



Carefirst One-Stop Multi-Services Centre | 300 Silver Star Blvd. Scarborough, ON M1V 0G2 | Tel: 416-502-2323

Message from the CEO

As aging populations and demand of services increase, Carefirst endeavours to offer and expand our scope of support to meet the needs of our seniors and those who are disadvantaged and/or marginalized. Before the introduction of Ontario's health reform, Carefirst had long embraced integrated care—in 2012 and 2015, Carefirst's management team visited San Francisco to learn about the success and implementation of the PACE model. We have since adapted and developed that framework into the Carefirst INTEGRATE model of care.

In alignment with the Ministry's aim to establish an integrated care system, Carefirst has approached health and social service agencies to cultivate inter-professional partnerships and has actively participated in the development of Ontario Health Teams, specifically the North York Central, Eastern York Region and North Durham, and Scarborough Health Teams. These Health Teams will enable clients to easily navigate the healthcare system. Bringing care to our clients and sustaining a flourishing community remains our highest priority.

— Helen Leung, CEO



Ethics Corner

Carefirst is committed to ensuring that all activities abide by the highest standards of ethical conduct. As such, Carefirst developed and adheres to a comprehensive ethical framework that includes: 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 mandatory to all staff and governance members.

Our ethical conducts and standards are applicable at all levels of the organization as we believe staff involvement will assist in the upholding of our standards. Support from renowned bioethicist Dr. Kerry Bowman and the Carefirst Ethics Committee provides Carefirst with guidance to decide the best course of action to any difficult dilemmas.

What is an ethical issue?

Participation in a research study might not appear to be an "ethical" issue, but here are some criteria that we consider before deciding to participate:

- ◆ What are the study objectives, and why have you approached Carefirst?
- ◆ What are the benefits to the clients/patients and Carefirst?
- ◆ Are we dealing with a vulnerable population?

Should you have any ethics-related questions or concerns that you would like to address, please contact Human Resources Director Mindy Ginsler at mindy.ginsler@carefirstontario.ca or 416-847-6006.

Why Integrated Care?

"Integrated Care" is a worldwide trend in health care reforms to provide a comprehensive, efficient and seamless experience for patients of all ages. This process involves the amalgamation of diagnosis, treatment, care, rehabilitation, health promotion and social care. Carefirst Seniors Community Services Association and Carefirst Family Health Team work together in providing integrated primary health and social care services with the highest quality for our clients and families.

Seniors' Month

June is Ontario's 35th annual Seniors' month! Seniors play an integral role in the wellbeing of the community and we can all benefit from their wisdom, friendship and experience. It is important to recognize that the health of seniors greatly impacts the health and wellbeing of the community; they are a source of skills and knowledge; and seniors contribute tremendously to the development of our neighbourhoods by serving as leaders, mentors, volunteers. Carefirst will continue to actively listen to seniors regarding their feedback in order to improve their experiences and to support seniors living fulfilling lives.





The new graduates —Thanks to Dr. Ping Fun Choy (first row, second from the right) and our staff co-designing the Compassionate Care: Community and Hospice Education Program.

Community and Hospice Care Education Program

According to the Canadian Institute for Health Information, 75% of Canadians prefer to die at home; however, few people receive the palliative care that enables them to do so. Services that are language specific are even more difficult to access. In response to this growing need, Carefirst led a Community & Hospice Care Education Program. This program aims to improve the quality of life for those with life-limiting illnesses by training volunteers to provide culturally and linguistically appropriate care. The program was very well-received by the 20 participants who said they gained immense knowledge of palliative care and practical communication skills. Upon program completion, participants will become hospice-visiting volunteers who provide companionship and support.

For more information: 416-502-2323 ext. 6143

Elder Abuse Awareness and Prevention

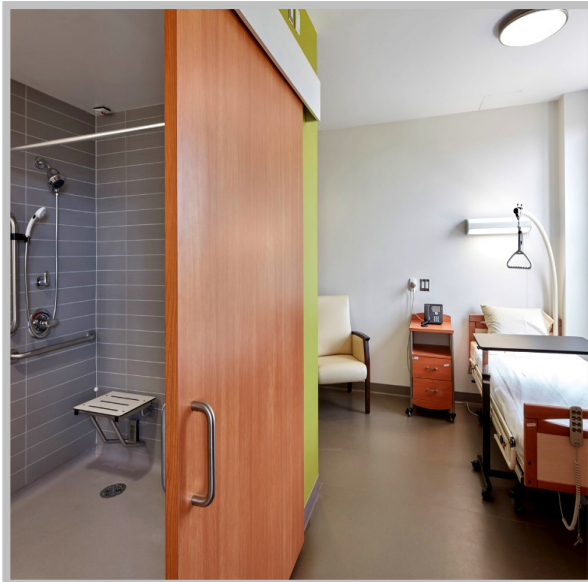
The World Health Organization estimates that 1 in 6 people 60 years and older experience some form of abuse in the community. It is imperative to provide accessible services, education and resources to enable seniors to protect themselves.

