

New Directions

FALL 2017

GUELPH
Independent **LIVING**

Quarterly Agency Newsletter

www.guelphindependentliving.org



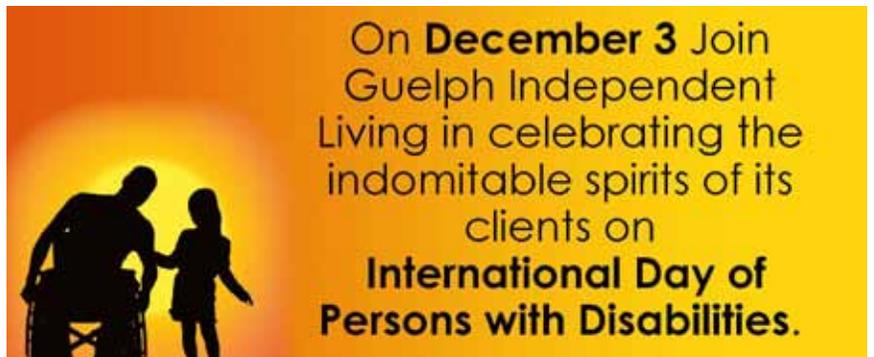
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Mark it in Your Calendar!

November 30 - Christmas Shopping Trip to Conestoga Mall

December 12 - GIL Christmas Turkey Dinner at the Elliott



On **December 3** Join Guelph Independent Living in celebrating the indomitable spirits of its clients on **International Day of Persons with Disabilities.**

FROM THE EXECUTIVE DIRECTOR'S DESK

The fall months have been busy ones at Guelph Independent Living. While we enjoyed spending some time outside in the summer-like weather; inside we were busy with scheduling and recruitment challenges, preparation for next year's funding agreements and budgets, filling of several vacancies in our Assisted Living programs and regular meetings.

During our semi-annual Agency meeting held on November 14, 2017, employees in attendance heard Diane Nelson speak about Generational Differences. Through several hands-on activities we learned how people born in different generations view tasks differently and bring diverse strengths to a team. Generational characteristics include the ambitious, optimistic multi-tasker Baby Boomers (aged 44-62), adaptable, flexible self-starter Generation X's (aged 28-43) and innovative, independent, diversity-focused Millennials (aged 18-27). With this new learning, we hope to be more aware and understanding of the strengths our coworkers bring to the workplace, with the goal to work better together.

During the months of October and November, I attended a number of Association conferences that support our agency's work, including:



Admin office all dressed up for Halloween!

- Ontario Community Support Association (OCSA) where the topic was “From Roadmap to Reality: Navigating Change Together”. This title reflects the need for home and community support providers to create and share information, tools and resources they need to meet the changing needs of our communities. By bringing together knowledge from individual regions and histories, we worked to create strategies for turning big ideas into practical, scalable solutions that make a tangible difference for our clients and their caregivers.
- Ontario Association for Independent Living Service Providers (OAILSP) where we received information on pending significant changes to the Employment Standards Act through Bill 148 and medical marijuana, plus a discussion about the PSW shortage throughout Ontario and strategies on how to mitigate the challenges for agencies like GIL.
- Health Quality Ontario's Quality Improvement (QI) and Patient Safety Forum where we heard Dr. Bryan Sexton from the Patient Safety Center at Duke University speak on resilience in healthcare. Please see additional details in a later article. Interactive sessions were led by experts in QI and Patient Safety, plus updates provided about the provincial quality agenda.
- And, Community Ethics Network (CEN) where the topics were Death, Dying and Distress—consciously creating quality end-of-life care and New Laws, New Realities, New Needs – an ethics-informed look at drugs, drug use and supporting our clients who use them.

The Ministry of Health has again instructed the province's Local Health Integration Networks (LHINs) to extend funding agreements for community support service agencies for another year. This extension means that GIL's service delivery targets and funding levels will remain constant again for 2018-2019 as they have been for the past four fiscal years. The agency's management team continues to look at creative ways to minimize the impact of this funding constraint to the services we provide to our clients.

GIL is pleased to report on the financial assistance provided to clients this year to purchase accessibility equipment. Through money available within the

agency's Endowment Fund, eight clients have received support to buy new wheelchairs, ceiling lifts and seating equipment. A total of almost \$14,000 has been distributed to-date this year. If you require funding support with equipment, please speak to your Program Supervisor for details. Approval of funding is dependent on how much interest money is earned within the fund each year.

