

New Directions

Winter 2018

GUELPH
Independent LIVING

Quarterly Agency Newsletter

www.guelphindependentliving.org



Inside:

- Executive Director's Message & Board Highlights (pg 2-3)
- Dublin & Grange Survey Results (pg 2)
- Client Memorial (pg 4)
- GIL Laundry Procedures (pg 4)
- Willow Crosswalk (pg 5)
- GIL Christmas Dinner (pg 6)
- Advocacy for Attendant Services (pg 7)
- Movie Review - WONDER (pg 8)
- New Funding Needed (pg 9)
- New Bedsheet to Prevent Bedsores (pg 10)
- WWLHIN Patient Advisory Committee (pg 11)
- 2018 Leisure Events (pg 12)

Mark it in Your Calendar!

Wednesday March 28

Hairspray the Musical

Hamilton Family Theatre, Cambridge

Friday May 18

KW Psychic Fair

Bingemans, Kitchener

Thursday June 21

GIL Annual General Meeting

Elliott Community Centre, Guelph

FROM THE EXECUTIVE DIRECTOR'S DESK

Welcome to 2018!!

Hoping your new GIL toque helped you stay warm if you had to go out in the frigid temperatures over Christmas and New Year's! I know I was glad to see the temperature warm up a bit!! Also hopeful that everyone had the opportunity to enjoy time with family and friends over the holidays. A great big 'thank-you' to all GIL employees who worked during the holiday season to ensure clients were assisted with their daily routines.

At GIL, we were fortunate to partake in a number of festive celebrations prior to Christmas:

- Agency/Client Christmas party at the Elliott on December 12th where everyone enjoyed a scrumptious turkey dinner served by the Admin 'elves' and tapped their toes along to a men's 'a cappella' choir!
- Employee party at the Italian Canadian Club on December 15th where we shared a delicious dinner and lots of dancing to wear it off;
- Board of Directors/Senior Leadership dinner at York Road Kitchen on December 19th; and,
- Potluck meals within the different program teams;

The agency has been hard at work with:

- Negotiations involving our unionized employees (OPSEU Local 203), working towards a new Collective Agreement;
- Training opportunities, including Mental Health First Aid, Indigenous Culture and Non-Violent Crisis Intervention, funded through the Ministry of Health's PSW Training fund;
- Implementing the new amendments to Ontario's Employment Standards Act introduced through Bill 148, the Fair Workplaces, Better Jobs Act, 2017. Changes which will significantly impact our budget including statutory holiday pay, Personal Emergency Leave days and scheduling changes. We remain hopeful the Ministry of Health will provide funding to address these additional costs for remainder of 2017-2018 and subsequent budgets (see Page 9 for advocacy details); and,
- Looking at efficiencies and upgrades at the Willow building; through an Energy Audit we hope to gather information for hallway lighting and hot water tank/boiler replacement.

And if Warton Willie is right, only 6 weeks until Spring!

Janet



85 Neeve clients and staff with their new GIL toques!

GIL BOARD MEETING HIGHLIGHTS

The GIL Board of Directors met on November 28, 2017 and January 16, 2018; highlights include:

- Approval of monthly financial statements for both Health and Housing portfolios;
- Approval of the following for Housing portfolio: company to complete Energy Audit at 238 Willow, 2018-19 DRAFT budget, 2018-2023 5-year Capital Plan, market rent increase of 1.8% effective April 1, 2018;
- Review of quotes to upgrade the hot water tanks & boilers and hallway lighting at 238 Willow (decisions deferred until Energy Audit is completed);
- Approval of RLB as the agency's auditing firm for the next 3 years;
- Selection of Board members for the Governance and Performance committees;
- Nomination and approval of a new Board member, Cindy Kinnon; and
- Executive Director's report which included updates on CSS-LHIN Collaboration and Homemaking agencies committees, cluster care model within LHIN contract, hiring challenges for front-line positions, Union negotiations, advocacy letter to Minister of Health and survey results from the Grange & Dublin programs.

