

# Bellwoods Newsletter



## ENCOURAGING A SUPPORTIVE TEAM CULTURE THROUGH BETTER STAFF ENGAGEMENT

### **Bellwoods Staff Appreciation Dinner**

Bellwoods is fortunate to have staff who are enthusiastic and passionate about the work that we collectively do. On October 17th Bellwoods hosted our annual staff appreciation celebration dinner in honour of our team at Mandarin Restaurant. The evening gave us an opportunity to relax and get to know each other away from the workplace and to show our gratitude for the efforts and dedication of our staff. A special thanks to the *Bellwoods Events Committee* for organizing and coordinating another successful event to celebrate our staff!

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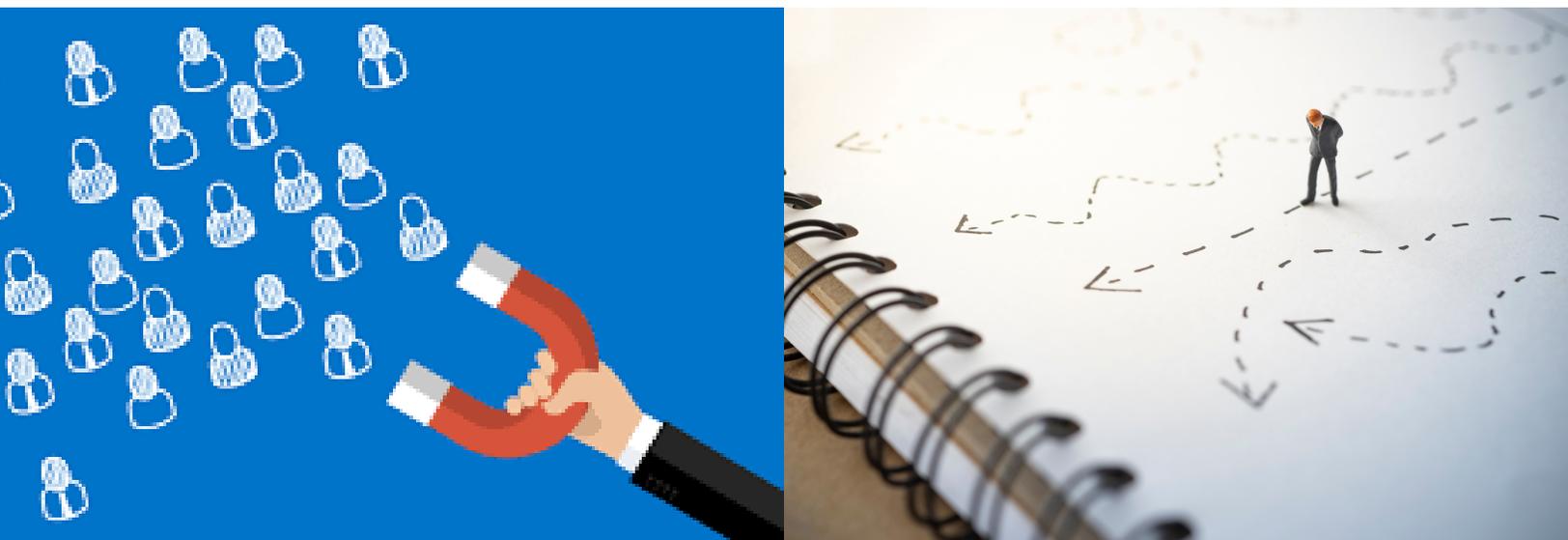
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**Support Bellwoods  
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## Involving Employees in Decisions that Impact Them

A number of our staff completed a PSW Engagement Survey in July 2019. The survey was conducted to obtain employee opinions and feedback on a wide range of topics including job satisfaction, workload, as well as staff perspectives on working at Bellwoods. In response to feedback received, Bellwoods will be announcing changes to a number of processes and programs to better support staff. A key priority initiative currently under way is a scheduling review. The overall goal is to improve scheduling for clients by moving to a shift model in our Supportive Housing and Attendant Outreach programs. This will offer more stable and predictable windows of care for our clients and improve work schedules for our PSWs.



## Enhanced Client Service Training

Bellwoods is committed to working with all of our staff to achieve our mission of "*transforming lives through excellence and innovation in independent living.*" We also strive to be an **Employer of Choice**; that is, a place where people work together to deliver high quality, coordinated services by engaging and involving our clients, building strong community partnerships and performing as a best practice organization. This Fall we released our **Charter of Client Service Standards**. The Charter articulates our collective commitment to providing a level of services that our clients can expect.

