



This newsletter is distributed six times a year. It provides our clients, partners, donors and other stakeholders with information on what's new at Bellwoods.

Keeping Yourself, Your Families, and Our Staff Safe



As cases rise in Toronto, here is a reminder of our collective responsibility to keep each other safe at work, as well as out in the community, by taking important precautions to keep the risk of transmission of COVID-19 low.

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RESPONSE TO COVID-19

Please remember to be **COVID Wise** by:



Wearing a mask or face covering where required, or when you cannot maintain physical distance of two metres (six feet).



Isolate yourself from others when you are sick (and get tested promptly if you have COVID-like symptoms).



Stay two metres (six feet) apart from those outside your household.



Exercise proper hand hygiene; wash your hands regularly or use sanitizer especially before touching your face.

We are all doing our best to reduce the risk of transmission at our sites, but we need to remain vigilant when we are out in the community as well. Stay safe everyone!

Things to avoid:



Non-essential trips outside your home



Hugging or shaking hands



Crowds or gatherings



Visiting friends



Sharing food or utensils



Engaging in group activities or sports



Visiting popular destinations



Play dates, parties or sleepovers

Source: Ontario Public Health - <https://www.publichealthontario.ca/-/media/documents/ncov/factsheet/factsheet-covid-19-guide-physical-distancing.pdf?la=en>

Bellwoods COVID-19 Preparedness Plan

Bellwoods' Clinical Resource Team is continuing its work to keep our community safe during this second wave of COVID-19. The plan includes:

- Supporting our staff in maintaining strong infection prevention and control (IPAC) measures at all of our locations
- Improving the screener process to allow us to more quickly identify any COVID-19 outbreaks
- Using our contact tracing guidelines, partner mobile testing teams, and clinical expertise to manage and prevent COVID-19 outbreaks
- Following our established testing and clearance guidelines to reduce service disruptions
- Continuing communication and one-on-one education to our clients and staff to prevent and prepare for surges in COVID-19
- Engaging with client advisors to incorporate client perspective into our COVID-19 preparedness plan, and
- Implementing a Fall Flu Immunization Campaign across Bellwoods.

Flu Campaign

Bellwoods will be working with community partners to host mobile flu clinics at all of our sites. Flu clinics will run from the end of October to the end of November. Details regarding the flu clinics will be communicated to clients and staff once dates are confirmed.



Objectives of the Mobile Flu Clinics

- Arrange for early distribution of the flu vaccine for clients and staff.
- Improve access to flu vaccination by hosting clinics at all Bellwoods' sites and providing more options for attendant outreach clients and staff to get vaccinated.
- Support clients in making informed decisions by providing one-on-one information sessions about the vaccine.

COVID Alert Mobile App



Help everyone with limiting the spread and preventing future outbreaks. Download the COVID Alert mobile app (exposure notification tool). The app is free and works on any smartphone released in the last five years and will allow you to:

- Tell nearby app users if you test positive for COVID-19, without sharing any personal information
- Get a notification if you may have been exposed to COVID-19
- Get advice on what to do next

For more information visit: <https://covid-19.ontario.ca/covidalert>

ORGANIZATIONAL NEWS

Update on Recent Renovations

Our 300 Shaw Street Housing site was built in 1967 and had a major update in 1986 to create the current layout. Recently, we have been undertaking some renovations to maintain the structural integrity of the building and modernize some of the units and key components. In previous years, we installed a new heating, ventilation, and air conditioning system (HVAC), as well as new windows, balcony doors and renovations to update seven units. This year's projects included fully renovating six of the units that were last updated in 1986 and were showing signs of deterioration and were in need of crucial repairs. Other updates to the building have included: LED lighting at both Shaw and Dundas sites, kitchenette in the Shaw Lounge along with small projects like consistent signage throughout the building. This Fall we have begun a project to restore the balconies, soffit and railings of the building.

Bellwoods has been fortunate to have received some additional capital funding to support many of these projects and have also accessed some of its reserve funds to support the costs of this work. In addition, we have been able to access preferred pricing contracts for services and products through Ministry of Government Services and other Shared Services Vendors of Record (VOR).

Before



After



"The renovations have been great. I want to thank Rebecca and her team for the wonderful 'face lift' to my unit. You have been very accommodating with my preferences and I appreciate all the hard work!"

