



Where Care Always Comes First **CAREFIRST CONNECTION**

January 2020

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

MESSAGE FROM THE BOARD PRESIDENT

Carefirst's goal for 2020 continues to be effecting positive change by providing integrated care in the community. In the past year, our team established new partnerships and collaborated with many of our peers in the health and social care sector in anticipation of a transforming provincial health system that will offer higher quality of care and improved accessibility to Ontarians. We remain committed to advancing these connections and participating in the Ontario Health Team development.

We also look forward to investing efforts to improve and expand our services and programs. Our plan for the coming years is to bring integrated care to local residents living in York Region and surrounding areas. We aim to redevelop our Richmond Hill service site into a Campus of Care that will include a 96-bed long-term care home, an elderly persons' centre and a medical centre that will serve more than 10,000 patients each year.

With the generous support from our partners, funders, donors, clients and others in the community, we foresee a productive and eventful year for Carefirst.

— Sheila Neysmith



ONTARIO HEALTH TEAMS



Carefirst is pleased to announce the *Ministry of Health* and *Ministry of Long-Term Care* have approved the applications of North York Toronto Health Partners as well as that of Eastern York Region and North Durham Ontario Health Team. They are among the first cohort of official health teams.

The organization is excited to work more closely with our cross-sector partners to continue improving patient access to services, delivering seamless care and increasing collaborative opportunities between patients and providers across the Greater Toronto Area.

[Learn more on page 2.](#)

ETHICS CORNER

This year we are enhancing our approach to governance and strengthening support of our Ethics Framework. For instance, we recently introduced a new form called the Consent To Act As Director Form. The form is to be signed by all Board Directors and ensures compliance with the Corporations Act (Ontario), e.g. that members are not bankrupt, and that all members meet eligibility requirements set out in the Income Tax Act (Canada), e.g. they don't have unpardoned criminal records involving financial dishonesty, tax evasion, theft, fraud, or other offences involving breaches of the public trust.

Should you have any ethics-related questions or concerns pertaining to Carefirst and its operation, please contact Human Resources Director Mindy Ginsler at 416-847-6006 or mindy.ginsler@carefirstontario.ca



ONTARIO HEALTH REFORM

During the early developing stages of Ontario Health Teams (OHT), Carefirst joined as core partners to establish Eastern York Region and North Durham OHT, North York Toronto Health Partners and Scarborough OHT. Carefirst later joined Western York Region OHT, led by Mackenzie Health, as an affiliated member.

Carefirst and partners from the health and community care sectors participated in the site visit of North York Toronto Health Partners on November 8, 2019. ▶▶



▲ Service users from Carefirst and their family members attended the Markham Stouffville Hospital *Care Beyond Our Walls* tour in October 2019 to learn about the available local services and the care navigation process within their neighbourhood.

Since April 2019, Carefirst has worked tirelessly alongside its allies to build and improve upon the proposed health teams. In the following months, our service users partook in various work groups to strategize co-design plans that would serve the community more efficiently and effectively. The OHTs strive to be more integrated and inclusive: we strongly encourage patients and other service users of all ages and backgrounds to join the groups so that, as clients' voice, we can be better informed to meet the needs of the community.

MPP and Parliamentary Assistant to the Minister for Seniors and Accessibility Daisy Wai (Front R3), visited Carefirst to introduce seniors to the Ontario Seniors Dental Care Program. The new government-funded program supports low-income seniors who are aged 65 and over to access free, routine dental care within the province.



Minister for Seniors and Accessibility Raymond Cho (Back L4) and MPP Aris Babikian (Back L6) visited staff, volunteers and Adult Day Program participants during Carefirst's **Staff Retreat**.

[Learn more about Carefirst's activities on page 7.](#)



SAFE WALKING & FALLS PREVENTION

According to the World Health Organization (WHO), a fall is “an event which results in a person coming to rest inadvertently on the ground or floor or other lower level.”

Falls can result in hospitalizations, reduced quality of life, chronic pain, injuries, and an increased risk of death.

Older adults and seniors are at a higher risk of falling—and those aged 65 and over are likely to fall at least once each year. Lack of physical activity contributes to the likelihood of falling; exercise, like *Tai Chi*, on a regular basis helps maintain strength and balance.

Find out about Carefirst Exercise and Falls Prevention Program on our website or call 416-847-8939.



