



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

As the aging population grows rapidly and seniors live longer with multiple chronic health conditions, the requirements on family members as caregivers are increasingly demanding. There is a pressing need and opportunity to better recognize, facilitate and support family caregivers to improve their experience, health and wellbeing.

To align with its service mission and commitment in supporting both the seniors and their caregivers, Carefirst has adopted and is implementing the following six key areas of caregiver support/services:

- * Ensure client-and-family-centeredness in the planning and design of programs
- * Provide respite-care services as caregiver relief
- * Provide caregiver support and education
- * Increase access to user-friendly information and education
- * Commit to best practice
- * Enhance staff knowledge, competencies and skills with training

Towards the end, through the above services, the seniors can stay longer at home, while the caregivers feel better supported and their quality of life improved.

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



Our Strong and Ongoing Commitment to Promote Caregivers' Health and Wellness

Family caregivers are family, friends and neighbours who provide essential and often ongoing personal, financial, social, psychological and physical support, assistance and care, without pay, for their loved ones who are in need of support due to frailty, illness, degenerative disease, physical/cognitive/mental disability, or end-of-life¹.

There are 3.3 million Family Caregivers in Ontario helping someone at home, or their home or other settings or facilities. On average, family caregivers provide about 7 hours of help to their loved ones for every 2 hours of services provided by professional care providers².

Caregiving is a stressful task and can lead to emotional/psychological distress as well as physical health problems. Carefirst recognizes the pressing need to better recognize, facilitate and support family caregivers to improve their experience, health and wellbeing. Below are snapshots of programs for caregivers support in promoting caregivers health and mental wellbeing in the last 6 months at Carefirst:



Caregiver Appreciation Luncheon

A day for over 100 caregivers and seniors to have fun, smile and be recognized.

Technology Tutoring Program

A 10-week program that trained 26 volunteers who in turn taught 44 caregivers technology to support their seniors for cognitive stimulation and motor coordination.



Caregiver Education on Managing Responsive Behavior

The workshops aimed to promote understanding of challenges faced by people with dementia. A total of 8 caregivers participated, shared their challenges and experiences, and learnt about strategies and resources for behavior management for their loved ones.



Powerful Tools for Caregivers

A 6-week support program with 14 caregivers who participated to learn various tools in problem solving as they go through the caring journey in looking after their loved ones.

Ethics Corner

Carefirst is committed to ensuring that all of our activities abide by the highest standards of ethical conduct. As such, Carefirst developed and adheres to a comprehensive ethical framework that includes: a Code of Ethical Conduct, Ethical Policies & Procedures, an ethical decision-making tool kit, a Board-led Ethics Committee, and the provision of regular and ongoing ethics training.

As Carefirst believes in the Total Involvement of all levels of the organization in the up keeping of our ethical standards, Carefirst's ethical conducts and standards are applicable to all staff, volunteers, and including all of our governance members associated with Carefirst's group of organizations. As such, ethics training is made mandatory to all of Carefirst staff, volunteers, and Board members.

In fact, a recent Board Orientation was provided to all Board members on Oct 13, 2018, and training on Carefirst's ethics framework, our related policies, and code of conduct were all included as part of the board orientation and training.

Should you have any questions/concerns that you would like to be brought up for review by the Carefirst Ethics Committee, please feel free to contact Edith Lam, Director of Development & Communications, at (416) 847-6007 or edith.lam@carefirstontario.ca.

References
1. Change Foundation Report: A Profile of Family Caregiver in Ontario, 2016
2. Ministry of Health and Long Term Care (2015). Home & Community Care: Bringing Care Home retrieved from: http://health.gov.on.ca/en/public/programs/ccac/docs/hcc_report.pdf

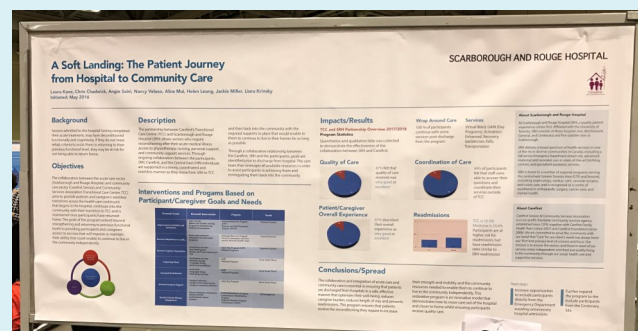


United Way
Member Agency

Scarborough Health Network (previously Scarborough and Rouge Hospital) and **Carefirst** were featured with a Poster Display at the Health Quality Ontario's Health Transformation Conference in October which focused on quality of care in action.

