

Bellwoods Newsletter



Photo: (left to right) Marlene Coffey, Susan Andrew, Harriet Jamieson, Heather Brien, Lori Holloway, Viola Bardhoshi, Adam Vaughan, Ami Patel, and Steve Clark

WHAT'S NEW

BELLWOODS RECEIVES AWARD FOR EXCELLENCE

Bellwoods was selected as the 2018 winner of the Ontario Non-Profit Housing Association's (ONPHA) Award for Excellence. The award recognizes non-profit housing providers that respond to tenant or community needs with imagination and insight. The award gives Bellwoods a platform upon which to showcase its work in developing new transitional and independent living solutions that are designed to respond to changing client needs. The award was presented at a special ceremony that took place at the 2018 ONPHA Conference and Trade Show held on October 26, 2018. The Award was sponsored by Prentice Yates and Clark, Chartered Professional Accountants.

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ANNUAL MOCK FIRE DRILL EVACUATION

Bellwoods conducted their annual Mock Fire Drill Evacuation at its two Supportive Housing sites: 300 Shaw Street and 1082 Dundas Street W., enacting a scenario with Toronto Fire on December 5, 2018. The drill simulated all procedures that would be followed during a fire.

Preparing for the mock fire drill required significant co-ordination and practice with front line PSW staff. During the drill volunteers acted in the role of clients with trained PSWs carrying-out the regular roles that would be performed during an actual fire.

Staff at both sites demonstrated that Bellwoods is prepared and able to safely evacuate clients within a specified timeframe. This success is directly attributed to the individuals who organized the event as well as the volunteers and the staff who participated in the actual drill.

Mandatory mock fire drills are conducted annually with Toronto Fire Services as part of emergency response planning protocols.



THANK
YOU

Special thanks to Supervisors of Support Services: *Sacha Heravi* and *Prerna Mehta*, our first responder PSW group: *Natesha Brudy*, *Bisrat Tesfhzghi*, *Juliet Thompson*, *Desta Tirfe* and *Kiliver Yip* and also the participation of all other staff for another successful timed mock evacuation by Toronto Fire Services.

RELOCATION OF BELLWOODS HEAD OFFICE

Bellwoods' Head Office has settled into our new location at **3 Concorde Gate, Suite 200**. We spent the previous 20 years in a building less than a kilometer away from our new location and while our old office served us well we are thrilled with our new space!

The new location is the start of a new chapter in our history and will allow us to accommodate our organizational growth while giving us direct access to the Don Valley Parkway and easy access to other major routes in the GTA. If you are in the area, feel free to stop in and say hi!

We want to thank everyone for all their help and support with our move.

We also want to give a special shout-out to Rossclair Contractors Inc., who did a phenomenal job building out the new space and to Comley Van Brussel Design & Management Inc. for making our work environment look so great.

Date: May 15, 2019

Venue: Ryerson's Mattamy Athletic Centre, 50 Carlton Street (former site of Maple Leaf Gardens)

i ♥ heart

NEIGHBOURHOOD CHARITY AUCTION

Last year, Bellwoods participated in the I Heart Neighbourhood Charity Auction. With the help and support of staff and partners we surpassed our modest \$10,000 fundraising target and raised \$13,000. This year, Bellwoods has partnered with four community agencies (**The Neighbourhood Group, Regent Park Focus, Business in the Streets and UrbanArts**) and more than doubled our target to \$25,000. Proceeds from this year's event will support the development of Bellwoods' *Bridging the Gap Fund* for clients in our Supportive Housing and Outreach programs! This year's event will bring together friends, neighbours and supporters from a wide spectrum of caring and compassionate community organizations to celebrate the importance of neighbourhood. Guests will enjoy an elegant evening mixing delicious food and beverages with both a silent and live auction, live entertainment and the opportunity to learn about the work of the five charities. *For more information on sponsorship, donations, and tickets supporting this event, please contact Anna Yip, Communications & Development Associate at (416) 447-1168 or by e-mail at: ayip@bccclsp.org*

CELEBRATING A MILESTONE

It's been just over a year (January 17, 2018) since the Bellwoods and Canadian Red Cross (CRC) program transfer took place. This initiative integrated the Red Cross' Assisted Living Services and Personal Support independence Services with similar programs offered by Bellwoods.

