



## Message to Clients from Brad Campbell, Interim CEO

As we reflect on 2020, I think we all agree that the past year has been unpredictable and at times exhausting. On the other hand, the collective response to COVID-19 from our community - clients, staff, volunteers and partners - has protected and united us in many ways.

On behalf of the entire leadership team, I want to thank you for your support and for supporting one another during this challenging time.

*Let's stay safe. Together. But two metres apart!*



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# RESPONSE TO COVID-19

## Keep up the good work!

We continue to do well in practicing good infection and prevention control! Fortunately, we have had very few probable and/or confirmed cases of COVID-19 in our community. If we use all the tools we have, we stand the best chance of getting our families, communities, schools and workplaces “back to normal” sooner. Remember:

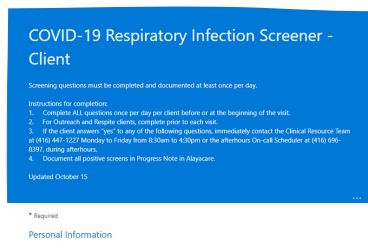
**Wash your hands**



**Wear a mask**



**Complete your screener prior to your service visits**



**Stay 2 metres (6ft) from others & avoid crowds**



**Client and family mask use is mandatory. All clients receiving services and family caregivers assisting with care are required to wear a mask.**

## Protect Your Bubble... Stay Home!



Earlier this month the provincial government announced another state of emergency with new lockdown requirements. There are exceptions for health care and other essential workers. Our staff have been given badges and letters to help them navigate in getting around the community.

There are a number of resources available to help seniors and people with disabilities in need throughout this period. Supports and services available to seniors and people with disabilities include:

- **The Ontario Community Support Program** provides deliveries of food, medicine and other essentials to low-income seniors and people with disabilities in need. You can request a delivery by visiting the **COVID-19 Community Support Finder**.  
Contact: 2-1-1 or toll free: 1-877-330-3213/ TTY: 1-888-340-1001. Visit <https://www.ontariocommunitysupport.ca/>
- **211 Ontario** helps connect seniors and people with disabilities to a range of other social and community services. Help is available over the phone or online through email or live chat. Visit: <https://211ontario.ca/>
- Local **Seniors Active Living Centres** provides more information about local social, cultural or educational programs that may be offered virtually or by telephone. Visit: <https://www.ontario.ca/page/find-seniors-active-living-centre-near-you>
- **The Seniors Safety Line** (24-hour crisis and support line) provides help for seniors in Ontario who have experienced any type of abuse or neglect, and offers emotional support, information and referrals in over 200 languages. Visit: <http://www.eapon.ca/>
- **ConnectABILITY.ca** offers a virtual community for individuals with developmental disabilities and their families helping them connect with information and resources. Visit: <https://connectability.ca/en/>



## ORGANIZATIONAL NEWS

### Mock Fire Drill Evacuation

On December 8, 2020, Bellwoods conducted its Annual Mock Fire Evacuation at our Dundas and Shaw sites. Due to COVID-19, there was a change in the procedures from enacting a mock scenario to a meeting with staff from Toronto Fire Services testing our Evacuation Team by working through scenarios and role playing. Staff at both sites are to be congratulated for a job well done. A huge "THANK-YOU" to our frontline staff: **Gloria Daniele, Lauryn Irons, Birtukan Mamed, Hildred Martin, Desta Tirfe, and Andrea Wernham!** A special note of recognition also goes out to the Supervisors – **Beverley Andrew and Otelio Jochico** – for their help planning for the drill. We also want to thank **Rebecca Chaston**, Manager of Procurement & Facilities who coordinated the involvement of Toronto Fire Services and our clients and staff.



### Workforce Transformation (WFT)

The client survey on WFT has been completed and Bellwoods Community Advisory Council (BCAC) has had a chance to review some initial results. A follow-up meeting is planned between BCAC Chair, a couple of committee members and client services staff to delve further into the results and develop an action plan that will go back to BCAC for discussion in February. Stay tuned for further updates.

### Update from the Transitions & Special Projects Team

The Transitions Team is co-leading a project with the Client Services and the Clinical Resource Team to develop a centralized intake process for Bellwoods. Karen Hrynyshyn, MILE Facilitator, is leading this project that will streamline the process for intake and assessment and help Bellwoods fill Supportive Housing and Attendant Outreach vacancies in a timely fashion. The project team is currently interviewing some clients to find out more about their experiences being referred to Bellwoods. The new process is expected to be in place by the Fall 2021.

