



2018 - 2019 Annual Report

Pursuing Integration through Collaboration



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Carefirst's Services Centres

Carefirst One-Stop Multi-Services Centre

300 Silver Star Blvd., Scarborough, Ontario M1V 0G2
Tel: 416-502-2323 Fax: 416-502-2382

Carefirst Family Health Team &

Carefirst Specialist Clinic (*Scarborough Site*)

300 Silver Star Blvd., 2/F, Scarborough, Ontario M1V 0G2
Tel: 416-502-2029

Carefirst Family Health Team (*Richmond Hill Site*)

420 Highway 7 East, Suite 27, Richmond Hill
Ontario L4B 3K2
Tel: 905-695-1133 Fax: 905-695-0826

Carefirst Transitional Care Centre

3300 Silver Star Blvd., 3/F, Scarborough, Ontario M1V 0G2
Tel: 416-572-3838

York Region Community Services Centre

420 Highway 7 East, Suite 104A, Richmond Hill
Ontario L4B 3K2
Tel: 905-771-3700

Adult Day Centre /

Scarborough Health Management Centre

3601 Victoria Park Ave, Suite 209
Scarborough, Ontario M1W 3Y3
Tel: 416-649-1212 Fax: 416-649-0014

South Toronto Office /

Helena Lam Community Services

479 Dundas Street West, Toronto, Ontario M5T 1H1
Tel: 416-585-2013 Fax: 416-585-2892

York Region Richmond Hill One-Stop

Access Multi-Services Centre /

Ip Fu Ling Fung Adult Day Centre

9893 Leslie Street, Richmond Hill, Ontario L4B 3Y3
Tel: 905-780-9646 Fax: 905-780-9045

Mississauga Community Services Centre

1051 Eglinton Ave. West, Mississauga, Ontario L5V 2W3
Tel: 905-270-9988

Supportive Housing Services

91 Augusta Avenue, Suite 707, Toronto, Ontario M5T 2L2
Tel: 416-603-0909 Fax: 416-603-0436

3825 Sheppard Avenue East, Suite 902
Toronto, Ontario M1T 3P6

Tel: 416-291-1800 Fax: 416-291-9586

Assisted Living Services

87 Anna Russell Way, Markham, Ontario L3R 3X3
Tel: 905-752-0401 Fax: 905-752-0403

20 Water Street, Suite 201, Markham, Ontario L3P 7P7
Tel: 905-294-9434 Fax: 905-294-9436

Carefirst Seniors & Community Services Association

Mission Statement

Our mission is to ensure that seniors and others in need of services, living in Toronto and surrounding areas, enjoy a high quality of life in their communities. We strive to maximize their well-being through a range of social, health care, and supportive services planned and delivered through an integrated model of care. We will ensure that a comprehensive range of services are delivered by an effective team of professionals and volunteers on a holistic basis.



Carefirst will be a leader in providing comprehensive, responsive and client-focused programs to seniors and others in need of services in the Greater Toronto and surrounding areas.

- **Client-and-Family-Centred Service** - Respect client and family's right to co-design and participate in discussion making about service utilization, their health and wellness.
- **Quality and Safe Services** - Provide and promote excellence in service through its quality standards safe and best practices.
- **Responsiveness to Diverse Community Needs** - Respect diversity within the community through the provision of culturally and linguistically sensitive services.
- **Respect for Staff** - Value the contribution of all employees by making every effort to meet their professional needs.
- **Integrated Care Approach** - Consider the needs and well-being of clients, families and caregivers by using an inclusive, holistic service approach.
- **Professional Care** - Provide services in a professional manner, ensuring that programs are delivered by qualified and competent staff.

Carefirst Strategic Plan 2016 - 2021

Context

The new 2016 – 2021 strategic plan was developed at an important moment in Carefirst’s history. In October 2015 Carefirst moved into its long planned new quarters. The building on Silver Star Blvd was conceptualized, designed and built by the Carefirst community. This innovative multi-service centre was the culmination of a decade of planning and fund-raising. Its opening marks a new era for Carefirst. This Strategic Plan reflects the vision that underlies the development of a Multi-Service Centre that can provide an exemplary Integrated Model of Care based on the successful PACE model replicated extensively in the United States

Strategic Planning process

Carefirst’s strategic plan is the result of a very thorough assessment, consultation, analysis and discussion process led by our Strategic Planning Working Group consisting of an external consultant, Board and staff members with the involvement of all relevant stakeholders. From the deliberations and consultations throughout the planning process, a number of strategic imperatives were identified and prioritized.

Strategic Imperatives



Develop a New Carefirst Business Model based on the PACE Model for Promotion of Integrated Care

- Establish through performance indicators that the PACE based model implemented by Carefirst is capable of meeting the MOHLTC expectations for high-quality, safe, and cost effective integrated community-based care.
- Promote the new Carefirst Business Model as a publicly recognized integrated care model that works in Ontario, specified in terms of key ingredients and evidenced based outcomes.



Promote Organizational Health as the Greatest Opportunity for Improvement and Competitive Advantage

- Demonstrate that Carefirst cares for its staff’s work life balance and HR communications as much as it does for its clients, through adapting leading-edge human resources, policies and practices.
- Build a robust succession planning program that emphasises current talent development and increases the availability of experienced and capable employees to meet future leadership needs.

3

Dop a Comprehensive and Effective Marketing & Rebranding Strategy for Carefirst and Its Services

- Reinforce Carefirst's positioning in the home and community care sector by leveraging the new business model.
- Establish Carefirst as a leader in innovative home care practices amongst clients, funders and other service providers.

4

Diversify and Broaden the Revenue Base to Enhance Organization's Capacity

- Seek business partnerships to complement and augment the resource base so as to enhance Carefirst's capacity and efficiency in service delivery.
- Develop social productive enterprises that are relevant within Carefirst's mandate and jurisdictions to broaden the funding sources as well the service scopes for the benefit of clients and caregivers.

5

Expand Development of Strategic Alliance and Selective Partnering to Enhance Social Impact

- Develop a matrix of strategic alliances and collaborative service partnerships to enhance the development of integrated care
- Explore and open new forms of partnerships to gain access to new service opportunities.



In 2018/2019, in the midst of a transforming health sector, Carefirst experienced many challenges and successes. We worked diligently throughout the year toward improved coordination of services, better collaboration among providers, and enhanced care and experience for patients and caregivers. As early as 2012, Carefirst recognized the importance and benefits of integrated care for the health system, as well as for our clients and families. Carefirst has since experimented with different types of organizational structures and integration processes. For instance, in 2015, we introduced the INTEGRATE model of care—adapted from the U.S. PACE model. Our experience with this model has convinced us it has the capacity to provide comprehensive care to the people of Ontario.

In 2018/2019 Carefirst continued implementing its strategic imperatives as outlined in its Strategic Plan 2016-2021. To realize the goals of the Plan, Carefirst involves clients and families in the co-design of services and decision-making processes; we work closely with local partners to build mutually beneficial relationships. Some of Carefirst's key accomplishments and developments in this fiscal year are described below:

- **Governance Capacity Framework**

- Governance is fundamental. Ineffective governance compromises the ability of management to succeed. Effective governance, in contrast, greatly assists the organization in its growth. As Carefirst enters into an era that encourages more cross-sector integration, such as the recent provincial health reformation, we faced many governance challenges and sought ways to improve our governance structure and its effectiveness.
- Carefirst also sought to enhance best practices across its three Boards by taking a serious look at board renewal procedures to ensure that we are recruiting suitable stakeholders with the relevant matrix of experience and skill sets that will be needed as we move into the future. In the governance renewal process, Carefirst is striving to achieve the following characteristics across its three Boards: they are focused and efficient; allow a respectful conflict of ideas; are integrated and synergistic; and preserve community assets while remaining enjoyable and rewarding for individual board members. Board members must be committed to serving the best interests of the community.

- **Addressing the Demand for Dementia Care**

- In 2017, the Ontario government invested in a three-year Dementia Strategy to remedy the mounting need for dementia care. According to the Ministry of Health and Long-Term Care, the number of Ontarians living with dementia is expected to rise from approximately 228,000 to 255,000 by 2020. Part of the province's plan included devoting over \$101 million to 10 key investment areas, including dementia day programs, caregiver respite, and dementia workforce training and education.
- Carefirst championed the province's idea and set up its own dementia care service development strategy that aligns with this ongoing initiative. The organization has been successful in securing more funding to expand the scope of our existing services to support people with dementia and their caregivers. Our plan includes an established service development strategy on dementia care, committed resources for overnight respite care for

people living with dementia, priority admission to adult day programs, and caregiver relief programs. This organizational Dementia Care Strategy is especially relevant as it is consistent with the objectives of the Ontario health reform.

- **Building Neighbourhoods of Care by Bringing Care Closer to Home:**

- Carefirst started operations of its innovative **Mobile Health Unit (MHU)** in April 2018 with the aim of creating age-friendly neighbourhoods by bringing services and education programs such as hypertension screening, hearing tests and dietitian counselling to communities across the Greater Toronto Area. Due to its ambulatory characteristics, the MHU is a flexible health solution that removes physical barriers that prevent access to care and enables local residents, especially homebound and socially isolated seniors, to receive support in a safe and comfortable environment. The MHU has reached out and served over 2,200 clients since inception.
- Building “neighbourhoods of care” is a concept that revolves around the promotion of healthy aging and capacity building in the community. To promote this goal, Carefirst leverages local resources through collaborating with service providers, faith groups, private businesses, and other non-traditional partners to develop support networks that empower seniors to participate and contribute to community life.

- **Developing Ontario Health Teams and the Changing Public Health-care Landscape**

- The Ontario Government introduced Bill 74, *The People's Health Care Act*, 2019 in February with the stated purpose of putting patients at the centre of care and ultimately reducing “hallway medicine” through a sustainable integrated approach to service provision. The legislation mandates that connected care can be achieved through the establishment of Ontario Health Teams (OHTs), the integration of provincial agencies under a single authority (Ontario Health) and streamlining care delivery by utilizing technology. Carefirst, as a GTA-wide service provider, is participating in several OHTs: we are core partners in the Eastern York Region and North Durham OHT, the North York Toronto Health Partners (formerly North York Central Health System) OHT, and in the Scarborough OHT. These teams are led by Markham Stouffville Hospital, North York General Hospital and the Scarborough Health Network respectively. Carefirst was also invited to join the Western York Region OHT led by Mackenzie Health.

At Carefirst, we are excited to learn from other organizations and exchange innovative ideas that can help people maintain healthy lives in the community. We are proud of this year's achievements which would not have been possible without our dedicated staff and volunteers. We would like to express our gratitude to our funders, donors, service partners, staff and volunteers for their enduring support and contribution in fulfilling our commitment to the community.



Helen Leung
CEO

Honorary Advisory Council

Chair

Irene So

Fundraising & Finance Management Advisor

Stanley Kwan

Charles Poon

Medical & Health Advisor

Dr. Samir K. Sinha

Social Work Advisor

Dr. Ka Tat Tsang



Board of Directors 2018 – 20189

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Dr. Paul Tam

Immediate Past President

Sunny Ho

Executive Vice-President

Dr. Sheila Neysmith

Michael Wong

Treasurer

Olivia Mui

Secretary

Janet Lee

Committee Vice President

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Jason Chiu

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Human Resources Committee

Dr. Sandra Tam

Information Technology Committee

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Service Quality & Safety Committee

Ethel Macatangay

Directors

Wai Kwan Chan

Dr. Benson Lau *

Kingson Lee

Dr. A. Paul Williams

Lawrence Wong

Dr. George Wu



Senior Management Team

Chief Executive Officer

Helen Leung

Chief Operating and Innovation Officer (Commencing July 2019)

Ricky Kwan

Finance Controller

Edmund Kwan

Director of Client Care

Alice Mui

Angie Saini

Program Director

Ann Cheuk

Edith Lam

Nancy Leung

**Resigned during the term*

2018/2019 Financial Report

Carefirst Seniors and Community Services Association

Carefirst Seniors & Community Services Association		2019	2018
Statement of Financial Position			
March 31			
Assets			
Current			
Cash	\$ 4,831,155	\$ 4,373,315	
Short-term investments (Note 4)	2,277,288	2,165,042	
Accounts receivable (Note 5)	1,345,480	1,424,661	
Prepaid expenses	337,609	325,596	
Property and equipment (Note 6)	8,791,532	8,288,614	
	<u>17,928,737</u>	<u>18,483,469</u>	
	\$ 26,720,269	\$ 26,782,083	
Liabilities			
Current			
Accounts payable and accrued liabilities (Note 7)	\$ 1,777,283	\$ 2,172,832	
Deferred revenue (Note 6)	102,228	114,327	
Current portion of long-term debt (Note 9)	336,989	325,448	
Long-term debt (Note 9)	2,216,500	2,612,607	
Deferred capital grants (Note 8)	10,794,620	11,131,610	
	<u>696,118</u>	<u>798,258</u>	
	13,707,238	14,542,475	
Fund balances			
Operating	3,277,168	2,997,503	
External	817,397	670,695	
Internal	3,484,660	2,884,660	
Invested in property and equipment	5,433,806	5,686,750	
	<u>13,013,031</u>	<u>12,239,608</u>	
	\$ 26,720,269	\$ 26,782,083	