- Benjamin Kwarteng

"I have lived at Shaw Street since 2002 and am happy with the recent renovations in my unit. My unit is more spacious, open and makes it easier for me to get around."

- Khushal Singh

"The contractors did a great job updating my apartment ... it looks modern and feels fresh. Thank you."

- Laila Kurji

ORGANIZATIONAL NEWS

Bellwoods Annual General Meeting (AGM)



We had a successful AGM on Monday, September 14, 2020. The meeting was held at our new supportive housing site at 200 Madison Avenue with approximately 25 in attendance and another 30 participating via ZOOM.

Thank you to Blair Williams, the Co-Chair of the Bellwoods Community Advisory Council (BCAC) who spoke at this year's Annual General Meeting. He spoke honestly and eloquently on the challenges that some clients are experiencing as a result of the new scheduling model.



Bellwoods Annual Report to the Community 2019-2020

This year's Annual Report to the Community – “Change for the Better” -- celebrates the changes that we are making to strengthen partnerships with our funders and other partners to better serve our clients. Thank you to our entire community for their support. We look forward to continuing our work together.

Bellwoods Annual Report to the Community 2019-2020 is available via web link: https://bellwoodscentres.org/wp-content/uploads/2020/09/Bellwoods-2019_20-Annual-Report-to-the-Community-FINAL-Sept1120.pdf or you can request a hard copy by contacting Anna Yip at ayip@bcclsp.org or 416-447-1168.