Elder abuse is any action or inaction that jeopardizes the health, safety and well-being of a senior. The most common forms of abuse include but are not limited to: physical, psychological, financial and sexual abuse, and neglect and abandonment. Victims typically know and trust their abusers, and are mentally competent individuals.

In June, the Carefirst Chinese Elder Abuse Education & Prevention Program will organize information displays and educational workshops to combat abuse and promote awareness. The Program will organize activities on an ongoing basis.



Carefirst runs a Chinese Elder Abuse helpline from 9 a.m. to 5 p.m. on Monday to Friday. For information, resources and support, please contact us at 416-502-2321. Caller information is strictly protected.



Transitional Care Centre

The Transitional Care Centre (TCC) looks forward to a year of growth and opportunity as the government looks for innovative ways to reduce 'hallway medicine' and help remedy the hospital bed blockage problem. Our partnership program with Scarborough Health Network has provided clients, who are not ready to return home, with restorative care on TCC following an acute illness and has resulted in significant savings to the health care system. Carefirst continues to collaborate with other partners to contribute to a more integrated and sustainable system.

TCC welcomes program workers who now provide Adult Day Programming to residents on the unit including group exercise and other engaging activities to optimize their health and well-being during their stay with us.

Please contact us for detailed information and fee schedule for the Carefirst Transitional Care Centre. Tel: 416-572-3838

DID YOU KNOW?*

- ◆ 1 in 10 Canadians has chronic kidney disease
- ◆ Diabetes is the leading cause of kidney failure
- ◆ Symptoms of kidney disease or decline in kidney health include but are not limited to uremia, leg cramps, fatigue and cold intolerance
- ◆ 78% of approximately 4,300 Canadians are currently waitlisted for a kidney transplant
- ◆ The average wait time for a deceased donor transplant is four years
- ◆ There is currently no cure for kidney disease

*Source: The Kidney Foundation of Canada.
<https://www.kidney.ca>



Dietitians demonstrating diabetes-friendly meal preparation.



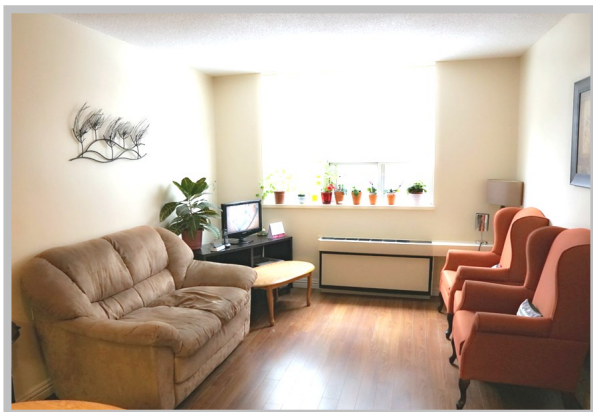
Chronic Disease Management Program

Carefirst launched the Integrated Dialysis Care (IDC) Program in February in collaboration with the Scarborough Health Network, home to the largest nephrology program in the province, to support individuals with peritoneal dialysis while providing them access to other services to increase their quality of life. IDC is a great example of integration of acute and community care that enables clients to be well-supported in their homes; the program provides them with the tools and resources to self-manage their chronic disease. We are encouraged by the feedback we have received thus far from clients and caregivers and look forward to continuing to serve our community.

Please contact us for information about the Integrated Dialysis Care Program at 416-502-2323 ext. 6141.
To access our other CDMP services please call 416-847-8941.

Overnight Stay Program

Caregiver Respite for Families Living with Seniors with Dementia



Funded by the Central LHIN, the Overnight Stay Program is a short-term overnight respite program that benefits caregivers requiring a temporary break due to stress, burnout, personal leaves or medical conditions, as the program accepts clients with cognitive impairment/dementia or other older adults in need of the services.