Carefirst Seniors & Community Services Association		2019	2018
Statement of Revenue and Expenses			
Year ended March 31			
Revenue			
Government and supportive grants (Note 11)	\$ 8,995,400	\$ 8,777,966	
Home Care/Homemaking/Personal Support Services fees	6,042,659	5,943,521	
Program fees (Note 5)	1,582,129	1,494,711	
Transitional Care	891,705	1,021,972	
Adult day program service fees	793,142	715,536	
Home Help service fees (Note 5)	620,735	549,757	
United Way grants	553,632	553,632	
Rental income (Note 5)	440,297	463,151	
Fundraising and donations - operating	342,219	482,229	
Amortization of deferred capital grants (Note 8)	175,589	197,004	
Fundraising and donations - restricted (Note 1D)	148,563	288,350	
Vocational training centre tuition fees (Note 8)	141,971	89,421	
Miscellaneous	134,472	152,188	
Realized investment income	127,417	89,102	
Membership fees	42,233	28,895	
ERS rental	23,855	25,850	
	<u>21,186,311</u>	<u>20,933,227</u>	
Expenses			
Salaries and wages	14,175,684	13,749,060	
Employee benefits	1,759,003	1,697,687	
Programs	1,408,975	1,363,273	
Building occupancy and maintenance	794,953	896,793	
Amortization of property and equipment	692,055	713,542	
Fees and dues	487,102	466,216	
Office and administration	244,622	463,748	
Vocational training centre	166,795	126,611	
Travel	146,179	144,185	
Fundraising	132,350	149,771	
Staff training	120,421	93,919	
Professional and consulting fees	82,700	137,231	
Insurance	67,354	54,708	
Volunteer transportation	49,119	50,248	
Volunteer recruitment and training	37,044	40,521	
Vehicle and equipment leases	35,906	35,510	
Promotion and publicity	22,104	17,971	
	<u>20,422,366</u>	<u>20,200,994</u>	
Excess of revenue over expenses before other item (income)	763,945	732,233	
Unrealized gain (loss) on investments	9,478	(16,653)	
Excess of revenue over expenses	\$ 773,423	\$ 715,580	

This is a condensed financial report. A full copy of 2018/2019 Audited Financial Report reported by our auditor Grant Thornton LLP is available at Carefirst Administration Office (416-502-2323)

Outcome Measure of Accomplished Strategies and Objectives

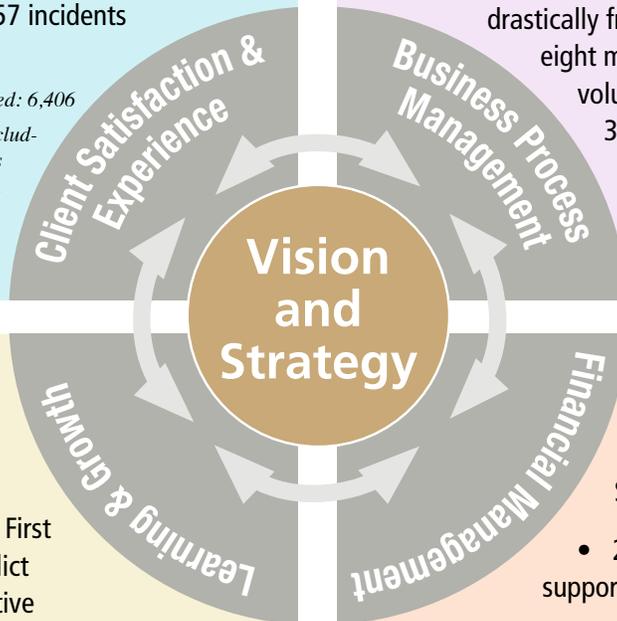
- Achieved 91.7% satisfaction rate of overall client/caregiver experience at Carefirst.
- 89.0 % of Casework client/caregiver commented they had high involvement in their care/service planning.
- 96.8% of Client/caregiver indicated that they would recommend Carefirst's services and programs to others.

* Carefirst's performance in all three domains exceeded our targets set for 2018-19
 * Total number of survey respondents: 2,960 (95.6% increase compared to last year)

- The number of client safety incidents was 28% lower compared to last year (41 incidents reported in 2018-19 as compared to 57 incidents reported in 2017-18).

* Total number of case clients served: 6,406
 * Total number of clients served including casework clients, participants of outreach activities, workshops, classes, trainings and group activities: 14,677

- Joined the development of three Ontario Health Teams (OHTs) as a core partner, with over 60 member agencies participating in each OHT.
- Increased utilization of Mobile Health Unit across Downtown Toronto to Stouffville at 13 sites with over 2,200 participants in the programs.
- Enhanced CIMS tracking of client demographic profiles to better implement the Building Neighbourhoods of Care initiative in York Region areas including Richmond Hill, Markham and Whitchurch-Stouffville.
- The number of IT service requests jumped drastically from 519 in 2018 to 1,334 in just eight months of 2019; service request volume is projected to increase by 300% by the end of this year.

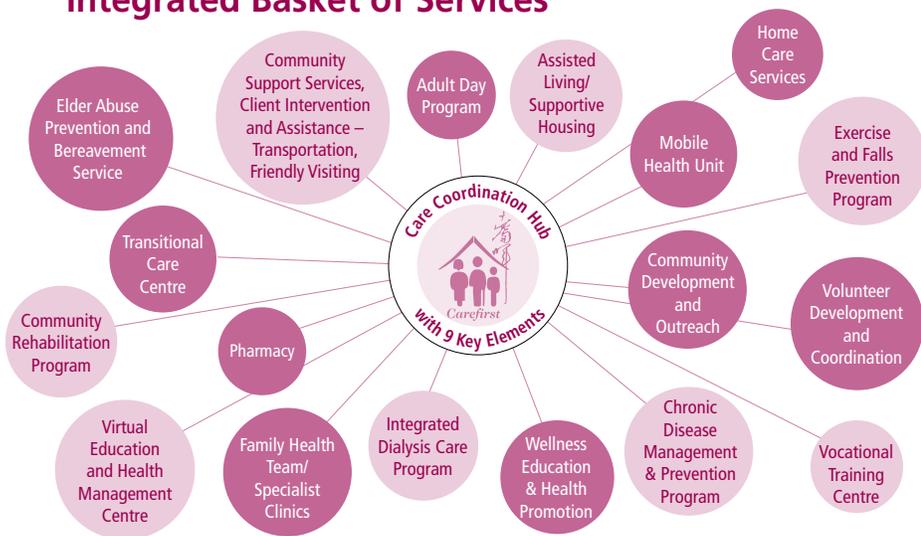


- 55 webinars, online training sessions and PSW enhancement training on various topics were offered to staff (e.g. First Aid, Dementia Care, Conflict Resolution, WHMIS, Effective Communication Skills.)
- 100% of the new care coordinators were trained on RAI CHA assessment tools and the basic level of the INTEGRATE Care Model, and 96% were trained on the intermediate level of the model.
- 100% of senior management completed a succession planning survey.
- 50% lower in the number of claims filed with Workplace and Safety and Insurance Board (WSIB) than in 2016 (10 claims each year since 2017 compared to 18 claims in 2016).

- 1% increase in total agency revenue with total operating budget of \$21 million.
- 2% increase in government and supportive grants.
- 21% increase in restricted reserve funds.
- 26% decrease in fundraising proceeds towards agency operation.
- 88% operating budget expensed on direct client services.

Carefirst INTEGRATE Model of Care

“Integrated Basket of Services”



9 Key Dimensions:

- I**nter-disciplinary care
- N**avigation
- T**eam-based practice
- E**lectronic health record (EHR)
- G**rounded in care coordination hubs
- R**esources coordination
- A**ccessibility
- T**imeliness
- E**ngagement



OUR LIFE APPROACH PHILOSOPHY

Testimonial

My sister Hoi Ke was born with severe developmental disabilities and was previously cared for by my mother and brother in Calgary, Alberta. Last year was a nightmare for her as both caregivers passed away. She couldn't stay in Calgary without support, so she decided to relocate to Toronto.

I was unaware of the complexity of Hoi Ke's medical condition and felt overwhelmed and burdened by her health issues. One of the best decisions in my life was to choose Dr. Lam from Carefirst Family Health Team as her physician. Dr. Lam patiently and thoroughly discussed Hoi Ke's medical condition with me during the first consultation, and promptly referred my sister to see the appropriate specialists, such as Dr. Wong, a nephrology specialist at Carefirst.

At the same time, Dr. Lam connected Hoi Ke with a social worker at Carefirst Family Health Team under the INTEGRATE program to address other needs. Since then, Hoi Ke has received the best care from many providers and her transition to Toronto proved much easier. The social worker helped Hoi Ke transfer from the Alberta Disability Support Program to the Ontario Disability Support Program, to ensure that her basic needs could be secured. They

also helped her apply for Wheel-Trans, which made dialysis treatment scheduled every other day at the Scarborough Health Network General Campus hassle-free. The social worker also supported me in becoming a "caregiver with self-care." In addition, I could meet with the Central East LHIN Care Coordinator about Hoi Ke's in-home services at Carefirst Family Health Team office if needed.

The Carefirst Family Health Team understands how stressed family members are when a loved one's health is deteriorating. The team always involves and supports me in the discussion and care planning of my sister. The best part is that everything is in the same building so I am not required to visit different facilities. I also know that Carefirst has many other programs that I'm sure both Hoi Ke and I would benefit from in the future, such as the Adult Day Program, transportation service and overnight respite care.

As Hoi Ke settles into her new life with me in Toronto, I would like to express my heartfelt gratitude to the team and sincerely wish that more people can be as lucky as us.

~ **Annetta**,
sister of an enrolled patient of Carefirst Family Health Team.

2018/2019 Service Highlights

Adult Day Program

The Adult Day Program (ADP) delivers GTA-wide care to seniors who are frail and/or live with complex medical conditions such as dementia and to caregivers who require temporary respite. The ADP operates in three different adult day centres in Scarborough and York Region; ADP activities are also provided to elderly residents of supportive housing buildings in Downtown Toronto, Scarborough and York Region.

In 2019, the ADP provided extra 2,212 extended hours to 46 elderly individuals whose caregivers required additional support to cope with caregiving responsibilities. The attendance rate increased by 10% to a total of 30,881 attendance days. Almost 20% of the 785 seniors who currently or had participated in the program are ages 90 years old or above.

Promoted Quality of Life for Seniors

- Delivered different therapeutic activities to provide individualized and appropriate care to seniors with special needs and health conditions. Activities include falls prevention programs, sensory activities, recreational therapy and other therapies involving pets, horticulture, music and art.
- Encouraged cognitive stimulation, socialization and interaction among seniors by leveraging technology including virtual reality, robotic animals, computer activities and video game consoles.

Collaborated with Allied Health Care Providers to Promote Health

- Provided 1,496 Physiotherapy treatment services to over 100 seniors to restore physical function and prevent complications due to physical deconditioning.
- Delivered 1,008 units of Foot Care Service to 315 clients at the Adult Day Programs with subsidized fee resulting an improved access to health-care services.

Enhanced Care Coordination through Integrate Care Model

- 1,620 Integrated Care units were provided to 184 individuals. Seniors and caregivers received one-stop access to multiple services including diabetic education, nutritional counselling, geriatrician consultation, Geriatric Assessment and Intervention Network (GAIN) assessment, falls prevention program and primary care services.

Expanded Respite Care Capacities for Seniors with Dementia and their Care Partners

- Commencement of Overnight Adult Day Program in Eastern York Sub-region

This is a short-term overnight respite program funded by Central LHIN that launched in mid-March 2019. This program benefits caregivers requiring a temporary break from caregiving due to stress, burnout, personal leaves or medical conditions. Personal support workers (PSWs) provide care to users from 5 p.m. to 9 a.m. in a safe and comfortable environment. Seniors receive warm nutritious meals, assistance in personal care, medication reminder and participate in social activities. Transportation service is also provided to allow 24 hours of bundled care by enabling seniors to join agency or other service providers' programs.