3 Simple Tips to Avoid Slips & Falls

1. Wear weather-appropriate footwear and use supportive equipment such as canes and walkers.
2. Consider walking indoors such as in a shopping mall if the weather outside is less than ideal.
3. Use paths and sidewalks wherever possible and avoid unsafe terrain.

MEET OUR DEDICATED VOLUNTEER



Following in the footsteps of her mother, Rose Maria Wong Tam began volunteering alongside her son at Carefirst in 2009. Throughout the years, she has taken on various roles including Friendly Visitor and Telephone Reassurance Volunteer.

Rose Maria remains a familiar face at many of Carefirst's special events as a volunteer photographer. She discovered her passion for photography and dancing while serving as a volunteer at the organization. Rose Maria's experiences in working with the senior community also enabled her to build tolerance and wisdom.

She said volunteers play an important role in enhancing the community's capacity.

“Go for it,” Rose Maria said. “Do your best and do what you think is best.”

This is an adaptation. The original story by Youth Volunteer Fiona Chang appeared in the September issue of *Conversations with Carefirst Volunteers*.

CELEBRATING 10 ACTIVE YEARS

A report published by the Public Health Agency of Canada in 2014 stated that Tai Chi promotes balance, flexibility and strength and is generally effective in reducing falls. As such, many Carefirst members remain active, both physically and socially, through Carefirst Family Health Team (FHT) Tai Chi class and other programs.

Thirty-six participants are currently enrolled in the class—twenty-two of whom are original members. According to the leader of the class, Ken Leung, some of their friendships span over ten years and counting.

“The class is so welcoming,” Ken said. “They're very close, like brothers and sisters.”

Carefirst and members alike will enjoy the class' 10th anniversary on February 15, 2020.

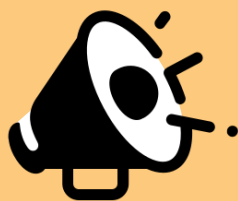
Carefirst FHT Tai Chi members alongside leader Ken Leung (Back L7) and instructor Henry Chan (Front L10).



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



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



Specialist Clinic

In 2019, both new and existing specialist services were consolidated to Carefirst One-Stop Multi-Services Centre. The clinic offers consultations related to allergy, cardiology, endocrinology, optometry, geriatrics, internal medicine, nephrology, obstetrics/gynecology, thoracic surgery, chiropody, and hearing care.

Contact your family doctor about referrals to our Specialist Clinic.

Digital Health

Carefirst strives to improve patient experience and accessibility of services, as well as reduce patient wait times. The organization believes investing in new innovative tools will enable more efficient delivery of care and hence has leveraged technology by introducing a self check-in kiosk and administering patient satisfaction surveys via tablets. In February 2020, the Carefirst FHT anticipates to roll out its online self-booking platform for its patients.



Community Outreach

Carefirst Family Health Team (FHT) regularly participates in bi-monthly outreach initiatives with Carefirst Seniors by utilizing the Mobile Health Unit to serve communities in the GTA. Our FHT nurse and dietitian teams provide education about prevention strategies and self-management. The aim of community outreach is to help build "neighbourhoods of care" where at-risk and/or underserved populations can have improved access to care and services.

The basis for vaccinations was introduced in 1796 by Dr. Edward Jenner. He hypothesized, through his experimentation in the late 18th century, that patients infected with cowpox were subsequently protected against smallpox.

DID YOU KNOW?



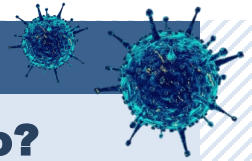
CAREFIRST FLU CLINIC

The best way to protect yourself from the flu (or reduce the risk of complications) is to vaccinate every year. Late last year, Carefirst Family Health Team (FHT) launched an initiative at our Scarborough and Richmond Hill sites to manage and prevent the spread of the flu virus in the community. Both staff and patients visited our clinics to receive their annual flu shots.

As part of the Scarborough Ontario Health Team Winter Surge Initiative, Carefirst FHT also operated an ambulatory flu clinic at Milliken Christian Community Church via our Mobile Health Unit to deliver care in the neighbourhood on November 25, 2019.

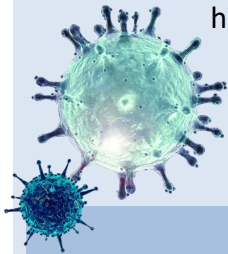


CORONAVIRUS



Coronaviruses are viruses that cause illnesses ranging from the common cold to more serious diseases such as pneumonia and Severe Acute Respiratory Syndrome (SARS). Persons who are immunocompromised are more at risk of developing these conditions after being infected.

