



Carefirst One-Stop Multi-Services Centre—300 Silver Star Blvd. Scarborough, ON M1V 0G2

Phone Number: 416-502-2323

## Message from the Board and CEO

“Carefirst is devoted to service enhancement, development and innovation to meet the changing needs in our community. We are actively preparing for the new Integrated Dialysis Care (IDC) Program, which is set to launch in Feb. 2018, in collaboration with the Scarborough and Rouge Hospital (SRH). The IDC program will have dedicated health care providers (such as RNs/RPNs/PSWs) who are specifically trained in peritoneal dialysis to visit patients in the comfort of their homes. To allow every opportunity for a better quality of life and a more holistic, integrated care experience, patients and caregivers in the program will also have access to the various programs and services offered at Carefirst.”



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



Accredited with  
Exemplary Standard



United Way  
Member Agency

## Ethics Corner

Determining the ethical principles in conflict is one of the key steps in resolving an ethical dilemma. As an organization, Carefirst makes reference to the following six principles to support our ethical decisions:

1. **Beneficence:** Do good, be honest.
2. **Non-maleficance:** Do no harm.
3. **Justice:** Treating everyone “rightly and properly” and receiving what is due.
4. **Respect for autonomy:** allowing and enabling another to act in an informed, considered and rational way. The basis for respect and autonomy is honesty.
5. **Fidelity:** Fulfilling commitments and acting faithfully.
6. **Solidarity:** A “we are in this together” attitude.

Carefirst’s Ethics Committee, chaired by Rev. Don Pollock, was established since 2008 to help provide support and guidance, and to review the best course of action to any difficult dilemma situation. Please feel free to contact Raymond Chong, Carefirst Family Health Team Director of Client Care, at 905-695-1151 or [raymond.chong@carefirstfht.com](mailto:raymond.chong@carefirstfht.com) for more information.

## Building Supportive Communities

At the 2016-2017 AGM on Sept. 23, Board Director Prof. A. Paul Williams from Dalla Lana School of Public Health, University of Toronto, delivered the keynote speech titled “Building Supportive Community”.

### Why is this so important?

- More Canadians are living longer with multiple chronic health and social care needs which threaten their wellbeing and independence.
- Older persons are more likely to live alone due to the shrinking proportion of the younger population, and the increasingly common phenomenon of the younger generation living away from their home city/country because of urbanization and globalization.
- With the aging society, resources for institutional health and long-term care are increasingly limited. More seniors and individuals with special needs will be living in the community supported by home and community services.

### Now, Carefirst is uniquely positioned to respond to emerging challenges

Carefirst has grown into a multi-site agency providing a wide range of integrated care services supporting more than 10,000 clients and families across greater Toronto and York regions, including 2,000+ “home-bound” seniors at risk of losing independence.

With the emerging challenges in mind, Carefirst would like to take the social responsibility and leadership to help build stronger supportive communities. In addition to further developing the spectrum of integrated services at Carefirst, we will strive to connect the local businesses, community and residents, fostering a caring and aging friendly neighbourhood.



Prof. Williams delivering the keynote speech at the 2016-2017 AGM on Sept. 23, 2017



## 2016/2017 Annual General Meeting

Carefirst 2016/2017 Annual General Meeting was held on September 23, 2017. Over 200 attendees, including Dignitaries, Board Members, Association Members, staff and volunteers were at the event to celebrate another year of success. Dr. A. Paul Williams delivered the keynote speech "Building Supportive Communities", followed by the Recognition Ceremony where staff and volunteers were awarded for their long-term service and dedication.

