

New Directions

FALL 2018

GUELPH
Independent **LIVING**

Quarterly Agency Newsletter

www.guelphindependentliving.org



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Please join us on
Thursday December 13 for the
GIL Christmas Turkey Luncheon
12-3pm at the Elliott Community.



December 3
Guelph Independent
Living celebrates the
determined spirits of its
clients on
**International Day of
Persons with Disabilities.**

FROM THE EXECUTIVE DIRECTOR'S DESK ...

The GIL Administrative team is busy with ongoing scheduling and recruitment challenges, preparation work for the 2019-2022 Multi-Sectoral Accountability Agreement (M-SAA), filling vacancies within the Assisted Living and Outreach programs, and regular day-to-day tasks.

In regards to staff recruitment: across the province, all community agencies like GIL are experiencing extreme difficulty in hiring employees to provide client care. This is definitely true in Guelph where GIL continues ongoing efforts to recruit fantastic attendants to provide our clients with high quality care. As an agency, we understand that our clients value continuity of care which enables them to remain at home, maintain their independence, health and wellbeing.

The Waterloo Wellington Local Health Integration Network (WWLHIN) has rolled out two (2) initiatives this year. First, governors and leaders from across the health system are gathering to talk about preventing workplace violence. Challenging everyone to do better to protect and support employees. On November 27, a second session is being held to discuss strategies to improve mental health and wellness in the workplace. Guest speakers for this event include the Chair of WSIB and leaders from Health & Safety Associations.

Secondly, an Interpretation service for local residents was launched to support individuals whose primary language is not English. Funding for this initiative is being provided by the WWLHIN and services will be arranged through the KW Multicultural Centre in partnership with Immigrant Services Guelph Wellington and Access Alliance Language Services. Interpretation services will be available at no cost when residents go to their family physician, or when they

access mental health or community support services anywhere in Waterloo Wellington, including Guelph. Health care providers will have fast, easy access to interpreters who can provide interpretation services either in-person or over the phone. In-person interpretation will be available in approximately 50 languages. Interpretation over the phone will be available in approximately 140 languages.

This fall I attended two conferences which support our agency's work, specifically:

- Ontario Non-Profit Housing Association's (ONPHA) conference which was themed "Let's Grow Together!" Housing providers across Ontario gathered in Toronto to learn about opportunities within the new National Housing Strategy and to explore how we can build on our past experiences to prepare for the future of community housing.

- And, Ontario Association for Independent Living Service Providers (OAILSP) where presenters shared information on LHIN Sub-Regional planning within Waterloo Wellington and across Ontario, the Hospital Labour Dispute Arbitration Act (HLDA), best practice leadership strategies, updates on the client assessment tool specific to our unique client population and information from two Ministry of Health employees. This conference is always a great opportunity to connect with other leaders across the province providing Independent Living services like GIL.

Finally, the Ministry of Health has instructed the LHINs to develop new three (3) year funding agreements for all community support service agencies. Within this new agreement, GIL's service delivery targets and funding levels will remain constant through 2022 meaning our management team continues to

look at creative ways to minimize any impact to client services. Planning data reveals that GIL presently provides services to over 560 clients ranging in age from 20-94; demonstrating how our services assist clients to maintain their independence while living in the home of their choice for as long as possible.

As the weather starts to turn colder and snow flurries start, our thoughts turn to the upcoming holiday season. We hope to see you at the GIL Christmas party scheduled for December 13; please see details on page 15 .

Janet

GIL BOARD MEETING HIGHLIGHTS

The GIL Board of Directors held the first meeting of 2018-2019 on September 25, 2018; highlights include:

- Approval to award 2018-2021 Property Management contract to Precision Property Management (current company);
- Updates to Boiler and Water Storage Tank replacement project and hallway lighting quotes;
- Approval of Health and Housing financial statements through August 2018;
- Approval to transfer the Housing Reserve funds from PH&N to Encasa WFM; and,
- Executive Director's report with updates on the Administration team, summer student accomplishments including the 'I am GIL' video, information for the 2019-2022 MSA process, and rollout of a Cluster Care model.

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

"We, the ones who are challenged, need to be heard. To be seen not as a disability but as a person who has and will continue to bloom. To be seen not only as a handicap, but as a well intact human being."

