



CAREFIRST CONNECTION

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Message From The Board President

Peter Choy

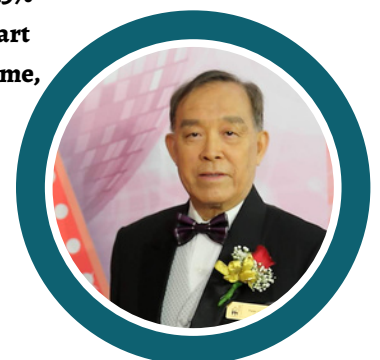
This year has marked a great success in our mission of service recovery, consolidation, and return to capacity. Our staff have made strides in developing the next necessary steps in the aftermath of COVID-19. In 2022, we can see the way out of COVID-19, through safety measures, continued testing, and continued vaccination.

Carefirst once again participated in Accreditation, a process that evaluates our ability as an organization to provide care and an amicable environment for our fellow staff, clients, volunteers and community. This year our Association not only passed, but was awarded Exemplary Standing with a perfect score of 100%. This would not have been possible without the amazing work initiative demonstrated consistently across our organization. I would like to thank every member of Carefirst and hope to continue seeing this level of effort as we move on to the next year.

Looking forward to the future, we are excited to see the Carefirst Campus of Care, which we have been working hard on in concert with numerous contributors, stakeholders, and supporters, to see it open in 2025.

We have raised more than \$2 million, approximately 25% of our target, towards this revolutionary state-of-the-art facility that will consist of a 120-bed long-term care home, medical centre, social community hub, and expansive outreach capabilities. We hope to continue development on this project in the next year as we work towards this goal.

Thank you all for contributing to these achievements. We hope to see another year of growth and recovery.



2021/2022 CAREFIRST ANNUAL GENERAL MEETING & STAFF/VOLUNTEER RECOGNITION CEREMONY



▲ Long-service Volunteer Awards

On **September 23, 2022**, the 2021/2022 Annual General Meeting (AGM) and Long Service Staff/Volunteer Recognition Ceremony was held virtually and in-person at Carefirst One-Stop Multi-Services Centre. Over 200 attendees including Dignitaries, Board Members, Association Members, staff, volunteers and guests were here to celebrate another year of success. We were delighted to have Dr. A. Paul Williams deliver the keynote speech on “Evaluation of High Priority Communities Strategy (HPCS)”.

- The pandemic showed there is still more to do:
 - “At risk” communities bear a higher burden of illness, but less likely to access needed care.
 - Outreach is essential to overcome systemic barriers and build healthier, more equitable communities.
- Through the HPCS initiative, Carefirst is identified as lead agency by Ontario Health along with 20+ partners from diverse communities. With the provided shared funding and technical support, the partners will leverage their own trusted networks to engage their communities. Carefirst can use its expertise and reputation to reach farther, to support grassroots organizations in diverse communities, to foster system-wide collaborations, to advocate for change, and to enhance population health and health equity.



Home Care
Department Staff
Recognition Awards

We greatly appreciate the hard work and dedicated effort from our board, staff and volunteer members in moving our business and services forward. Over 150 members, staff and volunteers were awarded for their long-term service at the Staff/Volunteer Recognition Ceremony.

The time had also come for the election of directors. Carefirst Seniors & Community Services Association would like to extend a warm welcome to our new members of the 2022 – 2023 Board of Directors and our newly appointed 2022 – 2023 Honorary Advisors.

2022-2023 BOARD SENIORS

President: Peter Choy

Executive Vice President: Andrea Chun

Treasurer: Doreen Tai

Secretary: Freida Chavez

Directors: Joan Christensen | Chi-Ming Chow | Roberta Lau | Karen Linker | Shirley Ng | Victor Ng | Dr. Christina Popa | Mojahed Qashoa | Darius Sookram | Clara Tsang | Thomas Yeung

FOUNDATION

Chair: Jenny Lam

Vice Chair: Will Sung

Treasurer: Shirley Ng

Secretary: Dr. Zerlina Lim

Directors: Peter Choy | Philip Ho | Samuel Lee | Yiu Chung Lee | Kei Leung | Yan Liu | Wayne Tsang | Herman Tse | Matthew Wan | Alvin Yau | Joanna Yu

FAMILY HEALTH TEAM

Chair: Christel Galea

Treasurer: Kingson Lee

Secretary: Cheryl Lau

Directors: Chi-Cheng Chu | Dr. Anuradha Srinivasan |

HONORARY ADVISORY COUNCIL

Chair: Irene So

Fundraising & Finance Management Advisors:

