



# CAREFIRST CONNECTION

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## Message From The Board President & CEO

As we welcome the vibrant season of spring, we are excited to share pivotal updates and insights from our organization.

On June 1, 2024, the three Boards of Carefirst Seniors, Carefirst Family Health Team, and Carefirst Foundation, along with our senior management staff, will gather for a transformative joint board retreat. The theme for this retreat, "The Road Ahead: Where Carefirst is now, where it wants to go and how it gets there," underscores our commitment to continuous growth and excellence in serving our community.

Our discussions will center on several key areas:

1. Reaffirming Carefirst's values of person-centered care, ensuring that our services are tailored to meet the unique needs of each individual.
2. Enhancing our integrated care approach to meet the evolving needs of our clients and caregivers, fostering a seamless and supportive experience.
3. Strategically positioning Carefirst to navigate the challenges of the post-COVID landscape, particularly in health and human resources, to ensure we continue to deliver high-quality care.

This retreat represents a significant milestone for Carefirst, as we reflect on our current achievements and chart a course for a future filled with innovation and compassion. Together, we aim to find new directions and solutions that address the emerging needs of our community, ensuring that Carefirst remains a beacon of hope and support.

We look forward to sharing more detailed outcomes from this retreat and the exciting initiatives that will emerge from our collaborative efforts. Thank you for your continued trust and support as we strive to make a positive impact in the lives of those we serve.



**Sheila Neysmith**  
Board President



**Helen Leung**  
CEO

## HIGH PRIORITY COMMUNITIES STRATEGY PROGRAM (HPCSP)

Carefirst Seniors and Community Services Association is one of the leading organizations for the Ontario government’s **High Priority Communities Strategy** – a community-driven initiative in response to COVID-19 that enables us to collaborate with other community service partner organizations to provide more equitable, culturally appropriate supports and services in South Markham and surrounding communities. Moving forward as we step out of the pandemic, the goal is to enable and sustain partnership on-the-ground for more equitable, healthier communities. Carefirst and its partners embarked on a multifaceted approach aimed at bringing care closer to home and implementing an enabling and equitable partnership model.

### POST-PANDEMIC PLAN

#### Bringing care closer to home:

- During the pandemic, we set up COVID assessment and vaccine clinics at community hubs.
- Post-pandemic, our efforts evolved to include culturally and linguistically appropriate preventative health education, screening, and service navigation at various community touchpoints, including settlement agencies, subsidized housing, libraries, and food banks.
- Our innovative Mobile Health Unit, an accessible bus with exam bed and facility, played a pivotal role in bringing health care services (vaccination, primary care, foot care, and Pap tests) to local communities.

#### Implementing an enabling and equitable partnership model:

We continue collaboration with multiple Ontario Health Teams (OHTs), actively contributing to community empowerment, patient and provider education, and the reduction of health inequities. By bridging community assets to OHT development, we ensure that the voices of harder-to-reach, equity-deserving communities are heard and their unique needs addressed.

#### Partnership model:

- Equitable sharing of resources
- Equitable sharing of accountability
- Investing time to develop partnership as a group and individually, leveraging on expertise
- Non-hierarchical collaboration
- Supporting hyperlocal innovation as a Lead Agency



▲ Accessible Mobile Health Unit



▲ Collaborated with Toronto Metropolitan University, the Ontario Community Support Association (OSCA), AdvantAge Ontario, and Health System Performance Network (HSPN) in sharing with system leaders learnings from Ontario’s HPCS initiatives.



▲ Monthly outreach to Markham Food Bank providing service navigation in primary care, mental health and community support services.

Moving forward, we are inspired to continue our journey towards:

- Nurturing long-term, high-trust, equitable partnerships across sectors consistently to encourage practical solutions that creates health for equity-deserving people.
- Equitable sharing of resources and accountability with community partners as well as nurturing of health creating assets in the community which can help create an effective system that creates health, not just health care.

## High Priority Communities Strategy Program (HPCSP) CELEBRATE HEALTH FEST

Carefirst will collaborate with Eastern York Region Ontario Health Team and Oak Valley Health to co-host another Celebrate Health Fest in the coming Fall!

On November 18, 2023, Carefirst hosted the Celebrate Health Fest: Preventative Care Matters! event at Markham YMCA. Hundreds of fairgoers from Southeast Markham and surrounding communities came to learn more about preventative healthcare and the importance of taking charge of our holistic wellness. Educational workshops were delivered in different languages on preventative health topics, such as insomnia and mental health, cancer prevention, and women's health, presented by community health organizations and health experts with the goal of raising public health awareness and encouraging people to take preventative actions toward healthy futures. Throughout the day, attendees could explore service information booths, attend flu vaccine clinics, receive health screenings, learn first aid skills, and participate in crafts workshops for emotional wellness!