As part of two organizations that bring together, a number of key priority areas were identified as "first steps" with progress being achieved on a number

of fronts including:

- Assessment practices and standardization of service delivery,
- Review and design of a merged service agreement,
- Review and harmonization of client service policies, and
- Design and development of a harmonized scheduling process.

Future efforts will be focused on continued engagement of staff and clients to further align the policies and procedures.



BELLWOODS
INNOVATING INDEPENDENCE

HARMONIZATION

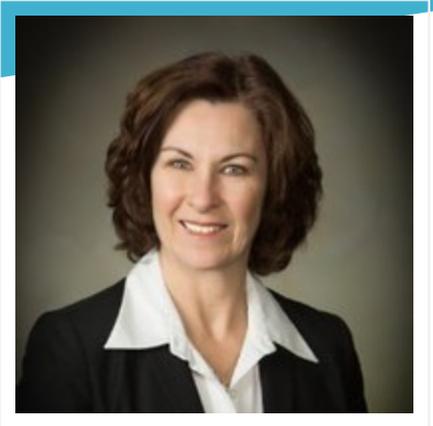




LEADERSHIP CHANGES

BELLWOODS ANNOUNCES NEW LEADERSHIP

VICE PRESIDENT OF QUALITY & CLIENT ENGAGEMENT

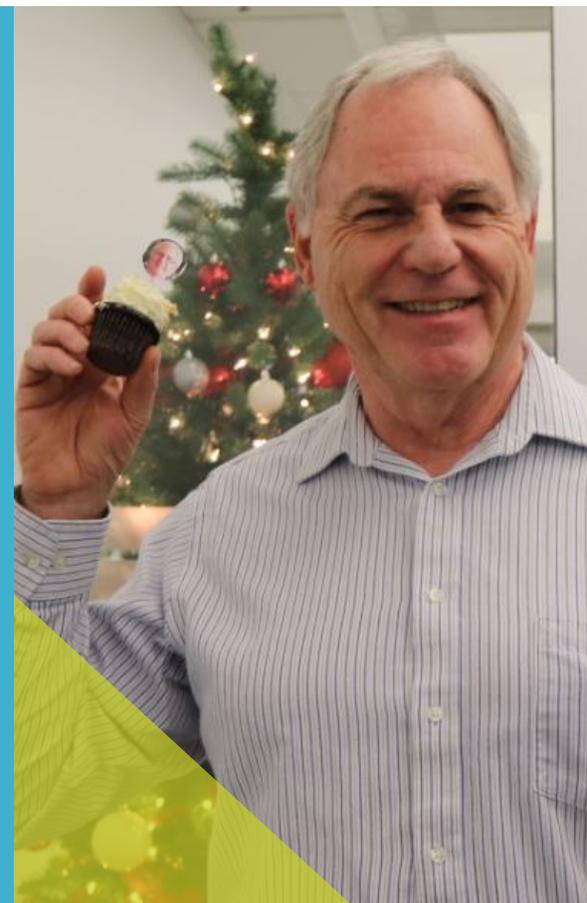


Sonia Jacobs has joined Bellwoods as Vice President, Quality & Client Engagement. Sonia is a seasoned healthcare professional who has held a number of leadership roles in hospitals, including St. John's Rehab (now part of Sunnybrook Health Sciences Centre), Cancer Care Ontario and the former Toronto District Health Council. Most recently, Sonia was the VP Canadian Partnerships at NRC Health. Sonia currently sits on the Board of Directors at the Bernard Betel Centre and also volunteers with the Kidney Foundation of Canada and the GTA Chapter of the Canadian College of Health Leaders.