Stephanie Ho

Charles K. Poon

Strategy & Services Development Advisors:

Dr. A. Paul Williams

Prof. Ka Tat Tsang

Dr. Peter J. Lin

Dr. Samir J. Sinha

Dr. Sheila Neysmith



Read Carefirst
Annual Report



6TH AGENCY ACCREDITATION

*Earning A Perfect Score For Accreditation -
A First For Carefirst*

From June 6 to June 9, 2022, the Accreditation site survey took place. Carefirst Seniors & Community Services Association conducted its sixth accreditation cycle in a “hybrid” model consisting of a virtual and on-site surveyor with Accreditation Canada. Accreditation Canada is an international, not-for-profit organization offering accreditation specifically tailored to community-based health and social service agencies.



Carefirst Board, Staff and Volunteers at Accreditation Debriefing Session & Celebration

Carefirst values seeking accreditation as a means to fulfill our commitment and support ongoing improvements to client care and safety across the organization. Accreditation helps to create better health care and social services, allowing organizations like Carefirst understand how to make better use of resources, increase efficiency, enhance quality and safety, and reduce risk.



Presentation of the Accreditation Certificate

As a result, Carefirst was awarded Exemplary Standing with a score of 100 per cent. Carefirst received positive commendations from the surveyors:

“You have demonstrated the ongoing commitment to act and not be satisfied with the status quo... you walk the talk in applying the Total Quality Management Framework and INTEGRATE Program... this is a national model you can be proud of.”



Accreditation Debriefing Session



Frank Sinn, Carefirst volunteer and member of Carefirst Clients, Patients and Family Advisory Council

“It’s been a while since I took my viva voce exams at school. But meeting with the Surveyor in Carefirst’s June accreditation sessions brought back that same trepidation as before – and the relief afterward. I was overwhelmed by the number of review materials and the meticulous orchestration of all the pieces in the process. Through it all, though, I better understood the intricate facets of Carefirst’s client-focus approach to care and developed a strong sense of belonging. It has since provided a fuller context for my volunteering at Carefirst. To cap it all, a perfect scorecard. Full marks, no less. Kudos to all who had spent endless days and nights to bring about such an achievement.”

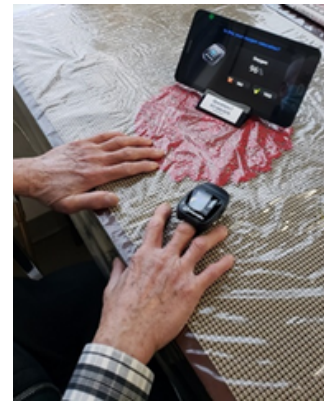


Carefirst will continue to build up the organization’s capacity as a service provider and will also lead as an agent of change to make care better for all.

REMOTE CARE MONITORING (RCM)

New Initiative: Virtual Support and Digital Intervention

The Remote Care Monitoring (RCM) program is a partnership program among Scarborough Ontario Health Team (SOHT) service providers led by Carefirst that continued into 2022. Throughout the year, the initiative aimed to support patients who met the clinical definition of frailty and would benefit from remote monitoring of their complex needs at home. Designed using the Geriatric Rehabilitation Pathway, the RCM program provided patients with a tablet with built-in cellular and integrated biometric devices. Patients could easily use pulse oximeters, blood pressure cuffs and weight scales, then connect virtually with their care providers. They were remotely monitored by an RCM clinician five days a week, Monday to Friday, from 9-5 PM. The clinician provided health coaching to the patients to enable chronic disease self-management in collaboration with their primary care providers. The program successfully serviced 100+ patients with 2000+ health submissions.



Using a biometric device at home to connect the measurement of my pulse, oxygen, blood pressure and weight virtually with my care providers. ▲

“I was nervous about using new equipment and saw this program as completing homework. However, with time and reassurance from my nurse, I was able independently to operate device, to submit daily entries of biometrics data and seek my family physician for support.”

- Mr. Chen, a program participant

SOCIAL PRESCRIBING

New Initiative: Improving Population Health

According to the World Health Organization, social prescribing is a means of connecting patients to a range of non-clinical services in the community based on identified social needs to improve their health and well-being.