Since the '60s, researchers have identified seven coronaviruses that can infect people, four of which are commonly circulated among humans. Sometimes strains that infect animals can *evolve and transmit to humans*—becoming new (“novel”) coronaviruses that have previously not been identified.



The term is derived from the Latin “corona” meaning crown, referring to the virus’ microscopic appearance.



What Can You Do?

There is currently no vaccine to prevent 2019-nCoV. The best way to prevent infection is to avoid being exposed to the virus. Preventative measures include:

1. Practise good hand hygiene
2. Cover coughs and sneezes
3. Avoid touching your eyes, nose and mouth
4. Stay home if you’re sick
5. Avoid handling items used by someone who is ill

2019 NOVEL CORONAVIRUS



The 2019 novel coronavirus (“2019-nCoV”) was detected in Wuhan, China in late December 2019 after local authorities reported an outbreak of respiratory illness in the city. As with other respiratory illnesses, symptoms include fever, cough and shortness of breath; however much is still unknown about the virus and details continue to emerge. In Canada, testing for 2019-nCoV is conducted by the Public Health Ontario Laboratory in Toronto and National Microbiology Laboratory in Winnipeg.

INFLUENZA 101

Influenza, also known as the flu, is a respiratory infection (RI) that results in an estimated 12,200 hospitalizations across the country each year and is among the top 10 causes of death in Canada. RIs such as the cold and flu share similar symptoms including cough and runny nose. However, an infection caused by the flu virus can generally result in more serious health problems. Health Canada states that young children and individuals with weakened immune systems, such as pregnant women and older adults, are at higher risk of developing complications.



Fact or Fiction?

Vaccines cause autism.

Young children are often vaccinated around the same time autism is diagnosed. There is no evidence linking vaccines to autism and other neurological conditions.

Vaccines contain dangerous ingredients.

Health Canada performs rigorous safety tests before approving a vaccine. Some vaccines contain live viruses (such as the chickenpox vaccine) but they generally do not cause disease in a healthy vaccine recipient.

I’m healthy so I don’t need to be vaccinated.

Unless advised by a certified health-care provider, everyone should get their vaccines. Herd immunity describes how a population is effectively protected if the majority of people are vaccinated. It protects vulnerable individuals who cannot receive certain vaccinations.

Carefirst 2019 Annual General Meeting



▲ Incumbent and succeeding Carefirst Seniors, Carefirst Foundation and Carefirst Family Health Team Board Directors alongside MPP Daisy Wai, MPP Aris Babikian, MP Jean Yip and City Councillor Cynthia Lai attended the Carefirst 2019 Annual General Meeting.



▲ Carefirst 2019 AGM panelists (L-R: Nomination Committee Representative Charles Poon, Carefirst CEO Helen Leung, Carefirst Seniors Board President successor Sheila Neysmith, AGM Monitor Hartley Nathan, AGM Secretary Lynda Clarke and former Board Director Olivia Mui) assisted at the event.

Carefirst Seniors and Community Services Association held its Annual General Meeting (AGM) on October 26, 2019 at Brighton Convention and Event Centre to elect new governance members and celebrate achievements of the past year. Over 200 donors, agency partners, staff, volunteers and agency supporters joined Carefirst Board Directors in the occasion.

Carefirst Board Directors are elected individuals who come from diverse backgrounds—many of whom are entrepreneurs, academics and health professionals. They are responsible for planning and directing policy within the organization; approving the annual budget; and ensuring Carefirst's activities align with its mission and values when serving the community.



▲ Staff and volunteers were presented with long-service awards for their dedication to working at Carefirst and serving the community.

Board Directors are also involved in various Carefirst groups that provide oversight and assistance on matters and concerns related to the organization, such as Finance Committee and Human Resources Committee.

SENIORS

President
Vice-President
Treasurer
Secretary
Directors

Sheila Neysmith
Sandra Tam
Kingson Lee
Will Sung
Peter Choy | Lin Dong | Philip Ho
David Lai | Milton Lee | Shirley Ng
Paul Williams | Lawrence Wong

FOUNDATION

Chair
Vice-Chair
Treasurer
Secretary
Directors

Peter Choy
Stephanie Ho
Matthew Wan
Shirley Ng
Philip Ho | Jenny Lam | Abby Lee
YC Lee | Dr. Zerlina Lim | Yan Liu
Allan Sum | Will Sung | Herman Tse

FAMILY HEALTH TEAM

Chair
Treasurer
Directors

Christel Galea
Doreen Tai
Lin Dong
Elli Luy
Luxmi Vasan

AGENCY HIGHLIGHTS



Carefirst Foundation



In 2019, Carefirst Board Directors and Carefirst supporters alike sent care to service users and those living in the community through the **Holiday Wishing Tree Campaign**. Baubles tagged with well wishes decorated our trees.