Finally, I hope everyone enjoys a safe and healthy holiday season,

Janet

GIL BOARD MEETING HIGHLIGHTS

The GIL Board of Directors met on September 26, 2017; highlights include:

- Approval of August 2017 financial statements for both Health and Housing portfolios;
- One-year extension of Precision's property management contract at Willow Place;
- Discussion about Energy Audit proposals, boilers/hot water tanks, hallway lighting options and exterior space redevelopment at Willow;
- Review of the 2014-2017 Strategic Plan, specifically communication and marketing of GIL;
- Discussion about open positions and recruitment to the Board; and,
- Executive Director's report which included updates on rate increase for Home Help program, Community Support Service/LHIN Collaboration group, summer student accomplishments, upcoming negotiations for the next Collective Agreement, IDEAS Quality project and recruitment/scheduling challenges.

HOLIDAY OFFICE HOURS

Please note that the GIL Administration Office will be closed:
Friday, December 22 at noon - Tuesday, December 26, and
Friday, December 29 at noon - Monday, January 1

HOME HELP PROGRAM UPDATE

Earlier this year a survey was distributed to all clients within the Home Help program. Results have been compiled and show an overall satisfaction rate of 95%. Specifically clients reported feeling the help provided through the homemaking program contribute to their independence, quality of life and ability to stay at home. Comments included my homemaker “treats me with respect, honesty and willingness” and “makes me laugh” as well as “it is great to have this kind of program and help. Keep up the good help by people who really enjoy what they do”.

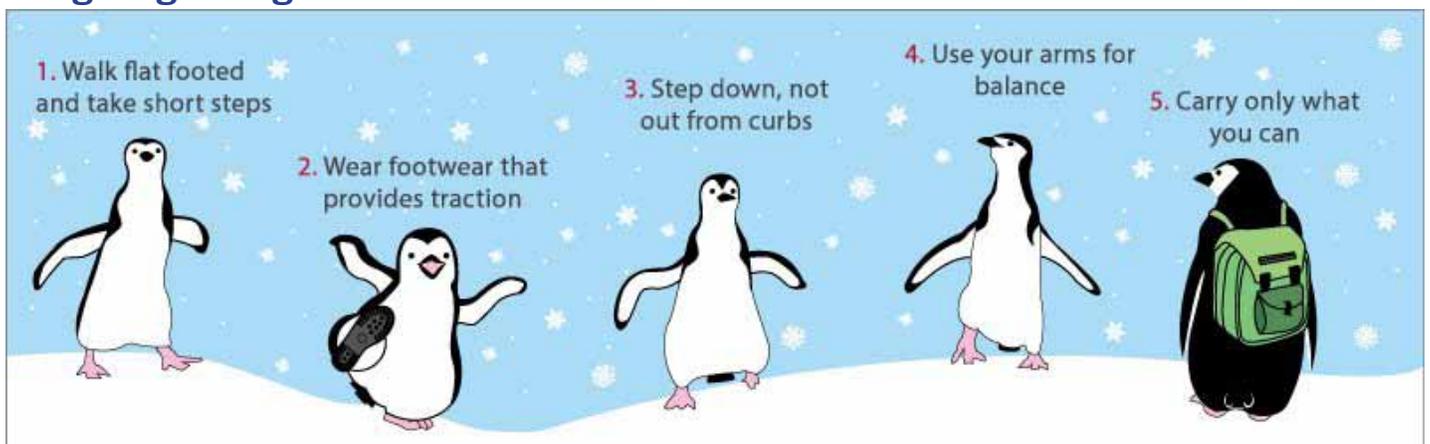
Guelph Independent Living is pleased to have provided this brokered homemaking program in Guelph since 2006. The program currently assists almost 350 individuals receiving supports from over 50 homemakers. Monthly, almost 1600 hours of homemaking, light meal prep and shopping assistance are provided in our community.

Effective January 1, 2018, the program rate will increase to \$35.00 for a 2-hour homemaking visit (\$40.00 if shopping is included). With the new Ontario minimum wage starting in January, all homemaking agencies across the Waterloo Wellington Local Health Integration Network area have agreed to increase program fees to ensure we can continue to recruit skilled homemakers.