"I appreciated all the help provided by the Carefirst staff and Overnight Stay Program during my mother's time of need following her discharge from the hospital. The stress of juggling 'my' life with caring for my mom had me close to hitting rock bottom with extreme anxiety. The amount of details and depth of care provided for myself as a caregiver and for my mother as a client was tremendous and valuable. I would commend and recommend the overnight program to any caregivers in the community in need of this service."

~ Mr. L (Son of Ms. Lau)

2018/2019 Service Highlights

Service quality assurance

- Client overall satisfaction rate is 95% with 311 (39.6% of total individual served) service users surveyed.
- 100% quarterly chart auditing was completed for three centres.
- 100% of staff trained on emergency evacuation and dementia care.

Overall Results of Client Experience Survey

- Clients randomly surveyed: 311 (39.6% of total individuals served)
- Client overall satisfaction rate: 95%

Changing Lives

Mrs. A attended Carefirst ADP for six months. She presented with dementia, memory loss and anxious behaviour over her financial properties, including repetitive reviewing of bank records and questioning and complaining to family about her financial situation. Mrs. A's daughter, who is her primary caregiver, recently retired and was distressed, frustrated and overwhelmed with her mother's condition while managing her own health challenges.

Through the in-take process, the ADP team gained a holistic understanding of Mrs. A's needs and behaviour, which allowed them to educate and provide appropriate resources for the family. The staff suggested implementing a stationary schedule and reminder board that would act as a buffer between Mrs. A and her daughter; the routine remedied Mrs. A's answer-seeking behaviour.

Since attending the ADP and the implementation of the stationary schedule and reminder board, Mrs. A's anxious behaviour has reduced significantly. She learned to review the reminder board daily and would only ask her daughter if her questions could not be answered. Her stay at ADP provided much needed caregiver respite to the daughter and gave her time to manage her own health.

The ADP worked closely alongside the family to develop and maintain Mrs. A's weekly routine. She adapted well to the program, and continues to actively participate and enjoy a variety of programs.



"The Day Program has provided mom a sense of security. There has been an immeasurable positive change to her. Her anxious behaviour has reduced significantly and her memory has surprisingly improved. The schedule and reminder board is working very well. Now I feel like I can breathe and enjoy my retirement."

~ Mrs. A's daughter



Mr. Sik-Hung Chung, accompanied by his wife and family members, celebrated his 103th birthday party held by ADP on December 1, 2018.



Celebration of Carefirst Adult Day Program's 21st anniversary at Victoria Park Ave. Site.



ADP users having fun and playing games together on the newly renovated patio deck at Richmond Hill Site.

2018/2019 Service Highlights

Assisted Living Services

- In 2018-19, the Assisted Living team served a total of 415 clients with the provision of 98,162 service hours to assist with daily living activities that include bathing, medication reminders, security check and other instrumental activities of daily living such as meal preparation and light housekeeping to enable clients to live independently in their own community as long as possible.
- The team continuously adopted the Carefirst INTEGRATE Care Model for every individual client to benefit their well-being. Staff offered specific services within the agency and the community, including intensive care coordination and case management, to meet each client's care needs. The team reviews Individual Service Plans every three months and reassess the client's health status and care needs with the interRAI-CHA assessment tool every six months for stable clients; frequency of reassessment is based on the client's frailty and complexity of health condition. All team members also track key performance indicators to ensure quality care is given and funder requirements are met.
- The Assisted Living team is committed to collaborating on inter-departmental projects with other teams within the agency, such as Adult Day Program (ADP) and Community Support Services (CSS), to promote quality of life. Ongoing projects, including ADP Fun Day and Group Grocery Shopping, continually receive positive feedback from clients and caregivers.
- A pilot project supporting seniors with technology launched on July 1, 2018 and ran for a little over a year until August 2019. Program staff visited Assisted Living clients on 400 occasions in order to identify isolated seniors with mild to moderate dementia and depression. A team of Personal Support Workers were coached to use the iPad program and assist seniors in navigating the applications. Over the last year, the program maintained its initial caseload of 14 clients. On June 21st, 2019, the team stationed a permanent volunteer at the cluster site located at Water Street, Markham, to assist the operation of iPad Program.

Moving forward for service improvement

- To continually strategize the recruitment plan for hiring Personal Support Workers to meet the demands posed by our communities' growing population of high-risk seniors.
- To continue collaborating with other departments and community agencies to meet high-risk seniors' needs on an ongoing basis.
- To continue supporting the iPad Program by recruiting more volunteers to facilitate group sessions and encouraging more participation from clients.

Overall Results of Client Experience Survey

- Client surveyed: 57 (18% of 312 active clients)
- Client overall satisfaction rate: 91%

Chronic Disease Management Program

Integrated Dialysis Care Program

- In alignment with the organization's visionary Strategic Plan and its imperative to expand the development of strategic alliances to enhance social impact, Carefirst strengthened its partnership with the Scarborough Health Network (SHN) with the launch of the new **Integrated Dialysis Care Program** in February 2019.

2018/2019 Service Highlights

- The Integrated Dialysis Care (IDC) Program was one of only six programs chosen by the Ontario Renal Network (ORN) to support the Ontario Ministry of Health's transformational goals in addressing gaps in home and community care for patients on dialysis.
- The IDC Program seeks to reduce patients' dependence on facility-based care and advance home dialysis to provide them with better care closer to home. The program enables patients to receive seamless and timely quality care at home and in the community to build a user-centric renal care system that embraces clinical, social and community support services. In doing so, Carefirst is determined to work toward another of its strategic imperative in providing integrated community-based care that is cost-effective and of high quality.
- The IDC team is composed of Registered Nurses (RNs) and Registered Practical Nurses (RPNs) who are specially trained in peritoneal dialysis to meet the unique needs of these patients and caregivers.
- The team provides around 900 visits each month and leverages the Ontario Telemedicine Network (OTN) to connect clients with the care they require regardless of where they are.
- The launch of IDC is a testament to Carefirst's unrelenting commitment to innovation and advancement of progressive models of care that enrich the lives of patients and caregivers and contribute to the sustainability of Ontario's health-care system.



IDC Team from left to right: Mala Mayomi (RPN), Vickie Rerrie (RPN), Nancy Simms (SHN, RN), Christine Bertrand-Clarke (Team Lead, RN), Jasmine Ba (RPN), Phoebe Leung (RPN), Divino Tiu (RN)

Community Support Services

The Community Support Services (CSS) adopted a client and family-centred approach by using standardized assessment tools to identify individual's care needs and formulate service goals. The CSS team is made up of social workers and other trained staff who manage client cases through assessments and intervention and guide clients through the services offered at Carefirst. These services include friendly/hospice visiting and telephone reassurance/security check; escort and interpretation; information and referral; bereavement counselling; and elder abuse prevention and intervention.

Enhanced Accessibility for Seniors with Complex Needs and their Caregivers for Better Utilization of Appropriate Services

- Performed the role of centralized intake for services. Conducted 1,313 preliminary intake assessments or reassessments for vulnerable seniors who encountered physical, psychosocial and/or life stage challenges. Assisted 742 seniors/caregivers to manage personal difficulties; strengthen coping abilities and increase connection with community by providing service navigation and coordination for government benefits; health-care and community support services; and provision of individual and family supportive counselling.

Emphasized Caregiver Education and Support on "Seniors with Chronic and/or Life-limiting Illnesses" and "Caregiving for Aging Relatives"

- Raised seniors' and caregivers' awareness about "Advance Care Planning" through individual and group education.
- Delivered a series of end-of-life symposiums and workshops on aging at home, senior benefits and resources and caregiver support in Toronto, York Region and Mississauga with 877 participants.

2018/2019 Service Highlights

Increased Community Palliative Care Support

- Delivered a 30-hour family physician-supported “Community and Hospice Care Education” volunteer training course to ensure optimal care and support for palliative clients and their family members. Topics included ethics; psychosocial issues and impact of illness; understanding the dying process; grief bereavement; care for the caregiver; spirituality; and pain and symptom management. Among the 19 participants, many registered as volunteers to provide friendly and/or hospice visiting service in hospitals, Carefirst Transitional Care Centre and the community.

Overall Results of Client Experience Survey

- Clients randomly surveyed: 148 (20% of total individuals served)
- 97% of clients expressed from good to excellent for their experience in using the services.
- 91% of clients indicated our services effectively relieved their difficulties, improved community engagements, and provided the appropriate support.
- 96% of clients indicated their needs were met with linguistically and culturally appropriate support services.

Geriatric Assessment and Intervention Network (GAIN)

Carefirst’s Geriatric Assessment and Intervention Network (GAIN) is an inter-disciplinary team, consisting of Nurse Practitioners, Social Worker, Occupational Therapist, Pharmacist and Behavioral Support Nurse, that supports clients and their caregivers in the community. The team collaborates on a plan of care that optimizes the health and well-being of clients and caregivers as part of a comprehensive geriatric evaluation which includes assessment, education and intervention with respect to:

- Memory and thinking
- Balance, mobility, risk of falls
- Medication assessment/reconciliation
- General health/chronic disease assessment/management
- Mood/mental health
- Behavioural and psychological symptoms of dementia (BPSD), etc.

with the goal of assisting them to remain safely in their homes for as long as possible.

- The team provided over 3,200 visits in the last year in collaboration with the Home and Community Care branch of the Central East LHIN.
- The team continues to leverage technology in order to meet the needs of the individuals served including the Ontario eConsult Program, a platform that enables the team’s nurse practitioners to consult with specialists across the province to get faster access to clinical advice.

Other initiatives:

Cardiovascular Program and Chronic Obstructive Pulmonary Disease (COPD) Education Program

Both programs have seen significant growth in the last year, providing health education and health promotion exercises during more than 2,400 patient interactions.

Other Collaborations...

- Carefirst is proud to partner with McMaster University and Scarborough Health Network on a pan-Canadian research study funded by the Canadian Institutes for Health Research (CIHR), Diabetes Action Canada and Baxter Canada. The research project will engage with groups of older adult

2018/2019 Service Highlights

patients living with diabetes and chronic kidney disease in several communities across Canada including Scarborough. The comprehensive, multi-year study will expose them to a six-month intervention alongside their typical clinical treatments and test the impact of integrated community services on their overall disease management and personal patient success.

- To ensure all perspectives are represented, a Community Advisory Board will be consulted on critical aspects of the study as it progresses. Members of this board will also include the Central East LHIN, other local community organizations and patient and caregiver representatives.
- This research project aligns with the provincial government's mandate in the development of Ontario Health Teams to ensure collaboration among care providers from different care settings including hospitals, primary care and community to achieve improved patient outcomes. Carefirst will continue to be an active contributor to evidence-based research to support the needs of the community. The project has begun recruiting participants and will launch in the coming year.

Carefirst is committed to advancing care using technology to the benefit of our clients, caregivers and staff. Ontario Telemedicine Network (OTN) will be one of the major platforms incorporated into this commitment; increasing the education and training of staff to optimize OTN's use will continue to be a central part of our strategy as we head toward what will be transformative years ahead across the health and social sector.

Home Care Services

Home Care offers a range of services to clients:

Service	No. of clients	Total hours of service
Personal Support Service	1,954	166,357.25
Home At Last	233	809.50
Home First	42	387.00
Respite	63	7,395.25
PSS	3	120.00
Private – Personal Support	64	7,590.50
Private – Home Cleaning	354	19,356.75

- A team of roughly 140 Personal Support Workers (PSWs) served more than 2,200 clients from Central, Central East and Toronto Central LHINs in 2018-19. The Home Care team also consists of five supervising Client Service Coordinators (CSCs) and three Registered Nurses. A coordinator for private home-cleaning was added last year to the Home Care team to oversee 33 home helpers serving more than 350 clients.
- Upon the start of service, initial home visits are conducted by Service Coordinators and/or Registered Nurses for client assessments and delegation of duties to workers. During home visits, staff engage client, family and caregivers to discuss the conditions and needs to ensure the right type of care is provided for the client.
- In order to enhance service quality and upgrade the skill and knowledge of staff in direct client care with special focus on the challenging behaviour of dementia clients, PSWs underwent training on: Support a Client who has Symptoms of Depression; Responding to Challenging Behaviors; Conflict Resolution and De-escalation Techniques; An Introduction to Palliative Care; Supporting a Client with Anxiety and Affective Disorders. In addition, over 210 PSWs attended training courses on 'Lifts & Transfers and Ergonomics & Prevention from Strain Injury' to prevent injuries of both clients and workers. Furthermore, four sessions of First Aid & CPR training saw the attendance of 58 workers.