~Robert M. Hensel



SENIORS PROGRAM CELEBRATES 10 YEARS!

In 2008, Guelph Independent Living received funding through the Ministry of Health's Aging at Home initiative. The funding was used to expand GIL's programs with the opening of our Seniors Assisted Living at 85 Neeve and Seniors Supported Living at 130 Grange and 229 Dublin. Currently this program provides a range of services to approximately 150 clients aged 55 and older.

Eligible clients at 85 Neeve can access assistance from GIL's Seniors Support Workers (SSW) 24 hours per day, including help with personal care, medication assistance, laundry, meal preparation and housekeeping. Whereas any tenant living at Grange or Dublin may receive support during the hours of 8:30 am to 4:30 pm Monday to Friday from an onsite

SSW. This worker offers assistance with community referrals, doctor appointments, social interaction and group activities as well as minimal help with laundry and housekeeping.

GIL originally expanded its client population base to include seniors in 2006 when the Home Help Program began. Home Help is a brokered model matching eligible applicants with homemakers to assist with routine household activities to improve quality of life. Currently there are 60 homemakers who provide homemaking, laundry, meal preparation and grocery shopping assistance to about 355 clients within the city of Guelph.



CELEBRATING LIVING WAGE WEEK

November 5-12, is identified as Living Wage Week in Canada and GIL is proud to be a Living Wage Employer. Each year Living Wage Canada conducts an in-depth assessment of communities across the county to determine the minimum wage an individual needs to earn to provide a basic level of economic security and keep them out of poverty.

The framework assumptions include: four-person household with two parents working full-time (35 hours/week) and two children (one in full-time daycare), rent, one vehicle, clothing, food and savings.

The 2018 Living Wage for Guelph is calculated to be \$16.90 per hour up from \$16.50 in 2016.

GIL supports this initiative; advocating for families to earn a sufficient income to provide for the basic necessities of life, so they can participate as active citizens in society.



For more information please visit: <http://www.livingwagecanada.ca/>

CONFLICT OF INTEREST POLICY

Guelph Independent Living is required to have a Conflict of Interest policy through its funding agreements with the WWLHIN and County of Wellington. All employees are required to sign a Conflict of Interest Declaration upon hire and Board members sign one annually.

The policy assures our funders, clients and the public that employees and the Board of Directors are not using their position or status to benefit themselves, their families or friends. Conflicts of Interest may also arise when it appears GIL is offering preferential treatment or using a position of power.

Examples of conflicts include but are not limited to:

1. Shopping for clients outside of GIL scheduled and paid hours.
2. Having coffee or lunch with a client on an employee's own time.

3. Providing service to a family member.
4. Selling products or fundraising items unless the proceeds are for GIL.
5. Referring family or friends for hire (i.e. roofing services, snow removal).
6. Lending or borrowing money.
7. Accepting bequests from clients.
8. Driving clients in theirs or an employee's own vehicle.
9. Being friends on social media.

Breaches of the policy may put GIL's funding in jeopardy. If you have questions about the policy or a potential conflict of interest, please contact your Program Coordinator.

DISCOUNTED GUELPH STORM TICKETS

GIL is selling discounted tickets for the following games of the 2018-2019 Guelph Storm season:

Friday December 28 vs Hamilton Bulldogs, 7:30pm

Sunday January 13 vs Ottawa 67's, 2:00pm

Wednesday March 13 vs London Knights, 7:00pm

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

Cash sales only. Accessible seating tickets available.

Tickets should be purchased 2 weeks prior to game to ensure availability.

Contact Rowena in the Guelph Independent Living Administration Office to purchase tickets (519) 836-1812, ext. 249.



MIN'S RETIREMENT FROM GIL

"Thank you to everyone who came to celebrate my Retirement and 30-year anniversary with Guelph Independent Living on Wednesday September 12. I was overwhelmed and honoured by all the well wishes, gifts and kind words." -Min



UNITED WAY FUNDRAISING CAMPAIGN



We are excited to announce GIL has raised \$1,670 to-date for our 2018 United Way fundraising campaign. Locally, the United Way Guelph Wellington Dufferin set a goal of raising \$3.6 million.

