



# BELLWOODS COMMUNITY NEWS

SPRING EDITION • APRIL 2022



## MESSAGE TO CLIENTS

SUSAN JEWELL,  
CHIEF OPERATING OFFICER (INTERIM)

Spring is here! I hope everyone gets outside to enjoy the weather and the budding of the trees and flowers! Remember to keep a healthy distance, keep your masks on when in crowded areas, and get your booster shot. Bellwoods will continue to abide by all of our internal IPAC protocols to ensure the health and safety of our community.

The latest news,  
updates and  
announcements

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## WE WELCOME ALL CLIENT FEEDBACK: COMPLIMENTS, COMPLAINTS, CONCERNS OR SUGGESTIONS

Bellwoods has a process in place to ensure that client feedback is heard and resolved in a timely, fair and equitable manner. Our goal is to work with clients to resolve issues based on the following principles:

1. All feedback will be dealt with consistently, promptly and issues resolved as quickly as possible.
2. Complaints will be resolved at the most appropriate level and follow the escalation process in the *Client Feedback & Complaints Policy (CS-B12-01)* (see diagram below). Complainants have the right to raise concerns without fear of interference, coercion, discrimination and/or reprisal.
3. Complaints will be reviewed fairly and will be respectful to all parties.
4. Complaints will be used to improve services, policies and procedures.
5. Complainants will be advised of their options to escalate their complaint to a more senior staff person if they are dissatisfied with the treatment or outcome.
6. Complainants will be provided with clear and understandable reasons for decisions relating to their complaint.
7. Updates will be provided to complainants during the review process.



# CLIENT FEEDBACK PROCESS

If the complaint cannot be immediately resolved, the employee shall escalate the complaint to the Supervisor.



If the complaint cannot be resolved, the Supervisor shall escalate the complaint to the Manager/Director.



If the client is not satisfied with the proposed resolution, the Manager/Director shall escalate the complaint to the appropriate VP to review the decision.



The complainant has the right to appeal to the CEO after receiving notice of the outcome of the VP's review.

## EMPLOYEE

**Step 1** Any employee who receives a client complaint shall immediately try to resolve the complaint within that employee's role and authority.

## SUPERVISOR

**Step 2** The Supervisor shall resolve the complaint or take steps to continue the resolution process with the knowledge and agreement of the client making the complaint.

## MANAGER/DIRECTOR

**Step 3** The Manager/Director shall determine whether the complaint meets the definition of an appeal and proceed to resolve the complaint with a thorough investigation.

## VP

**Step 4** The VP shall review the appeal and notify the client of the outcome of the review.

## CEO

**Step 5** The CEO will undertake an investigation to consider the appeal and make a decision.

Depending on the nature of the complaint, at any time during the resolution process, the Employee or Supervisor may involve Clinical Supervisors, Schedulers, Security and Facilities Management for their assistance and support.

The Manager/Director is responsible for advising the client with respect to external appeals options.



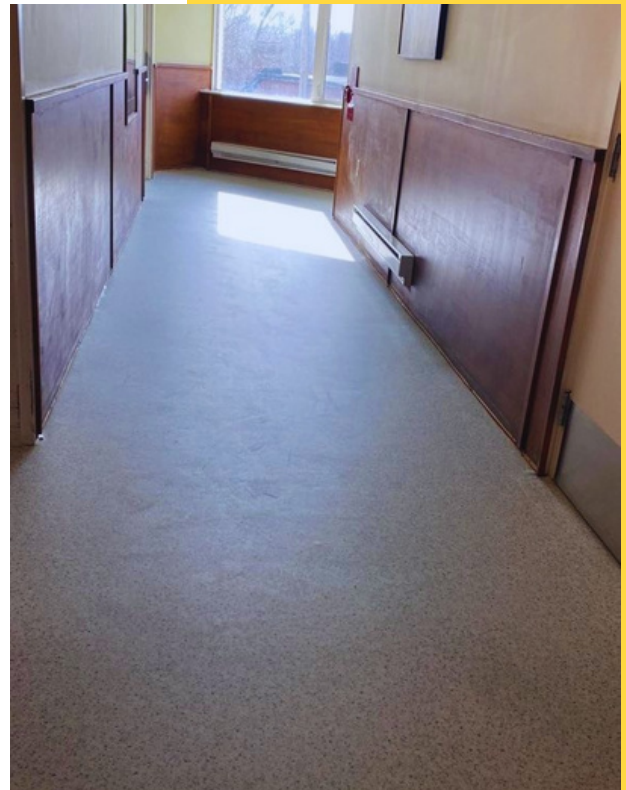
Inquiries about the process can be directed to Director, Quality & Client Engagement at [hngo@bcclsp.org](mailto:hngo@bcclsp.org) or 416-447-1170



## 1082 DUNDAS RENOVATIONS

The floor tiles at 1082 Dundas were replaced. Renovations were completed on March 14.