2018/2019 Service Highlights

- Home Care staff consisting of CSCs, Administrative Coordinators and the private Home-cleaning Coordinator undertook training on Supervisor Skill Development; 12 three-hour sessions were held on communicating; conflict resolution and mediation; documentation; establishing functioning teams with clients and families; and support planning. These diverse aspects of quality client care and service delivery were examined, resulting in the enhancement of skills and knowledge of the coordinators.
- As the demand for home care service and private home cleaning service rose, the staffing of the Home Care team expanded to include an additional private Home-cleaning Coordinator and another team assistant. An incentive program for home helpers was also put in place to encourage them to work more hours and to retain them in the job.
- The work of the On-Call team before and after office hours and on weekends and holidays remain stable and smooth. They have been able to handle funder, client and worker issues effectively and communicate closely with service coordinators for follow up and resolution. The On-Call team is able to maintain work life balance and strengthen cohesiveness as a result.
- Follow-up work on the mobile application, Mobile Health Solution, has been active with tests conducted by PSWs at different locations. Management anticipates for the new application to go live in the next coming months, and expects improvement in quality of client care, streamlining of staff workload and an empowered workplace environment for staff with the introduction of this innovative technology.

Overall Results of Client Experience Survey

- Clients randomly surveyed: 281/981 (28.6 % of total individuals served)
- Client overall satisfaction rate: 92%

Supportive Housing Services

- In 2018-19, 157 clients received Supportive Housing services in four designated senior buildings. These service users are frail and elderly, physically disabled, high risk or cognitively impaired. To assist these clients with activities associated with daily living, a team of 24 Personal Support Workers (PSWs) provide personal care, basic home cleaning, laundry, security checks, medication reminder, emotional support and caregiver support services with the mandate of enabling them to lead independent lives and integrate into the community. Twenty-four-hour immediate emergency response service is offered to individuals every day to ensure clients have access to help at all times. A total of 40,135 hours of service were provided in 2018-19.
- PSWs organized daily reporting sessions to discuss clients' conditions with Client Service Coordinators (CSCs); these reports are based on close monitoring and observation. PSWs can thereby attend to client issues and changes to their conditions in a timely manner.
- Two coordinators worked industriously to conduct home visits regularly to assess client conditions. Individualized coordinated care plans were developed and updated with inputs from clients, families and caregivers. In the 2018-19 Client Satisfaction Survey, over 85% of clients were satisfied with Supportive Housing as a service provider. Furthermore, over 85% of clients agreed that the CSCs responded to their concerns in a timely manner. Over 80% of clients commended coordinators for updating their care plans according to changes in their health condition.
- In addition to on-site personal support services, depending on individual needs, clients are referred to other Carefirst programs so that integrated care is provided. Nurses and dietitians visit clients of

2018/2019 Service Highlights

Diabetic Education Program (DEP) every six months to monitor their health condition and offer advice on their diet and physical exercise routines. Clients are also referred to the Geriatric Assessment and Intervention Network (GAIN) team for assessment and consultation if geriatric care and behavioural support are needed.

- Attendance of the Wellness-Adult Day Program is steady. Many medically stable clients found activities jointly arranged by the Wellness Program and Adult Day Program enhanced their health and reduced their isolation.
- In response to the increasing number of aging and dementia clients, the focus of Supportive Housing services in 2018-19 was directed toward in-door visits and telephone security checks in order to monitor client safety and reduce fall risks. The Supportive Housing team carried out more than 72,900 in-door visits and 15,300 telephone security checks this year.
- Supportive Housing services achieved an overall satisfaction rate of 86% in the 2018 Client Satisfaction Survey.

Overall Results of Client Experience Survey

- Clients randomly surveyed: 82/132 (62.1% of total individuals served)
- Client overall satisfaction rate: 86%

Transitional Care Centre

Transportation is more than just a means to a destination. It is vital and an integral part for the frail and homebound seniors to stay connected with the community, to maintain their quality independent living in the community and to reduce caregiver burnout in caring responsibilities

- In 2018-19, Transitional Care Centre (TCC) delivered 5,529 days of care to 209 unique individuals who continue to benefit from the inter-disciplinary team consisting of Registered Nurses, Personal Support Workers (PSWs), Social Worker, Physiotherapist and Physiotherapy Assistant (PA). Clients and caregivers also received access to the Adult Day Program (ADP), Chronic Disease Management Program (CDMP), Geriatric Assessment and Intervention Network (GAIN) team, and the Family Health Team (FHT). Clients and their caregivers can conveniently access TCC and other Carefirst services that are co-located at our One-Stop Multi-Services Centre.
- Individuals come to TCC after an acute hospitalization to receive restorative care in a home-like environment prior to returning to the community, or come to us to allow their caregivers a much needed break from caregiving. TCC collaborates with primary care practitioners to manage individuals in the community for as long as possible. The team has also forged strong partnerships with the LHIN Home and Community Care branch to ensure a continuum of care for clients and caregivers coming onto TCC and upon discharge from the unit.
- In October 2018, TCC was featured with Scarborough Health Network (SHN) at Health Quality Ontario's Health Quality Transformation conference. The enduring partnership was featured under the overarching theme of Delivering and Improving Quality Care by Redesigning the System to Support Quality Care. Last year, the partnership saved the health-care system approximately **\$960,000** by bringing recently discharged patients onto TCC for restorative care making the program an innovative way to reduce hospital stays and their associated costs.
- Carefirst will continue to be a partner in the changing health-care system landscape. The use of transitional care beds is a strategy that will be leveraged to tackle the Premier's commitment to end 'hallway medicine' and TCC will continue to work with our hospital partners to meet this challenge.

2018/2019 Service Highlights

Not only does the program provide an avenue to reintegrate individuals back into the community after an acute illness, it also provides access to programs and services that will allow them to thrive in the community once discharged.

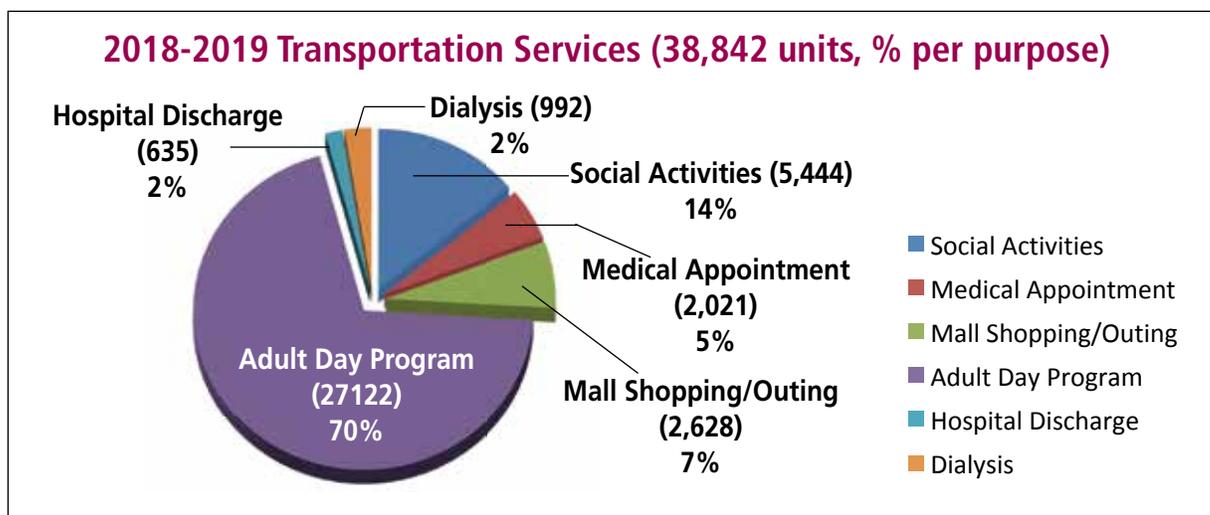
Overall Results of Client Experience Survey

- Client randomly surveyed: 86/209 completed
- Client overall satisfaction rate: 100%

Transportation Service

Transportation is vital in enabling older adults to maintain a high-quality and independent living in the community. An accessible, affordable, safe and reliable transportation service promotes social connectedness for all. The service greatly helps reduce care partners' burnout, particularly in experiences where the individual receiving care has dementia.

- **Provided a total of 38,842 rides for over 1,100 seniors with frailty and/or cognitive conditions** residing in Toronto and York Region areas including Scarborough, North York, Richmond Hill, Vaughan and Markham-Stouffville neighbourhoods.



- **Enhanced capacities to serve seniors with dementia.** The number of rides for seniors with dementia attending Adult Day Programs across Scarborough and York regions increased significantly by 22.5%. This strongly demonstrates our ability to meet the growing needs of care partners and family members in caring for their loved ones. Measures undertaken includes but are not limited to:
 - Use vehicles of varying sizes to accommodate the different physical and cognitive needs of seniors.
 - Provide ongoing training to paid and volunteer drivers to enhance their knowledge and skill in serving seniors with increasing complexity of needs.
 - Undertake stringent intake and reassessment to ensure appropriateness and timely updates of any changes to the overall health and cognitive and mobility conditions of seniors.
 - Identify other needs and connect seniors with other services as needed and appropriate to provide integrated care.

2018/2019 Service Highlights

- **Expanded application of information technology to promote reliable, timely and safe rides and customer satisfaction** through extensive use of passenger transportation management solution, and fleet GPS management software application to monitor travelling distances, drivers' driving behaviour and habits, and utilization of vehicles.

Overall Results of Client Experience Survey

- Clients randomly surveyed : 68 (6% of total individuals served)
- Client overall satisfaction rate on quality of services: 99%

Testimonials



"No matter it is a sunny or rainy or windy or stormy day, the driver is very reliable and caring to bring me to the hospital for dialysis treatment. My health can be well maintained."

"My 86-year-old mother always stays home alone and feels very lonely as I have to work. I feel very anxious, worry and despair. With the transportation service, now she can join different activities and become more active and happy."

~ from class of December 2017.

Wellness Program

Program in Mandarin Language

Wellness Club offers weekly and monthly programs in Mandarin at **four locations** to the seniors living in the vicinity. We also reach out to faith groups, libraries and community centres to provide their senior groups an easy access to health, wellness and community information sessions by eliminating the need to travel.

- Close to 5,000 seniors participated in over 100 recreation and information sessions.

Scarborough

Carefirst services centre
300 Silver Star Blvd

Scarborough

Tam O'Shanter
Seniors Apartment

Richmond Hill

Carefirst services centre
420 Hwy 7 East

Richmond Hill

Rough Wood
Community Centre

Participants enjoyed the programs and one of them told us:

Carefirst has a variety of programs to suit the different needs of individuals. Both staff and volunteers are excellent at engaging Wellness Club members in the activities. The Mandarin 51 Club has increased my knowledge in life skills and provided us a platform to share our life stories which I found very beneficial. I have now started a new chapter in my post-retirement stage – full-time enrollment at Wellness Club Program.

Delivery of Chemical Awareness Workshops to Chinese-Speaking Seniors

Contracted by Health Canada, we have 10 volunteers and two staff members trained as facilitators to deliver workshops in the community to enhance seniors' knowledge and awareness of chemical safety. A total of 16 workshops were delivered and the team reached out to 286 seniors in the community between February and March 2019.

2018/2019 Service Highlights

- 100% of the participants agreed or strongly agreed that their understanding of the subject has improved as a result of attending the workshop.
- Seniors expressed an increase in knowledge in chemical products and safety which they will apply to their daily life.

Outreach Sites

Continuously looking for new outreach sites, Carefirst organized a community walk in August 2018 to visit and connect with different sites. By promoting the “Building Neighbourhoods of Care” concept, Carefirst established new outreach locations in private condominiums to provide a range of services to residents. Some of these services include exercise classes, information sessions and congregate dining programs. These services have allowed residents to step out of their units; socialize with other residents; volunteer for their elderly neighbours; and share information and resources with their peers.

Expanding our outreach locations to Markham and Stouffville, Carefirst works in partnerships with other organizations, hospitals and older adult clubs to deliver information sessions and health screening to members in those communities.

Mobile Health Unit

Carefirst’s Mobile Health Unit (MHU) has travelled to locations within Scarborough, Markham, Richmond Hill, Vaughan, Stouffville and Downtown Toronto bringing services to individuals living in those communities.

- The MHU has had over 2,200 visitors since its operation.
- An inter-disciplinary team consisting of Carefirst Seniors, Carefirst Family Health Team and community partners provide services such as health screening, diabetes education, foot care service, massage and hearing screening.
- Members of the community said they look forward to visits from the MHU to bring services to their community.



Hearing screening Session



Health screening session

Youth Leadership & Volunteer Development

Training and Collaboration

- Carefirst partnered with Sinai Health System Wellness Centre and Yee Hong to participate in the “TechnologyTutor Program” where volunteer tutors were trained to teach caregivers ages 55 and over to use Android tablets to access online health information, communication and social platforms. Thirteen trained volunteer tutors delivered six workshop sessions to 21 Cantonese- and Mandarin-speaking caregivers.