Staff new to the organization are provided with client services training as part of their onboarding experience utilizing the Charter as a foundation for understanding the expectations of good client care within the organization. Training sessions will be provided to all staff in the New Year to ensure everyone is familiar with the expectations outlined in the Charter.



## **Bellwoods Annual Flu Campaign**

It's that time of year again: time to get the flu shot! All health care workers are encouraged to get the influenza vaccine and also encourage clients to be vaccinated, based on the age-appropriate vaccines recommended in the Universal Influenza Immunization Program (UIIP). Bellwoods organized a flu clinic date for all residents and staff that coincided with one of the Town Hall Meetings on November 20, 2019.

### **How to prevent getting and transmitting the influenza infection:**

- Get the flu shot!
- Clean hands frequently with soap and water! (Note: use alcohol-based rub if soap and water is not available and hands are not visibly soiled.).
- Stay home if you are ill with new onset cough and fever.
- Stay at least 2 meters (6 feet) away from people who are ill with influenza or influenza-like-illness (ILI). If you are providing care to the sick person remember: if you are ill, wear a mask, if the client is sick, encourage them to wear a mask during care, or provide tissues to catch sneezes.
- Avoid touching your face.
- Frequently clean commonly touched surfaces.
- Cough and sneeze into a tissue and dispose immediately and clean your hands; if no tissue is available cough into your sleeve, not your hands.
- Encourage all people with ILI who are at risk for influenza complications to seek prompt care.
- See your primary care provider to discuss timely antiviral drug access if you are high risk of influenza complications, such as providing advance prescriptions to be filled when symptoms occur.

Thank you all for your continued efforts to prevent and mitigate the impacts of influenza this year. Should you have any questions, please direct them to Karen Hrynshyn, RN, BSc, BSN at (416) 530-1077 or e-mail: karen.hrynshyn@one-mail.on.ca

# WE'RE GROWING: BELLWOODS TRANSITION & SPECIAL PROJECTS PORTFOLIO

The Fall has been busy with an expanding set of programs and services being launched under our Transitions & Special Projects portfolio. Here are some of the highlights.

## Collaboration At Its Best: The 200 Madison Supportive Housing Project

Bellwoods is excited to be part of a collaborative working alongside other community agencies to provide 24/7 onsite care for clients who require housing with supports.

The 200 Madison Project is an 82-unit high-quality, purpose built, community-friendly, affordable and supportive housing project that has been designed to promote safe, healthy, social and active living. Within this complex, a number of community agencies have come together to establish an onsite integrated service delivery model (*known as the "200 Madison Collaborative"*) that is supporting the housing and support needs for clients in this building. The expertise of multiple community agencies involved in the collaborative is creating a true integrated service delivery model for the underhoused, homeless, and other marginalized populations.

The Project is well underway and move-in has begun! Within this new building, Bellwoods will provide 22 individual clients (housed in 20 units) with a new home and the supports required to allow them to live independently in the community. In partnership with our Toronto Central LHIN (TC LHIN) hospital partners, we are currently in the process of identifying eligible candidates with priority being given to eligible individuals who are in hospital and could be transitioned to subsidized supportive housing. We are optimistic we will meet our target of full occupancy by Christmas.

The Bellwoods' team, along with our WoodGreen, City of Toronto and TC LHIN partners, are immensely grateful to be a part of providing such a unique and innovative opportunity for individuals to access this new subsidized supportive housing site.



## Caregiver Recharge: In-Home PSW Respite for Caregivers

Bellwoods has been given Lead Agency status for the Caregiver Recharge Services program that is part of the Short-Term Transitional Care Models (STTCM) pilot project currently being tested in partnership with the Toronto Central LHIN. As Lead Agency Bellwoods is now responsible for administering and overseeing all of the PSW in-home respite hours for 2019/20.

Bellwoods has partnered with Circle of Care, the Neighbourhood Group and Etobicoke Services for Seniors to ensure we can have the most impact by providing care to all eligible caregivers whom are referred to this program across the Toronto Central LHIN.