▲ Opening Ceremony with support from Dignitaries, Carefirst Board Members, and guests



▲ Information Booths



▲ Educational Workshops



▲ First-Aid Training

Sincerely thank you to all staff, volunteers, speakers, guests, service partners, community organizations, and health providers who participated in this event to spread important public health information, share health resources, and engage with community members. A special thanks to the Eastern York Region North Durham Ontario Health Team and the Markham YMCA for co-hosting the second Celebrate Health Fest!

*Stay tuned for the coming Celebrate Health Fest in the Fall! If you would like any of the festival or workshop information, please contact the HPCSP Team at 416-502-2323 Ext. 6193 or [info.hpcp@carefirstontario.ca](mailto:info.hpcp@carefirstontario.ca).*

## EQUITY, DIVERSITY AND INCLUSION AT CAREFIRST

At Carefirst, our commitment to equity, diversity, and inclusion is at the core of everything we do. We are dedicated to providing integrated health and social care to empower every individual to live their best lives as they age. We strive to cultivate an environment where every individual, regardless of background or identity, feels welcomed and valued. Embracing collaboration, accessibility, responsiveness, and accountability, we aim to ensure equitable opportunities and fair treatment for all. Recognizing the invaluable contributions of diverse perspectives, we believe that inclusivity drives innovation and enhances our ability to meet the unique needs of our clients. With a family- and client-centered approach, we are committed to creating an integrated continuum of care that prioritizes safety, well-being, and satisfaction. We invite every member of our community to join us in championing equity, diversity, and inclusion, as we work together towards a future where every individual can thrive.





# CAREFIRST CAMPUS OF CARE

## Creating Stronger and More Vibrant Communities



### The Campus - an Urban & Integrated Solution - will include:

- A Long-term Care Home with 124 beds for seniors/individuals with special needs
- A Medical Center that provides primary care/specialist care clinics for 10,000 patients
- A Social Community Hub to provide social programs and home support services
- A Community Kitchen/Cafeteria and Garden for all users in the community
- A Music/Dance Studio and Multipurpose Room for sports, recreation activities, cultural shows and exhibitions
- Assisted Living Units - 36 Life Lease units with on-site support services for older adults age 65+

### Where We Are with the Campus of Care Project

Significant progress is noted with the construction of the Campus of Care and highlights are:

- Received full approval from the Ministry of Long-Term Care regarding the design package in May 2024
- Contemplate to receive the Ministry's Development Agreement very soon
- Commence sale of Carefirst Life Lease units in June 2024
- Plan to have ground breaking in Fall 2024

Our goal is to raise  
**\$7.5 million**  
 to support the construction of  
 the \$76 million capital project.



We have already raised  
**\$4.5 million**  
 thanks to your continued  
 support!

Please support & donate to help us meet our goal through the following fundraising initiatives:

Capital Campaign Project  
 Tel: 416-847-6012  
 Email: [donation@carefirstontario.ca](mailto:donation@carefirstontario.ca)

**Carefirst Campus of Care**  
**CARING TREE**  
*Dedicate A Leaf*

With a donation of \$10,000, donor's name will be engraved on the leaf of the Caring Tree (display on the donor wall in the lobby) to recognize donor's contribution towards the Carefirst Campus of Care.

**FACILITY DEDICATION PROGRAM**

Get involved for a Naming opportunity!

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

*You make caring possible!*

**ADOPT A CAREFIRST PIGGY CAMPAIGN**

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

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

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

Learn more at [www.carefirstcampusofcare.ca](http://www.carefirstcampusofcare.ca)

# CAREFIRST 2024 "YOUNG AT HEART" CHARITY GALA

The 27th annual Young at Heart Charity Gala was successfully held on March 9, 2024 at Sheraton Parkway Toronto North Hotel.

It was an exciting and memorable evening with 600 guests and VIPs in attendance coming together to

celebrate another successful year of serving our community and continue supporting the meaningful work that Carefirst has been doing. The program was filled with charity performances, gourmet meals, prizes and auctions. All proceeds raised will support the development of Carefirst "Campus of Care" scheduled to be completed by 2025. Heartfelt thank you to all our guests, sponsors, donors, performers, volunteers, and staff! We are very grateful for the contribution across the community and together we were able to raise over



▲ Thank you Carefirst Board Members and Dignitaries for supporting the organization

\$300,000. Special shout out to our sponsors - Congee Queen (Title Sponsor), Ontario Medical Imaging (Premium Sponsor), and Mrs. Susan Foon-Chim Wong (Patron) – we couldn't have done it without you!