Volunteer Corner

- Volunteers get together once every season to celebrate volunteer birthdays; make new friends; share news; and keep in touch with each other. There were 120 volunteers in attendance at this year’s gatherings.
- Activities from previous year’s turnout include a celebration for recipients of the 2018 Ontario Volunteer Service Award; support to local food banks in the weeks leading up to Thanksgiving through the donation of nonperishable food; and Chinese New Year festivities.

2018/2019 Service Highlights

Youth Program

Carefirst Youth Club

- Throughout last year, Carefirst Youth Club (CYC) gathered every second Saturday of the month for skills workshops, community service and group projects including the production of a snapshot video that can be found on the Carefirst YouTube channel. We had 197 youth between the ages of 14-24 join us last year, and created sub-groups such as the CYC Dance Club and Carefirst Youth Band to foster the growth of hobbies and build youth's confidence through performance.
- Carefirst Youth Club is proud to present our new CYC Instagram account so that we can keep in touch with young club members more effectively and promote positive social media use. Through the use of Instagram, we have been able to expand our youth network and share updates through a new "updated" perspective. Follow us at @cf.youthclub to learn more about our events and see what our youth are up to!
- **Comments:**
 - ☰ *"For a student, meeting once a month is an easy commitment to a club. Therefore it is easy to see how Carefirst Youth Club baking events manage to draw a crowd." (about CYC "Pal-entine's" Day Breakfast + Bake event in February)*
 - ☰ *"The 'escape room' included clever puzzles that required us to think outside the box to solve. The puzzles taught us that you can't always work by yourself nor solve things by yourself."*

Results of Year-End Participant Experience Survey:

- 100% of the eight CYC Core Members surveyed agreed or strongly agreed that CYC allowed them to acquire new and useful skills, foster new friendships and peer networks, and gain volunteer experiences.

Youth Volunteer Leadership Training Program

- The Youth Volunteer Leadership Training Program saw the growth of 45 new high-school youth leaders this year through three sessions of intensive five-day workshops. As we continue to better the program contents, we introduced new workshops including Nutrition and Healthy Cooking, Leadership through Art, Leadership with St. John Cadets, and Self-care Awareness.
- **Comments:**
 - ☰ *"I liked the First Aid and Aging Simulation sessions where I learned new knowledge applicable to daily life"*
 - ☰ *"I learned more on how to save a life [and] ... to use medicines better."*
 - ☰ *"I liked the First Aid session and the Dementia 101 session the best because I learned a lot of things I didn't know before."*
 - ☰ *"I liked the Food and Nutrition session and the Communication Workshop. I enjoyed how we got to work together and the activities themselves (cooking, building paper houses, etc.) It was also very inclusive."*
 - ☰ *"I liked the Food and Nutrition Session because of hands-on training and volunteering for the fundraising department."*
 - ☰ *"The most interesting thing I learned was that we should be more considerate of seniors and their situations because we will be in their shoes one day."*
 - ☰ *"I liked volunteering because it gave me a taste of different workplace environments."*
 - ☰ *"The most valuable thing I earned – connections with other people!"*



Carefirst Youth volunteers at Volunteers Toronto Youth Expo.

2018/2019 Service Highlights

Results of Participant Experience Survey

- 100% of the 45 participants of the Youth Volunteer Leadership Training Program reported positive change in their social and mental well-being.



First Aid & CPR Training



Youth Leadership Training

Vocational Training Centre

- **Promoted Employability, Skills Building and Networking Opportunities to Assist People to Participate in the Labour Market**
 - A total of 18 training classes were undertaken with 218 enrollments—an increase of 24% compared with last year. Training programs include:
 - Personal Support Worker Certification Program prepares individuals to provide care to seniors with frailty and special needs. 90% of students are employed within one month after graduation.
 - Linguistically appropriate community enhancement courses such as Post-natal Care Attendant Training, Home Helper Training Program and Food Handler Certification Program offered to immigrants, lone parents and low income individuals, with an average of 98% passing rate.
 - To meet the employment needs of the ethnic and immigrant community, we developed and submitted the curriculum of the Food Service Worker Certification Training Program to an adult education expert for review and assessment. This program allows and facilitates the training of more immigrants to work in restaurants, nursing homes, hospitals and hotels.
- **Built Capacity of the Trained Individuals to Achieve Economic Self-sufficiency**
 - Provided individual support/career counselling in job finding for Personal Support Workers (PSWs)/ Home Helpers and Post-Natal Care Attendants upon course completion. Achieved 98% satisfaction rate for all training programs.
 - Applied PSW Certification Fund to support students with financial difficulties. Successfully approved and supported three Carefirst Home Helpers/Service Attendants to participate in PSW certification training.

Testimonials



I really enjoyed the small class size and the dedicated staff. I would recommend this program to anyone who wants to be PSW.

Candy, a graduate of PSW Certification Training August 2018



I am glad that we have good teachers and supervisor to equip me as PSW. I enjoy what I have learned together with my classmates.

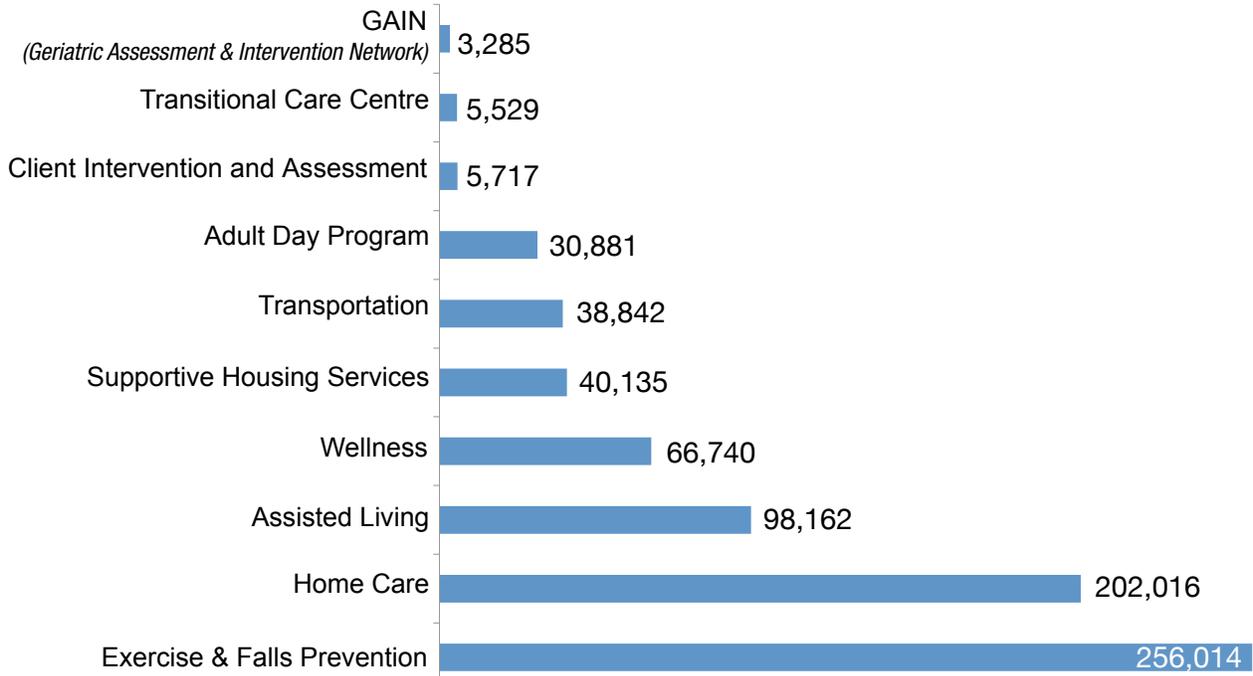
Raymond, a student of PSW Certification Training April 2019



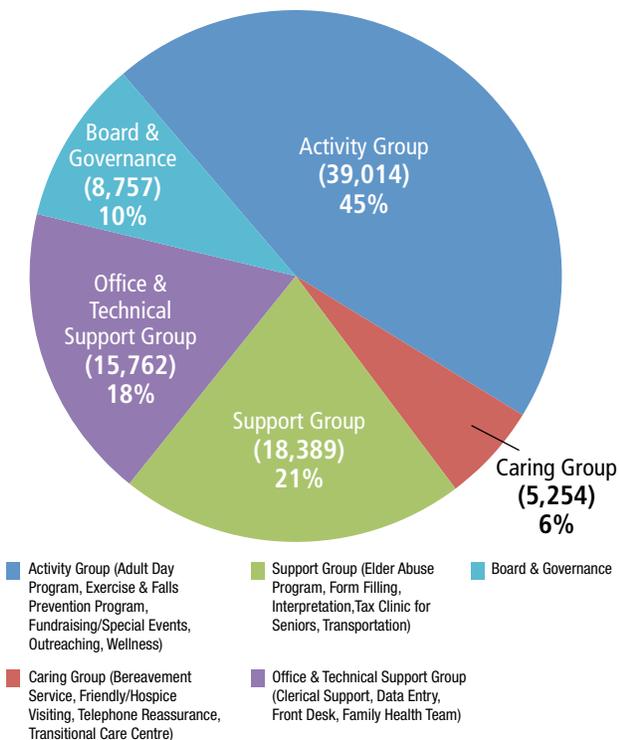
I learnt some knowledge and skills that really applied on my future jobs. The instructors are supportive and knowledgeable.

Rose, a participant of Care Attendant Training for Post-natal Service May 2018

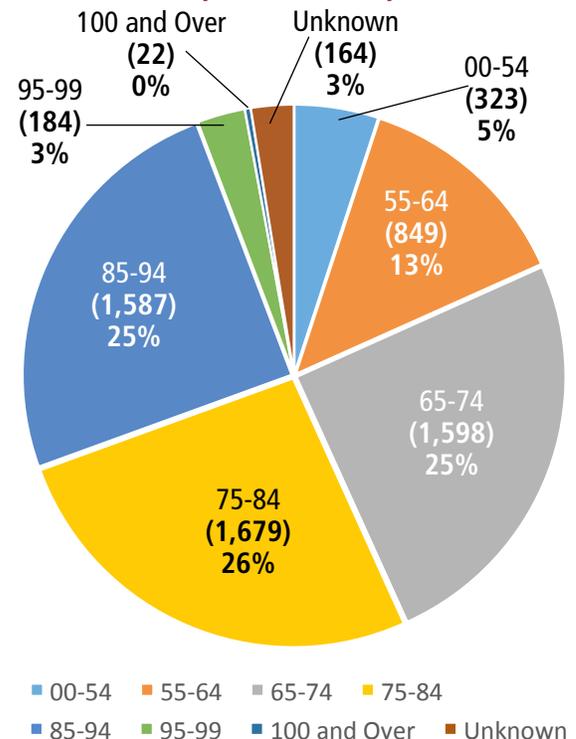
2018-2019 Service Statistics



2018-2019 Volunteer Hours (Total: 87,565 hours)



Age Distribution of Clients Served (2018-2019)





Carefirst Family Health Team

2018-2019 Annual Report



Carefirst Family Health Team

In the past 2018/2019 fiscal year, Carefirst FHT continued to align goals and objectives with the organization's mission, values and strategic plan and is committed to the following priorities:

1. To continue providing client- and family-centered care with emphasis on a multidisciplinary team-based approach;
2. To promote ongoing improvements on quality and safety of care for our patients and families;
3. To provide timely access and responsiveness to diverse population primary care needs in a holistic and culturally sensitive manner;
4. To identify areas of improvements in health information tracking, management and analysis of data to support quality improvement initiatives.

Achievements from the Past Year:

1. Achieving Accreditation with Commendations by Accreditation Canada:

Carefirst FHT is proud to announce that we had completed our Accreditation Qmentum 2019 in January 2019 and earned a 96.2% final evaluation score. We learned some great lessons from the accreditation process and outcomes. The FHT has taken on two major areas of improvements – first, greater involvement of the “patient voice” in every level program/service planning, development and implementation process; second, increased focus on capacity building of our clinical staff, e.g. expanding their scope of practice and focusing on cross staff training.

2. Participating in the “Connecting Care Coordination with Primary Care”:

Carefirst FHT was selected to participate in one of Central East LHIN's pilot programs “Connecting Care Coordination with Primary Care” (CCCPC); we were the only site chosen in Scarborough out of the five pilot sites involved. To-date, the FHT has received great feedback from both patients and staff who responded positively to having a LHIN Home and Community care coordinator on site at our FHT to help patients navigate the health system and access community services more efficiently – a move towards better integrated care system.