The poster highlighted the success of the enduring partnership between the two organizations on the seamless pathway development of "integrated care" for those patients and families who require more support and strengthening programs upon their discharge from the hospital. The display was highlighted as an innovative collaboration that was "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 Carefirst Transitional Care Centre translating to savings of approximately \$880,000 per year to the health care system, making it an innovative way to reduce hospital stays and their associated costs.

A Soft Landing: The Patient Journey from Hospital to Community Care



Poster Display at Health Transformation Conference Oct. 2018

Launch of Memory Clinic at Carefirst One-Stop Multi-Services Centre



Carefirst welcomed the launch of a **Primary Care Collaborative Memory Clinic (PCCMC)** at our One-Stop Multi-Services Centre at 300 Silver Star Blvd. in Scarborough. The Memory Clinic was established through the support of the Central East Local Health Integration Network and in collaboration with the Alzheimer Society of Durham Region and Seniors Care Network to enhance the management of dementia. The team consists of Social Workers, Behavioural Support Ontario Nurses and Occupational Therapists to provide assessments, early diagnosis, treatment and clinical management for people with memory concerns. PCCMC collaborates with the patient's family physician to ensure he/she maintains the central role in their patient's care.

For more information, please call Linda Stirling, Program Manager, Primary Care Collaborative Memory Services at: 905-576-2567 x 5003 or 1-888-301-1106 x 5003

Cognitive Behavioral Therapy Demonstration Project Clinic

Carefirst also welcomed a new collaboration with **Ontario Shores Centre for Mental Health Sciences** with the establishment of the **Cognitive Behavioral Therapy (CBT) Demonstration Project clinic** which will provide appropriate Carefirst clients with access to psychotherapy until March, 2020. The CBT Demonstration Project is one of the programs that the Ministry of Health and Long-Term Care has introduced to help people who are experiencing conditions such as mild to moderate depression and/or anxiety using in-person individual and group psychotherapy.





Carefirst Seniors & Community Services Association

Board of Directors 2018 - 2019

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

Directors

Wai Kwan Chan, Jason Chiu, Paul Fong, Dr. Benson Lau, Kingson Lee, Ethel Macatangay, Dr. Sandra Tam, Dr. A. Paul Williams, Lawrence Wong, Dr. George Wu

Winter Safety Tips:

- ❄️ Ensure smoke alarms and carbon monoxide detectors' batteries are working. Alarms that are 10 years or older should be replaced by new ones.
- ❄️ Always have a set of winter clothing available for the elderly: hat, scarf, gloves, winter jacket, warm woolen socks and winter boots.
- ❄️ Make sure that there are sufficient non-perishable food supplies at home in case weather is inclement and too stormy to go out for shopping.
- ❄️ Be aware of any elderly who lives alone in your neighborhood. Be prepared to offer help if you can.
- ❄️ Have easy access to flash lights or sensor lights in bathroom, near stairwell and hallway, which can help to avoid falls in case of power failure.



South Asian Seniors Wellness Group



To promote social diversity and cultural inclusiveness, Carefirst South Asian Seniors Wellness Group was formed in this October to provide social activities to South Asian

seniors living in Scarborough areas. The group meets once a month on Wednesdays from 1-3p.m.

This program focuses on providing cognitively stimulating, age-appropriate and socially inclusive activities to promote social interaction and cultural connectedness, developing and nourishing a supportive community life for the South Asian seniors.

For more information, please contact Carefirst South Asian Hotline: **416-502-2323 and press 4**

Hand Hygiene Audit

Hand hygiene is the most effective measure to prevent transmission of microorganisms, and Carefirst is committed to promoting a clean culture throughout the organization and ensuring that hygiene and infection prevention and control are embedded in the management agenda and the accountability of all staff, service providers and volunteers.

In November, the Infection Prevention & Control (IPAC) Committee kicked off the annual Hand Hygiene Audit for 2018. From November to December, all Carefirst staff are able to refresh their knowledge about the hand hygiene procedures with the E-learning tools provided to them, and hand hygiene audits are conducted across all departments including senior management.

IPAC has also conducted a Hand Hygiene Supplies Audit to ensure that we are using the appropriate and effective infection prevention products. Input from front line staff were collected and each product was evaluated for its effectiveness.



