

New Directions

FALL 2016

GUELPH
Independent **LIVING**

Quarterly Agency Newsletter

www.guelphindependentliving.org

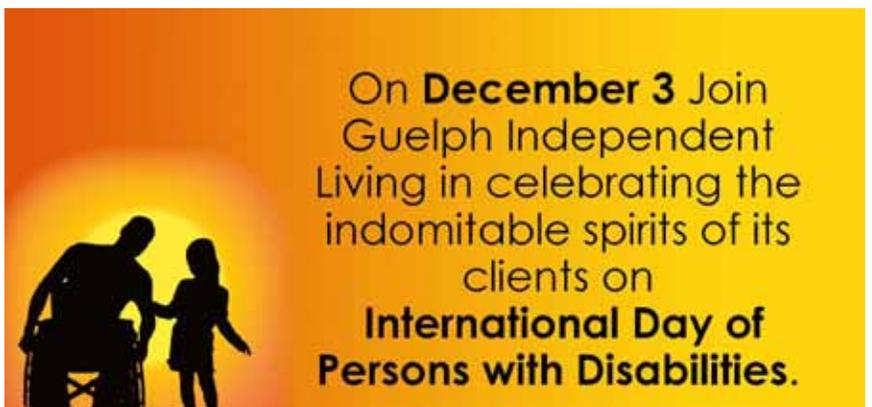


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Mark it in Your Calendar!

December 8 - GIL Christmas Turkey Dinner at the Elliott Community Centre, 1-3:30pm



FROM THE EXECUTIVE DIRECTOR'S DESK

Over the summer, GIL was fortunate to have a contract position funded through the Work Readiness Program. Scott Collings was hired into the position and worked diligently on two manuals; one for Client Orientation and the other for Standard Operating Procedures for employees. As part of the client manual, Scott met with a number of clients to get their input and feedback on information about the GIL policies and procedures they felt were valuable to include. The manual is now being reviewed by the Program Coordinators and several clients; we anticipate it will be ready for distribution in early 2017.

All of our employees recently participated in a workshop called “Managing Conflict – Tackling Tough Conversations” with facilitator Marg Van Herk-Paradis. One interesting model Marg discussed was: Intent – Action – Effect where the Action is a comment, motion or event (can be heard or seen), the Intent is the reason behind the action, and Effect is the impact of the action. An individual’s past history and experience may strengthen the impact of what is delivered or received within the action. With this new learning, we will all be working on improving communications with our co-workers, our clients and our family/friends.



Admin office all dressed up for Halloween!

During the month of November, I attended a number of Association conferences that support our agency’s work, including:

- Ontario Community Support Association (OCSA) where the topic was “Prepare, Adapt, Thrive”. This title reflects the ever-changing landscape of community health care in Ontario. The “Patients First: A Roadmap to Strengthen Home and Community Care” document has four main focus areas - Access, Connect, Inform and Protect. An expansion of the Patients First Roadmap is the ‘Levels of Care’ framework. Please see additional details in a later article.
- Ontario Non-Profit Housing Association (ONPHA) where I learned more about the responsibilities of Landlords and Tenants within the Residential Tenancies Act. Valuable information for our housing property at 238 Willow Road.
- Ontario Association for Independent Living Service Providers (OAILSP) where we received information on the Levels of Care framework from Debra Bell, Home and Community Care Branch of the Ministry of Health and Privacy and Cyber Security from a privacy lawyer.
- And finally, Community Ethics Network (CEN) where the topic was Medical Assistance in Dying; legislation that was passed in Ontario on June 17, 2016.

You may be aware that as part of the Patients First Roadmap, the Ministry of Health has introduced legislation to transition all Ontario Community Care Access Centres (CCACs) under the umbrella of the Local Health Integration Networks (LHINs). Within

Waterloo-Wellington, this transition is scheduled to occur during 2017. One of the results of this transition work is a one-year extension of M-SAA funding agreements for community support service agencies, including GIL. This extension means that our targets and funding levels will remain the same for 2017-2018 as they have been for the past 3 fiscal years.