We kicked off our campaign with the OktoberFest BBQ and Bake Sale. Many thanks to all in attendance who enjoyed a delicious meal and purchased some home baked goodies just in time for Thanksgiving. We raised over \$800 at this event.

Our annual Employee Raffle raised \$635 and ongoing payroll deductions another \$220. Funding from the United Way supports our Recreation and Inclusion program.



United Way
Guelph Wellington
Dufferin

“SEASONAL SURGE” HEALTH PLANNING FOR THE WINTER SEASON

“Seasonal Surge” refers to the anticipated increase in patient volumes and health care needs that typically occur during the winter months in hospitals and other health care environments. The “Surge” occurs due to numerous factors including: outbreaks of seasonal illness (influenza and gastro-related), winter-related trauma and illness, infectious outbreaks at Long-Term Care homes causing hospital bed-blockage, and reduced access to health care service during holiday periods.

These impacts are felt most acutely in emergency departments (ED) and hospital beds which become over-capacity, leading to a number of risks including increased ED wait times, hospital bed-blockage, elective surgery cancelation and staff burnout across the health system.

Since 2015 Waterloo Wellington Local Health Integration Network (WWLHIN) has worked with its Health Service partners to develop a consistent process to manage patient needs during the surge that maintains quality of care and patient experience. The WWLHIN’s Surge Plan is currently being

developed with the goal of maintaining high quality of care and patient access to services in hospital, community health services and long-term care. While the plan focuses on seasonal periods when surges are typically observed, it will also include preparation for any time of sudden increased need.

Guelph Independent Living is working with the WWLHIN and other Health Providers in the plan development. Specifically, GIL’s internal objectives and actions include:

- Returning clients to their home and GIL services as soon as possible;
- Participating in ongoing PSW Escalation calls and accepting clients as staffing is available to assist with patient flow;
- Reminding clients and employees about the importance of flu shots (see article on Page 11; and
- Ensuring all employees are fit tested for respiratory masks in case of a pandemic outbreak.



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CLIENT MEMORIALS

Lynda Montesanti was a client of the Guelph Independent Living (GIL) Outreach program on and off for almost 25 years; she passed away on August 16, 2018 at the age of 67.

Lynda was a beautiful and graceful woman. By routinely attending her Saturday hair appointment and always ensuring the attendants assisted with her makeup daily; Lynda was always ready for a visitor. Her courage was an inspiration to all who knew her. She fought a long and victorious battle with MS and, to the end, lived on her own terms.

Thank you to Lynda for sharing her strength and courage with all of us.



Elaine McGibbon was an Outreach client at GIL for just over a year; she passed away on November 7, 2018 at the age of 71.

Elaine grew up on a farm and her faith was an important part of her life. Her large extended family will miss her dearly.

GIL attendants were honoured to assist Elaine in living independently at home for the last year of her life. We only hope this assistance provided her with the comfort and support the agency prides itself on.



FIGHTING THE FLU

The flu (influenza) is a contagious virus that anyone can get.

There are things you can do to avoid catching it, or spreading it to others:

- The flu shot is your best defense and is recommended for everyone 6 months old and older;
- It is safe, free and available from your doctor or nurse practitioner, at participating pharmacies and local public health units across the province;
- Proven to reduce the number of doctor visits, hospitalizations and deaths related to the flu;
- Different each year because the virus changes frequently – so you need to get it every fall.

Flu season typically runs from late fall to early spring. Be sure to get your shot as soon as it is available because it takes two weeks to take effect.

Other tips:

- Wash your hands often or use a hand sanitizer (gel or wipes) with at least 60% alcohol;
- Cover your mouth when you cough or sneeze;
- Don't touch your face, the flu virus spreads when people cough, sneeze or talk and droplets enter your body through your eyes, nose or mouth; and,
- Stay at home when you're sick.

Clean (and disinfect) surfaces and shared items, viruses can live for up to 48 hours on hard surfaces like countertops, door handles, computer keyboards and phones

For information on where to go for a flu shot, check out this link: <https://www.wdgpUBLICHEALTH.ca/clinics-classes/flu-clinics>

COMMITMENT TO EFFECTIVE

Wellington Waterloo Local Health Integration Network's (WWLHIN) Annual Business Plan includes the goal of physical and psychological safety for the workplaces of all Health Service Providers.

