

New Directions

Spring 2015

GUELPH
Independent LIVING

Quarterly publication for GIL clients

www.guelphindependentliving.org



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Mark it in Your Calendar!

March 17 - 50/50 Fundraiser with the Guelph Storm

May 5 - Willow Place Client Town Hall Meeting

May 13 - 87 Neeve Street Client Town Hall Meeting

June 10 - Grand River Raceway Lesiure Event

The Winter in Review

By Janet Redman

I hope that everyone enjoyed the Christmas holiday season with family and friends. “Thank you” to all the GIL employees who worked over the Christmas and New Year holiday season to provide excellent service to all of our clients. I know that the clients appreciate your dedication and hard work as much as I do.



Staff with Santa at the Agency Christmas Party.

The highlights since our Fall 2014 newsletter include:

- Utilization of GIL’s website to distribute information for the November 2014 and February 2015 meetings to all GIL Board members via the Board login function;
- Receiving funding approval from the Waterloo Wellington Local Health Integration Network (WWLHIN) to provide services to two new GIL clients (adults with physical disabilities) in the two new modified 2-bedroom units at our building on Willow Road. We anticipate occupancy by early spring of 2015. The Independent Living Center Waterloo Region also received funding for four new units in Cambridge;

- Working with Independent Living Centre of Waterloo Region, Traverse Independence and Sunnyside Senior Services to develop education sessions for the Care Coordinators at WWCCAC; providing information on Supportive Housing for adults with physical disabilities and Assisted Living for seniors;
- Hosting Town Hall meetings; those clients who were able to attend shared some great ideas for continued improvements. Highlights are available later in the newsletter; and,
- Hosting the Agency Christmas party at the Elliot Community on December 11. There were lots of clients, staff, family and friends gathered to celebrate with food, a penny table, youth Choir and the much anticipated visit from Santa!

As we launch into 2015, we will continue to work on the development of a client transportation program, Standard Operating Procedures for staff and corresponding information manual for clients, and year-end reporting requirements for the WWLHIN.



GIL clients enjoying the youth choir at the Agency Christmas Party.

THE WINTER IN REVIEW CONTINUED FROM PAGE 1

Highlights from the November 28, 2014 and February 11, 2015 GIL Board of Directors' meetings include:

- Welcoming representatives from our new Property Management company: Heidi Ingravalle, Property Coordinator and Phillip Eram, President of Precision Property Management Inc;
- Reviewing updates from Willow Place on the current vacancy and unit turnover rates, upgrades to the security camera system, capital projects (modified units and Make-Up air units), and the annual unit inspection report;
- Approval of Health portfolio financial statements through December 2014, plus review of second and third quarter reporting;
- Updates from the Steering committee reviewing the GIL Board Bylaws and Policies; the draft documents were presented to the full Board for discussion at the February meeting;
- The appointment of Nigel Smith as a new Board member; and,
- Information from the Executive Director on Board training opportunities, fundraising initiatives, WWCCAC and low acuity clients, funding approved by the WWLHIN, Town Hall meetings and planning for the agency's 40th Anniversary celebration in 2015.

United Way Raffle Winners

We would like to say a huge "thank-you" to everyone who participated in our fundraising raffle for the United Way Guelph Wellington Dufferin by either selling or buying tickets. Thanks to you we were able to raise \$1,025 to donate to the United Way Guelph Wellington Dufferin, in addition to the \$900 we raised through payroll deductions. Congratulations everyone!

And now to announce our winners! Drum roll please.....

- **Grand Prize** (1 night stay and passes for 4 at Niagara Fallsview Waterpark) – **Lisa Gadbois**
- **Second Place** (\$100 to Canadian Tire & \$100 to Winners) – **Ed Brockel**
- **Third Place** (\$100 to Target & \$100 to Bath & Body Works) – **Brenda Surette**
- **Fourth Place** (Four Guelph Storm Tickets) – **Dena Sutherland**

We are also pleased to announce that our application for another 3 years of funding from the United Way Guelph Wellington Dufferin for our Recreation & Inclusion program was successful. Thanks to the United Way Guelph Wellington Dufferin and their focus on Strong Communities we will be able to continue to offer great recreation and leisure opportunities for GIL clients.



United Way
Guelph Wellington
Dufferin
Change starts here.