Currently operating at the Carefirst Transitional Care Centre, the program will shortly transfer over to its main location of operation at 20 Water Street, Markham. It provides a safe and comfortable semi-private room with care provided by certified Personal Support Workers from 5 p.m. to 9 a.m. During the stay, clients are provided with warm nutritious meals, therapeutic evening programs and other services provided within the professional scope of the PSW. During the daytime, clients also have access to the Adult Day Program and agency transportation services as needed.

For more information, please call Crystal at 905-780-9646 or 437-216-0678.

"The amount of detail and depth of care provided for myself as a caregiver and for my mother was tremendous and valuable. I would commend and recommend the Carefirst Overnight Stay Program to any caregivers in the community in need of this service."

—Mr. Lawrence (Son of Mme. Lau)

"Our family really appreciates the services and help from everyone at Carefirst! The program and services offered in bundles and unison are great. I would suggest for more varieties in terms of fruits for seniors."

—Ms. Jennifer (Daughter of Mme. Mak)

"It gives the family the needed peace of mind while away for vacation."

—Mr. Martin (Son of Mme. Ng)

Home and Community Care Services

As the Ontario Health Reform hopes to reduce “hallway medicine” and ensure patient needs in the community are met, especially after discharge from hospital, the expectations on Home Care services will be even greater. As part of its plan to improve effectiveness and efficiency, Home Care will continue to recruit more Personal Support Workers, health care professionals and adopt technology; a pilot study has been set up to test the smart phone application for time keeping and scheduling, with intent to implement in the coming few weeks. These measures will allow the Home Care Department to decrease time spent on administrative tasks and increase time and focus on home visits, case management, service quality, worker training, and expansion to serve more clients.

Personal Care

- ◆ Personal hygiene care such as grooming, bathing, dressing, and toileting
- ◆ Escort to medical appointments

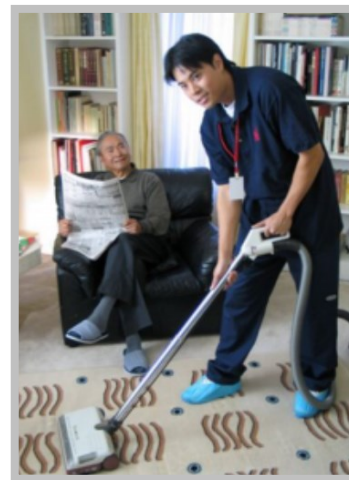
Homemaking

- ◆ Bathroom/kitchen cleaning, floor cleaning/vacuuming, laundry, grocery shopping, and meal preparation

Caregiver Relief

- ◆ Providing relief for family caregiver to enable them take a break from their caring role, from a few hours a day to around-the-clock care in home/care facility/hospital setting

Please call 416-847-8938 to inquire about Home and Community Care Services.



Current IT Projects

Carefirst's IT department is currently undertaking projects to enhance service delivery to our clients.

◆ Mobile Health System

A smartphone mobile system that enables Personal Support Workers (PSWs) to communicate with Client Service Coordinators, and streamline work scheduling and timesheet management processes.

◆ Community Service Request Portal

An online service request system for clients to submit and track their community service request status.

◆ EMR Online Booking

An electronic platform that patients can use to book their appointments online and receive call reminders.



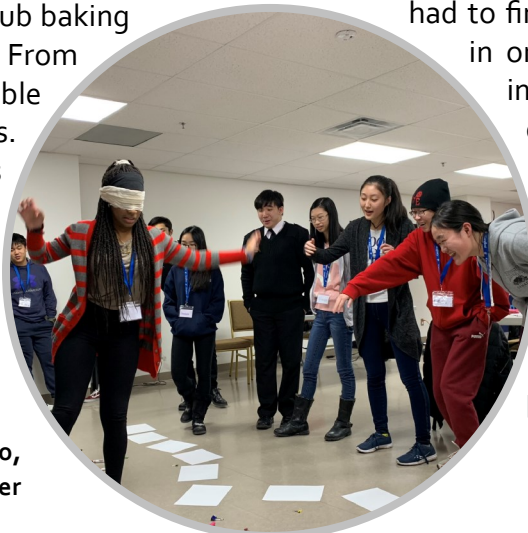
Youth Volunteer Corner

Youth Leadership and Volunteer Development

What's so sweet about Youth Club?