DUBLIN & GRANGE SURVEY UPDATE

Guelph Independent Living (GIL) in partnership with the County of Wellington - Housing Services recently distributed a survey to tenants at both 229 Dublin and 130 Grange to evaluate GIL's Supported Living program which is provided in both buildings. We were pleased to receive a response from 50% of the tenants. Results demonstrated a high satisfaction rate for the support services provided by our Senior Support Workers, Bonnie and Kirsten. Everyone found both workers to be courteous, respectful and approachable.

The survey results also let GIL and Housing know that tenants like receiving information through the bulletin boards in the building and the monthly newsletter. Favourite social activities include arts & crafts, exercises, social events, cards/games and community guest speakers. GIL will forward the feedback results to both workers so they may continue to provide this valued service to any tenant requiring assistance within each building.

Many thanks to Bonnie and Kirsten for their dedication and hard work.

2018 ANNUAL GENERAL MEETING

 **SAVE THE DATE**

Thursday June 21 at the Elliott Community Centre

CLIENT MEMORIALS



Haley St. Peter was a client of the Guelph Independent Living (GIL) Outreach program for five years. She passed away in hospital on February 9, 2018 at the age of 53 after a brief illness.

Haley was known for her stubborn independence, sense of humour and bright hair colour! Although diagnosed with MS in her early 20's, she took opportunities to pursue a long career in hospitality and retail management, customer service and administration; including her work with the Canadian Mental Health Association. Thank you to Haley for sharing her love of life with all who knew her.

AGENCY LAUNDRY PROCEDURES

To protect the health and safety of clients, workers and fellow tenants, it is important that soiled laundry be handled appropriately. GIL's policy is based on best practices used in other health care settings and Public Health guidelines. Highlights of this policy include:

- Workers wearing Personal Protective Equipment such as gloves and gowns
- Flushing as much of the soiling as possible down the toilet
- Placing soiled linen/laundry in a single leak-proof bag to prevent contamination and ensure safe transport to laundry room
- Workers are not permitted to remove soiling by spraying, rinsing or soaking linens
- When possible, washing soiled linens immediately (clients should ensure they have laundry detergent and money on their laundry cards at all times)
- Washing only one client's laundry in each load
- Washing linens at a high temperature, with an appropriate amount of detergent, on a standard wash cycle (not a quick wash or eco cycle)
- Immediately transferring laundry from the washer to the dryer on high heat

Other recommendations include having Lysol wipes, Cavicide, vinegar or a similar product to disinfectant the machines after use and neutralize the smell. It may also be necessary to run the machines an extra time with soap or vinegar. Client is responsible for cleaners and extra wash cycle payments

If you have questions regarding your laundry procedures, please contact your program Coordinator for further discussion.

FALLS PREVENTION OVERVIEW – 2017/2018

Part of delivering quality support services is to identify risk to clients and provide recommendations and/or implement changes to improve/eliminate those risks. One of significant risk to clients is falls. GIL has been tracking incidents of client falls since April 2014 to identify causes and provide information and support to reduce the risks.

Unfortunately in 2017-2018, the agency saw a 25% increase in reported client falls. Specifically, falls were experienced across all programs, involving over 25 different individuals. GIL is concerned that almost half of these falls resulted in clients requiring medical attention; and five instances involved broken bones and/or hospitalization. The root causes were identified as unsuccessful independent/unsupervised transfers, inappropriate equipment use (seatbelt not used, brakes not on), loss of balance, tripping hazards and the outside environment.

GIL recognizes our clients' right to live with risk, but wants everyone to remain healthy and safe in their homes; so we remind clients to please:

- Contact Workers for assistance with transfers if possible or wait until a Worker is present;
- Use equipment as required or work with an Occupational Therapist when changes to equipment is identified;
- Remove all tripping hazards and clutter within your home;
- Always move in a forward direction to ensure good sightlines;
- Use a personal alarm device (e.g. Lifeline) so that help can be summoned quickly should an accident occur; and,
- Scan the environment when you are travelling out in the community.