The WWLHIN recognizes Health Care Organizations have limited funds for their operations, and every dollar spent on potentially avoidable costs is a dollar taken directly away from client care. Highly effective Health and Safety programs minimize these avoidable costs, improve the health and wellness of employees and organizations as well as make more funds available for client care.

It is vital that everyone, including employees and clients, work together to ensure a safe workplace. For GIL employees, client homes are part of their workplace.

GIL recently had a Health & Safety audit completed by an external specialist; the audit identified areas where additional work is required. The following articles are reminders about existing practices plus a new policy being developed to keep our employees safe and at work.



Job Observation

A new addition to GIL's Health and Safety program based on the recent audit is job observations of employees. Currently Joint Health and Safety Committee (JHSC) members inspect the workplace on a monthly basis identifying health and safety hazards; however, this does not include employees doing their jobs in client homes. Beginning in January 2019, Program Coordinators will be conducting monthly job observations. Each month, the three (3) Coordinators will complete one (1) job observation each. These observations will take place while the employee is at a booking, taking approximately 5-10 minutes. Additionally, neither the employee nor client will be notified in advance of the observation visit to ensure an accurate representation of performance.

Areas of observations include transfers, body mechanics, handwashing hygiene, use of personal protective equipment (i.e. gloves), and general safety observations. The Program Coordinator will not interrupt service delivery.

What does this mean for you?

Starting in January 2019, you might experience a surprise job observation visit during one of your bookings where the Program Coordinator will be observing the employee only.

GIL appreciates your ongoing support to keep everyone safe while at work. If you have any concerns or further questions about this, please contact your Program Coordinator.

HEALTH AND SAFETY

Needle And Sharps Injury Prevention

Guelph Independent Living has an established Needlestick/Sharps Injury Prevention and Treatment Policy to help keep all employees safe. The policy outlines the safe handling and disposal of sharp objects to reduce the risk of injury. A sharp is any object with the potential to cut or penetrate human skin, i.e. lancets, insulin pens, needles, broken glass, scissors, knives, razor blades, pins and staples.

It is crucial for employees and clients to work together to reduce sharp related injuries/illnesses. The following are strategies to prevent a sharps injury:

- Use equipment and supplies with safety-engineered features;
- Alert employees to sharp objects when their assistance is required;
- Participate in sharps training with a health care professional;
- Properly dispose of all sharp objects and practice good housekeeping;
- Use a specific sharps container with a secure,

non-removable lid or another rigid, puncture-resistant container;

- Seal and properly dispose of containers when three-quarters full; replace with another container immediately; and,
- Contact the Program Coordinator if you require assistance with blood testing or injection so procedures can be developed and employees trained.

In recent months, GIL employees have experienced several sharps related injuries which could have been prevented.

GIL is committed to minimizing all injuries and illnesses to ensure the safety of our employees. The agency will continue to track and investigate all injuries to determine root cause and implement any necessary measures with the goal to minimize or eliminate work related injuries/illnesses.

If you have any questions or concerns, please contact your Program Coordinator.

Supplies Reminder

According to the Service Agreement signed between all clients and GIL; clients are responsible to provide at their own expense, equipment and supplies reasonably necessary for their care. These supplies include Nitrate Gloves for personal care use (can purchase at cost through GIL for \$18 per box of 300), hand soap and paper towels.

Additionally, if clients receive assistance with housekeeping tasks, the agency's Health and Safety policies require that all cleaning supplies be stored in the original container with an intact label. The label allows employees to know the contents, any potential hazards and if gloves are required.

“Thank you for helping GIL to ensure the safety of our employees.”

ADMINISTRATION OFFICE UPDATES



GIL would like to announce a couple updates to the Administration team:

We are pleased to welcome Dagmar Norlock (above) as the new Scheduler. Dagmar has a passion for working with

people and the community. Her previous experience in the service industry left her knowledgeable in scheduling as she was responsible for scheduling over 100 employees at multiple locations. Dagmar and her husband have a 19 year old daughter who is currently in University. Dagmar loves going for walks, watching the Toronto Blue Jays, and eating

nachos! We look forward to working with Dagmar and also want to thank Paulina Kostecki for covering scheduling in the interim.