3. Maintaining Collaboration with Hospitals and Community Agencies for Improved Integrated Care Delivery:

Carefirst FHT continues to collaborate with Carefirst Seniors, other community care providers, and local hospitals including Scarborough Health Network, North York General Hospital, Markham Stouffville Hospital and Mackenzie Health to provide more comprehensive primary care in a more collaborative and integrated manner. Recently we expanded our joint efforts with Carefirst Seniors to launch monthly community outreach initiatives, which include: chronic disease counselling and nutritional counselling aboard Carefirst Senior's mobile health unit to service patients and families living in underserved areas adjacent to Richmond Hill and easternmost Scarborough. Through these activities, Carefirst FHT promotes health literacy and access, especially for those patients who experience difficulty in getting out of their homes.

4. Increasing Utilization of Technology to Improve Patient Care and Operation Efficiency:

We continue to improve our methods of collecting health information data through the following intervention IT strategies:

- a) We conduct our patient satisfaction surveys on tablets.
- b) Use Ocean Tablet for patients to complete “self check-in” when they arrive on site. The objective of adopting the use of the Oceans Tablet is to reduce patient wait times at the point of arrival and improve front desk work flow.
- c) Carefirst FHT works closely with our Quality Improvement Decisions Support Specialist (QIDSS) to streamline data collection and tracking of our health programs. Our QIDSS also assists the FHT in identifying patients who are currently not in our programs but would greatly benefit from them, and implementing “change strategies” as identified by our annual “My Practice Primary Care Report.”
- d) We are currently exploring a few IT platforms where patients can independently complete their own appointment bookings online and would help support the FHT in completing appointment reminders to patients.
- e) Carefirst FHT continues to collaborate with Health Links in the utilization of the HPG platform to complete the Coordinated Care Plans of patients to ensure that the patient’s circle of care is actively involved in the development, implementation and evaluation processes.
- f) We are also piloting virtual group counselling sessions i.e. diabetes counselling in English, Cantonese and Mandarin through the use of OTN to improve access for a patients.
- g) All clinical staff are signed up and trained to access “Connecting Ontario—an online web-based portal that provides real time access to digital health records.

5. New Program: Memory Clinic

As of May 2, 2019, Carefirst launched our very own in-house Memory Clinic led by our FHT physician, Dr. Kinsey Lam. The program aims to capture early diagnosis, issue treatment and support patients living with cognitive concerns to overcome daily challenges. Our health team aims to provide more available resources and access to cognitive improvement programs that are closer to home for patients in the community and in their own language. All rostered and non-rostered patients who suspect they may have cognitive impairment are welcome to participate.

6. CAPACITI Training

Early June 2019, Carefirst FHT submitted a “self-readiness” application to the Ontario Palliative Care Network (OPCN) for approval that would enable our clinical team to participate in a one-year training program in palliative care support. In mid-June 2019 our application was approved; Carefirst FHT’s clinical team started receiving training from OPCN in August. Our goal is to be able to provide better care and support for our palliative patients and families in our community.

7. Carefirst Ontario Health Team Development:

Background:

The Ministry of Health and Long-Term Care announced its plans to restructure the provincial health-care system in February; since then, the Ontario government passed Bill 74, *The People's Health Care Act*, 2019 on April 10, 2019 to manage the health system more effectively. The Ministry called on all health providers, which were to join together to form Ontario Health Teams (OHTs), to submit expression of interest proposals for review that same month. Across the province, each Ontario Health Team will be responsible for managing care in a specific geographic location that is based on a population size of 300,000. In August, the Ministry communicated they received over 150 applications, but selected only 31 groups to move to the Full Application stage.

Update:

Carefirst Seniors and Carefirst FHT have been very proactive and are participating in several OHT development tables. We are pleased to announce that Carefirst Seniors and Carefirst FHT are core partners of the North York Toronto Health Partners (NYTHP) OHT, Eastern York Region and North Durham (EYRND) OHT and Scarborough OHT—led by North York General Hospital, Markham Stouffville Hospital and Scarborough Health Network respectively. Of the three teams, both NYTHP and EYRND OHTs have been selected to move forward with the full application, while the Ministry identified Scarborough OHT as “in development.” Carefirst will work hard with the different service partners to contribute to the development of a more integrated health care service for residents living in North York and Markham.

Staff Engagement and Continuous Learning:

- Carefirst FHT staff attended our annual Strategic Planning retreat in February 2019 and had the pleasure of having Dr. Joshua Tepper (CEO of North York General Hospital) join as our key note speaker in inspiring and leading the discussion of continuous quality improvement in the health space.
- All staff completed diversity training in March 2019.
- All FHT management staff completed LEAN training and certification in April 2019.

Equity

Carefirst FHT continues to address the barriers faced by our patients such as access to care through the following intervention strategies:

- 1 Making two geographic sites available for patients in Scarborough and Richmond Hill along with expanding the reach of care through Ontario Telemedicine Network (OTN).
- 2 Collaborating with Carefirst Seniors in providing community outreach to increase equitable care and access to primary care service for socially isolated patients.

- 3 Patients receive team-based and culturally sensitive care from the clinical teams as the multidisciplinary staff are equipped to service our patients' needs linguistically and in a culturally sensitive approach.

Patient Engagement:

Carefirst FHT continues to involve the 'patient voice' in our health planning process and co-design of quality improvement initiatives through the following platforms:

- a) Patient satisfaction survey
- b) Client advisory council
- c) Patient newsletter
- d) Patient focus groups

Our team also posts on Carefirst's public website:

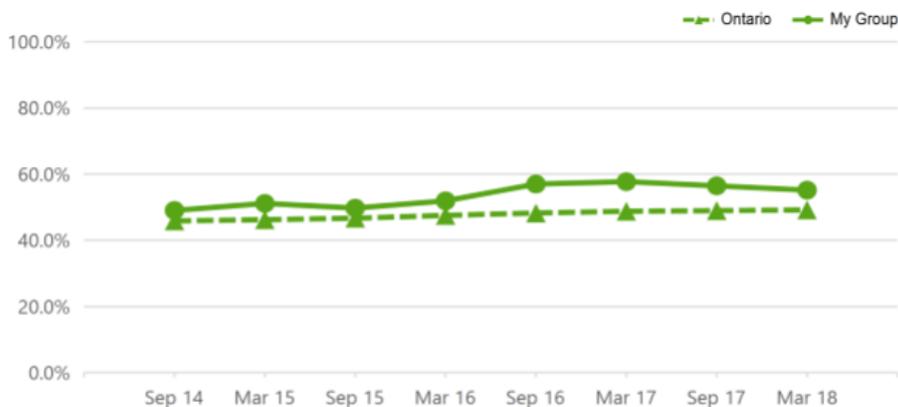
- a) Annual Strategic Plan
- b) Quality Improvement Plan
- c) Patient Satisfaction survey and results

Accomplished Quality Indicators:

Carefirst Family Health Team has outperformed in several areas compared to the province percentage performance. Please see below the various chartings. *(Data collected from Cancer Care Ontario and Health Quality Ontario)*

Diabetes Testing

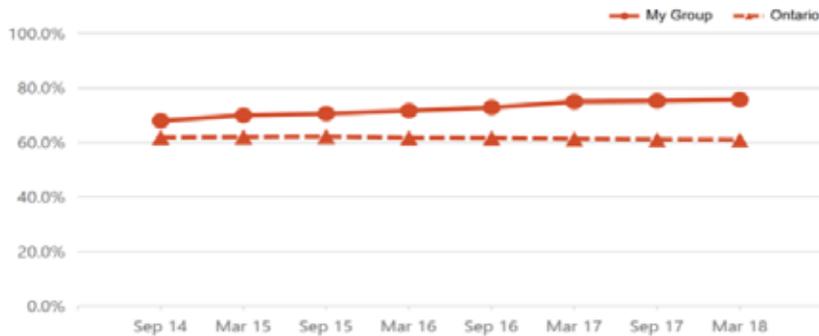
- As of March 31, 2018, 55.2% of patients in my group with diabetes were up-to-date with HbA1c testing. My LHIN percentage is 49.7%
- My group is **higher than** the provincial percentage of 49.2%.



† Data suppressed where counts are between 1 and 5; additional suppression may be applied where counts are greater than 5 to prevent residual disclosure of suppressed values; N/A: Data not available; † Please interpret with caution, denominator ≤ 30. For more details, refer to the Methods section on page 23

Breast Cancer Screening

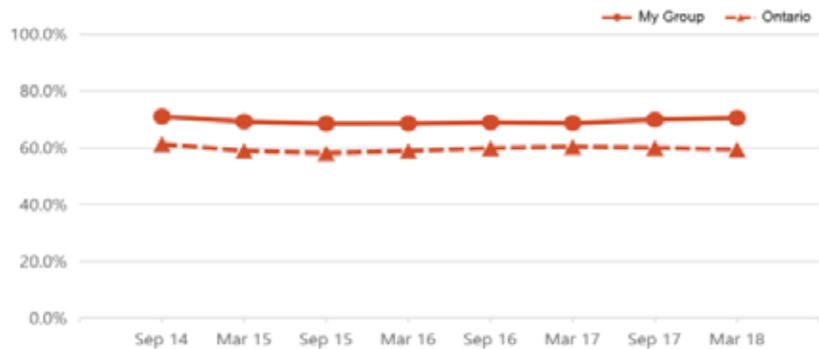
- As of March 31, 2018, 75.7% of patients in my group has an up-to-date mammogram. My LHIN percentage is 64.9%.
- My group is **higher than** the provincial percentage of 61.0%.



† Data suppressed where counts are between 1 and 5; additional suppression may be applied where counts are greater than 5 to prevent residual disclosure of suppressed values; N/A: Data not available; * Please interpret with caution, denominator ≤ 30. For more details, refer to the Methods section on page 23

Cervical Screening

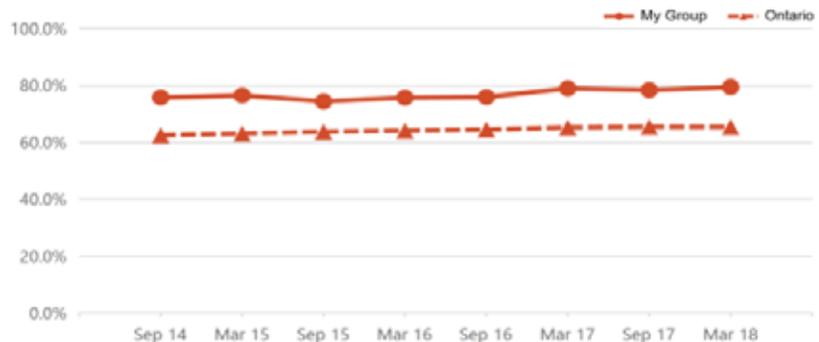
- As of March 31, 2018, 70.5% of patients in my group has an up-to-date Pap smear test. My LHIN percentage is 62.5%.
- My group is **higher than** the provincial percentage of 59.4%.



† Data suppressed where counts are between 1 and 5; additional suppression may be applied where counts are greater than 5 to prevent residual disclosure of suppressed values; N/A: Data not available; * Please interpret with caution, denominator ≤ 30. For more details, refer to the Methods section on page 23

Colorectal Screening

- As of March 31, 2018, 79.5% of patients in my group were up-to-date with colorectal screening. My LHIN percentage is 71.0%.
- My group is **higher than** the provincial percentage of 65.4%.



† Data suppressed where counts are between 1 and 5; additional suppression may be applied where counts are greater than 5 to prevent residual disclosure of suppressed values; N/A: Data not available; * Please interpret with caution, denominator ≤ 30. For more details, refer to the Methods section on page 23

“Everyone at Carefirst are really nice, they give me a sense of relief and security when it comes to my medical attention.”

~ Patient of Dr. Kinsey Lam

“Dr. Tang is understandable and is very clear when she speaks, she gives me confidence when it comes to my medical plan.”