Finally, I am pleased to report that we have had our first successful use of the Transportation program

that was launched in September! A client was able to visit a family member who was hospitalized out of town. Thank you again to our funder and policy development committee – we look forward to supporting many more travels in the months and years to come.

Wishing everyone a safe and healthy holiday season,

Janet

GIL BOARD MEETING HIGHLIGHTS

The GIL Board of Directors met on September 28, 2016; highlights include:

- Approval of August 2016 financial statements for both Health and Housing portfolios;
- 25th Anniversary BBQ at Willow Place;
- Awarding of contract to replace/upgrade the exterior lighting at Willow Place;
- Approval of the Operational Review Action Plan

to be submitted to the County of Wellington (Building Condition Assessment report not yet received); and

- Executive Director's report which included updates on current Home Help program numbers, Community Support Service/CCAC Collaboration group, Managing Conflict training, Living Wage designation for GIL and rollout of our Transportation program.

HOLIDAY OFFICE HOURS

Please note that the GIL Administration Office will be closed:
Friday, December 23 at noon - Tuesday, December 27, and
Friday, December 30 at noon - Monday, January 2

LEVELS OF CARE FRAMEWORK

The objective of the framework is to ensure that Ontarians receive consistent, high quality home and community care regardless of where they live. It will support clients/patients and their caregivers in understanding the level of care to expect, being informed partners in their care, and receiving the best possible home and community care.

The Ministry of Health and Long Term Care has identified four key goals to drive the creation of a successful Levels of Care Framework:

1. Patients First. The delivery of home and community care is centred on the needs of clients/patients and caregivers.
2. Equitable Care. Clients/patients with similar needs receive similar levels of service, regardless of where they live.
3. High Quality Care. Care provided at home or in the community is based on best practice and provincial evidence-informed care standards.
4. Confidence and Trust. Clients/patients and care providers are confident in the expertise of the sector to provide high quality care.

Additional information can be found at:

<http://www.health.gov.on.ca/en/public/programs/ccac/roadmap.pdf>

OCTOBER IS COMMUNITY SUPPORT MONTH

*On October 26 we celebrated **Attendant Services Worker Day**, part of Community Support Month. Our Senior Leadership Team delivered goodie bags to all of our Attendant Services Workers to show them how much we appreciate all of their hard work and dedication.*



CLIENT MEMORIALS

Guy Garcia was a client of the Guelph Independent Living (GIL) Assisted Living program for approximately 12 years; he passed away on September 20, 2016 at the age of 64.

Guy loved a good joke and was fond of sharing his love of music with everyone. He also loved to show his appreciation of the Workers' kindness with small tokens of thanks (wrapped candies or nuts).

Thank you to Guy for sharing his great sense of humour with all of us at GIL.



Bill Donmoyer was only a client with the GIL Outreach program for a short period of time. He passed away at Hospice Wellington on September 29, 2016 at the age of 65.

Thank you to Bill for sharing his creativity, love of family and infectious smile with the Outreach Workers who had the privilege of working with him.

“Inclusion is about a sense of belonging, about feeling respected, valued for who you are. It is an all-encompassing practice of ensuring that people of differing abilities feel a sense of belonging, are engaged, and are connected to the goals and objectives of the whole wider society.”

- Buyie Masuku



Join GIL in celebrating
**International Day of Persons
with Disabilities**
on December 3rd.

GIL IS A PROUD LIVING WAGE SUPPORTER

A living wage is defined as the hourly rate at which a household can meet its basic needs, once government transfers have been added to the family's income and deductions have been subtracted.

5 BENEFITS OF PAYING A LIVING WAGE:

1

Increases employee productivity, morale, and loyalty

When employees struggle financially, they often take on several jobs to make ends meet. Compensating employees with a living wage reduces worker strain and can bolster productivity, morale, and loyalty.