Please see the new fee schedule below effective January 1, 2018:

Service	Current Rate	New Rate
Light homemaking (2 hours)	\$28.00	\$35.00
Grocery Shopping and homemaking (2 hours)	\$33.00 <i>(This includes \$5.00 flat fee for shopping)</i>	\$40.00
Heavy Clean (2 hours)	\$32.00	\$40.00

Prevent slips, trips, and falls this winter season. Keep these safety tips in mind while navigating through the snow and ice:



CLIENT MEMORIAL



Marion Honsinger was a client of Guelph Independent Living (GIL) for many years; in both the Outreach and 87 Neeve programs. She passed away in hospice on September 9, 2017 at the age of 70.

She will be remembered as a great lady who loved a good visit, a clean home and a really good 'scrub'.

Thank you to Marion for her support of the vision of Guelph Independent Living.

"My disability exists not because I use a wheelchair, but because the broader environment isn't accessible."

- Stella Young



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

OCTOBER IS COMMUNITY SUPPORT MONTH

On October 25 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.

DISCOUNTED GUELPH STORM TICKETS

GIL is selling discounted tickets for the following games of the 2017-2018 Guelph Storm season:

Sunday November 26 vs London Knights, 2:00pm

Friday December 15 vs Kingston Frontenacs, 7:30pm

Sunday January 7 vs Sault Ste. Marie Greyhounds, 2:00pm

Friday February 9 vs Saginaw Spirit, 7:30pm



Ticket price is \$15 (Regularly \$29)

Cash sales only. Accessible seating tickets available.

Contact Carla in the Guelph Independent Living Administration Office to purchase tickets (519) 836-1812, ext. 233.

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



85 Neeve Street



238 Willow Road

UNITED WAY FUNDRAISING

To date we have raised \$1,150 for the United Way Guelph Wellington Dufferin.

We kicked off our fundraising campaign with a staff raffle that raised \$570. Our main events were two spectacular Soup Luncheons! A big thank you to 85 Neeve for raising over \$320 for United Way at their Soup Luncheon and to Willow Place, for raising an additional \$80 at their event. We've also raised \$180 in direct donations.

CONGRATULATIONS TO OUR GIL SOUP CHAMPIONS: Jennifer F and Janet R!

Here's one of the award winning recipes:

Slow Cooker Loaded Baked Potato Soup

Author: Alyssa Prep time: 20 mins Cook time: 4 hours Total time: 4 hours 20 mins

The best loaded baked potato soup that is made right in your slow cooker.

Ingredients

- o 4 cups peeled and diced potatoes (about 3-4 large russet potatoes)
- o 1 small onion, chopped
- o 3 cups chicken broth
- o 4 tablespoons butter
- o ¼ cup flour
- o ¼ cup sour cream
- o 1½ cup heavy cream (half and half will also work)
- o salt and pepper to taste
- o Optional toppings:
- o Bacon, cooked and crumbled
- o 1½ cups cheddar cheese
- o green onions

Instructions

1. Add potatoes, diced onions and chicken broth to your slow cooker. Cook on low 4-6 hours or high 3-4 until potatoes are tender.
2. About 30 minutes before it is done, in a medium saucepan, melt the butter. Whisk in flour and cook until bubbly. Slowly add heavy cream, sour cream. The mixture should be thick. Add this to the soup and stir. Continue to cook in slow cooker for 20-30 minutes.
3. Serve with toppings, or you can also stir them all into the soup. Enjoy!

Recipe by The Recipe Critic at <https://therecipecritic.com/2015/01/slow-cooker-loaded-baked-potato-soup/>



*United Way funding supports Gil
Recreation and Leisure programs.*



United Way
Guelph Wellington
Dufferin

STATE OF HEALTH ADDRESS

Waterloo Wellington Local Health Integration Network (WWLHIN)

On September 29th, the WWLHIN held their first State of Health address to share successes and future goals for health provision to residents across Waterloo Wellington.

Bruce Lauckner, CEO, began the address by sharing the new vision of the WWLHIN: “Healthy People, Thriving Communities, Bright Futures”. He then highlighted the following 2016-17 data with the attendees:

- WHO WE ARE: \$1.1 billion invested annually in local health services to improve the health and wellbeing of almost 800,000 residents
- FASTER ACCESS: lowest emergency department wait time in Ontario for patients with complex needs and 51,921 Here 24/7 calls answered for residents seeking mental health & addictions services
- MORE EQUITABLE: tripled the amount of funding for Indigenous health and wellness programs to \$300,000
- MORE CARE: 181 more family doctors and specialists have settled in our community since 2010
- HIGHER QUALITY: #1 for high quality stroke care in Ontario