Additionally, in our Summer 2018 newsletter we announced the reorganization and redistribution of Communication and Privacy tasks. Amanda Dale, Manager Human Resources has been assigned as our Privacy Officer. Her responsibilities are to oversee the privacy policies within GIL, complete yearly privacy audits and be a resource as privacy legislation evolves. If you have any questions or concerns related to privacy please contact Amanda at 519-836-1812- ext. 241.

AGENCY STAFF MEETING - WOMEN'S HEALTH



On Wednesday October 24, GIL welcomed Naturopathic practitioners from Robin's Nest Family

Care to our fall Agency meeting to speak on women's health with a focus on menopause and an individualized approach. The topic was suggested by an employee who recognized GIL's primarily female workforce will all experience this natural life change at some point.

Women nearing menopause experience a variety of normal physical and emotional symptoms caused by hormonal imbalances. The onset occurs in the mid to late 40s with symptoms lasting approximately 10 years. Some of the most common symptoms include irregular periods, hot flashes, mood swings, sleep disturbance, fatigue and forgetfulness.

Robin's Nest practitioners shared lifestyle strategies to combat hot flashes including wearing layers with clothes made of natural fibers like cotton and using light-weight bedding. They also recommended avoiding common food triggers like coffee/hot drinks, wine, spicy foods, chocolate and artificial sweeteners.

Strategies to help manage other normal menopausal symptoms were to exercise, drink lots of water, get plenty of sleep and eat a well-balanced diet including fiber, protein, fruits and vegetables to maintain consistent blood sugar and estrogen levels. Examples of protein food sources are nuts, hardboiled eggs, pumpkin seeds or flaxseed, and soy.

Dealing with menopausal symptoms requires an individualized approach; communicate with registered health care providers such as your family doctor, Naturopath or Osteopath to explore options and understand what will work best for you.

SUPERPOWERED SLEEP

Sleep is a superpower! As one of the cornerstones of good health, sleep has been proven to reduce the risk of many chronic diseases, improve memory and mood, reduce stress levels, increase cognitive function, aid in weight loss, and of course restore the body and brain. But for many people sleep is a challenge. According to a recent Canadian Community Health Survey, over a third of Canadians are having some form of sleep issues. If you are someone struggling to consistently to get a good restful sleep, there are some naturopathic and lifestyle approaches that can help you get the sleep you need to perform and feel your best.

4 Tips to Optimize Your Sleep

Rock Your Routine – Getting up and going to bed at the same time every night, even on weekends, is an important aspect of maintaining a healthy circadian rhythm. Circadian rhythm is your body’s internal sleep clock, it is controlled by melatonin production produced in the pineal gland. This important cycle is influenced by light, temperature and routine. Maintaining a consistent bedtime is the best way to support your body’s natural sleep cycle.

Keep it Dark, Cool & Quiet – To get your best chance of a good night’s rest think of your bedroom as a cave, it should be dark, cool and quiet. A quiet, comfortable, clutter free bedroom sets the stage for a good night’s sleep. Research shows that sleeping at cooler temperatures between 16-19°C with adequate blankets is optimal for sleep. Use a hot water bottle, wear socks, or use layers of blankets to make the cooler temperature work for you.

Light in the bedroom from electronics or windows significantly reduces your body’s production of melatonin, the self released sleep hormone. Any

light at all disrupts melatonin’s production, be it moonlight, or light emitted from a phone or alarm clock. To optimize your sleep and support your body’s natural production of melatonin, turn off or cover your electronics, wear an eye mask, or use blackout curtains. Your body and brain will thank you.

Technology Bedtime – The blue light emitted from electronic devices such as TVs, computers, phones and tablets profoundly affect circadian rhythm as it interferes with the production of melatonin. Ideally, it would be best to turn off electronics two hours prior to bed to ensure melatonin production is minimally affected. If this routine is not something that can be consistently incorporated into your life, there are a few solutions including blue light blocking glasses or free flux software which help to reduce the blue light emitted from your electronic devices.

Supplements, Vitamins, Minerals and Herbs – If a good night’s sleep is still evading you, and you are ready to unleash the superpower of a great night’s sleep, talk to your doctor about what natural sleep aids may be beneficial in helping you reach your highest sleep potential.