Increases employee retention, decreasing turnover costs

2

Employees paid low wages will constantly be looking for another job with higher pay. The cost of replacing employees is significant in terms of administration and training, and could impose a much higher cost on employers than paying a living wage.

3

Reduces absenteeism and medical costs

Paying a living wage decreases stress, which is the most significant cause of employees being sick. Stressed employees are more likely to spend more on prescription drugs, and elevate absence costs, disability costs, and turnover costs.

Increases positive brand association

4

Living wage employers are considered "ethical businesses." Corporate responsibility is a key factor in attracting and retaining a talented and diverse workforce and reduces the cost associated with employee recruitment.

5

Expands economic activity

Small businesses draw their customers from the local community. Higher incomes allow families to purchase more goods and services in their neighbourhoods.

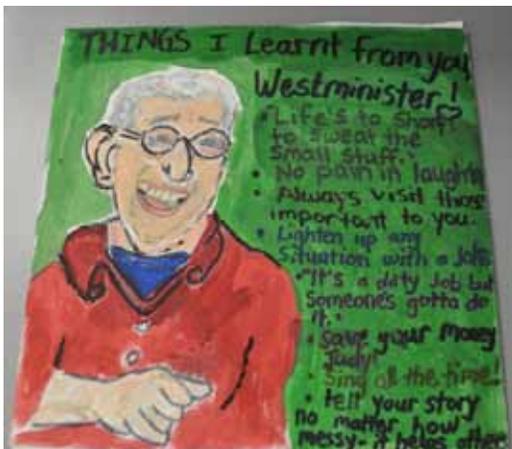


RETIREMENT FAREWELL TO WES



After more than 26 years of service, Wes has made the decision to retire from service at GIL. A highly respected veteran of the 87 Neeve team, Wes has always had the client's best interests at heart. Wes was very attentive to the clients, always striving to leave them better than how he found them, either with a joke or a tune, or by creating gourmet delights from a bare fridge or cupboard, much to the amazement and gratitude of the clients he serves. He always knew how to brighten his coworker's days with little practical jokes and fun loving teasing around the office.

Wes, thank you for everything you have brought to the GIL organization - for being a warm and patient trainer when a new staff starts, for reminding us how important it is to keep our clients autonomy at the center of all we do, and for always being a light for those around you. Your presence at GIL will surely be missed, but we wish you the best of luck in all of your future endeavours.



UNITED WAY FUNDRAISING

To date we have raised \$1,787 for the United Way Guelph Wellington Dufferin. We kicked off our fundraising campaign with a staff raffle that raised \$750. Staff also raised \$520 through payroll deductions. Our main events were two spectacular Chili Cook-offs! A big thank you to 85 Neeve for raising nearly \$250 for United Way at their Chili Cook-off and to Willow Place, who also raised \$180 at their event. Thanks to everyone who came out to support the cause and enjoy a delicious meal.

CONGRATULATIONS TO OUR GIL CHILI CHAMPIONS:

85 Neeve - Wanda and Brandi for their “All About the Meat” chili;

Willow Place - Janet for her Crock-a-Doodle-Do Beef and Sausage Chili;

And our **Spirit Award** goes Susan for participating in both events with her Mad Tom’s Muskoka Chili.



United Way
Guelph Wellington
Dufferin

United Way funding supports GIL Recreation and Leisure programs.

LHIN SUB-REGIONS

What is a sub-region?

Sub-regions are local geographies within Local Health Integration Networks.

Why are they needed?

Sub-regions allow LHINs to better plan, integrate, and improve the performance of local health services. They also have the potential to better identify and capture diverse population needs—linguistic, cultural or other—and to help our health care system better respond to these needs.

Where are the sub-regions in Waterloo Wellington?