GIL will continue to track incidents to determine if any additional strategies can be implemented to keep everyone safe!



CONSTRUCTION COMPLETED FOR WILLOW ROAD CROSSWALK

As a follow-up to the article in the summer newsletter, the construction of the new pedestrian crossing is now completed. The project includes a concrete platform near Willow Place to allow pedestrians to turn left and then cross to Applewood Crescent where the sidewalk entrance to Willow West mall is located.

We know the tenants of Willow Place will be pleased to see this new crosswalk open for use; it replaces the one further east on Willow which has been difficult to use safely; especially for area residents using wheelchairs and walkers.

Thank you to the City of Guelph for hearing and responding to resident concerns; and for working towards a more accessible community.



During Construction.



Completed crosswalk.

GIL CLIENT CHRISTMAS PARTY!

On December 12, GIL clients gathered to enjoy a turkey dinner served by GIL staff. There was live music, a penny table, photos by the tree and lots of laughter. Fun was had by all!



ADVOCACY FOR ATTENDANT SERVICES

For years everyone has heard about the aging population and the needs in the community to support the baby boomers. Guelph Independent Living is not unlike other service providers in the community or across the province; we are seeing an increase in applications for client services and the financial pinch of providing those services.

With the cost of everything going up (rent, utilities, wages, benefits, supplies) and only a 1% increase in funding over the past 8 years, we are quickly realizing that our health care system is in crisis and it won't be resolved any time soon.

We continue to take measures to maintain a balanced budget without affecting client services. GIL is in the business of ensuring that people can remain in the home of their choice. There are many benefits to caring for people in the community - , it is a more efficient use of taxpayers' dollars, while providing an increased sense of independence and quality of life. As a member of the wider health care system, we need to work together to manage the health care tsunami that has been predicted for so long.

Many of our GIL clients are now over 65 years of age; this is primarily due to clients aging at home. Some clients have been on services for 30+ years! This is

a true testament to the quality of service delivered every day by our attendant service and senior support workers. We have successfully supported high acuity individuals to live at home for decades with very little reliance on hospital-based services.

Clients admitted into hospital return home in a timely manner but may need higher service requirements. This fact creates an impact on our service dollars; increasing services by an hour or two per day has a significant financial impact on our GIL budget. We cannot predict the costs of bringing someone home from hospital but we cannot turn our backs on our clients.

Our organization will always come from a caring place and work to support clients in their home with our great employees and community partners. I know that our GIL team, from management to front-line, continues to provide the best service possible to the community we serve.

The Board of Directors and senior management continue to monitor the financial position of the organization and look for marketing, cost saving and/or fundraising ideas. Please remember GIL is a charitable organization and tax receipts are available to our donors.

Congratulations to Janet Redman on her appointment to the Board of Directors for the Ontario Association for Independent Living Service Providers (OAILSP).

The objectives of OAILSP are:

1. to provide assistance, expertise and resources on common issues to senior management of community support service agencies in Ontario;
2. to explore developments to advance independent living opportunities and experiences;
3. to advocate for persons with disabilities and the agencies that provide them service.



MOVIE REVIEW - WONDER

Over the holidays I had a chance to see the movie Wonder; chosen by one of my children who had seen it promoted during attendance to 'We Day' in Toronto.

Based on the book Wonder by R.J. Palacio; it demonstrates the movement known as Choose Kind which outlines the importance of empathy and acceptance.

In the movie, Auggie Pullman (Jacob Trembley) was born with a facial deformity and has had 27 surgeries in order to help him to breathe, see, and hear without a hearing aid, but he still looks different from other kids. He's been homeschooled up to now by his mother (Julia Roberts), but now that he's 10, she's

decided he should go to school with other children at the beginning of fifth grade.