Thank you to the planning committee that helped manage this project. And, a big shout-out to Hildred Martin and Otelio Jochico for coordinating the renovations schedule.



### BETTER OUTCOMES



### CLOSER COLLABORATION



### CONTINUOUS IMPROVEMENT

## INVOLVEMENT OF CLIENTS IN ACCREDITATION 2022

Ben Kwarteng (Shaw site) and Jennifer Acton (Walton site) are clients working with staff as members of the *2022 Bellwoods Accreditation Steering Committee*.

If anyone is interested in getting involved in the work leading up to accreditation please reach out to Susan Andrew, Vice President, Corporate Services and Support (Interim) at [sandrew@bcclsp.org](mailto:sandrew@bcclsp.org)

## CLIENT EXPERIENCE SURVEY

The feedback arising from the Client Experience Survey are being shared with all clients this month. The analysis includes a list of key issues that emerged from the survey. Thank you to everyone who took the time to complete the Survey.

Reach out to Huy if you have any questions:

Huy S. Ngo, Director of Quality & Client Engagement

T: 416-447-1170 or E-mail:

[hngo@bcclsp.org](mailto:hngo@bcclsp.org)



## GUEST POLICY FOR SUPPORTIVE HOUSING CLIENTS

### **A reminder to clients at our Supportive Housing sites and Housing Hubs:**

Tenants may have visitors or guests in their homes. Any tenant may invite guests into their unit for up to one week's stay without obtaining Bellwoods' permission. If your guest wishes to stay longer than a week, you (the tenant) must submit a request in writing to the Service Excellence Manager stating the length of time the guest would like to stay. You will be notified of the decision regarding your request.

Reminder: Tenants are responsible for:

- The actions and behaviours of their occupants, visitors and guests;
- Advising their guests and visitors that they may be asked to prove that they have a home address outside of the unit they are visiting;
- Complying with Bellwoods' Guest Policy (F&P-D6-01)

# NEWS FOR CLIENTS

## APRIL 5 WAS NATIONAL CAREGIVER DAY

Reaching out to help our family and friends in need throughout this pandemic has been a challenge for many. It has taken a village and incredible people to get through these times. Thank you to all of the amazing caregivers who make a difference in the lives of so many here at Bellwoods. #heroes #nationalcaregiverday

For more information:

<https://ontariocaregiver.ca/caregiverday/>

## PSW WAGE INCREASE PERMANENT

The Ontario Government has tabled legislation to make the PSW wage increase permanent. If passed, the *Pandemic and Emergency Preparedness Act, 2022* would see workers in long-term care and community care continue to receive a raise of \$3 per hour.

## BY CLIENTS FOR CLIENTS (BCFC)

A number of Bellwoods' clients are participating in a rally on May 3, 2022 beginning at 1:30 p.m. The march will run from Trinity Party to City TV. Those that are part of the coalition want to raise awareness of the plight of those struggling to maintain their independence in the community. Come out and show your support: join the rally on May 3rd! #OurCommunityCares #fairshake

Follow BCFC @bcfc2022 on Twitter, or @byclientsforclients on Facebook for updates. Reach out to BCFC anytime for more info.

## DEADLINE FOR INCOME TAXES IS APRIL 30, 2022

The final due date for 2021 tax returns and payment of any balances due is April 30th. If you need help with your taxes, reach out to one of the following tax clinics listed below:

- WoodGreen Community Services provides year-round tax clinics for low-income people. Currently, the clinic is being offered virtually and/or by phone. Visit website for information:  
<https://www.woodgreen.org/programs/income-tax-clinic>
  - Telephone: 416-645-6000 ext. 1187 or  
Email: [taxclinic@woodgreen.org](mailto:taxclinic@woodgreen.org)
- West Neighbourhood House offers a Financial Empowerment and Problem-Solving (FEPS) program by phone. Contact Shaughn at 416-848-7980 to schedule an appointment.

## TTC FAIR PASS DISCOUNT PROGRAM



The Fair Pass Transit Discount Program is a City of Toronto poverty reduction initiative to make TTC and Wheel-Trans more affordable for low-income residents of Toronto.

The program provides:

- 33% off TTC Adult Single-Ride Fare
- 21% off TTC Adult Monthly Pass

Discounts are programmed onto a PRESTO card for 12 months and cardholders must load funds to that card to access the discount.