Currently, the Waterloo Wellington LHIN has four sub-regions: Wellington (including Centre and North Wellington, Guelph-Eramosa, and a small part of Grey County), Guelph (including Puslinch), Cambridge & North Dumfries, and KW4 (Kitchener, Waterloo, Wilmot, Woolwich, and Wellesley).

How were they developed?

The sub-regions were developed based on consultation with local health service providers and primary care/hospital data when developing Health Links to better serve residents with complex care needs.

What's happening now?

While a sub-region approach to health service planning and evaluation has been in place for several years, the Waterloo Wellington LHIN is refreshing and formalizing the geographies of the sub-regions to allow for more integrated planning at this local level.

To do this, the Waterloo Wellington LHIN analyzed qualitative and quantitative data assessing access and utilization of health care services, current service locations, population health, and vulnerable populations, including French-speaking and Aboriginal populations. Based on the data analysis and anecdotal evidence, the Waterloo Wellington LHIN recommended the sub-region geographies remain the same as the current Health Links areas.

For more information, please refer at:

<http://www.wwlhin.on.ca/communityengagement/sub-regionengagement.aspx>

Fun times at the United Way Chili Cook-off Fundraiser!



NEW FUNDING TO SUPPORT INDIGENOUS HEALTH & WELLNESS PROGRAM

November 15, 2016

Guelph, Ontario

The Guelph Community Health Centre (Guelph CHC) is honoured and excited about a newly funded Indigenous Health & Wellness Program in Guelph and Wellington to be launched this fall. The Waterloo-Wellington Local Health Integration Network announced new annual funding of \$150,000 for Guelph CHC to support this initiative. It follows funding that has already been given to the Kitchener CHC to support a similar role. The Guelph CHC recognizes that the successes of this initiative depends on the foundations of a strong partnership with the local indigenous community, and acknowledges their role in the planning and delivery of health services in their communities.

The Guelph CHC will be hiring an Indigenous Health Promoter to implement recommendations made within the community to create a more cohesive and open health care system to meet the needs of the Indigenous population in Guelph and Wellington. An Indigenous Health Council will be established to provide advice, recommendations, and support. This program will improve access to culturally appropriate services to the community, while enhancing Indigenous cultural awareness via training among health services. The Indigenous Health Promoter will also be leading the development of training for community agencies to blend western and traditional healing / healers. Enhanced opportunities for traditional healers and other wellness programs for the community will also be part of the role. The strategy will work to mobilize the community to

leverage current health resources in order to be more accessible and acceptable to the Indigenous communities in Guelph and Wellington. The Guelph CHC will be hiring for a short contract to develop the next steps in partnership with the community.

In conversation with members of the indigenous community about this news, acknowledgements were made of the historic relationship building over the past 10 years that continue to be developed between the First Nations, M'etis, and Inuit with the Waterloo Wellington Local Health Integration Network and the Guelph CHC. As well as a statement that the local Indigenous community honours the opportunity to work as equal partners in this initiative, and looks forward to doing things in a positive way for the greater good of the whole community. Lastly, they echo their local stakeholders' statement that this initiative is an opportunity, in a traditional way, to gather, hear, and listen to and 'to act' on the voices of the local First Nations, M'etis, and Inuit community members.

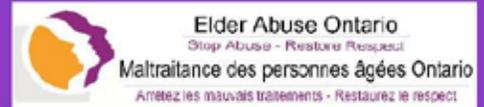
The Guelph Community Health Centre's vision is to be a leader in engaging the community to eliminate or reduce barriers to health and well-being resulting in improved health outcomes for all. For more information about the position, please refer to the Guelph CHC website under job posting. For services and programs please visit www.guelphchc.ca

Contact:

Kate Vsetula, Community Health Manager, Guelph Community Health Centre

kvsetula@guelphchc.ca or 519-821-6638 ext 335.

ELDER ABUSE ONTARIO



WHAT IS ELDER ABUSE?

Elder Abuse is defined by the *World Health Organization* as “a single, or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust which causes harm or distress to an older person.” Often more than one type of abuse occurs at the same time.