DIRECTOR, HUMAN RESOURCES & ORGANIZATIONAL DEVELOPMENT RETIRES AFTER 20 YEARS AT BELLWOODS

On December 18 2018 Bellwoods staff celebrated the many contributions of David Gibson, Director, Human Resources & Organizational Development who retired from Bellwoods at the end of January. During his tenure David helped transform the organization's internal culture working closely with the senior management team and staff to craft the organization's vision and implement changes to revitalize every aspect of human resource policies and practices throughout the organization.

Congratulations David and many thanks for your leadership over the years. Your dedication and passion have helped take Bellwoods to where it is today! A new Chief Human Resources Officer, Suman Seth, has joined the organization. *Welcome Suman!*



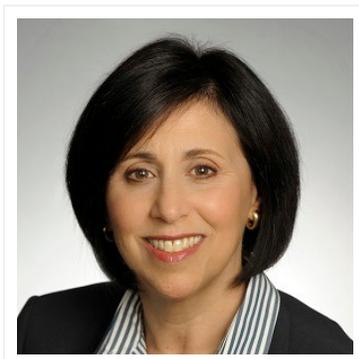
NEW BOARD MEMBERS

Committed, independent, balanced in its composition and enriched with the diverse knowledge and expertise of its members, the Board of Directors determines the organization's strategic direction and provides oversight in monitoring implementation of key projects.

Bellwoods welcomed three new Directors to the Board in Fall 2018.

ROSLYN LEVINE

DIRECTOR



Roslyn is a lawyer and member of the Ontario bar with many years of experience in government practice and litigation. Roslyn has a long career in administration in the Ontario court system. Most recently, Roslyn held the position of Executive Legal Officer for the Ontario Superior Court providing guidance on issues related to policy development and governance. She is an Adjunct Professor at the University of Toronto Faculty of Law.

BRADY MURPHY

DIRECTOR



Brady is an accomplished marketer, speaker, and entrepreneur. He has been part of two existing successful start-ups in the technology field. His first start-up helped mainstream the concept of mobile marketing. The second start-up focused on pioneering a new software company to bring mobility to workforce management. Currently, Brady oversees sales and marketing at AlayaCare.

SANDI PELLEY

DIRECTOR



Sandi is recognized as a leader in community engagement, partnership development and capacity building in the health and social service sectors. At UJA Federation, she collaborated with social service agencies who served vulnerable populations to design innovative solutions, advocate, and develop new partnerships. Sandi also served as the Community Engagement Lead for Central Local Health Integration Network (LHIN), and has participated on a number of community agency boards.



NEW FRONTIERS & PARTNERSHIPS

TESTING NEW SHORT-TERM TRANSITIONAL CARE MODELS TO SUPPORT DISCHARGE FROM HOSPITAL

Since November 2017, Bellwoods has been participating in a new pilot project testing new care models to support patients who are experiencing difficulties transitioning back to the community following a hospital stay. As part of this project, Bellwoods has:

 **Established a new Reintegration Care Unit (RCU) consisting of 15 fully furnished, barrier-free apartments.**

Located at Park House, the RCU supports clients in living safely and independently in a private apartment with pre-scheduled personal support services. Intensive case management supports help clients with development of independent living skills and housing acquisition to help prepare them for discharge back to the community. Clients accepted into the program can participate for up to six-months. Since November 2017, more than 50+ patients have been discharged from hospital to the RCU.

 **Launched an in-home respite support project (Caregiver ReCharge Services (CRS)) to support caregivers who are experiencing high levels of stress caring for family members who are in hospital and are ready to be discharged back to the community.**

Caregivers are eligible to receive up to 90 hours of respite service following hospital discharge. Services are not intended to supplement or replace personal support services provided by Toronto Central LHIN Home and Community Care (HCC), Centre for Independent Living in Toronto (CILT) and/or Attendant Service Application Centre Program (ASAC). Since February 2018, caregivers of more than 80+ patients who have transitioned from hospital have benefited from the CRS.