For a student, meeting once a month is an easy commitment to a club—free food is a bonus. It is easy to see how Carefirst Youth Club baking events manage to draw crowds. From cupcakes to mooncakes, we are able to demonstrate our culinary skills. We flexed our creative muscles through cupcake decorating in the most recent meeting. What started out as just a “Pal-entines” cupcake decorating event quickly turned into a creative outlet for participants.

— Annissa Ho,
Youth Volunteer



Puzzles with my Pals

On March 9th, 2019, Carefirst Youth Club took part in an “escape room” type puzzle event where we had to find a “boarding ticket” in an hour in order to complete our mission. It included clever puzzles that required us to think outside of the box and taught us that you can't always work by yourself; as the saying goes: two heads are better than one. Overall, we had a lot of fun and connected with each other through this experience.

— Bryan Kozdas,
Youth Volunteer

Youth Volunteer Leadership Training Program

I'd normally spend March Break lazing around and wasting my time sleeping in, but that changed thanks to the Carefirst Youth Volunteer Leadership Training Program. Although volunteering over school break might sound like a drag, it's not what you think. I gained experiences such as interacting with seniors and planning senior friendly recreational activities. I also learned new things such as Wing Chun and Emergency First Aid; I personally feel lucky to have learned such important lifesaving skills. I also received First Aid/CPR Certification, which is one of the requirements to become a lifeguard when looking for a summer job. But most importantly, I made many connections with other people!

— David Yun Ze Li,
Program Alumnus and Youth Volunteer

Youth Volunteer Events

◆ Carefirst Youth Club — Free drop-in programs every second Saturday of the month

A hub designed for youths (ages 14-24) to make peer connections, access resources (tutors, computers), attend skill building workshops, join interest clubs (dance, culinary, sports), and contribute to meaningful volunteer projects!

◆ Youth Volunteer Leadership Training Program — 5-day program in March, July, and August for high school students

Program focus:

- Geriatric Care: understanding physiological and psychological changes with aging, safe transfer skills
- Personal & Professional Skills: communication, team building, healthy cooking/nutrition, self-care, First Aid/CPR
- Community Involvement & Program Development: plan and lead recreation activities for seniors, earn volunteer hours, explore careers by volunteering at different service departments

Please contact the Carefirst Volunteer Department for more information and registration details at 416-572-3824.

Carefirst Family Health Team strives to improve the health of patients and families by providing culturally sensitive, family-centered and holistic primary health care services with the help of a team of multidisciplinary professionals.



Register NEW patients for Scarborough 416-502-2029 & Richmond Hill 905-695-1133



Carefirst FHT Accreditation 2019

The Carefirst Family Health Team recently completed its accreditation in January with *Accreditation Canada* to achieve a final score of 98.2%.

Accreditation Canada found the Carefirst FHT leadership values its staff and there is a strong focus on learning and development. It commends the Carefirst FHT's overall commitment to client and family-centred care and quality improvement. *Accreditation Canada* highly encourages Carefirst FHT to continue its collaborative approach to service delivery that keeps clients and their families front and centre.

Healthcare reform

Ontario Health Teams are tasked with being accountable for delivering a full and coordinated continuum of care to a defined geographic population; one of these key components is primary care. As such, Carefirst FHT participates in OHT planning tables; offers primary care in Richmond Hill, Markham and Scarborough servicing 10,000 patients by our inter-professional teams of Physicians and IHPS; we practice integrated primary care, and are experts in providing culturally sensitive health care/support to immigrant and social minority populations, and patient groups of all ages.



Memory Clinic

Carefirst FHT launched its in-house Memory Clinic led by FHT physician Dr. Kinsey Lam on May 2, 2019. The objective of the program aims to capture early diagnosis, treatment and support of patients living with cognitive concerns. Carefirst welcomes both rostered and non-rostered patients who suspect they may be suffering from cognitive impairment to participate.

For more information, please contact our Family Health Team at 416-847-8941.

Mental Health

The Carefirst FHT will begin a number of new psychoeducation group sessions including Mental Health Across Life Span at our Scarborough location. Guest speakers are mental health clinicians, registered psychotherapist and social workers who work collaboratively as a team to help provide clients with stress management, illness, and life changes.

This workshop is open to everyone who is interested in learning about mental health, self-management tools and access to resources.