Workforce Transformation initiative Client Survey

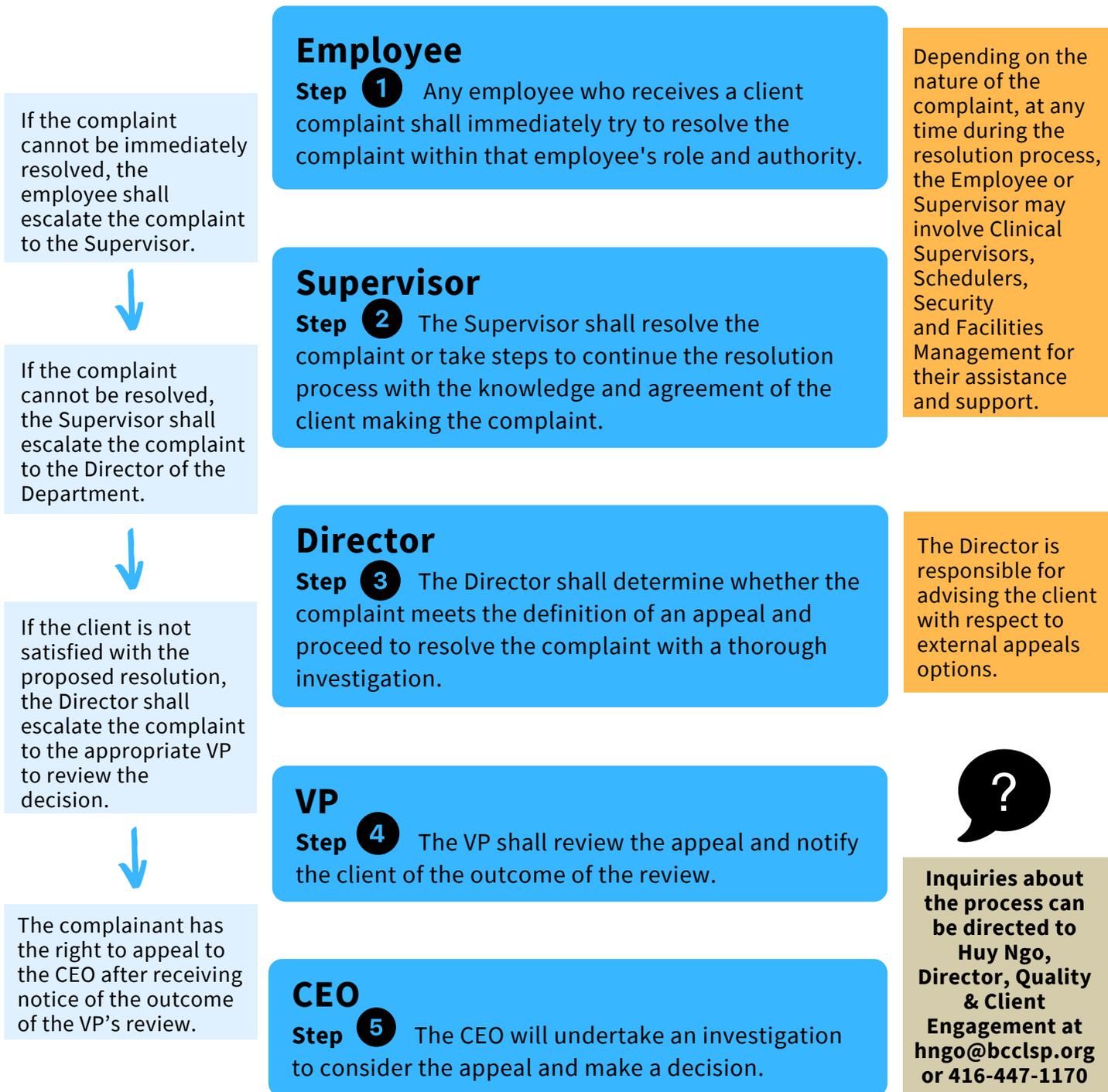


We continue to engage with clients and staff on the impact of the changes that have been made to our scheduling model. A formal client survey was launched on September 10th to solicit feedback on your experience with the new schedules. If you have haven't already done so, please complete the client survey and return it. [We have extended the deadline to Friday, October 16, 2020.](#) We are also working with Supervisors and staff to find out more about their perspectives and experience with their new schedules, roles and locations.

ORGANIZATIONAL NEWS

Client concerns process

At Bellwoods, we respect the rights of our clients to file a concern or make suggestions regarding services or programs. If you have a compliment or a complaint, please first speak with the person who provided the service. Complaints are best addressed and resolved at the time and place they occur. If this does not resolve the issue, there is a standard process (outlined below) for working with clients to find a reasonable solution to their issue. Your feedback is our chance to improve the services we provide.



NEWS FOR CLIENTS

This section of the newsletter is sponsored by Bellwoods Community Advisory Council (BCAC). The Council provides advice on improving services for clients and other matters that impact the client experience.

BCAC Now A Standing Committee of the Board

The Bellwoods Community Advisory Council (BCAC) is now one of five standing committees of the Board. The Council is Co-Chaired by Blair Williams a supportive housing client and Craig Knowles, Member of the Board. In his capacity as Co-Chair, Blair is also a voting member of the Board. The primary role of Council is to provide a regular forum for clients and families to partner with Bellwoods staff and leaders to share decisions and influence change. Since the beginning of fiscal year 2020-2021, BCAC has met twice to advance a number of initiatives including:

- Monitoring progress arising from the WFT/scheduling initiative. This work included the recent release of the Client Survey (see above).
- Exploring different communication methods to better connect with, and keep our clients informed.
- Investigating opportunities to access different government grant programs to support client services and activities.
- Developing a model of client engagement at each supportive housing site (as well as geographic areas defined for Attendant Outreach) to work with BCAC and the Quality & Stakeholder Engagement Committee of the Board.



Image taken from:
https://www.asaecenter.org/resources/articles/an_plus/2016/october/how-to-make-your-associations-website-more-accessible

Improving Accessibility on Bellwoods' Website

Inclusive Media and Design, Inc. is working with communications staff to refresh Bellwoods' website and ensure that it meets the January 1, 2021 compliance requirements as per the AODA legislation. Changes will also include a new look and feel to the website and improved capabilities that will improve navigation of the site. Members of BCAC will be involved in testing the refreshed site before it is launched in January 2021.

Forums to Hear from Clients

Recently, Brad Campbell, Interim CEO has been engaging with clients at Town Hall meetings to better understand the impact of recent scheduling changes arising from WFT. To date, meetings have been held at Shaw, Deauville Walton and a virtual teleconference for all Attendant Outreach clients. With the recent government rules that limit the number of people permitted to attend social gatherings, Bellwoods will be postponing the Town Hall meetings for the remaining sites: Madison, Elm, Sudbury, Mimico and Dundas. More information will be available via Supervisors.