~ Patient of Dr. Christine Tang

Board of Directors 2018 – 2019

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Dr. George Wu

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Doreen Tai

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Dr. Linyin Dong

Rahim Ismail*

Luxmi Vasani



Senior Management Team

Chief Executive Officer

Helen Leung

Lead Physician

Dr. Christina Lee

Administrative Lead

Susan Lam

Family Physician Team

Dr. Christina Lee

Dr. Kathleen Chang (*until June 2019*)

Dr. Kinsey Lam

Dr. Gloria Lin

Dr. Alice Sy

Dr. Anuradha Srinivasan

Dr. Christine Tang

Dr. Lesley Wu

Dr. Adrienne Yang

Dr. Albert Yeung

Dr. Jerry Zhang

Specialist Physician Team

Cardiology

Dr. Chi-Ming Chow

Allergy

Dr. Albert Yeung

Eye

Dr. Melissa Tong

Internal Medicine

Dr. Shu Kow Tong

Endocrinology

Dr. Gunjan Vador

Nephrology

Dr. Alice Cheng

Obstetrics/gynecology

Dr. Denise Tam

Geriatrics

Dr. Andrew Wong

Chiroprody

Dr. Jevan Ko

Hearing / Care

Dr. Grace Leung

Med Check

Dr. Stephanie Siu

Shirley Cheung

Calvin Chui

Sara Jiang of Canadian

Hearing Society

Martina Siu

**Resigned during the term*

2018/2019 Financial Report

Carefirst Family Health Team

Carefirst Family Health Team Statement of Revenue and Expenses

Year ended March 31	2019	2018
Revenue		
Ministry of Health and Long-Term Care		
Family health team	\$ 1,817,180	\$ 1,705,046
Ontario health service fee	948,323	526,045
Diabetes grant	590,304	590,304
Family physician grant	548,247	830,923
Miscellaneous	66,596	41,183
Service fees	55,199	42,533
Amortization of deferred capital grants	2,559	2,559
Donations	85	225
	<u>4,028,493</u>	<u>3,738,818</u>
Expenses		
Salaries and benefits	3,058,415	2,843,764
Building occupancy	492,751	526,147
Office and general	102,203	87,063
Purchased services	66,000	66,000
Promotion and publicity	49,717	33,646
Medical supplies	47,997	20,642
Systems support	43,216	23,745
Staff training and recognition	39,719	30,847
Consulting fees	38,938	21,024
Professional fees	24,595	12,265
Telecommunications	14,747	17,538
Health education	12,952	23,619
Insurance	12,819	11,338
Amortization of property and equipment	6,839	10,804
Fees and dues	6,457	6,424
Travel	1,513	2,192
	<u>4,018,878</u>	<u>3,737,058</u>
Excess of revenue over expenses before other income	9,615	1,760
Unrealized gain on investments	3,142	3,794
Excess of revenue over expenses	<u>\$ 12,757</u>	<u>\$ 5,554</u>

Carefirst Family Health Team Statement of Financial Position

March 31	2019	2018
Assets		
Current		
Cash	\$ 742,511	\$ 725,775
Short-term investments (Note 4)	85,238	80,511
Accounts receivable	120,631	88,590
Prepaid expenses	56,764	56,188
	<u>1,005,144</u>	<u>921,064</u>
Property and equipment (Note 5)	25,169	32,008
	<u>\$ 1,030,313</u>	<u>\$ 953,072</u>
Liabilities		
Current		
Accounts payable and accrued liabilities (Notes 6 and 7)	\$ 109,646	\$ 77,628
Deferred operating grants	51,791	34,181
Due to Ministry of Health and Long-Term Care	623,101	605,686
	<u>784,538</u>	<u>717,495</u>
Deferred capital grants (Note 8)	1,048	3,607
	<u>785,586</u>	<u>721,102</u>
Fund balances		
Unrestricted - Operating	220,606	203,569
Invested in property and equipment	24,121	28,401
	<u>244,727</u>	<u>231,970</u>
	<u>\$ 1,030,313</u>	<u>\$ 953,072</u>

This is a condensed financial report. A full copy of 2018/2019 Audited Financial Report reported by our auditor Grant Thornton LLP is available at Carefirst Administration Office (416-502-2323)



Carefirst Foundation
2018-2019 Annual Report

About Carefirst Foundation

- Carefirst Foundation was founded in 2006 and registered as a charitable non-profit organization (#83974 4943 RR0001) to fundraise for Carefirst Seniors and Community Services Association and other organizations with similar objectives to provide stable and quality community services for those in need.
- Since the inauguration in October 2006, the Foundation committed to Carefirst Seniors and Community Services Association in its capital development of the Carefirst One-Stop Multi-Services Centre; it is a hub that delivers social and medical care services to the community in Scarborough. Despite completing the building of the Centre at the end of 2015, the Foundation will continue fundraising to support Carefirst's meaningful activities and assist in paying off the \$12 million Infrastructure Loan for the construction of the Centre.

2018/2019 Fundraising Activity Highlights

- With marketing and networking efforts made by the Foundation Board and sub-committees, over 80 new organizations and individuals were introduced to Carefirst Seniors and Carefirst Family Health Team and learned about the services/programs offered as to promote Carefirst's innovative service delivery model and the financial needs of the service operations.
- Carefirst Foundation supported Carefirst's conceptual development of the Community Kitchen at the Carefirst One-Stop Multi-Services Centre, which has reserved space designated for a full kitchen in the early architectural building design in 2013. It is hoped that a full-size community commercial kitchen could be completed within the Carefirst One-Stop Multi-Services Centre. This community kitchen aims:
 - To support the community kitchen concept by providing food-related services, such as Congregate Dining Program and Meals on Wheels service for those in need within the community;
 - To serve as a teaching kitchen through Carefirst Vocational Training Program for those wanting to learn new skills and/or become certified food service helpers. This increases their employability and thus opens up new job opportunities;
 - To promote and educate the public on healthier eating habits in the context of cultural foods, such as Chinese cuisine.
- Signature Fundraising Activities organized in the year:
 - Young at Heart Charity Gala
 - Carefirst Radio-Telethon
 - Christmas Wishing Tree Campaign
 - Charity Walk for Health & Family Fun Fair
 - Annual Appeal Campaign
 - Annual Raffle Lottery Campaign

Carefirst Foundation would like to express our heartfelt gratitude to the following major donors and supporters for designating Carefirst as their event beneficiaries:

- Fairchild Radio Group Ltd.
- Galleria Supermarket
- Leung Chung Fan Memorial Fund
- Ms. Winnie Yu and Dance Pooh Team
- Power 7 Realty Team
- Sing Tao Foundation
- Summit Garden Chinese Cuisine
- Taiwan Entrepreneurs Society Taipei/Toronto
- Toronto Harmony Lions Club

Honorary Advisors

Irene So
Stanley Kwan

Honorary Members

Benjamin Fu	Samuel Tan
Dr. Ying Lu	Anna Yip
John Man	Alex Yuan



Board of Directors 2018 – 2019

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Vice Chair

Stephanie Ho

Treasurer

Philip Ho

Secretary

Shirley Ng

Directors

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

Senior Management Team

Chief Executive Officer

Helen Leung

Finance Controller

Edmund Kwan

Director of Development & Communication

Edith Lam

**Resigned during the term*

2018/2019 Financial Report

Carefirst Foundation

Carefirst Foundation Statement of revenue and expenses

	2019	2018
Revenue		
Donations - restricted	\$ 143,000	\$ 25,000
Donations - unrestricted	82,911	66,661
Realized investment income	14,675	16,164
Charity gala	9,630	8,860
Appeal letter	6,100	-
Miscellaneous income	<u>3,529</u>	<u>5,225</u>
	259,845	121,910
Expenses		
Professional fees	50,197	6,912
Fundraising	4,125	525
Office	2,628	649
Fees and dues	1,680	1,321
Staff travel	<u>1,631</u>	<u>1,361</u>
	60,261	10,768
Excess of revenue over expenses before other items	199,584	111,142
Unrealized gain (loss) on investments	1,455	(2,984)
Loss on write-down of amounts due from Carefirst Global Solutions Inc. (Note 5)	(460,854)	-
Donation to Carefirst Seniors & Community Services Association	-	(190,000)
Deficiency of revenue over expenses	\$ (259,815)	\$ (81,842)

Carefirst Foundation Statement of financial position

	2019	2018
Assets		
Current	\$ 418,451	\$ 987,956
Cash and cash equivalents	709,933	84,885
Short-term investments (Note 4)	15,000	-
Prepaid expenses	9,564	1,074
Accounts receivable	-	<u>4,892</u>
Interest receivable (Note 5)	<u>1,152,948</u>	<u>1,078,807</u>
		329,990
Due from Carefirst Global Solutions Inc. (Note 5)	-	-
Investment in Carefirst Global Solutions Inc. (Note 5)	-	<u>329,990</u>
	\$ 1,152,948	\$ 1,408,797
Liabilities		
Current	\$ 11,283	\$ 7,317
Accounts payable and accrued liabilities		
Fund balances		
Unrestricted - Operating	342,169	744,984
Externally restricted - Capital	<u>799,496</u>	<u>656,496</u>
	1,141,665	1,401,480
	\$ 1,152,948	\$ 1,408,797

This is a condensed financial report. A full copy of 2018/2019 Audited Financial Report reported by our auditor Grant Thornton LLP is available at Carefirst Administration Office (416-502-2323)

SPECIAL TRIBUTE

Carefirst & Carefirst Foundation would like to extend our heartfelt gratitude to the following supporters who have donated / raised \$10,000 or more to Carefirst in 2018 / 2019 (April 2018 – June 2019)

2046674 Ontario Inc.	Ontario Medical Imaging
Dr. Anthony Lee	Peter B. Choy & Associates
Benjamin W. Fu	Po Hing Leung
Cecilia Shiu Lam Kam Ng	Power 7 Realty Inc.
Congee Queen Group	Rizopia Food Productions Inc.
EFES Management Ltd	Seng Family Charitable Trust
Fairchild RadioGroup Ltd.	Senghwa Trading Inc.
George Fu	Susan Foon Chim Wong
Kathleen Lam	The Estate of the late Shomnia Pau Yue-Kew Kung
Kevin Kwai Wing Chow & Monlee Shui Ying Ip	The Late Mr. Chung Fan Leung Memorial Fund

Our heartfelt thanks to all donors and supporters, with special recognition to contribution of \$500 or more to Carefirst & Carefirst Foundation (April 2018 – June 2019)

INDIVIDUAL DONORS

Aileen Ng	Kenneth Cheng	Roderick Poon
Alexander Wong	Kent Tsui	Ronald Yung
Ambrose Fung	Kevin Kwai Wing Chow	Rosie Lok Sze Leung
Amelia WF Lau	Kingson Lee	San Ng
Anita Lee	Kung Wai Chu	Dr. Sandra Tam
Dr. Anthony Lee	Dr. Larry Erlick	Dr. Shiela Neysmith
Atlas Siu Kam Tang	Lawrence Chan	Shirley Ng
Ben Luong	Len Finegold	Shui Chun Szeto
Benjamin Fu	Lily Pui Har Choi	Sindy Hung
Dr. Benson Lau	Ling Ho	Stanley Kwan
Bill Webb	Louisa Lee	Stella Wai Fong Lam
Cathy Li	Magdalene Poon	Stephanie Ho
Cecilia Shiu Lam Kam Ng	Maggie Ma	Stephen Leung
Cloe Allard-Cramer	Marina Chan	Susan Foon Chim Wong
Crystal Fan	Marion Luke	Suzu Yu
Cynthia Lai	Matthew Wan	Timen Ho
Dennie Lai	Michael Chan Yuk Wong	Victoria Tin Lau
Edith Lam	Michael Wong	Vincenta Cheng
Elena Lung	Michael Yuan	Virginia Tsui
Ernest Starling	Molgi Kwong	Wai Kwan Chan
Faith Chung	Monlee Shui Ying Ip	Wan Kit Keng
Frances Wen Keng Chai	Olivia Mui	Will Sung
George Fu	Patrick Hung	Wilson Lam
Helen Leung	Patrick Wu	Wing Chee Ho
Dr. Hilton Chan	Patsy Leung	Winnie Lo
Hubert Wu	Dr. Paul Williams	Xiao Hong Zheng
Irene So	Peter Choy	Yan Liu
Jack Tsui	Peter Kwan	Ying Lu
Jason Chiu	Peter Yuen	Yuen Ming Wong
Jason Lao	Dr. Ping Fun Choy	Zheng Xiao Hong
Julia Yu	Ping Hay Szeto	Zhong Yeung Leung
Kathleen Lam	Po Hing Leung	
Ken Fok	Raymond Sin	

Donors

Our heartfelt thanks to all donors and supporters, with special recognition to contribution of \$500 or more to Carefirst & Carefirst Foundation (April 2018 – June 2019)

CORPORATE DONORS

1127990 Ontario Ltd.
360 Medical Centre
Advanced Alarm
Amcall Wireless
Bayview Hill Pharmacy
Best Deal Graphics & Printing Inc.
Brady Corporation
Buddha's Light International Association
C M Chow Medicine Professional Corporation
Canadian Chinese Line Dance Association
Canadian Municipal Business Gateway Inc.
CIBC
City of Richmond Hill
Congee Queen
David Jewellery & Watch Co.
Dyamond Co. Ltd
Dynamic Security & Telephone Systems Corporation
Fairchild Radio Group Ltd.
Fidelity Investments Canada Ltd
Fontana Development Ltd
Forward Signs Inc.
Galleria Supermarket
GCI Management Inc.
Golden Devon Beauty Supply Inc.
Goldman Sloan Nash & Haber LLP
Great-West Life Assurance Company
Guan's Mushroom (Canada) Inc.
Herman Tse Professional Corporation
Homelife Gold Pacific Realty Inc.
Hong Kei Fitness & Dance Club
Hummingbird Project Management
Joyful Christian Church
Lawrence S. Wong Professional Corp
Leung & Company
MD Trading Co Ltd
MAGNA International Inc.
Mandarin Holidays
Mount Pleasant Group of Cemeteries
On Care Pharmacy Ltd
Peak Garden Development Inc.
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Red House Foundation
Rizopia Food Productions
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RBC Foundation
Scarborough Nephrologists
Senghwa Trading Inc.
SHARP
Sing Tao Canada Foundation
Soong Kam Wing Music & Art Centre
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Swismond Jewelry
TAIE International Institute
Taiwan Entrepreneurs Society Taipei / Toronto
The Filinski Family Foundation
TD Bank Group
Torce Financial Group Inc.
Toronto Cathay Lions Club
Toronto Elegant Lions Club
Toronto Harmony Lions Club
Viva Wellness & Rehab Centre
Yan Liu Law Firm
Yiu Wing Tam Medicine Professional Corporation

Acknowledgements

Carefirst would like to extend our heartfelt thanks to the following funders, community organizations, business corporations and individuals for their contributions and support.