Client Town Hall Meeting Minutes

Reviewed Highlights from November 2014

1. Housekeeping Policy – New policy has been approved; several clients reviewed the policy in draft form prior to final approval. Clients were advised that the policy would be distributed along with a ‘cheat sheet’ outlining what Workers can and cannot do during housekeeping bookings. The policy will also be included in the upcoming Client Manual.

2. Client Manual – Pending; goal is March 2015.

3. GIL Agency Notices/Communication – Memos, letters and newsletters are still not being delivered/received on a timely basis. Previous action was to make bookings for Workers to slip memos/letters under client’s apartment door.

Action: Investigate to determine whether this is happening.

Action: Continue to collect email addresses so clients can receive information electronically.

Action: GIL to post future Town Hall Meetings along with other GIL Agency events on the website.

4. Staff Schedules – Concerns that staff are rushing/running behind, have too many on-calls, clients have to wait for bookings, staff not getting meal breaks, etc. Janet reported that statistics calculated during a recent four-week period indicate that after legislated breaks, front-line down time is still within Ministry of Health guidelines (approximately 20%). She also reported that the Night shift (11pm-7am), particularly at Willow, is the busiest.

Action: Janet to investigate the cause of frequent on-calls on the night shift.



Dublin Street residents knit blankets for Humane Society Animals during a Sit & sStitch.

New Business

5. Training – Suggestion that new employees are not receiving enough training (e.g. food preparation).

Action: Food safety training has been scheduled for the March Agency Staff Meeting.

Second concern is that new staff are often repeatedly taught only one part of the routine and then do not know how to do the tasks of the second person when needed.

Action: New workers to be scheduled with primary trainer to guide learning of complete routine.

6. Too Many Workers at Bookings – Clients report that often too many Workers arrive for scheduled bookings. For example, one reported that it is common for three Workers to arrive for a one-person booking (confirmed that none are new trainees or Stay at Work/Return-To-Work Workers). This half-hour booking then turns into a 10 minute

TOWN HALL MINUTES CONTINUED FROM PAGE 4

booking for three Workers. Clients report this leads to difficulties directing the staff and to tasks being over-looked.

Action: Supervisors to remind Workers to adhere to number of Workers scheduled in booking sheets.

7. City Sidewalk Conditions – Clients reported concerns with the conditions of the Willow Road sidewalks after the recent snow; it was very difficult, if not impossible, for tenants using wheelchairs, scooters and walkers to navigate. Janet advised

clients that future concerns should be directed to: operations@guelph.ca

Action: Janet to send an email to the above email address and Leanne Warren, Accessibility Coordinator at the City of Guelph, regarding the sidewalk conditions.

8. Leisure Events – Concern raised that leisure events may be too expensive for some clients. Discussion that not all events can be offered free of charge.

The Centre for Family Medicine Mobility Clinic Meeting the Needs of Patients with Mobility Challenges in Waterloo Wellington

The Centre for Family Medicine (CFFM) Mobility Clinic in Kitchener is being recognized locally, provincially and nationally for its efforts in addressing the needs of people with mobility challenges in accessing primary care.

Dr. James Milligan who leads the team at the Mobility Clinic says, “Literature has shown that people with physical disabilities sometimes not only have a hard time getting into a family doctor’s office but may not receive the same level of basic care that many able-bodied people do.”

The Mobility Clinic’s goal is to identify and provide any additional care that patients with mobility challenges need, whether that’s using a more accessible examination room with an adjustable examination table, mechanical lift or allowing more time for assessments. The clinic is fully accessible from its entrance with power doors and a wheelchair elevator, to the exam room with

specialized equipment including a wheelchair scale all designed to make care accessible and barrier free.

Since the clinic was established in 2010, it has served more than 600 patients with physical disabilities - spinal cord injuries, multiple sclerosis, stroke or arthritis. The multi-disciplinary team includes family physicians, nurses, occupational therapists, pharmacists, social workers, a chiropractor, optometrist, receptionists, community advocates and learners (family medicine residents and medical students).

