

# New Directions

## Winter 2017



Quarterly Agency Newsletter

[www.guelphindependentliving.org](http://www.guelphindependentliving.org)

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### Mark it in Your Calendar!

#### **Tuesday March 14**

Guelph Storm 50/50 Fundraiser for GIL

#### **Tuesday April 11**

Advance Care Planning Sessions at the Elliott in Guelph

#### **Tuesday April 18**

Million Dollar Quartet at the Dunfield Theatre, Cambridge

## AGENCY UPDATES

# FROM THE EXECUTIVE DIRECTOR'S DESK ....

Welcome to 2017 and the 150th anniversary of our beautiful country of Canada.

Throughout the year, Guelph Independent Living will be celebrating this sesquicentennial anniversary in various ways including Canadian games at our annual summer picnic and opportunities to dress in red and white. Watch for details throughout the year to show your pride for being Canadian.

The agency is currently busy with two projects for the spring months; details are available later in the newsletter with highlights being:

- A partnership with Independent Living Centre of Waterloo Region to complete a Quality project within the IDEAS program. Our project called: “Equity in Attendant Services: Providing the Right Amount of Support, Every Time” links to the province’s strategy for health equity; and,
- Advance Care Planning sessions to assist clients, employees and community partners to educate themselves on planning for their future health care needs and who they want to make decisions should they not be able to themselves.

Beyond GIL, there are many changes going on within the health care system related to Bill 41 - Patients First Act. The Act was passed in the Ontario legislature on December 7, 2016 and the most significant initial change is the transition of all Ontario Community Care Access Centres (CCACs) to reside under the umbrella of the Local Health Integration Networks (LHINs). This transition is well underway across the province and is slated to be completed by the end of June 2017. Details about progress to-date and next steps for the Patients First Roadmap are outlined later in the newsletter as well as information about the CCAC / LHIN transition in Waterloo Wellington.

Finally, thank you to all the clients who provided feedback with our recent Leisure Program phone survey; we will be making improvements to the program based on your comments and ideas.

And to quote Sir John A MacDonald:

“Let us be French, let us be English, but most importantly let us be Canadian!!”

Janet

## CLIENT MEMORIALS

**Leanne Shadforth** was a client of the Guelph Independent Living (GIL) Outreach program for only a short while; she passed away on January 21, 2017 at the age of 35.

Thank you to Leanne for sharing her love of animals and television crime shows with anyone who knew her.



# GIL BOARD MEETING HIGHLIGHTS

The GIL Board of Directors met on November 22, 2016 and January 24, 2017; highlights include:

- Approval of September – December 2016 financial statements for both Health and Housing portfolios;
- Approval of four (4) Housing policies: Payment of Rent Accounts, Review of Decisions, Vacancy from Unit, and Vacancy Loss and Arrears Plan. A revised Tenancy agreement is pending;
- Approval of the 2017-18 DRAFT Housing budget;
- Review of the 2016 Building Condition Assessment;
- Updates from the Board Governance committee;
- Information about the upcoming Advance Care Planning sessions on April 11, 2017; and
- Executive Director's report which included updates on 60-day notice from WWLHIN for 2017-18 M-SAA agreement, Notice to Bargain from OPSEU, Community Support Service/CCAC Collaboration group, launch of On-Line Training platform, IDEAS Quality project, transition of CCAC with LHIN and meeting of Waterloo Wellington homemaking agencies.

## 2017 Annual General Meeting

### **Wednesday June 21 - Guelph Independent Living Annual General Meeting**



Join us at the Elliott Community Centre at 6:00pm where we will celebrate GIL's accomplishments from the past year, including service awards for long-term GIL Employees.

***If you are interested in presenting a staff service award  
please contact Janet at (519)836-1812 x230.***

## AGENCY UPDATES

# ASSISTANCE WITH MEDICATIONS

Guelph Independent Living officially launched its Medication Policy on April 1, 2016 in an effort to offer consistent service provision when workers assist with medications.

As part of this new policy, the agency is tracking medication-related errors to determine root causes and make suggestions for improved procedures and education. Errors can be made by clients, employees and/or Regulated Health Care Professionals (RHCP) like doctors, Pharmacists and hospitals.

A quality committee comprised of front-line and management employees have met several times to review the tracked data and make recommendations. While we are pleased that there have been no serious consequences as a result of medication errors; it is vital to learn from our mistakes and constantly improve the quality of service provision to all GIL clients. Based on the recommendations from the quality committee, a number of changes have been implemented including:

- A new Pharmacy Directives form, kept in the client's home for anyone receiving Controlled Assistance. Workers document any medication-related information provided by the Pharmacist that can be easily accessed and followed in the future;
- Tracking of the error source (client, employee, RHCP) so that additional training and education can be provided as applicable; and,
- Distribution of Medication Magnets with emergency numbers plus client-specific information (doctor, Pharmacy phone numbers) for quick reference.