Staff Appreciation Events in 2018



We appreciate the hard work and dedicated effort from our staff members in moving our business and services forward. This year, we organised various staff appreciation activities including, a **Staff Retreat** (February), **Charity Walk and Staff Appreciation Lunch** at One-Stop Multi Services Center (June), **Home Care Staff Appreciation** (August) and more recently the **Annual General Meeting cum Volunteer/Staff Recognition Ceremony** (September). Join us in these happy moments!



Staff Learning and Development

To cultivate a continuous learning environment and encourage staff to upgrade and further develop their skills, we have **launched an online training platform HRdownloads** for all permanent full time employees of Carefirst Family Health Team and Carefirst Seniors. Now is an excellent opportunity for staff to discuss their learning needs with their manager and grow through self-learning knowledge.

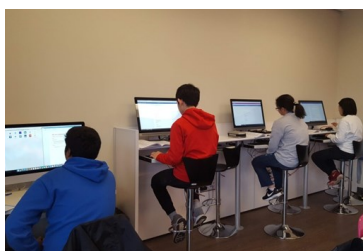


Youth Leadership & Volunteer Development Carefirst Youth Club

Since May 2018, Carefirst Youth Club (CYC) has strived to create opportunities for youth to develop new skills, foster peer networks, gain access to community resources, and better understand the value of volunteering. CYC is proud to present a Culinary Club, Dance Club, Sports Society, Tutor Centre, arts & crafts, and other skills workshops. Visit <https://youtu.be/FoB1-Lp2XWY> to see what CYC has been up to! CYC welcomes youth under the age of 30 to drop into our free monthly programs and workshops. For more information, please contact **(416) 572-3824**.



August: "U Life... Go Explore" workshop: Current university students spoke to CYC about what post-secondary education is like and how to prepare for the transition.



October: "Career Skills Workshop": In addition to learning interview skills, youths also learned how to write a competitive resume and cover letter.

September: Beating the back-to-school blues by making some new friends! CYC also learned about the culture and history of Mid-Autumn Festival and attempted to make mooncakes and bubble-tea.



United Way 2018

Employee Campaign



WORKING WITH COMMUNITIES IN
PEEL, TORONTO
& YORK REGION

October 10 – 19

Give a round of applause and big thank-you to all staff members and volunteers for contributing and participating in this year's

United Way Campaign. Your efforts, charity donations, baked goods, yummy food, pledges and valuable time have made it a HUGE SUCCESS and a fun campaign.

We have raised a total donation of \$4,000 with strong engagement and participation.

Together! We are possible!





Carefirst Family Health Team

Board of Directors
2018-2019

Chair – Dr. George Wu
Treasurer – Doreen Tai

Directors

Dr. Linying Dong, Rahim Ismail, Luxmi Vasan

Family Physicians Accepting New Patients of All Ages

Carefirst Family Health Team (FHT) Scarborough Clinic, which is located within the Carefirst One-Stop Multi-Services Centre in Scarborough, is extremely delighted to announce the joining of three new Family Physicians starting from September 2018. In addition, the FHT is just as excited to have another new Family Physician joining the Richmond Hill Clinic site in October 2018. All four Physicians are able to provide services in English and Chinese (Cantonese and/or Mandarin). Please join us in welcoming:

- * Scarborough site: Dr. Kathleen Chang
Dr. Christine Tang
Dr. Adrienne Yang
- * Richmond Hill site: Dr. Gloria Lin





If you or your family and friends are looking for a family doctor, please call **416-502-2029** to book an appointment.

Have you got your flu shot this year?

The Flu Season is here! **The flu shot is your best defence.**

The flu shot is recommended for everyone 6 months old and older.

It is:

-  **Safe** (including for kids and if you are pregnant or breastfeeding)
-  **FREE**
-  Proven to **reduce the number of doctor visits**, hospitalizations and deaths related to the flu
-  **Different each year** because the virus changes frequently – so you need to get it every fall

If you're 65 and older, there are two different flu shots available – standard dose and high-dose. Talk to your doctor or nurse practitioner about which option is best for you or your family. Flu season typically runs **from late fall to early spring**. Be sure to get your shot as soon as possible because **it takes two weeks to take effect**.



Reference: Website of Government of Ontario: https://www.ontario.ca/page/flu-facts?gclid=Cj0KCQIA28nfBCDARIsANc5BFDp_35DSUZm_e4Vrj3uDBEBEM15xc44ajsCBByzcsb9A-880p-KbEUaAlSvEALw_wcB

Regular Health Check-Ups are Important

1. Why are check-ups important?

Regular health exams and tests can help find problems before they start. They also can help find problems early, when your chances for treatment and cure are better. By getting the right health services, screening, and treatments, you are taking steps that improve your chances for living a longer and healthier life.