These social prescriptions connect patients to resources aimed at addressing social risk factors such as poverty, loneliness, and housing that are part of the social determinants of health (SDH). According to Ontario Hospital Association, social prescribing is viewed as an important way to reduce barriers to health and wellbeing, and ultimately, gaps in population health. Social prescribing is also a way to improve healthcare workers' experience through decreasing care providers' workload, increasing their sense of purpose at work and reducing demand on the health systems.

Social prescribing is already named in a number of Ontario Health Team (OHT) applications and is already in place at Community Health Centres (CHCs) and some Family Health Teams (FHTs) across Ontario. It is evident through the pandemic that collaboration in healthcare beyond just clinical services is fundamental to patients' and communities' health and wellbeing. Social prescribing offers us an important tool by facilitating connections among community, social service and public health organizations, hospitals, clinicians, and others.

Carefirst is actively looking into how we can incorporate this idea into our services to reduce barriers and create a more holistic approach to health care and promote community-based integrated care for seniors, and healthcare and social service providers. Carefirst's objective is to enhance early identification of "seniors at risk" for support and intervention to improve clients' social and mental health well-being, increase access for seniors to non-stigmatized social support programs.



DANISH ELDERCARE TOUR

Denmark is world-renowned for its approach to healthy aging and eldercare, supporting aging in place and autonomy for older citizens.

The Danish philosophy and system is built on recognizing that every freedom that must be relinquished can potentially diminish a life. Denmark focuses more on home care than institutional care, supporting for people to be cared for, active, independent and healthy in their homes as long as possible (Ottawa Citizen, 2021). Denmark municipalities have been responsible for eldercare through reablement programs that strive to “add life to remaining years, rather than years to remaining life” (Canadian Frailty Network). Reablement programs intervene early to provide customized short-term training to the older people to help them regain, retain or build essential skills for independent living.

Delegates from Carefirst have been invited to participate in the Danish Eldercare Tour in November 2022 to learn about the continuum of care for elderlies through site visits to places including private and public long-term care homes, meetings with innovative companies, and presentations by sector experts.

Carefirst hopes to bring back inspiration from the Denmark’s eldercare model and apply it to Carefirst’s services and Campus of Care. Together, let’s create stronger and more vibrant communities.



CELEBRATE HEALTH FEST

Health & Wellness Fair for Markham and Neighborhoods



▲ Opening Ceremony

On Saturday September 17, 2022, Carefirst, Eastern York Region North Durham Ontario Health Team, and South Markham High Priority Communities Program Service (HPCS) Partners successfully hosted the Celebrate Health Fest at Markham YMCA.

Carefirst Board members, partner representatives, Mayor Frank Scarpitti, and Deputy Mayor Don Hamilton were in attendance to share their support.

It was a healthy, informational, and fun filled day with workshops, fitness demonstrations, food stalls and giveaways.

There was an onsite COVID-19 vaccine clinic also offering the new Bivalent booster dose for individuals that belong to one of the high-risk groups. The various health information & community resources booths and health & wellness workshops presented by doctors and health professionals received high number of attendees both in-person and online. A diverse number of topics were covered including healthy eating, eye care, hearing care, insomnia, cervical cancer, mental health, and children and youth mental health.

Thank you to all the staff, HPCS program partners, EYRND OHT, Markham YMCA, medical professionals and experts, volunteers, and community members for participating and making this event possible.

Look forward to more upcoming activities! Please contact our HPCS Team at 416-646-5108 for more workshops and information.



▲ Celebrate Health Fest Workshops

CAREFIRST CAMPUS OF CARE

Creating Stronger and More Vibrant Communities



Our goal is to raise **\$7.5 million** to support the construction of the **\$76 million** capital project. We have **already raised 2 million**, thanks to your continued support!

Carefirst is very excited for the development of a 21st century, state-of-the-art Campus of Care at 9893 Leslie Street, Richmond Hill approved by the Ontario Ministry of Long-Term care to be completed by 2025.

Did you know that by 2041, age 65+ is projected to represent 25% of the total population? In Ontario, there are close to 32,000 individuals on the waitlist for Long Term Care homes, says the Ontario Long Term Care Association. Campus of Care will address the shortcomings of existing long-term care homes through providing integrated social and health care services and programs in a well-coordinated manner.

The Campus will include:

- A Long-term Care Home - 120 beds for seniors/individuals with special needs
- A Medical Center - primary care/specialist care clinics for 10,000 patients
- A Social Community Hub - social programs and home support services
- A Community Kitchen/Cafeteria
- A Community Garden - for all age cohorts
- A Gymnasium – sports, recreation activities, cultural shows and exhibitions
- Assisted Living Units - 30+ Life Lease units with on-site support services for older adults age 65 and above

Get involved for a Naming opportunity!