As a result of the Mobility Clinic’s unique model, it has received the following awards:

Association of Family Health Teams of Ontario (AFHTO) Bright Lights Award 2014 for creating a flexible clinic for mobility problems

News Updates

Ontario College of Family Physicians 2014 Award of Excellence for the exceptional service the Mobility Clinic provides to the community

College of Family Physicians of Canada Bruce Halliday Award for Care of the Disabled

“What’s important about the awards is the focus on team collaboration. I appreciate the great recognition of the work our team puts in providing care to our patients. I can’t understate the importance of the team in providing this type of care, each professional brings an expertise to the table and together the team works out a plan with the person and caregiver as equals. You really learn a great deal about the knowledge and skills of the other professionals,” says Dr. Milligan.

On November 13, 2014, Dr. Milligan was named the recipient of the Bruce Halliday Award for Care of the Disabled because of his contribution to the welfare of disabled patients at the Mobility Clinic. The award, which is supported by the Research and Education Foundation of the College of Family Physicians of Canada, is named in the memory of Dr. Bruce Halliday, a past president of CFPC and OCFP, a federal member of parliament for 20 years and a champion of the disabled in Canada.

“People with mobility challenges are a marginalized population that we need to take better care of because they face complex medical needs and may use more health care resources and require more hospitalizations. That is why this type of a clinic is very important to address their care needs and at the same time reduce health care costs,” explains

Dr. Milligan.

The Mobility Clinic is funded through a research grant from the Ontario Neurotrauma Foundation (ONF) and the Schlegel Research Institute for Aging. The Centre for Family Medicine is the lead for the local KW4 Health Link which is supported by the Waterloo Wellington Local Health Integration Network.



With its collaboration with ONF, the Mobility Clinic has a special interest in persons with spinal cord injury (SCI). The clinic has opened its services to all persons with SCI within the LHIN as part of the commitment to Health Links. A family physician or nurse practitioner can refer a patient with SCI to the clinic for general assessment (annual physical exam) or a specific need such as Spasticity. The Mobility Clinic does the assessment and sends a report

back to the referring practitioner and thus supports the practitioner and patient while maintaining the relationship that patient has with their normal caregiver. Referral forms can be found on the CFFM website, or call 519-570-3008, fax 519-570-0043

Dr. Milligan’s vision is for the clinic’s model to be replicated across the province. “We want to increase capacity and show the effectiveness and efficiency of a mobility clinic in other areas of the province,” he said. Highlighting the benefits of a mobility clinic, the team has done presentations at numerous conferences in the province and has produced a number of research publications.

Source: Waterloo Wellington Local Health Integration Network

Extra Buses Hired for Riders with Disabilities in Guelph

By Vik Kirsch

GUELPH — Guelph Transit has signed a deal with a Concord, Ont. firm for supplementary public mobility services here.

The four-year contract with BTS Network Inc., which also provides similar services in other municipalities, gets underway Monday with company vehicles and drivers on the road.

“We’re happy to be working with them,” Guelph Transit general manager Phil Meagher said Wednesday.

It’s the first such contract with BTS, the firm that won a tender contract with the city.

Guelph Transit has a specialized door-to-door, shared-ride program with accessible buses for people with restricted mobility. Mobility services has its own resources and personnel, says supervisor John Alves. BTS is to augment those services as required.

Alves noted this will allow mobility services to supplement its accessible fleet in an effort to boost customer service and prepare for greater demand as the city grows.

Meagher said it won’t replace existing city mobility services resources.

“It’s to augment the service we provide.”

Guelph Transit’s mobility division is municipally

mandated, he said, to provide riders the same level of public service as it does for riders of conventional buses.

Signing a contract with BTS allows Guelph Transit to maintain its current number of trips within its budget. Last year, the mobility division provided transportation for almost 1,500 city residents, who took just under 50,000 trips. Red Top Taxi was responsible for almost 21,000 of those, according to a staff report that came to city council Jan. 8.

BTS Network entered a bid of just under \$150,000 a year, including the HST tax. Guelph Taxi was slightly lower at \$147,000, but city staff noted it has only one accessible mobile van in its fleet. The highest of the three bidders, Voyageur, came in at almost \$158,000 annually.

Previously, such supplementary mobility service was provided in Guelph by Red Top Taxi, which had done so since 2005, Meagher said.

The contract, which expires at the end of 2018, means the city doesn’t have to deal with capital and other costs associated with providing the supplemental service itself, Meagher said.