Types of Abuse

- ▶ Neglect
- ▶ Psychological
- ▶ Financial
- ▶ Physical
- ▶ Sexual

How many Ontarians are facing Elder Abuse?

Elder abuse is a serious and growing problem, although the magnitude and extent of the elder abuse cases occurring in Canada is not well known, due to limited data collected and unreported cases.

There are currently 2 million seniors aged 65 and over residing in Ontario 14.6% of the population. Based on studies that indicate approximately 6% to 10% percent of seniors are abused, there are between 120,000 and 400,000 seniors living in Ontario who have experienced or are experiencing elder abuse.

WHERE CAN ELDER ABUSE OCCUR?

- ▶ Older adult’s own home
- ▶ Home of the caregiver
- ▶ Long-Term Care Homes
- ▶ Retirement Homes
- ▶ Assisted Living Facilities
- ▶ Hospital

IMPACT ON SENIORS HEALTH

- ▶ Elder abuse can have a significant impact on the physical and emotional well-being of seniors.
- ▶ The emotional consequences of abuse often result in seniors living in fear, anxiety and depression. Physical abuse can cause cuts, bruises, broken bones, leading to pain and in some cases death.

SENIOR VICTIMS

- ▶ Any senior can become a victim of elder abuse regardless of gender, race, ethnicity, income or education.
- ▶ Abuse is not limited to older adults of any particular culture, ethnic group, social background or religion.

WHO ABUSES?

- ▶ Committed by people that the senior knows; it frequently involves a spouse or other family member, friends, professional service providers, neighbours or any person who is in a position of power and trust.

LEGISLATION IN LONG-TERM CARE/RETIREMENT HOMES

Anyone who sees or suspects abuse in a Long-Term Care or Retirement Home must report it (see numbers below). This obligation to report does not apply to residents.

Ministry of Health and Long-Term Care

1-866-434-0144

Retirement Homes Regulatory Authority (RHRA)

1-855-275-7472

REPORTING

Seniors are reluctant to report because they:

- ▶ Fear retaliation – afraid of what the abuser will do to them if they report the abuse
- ▶ Depend on the abuser for food, shelter, clothing, and health care
- ▶ Fear they will be placed in an institution, such as a Long-Term Home

Crime Stoppers

Call if you suspect an older adult is being abused and/or a criminal act is happening.

1-800-222-TIPS (8477)

WARNING SIGNS OF ELDER ABUSE

Financial Abuse

The most common form of elder abuse, financial abuse, is defined as any improper conduct, done with or without the informed consent of the senior that results in a monetary or personal gain to the abuser and/or monetary or personal loss for the older adult.

- ▶ Unexplained or sudden withdrawal of money from accounts or ATM withdrawals
- ▶ Suspicious or forged signatures on cheques or other documents
- ▶ Notice of eviction or discontinuation of utilities
- ▶ Appears unkempt, seems to have a lower standard of living compared to others residing in the same household

Psychological Abuse

Emotional and Psychological abuse is any action, verbal or non-verbal, that lessens a person's sense of identity, dignity and self-worth.

- ▶ Low self-esteem, appears withdrawn
- ▶ Lack of eye contact
- ▶ Appears fearful or nervous around caregiver or other persons
- ▶ Reluctance to talk openly

Physical Abuse

Physical abuse is any act of violence or rough handling that may or may not result in physical injury but causes physical discomfort or pain.