5 Steps to Start Advance Care Planning

1. **THINK** about what's right for you. What's most important to you about your end-of-life care?
2. **LEARN** about the different medical procedures that can be offered at the end of life. Some may improve your quality of life, others may only prolong life.
3. **CHOOSE** your Substitute Decision Maker. Choose a loved one who is willing and able to speak for you if you can't speak for yourself.
4. **TALK** about your wishes with your Substitute Decision Maker, loved ones and health care provider.
5. **RECORD** your end-of-life wishes — write them down, record them or make a video.



*Source: Speak Up Campaign—National Advance Care Planning Task Group. <http://www.advancecareplanning.ca>

Advanced Care Planning

Advanced Care Planning is planning how you would like to be cared for when you become ill and cannot speak for yourself. Everyone should consider advanced care planning as unplanned events can occur and you are unable to make your decisions known. It is particularly important for seniors who are diagnosed with dementia and chronic illnesses to consider advanced care planning.

An *Advanced Care Directive*, also known as a "living will", is the legal document that dictates your wishes about the health care you want to receive. A *Substitute Decision Maker* is someone you name to make healthcare decisions for you when you are unable to do so. You can designate your *Substitute Decision Maker* using the "Power of Attorney for Personal Care" document, which is provided by the Ontario Government.

You can also appoint someone as "Power of Attorney for Property" if you want them to help you manage your finances, or you are worried about becoming unable to manage them in the near future by the using the "Power of Attorney for Property" document.

You can call 1-800-366-0335 or go to the website <http://www.attorneygeneral.jus.gov.on.ca> for more information.

Nutrition and Fasting

In preparation for Ramadan (May 5 – Jun 4, 2019), the Carefirst FHT partnered with Diabetes Canada South Asian Chapter to co-host a talk about fasting on May 4, 2019.

40 community members from the South Asian Communities attended the event and learned about the cultural aspects of fasting and how to monitor blood sugar levels when observing the holiday.



Carefirst 2019 "Young at Heart" Charity Gala



Title Sponsor:
Congee Queen



Premium Sponsor:
Ontario Medical Imaging



Patron Sponsor:
Mrs. Susan Foon-Chim Wong



MCs: Anson Wong
and Richmond Hill
Councillor Castro Liu.



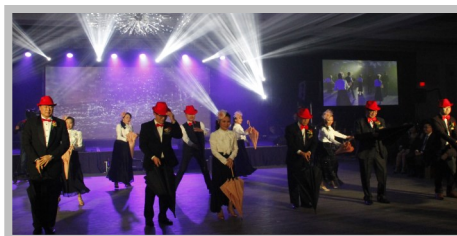
Board Member Shirley
Ng performing "Iron
Blood, Loyal Heart".



Carefirst CEO Helen Leung and Hon. Advisor Charles Poon performing Cantonese Opera.

The Carefirst 2019 "Young at Heart" Charity Gala was held on March 30, 2019 at the Sheraton Parkway Toronto North Hotel. This year's theme was Hollywood at Carefirst. Over 550 guests were in attendance for an exciting evening of live music, charity performances, auctions, and gourmet food.

The event was a huge success, thanks to all our guests, sponsors, vendors, charity performers, staff and volunteers for making the Charity Gala possible. Special thanks to Congee Queen (Title Sponsor), Ontario Medical Imaging (Premium Sponsor) and Mrs. Susan Foon-Chim Wong (Patron Sponsor)!



Carefirst Board Members (L-R: Lawrence Wong, Philip Ho, Peter Choy, Will Sung and Herman Tse) performing "Singing in the Rain" with teacher Joe Tam.



Carefirst Angels (L-R: Dr. Sandra Tam, Dr. Sheila Neysmith, Christine Bertrand-Clarke, Dr. Zerlina Lim, Stephanie Ho and Doreen Tai) performing Sister Act's "I will follow him".



Thank you Carefirst Board Members and dignitaries for supporting the organization.



Teacher Ho Ling leading Jing Dance Group for Fan Dance.

Foundation Board of Directors

Chair — Peter Choy | **Vice Chair** — Stephanie Ho **Treasurer** — Philip Ho | **Secretary** — Shirley Ng

Directors — Zerlina Lim, Yan Liu, Ben Luong, Gordian Mok, Allan Sum, Will Sung, Herman Tse, and Matthew Wan



Events Highlight



Visit from the Prime Minister of Canada The Right Honourable Justin Trudeau

On March 27 2019 the Prime Minister visited Carefirst Seniors and Community Services Association to highlight Budget 2019's National Dementia Strategy and meet with Board Members, staff and clients.