Learn more in the 2016-17 Community Report found at:

https://issuu.com/waterloowellingtonlhin/docs/rpt_20170707_cr_final_en_issuu

THE SEED POD – FRESH FOOD DISTRIBUTION HUB

Through a collaborative and partnership-based model, The SEED POD will increase access to fresh, high quality fruits and vegetables among food insecure individuals and families in Guelph. Produce will be acquired through wholesale purchasing, large scale donations, and gleaning of farmers’ fields. Produce will be distributed to the community through our six partner community food organizations. The SEED has partnered exclusively with organizations that do not have invasive intake procedures and have a focus on providing their clients and guests with healthy food. For more information please visit their website:

<http://theseedguelph.ca/>

GUELPH MERCURY: LETTER TO THE EDITOR

Letter to the Editor, September 21, 2017

The city of Guelph redesigned its bus system on Sept. 3, 2017. I first noticed this when the bus stop behind my building and three others beside it, disappeared.

The closest stop is now up a steep grade and down the road. This will be a real problem for the seniors who do not walk well but not even possible in the winter.

This got me looking at the changes and it is clear that making it easier for people who, for whatever reason, do not have a car was not part of the planning. The bus no longer goes into the WERC. The stop is now on Imperial Road, hundreds of meters away and in a high traffic area. Again walking to this stop is problematic today and simply not possible in winter for many people.

The bus no longer goes even close to the Grange Street seniors housing complex. The closest stop is on Elizabeth Street down a very steep hill, and then a long walk to the stop. These seniors have been effectively imprisoned in their home in the winter. The west, north and east ends of the city have had their coverage deduced.

All areas of the old parts of the city have suffered including the old university area. From Water Street to College Avenue and Gordon Street, to Edinburgh Road there is no service at all. City institutions such as the museum at John McCrea house have been abandoned as well as many city schools. All routes now run on major arterial roads to the end of the line, make a quick circle and then back.

The second phase of this plan will see traffic snarled



all over the city. Multiple bus stops are being added to our main streets: Edinburgh Road, Speedvale Avenue, Woodlawn Road, Imperial Road and Wellington Street. Where stops used to be on side streets, they are now on the main roads.

Stops have been added in the middle of Wellington by the river. The traffic, heavy here at most times of day will now be regularly stopped for passenger pickup. The passengers will come from the areas that have no service any longer.

I have tried to contact the mayor and the manager of operations for the Transit system with no luck. Only Christine Billings was nice enough to follow up on my call to her.

I am very upset with these changes that really ignore the daily needs of the people who must rely on the bus to get around; the people who do not have a car and/or cannot drive. The seniors, the disabled, people living on fixed incomes, the working poor and students of high schools. Clearly they were not asked where they need to go and where they start from.

Although 20-minute service is nice, if you have no other transportation then 30 minutes is better than nothing. I suspect that these changes were to

Continued on page 10

HIGHLIGHTS FROM THE GUELPH TRANSITIONS COMMITTEE:

A KidsAbility Youth Advisory Council (KAYAC) is being started in Kitchener/Waterloo; an information meeting was held on October 23. A similar council will be considered for Guelph/Wellington youth in the spring of 2018.

Travel Training program through City of Guelph Accessibility Services provides people with a disability the opportunity to learn how to use the conventional bus system by matching them with a trained volunteer. The volunteer travels with the participant to learn a route and once mastered, the participant can choose another destination and receive support travelling that route as well. At this time there is no cost for the program. Please contact the Travel Training Coordinator at 519-822-1260 ext 3426 or TTY 519-826-9771.

The committee is also starting work on a Transitions Resource Guide for young adults in Guelph-Wellington. This resource will be modelled after one created for Waterloo Region. The Waterloo booklet can be found at: <https://www.kidsability.ca/uploads/Services/WaterlooRegionTransitionResourceGuide2017Rev.pdf>

“My mission in life is not merely to survive, but to thrive; and to do so with some passion, some compassion, some humor, and some style.”

-- Maya Angelou

Continued from page 10: “Guelph Mercury”

accommodate an arbitrary timetable and any route/stop with less than a certain number of riders a day was canceled. This should not be a consideration.

We build bike lanes in areas of the city where maybe two or three people ride a bike. Most of these bike riders have a car at home. Bus riders have no car at home. This is their only option.

It should not matter how many people ride but that people need a way to get around and they need it close as not everybody is young and fit. These

changes need to be massively redone in order to provide transportation to the people in our city who need it the most.

Thanks,
Eleanor Ross
(Concerned citizen and GIL Board member)

NOTE: Transit has re-added the Community Bus to pass by Grange once an hour between 9:30 to 4:30 pm, six days a week.