Thank you to our Board Directors and esteemed guests for joining Carefirst to celebrate our accomplishments in 2019 and express immense gratitude for the support received from our donors at the **Agency Open House**. Attendees went on guided tours and learned about our recent developments, including the Overnight Stay Respite Program as part of our dementia care strategy; a long-term care home application to the Ministry; and consolidation of the Specialist Clinics.



Edith Lam, Carefirst Director of Development and Communication (R), presented an Appreciation Plaque to Lolita Siu for hosting a charity concert to fundraise for the organization.



Carefirst held its annual **Radiothon** with the help of A1 Chinese Radio (AM 1540).

◀◀ Carefirst CEO Helen Leung interviewed by A1 radio hosts Anson Wong (L1) and Simon Lau (L2).



Carefirst Foundation Chair Peter Choy (R3) and Carefirst Director of Development and Communication Edith Lam (L3) were presented with a generous donation from Toronto Harmony Lions Club.

Carefirst was one of the few beneficiaries of the **Hong Kong Rhapsody – A Tribute to the '70s/'80s Cantonese Oldies Charity Concert**. It was held in September 2019.



▲ TC Lo, representing the organizer, presented a donation cheque to Carefirst.



Winnie Yu, a talented dance instructor, and the Dance Pooh Team celebrated her 20 years of dedication and volunteering at Carefirst.



The Power 7 Team hosted a client appreciation dinner on the evening of November 30, 2019 in conjunction to a successful auction to fundraise for Carefirst.

◀◀ Foundation Chair Peter Choy (L8), received a donation on behalf of the organization from Power 7's Ken Fok (L7).



With the help of Carefirst volunteers, we were able to set up charity sales during the summer months and holiday season. All proceeds go toward helping our service users and those in the community.

Follow us on Twitter and Facebook to find out when we will have our next sale!



@CarefirstSeniors



@CarefirstSenior

FUNDRAISING EVENTS

Event: Chinese New Year Poon Choi Bowl Feast Charity Sale
Date and Time: January 17 to 24, 2020

Event: Carefirst 2020 Charity Raffle
Date and Time: January to March, 2020

Event: Carefirst 2020 *Young at Heart* Charity Gala
Date and Time: Saturday, March 21, 2020 at 6 p.m.
Venue: Sheraton Parkway Toronto North Hotel, 600 Highway 7 East, Richmond Hill, ON

For information about any of the events listed above or to find out more about upcoming events, please contact us by telephone 416-847-0289 or email donation@carefirstontario.ca.



Donation

Charitable donations to **CAREFIRST FOUNDATION** are always welcomed. Your generosity helps change lives of people in need.

Cheques are payable to **Carefirst Foundation**. You can also donate online at www.carefirstontario.ca.

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



Charitable Registration
#83974 4943 RR0001

We're hiring!

If you are interested in working at Carefirst, please send a resume and cover letter to the following:

- ♦ email: hr@carefirstontario.ca
- ♦ fax: 416-502-2382

You may also pick up an application form at the Carefirst One-Stop Multi-Services Centre. For more information, call us at 416-847-6005 or visit our website www.carefirstontario.ca/about/careers.

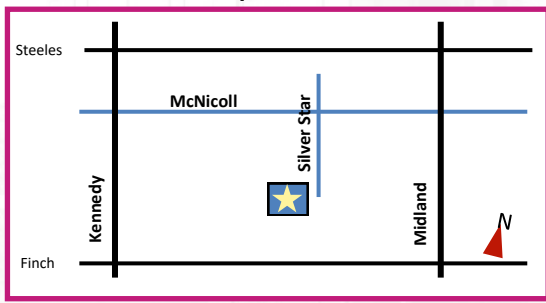
Vocational Training Centre

Carefirst Vocational Training Centre currently offers certification courses:

- ♦ Post-natal care attendant — February
- ♦ Food handler — March

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

Carefirst One-Stop Multi-Services Centre



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

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

Please direct your rental queries to our general line at 416-502-2323.

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



United Way
 Member Agency



North York Toronto Health Partners