*Cutting the Celebration Cake: 1st Row (L to R): Dr. A. Paul Williams, Carefirst Board Member; Dr. George Wu, Carefirst Family Health Team Chair; Dr. Paul Tam, Carefirst President; Irene So, Chair of Carefirst Honorary Advisory Council; Anna Yip, Honorary Member; Dr. Sheila Neysmith, Carefirst Executive Vice-President. 2nd Row (L to R): Godwin Chan, Richmond Hill Councillor; Dave Barrow, Mayor of Richmond Hill; Michael Wong, Carefirst Executive Vice-President; Ian Po, Carefirst Foundation Chair; Charles Poon, Honorary Advisor.*

## Client and Family Advisory Council

We highly value feedback from clients and their family. On Sept. 28, the Client and Family Advisory Council (CFAC) continued their meeting in the year of 2017-2018, with 7 clients and family members who have experiences with different services and programs at Carefirst Seniors and Community Services Association and Carefirst Family Health Team.

During the meeting, CFAC members shared their valuable feedback and insights with Carefirst CEO and Program Directors on services improvement and planning, and facility design. Agreement was also reached that the frequency of CFAC meetings will be increased from 2 to 3 times per year to have more prompt feedback and discussion for the enhancement of the service experience at Carefirst. At this meeting, we also put forward the plan to promote and develop leadership among the service users to lead the council's meetings.



*Carefirst Client and Family Advisory Council Members with Helen Leung, CEO (1<sup>st</sup> Row, L2), Myrtle Robichaud, Carefirst FHT Administrative Lead (2<sup>nd</sup> Row, L2) and Raymond Chong, Carefirst FHT Director of Client Care (2<sup>nd</sup> Row, L1)*

## Carefirst Promoting Scent Free Environment

Exposure to perfumes and other scented products can trigger health reactions in individuals with asthma, allergies, migraines, or chemical sensitivities. Since August, Carefirst has been promoting awareness of the benefits of scent free environment at staff meetings and on volunteer communications. We encourage staff and volunteers to change from heavily scented products to non-scented or low scented products when they are in our facilities.

It is important to remember some products which claim to be 'scent free' may have only masked the scent by use of an additional chemical. Be sure to research the product carefully if using scented products around those who are sensitive.



### What types of products contain scents?

- \* Oils
- \* Soaps
- \* Candles
- \* Diapers
- \* Colognes and aftershaves
- \* Fragrances and perfumes
- \* Lotions and creams
- \* Shampoo and conditioners
- \* Industrial and household chemicals
- \* Air fresheners and deodorizers
- \* Some types of garbage bags
- \* Hairsprays
- \* Deodorants
- \* Cosmetics
- \* Potpourri





## Carefirst Seniors & Community Services Association

### Board of Directors 2017 - 2018

**President** – Dr. Paul Tam  
**Executive V.P.** – Dr. Sheila Neysmith  
**Executive V.P.** – Michael Wong  
**Treasurer** – Olivia Mui  
**Secretary** – Janet Lee

### Directors

Frances Chai, Wai Kwan Chan, Dr. Joseph Chien, Paul Fong, Kingson Lee, Dr. Paul Ng, Ian Po, Dr. Sandra Tam, Dr. A. Paul Williams, Dr. George Wu

### Highlights

## HAPPY BIRTHDAY Centurians Celebrating Birthdays at Carefirst ADP HAPPY BIRTHDAY



Mrs. Agnes's 100th birthday



Mrs. Louie's 105th birthday



Mrs. Wong's 100th birthday

Celebrations of the **105th Birthday** of Mrs. Louie, and the **100th Birthday** of Mrs. Wong and Mrs. Agnes in our Adult Day Programs. All three ladies were delighted and said the secret to healthy aging is to stay happy, keep smiling, and don't let the small things bother you!

### United Way Day of Caring

On Oct 3rd, seniors were delighted to have the representatives from United Way joining them in our Congregate Dining Program held at Richmond Hill (Chinese) Baptist Church as part of the United Way Day of Caring Campaign.



Oct. 6th, 2017

Kick-Off Announcement

Oct. 26th, 2017

Charity Sale



### United Way Workplace Campaign Oct. 2017

As an Anchor Agency of United Way, Carefirst staff also actively show their support for the United Way by donating and raising funds at the UW Workplace Campaign October 2017.

## Organizational Health and Staff Engagement

This summer, Carefirst completed the accreditation process conducted by Accreditation Canada. We achieved an overall score of 99.5% compliance and were accredited with Exemplary Standard. This is an accomplishment that wouldn't be possible without the consistent dedication and commitment of every staff in their everyday work in different positions.