The agency will continue to track, analyze and implement changes based on medication error data as part of its quality improvement strategy.

If you have any questions or recommendations, please contact your Program Supervisor.



# O'NOIR TORONTO – AN EXPERIENCE OF EATING IN THE DARK

Since 2009, O'NOIR at 620 Church Street in Toronto has brought an extraordinary culinary adventure to guests from near and far. This socially conscious concept originated from Jorge Spielmann, a blind pastor in Zurich who would blindfold his dinner guests so they could understand his experiences. In 1999, Spielmann opened Blindekuh (German for "blind cow"), a project aimed at teaching the sighted about the sightless world, and providing jobs for persons with visual impairments. From there, restaurants opened in Europe, Australia, the United States and Canada to invite guests to experience food, drinks and conversation as never before – without the use of sight!

After an hour or two in complete darkness (no cell phones, matches, or luminous watches), customers gain a better understanding of what it's like to be blind – just like the restaurant's team of wait staff consisting entirely of persons with visual impairments.

During our recent training with the IDEAS program, Catharine Maxwell and I had the opportunity to dine at this unique restaurant. The experience provided us with an increased awareness of how much we rely on sight to interpret people's body language, as well as the physical environment around us and the ability to focus on conversations (and not be distracted by background noise). If you get an opportunity to dine at O'NOIR, we highly recommend you try the experience.

- Janet

Additional details can be found at <http://www.onoirtoronto.com/>

## ON THIS DAY IN CANADA

Visit [www.Canada.ca/OnThisDay](http://www.Canada.ca/OnThisDay) to discover significant events that shaped our society. Join the conversation as we share 150 years of history, one day at a time!

### March 13, 1927

Parliament passes legislation establishing the country's first old-age pension. The \$20 monthly pension is financed by the federal and provincial governments. It goes to British subjects 70 years of age or older who have lived in Canada for 20 years or more.

### March 21, 1985

Three-time Paralympic gold medalist Rick Hansen leaves Vancouver on his Man In Motion World Tour. The Tour will become an epic two-year circumnavigation of the world in his wheelchair. Rick and his team will travel through 34 countries, and over 40,000 kilometres. The Tour will raise \$26 million for accessibility awareness and become a catalyst for enormous change in the removal of physical barriers and in how people with disabilities are perceived.

## AGENCY UPDATES

# GIL CHRISTMAS DINNER AT THE ELLIOTT

On December 8, GIL clients gathered at the Elliott Community Centre for a Christmas Dinner served by GIL staff. There was live entertainment, a penny table, and fun was had by all!



# “EQUITY IN ATTENDANT SERVICES: PROVIDING THE RIGHT AMOUNT OF SUPPORT, EVERY TIME.”

Guelph Independent Living (GIL) and Independent Living Center of Waterloo Region (ILCWR) have been successful in their application to the IDEAS Advanced Learning Program (ALP) through the University of Toronto, in partnership with the Ministry of Health and Long-Term Care. Our two agencies are eager to start work on this project that will assist us in developing and utilizing tools to assess client needs in an equitable way across Waterloo Wellington.

IDEAS stands for ‘*Improving & Driving Excellence Across Sectors*’ and this program equips healthcare professionals with the knowledge, practical skills and tools to lead quality improvement initiatives that aim to improve client care, experience and outcomes. At the completion, participants will have all of the preparation necessary to apply these tools to high quality client care within and across organizations.

GIL and ILCWR’s team of four will participate in this five-month accredited program to develop, implement and report on our learning project demonstrating improvement and alignment with the local health system and organizational priorities. Our team’s executive sponsor (Philip Mills, Executive Director at ILCWR) is committed to supporting the project and removing potential barriers to success.

During the project, a quality improvement advisor from Health Quality Ontario (HQO) and statisticians from the Institute of Clinical Evaluative Sciences (ICES) will provide support to our team every step of the way.

We look forward to this new opportunity and will provide additional information as the project progresses.



*GIL Admin Staff sporting Pink Shirts to combat bullying.  
Learn more at [www.pinkshirtday.ca](http://www.pinkshirtday.ca)*

# COMMUNITY INFORMATION

## ACTION PLAN FOR HEALTH CARE

### **Updates from Dr. Bob Bell, Deputy Minister of Health and Long-Term Care, on the Patients First: Action Plan for Health Care**

During a webinar on February 27, 2017, the Deputy Minister shared information on the progress of work within the Patients First Action Plan since the Act was passed on December 9, 2016 as well as expectations going forward.

