



Where **Care** Always Comes **First**

CAREFIRST CONNECTION

COVID-19 Issue
August 2020

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

CAREFIRST WOULD LIKE TO WHOLEHEARTEDLY **THANK YOU** FOR YOUR SUPPORT AMID THE COVID-19 PANDEMIC!

**YOUR CONTINUED SUPPORT AND DONATIONS OF
CLOTH MASKS AND OTHER PERSONAL PROTECTIVE EQUIPMENT
IS GREATLY APPRECIATED BY OUR FRONT-LINE HEALTH-CARE
WORKERS AND VULNERABLE COMMUNITY MEMBERS.**



MESSAGE FROM DR. SHEILA NEYSMITH CAREFIRST SENIORS BOARD PRESIDENT

On behalf of the Boards of Carefirst Seniors and Community Services Association, Carefirst Family Health Team, and Carefirst Foundation, I'd like to commend the staff and volunteers at Carefirst for their unwavering courage and professionalism demonstrated amid the global health crisis. We are incredibly proud and inspired by the effort our team has put forth to continue services that are essential to vulnerable members in the community. And despite the countless challenges that we have and will encounter, Carefirst is committed to working alongside our peers and partners to support the community as Ontario cautiously moves forward with its reopening plans. Most importantly, the health, safety and well-being of our clients is our top priority. As the circumstances surrounding the COVID-19 pandemic evolve, Carefirst's practices, services and programs will adapt to the changing needs of our clients.



SERVICES REOPENING DURING THE PANDEMIC: WHAT CAN I EXPECT WHEN I ARRIVE AT CAREFIRST?

[WALKTHROUGH VIDEO](https://www.youtube.com/user/CarefirstSeniors/)
www.youtube.com/user/CarefirstSeniors/

AS THE CITY OF TORONTO AND YORK REGION TRANSITION TO STAGE 3 OF REOPENING, VISITORS TO CAREFIRST WILL NEED TO FOLLOW PROTOCOLS THAT HELP PROTECT THE HEALTH AND SAFETY OF EVERYONE.

1

- Visitors will be screened by telephone beforehand
- Visitors will be screened a second time upon arrival at any of our facilities

We advise visitors to allocate extra time needed to complete the in-person screening.

2

- Visitors arriving at Carefirst are required to:

- Wear a mask or face covering
- Complete a health declaration screening form
- Have their temperature taken

Individuals who refuse to comply with these protocols will not be allowed in the building.

3

- Visitors are expected to follow safety guidelines put forth by Carefirst and other health agencies that operate in Canada, including:

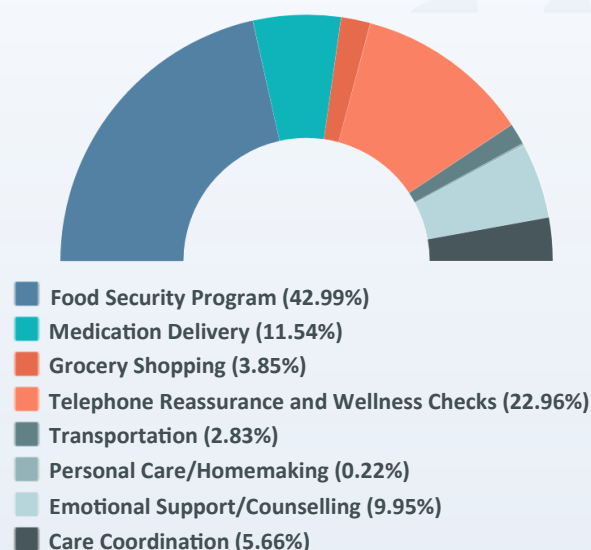
- Physical distancing
- Good hand hygiene
- Proper use of masks or face coverings indoors

What 'Adapting to the New Normal' Could Mean for Clients and Caregivers

In light of the mandatory closure of non-essential workplaces ordered by the Government of Ontario in March 2020, Carefirst modified both its existing essential and non-essential services to protect clients and staff, and introduced new emergency relief initiatives. With relief funding from the federal government and the redeployment of staff, Carefirst launched the **COVID-19 Emergency Community Support Services (ECSS)** program to address ongoing challenges affecting at-risk seniors and vulnerable individuals, such as food insecurity, deteriorating health and loneliness/isolation during the pandemic.

The COVID-19 ECSS Response Team has delivered meals, groceries and medication; provided virtual support and counselling and telephone safety checks; transported clients to important appointments; and assisted with service navigation and coordination. Since June, Carefirst has served 541 clients and counting. This initiative supplements Carefirst's existing programs, which are presently delivered online through virtual platforms (including Youtube and Ontario Telemedicine Network) and by telephone, to help residents maintain their well-being and to better cope at home. Such programs include Wellness Club Program, Exercise and Falls Prevention Program, Diabetes Education Program and Adult Day Program. Virtual activities are anticipated to continue after the crisis ends to support community members who cannot access these services for reasons such as being homebound and/or living in rural and remote neighbourhoods. Carefirst will implement a hybrid

Use of Carefirst COVID-19 Emergency Community Support Services as of June 2020



541

UNIQUE INDIVIDUALS SERVED AND 978 ENQUIRIES MADE.