2. How often should check-ups be done?

Your age, medical and family history, lifestyle choices (i.e. what you eat, how active you are, whether you smoke), and other important factors impact what and how often you need healthcare. Generally, younger individuals without any medical problems can see their family physicians every few years for a periodic check-up while older individuals with chronic diseases like diabetes, lung conditions or hypertension should visit their family physicians yearly or more frequently as needed.

3. What health services are recommended?

Depending on your sex, age, and lifestyle, there are various tests, screening, and vaccinations to consider at a periodic check-up.

- Blood pressure
- Diabetes
- Breast and Cervical cancer screening in women
- Colon cancer screening in anyone over 50
- Osteoporosis
- Immunizations (tetanus, shingles, hepatitis, pneumonia and flu shots)

At your check-up, your physician will determine what tests and vaccinations are appropriate for you. Remember to see your family physician regularly to optimize your health!



HEALTH CHECKUP



Carefirst Foundation

Board of Directors 2018-2019

Chair – Peter Choy
Vice Chair – Stephanie Ho
Treasurer – Philip Ho
Secretary – Shirley Ng

Directors

Ambrose Fung, Dr. Zerlina Lim, Yan Liu, Ben Luong,
 Gordian Mok, Allan Sum, Will Sung, Herman Tse,
 Matthew Wan, Michael Wong

Community Fundraising Events Highlight (July–Nov 2018)



1 Mandarin Holidays Cup Charity Golf Tournament hosted by TEST Foundation to support Carefirst Seniors & Community Services. (L to R) Carefirst Foundation Board Directors Philip Ho, Stephanie Ho and Peter Choy presenting recognition plaque to Allan Sum (L2, Carefirst Board Director & Mandarin Holidays President) and Benson Sy (R2, TEST Foundation Chair).



2 Honorary guests and Carefirst Board Directors leading the Carefirst Charity Walk for Health.



3 'Letters' – Drama Performance hosted by Fairchild Radio in supporting Carefirst. (L to R) River Lee of Fairchild Radio, Ngok Wah, renowned Hong Kong artist from Vancouver, May Soo and Peter Poon of Drama One, Shirley Ng, Carefirst Foundation Board Director, and Jennifer Lo, General Manager of Fairchild Radio.



4 An enthusiastic volunteers and staff team participated at the annual Scotia Marathon to fundraise for Carefirst



5 Peter Choy, Foundation Chair, receiving donation from Winnie Yu & Dance Pooh Team at 'Winnie Yu - 2018 Chinese Canadian Legend Award Celebration Party'.

Upcoming Events

- Carefirst Radiothon & Ceremony to kick off Carefirst Caring Campaign**
Wednesday, December 5, 2018
- Chinese New Year Big Bowl Feast (Poon Choi) – Gourmet Cuisine Charity Sale**
Saturday, January 12, 2019
- Carefirst Annual Raffle Lottery**
January to March, 2019
- Carefirst Young at Heart Charity Gala**
Saturday, March 30, 2019

Vocational Training Centre

- Food Handler Certification Program**
* Dec. 15, 2018
- Personal Support Worker Certificate Program**
* Start Date: April 8, 2019
- Care Attendant for Post-natal Services Program**
* Jan. 23, 25 & 27, 2019
- Home Helper Training**
* March 25, 27 & 29, 2019

Location: 300 Silver Star Blvd., Scarborough

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

training@carefirstontario.ca

Cleaning Services

Commercial/medical offices and household cleaning, services include:

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

For inquiries or a **Free Estimate:**

416-847-8938

Facility Rental

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

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

For inquiries or a site-visit, please call:
416-502-2323.

Hiring

- 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.

Online Donation: www.carefirstontario.ca/donate

Any donation above \$20 will receive a tax upon request.
 Charitable Registration #10691 5861 RR0001

Carefirst One-Stop Multi-Services Centre

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 Scarborough, Ontario
 M1V 0G2

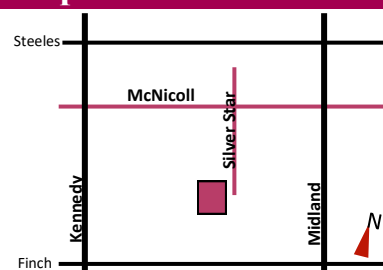
Tel: 416-502-2323

Email:

Info@carefirstontario.ca

Website:

www.carefirstontario.ca



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