Eligibility Requirements:

- Live in Toronto
- Between age 20-64 years old
- Individuals receiving support from at least one of the following programs:
  - Ontario Works (OW)
  - Ontario Disability Support Program (ODSP)
  - A Child Care Fee Subsidy (Toronto Children's Services)
  - Rent-Geared-to-Income Subsidy (RGI, or subsidized housing)
  - Income below limit:

Family Size	Income Limit
 1	\$28,926
 2	\$40,907
 3	\$50,101
 4	\$57,852

Note: You only need to apply if you are a new client with a PRESTO card that does not have the Fair Pass discount. How to apply:

- Visit online: [www.toronto.ca/transitdiscount](http://www.toronto.ca/transitdiscount)
- Contact 416-338-8888, select option 6
- Or, reach out to Bellwoods Community Integration Worker (CIW) for assistance with the application at [ciw@bcclsp.org](mailto:ciw@bcclsp.org) or call 416-220-6194

## #OURCOMMUNITYCARES

The Board of Bellwoods is engaged in an advocacy campaign to ensure that people with disabilities can live independently in the community with the supports needed. The Board is working to raise awareness of the value of independent living (IL) for clients, and the role IL programs play in keeping people in the community. It's time to integrate the silos, adjust the funding model, better utilize data and start a conversation about the many benefits of independent living. #OurCommunityCares

1. Supportive housing helps people with disabilities live stably in the community.
2. People with disabilities in supportive housing reduce their use of emergency health care and hospitalization.
3. Supportive housing can help people with disabilities receive appropriate health and community support services to improve their health and maintain their independence.

### Home and Community Care includes three large service areas





## RESPONSE TO COVID-19

We are asking everyone to continue to remain vigilant in practicing all IPAC protocols: wear your mask during service delivery and while in all common spaces, complete the daily screeners, wash your hands and respect physical distancing.

Masks are an essential tool to creating a safer indoor environment for everyone.

### Ontario Health Updates:

- The Ontario Government is expanding eligibility for COVID-19 antiviral treatments and PCR testing to more high-risk individuals. Effective immediately, the following higher-risk groups are eligible to be tested and assessed for antiviral treatments (such as Paxlovid):
  - Individuals aged 18 and over who are immunocompromised (have an immune system that is weakened by a health condition or medications);
  - Individuals aged 70 and over;
  - Individuals aged 60 and over with fewer than three vaccine doses; and
  - Individuals aged 18 and over with fewer than three vaccine doses and at least one risk condition (e.g., a chronic medical condition)
  - Anyone who is eligible for an assessment is now also eligible for a PCR test at any testing centre in Ontario (<https://covid-19.ontario.ca/assessment-centre-locations>)
- On April 13, a list of pharmacies that are dispensing Paxlovid was made available at <https://covid-19.ontario.ca/covid-19-antiviral-treatment>
- Individuals can access Ontario's antiviral screener tool at <https://covid-19.ontario.ca/covid-treatment-screener> to help determine if they are at higher risk and should be assessed for treatment.
- Ontario has extended its plan to distribute COVID-19 rapid test kits (no cost) until the end of July. (<https://www.cbc.ca/news/canada/toronto/ontario-covid-19-sixth-wave-1.6408814>)
- On April 7th, the Ontario Government expanded eligibility for fourth doses of the COVID-19 vaccine to individuals aged 60 and over as well as First Nation, Inuit and Métis individuals and their non-Indigenous household members aged 18 and over. The fourth booster shot provides an extra layer of protection against the Omicron and BA.2 variants. We encourage everyone who's eligible to get boosted as soon as you're able.
  - Eligible individuals can book their fourth dose appointment through the COVID-19 vaccination portal: <https://covid-19.ontario.ca/book-vaccine/> or by calling the Provincial Vaccine Contact Centre at 1-833-943-3900, or check with your local pharmacy or primary care setting.



Please note: Booster doses are being offered to these individuals at a recommended interval of five months after receiving their last booster.

## BRIDGING THE GAP FUND (BTGF)



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

This fund supports Bellwoods' clients experiencing periods of greater financial hardship.

If you need help or know of a client who 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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This newsletter is produced by Bellwoods a charitable, not-for-profit organization headquartered in Toronto. Bellwoods provides housing, personal support and reintegration services to individuals with a broad range of disabilities and also provides transition programs and supports for clients transitioning from hospital and/or those at-risk of homelessness.

Electronic copies of this newsletter are available on our website <https://bellwoodscentres.org/about-us/publications/> See Publications > Newsletters.

For a printed copy and/or suggestion on content for future topics contact Anna Yip, Communications & Development Associate at 416-447-1168 or at [ayip@bcclsp.org](mailto:ayip@bcclsp.org)