6,125

PACKAGES OF CLOTH MASKS AND EDUCATIONAL MATERIALS DELIVERED.

7,110

MEALS AND 220 FOOD HAMPERS DELIVERED.

Contact us at (416) 502-2323 to learn more.

delivery approach to include virtual and in-person activities in the agency's programs and services.

FROM CRISIS TO OPPORTUNITY

A silver lining to the coronavirus pandemic

Family has always been and still remains important to Domenica Abate, who spent years maintaining her home, packing school lunches, and ensuring her daughter received the best education. After retiring as a stay-at-home parent, Domenica dedicated her time to church, her grandchildren and frequently getting together with close friends and family.

Domenica began receiving peritoneal dialysis last year and later became a patient of the **Carefirst Integrated Dialysis Care** (IDC) program. In order to keep her well-being, the program nurse encouraged her to participate in the exercise program and social activities organized by the agency; however, treatment sessions left her with little energy and motivation.

In April 2020, Domenica suffered a stroke that impact-

ed her ability to function independently. She found it challenging to walk unassisted and was no longer able to go up and down stairs. This was when Domenica recognized the need for change. The IDC program nurse referred Domenica to receive therapy as part of her rehabilitation plan, but onsite treatment was not possible once services were put on hold and Canadians were urged to stay home due to COVID-19.

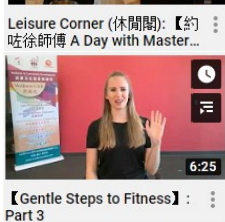
Amid the pandemic, the IDC team continued to support Domenica in her recovery. They provided ongoing care and recommended virtual activities to help her stay engaged and healthy. Despite her reluctance in the beginning, Domenica grew to enjoy the programs offered by Carefirst and saw positive results. She said she is invigorated by the online classes and feels happier.



Domenica

52%

of Canadians
ages 18 to 79
take at least 7,500
steps each day*



Homebound:

How to get active during COVID-19 lockdown

Carefirst's Wellness and Volunteer teams have been helping community members remain active at home through their Youtube channel. Carefirst staff, instructors and volunteers post daily videos about arts and crafts, exercise, cooking and more.



[www.youtube.com/c/
CarefirstWellnessVolunteers](https://www.youtube.com/c/CarefirstWellnessVolunteers)

Virtual Health Care at Home

Canada's public health system is being tested everyday by disruptions resulting from the COVID-19 pandemic. In order to ensure access to health services at Carefirst is uninterrupted, **Carefirst Family Health Team** (FHT) is adopting a hybrid approach to service delivery by offering virtual and in-person visits.

When a patient calls to book an appointment to see their clinician, such as doctor, physiotherapist, dietitian or social worker (for an individual or group counselling session), they will be assessed to determine the most appropriate medium for the appointment. Consultations will be conducted in person, online or by telephone.

Although many illnesses, questions and concerns can be assessed virtually, clinicians may ask the patient to visit the Carefirst FHT office, a hospital, or any other health-care facility to receive a physical examination, if deemed necessary and appropriate.

Your care provider will equip you with step-by-step instructions about how to complete a virtual visit prior to your booked appointment.

You can reach our medical clinics in Scarborough at (416) 502-2029 or Richmond Hill at (905) 695-1133 for more information.

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care
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Carefirst



Carefirst Fit-a-thon

耆暉活力齊運動



今年
ONLINE 網上舉行
this year

Event Details 3, 5, 10, 15, 30, 45, 60, 75, 90, 120 (days)

Registration 2022年3月1日(星期三)至2022年4月30日(星期五)

How to get involved?

- Choose your preferred event duration
- Choose your preferred event date
- Choose your preferred event time
- Choose your preferred event location
- Choose your preferred event time
- Choose your preferred event location
- Choose your preferred event time
- Choose your preferred event location

報名及查詢

• 選擇您喜愛的活動時數

• 選擇您喜愛的活動日期

• 選擇您喜愛的活動時間

• 選擇您喜愛的活動地點

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• 選擇您喜愛的活動地點

Carefirst Charity Walk for health has moved online this year, with taking the walk over 15 days from March to April.

耆暉活力齊運動健康步行活動已轉為網上舉行，活動日期為3月至4月共15天。

齊運動 健體魄 為公益 助耆暉



Contact us at donation@carefirstontario.ca to learn more!

Ever since my mother started living with us, trying to balance family life, work and care-taking responsibilities has become one of the greatest challenges. I just couldn't balance her needs as she aged with my own work, family and personal needs. It wasn't until I was informed about Carefirst's **Day Program** that we really saw an opportunity for my family to know that my mother was being cared for and that her needs were being met. The program staff is phenomenal and I can tell that they treat her with respect and love as if she was their own family.

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ACCREDITED WITH
EXEMPLARY STANDING

ACCREDITATION
AGREEMENT
CANADA



EASTERN YORK REGION NORTH DURHAM
ONTARIO HEALTH TEAM