## NEWS FOR CLIENTS

### It's okay not to feel okay...



Feelings of fear not knowing when life will return back to 'normal.' Feelings of loss not being able to visit friends. Feelings of loneliness eating alone. Isolation is difficult for all of us. If you feel down or lonely reach-out to family, friends and staff. If you know someone who is feeling lonely reach-out to them.

If you need help...please ask.

## TAKING CARE OF YOUR MENTAL HEALTH & WELL-BEING

**Have a routine**



Structure your day and keep good habits

**Take deep breaths**



Breathing exercises can ease stress

**Call a loved one**



Lean on each other for support

**Have fun**



Play online with friends or start a hobby

**Open windows**



Sunlight can improve your mood

**Help others**



Get essential supplies for a neighbour

Reference: <https://www.toronto.ca/home/covid-19/covid-19-protect-yourself-others/covid-19-mental-health-resources/>

## BELL LET'S TALK

The national awareness campaign sponsored by Bell Canada – Bell Let's Talk Day – is January 28th. This day helps raise awareness about mental health and reduce its stigma.



## NEWS FOR CLIENTS

### Community Resources



#### FOOD SECURITY

Individuals in immediate need of food can call 2-1-1 for information on food program availability.



#### TORONTO SENIORS' HELPLINE

416-217-2077 for referral to other services.



#### PET OWNERS

If you are a pet owner and need help, Toronto Animal Services (TAS) can assist you. Assistance ranges from pet food and supplies. For more information please visit: <https://www.toronto.ca/home/covid-19/covid-19-financial-social-support-for-people/covid-19-pet-owners/>



#### WELLNESS SUPPORT

*Student Senior Isolation Prevention Partnership (SSIPP)* - Launched by medical students at the University of Toronto. This partnership has health professional students contacting older adults weekly to provide social comfort and connection. Referrals to this program can be made by your healthcare teams (including family physician/coordinators).

For more information: <https://www.ssipp.info/>

*Seniors with Skills* - Offers a virtual - Online Buddy Program - where volunteers are matched with a senior and connect on a regular basis to chat.

Contact: 289-276-3857 or email: [volunteering@seniorswithskills.org](mailto:volunteering@seniorswithskills.org)

For more information: <https://www.seniorswithskills.org/online-buddy-program>



#### MENTAL HEALTH SUPPORT

Is available by calling 2-1-1 (24/7 in many languages). You will be connected to one of the City's mental health service provider partners for direct phone support. These mental health support services are free to all Toronto residents, and include culturally responsive supports.

## NEWS FOR CLIENTS

### Appreciate all those who keep us fed, supported and safe



Take time to remember and thank those who make it possible for us to function during this pandemic – our PSWs, other healthcare workers, grocery and drugstore employees, transit workers and other people delivering mail, groceries and supplies. All of these essential workers keep us fed, supported and safe. These people continue to show up and do their jobs in spite of the risks to themselves and their families. They deserve our appreciation and respect.

*"I'd like to thank all the staff for being there for us and keeping us safe! #thankyoufrontliners - Bellwoods Client*

### COVID-19 Vaccines

Vaccines to prevent COVID-19 are the best hope for ending the pandemic. Getting a COVID-19 vaccine can help protect you by creating an antibody response in your body. It can help prevent you from getting COVID-19 and might keep you from becoming seriously ill or developing serious complications.

The COVID-19 vaccine is safe, effective and strongly recommended for clients and staff. The initial roll-out prioritized hospital staff, healthcare workers and residents in long-term care settings. The vaccine will be rolled-out to more health professionals, with an initial focus on regions with the highest COVID-19 rates. Bellwoods is working with our sector partners to confirm the plan and timeline for Bellwoods clients and staff to receive the vaccines. You can learn more about the vaccine and recommendations for seniors and special populations by visiting these links.



**For more information on the COVID-19 vaccine visit:**

<https://covid-19.ontario.ca/covid-19-vaccines-ontario>

## BELLWOODS' BRIDGING THE GAP FUND (BTGF)



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

This fund is intended to **'Bridge the Gap'** for Bellwoods' clients whom are experiencing periods of greater financial hardship.

If you need help or know of a client that does, apply or reach out to the Bridging the Gap Coordinator at 416-447-1168 or by email at [ayip@bcclsp.org](mailto:ayip@bcclsp.org)



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