# November is National Family Caregivers Month

The month of November gives us a time to recognize and honor family caregivers across the country. This year's theme is "**Caregiving Around the Clock.**" This observance enables us to:

- Raise awareness of family caregiver issues,
- Celebrate the efforts of family caregivers,
- Educate family caregivers about self-identification, and
- Increase support for family caregivers.



Bellwoods is pleased to be the Lead for the Caregiver ReCharge Services (CRS) In-Home Respite Program overseeing the program throughout the five sub-regions in the Toronto Central LHIN. This pilot project is one of Bellwoods Transition Programs that provides support to caregivers by providing in-home PSW services that meet the needs of family or friends of clients who are returning home from hospital. The program is coordinated by Ajit Prabhu, Supervisor, Respite Services.

## Get to know us: Meet Ajit

Everyone is calm and at ease when Ajit is around. His gentle demeanor is the first thing you notice (and appreciate!) when you meet him. Being a caregiver to his own parents, he understands the challenges and stresses of a caregiver. He loves his job because he is able to witness firsthand what respite can do to help caregivers care. He has an undergraduate degree in Science and a post-graduate degree in Environmental Sciences as well as a Diploma in Nursing from Humber College.

## 10 TIPS FOR FAMILY CAREGIVERS

1. Seek support from other caregivers. You are not alone!
2. Take care of your own health so that you can be strong enough to take care of your loved one.
3. Accept offers of help and suggest specific things people can do to help you.
4. Learn how to communicate effectively with doctors.
5. Caregiving is hard work so take respite breaks often.
6. Watch out for signs of depression and don't delay getting professional help when you need it.
7. Be open to new technologies that can help you care for your loved one.
8. Organize medical information so it's up-to-date and easy to find.
9. Make sure legal documents are in order.
10. Give yourself credit for doing the best you can in one of the toughest jobs there is!

Source: <https://caregiveraction.org/forum>

This month, the Ontario Caregiver Organization launched its new **Ontario Caregiver Helpline**. Caregivers can call 1-833-416-2273 (CARE) to speak to a Community Resource Specialist 24/7 or by live chat at [ontariocaregiver.ca](http://ontariocaregiver.ca) weekdays between 7 am and 9 pm.

# Bellwoods Receives Better Outcomes Award



Bellwoods received the *Better Outcomes Award* at the Annual AlayaCare conference held September 18-20, 2019. The award recognized Bellwoods' commitment to improving health outcomes by employing innovative technology solutions.

For more information visit: <https://www.alayacare.com/better-outcomes>

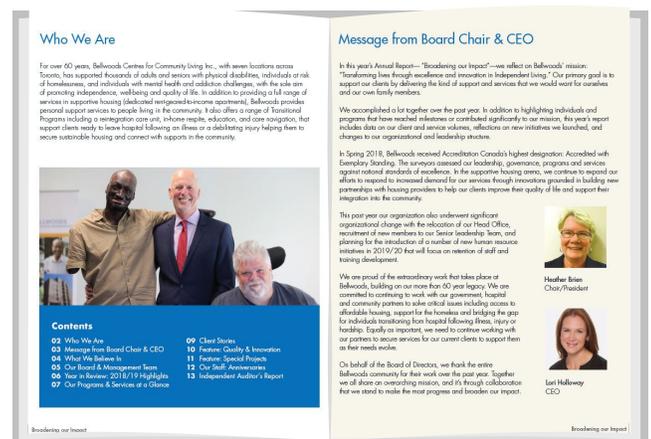


From left to right: Brady Murphy (AlayaCare VP, Sales & Marketing), Kim Feliz de Leon (BCCL Manager, Centralized Scheduling), Brendan McClement (BCCL IT Management Consultant), Lori Holloway (BCCL CEO), Susan Andrew (BCCL VP, Client Services), Aleem Bhanji (AlayaCare, Director of Client Services | Canada), and Jonathan Vallée (AlayaCare, VP of Engineering)

## Bellwoods 2018/19 Annual Report is Available!

Bellwoods 2018/19 Annual Report to the Community is out. This year's report – Broadening our Impact – reflects on our milestones, profiles data on our client and service volumes, and changes to our organizational and leadership structure. Copies have been distributed to our partners, funders and other stakeholders.

If you have any questions about our Annual Report or if you would like to receive a hard copy, please contact Anna Yip, Communications & Development Associate at (416) 447-1168 or e-mail: [ayip@bcclsp.org](mailto:ayip@bcclsp.org)  
An electronic copy of the Annual Report is available on our website ([www.bellwoodscentres.org](http://www.bellwoodscentres.org)) under Publications.