Funders

City of Toronto's Community Service Partnership Grants	New Horizons for Seniors Program
Local Health Integration Network, Central	Ontario Ministry of Health
Local Health Integration Network, Central East	Ontario Ministry for Seniors and Accessibility
Local Health Integration Network, Toronto Central	United Way Greater Toronto

Community Organizations

105 Gibson Centre	McConaghy Seniors Centre
Aaniin Community Centre & Library	Milliken Mills Community Centre
Agincourt Community Services Association	Mon Sheong Long Term Care
AGOAC (Angus Glen Older Adult Club)	Mount Sinai Hospital Wellness Centre
Alzheimer Society of Durham Region	New Tecumseth Recreation Centre
Alzheimer Society of Toronto	North York General Hospital
Alzheimer Society of York Region	North York Seniors Centre
Armadale Community Centre	Oak Ridges Community Centre
Bayview Hill Community Centre	OCSA Capacity Builders
Bridletowne Park Church	Ontario Shores Centre for Mental Health Sciences
Canadian Chinese Health Qigong Organization	Participation House
Canadian Hearing Society	Richmond Hill Chinese Baptist Church
Centennial College	Rouge Wood Community Centre
CHATS	Ryerson University
Chinese Canadian Heart and Brain Association	SAVA
Chinese Family Services of Ontario	Scarborough Centre for Healthy Communities
Chinese Mission of Sacred Heart	Scarborough Chinese Alliance Church
Chinese Social Service Network-York (CSSN-YR)	Scarborough Civic Centre
City of Markham	Scarborough Doctors Family Health Organization
City of Richmond Hill	Scarborough Health Network
City of Toronto - Parks & Recreation Department	Senior Persons Living Connected
Club 55 - Keswick	Seniors Care Network
CPA Ontario Toronto Chapter	Service Canada
Cummer Park Community Centre	SSIP
Diabetes Canada	SSN (Social Service Network)
Dixon Hall Neighbourhood Services	St. Christopher Chinese Anglican Church
Federation of Chinese Canadians in Markham	St. John Ambulance
Green Briar Community Centre	St. John Ambulance Richmond Hill Cadets Unit 1278
Health Canada	Stouffville Grace Baptist Church
Joyful Christian Church	Temple Har Zion
Ladies Leisure Club	Tendercare Living Centre
L'Amoreaux Community Centre	The Kidney Foundation of Canada
Mackenzie Health	The Kidney Foundation of Canada – Chinese Chapter
Mapleglen Residence	Toronto CCM Centre
Markham Chinese Baptist Church	Toronto Central and York Region Osteoporosis Canada
Markham Chinese Presbyterian Church	Toronto Chinese Grace Baptist Church
Markham Federation of Filipino Canadians	Toronto Community Housing Corporation
Markham Missionary Church	Toronto Fire Services
Markham Peoples Community Church	Toronto Harmony Lions Club
Markham Stouffville Hospital	Toronto Libraries
Markham Wesley Community Services Centre	Toronto Police Service 42 Division

Acknowledgements

Community Organizations

Toronto Police Services
Toronto Public Libraries
TransCare Community Support Services
Unionville Community Centre for Seniors
Unionville Home Society
University of Toronto
VHA Home Healthcare
Volunteer Toronto

Welcome Centre Markham North
Welcome Centre Markham South
Welcome Centre Newmarket
Wilfrid Laurier University
Yee Hong Centre for Geriatric Care
York Region Police
York Region Public Health Branch
York University

Business Corporations and Individuals

22/23 Cox Blvd
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Ming Pao Daily Newspaper
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Mount Pleasant Group of Cemeteries
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NOVO Healthnet
O Mei Best Chinese Cuisine
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UNI Shows System
VPI Working Solutions
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Ben Lo
Bernard Wong
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Rev. Karl Lam
Robert Hung
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Sherman Kao
Sunny Lau
Vincent Wong

W. C. Yim
Dr. Wing Mui Yau
Winnie Yu &
Dancepooh Team
Yanjian Miao
Yoi Ng

Special acknowledgement to the following volunteers who have contributed over 200 service hours in 2018 - 2019

Alice Chi Ping Chan
Andrew Tang
Anita Lee
Ann Sok Fan Ho
Annie Do
Barbara Wong
Belinda Wing Kwong
Carmen Wai Ming See
Chin Ying (Janny) Lo
Christina Kung
Connie Sim Chan
Daisy Mo Dak Wong

David Ming Fong Ng
Elena Tescaru
Francis Kui Tuen Chan
Gloria Ting
Hoi Fai Cheng
Irene Kwok
Jason Chung Ling Cheng
Jennia Tung
Jimi Ko
Kai King
Kai Man Light
Kai Yuen Tam

Kenneth Kam Wing Lee
Lai Wang Wong
Lancy Ip Pui Lan Szeto
Lawrence Chan
Lowina Hui
Maria Yuk Yung Yeung
Mario Rosario
May Hing Lau
Michael Kwok Siu Chan
Pauline Yong
Peggy Suk Ling Cheng
Peter Chung Leung Shum

Raymond Cheung Ming Ka
Salina Yan Chuen Fong
Sharon Man See Chiu
Stanley Tsoi
Susan Lee
Suzanna S.F. Lau
Wendy Tze Wing Cheung
William Shaw
Winnie Lo
Winny Chun
Yun Ping Wong

2018 ~ 2019 Activities Highlights



Carefirst Board Directors and the dignitaries at Carefirst 2019 Young at Heart Charity Gala Official Opening Ceremony.



Peter Choy, Carefirst Foundation Board Chair, and Dr. Sheila Neysmith & Michael Wong, Carefirst Executive Vice-Presidents, Charles Poon, Hon. Advisor and Board Directors sincerely thank all sponsors and donors for their support towards Carefirst at the Donors Appreciation Reception.



Carefirst Seniors, Carefirst Foundation and Carefirst Family Health Team Board Directors and the officiating dignitaries at Carefirst 2018 Annual General Meeting.



The Honourable Jean-Yves Duclos, Minister of Families, Children and Social Development, (R3) and MP Jean Yip (R4) visited Carefirst Adult Day Program to wish staff and clients a Happy Chinese New Year.



Carefirst Board Directors and the dignitaries at Carefirst 2019 Young at Heart Charity Gala Reception.



Carefirst Board Directors, Hon. Advisors, and Hon. Members thanked all staff and volunteers for their support towards Carefirst during the Annual Staff and Volunteers Recognition Dinner.



(Front Row L to R) Helen Leung (CEO), Dr. George Wu (Carefirst FHT Board Chair), Accreditation Canada Surveyors - Dr. Robert Drury and Sheila Sears (2nd Row L4), and Carefirst Family Health Team members at the cake cutting ceremony to celebrate the completion of 2019 Accreditation.



Prime Minister Justin Trudeau visited Carefirst to highlight the 2019 National Dementia Strategy and meet with Carefirst Board Directors, staff and clients.

2018 ~ 2019 Activities Highlights



(R6) Dr. LAM Ching Choi, Chair of The Elderly Commission, Hong Kong Special Administrative Region (R3) Dr. John Fung, Business Director of The Hong Kong Council of Social Service, & delegates of Hong Kong Government visited Carefirst One-Stop Multi-Services Centre to learn about Carefirst's INTEGRATE service delivery model.



Dr. Sheila Neysmith shared with Dr. LAM Ching Choi, Chair of The Elderly Commission, Hong Kong Special Administrative Region and the delegates of Hong Kong Government about Carefirst's INTEGRATE service delivery model.



Carefirst collaborated with Scarborough Health Network on a joint poster display at the 2018 Ministry's Health Quality Conference.



(L1) Carefirst Board Director Prof. Paul Williams, Helen Leung (R2) and team presenting at the '15th World Congress of Long Term Care in Chinese Communities' held in Hong Kong from November 29 to December 1, 2018.



Staff completed Carefirst's INTEGRATE Care Coordination Training.



Carefirst Board Director Prof. Paul Williams, Helen Leung (R2) and team visited World Health Organization Office in Japan.



Service Coordinators learning how to apply the INTEGRATE Care Model on client care services.

2018 ~ 2019 Activities Highlights

MP Jean Yip, MPP Aris Babikian, Councillor Jim Karygiannis, Councillor Cynthia Lai, Councillor Isa Lee, Carefirst Board Directors, and guests at Carefirst Charity Walk for Health & Community Fun Fair Opening Ceremony.



Power 7 Team Clients Appreciation Dinner — Carefirst Foundation Board Chair Peter Choy and Foundation Board Directors receiving donations from Ken Fok of Power 7 Team (L 8).



Long-time supporter Winnie Yu and Dance Pooh Team donating to Carefirst.



Toronto Harmony Lions Club Inauguration Ceremony and donation towards Carefirst.



Special thanks to Lois Cormack, CEO and President of Sienna Senior Living for the generous donation to Carefirst.



Poon Choi Bowl Feast, Carefirst Foundation Chair Peter Choy receiving donations from Ken Choi, President of Summit Garden Cuisine.



Carefirst Annual Radio Telethon.



Allan Sum, Carefirst Foundation Board Director & President of Mandarin Holidays, presenting prize to the event prize winner.



Peter Choy, Carefirst Foundation Board Chair receiving donations from Benson Sy, TEST Charitable Foundation Chair.



(R2) Shirley Ng, Carefirst Foundation Board Secretary presenting souvenir to (R1) Jennifer Lo, General Manager of Fairchild Radio at 'Letters' Drama Performance hosted by Fairchild Radio in supporting Carefirst.

2018 ~ 2019 Activities Highlights



Carefirst Management and Program staff participating in Annual Staff Retreat.



Carefirst Family Health Team Staff Retreat.



Dedicated volunteers receiving Long Service Awards at Carefirst Recognition Dinner.



Employee Campaign in supporting United Way Greater Toronto.



Carefirst volunteers celebrating Ontario Seniors Month.



(Front row, R2) Dr. Ping Fun Choy, Volunteer Trainer of "Community and Hospice Care Education", and volunteers at Carefirst's Hospice Care Education Program Certificate Presentation Ceremony.



Staff Emergency Evacuation Training conducted by St John Ambulance.



Volunteers from all walks of life enjoying the programs organized by Volunteer Corner.

2018 ~ 2019 Activities Highlights



With the development of the Mobile Health Unit, Carefirst is able to 'bring care closer to the clients' homes'.

Mandarin seniors group - Canadian Chinese Harmony Group celebrating Chinese New Year at Richmond Hill Rouge Wood Community Centre.



Arts Interest Class at Tam O'Shanter Seniors Apartment outreach site.



Retirement party for Carefirst Wellness Club Calligraphy Volunteer Instructor - Cheung Hon Tai (Front row, L4) who has taught Chinese calligraphy at Carefirst for 25 years.



Staff hosted regular Volunteer Focus Group to collect valuable inputs and feedback from volunteers.



Both senior and youth are having fun by participating in Carefirst's Intergenerational Program.



Wellness Club Members celebrating Mid-Autumn Festival.



Ladies Leisure Club celebrating Mothers' Day with seniors at the half day program held at Richmond Hill Chinese Baptist Church.