Special thanks to CEO and President Lois Cormack (left) of Sienna Senior Living (SSL) for the generous donation to Carefirst. Carefirst CEO Helen Leung (right) presented Cormack with a recognition plaque at the SSL Annual General Meeting on May 22, 2019.



Carefirst attended the 15th World Congress on Long Term Care in Chinese Communities which was held in Hong Kong from November 29 to December 1, 2018. That year's theme explored "Sustainable and Quality Long Term Care Services."



Carefirst participated in the Pri-Med Canada 2019 Inter-professional Conference held in Mississauga in early May. The conference was a huge success for Carefirst to interact and network with over 3550 family physicians, nurse practitioners and pharmacists in one location.



Carefirst collaborated with Scarborough Health Network on a joint poster display at the Ministry's Health Quality Conference in October of last year. Carefirst management connected with patients, caregivers, healthcare professionals and other attendees to share ideas in delivering and improving quality care.

Events Highlight



Poon Choi Bowl Feast — January 11th, 2019
Carefirst Foundation Mr. Peter Choy receiving donations from Mr. Ken Choi.



Carefirst Members attending Long Time Supporter Mrs. Susan Wong 95th Birthday Celebration.



Radiothon Air Ticket Sponsor Mr. Allan Sum (President of Mandarin Holidays) and Prize Winner.



Carefirst Radiothon with A1 Chinese Radio.



Power 7 Team Client Appreciation Dinner — Carefirst Foundation Board Chair Mr. Peter Choy (Left, 7) receiving donations from Mr. Ken Fok (Left, 8), in attendance with Councillor Alan Ho (Right, 5) and Councillor Castro Liu (Right, 2).



Toronto Harmony Lions Club Inauguration Ceremony and donation towards Carefirst.

UPCOMING EVENTS

Event: Carefirst Charity Walk for Health and Family Fun Fair

Date: Saturday, June 15, 2019

Time: 9:45 am – 3:00 pm

Venue: Carefirst One Stop Multi-Services Centre, 300 Silver Star Blvd. Scarborough, ON

Please visit www.carefirstwalkathon.com or call 416-847-0289 for more information.

Event: Cantonese Opera Singing Competition

Audition: June 9th and 23rd, 2019

Venue: Auditorium in the Carefirst One Stop Multi-Services Centre, 300 Silver Star Blvd. Scarborough, ON

Final Competition: Friday, July 26, 2019

Venue: Casa Deluz Banquet Hall

Please contact Canadian Cantonese Cultural Association at 647-286-4053 for contest details.

Event: Carefirst Summer Charity Sale

Date: Every Tuesday, starting July 2nd, until August 27th, 2019 from 11:00 AM to 1:30 PM.

Venue: Carefirst One Stop Multi-Services Centre, 300 Silverstar Blvd. Scarborough ON.

Please contact 416-847-0289 for more information.

Donation

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

Cheques are payable to **Carefirst Seniors and Community Services Association** or donate online at www.carefirstontario.ca.

Any donation over \$20 will receive a tax receipt upon request.

Charitable Registration
#10691 5861 RR0001

We're hiring!

To apply, send resume and cover letter to:

- ♦ email: hr@carefirstontario.ca
- ♦ fax: (416) 502-2382
- ♦ pick up an application form at our office at 4/F, 300 Silver Star Blvd, Scarborough ON

For more information, visit: www.carefirstontario.ca/about/careers, or call (416) 847-6005.

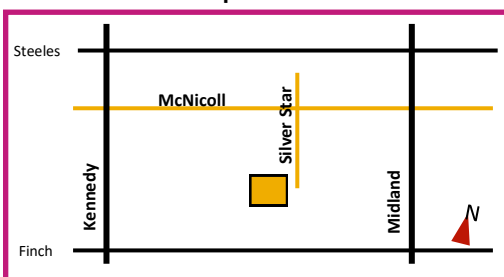
Vocational Training Centre

Upcoming courses

- ♦ Food Handler Certification – June
- ♦ Care Attendant for Post-Natal Services – June
- ♦ Personal Support Worker Certification Program – September

Please contact 416-847-2767 or training@carefirstontario.ca for additional details.

Carefirst One-Stop Multi-Services Centre



Facility Rental

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

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

For inquiries, please call: 416-502-2323.

We are committed to create a barrier-free environment for all. If you require accommodation, please inform us in advance to explore alternate arrangements.



United Way
Member Agency

