



BELLWOODS COMMUNITY NEWS

AUGUST 2025

FEATURED IN THIS ISSUE

- Meet BCAC's new members (pg 2)
- Staffing news (pg 3)
- Events & reminders - Summer socials, nail clinics & more (pg 4)

THE HEADLINES

Client Experience Survey - What's next?

Earlier this year, we asked all clients to share their honest feedback with us through the "Tell Us Like It Is" Client Experience Survey. Thank you for providing your thoughts and helping us understand how we're doing.

We're already working on what you shared with us. This summer, Bellwoods:

- Met with the Bellwoods Community Advisory Council (BCAC) to review and discuss the survey results
- Shared a *What We Heard Report* with all clients, outlining your feedback in six key areas — where Bellwoods is getting it right and where we can improve
- Shared the results with leaders and all staff to make sure the team understands your concerns and areas we can work on
 - We met with all site & AO supervisors to discuss the survey results in detail
 - Supervisors then shared the results with their front-line staff (PSWs)

Moving forward, Bellwoods will:

- Develop an action plan to improve client experience; working closely with the BCAC for client input
- Continue building on the areas where Bellwoods is performing well, such as client involvement in services



Scan to view
the report



Do you have questions about the survey findings? Ideas for how Bellwoods can improve? Contact Constantine Simpson at 416-220-7548 or csimpson@bcclsp.org.

THE HEADLINES

Meet BCAC's new members

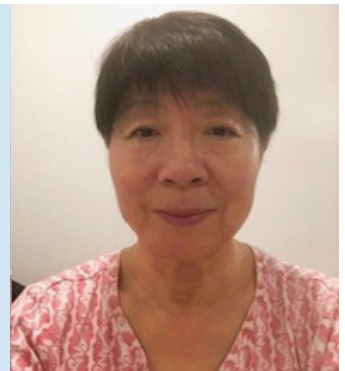
The Bellwoods Community Advisory Council (BCAC) is excited to welcome three new members! The Council serves as the voice of Bellwoods' clients, advocating for people with disabilities and advising leadership on issues that affect client quality of life. This summer, the Council's leadership interviewed applicants and selected three new passionate advocates to join the BCAC!



Amanda JV Malitsky is a visual artist and community advocate whose work explores memory, disability and belonging. Before joining Bellwoods, she worked in film and television, recruitment and education — experiences that continue to shape her creative voice and values. She is currently preparing for an art exhibition and developing a multimedia book that weaves together personal reflections and imagery.

Amanda joined the BCAC to help amplify client voices and offer thoughtful, compassionate input. She has been a client of Bellwoods since December 2024 and is part of the Dundas supportive housing program. She is passionate about accessibility, inclusion and making space for stories that are often overlooked or unheard.

Hong Liu has resided at the Dundas and Shaw sites since 2008, after her husband's stroke brought them to Bellwoods. Hong supports her husband as he navigates life with his physical disability and language barriers. She is a caregiver while continuing to work serving seniors. "While there are challenges, it's worth it," she says. Hong is deeply grateful for continued support and understanding from the Bellwoods community and looks forward to serving on the BCAC.



Scott Allen has been a Bellwoods client for 25 years, living at the Shaw Street location. In that time, Scott has been a passionate advocate for various organizational initiatives. He currently sits on the Community Council representing Shaw Street and has recently offered his talents as a liaison to help develop Bellwoods new Volunteer Program. He's also been called upon to participate in interviews of senior management candidates and served on the Bellwoods Board of Directors.

Scott has an Honours BA in Political Science from the University of Guelph, where he served on the senate. He also has a postgraduate certificate in Fundraising and Volunteer Management.

THE HEADLINES

Let's bring volunteers to Bellwoods!

For nearly 70 years, Bellwoods has been supporting people with physical disabilities to live independently in the community.

And now, we're recruiting volunteers to become a part of that legacy. Right now, we're looking for:

- **Friendly Visitors** to visit one-to-one with those who may feel isolated
- **Social Event Assistants** to help plan and lead events and programs, from game nights to themed gatherings

Know someone who's looking to give back to their community? Tell them about Bellwoods!