Before the school year begins, he's introduced to three kids (Jack Will, Julian and Charlotte) who show him around school, but as time goes on, Julian quickly proves to be a bully, often making fun of Auggie. Meanwhile, Auggie's sister Via is struggling with her own problems of fitting in at high school, while Auggie's father (Owen Wilson) reassures his son that everyone has troubles.

Definitely worth seeing if you get a chance.

Janet



“NEW FUNDING NEEDED TO ENSURE ONTARIANS HAVE ACCESS TO HOME AND COMMUNITY CARE SERVICES”

Toronto, Jan. 18, 2018 (GLOBE NEWSWIRE)

The Ontario Community Support Association (OCSA) today submitted its 2018 Budget Recommendations to the provincial government. Ontario’s not-for-profit home and community support providers have been helping their clients, close to a million of them every year, to live independently in their own home or community for as long as possible.

Recognizing the positive impact of this sector, the government has been actively increasing access to these services in order to shift care from the acute and long-term care sectors to the community. However, this additional funding for service expansion has not been accompanied by investments in the infrastructure of the organizations that deliver these services. Providers in the home and community care sector, the majority of them being not-for-profit organizations, have been asked to do much more with less for many years. This has forced agencies to take difficult decisions, including increasing client fees or delaying investments in technology, to compensate for insufficient government funding.

OCSA recommends the province invest \$359 million into the provision of care by frontline home and community organizations in 2018-2019 along three key investment principles: ensuring sufficient service volume and organizational capacity to meet

client need, stabilizing and strengthening the home and community care workforce, and enabling innovation and evolution in the sector.



Quick Facts

- 33,000 new clients were served by community support service programs, 5% more than last year.
- A recent OCSA survey highlights a 13.8% increase in client fees since 2011, an increase higher than the rate of inflation of 8.7% for the same period. 44% of OCSA members reported that clients have declined, reduced or stopped a service due to fee increases.
- A report published by OCSA and Home Care Ontario prepared by KPMG estimates that the sector needs an additional \$51.4 million to cover increased costs in 2018-19, on account of the Fair Workplaces, Better Jobs Act.
- 3.5 million hours of service are being donated annually by volunteers in the sector. With an estimated value of \$85 million, Ontarians stand to lose this valuable service with the entry of for-profit businesses in the community support services sector.

“Over the past decade, the home and community care sector has been consistently delivering more with less – keeping people in their communities and delaying the need for expensive institutional care, but they are unable to sustain this.” said Deborah Simon, CEO. “These crucial investments are needed now. They would not only provide immediate relief to an overburdened healthcare system grappling with capacity issues but also position it to grow and meet future demand. We owe it to Ontarians to serve them the choice to live independently in their own home or community for as long as possible.”

START-UP COMPANY DEVELOPS BEDSHEET TO PREVENT BED SORES



KITCHENER - A bed sheet outfitted with sensors and a tiny computer, developed by a local group to prevent bedsores, is expected to be tested this summer at health-care institutions in Waterloo Region and Toronto. The sheet's arrays of tiny sensors monitor the pressure, temperature and humidity on different parts of the individual's body.

The technology is called Ceylon Systems and the Kitchener business, Curiato Inc, which developed the prototype, is working to obtain Health Canada approvals before testing starts later this year, Curiato Inc was started in 2015 by three University of Waterloo graduates.

On average, a single bedsore will cost about \$45,000 to successfully treat, not to mention the pain it causes for the individual. "You are spending more time in the hospital getting treated for something that, at the end of the day, is just preventable by just redistributing pressure properly," said Zied Etleb, company CEO.

The Ceylon Systems sheet covers the mattress on a hospital bed and is hooked up to a power source. A patient's medical history, combined with real-time monitoring of pressure, temperature and humidity, enables caregivers to know when and where a bedsore is likely to occur, and changes in care can be made to prevent it.