TIME TO DIAGNOSE INFECTIONS REDUCED WITH PURCHASE OF NEW EQUIPMENT AT GUELPH GENERAL HOSPITAL

The hospital's newest piece of diagnostic equipment is about the size and shape of a refrigerator, costs almost \$250,000 and, if it does what it promises, will save lives.

Guelph General Hospital's new MALDI-TOF mass spectrometer began service on October 4, promising to dramatically reduce the time it takes for the institution's Microbiology Lab to identify infecting organisms.

Previously, if a patient at the hospital was suspected of having an infection, a bacterial sample would be taken to the lab, grown over as many as three days and then viewed under a microscope for identification.

The MALDI-TOF (Matrix-assisted laser desorption ionization – time of flight) uses a laser to blast a sample into millions of pieces and then compares the remaining proteins against a database to make an identification of the infecting organism in the span of just 50 minutes.

Dr. Jennifer Caspers, GGH's chief of staff, said the device will allow the hospital to more accurately gather information about a patient's status and then treat them more effectively.

By identifying infecting organisms quickly and more accurately, Caspers said the device will cut down on antibiotic overuse.

"You're putting the patient at risk by possibly putting them on a drug regimen that is not appropriate. What this does is narrow that window down from three days to 50 minutes and we are able to say we know what the appropriate antibiotic is and that is going to hopefully get the patient better faster," said Caspers.

Not only does the device more quickly and accurately identify infecting organisms, the cost per analysis is less costly than current methods, not counting the initial cost of the machine.

That almost \$250,000 initial cost for the device was covered entirely by donations from the Foundation of Guelph General Hospital's Circle of Life program, a collective philanthropy program consisting of members who commit at least \$1,500 annually and then vote to fund one high-priority project each year.

Suzanne Bone, CEO of Foundation of Guelph General Hospital, said she believes Circle of Life members voted for the MALDI-TOF because of how innovative the device is and the immediate impact it will have on the quality of patient care.

"Patients will be able to go home sooner and (the hospital) would be able to care for additional patients," said Bone.

John Tarbush, laboratory supervisor at GGH, said in the past the Microbiology Lab has had to send some problem samples away for analysis – a process that can take up to a week.

"Any time you can give the clinician the organism identification early, you're going to save lives, you're going to save money and there's going to be less morbidity with the patient," said Tarbush.

For more information, see the full article at:

<https://www.guelphtoday.com/local-news/time-to-diagnose-infections-dramatically-reduced-with-recent-purchase-of-new-hospital-equipment-3-photos-733461>

‘MAKING MYSELF, AT HOME’ SURVEY:

This project involved surveying individuals from across Ontario who receive supports from community support service agencies like Guelph Independent Living. Jamie Robertson is a PhD candidate at the University of Toronto interning with the Ontario Community Support Association (OCSA). The goals of Jamie’s research is to better understand how home and community support agencies can and do support clients’ autonomy, and to generate information that can be used to better communicate the contribution of these supports to clients’ autonomy.

Thank you to the GIL clients who agreed to participate in this survey; we look forward to sharing the results once published and using any recommendations to improve the agency’s service delivery.

IMPROVE YOUR MOOD WITH ‘3 GOOD THINGS’

Dr. Bryan Sexton shared how to improve sleep quality and mood using this simple, proven tool: before going to sleep each night, say or write down 3 things which went well in your day, and your role in them. Science shows we are hardwired to remember the negative things in life; our genetic make-up uses this mechanism to keep us safe. For example, even people with dementia will remember what sound a rattle snake makes and know it represents danger. We will survive but not thrive.

Through the use of sleep, we can use the ‘3 Good Things’ task to retrain our brains to remember the good things in our lives. Within two hours of going to sleep each night, simply say or write down three things that went well that day. This task preloads the prefrontal cortex of our brains with positive patterns which our brain then feeds off of during our REM sleep.

For maximum benefit to improved sleep quality and mood, we must do this for at least two weeks. Forming this habit will allow us to begin to notice the good things throughout the day and create a more positive outlook on life.

What do you have to lose?

Further details are available at: https://www.youtube.com/watch?v=hZ4aT_RVHCs



Merry Christmas!

Join us to celebrate the
Holiday Season
with a Turkey Dinner!

DATE: Tuesday December 12

TIME: 1:00-4:00pm

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!

Please RSVP to Kathleen by
December 1 at
519-836-1812 ext. 220