▲ Carefirst President Sheila Neysmith and Carefirst Foundation Chair Will Sung



▲ Title Sponsor: Congee Queen



▲ Patron Sponsor: Mrs. Susan Foon-Chim Wong



▲ Masters of Ceremony: Anson Wong and Councillor Castro Liu



▲ Organizing Committee Co-Chairs Wayne Tsang and Yan Liu

### 2024 "Young At Heart" Charity Gala Organizing Committee

**Co-Chairs:** Wayne Tsang, Yan Liu  
**Members:** Alvin Yau, Albert Cheung, Cheryl Lau, Edith Lam, Helen Leung, Jenny Lam, Joanna Yu, Matthew Wan, Nancy Leung, Dr. Zerlina Lim



▲ Opening dance by Jing Dance Group



▲ Midlife, Dance and Shine performed by Rhythm in Motion



▲ Selwyn Lo, singing for the Dragon Dance & Ribbon Dance Performance

Come Fly with Me to New York New York Broadway Performance by Carefirst ladies Board of Directors and supporters - Bonny Chau, Doreen Tai, Elsa Lee, Esther Wong, Jeffrey Shek, Jenny Lam, Louisa Hui, Rowena Ng, Shirley Ng, Yan Liu



▲ Dragon Dance & Ribbon Dance Performance by a team of Carefirst's Board Members and volunteers - Agnes Lan, Alvin Yau, Charles Poon, Chris Tai, Helen Leung, Kingson Lee, Peter Choy, Philip Ho, Samuel Lee, Selwyn Lo, Steve Chan, Thomas Yeung, Tommy Wong, Victor Ng, Wayne Tsang



## CAREFIRST 2023 RADIOTHON & SENIORS INFORMATION AND ACTIVE LIVING FAIR

**On December 14, 2023, Carefirst Annual Radiothon was successfully held, raising over \$175,000.**

In collaboration with Sing Tao A1 Chinese Radio (AM1540), inspiring stories were shared on how Carefirst’s services make a difference in the community. All proceeds raised were designated towards supporting the Carefirst Campus of Care capital campaign project to be located at 9893 Leslie Street, Richmond Hill. Huge thank you to all our sponsors and donors for their huge support, and our 16 volunteers who helped to answer calls at the Call Centre all day. In appreciation to our donors, Carefirst also hosted The “You Make Caring Possible” Reception presenting updates on the development of Carefirst Campus of Care, a project donors are an integral contributor to. A donor recognition and lunch appreciation reception were followed. Your donations make a difference every day!



▲ Guest sharing their experience during the Radiothon



▲ Carefirst 2023 Radiothon Call Centre



▲ Donor appreciation reception

**The Seniors Information & Active Living Fair was also simultaneously held at Carefirst One Stop Multi-Services Centre in partnership with the Older Adult Centres’ Association and sponsored by Ontario Ministry for Seniors & Accessibility.** Attendees could visit the various information booths, Chinese calligraphy workshop and health screening stations. A series of educational workshops were also presented by partner organizations including HearCANADA, Amity Health, HCCSS CE, Ontario Securities Commission, Chartwell Retirement Residences, Carefirst HPCS Program, Ministry of Transportation, TCCSA, and St. John Ambulance. Topics covered hearing, bone and joint health, brain wellness, fraud prevention, mental health, CPR and caregiving. Thank you to all the guests, partners, staff and community members for coming out to participate and make this event possible!



▲ Information booths at the Seniors Information & Active Living Fair



▲ Chinese calligraphy workshop



▲ Educational workshop by HearCANADA

## JUNE IS SENIORS MONTH

June is Seniors Month! With this year's theme "Working for Seniors", it's a time to honour and recognize the hard work our older adults have contributed and are contributing while advocating for better senior care and accessible programs and services.

Let's come together to show our appreciation and support for our senior community, celebrating their wisdom, resilience, and vibrant spirit.

Take this opportunity to show your appreciation to the seniors in your family and community!