(Source of Image: <http://esspa.com.au/blog/how-australian-companies-are-using-staff-engagement-programs-for-process-improvement/>)

We believe that our dedicated team of staff are our most valuable asset. In 2017-2018, Carefirst is making special efforts to implement Imperative #2 of our 2016-2021 Strategic Plan to promote organizational health and improve staff engagement and work-life balance. Initiatives include:

- ❖ Providing regular internal and external training opportunities for staff to enhance professional competencies, interpersonal skills and knowledge on trends and development of the industry.
- ❖ Conducting focus group with staff representatives from different units for the purpose of exploring and identifying staff's common needs and interests, engaging staff in brainstorming and consolidating a plan of activities the promotion of healthy and balanced work-life.
- ❖ Improving intra- and inter-departmental communication to enhance work efficiency and strengthen a supportive organizational culture.

## South Asian Chapter at Carefirst

Carefirst One-stop Multi-services Centre in Scarborough is well located in a culturally diverse neighbourhood that is also home to a large proportion of immigrants and newcomers, among which a growing percentage are from South Asian cultural backgrounds. To meet the increasing needs of the local South Asian communities for healthcare, community and social services, Carefirst has continued to promote and expand the South Asian Chapter at Carefirst. With the efforts of the South Asian Chapter Task Group, Carefirst now has South Asian speaking physicians accepting new patients, and interpretation services in South Asian languages are now available. In partnership with other fellow community agencies, such as LINC and settlement services organizations, Carefirst has also been outreaching to local South Asian communities, bringing information about programs and resources available in the local area, including Carefirst's basket of healthcare, community and social services.

### Now Available!

- Tamil Speaking Physicians (Now accepting new patients!)
- Interpretation services in South Asian languages
- Volunteer opportunities
- Health Education Workshops in various South Asian Languages

Call now for more info.: 416.502.2029







## Carefirst Family Health Team

**Board of Directors**  
**2017-2018**

**Chair** – Dr. George Wu  
**Treasurer** – Winter Ng

### **Directors**

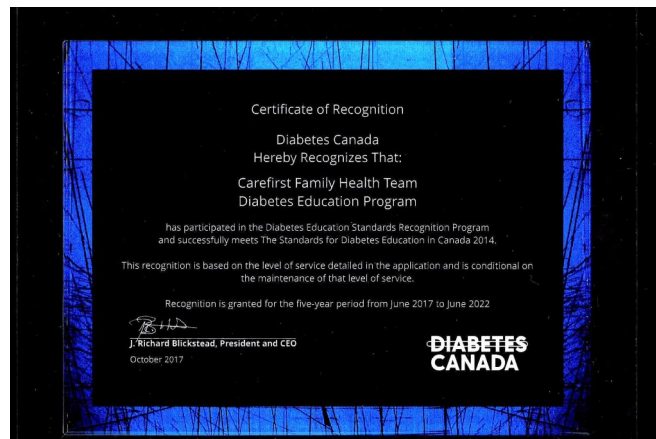
Dr. Chi-Ming Chow, Rahim Ismail, Doreen Tai

### **Carefirst Family Health Team Diabetes Education Program**

was granted the Standard Recognition by Diabetes Canada in June, 2017.

Each year, the Diabetes Standards Recognition Program (SRP) hosted by Diabetes Canada acknowledges and formally recognizes Diabetes Education Centres (DECs) across Canada that strive to provide the best possible care to people living with diabetes and those at risk.

We are proud that with the dedication of Carefirst's Diabetes Education Team, our Diabetes Education Program is one of the 8 DECs that were granted the SRP recognition this year among the thousands of DECs nation-wide, and was commended by the Review Committee that it "delivers superior diabetes education services for people in the community it serves".