Bellwoods 2018/19 Annual Report

# NEWS FOR CLIENTS: INNOVATING INDEPENDENCE

This page is brought to you by the **Bellwoods Community Advisory Council (BCAC)**, a representative group of clients that provides input and advice to Bellwoods. The BCAC welcomes your ideas on content for this page. To contribute, please contact Anna Yip, Communications & Development Associate at (416) 447-1168 or e-mail: [ayip@bcclsp.org](mailto:ayip@bcclsp.org)

## Featuring: Microsoft's AI for Accessibility

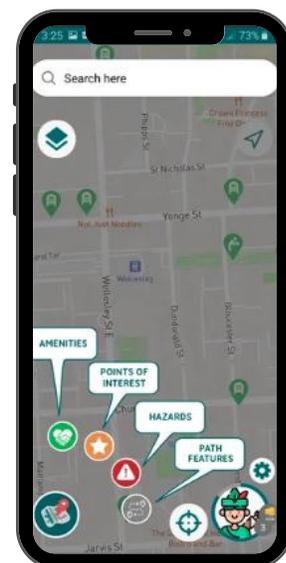


*AI for Accessibility* is dedicated to working with individuals and organizations that are dedicated to making the world more **accessible** for those with disabilities.

AI for Accessibility is a Microsoft grant program that utilizes the power of AI to amplify human capability for the more than one billion people around the world with a disability. Through AI for Accessibility, which was announced in May 2018, Microsoft pledged \$25 million over the following five years for universities, philanthropic organizations, and others developing AI tools that serve those with disabilities. Proposals are accepted on a rolling basis and are evaluated on their scientific merit, in addition to their innovativeness and scalability. Learn more <https://www.microsoft.com/en-us/ai/ai-for-accessibility>

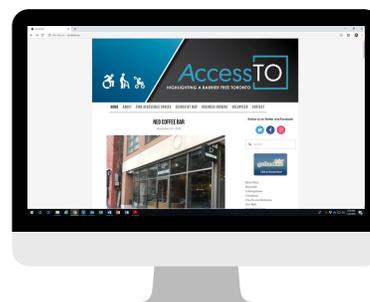
One of the project's sponsored by AI for Accessibility is iMerciv's MapinHood. This Toronto-based technology is a new APP that is overcoming accessibility issues with tech innovation - **@mapinhood** a navigation app for pedestrians, highlighting hazards, amenities and other points of interest for anyone on their feet or using an assistive device to get around.

Check out the YouTube video to learn more:  
[https://www.youtube.com/watch?v=GERx82c8G\\_w](https://www.youtube.com/watch?v=GERx82c8G_w)



## Getting Around the City: Accessible Restaurants

The accessibility restaurant debate has been heating up in Toronto for over a year. In response, a number of websites now compile lists on the most accessible restaurants in the Toronto area. AccessTO posts a blog that includes up-to-date lists of barrier free restaurants by neighbourhood. Visit their website:  
<http://www.accessto.ca>



## SUPPORT BELLWOODS TODAY

Now you can give the gift of Independent Living with a donation to Bellwoods. Your gift will benefit our efforts to support Independent Living and improve the quality of life of those we serve.

### Charity Registration #10807 0665RR 0001

To make a charitable donation, you can:

- Make a secure charitable donation online through Canada Helps at [www.canadahelps.org/en/dn/3900](http://www.canadahelps.org/en/dn/3900)
- Contact Communications & Development Associate, Anna Yip at (416) 447-1168 or by e-mail: [ayip@bcclsp.org](mailto:ayip@bcclsp.org)



**Please donate!**



*Applications are now being accepted for the Bridging the Gap Fund (BTGF)*

This fund is intended to 'Bridge the Gap' for some of Bellwoods' clients who are experiencing greater financial hardship.

**Please contact the Bridging the Gap Coordinator at (416) 447-1168 or [ayip@bcclsp.org](mailto:ayip@bcclsp.org)**

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This newsletter is produced by Bellwoods a charitable, non-for-profit organization, headquartered in Toronto, with several operations across the city, providing housing, personal support services and reintegration services to persons with a broad range of disabilities including those being transitioned from hospital and/or at risk of homelessness.

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