Entrepreneur Theresa Burt created BTS in 1967 in part to serve her daughter and other children with limited mobility. It has to date provided more than seven million rides.

Source: *Guelph Mercury*, January 29, 2015.



211 Helps Seniors Find Assistance and Home Care

Over 80,000 people called 211 Ontario last year to investigate financial and income assistance. Many calls were from seniors and caregivers wanting to discover what practical help like home support was available, how to access it, and if financial assistance is available. By calling 2-1-1 and speaking to a caring, knowledgeable information and referral specialist, seniors can learn about the home support programs and financial assistance that can help them stay in their own home safely and improve their quality of life.

Navigating and applying for services are common challenges, especially when seeking out government benefits. 211 also refers callers to agencies that offer help to fill in applications and tax clinics for low-income people of every age.

For low-income seniors, 211 can provide information about the Guaranteed Income Supplement, GIS- Allowance and the Guaranteed Annual Income System. There are also a variety of financial and other types of assistance for veterans of war.

Other potential sources of financial help and services which depend on individual eligibility.

- Ontario Drugs Benefits program
- Assistive Devices Program
- Community Care Access Centres for support services such as:
 - Homemaking
 - Caregiver relief
 - Friendly visiting
 - Home maintenance and repair services
- Home and Vehicle Modification Program, March of Dimes

- Ontario Renovates Program
- Low Income Energy Assistance Program
- Meals on Wheels
- Good Food Box
- Farley Foundation

Community legal clinics, which offer services to all low-income seniors, can help if you are having difficulty applying for a tax refund or receiving your pension, or you need help preparing a will or a power of attorney form. Some Ontario cities also have Wills on Wheels, a directory of independent lawyers who offer in-home will and power of attorney preparation services.

For more information about programs and services mentioned in article visit www.211ontario.ca

For information about services and programs for your situation, call 2-1-1 from anywhere in Ontario. 211 is the helpline for information and referral to community, social and health services or search online at www.211ontario.ca. The 211 helpline is answered live 24 hours a day, 7 days a week, and service is available in over 150 languages.

Call 2-1-1

www.211ontario.ca

TTY: 1-888-340-1001



**When you don't know
where to turn.™**

Discount Storm Tickets!

GIL is selling discounted tickets for the following games of the 2014-2015 Guelph Storm season:

Friday March 6 (7:30pm) vs Owen Sound Attack

Sunday March 22 (2:00pm) vs Sarnia Sting

Ticket price is \$14 (Regularly \$19-26)

Cash sales only. Accessible seating tickets available.

Contact Carla in the Guelph Independent Living Administration Office to purchase tickets (519) 836-1812, ext. 33.



The GIL 50/50 Storm Game Fundraiser

Tuesday March 17 (7:00pm) vs Kitchener

Do you love an opportunity to showcase your impeccable conversation skills, get to know new people or just flash your pearly whites? If so we want your help!

If you would like to help by volunteering to sell tickets, please contact Carla at 519-836-1812 ext 33 by Tuesday March 10, 2015 to sign up.

Upcoming Client Town Hall Meetings

238 Willow Road

Wednesday, May 5, 2015

from 2:00 – 4:00 PM

(In the Activity Room on the lower level)

87 Neeve Street

Thursday, May 13, 2015

from 2:00 – 4:00 PM

(In the Recreation Room on the main level)

Upcoming Leisure Events

Wednesday June 10 - Grand River Raceway (4-10:30pm), \$21.75

Thursday July 9 - GIL Annual Picnic at Riverside Park (2-4:30pm)

Thursday August 13 - Blue Jays vs the Oakland A's in Toronto (12:30pm), \$10.00

Thursday September 3 - St. Jacobs Market (8:30am-4:30pm), \$10.00

Please contact Kathleen to register for an event at 519-839-1812 ext. 20.

Leisure Event Survey

We want to hear from you! Fill out this short survey to let us know what kinds of events you're interested in. Please check all events that you would like to participate in if the opportunity arises:

- Butterfly Conservatory (Cambridge)
- Royal Ontario Museum (ROM) (Toronto)
- Ontario Science Centre (Toronto)
- Medieval Times Matinee Show (Toronto)
- People in Motion Trade Show for Persons with Disabilities (Toronto)
- Other: _____

Please submit your completed survey to Carla the Communications & Privacy Officer by March 20, 2015.