 **Provided leadership and oversight in establishing the Centralized Referral Management (CRM) Team responsible for standardizing referrals, triage and admission to all Short-Term Transitional Care Models.**

The CRM Team is housed at and staffed by Bellwoods. The Team provides a centralized referral and access point for the 270 RCU beds (offered by 15 providers) and the in-home, away from home and adult day programs (offered by 5 providers). The CRM Team matches hospital referrals with providers and also provides resource education to hospitals and providers. Since February 2018, CRM Team has processed more than 1500+ referrals.

HOUSING WITH LAYERED SUPPORTS (HLS)

Bellwoods is partnering with the City of Toronto to pilot a new initiative known as **Housing with Layered Support (HLS)**. This short-term project is aimed at reducing and preventing homelessness in Toronto by providing flexible and individualized case management support helping clients access community supports and secure permanent housing. As part of the project, some eligible applicants will also be provided with a subsidized housing unit for a short period of time. To date, case management has been provided to seven clients.



HLS GOALS

- 1 Increase the availability of housing with supports
- 2 Support eligible applicants in improving physical and mental health outcomes, quality of life, social connectedness, individual resiliency and community connections
- 3 Help eligible applicants achieve and maintain longer-term housing

More information on the program is available by contacting Ruth Tonon, RSW, Community Transitions Coordinator, Housing with Layered Support (HLS) at (647) 326-1776 or by e-mail at: rtanon@bcclsp.org

TORONTO FAMILY SERVICES CAREGIVER GRANT PARTNERSHIP

Bellwoods has partnered with Toronto Family Services to provide community group educational sessions to help informal caregivers who are providing support to family members in the community. These sessions commenced in February 2019. Family Services will coordinate the sessions. Two facilitators from Bellwoods - an Occupational Therapist and a Registered Nurse - will educate participants and problem solve on topics such as medication management, home safety, falls prevention, safe mobility, self-care and wellness/exercise. Family Services will also provide an interpreter for non-English sessions.



BELLWOODS COMMUNITY ADVISORY COUNCIL

We are excited to announce the creation of the **Bellwoods Community Advisory Council (BCAC)**. The Council will provide advice to the Board on “big picture” items, such as:

- strategic directions, e.g., new programs or partnerships;
- major initiatives, e.g., capital (building) development;
- fundraising;
- internal policy development, e.g., scope of services, client safety.

The Council will represent the collective voice of Bellwoods’ clients and caregivers, who have unique experience, insights, expertise and perspectives that will help shape Bellwoods programs and services now and in the future. Client and caregiver participation in decision-making creates a more positive experience for everyone. *For more information on the Community Advisory Council and how to become a member, please contact Sonia Jacobs at 416-696-9663 or by e-mail at: sjacobs@bcclsp.org*



FUTURE BOARD MEETINGS

If interested, please contact Bellwoods at (416) 696-9663 or e-mail admin@bellwoodscentres.org to confirm the meeting date and location.

- March 25, 2019
- September/October TBA
- May 27, 2019
- November 25, 2019
- June 24, 2019
Annual General Meeting

For more information please contact Bellwoods Head Office:
3 Concorde Gate, Suite 200
Toronto, ON. M3C 3N7
T: (416) 696-9663 F: (416) 696-9481
E: admin@bellwoodscentres.org

This newsletter is produced by Bellwoods, a not-for-profit, charitable, accredited organization committed to transforming lives through excellence and innovation in Independent Living. Bellwoods has a vibrant 61+ year history of offering client-directed personal support services, transitional living and education programs, outreach services, Housing Hubs and accessible affordable housing.

Editor & Designer: Anna Yip, Communications & Development Associate