Author, Dr. Robin Urekar, is a Naturopathic Doctor who is passionate about helping you achieve your optimal health. She has a general family practice at Robin’s Nest Family Care, with a special interest in women’s health.

Robin



Robin's Nest
FAMILY CARE

519-780-0606 or 519-265-4005

WE'RE TALKING ABOUT CANNABIS

On October 17, the recreational use of Cannabis became legal in Canada. For GIL clients who require assistance with smoking and/or medications, the agency has updated its policies and procedures as follows:

For Recreational use, employees are permitted to assist clients in lighting a cannabis joint or bong as the last activity for the booking. Employees are then required to leave the client's home immediately after lighting the cannabis and they may only assist clients who are over the legal age of 19.

For Medical use, GIL will provide support to clients with the administration of medically prescribed product(s) within the legal parameters of Health Canada and as prescribed by a Regulated Health Care Professional (RHCP). Detailed procedure added to the Medication Policy:

1. Clients will contact their Program Coordinator to update the necessary forms (i.e., Authorization for Medication Assistance and Weekly Medication Communication Log).
2. Clients will provide a prescription from their RHCP that indicates the dosage of cannabis in

grams, the route and form of administration.

3. Employees will follow procedures outlined in the Medication policy.
4. If the medicinal cannabis is to be smoked, the client will arrange for a place outside if required by their landlord or will smoke at the end of the booking when the GIL employee has left.
5. Clients will arrange for their own prescription delivery.
6. Employees will not assist clients to obtain their supply of cannabis by illegal means nor assist in the production of medicinal cannabis.

Wellington-Dufferin-Guelph Public Health (WDGPH) has announced the launch of its cannabis information campaign. This evidence-based campaign is designed to help prevent and reduce problematic cannabis use by increasing awareness about its health effects and providing education about lower-risk cannabis use so that people can make informed decisions. Details can be found on their website at: <https://wdgpublichealth.ca/cannabis-and-your-health>

HOLIDAY OFFICE HOURS

Please note the GIL Administration Office will be closed:

**Monday, December 24 at noon through Wednesday December 26,
Monday, December 31 at noon and Tuesday, January 1**



Merry Christmas!

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

DATE: Thursday December 13

TIME: 12:00-3:00pm

Lunch will be served at 12:30pm

LOCATION: 170 Metcalfe St.
The Elliott Community Room

COST: \$5 for GIL clients;
\$15 for guests

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

Please RSVP to Kathleen by November 28
519-836-1812 ext. 220

NEW CT SCANNER AT GUELPH GENERAL

On Monday October 29, Dr. Simar Patel, Chief of Diagnostic Imaging for the hospital, unveiled its shiny new CT scanner.

The equipment has technological advancements that will result in even better patient care including sharper images to more accurately diagnose and monitor disease as well as lower doses of radiation; particularly important when treating children. Other benefits include increased efficiency and cost savings.

Used to help with a wide variety of diagnosis and care with the sickest of patients, it is a critical piece



of hospital equipment. Diagnoses include broken bones, cancer, stroke and other vascular diseases.

The previous CT scanner was 13 years old and performed over 30,000 scans. It was experiencing frequent breakdowns and repairs, but will not be scrapped. After refurbishing, it will be sent to a developing country.

Funding was raised in a variety of ways, from private donations through fundraising events.

PATIENT DECLARATION OF VALUES

In the 2018 winter edition of GIL's New Direction newsletter, there was an article about the WWLHIN Patient and Family Advisory Committee (PFAC). The committee's aim is to assist in shaping local health programs, services and initiatives to make it easier for residents to be healthy and to get the care and support they need.

One of the goals set for the committee was to update the Patient Declaration of Values for Waterloo Wellington. In March 2018, the WWLHIN hosted a forum to gather input from patients and family members across the region on what they value most; 64 individuals from 20 organizations attended.

The PFAC then reviewed this input and developed an updated document based on identified themes. On September 25, 2018, the updated Patient Declaration of Values was presented to and endorsed by the WWLHIN Board.

On the following page is the new, updated Patient Declaration of Values from which the WWLHIN will work with health service providers to adopt or develop a comparable version by their own clients.

Please contact Janet Redman if you have any feedback on how GIL can incorporate these values in addition to our current mission statement.



