community services sector, developed interpersonal and professional skills in a community and service setting, and completed creative projects with the seniors in our ADP program.



### National Volunteer Week

The week of April 15-21 was the National Volunteer Week. Carefirst ran the one-week "Volunteers Are Our Stars" campaign to recognize the important contribution that our volunteers have made to our community. Many of staff, clients and volunteers came and participated in the campaign by making a few colour-paper stars to decorate the campaign display board to express their heart-felt appreciation.







# Carefirst Family Health Team

## Carefirst Family Health Team Annual Staff Retreat & Strategic Planning Day

Carefirst Family Health Team believes that in order to provide high quality primary care services to our patients, the engagement of staff members on all levels is crucial. As such, Carefirst FHT engaged our full care team (including our group of Physicians, team of Interdisciplinary Healthcare Professionals, and our Administrative Support Staff) got together at our Annual Staff Retreat held on February 21<sup>st</sup>, 2018. The purpose is to collaboratively develop a new Strategic Plan for year 2018-2019 that addresses the patient population needs and service gaps identified from an environmental scan, and a review of the patient feedback that the FHT has obtained.

Following the engagement and strategic planning process, new work groups have been formed on:

- ♦ Establishing a **Privacy Committee** to regularly review current policies and procedures as well as to perform regular privacy audits to ensure the **safety** of patient information
- ♦ Developing a **Memory Clinic** that specializes in providing a spectrum of **high quality** and **well-coordinated** care and services to patients and seniors who need dementia care



## The Quality Journey Continues

Building on our previous success of achieving 100% Accreditation Canada's Accreditation Primer program back in 2016, Carefirst Family Health Team (FHT) will soon be going through its first round of Accreditation Canada's Qmentum on-site survey in October 2018, as part of the FHT's ongoing strive for quality improvement.

FHT has volunteered to achieve Accreditation because the process of accreditation is an ongoing organizational journey that helps strengthen its quality improvement efforts. It is an evaluation of the quality and safety of the FHT's practices, based on Accreditation Canada's standards of excellence and best practices.

During the coming few months, FHT will continue to build on its practices of quality care, to further enhance the risk management activities, and sustain the continuous development of a safety culture.

Carefirst FHT thanks all of the patients, family members, community partners, staff and Board Members for their participation and support as the FHT continues on its quality journey.

## Delivery of Primary Health Care being strengthened in Scarborough

*Primary health care providers working together to expand access and equity*

Carefirst Family Health Team has always been an advocate for patients' service access and equity, and has been actively engaged in promoting inter-disciplinary professional health (IHP) care services and partnerships among health care providers in the community.

On May 4 2018, Carefirst joined the Central East LHIN and representatives from a number of Scarborough primary care provider organizations as the LHIN announced that Scarborough Centre for Healthy Communities (SCHC), as the lead agency for a collaboration of primary care providers in Scarborough that includes the Scarborough Academic Family Health Team, East GTA Family Health Team, TAIBU Community Health Centre, Hong Fook Mental Health Association and Providence Healthcare as well as leadership from other primary care groups including the Canadian Centre for Refugee and Immigrant Health Care (CCRIHC), North East Scarborough FHO, Platinum Medical FHO and Carefirst Family Health Team will receive \$1,950,000 to further strengthen the delivery of collaborative inter-disciplinary professional primary health care across an expanded group of interprofessional primary health care providers. The purpose is to support the patients who are referred by the other solo practice physicians who can now access the IHPs' services.

The collaborative, working in partnership with the Central East LHIN, will also be creating a primary care community of practice, with the goal of being inclusive of all primary health care providers and practice types in Scarborough North and Scarborough South sub-regions, which will also benefit patients and primary health care communities of practice in other sub-regions.





# Carefirst Foundation

## Community Fundraising Events Highlight (Dec 2017 - June 2018)



Volunteers answering incoming calls at the Carefirst Community Levee and Radiothon.



Carefirst Seniors Board Chair Dr. Paul Tam, Board Secretary Janet Lee and former Carefirst Foundation Chair Ian Po presenting Appreciation Certificate to the Mount Pleasant Group for their generous support at the Carefirst Community Levee and Radiothon.



Carefirst Board Directors and officiating guests at the Carefirst 2018 Young At Heart Gala.



Helen Leung (CEO of Carefirst) and Charles Poon (Honorary Advisor) performing the well-liked Cantonese Opera "Romance of the Red Pear Flower" at the Young At Heart Gala with team members of Carefirst Wellness Club - Chinese Dance Class.



Carefirst Board Directors and volunteer performers performing the graceful Viennese Waltz *Somewhere My Love*.



Dr. Paul Tam (Board Chair of Carefirst Seniors), Ying Lu (Board Director of Carefirst Foundation) and Michael Wong (Board Director of Carefirst Seniors) presenting the Appreciation Certificate to Yan Liu representing Congee Queen, the Title Sponsor of the 2018 Young At Heart Gala.



Splendid traditional Bharathanatyam performance by the Nattiya Kalakshetra Dance Group amazed all the guests at the gala.



Carefirst Foundation presenting a souvenir to Mrs. Susan Wong at her birthday party in appreciating her support towards Carefirst. L to R: Peter Choy, Carefirst Foundation Treasurer, Edith Lam, Director of Development & Communication, Susan Wong, Helen Leung, CEO, Charles Poon, Hon. Advisor

### Vocational Training Centre

- **Personal Support Worker Certificate Program**
  - ◆ Full-time: September 2018
- **Care Attendant for Post-Natal Services Program**
  - ◆ Mandarin: June 9 & 16, 2018
  - ◆ Cantonese: July 23, 25 & 27, 2018
- **Home Helper Training (Cantonese)**
  - ◆ June 18, 20 & 22, 2018
- **Food Handler Certification Training (Cantonese)**
  - ◆ July 28, 2018

Location: 300 Silver Star Blvd., Scarborough

Inquiries: **416-847-2767** or

**training@carefirstontario.ca**

### CareFirst Cleaning Services

We operate in **commercial/medical office and residential cleaning**, services include:

- Regular office/home cleaning
- Detailed cleaning
- Seasonal cleaning
- Move in / Move out cleaning

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Free Estimate: **416-847-0284**

### Facility Rental

Looking for a venue for corporate meetings / private parties / social events? Check out our One-Stop Multi Service Centre for:

- Classroom
- Conference Room
- Auditorium
- Multi-purpose Hall
- Dance Studio
- Music Room

For inquiries or a site visit, please contact us at **416-502-2323**.

### Recruit

- Personal Support Workers
- Home Helpers

For further info, call **416-847-6005**, or email **hr@carefirstontario.ca**

### Donation

Charitable donations to **CAREFIRST SENIORS AND COMMUNITY SERVICES ASSOCIATION** are always welcome. Your generosity helps change lives of people in need.

*Any donation above \$20 will receive a tax upon request.*

Charitable Registration #10691 5861 RR0001

*We are committed to an environment that is barrier free. If you require accommodation during the visit, please inform us in advance to arrange a reasonable and appropriate accommodation.*

### Carefirst One-Stop Multi-Services Centre

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