Additional details are found in this article:

<https://www.therecord.com/news-story/8121345-kitchener-startup-develops-bedsheet-to-prevent-bed-sores/>

THE WATERLOO WELLINGTON LHIN PATIENT AND FAMILY ADVISORY COMMITTEE

The Waterloo Wellington Local Health Integration Network (WWLHIN) is pleased to announce their new Patient and Family Advisory Committee chaired by Coreen Duke-Carroll. The committee's aim is to assist in shaping WWLHIN programs, services and initiatives to make it easier for residents to be healthy and to get the care and support they need.

The members of this committee will help guide the design and launch of our Patient Experience Program – a program that will put the voice of patients at the centre of health care planning so that together we can drive meaningful change and improve the patient experience for those living in our community.

With the WWLHIN staff, the Patient and Family Advisory Committee:

- Identifies and advises on innovative opportunities to incorporate the patient's perspective in initiatives to make it easier for residents in Waterloo Wellington to be healthy and to get the care and support they need.
- Support creative engagement and inclusion of patients and caregivers in system improvement within the Waterloo Wellington LHIN.
- Provide advice on recommendations about health care access or service delivery improvements from the patient and/or family caregiver perspective.
- Work with WWLHIN CEO and staff, service providers and partners on strategies and practical ideas for improving patient care, and caregiver recognition and support.

http://www.waterloowellingtonlhin.on.ca/communityengagement/2017_pfac_recruitment.aspx



UPCOMING 2018 LEISURE EVENTS

DATE	EVENT
Wednesday, March 28	Hairspray Hamilton Family Theatre, Cambridge
Friday, May 18	KW Psychic Fair Bingemans, Kitchener
Saturday, June 1	Sound of Music Festival Burlington Downtown and Waterfront
Thursday, July 5	Agency Picnic - Superheros Theme Riverside Park Large Shelter
Monday, July 30	Grand River Raceway Elora
Wednesday, August 22	Toronto Blue Jays vs Oakland Athletics Rogers Centre Toronto
Thursday, September 13	St. Jacob's Market

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.

ROTARY CLUB VOLUNTEER APPRECIATION BRUNCH

Congratulations to the GIL volunteer Board of Directors!

The Rotary Club of Guelph South has chosen Guelph Independent Living as one of 10 volunteer organizations to be recognized by their club in 2018. The Rotary club holds an annual Volunteer Appreciation Brunch to recognize 100 tireless volunteers within 10 organizations throughout Wellington County who give so much of themselves and expect so very little in return. As part of this event, the Rotary Club provides community awareness of each organization through social media, advertising and makes a \$1,000 donation towards each organization's work.

Our GIL Board members will be attending the event in April at Cutten Fields in Guelph.





hairspray

• THE BROADWAY MUSICAL •

Wednesday March 28 at 2pm

Hamilton Family Theatre, Cambridge

\$25 for clients; \$45 for guests

Get ready for something big with *Hairspray*, the musical-comedy phenomenon that inspired a major motion picture and won eight Tony® Awards, including Best Musical.

It's 1962 ... the '50s are out and change is in the air. Baltimore's Tracy Turnblad, a big girl with big hair and an even bigger heart, has only one passion – to dance! She wins a coveted spot on the popular Corny Collins Show, and overnight is transformed from social outcast to irrepressible teen celebrity. But can a trendsetter in dance and fashion vanquish the reigning princess, win the heart of heartthrob Link Larkin, and integrate a television show ... all without denting her 'do?

If you are interested in attending the event, please contact Kathleen at 519-836-1812 x220 by 8:30am on Friday March 16, 2018.

*GIL is currently conducting our Annual Leisure Survey. If you would like to provide feedback please contact Rowena at 519-836-1812 x221

Stay tuned for more updates on the 2018 leisure season!

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