*Certificate of Recognition  
Recognition is granted for the 5-year period  
from June 2017 to June 2022*

### **The Path to Transformation**

#### **— Building Capacity for Qmentum 2018**



The year 2017/2018 will once again be a busy time for staff at the Carefirst Family Health Team (FHT) as we continue along the path towards building capacity in quality care, reducing risk, and strengthening staff and client safety. After the completion of the Primer Accreditation a year ago, we now need to prepare for the next phase -- Accreditation Qmentum in October 3 to 5, 2018.

During the next year and a half, Carefirst FHT will continue to build on and sustain quality practices, enhance risk management activities and support the ongoing development of a safety culture throughout the organization.

### **Expanding to Serve South Asian Communities**

#### **Announcing New Physicians!**

Carefirst Family Health Team is excited to announce that **Dr. Nisha Ravichandiran** and **Dr. Fatima Fazalullasha** have recently joined the Carefirst family physicians group. Services are available in English, Tamil and other South Asian languages. They are practicing at Carefirst FHT at 300 Silver Star Blvd 2nd floor, which is conveniently located at Midland and McNicoll.

Both physicians are accepting new patients. If you or your family and friends are seeking a family doctors, please call **416-502-2029** for an appointment.



# Carefirst Foundation

## Board of Directors 2017-2018

**Chair** – Ian Po  
**Vice Chair** – Stephanie Ho  
**Treasurer** – Peter Choy  
**Secretary** – Jason Chiu

## Directors

Ambrose Fung, Philip Ho, Cathy Li, Yan Liu, Ben Luong, Shirley Ng, Allan Sum, Will Sung, Kent Tsui, Matthew Wan, Michael Wong

## Community Fundraising Events Highlight (July–October 2017)



**1** Toronto Police East Asian - Internal Support Network Charity Golf Tournament to support Carefirst's Medical Mobile Clinic. (L to R) Mark Saunders (Chief, Toronto Police), Jason Chiu (Carefirst Foundation Secretary), Michael Wong (Carefirst Seniors Executive Vice-President), Peter Yuen (Deputy Chief, Toronto Police)



**2** Mandarin Holiday Cup Charity Golf Tournament in supporting Carefirst (L to R) Allan Sum (Organizing Committee Chair), Kevin Chen (TESTT President), Ian Po, (Carefirst Foundation Chair), Hon. Reza Moridi, Benson Sy (TEST Charitable Foundation Chair)



**3** Wen Wen & Friends Charity Concert cheque presenting ceremony. (L to R) Sandra Yeung Racco, City of Vaughan Councillor, Amanda Yeung Collucci (City of Markham Councillor), Mary Ng, (Members of Parliament), Wen Wen Ruan (Charity Concert Organizer & Feature Performer), Judy Yeung of MP Shaun Chen office, Michael Wong, Carefirst Executive VP, and Edith Lam, Director of Development & Communication



**4** Carefirst Board Directors and officiating guests leading the Carefirst Charity Walk for Health.



**5** Carefirst Foundation Chair Ian Po, Vice-Chair Stephanie Ho, and Carefirst staff presenting souvenir to the Ho's family for their generous support to Carefirst while celebrating Mr. David Ho's 65th birthday.

## Upcoming Events

- 2017 Carefirst Community Levee & Radiothon**  
Wednesday, December 6, 2017
- Carefirst Raffle Lottery Campaign**  
January to March, 2018
- Carefirst Young at Heart Charity Gala**  
Saturday, March 24, 2018

## Vocational Training Centre

- Personal Support Worker Certificate Program**
  - Full-time: January 2018
  - Part-time: February 2018
- Post-natal Caregiver program**
  - Start Date: Nov. 29, 2017
- Home Helper Training**
  - Start Date: December 2017

Location: 300 Silver Star Blvd., Scarborough

Inquiries: **416-847-2767** or [training@carefirstseniors.com](mailto:training@carefirstseniors.com)

## 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

Call now for more information or a **Free Estimate: 416-847-8938**

## Recruit

- Personal Support Workers**
- Home Helpers**

For further info, call **416-847-6005**, or email [hr@carefirstseniors.com](mailto:hr@carefirstseniors.com)

## 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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M1V 0G2

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