WATERLOO WELLINGTON PATIENT DECLARATION OF VALUES

You can expect your health care to include:



PATIENT-CENTRED CARE

- That understands that you are a whole person,
- Treats you with compassion and respect, and
- Includes your family and support system in your care.



A PARTNERSHIP WITH YOUR CARE PROVIDER

- That shares responsibility and accountability with you,
- Provides care and support to achieve your health goals, and
- Considers all your health needs, connecting you to health and community services.



COMMUNICATION

- That allows you to be heard in a safe and caring environment,
- Provides clear health information that you can understand, and
- Shares open and transparent information with you and your care teams.



EQUITABLE CARE

- That puts your needs first regardless of your situation,
- Eliminates barriers to receiving timely and safe services, and
- Is free of prejudice, stigma and judgment.



CONTINUOUS IMPROVEMENT IN HEALTH CARE

- That provides you with access to the best quality of care,
- Increases access to new innovative technology and treatments, and
- Contributes to your confidence and trust in the health system.



UPDATES FROM WILLOW PLACE



Boiler Replacement Project

The work to replace the aging boilers and hot water storage tanks at Willow Place is complete. Local contractor, Wellington Plumbing and Heating, had the successful bid chosen in the tendering process. Beginning work in late September; only minimal disruptions to the water flow to the building were realized by tenants. Thank you for everyone's patience.

Now that the equipment is up and running, tenants can look forward to consistent hot water more quickly. Additionally, the building will realize energy and cost savings which can be reinvested into other capital projects identified in the Building Condition Assessment completed in 2016.

Property Management Contract

GIL is pleased to announce Precision Property Management Inc was again awarded the contract to manage Willow Place through October 31, 2021. Tara Miller will continue in her role as Property Coordinator.

“I AM GIL” VIDEO UPDATE

Guelph Independent Living (GIL) launched its training and promotional video “I am GIL” at the end of August. The launch involved posting to our website, social media and distribution to community partners, employees and local media. The video was even profiled in the WWLHIN newsletter circulated to all of their employees and Board members.

As GIL's Executive Director, I had the opportunity to show the video to the County of Wellington Housing Services and the Guelph Transitions committee this fall. Positive feedback was received; with comments such as ‘it is interesting how the clients describe independence, it means something different to each one of them’ and ‘I understand your programs much better now’.

If you haven't yet had a chance to watch the video, you can find it at <http://guelphindependentliving.org/>

Thank you again to our summer student, Alexa Matteis, for her creativity in producing the video and to all of the clients who volunteered to share their stories and kind words about our agency.



ATTENDANT SERVICE DAY

As part of Community Support Month, October 26 was a day to show gratitude for all the vital and important work our employees provide as Attendants in client homes and in the community. GIL's Management team delivered goodie bags filled with K-cups to all of our Attendant Service Workers to personally thank them for the quality care provided, every day, to our clients.



Halloween fun at Willow Place

Impact of Home Care & Community Support Services
2017-2018

OCSA
Ontario Community Support Association

<p>INDIVIDUALS SERVED BY HOME CARE: 730,000</p> 	<p>PERSONAL SUPPORT AND HOMEMAKING HOURS DELIVERED: 36.5 MILLION</p> 	<p>MEALS DELIVERED BY MEALS ON WHEELS: 3,145,449</p> 
<p>INDIVIDUALS SERVED BY CSS: 1,060,025</p> 	<p>INDIVIDUALS SERVED BY HOSPICE: 23,982</p> 	<p>CSS EMPLOYEES: 21,375</p>
<p>NURSING VISITS: 9.6 MILLION</p> 	<p>CLIENTS SERVED IN DAY PROGRAMS: 49,708</p> 	<p>HOURS OF VOLUNTEER SERVICE DONATED: 3,114,929</p> 
<p>RIDES PROVIDED BY TRANSPORTATION SERVICES: 1,910,425</p> 	<p>INDIVIDUALS PROVIDED WITH ASSISTED LIVING SERVICES: 25,647</p> 	<p>ESTIMATED VALUE OF VOLUNTEER SERVICES: \$78 MILLION</p>

Sources: CSS OHRs Comparative Report YE 2017-2018 / KPMG Bill 148 Analysis 2017