Learn more at:

bellwoodscentres.org/volunteer

Fire safety reminders

The most common type of house fire is a kitchen fire — practice these five safe cooking tips to protect yourself and your neighbours:

1. Stay in the kitchen & stand by your pan
2. If you leave the room, turn off the stove
3. Keep things that can burn, such as paper towels or tea towels, away from the stove
4. Turn pot & pan handles in to avoid hot spills
5. Keep young children/pets away from cooking

To extinguish a small grease or oil fire, keep a lid nearby when you're cooking to smother the fire. Carefully slide a lid over the pan to extinguish the flames and turn off the burner. Don't move the pan and keep the lid on until the pan cools completely.

Never use flour or water on a cooking fire, as it spreads flames. If there's a fire in the oven or microwave, keep the door closed and turn off the heat.

STAFFING NEWS

Welcoming new team members

Aliyah Whittaker - Supervisor, Support Services, Deauville & Walton: Aliyah joins Bellwoods with experience in management, program development, team leadership and service delivery optimization. Aliyah holds a BCom in Health Care Management and is certified in Mental Health First Aid & Lean Healthcare Problem Solving.

Adrija Datta - HR Generalist: Adrija brings a BCom and over five years of experience in HR, supporting functions from employee relations to benefit administration.

Louis Rivera - Brand Design & Communications Assistant (Co-Op): A student in George Brown College's Brand Design Honours degree, Louis will support the Communications Department through the fall. Louis brings five years of freelance branding experience and aims to create designs centred in empathy and purpose.

Lina Baterna - PSW, Mimico: Lina brings nearly a decade of caregiving experience and a caregiver certificate to her PSW role.

Joystina Ogunye - PSW, AO Central: Joystina has over five years of experience as a PSW in long-term care, community and hospital settings. She's passionate about enhancing clients quality of life by delivering services with dignity, respect and empathy.

Goodness Olorode - PSW, Dundas: Goodness joins us with significant experience in the social services sector, including roles in retirement homes, community and hospital environments. She's committed to collaborative work to support safe, effective and compassionate client care.

EVENTS & REMINDERS



Drop-in summer socials

West Event

Thursday, August 28, 2-4 p.m.
Dundas Outdoors Space

East Event

Friday, Sept. 5, 2:30-4:30 p.m.
Deauville Event Space

Clients are invited to join us for drop-in socials featuring free snacks, games and prizes and a chess corner (play or watch!).

Questions? Reach out to Nirogi Kuganeshen at 416-453-2539/nkuganeshen@bcclsp.org.



Nail care clinic

When: Tuesday, Sept. 30; 9 a.m. to 3 p.m.

Where: Shaw Site Basement

Cost: \$35 (cash only, paid direct to our nail care specialist, a certified nurse)

The clinic is open to clients at all sites and in the community! Register by contacting our Community Integration Workers at 416-220-8365 or by e-mail at ciw@bcclsp.org.

If a number of clients in a another part of the city express interest in the clinic, Bellwoods can bring the clinic to other locations!

Community food banks

Did you know Bellwoods can connect you to food bank support?

The Parkdale Community Food Bank delivers food packages to our Shaw site every Weds. Bellwoods CIWs then distribute to our Shaw and Dundas clients.

We also have a partnership with Second Harvest Food Bank on the East side, with CIWs delivering to clients at Madison, Deauville, Birchmount and Yonge on Tuesdays.

If you live at one of those sites and would like to sign up for food bank support, please contact our CIWs at **416-220-8365** or ciw@bcclsp.org. You may also ask your site supervisor to submit a referral for you.

Sept. 30: National Day for Truth and Reconciliation

On Sept. 30, Bellwoods honours the **National Day for Truth and Reconciliation** — an opportunity to remember the children who never returned home and Survivors of residential schools, as well as their families and communities. It's a time to reflect on the ongoing impacts of colonialism and commit to meaningful reconciliation.

We invite staff and clients to wear an orange shirt on Sept. 30 to recognize this day. Let's take this opportunity to learn more and have meaningful conversations.

Bellwoods Head Office

3 Concorde Gate, Suite 200
Toronto, ON. M3C 3N7

T: 416-696-9663
E: news@bcclsp.org



BELLWOODS
INNOVATING INDEPENDENCE