## 3RD PARTY FUNDRAISING EVENTS



▲ Wen Wen & Friends Charity Concert 2024



▲ RESCO Group of Funds 10th Anniversary Gala in support of Carefirst Foundation and the Carefirst Campus of Care

We are very thankful for the generosity of many community partners, organizations and business corporations that have held fundraising events and designated Carefirst as the beneficiary. With each donation we receive, we become all that much closer to our goal.

*Interested in setting up your own fundraiser or learning how to support Carefirst? Contact us at 416-847-6012 or visit <https://carefirstontario.ca/foundation/>*

## UPCOMING EVENTS

Summer is almost here! Stay tuned for our upcoming events!

**Carefirst 2024 Charity Golf Tournament**  
in supporting Carefirst Campus of Care  
Tuesday, June 25, 2024

Venue: Angus Glen Golf Club (North Course)  
10090 Kennedy Rd., Markham, ON L3C 1N9  
Registration: 12:00 noon – 1:15 pm  
Shotgun Tee off time: 1:30 pm  
Reception: 6:30 pm – Dinner: 7:30 pm  
Fee: 45000: \$1800 - 25000: \$1000  
Green fee, golf cart & driver at Angus Glen  
Dinner only: \$150 per person, or \$1000 (per table for 8)

For information: 416-502-2323  
communication@carefirstontario.ca  
300 Silver Star Blvd., Scarborough, ON

**Carefirst RADIOTHON**  
Date: Thursday, June 6, 2024  
Time: 7:00 am – 6:00 pm

Please support Carefirst by tuning into Fairchild Radio (AM1430 or Fairchild Radio App) on Thursday, June 6, 2024 for inspiring stories on how Carefirst's services make a difference in the community.

Your donation will support Carefirst to develop the Carefirst Campus of Care at 9893 Leslie Street, Richmond Hill.

The Campus of Care will consist of:

- A 124 Bed Long Term Care Home
- A Medical Centre - primary care family practice and specialist clinics for 10,000 patients of all ages
- A Social Community Hub - with a social centre, adult day centre, home and community care coordination centre for at least 10,000 clients/campuses
- A Community Kitchen/Cafeteria - for the visitors of all age cohorts, and the community meals-on-wheels program
- A Community Garden - for all age cohorts
- A Multi-purpose Hall - recreation and cultural event for all age cohorts
- Assisted Living Units - 36 Life lease units with on-site support services for older adult age 65 and above

In Supporting Carefirst Campus of Care

You make Caring Possible!

On-line donation at:  
[www.carefirstontario.ca/donate](http://www.carefirstontario.ca/donate)

Donation Hotline:  
**416-572-3828**

**Charity Walk for Health & Family Fun Fair**

支持興建 Campus of Care 長期院舍  
In supporting Carefirst Richmond Hill Campus of Care

**Aug 17 - Charity Walk**

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

## Volunteer

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

Visit [www.carefirstontario.ca/about/volunteers/](http://www.carefirstontario.ca/about/volunteers/)

Volunteer hotline: (647) 480-4334

Email: [volunteer@carefirstontario.ca](mailto:volunteer@carefirstontario.ca)

## Careers

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

If you are interested in working at Carefirst, contact us at (416) 502-2323 or email [hr@carefirstontario.ca](mailto:hr@carefirstontario.ca)

## Carefirst Scarborough Woburn Community Hub

### Adult Day Program Centre

Carefirst Scarborough Adult Day Centre, originally at 3601 Victoria Park Avenue, Suite 209, has moved to new location at 705 Progress Avenue, Unit 36-37, Scarborough ON M1H 2X1.

The Adult Day Program provides structured and supervised programs, activities and supportive health services for frail or socially isolated older adults. Our goal is to enable seniors to achieve and maintain their maximum level of functioning, to prevent premature and inappropriate institutionalization, and to provide respite and support for caregivers.

Official opening of the Woburn Community Hub will be held on August 17, 2024.

For more information, visit: <https://carefirstontario.ca/services/adult-day-program/>

Contact us: Phone: (416) 649-1212 | Email: [info@carefirstontario.ca](mailto:info@carefirstontario.ca)

## Donation

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

Cheques are payable to **Carefirst Foundation**. You can also donate online at [www.carefirstontario.ca](http://www.carefirstontario.ca).

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

Charitable Registration # 83974 4943 RR0001



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

<https://www.carefirstontario.ca>

<https://carefirstcampusofcare.ca>



@Carefirst Seniors & Community Services Association



@CarefirstSenior



@CarefirstSeniors



416-502-2323



[info@carefirstontario.ca](mailto:info@carefirstontario.ca)

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