There have been accomplishments in four key areas to-date:

1. LHIN Sub-Regions – health system planning for care that is close to the residents in each regional area based on local intelligence. Guelph-Puslinch is a sub-region.
2. New LHIN Structure – with additional responsibilities for home and community care, primary care and Public Health; will focus on health equity, patient engagement plus Indigenous and French language needs. The CCACs will be amalgamated into the LHINs, and any health system savings will be reinvested into community care.
3. Health Shared Service Ontario (HSSO) –

new crown agency that will transfer the roles of three current CCAC and LHIN support agencies to provide guidance on human resources management, technology and quality improvement.

4. Readiness for Transition – consulting company is assisting the CCACs and LHINs during their transition to ensure continuity of patient care.

The next steps over the next few months include the launch of HSSO on March 1, 2017, finalizing recruitment for positions within the new LHIN structure slated to be fully operational by the end of June 2017, and engaging in ‘after-transition’ discussions with the public and health service providers. (NOTE: Bruce Lauckner will continue as the Chief Executive Officer for the WWLHIN) The Deputy Minister reinforced that clients currently receiving services through the CCAC will notice no change in service levels or provider to ensure continuity.

Additional information can be found at  
[http://health.gov.on.ca/en/ms/ecfa/healthy\\_change/](http://health.gov.on.ca/en/ms/ecfa/healthy_change/)

***“Placing one foot in front of the other, I’ve climbed to higher lengths. Reaching beyond my own limitations, to show my inner strength. No obstacle too hard, for this warrior to overcome. I’m just a man on a mission, to prove my disability hasn’t won.” - Robert M. Hensel***

## PLANNING FOR YOUR HEALTH CARE FUTURE

If you were too ill or hurt to speak for yourself, who would you want to make health care decisions for you?



### Topics include:

Advance Care Planning, Health Care Consent, DNR

### Guest:

Judith Wahl, Barrister and Solicitor, Wahl Elder Law

Join us for a **Free** Educational Session!

### Registration Required - Pick a session:

**Monday April 10, 1:30-3:30pm, Cambridge City Hall**

<https://acpcambridge.eventbrite.ca>

**Monday April 10, 6-8pm, Luther Village Waterloo**

<https://acpwaterloo.eventbrite.ca>

**Tuesday April 11, 1-3pm or 6-8pm, The Elliott Guelph**

<https://guelphacp.eventbrite.ca>

**To register by phone:**

**(519) 571 6788 (Waterloo) or (519) 836-1812 x 220 (Guelph)**

## COMMUNITY INFORMATION

# DISCOUNT STORM TICKETS!

GIL is selling discounted tickets for the following games of the 2016-2017 Guelph Storm season:

**Friday March 17, 7:30pm 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. 233.**



## The GIL 50/50 Storm Game Fundraiser

**Tuesday March 14 (7:00pm)  
vs Kitchener Rangers**

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 233** to sign up.

# UPCOMING 2017 LEISURE EVENTS

DATE	EVENT
Tuesday, April 18	<b>Million Dollar Quartet</b> Dunfield Theatre, Cambridge
Thursday, May 18	<b>Royal Botanical Gardens</b> 680 Plains Rd West Burlington
Saturday, June 17	<b>Sound of Music Festival</b> Burlington Downtown and Waterfront
Thursday, July 6	<b>Agency Picnic</b> Riverside Park Large Shelter
Thursday, July 27	<b>Toronto Blue Jays vs Oakland Athletics</b> Rogers Centre Toronto
Wednesday, August 23	<b>Grand River Raceway</b> Elora
Thursday, September 14	<b>St. Jacob's Market</b>
Saturday, October 7	<b>OctoberFEAST Food Truck Festival</b> Uptown Waterloo
Thursday, November 30	<b>Christmas Shopping Trip</b> Conestoga Mall Waterloo
Thursday, December 7	<b>GIL Client Christmas Party</b>

Additional details such as times and pricing will be available soon, so please stay tuned.

Please contact Kathleen at **519.836.1812 x220** with any questions or to pre-register for an event.

## TRAVEL TRAINING WITH CITY OF GUELPH

Have you wanted to take a city bus but didn't know where to begin planning your trip? We can help. City of Guelph Accessibility Services and Guelph Transit have partnered to offer Travel Training. Those interested in learning to ride the bus can sign up for a volunteer to show them all of the ins and outs about planning a trip, riding the bus and getting to and from an important destination such as doctor appointments, shopping or to the recreation centre, etc.

**This is what past participants have said about the program:** "This program has allowed me to expand my comfort zone while using conventional transit" "It is a life changing program – It is not just about helping one person to from A to B." "A truly empowering opportunity".