- ▶ Unexplained injuries such as broken bones, bruises, bumps, cuts, grip marks
- ▶ Discrepancies between injury and explanation from the senior
- ▶ Unusual patterns of injuries
- ▶ Never taken to same doctor or hospital

Neglect

Neglect is not meeting the basic needs of the older person;

1. **Active** (intentional) neglect: the deliberate withholding of care or the basic necessities of life.
 2. **Passive** (unintentional) neglect: the failure to provide proper care to an older adult due to lack of knowledge, experience.
- ▶ Withholding care or denying access to necessary services (home care, nursing) or medical attention
 - ▶ Leaving a person in an unsafe place
 - ▶ Improper use of medication – over/under medicating
 - ▶ Poor nutritional status

Sexual Abuse

Sexual abuse is any sexual behaviour directed toward an older adult without that person's full knowledge and consent; it includes coercing an older person through force, trickery, threats or other means into unwanted sexual activity.

- ▶ Caregiver makes inappropriate sexual comments
- ▶ Non-consensual sexual contact of any kind
- ▶ Fearful or withdrawn

To find help call from anywhere in Ontario

Seniors Safety line

1.866.299.1011

For more information and resources contact
Elder Abuse Ontario.

Website: www.elderabuseontario.com
416.916.6728

Local Resources in Guelph:

Victim Services Wellington	519.824.1212
GW women in Crisis	519.836.1110
Seniors At Risk	1.844.264.2993
Guelph Police Service	519.824.1212





Guelph Independent Living (GIL) is part of a collaboration group between Community Support Service agencies and the WWCCAC; designed to improve communication and service delivery. November 9th marked the date of the first ever “Roadshow Tour” – a group of WWCCAC Care Coordinators spent the morning travelling around Guelph on an accessible St. Joe’s bus to visit and learn about community service agencies like GIL. During the visit to the Assisted Living site on Neeve street, there were many questions about what makes GIL services so unique and valuable in our community. This exciting new education model will be duplicated in Waterloo Region in the near future.



NEW FROM BRINKS HOME SECURITY

A New, Hip Way to Open a Door

New Push Pull Rotate door locks from Brinks Home Security make opening doors easier whether your hands are full or free. A tug with a single finger, or a quick bump with an elbow or hip, can open interior or exterior doors more easily, and without setting down groceries, children, or mobile phones.

Push Pull Rotate door locks, the only locks that open 3 ways.



- **AODA Compliant**
- **Can be easily PUSHED or PULLED - no painful grasping or twisting**
- **PUSH with hand, forearm, elbow or hip or PULL with a single finger**
- **A simple solution for people with full hands or weak or arthritic hands**

UPCOMING EDUCATION SESSIONS FOR CLIENTS, FAMILIES, EMPLOYEES AND COMMUNITY PARTNERS:

ADVANCE CARE PLANNING

By: Judith Wahl, Lawyer and Past Executive Director of the Advocacy Centre for the Elderly

April 10 & 11, 2017
Times and locations to be announced

Advance Care Planning conversations are important to have with your family as your priorities, your health and even health care options/choices change. “Conversations worth having” now before a health care crisis happens; conversations that can provide comfort for you and your loved ones later on. Everyone should choose a Substitute Decision Maker (SDM) in advance that is available to make significant health care decisions on your behalf, in the event that you are not able to.

Information presented at these sessions will include:

- Substitute Decision Making
- Powers of Attorney
- Health Care Consent in Ontario

(offered in partnership by WWLHIN, Guelph Independent Living, Independent Living Centre of Waterloo Region and Hospice Waterloo)



MERRY CHRISTMAS!

Join us in celebrating the
Holiday Season with a Turkey
Dinner served by us!

DATE: Thursday December 8

TIME: 1:00-3:30pm

LOCATION: The Elliott
Community, 170 Metcalfe St.

COST: \$5 for GIL clients;
first guest is \$10; additional
guests are \$20 each

There will be live entertainment and a
penny table for the enjoyment of all!

For more information please
contact Kathleen at
519-836-1812 ext. 220

DISCOUNT STORM TICKETS!

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

Wednesday December 28, 7:30pm vs Sarnia Sting

Friday January 13, 7:30pm vs Owen Sound Attack

Friday February 17, 7:30pm vs Barrie Colts

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** by **Tuesday February 28, 2017** to sign up.