Donors' contributions will be honoured with a dedicated area of the donor's choice in Carefirst Campus of Care.

You make caring possible!

Donation Accumulation Program

Contribute one step at a time.

Each dollar donated / raised by the participant will be accumulated toward the dedicated facility.

Participants can apply the donations made through installments or various fundraising events to the Naming of facilities.

Adopt A Carefirst Piggy Campaign



? What can you do with **\$1 a day**?
Buy a cup of coffee or a bagel?

♥ Did you ever think that **\$1 a day** could make a huge difference in someone's life?

💰 Fill your Piggy **\$1 a day** to support Carefirst Campus of Care

Donation of Sales

Want to get your business involved?



Give a portion of the proceed of your sales



One day of generous giving during the holidays



Create a separate category for charity sales

Website
Now Live!
Check it out!



... www.carefirstcampusofcare.ca

CAREFIRST FOUNDATION "ACTIVE IN SUMMER" CHALLENGE 2022

Carefirst Foundation successfully held its 10th annual Charity Walk for Health "Active in Summer" Challenge July 15 to August 31, 2022. A 6-week hybrid activity campaign of personal goal setting exercise activities, staying active and healthy. All proceeds raised from the Carefirst "Active in Summer" Challenge will support the development of our exciting Capital Campaign project, Carefirst Campus of Care located at 9893 Leslie Street, Richmond Hill. The community actively participated in coming together to safely getting back up and moving with friends and family while raising funds and being part of something that has a positive impact.



▲ Charity Walk Opening Ceremony

On August 13, 2022 over 300 community members of all ages energetically came together for the in-person Charity Walk & Seniors Active Living Fair in partnership with The Older Adult Centres' Association of Ontario and sponsored by the Ministry for Seniors and Accessibility. It was a day filled with information booths, fun activities, exercising, performances and delicious food to enjoy staying healthy and active together.



▲ Event Sponsor: J&J Family

Charity Walk Kick-Off ▲



Take a look at some of the moments from the Charity Walk here

Congratulations to all participants on making it to the end of this 6 week challenge! We have raised over \$160,000 this year. Thank you to all the wonderful participants, donors, sponsors, volunteers, instructors, performers, community members, partners and staff for supporting Carefirst, and making this event possible and a huge success.

Special shoutout to our sponsors - we couldn't have done it without you!

- Event & Matching Sponsor: J&J Family
- Corporate Sponsors: Bayview Hill Pharmacy, Toronto Elegant Lions Club, Toronto Harmony Lions Club
- Media Sponsor: Fairchild Radio
- Production Sponsor: UNI Show Systems
- Refreshment Sponsors: Tim Hortons, Seasons Foodmart

UPCOMING EVENTS

Make a Wish

Holiday
Wishing Tree

December 2022



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**.

COVID-19 Vaccination

Carefirst Seniors and Community Services Association, Carefirst Family Health Team and Scarborough Health Network has come together to roll out the COVID-19 vaccine clinic at Carefirst One-Stop Multi-Services Centre. We are pleased to keep our community safe and healthy through our Scarborough COVID-19 vaccine clinic. We encourage everyone who is eligible to get the vaccine.

COVID-19 Clinical Assessment Centre

Clinical assessment centres can test, assess, and provide treatment options for COVID-19. You should visit if you have COVID-19 symptoms and:

- are at higher risk for COVID-19 and need to get tested and assessed for treatment (including antiviral treatment)
- have been directed by your primary care provider

Please visit www.carefirstontario.ca for details. Contact (416) 646-5108 for any inquiries.

Volunteer

Carefirst volunteer service is the foundation towards the building of a caring community. Every volunteer counts and makes a difference.

Visit www.carefirstontario.ca/about/volunteers/

Volunteer hotline: (647) 480-4334

Email: volunteer@carefirstontario.ca

Careers

"Care" for our client's needs has always been our "first" and primary level of concern and focus. Join the Carefirst Team now!

If you are interested in working at Carefirst, contact us at (416) 502-2323 or email hr@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



Visit our website and follow us on Facebook, Twitter, and Instagram to learn more about Carefirst development and upcoming agency events:

<https://www.carefirstontario.ca>

<https://carefirstcampusofcare.ca>



@Carefirst Seniors & Community Services Association



@CarefirstSenior



@CarefirstSeniors



416-502-2323



info@carefirstontario.ca

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.

