



THE BULLETIN



Rotary Club of Etobicoke

District Governor: **Brian Thompson**

RI President Gary C.K. Huang

Week April 15, 2015

Board 2014-2015

President: Mark Winson, Past President Michael Bell, President Elect: Jack Fleming, Secretary: Ron Miller,

Treasurer: Don Edwards

Directors: Donna Cansfield, Gregory Dobson, Gillian Dugas, Ingrid McGaughey, Frederik Martin, Kester Trim, Hugh Williams

April 22 2015- Speaker: Stephanie CHRISTENSEN –Shelterbox Canada

Reporting: Ron Miller

Pictures: Ron Miller & Peter Dusek

Big Ideas Forum Seniors Care In The Community



President Mark welcomed everyone attending tonight by saying that tonight's panel discussion on Senior's Health Care is "of interest to all of us as we will all go through this with elderly members of your own family or yourself". He added that "it is a tough system to navigate". He turned the proceeding over to Donna Cansfield who moderated a panel of experts on the "Seniors Care in the Community". She first introduced the panel which consisted of; Dr. David Tal, Chief of Service, Geriatric Medicine at St. Joseph's Health Centre; Catherine Grenaway, Director, Client Service, ESS Support Services; Mike Valkama, Chief Operating Officer, CANES Community

Care; and Michael Lu, Owner, Nurse Next Door Home Care Services.

Dr. David Tol's resume is far too long to list here, but besides being the Chief of Service for Geriatric Medicine at St. Joseph's Health Centre since 2011 (where he also continues to be a Staff Physician in Internal Medicine and Geriatrics since 1989), he also is currently; a Lecturer at University of Toronto Faculty of Medicine since 2013, and the Director of the Age Matters Clinic in Toronto. Donna says that Dr. Tol is a "geriatric champion" who "walks his talk".

Catherine Grenaway is the Director of Services at ESS Support Services, a multi-service non-profit agency working with seniors in West Toronto. Catherine completed her undergraduate work in Toronto and received her Master of Arts in Sociology from York University in England. She has been working in the community support sector for over fifteen years with a special interest in Adult Day Programming and Community sector ethics. Catherine is passionate about client program and systems development as well as working in the healthcare sector toward transformational change. Donna added that Catherine is "incredible" and "does so many things in our community".

Mike Valkama, Chief Operating Officer, joined CANES Community Care in 2008. He has over 20 years of senior operational experience in community healthcare and the seniors living sectors. Mike is a visionary, a creative leader, who participates and motivates those he works with. He has led multi-disciplinary healthcare teams during times of significant change. His experience implementing strategic plans, budget development, Client focused

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care, and continuous quality improvements have contributed to the growth and expansion of other organizations operating within our sector. Donna wanted to remind Mike that CANES started in Etobicoke before moving into Brampton (though they still serve Etobicoke). She added that CANES began as a relatively small community organization which has grown into an “integrated health care system that serves the Western GTA”.



Michael Lu besides being the Owner of Nurse Next Door Home Care Services is a member of the Rotary Club of Etobicoke. Donna noted that Michael had a Master's Degree in Business, but became a “certified” Professional Care Giver”. She added that Michael's Grandmother was an influence on Michael's decision to move into the health care for senior's profession.

Donna began the discussion by asking each of the panellist “what they see as the issues and how they are being addressed”. Dr. Tol began by saying that improving the quality of care for seniors is his first priority. While he thinks that for most people that health care system works well, but for “frail” seniors it is a “lousy system”. A senior has a fall, infection, etc. and “can't function” goes to emergency where they are assessed. They may not be “safe enough to send home” so they are admitted where they actually can become worse. He says that these seniors should be getting “up and moving within 24 hours so they can get home sooner”. However, if they are in a hospital bed for any length of time they become “functionally worse”. He says that at St. Joe's they are implementing a “First Three Day”

Program where their team of Health Professionals make a full assessment of the treatments necessary for the elderly patient in an effort to get them home sooner. This is resulting in shorter hospital stays and the “30 day unplanned returns to hospital” are much lower. As well, Dr. Tol says they are trying to identify “at risk seniors” that may be able to be treated early before they become more serious. These would be seniors in the 70 or over age criteria that may be frequently visiting clinics. This could put less of a burden on Hospitals and could result in cost savings. Dr. Tol suggests that one way to accomplish this is add personnel. He said adding people could actually save money as the patients would be better assessed by the clinic nurse, social workers, occupational and physiotherapist (within 24 hours) and possibly home sooner (hence lower costs). They become fully engaged” with the senior, who Dr. Tol added are “the most challenging to deal with.



Catherine Grenaway and Mike Valkama combined to talk about the “Radical Effect” for Home & Community care for seniors in Etobicoke”. Catherine began by saying that ESS and Canes are both non-profit organizations. There is an “increased demand for service for seniors due to the rapidly growing senior's population in the GTA”. There is also “more diversity and more complex needs”. There is a need to maintain the quality of service and meet the increased expectations from all funders. They receive much of their funds from the LHINs (Local Health Integration Networks), United Way, etc. She added that currently base funding is “flat-lined” even

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though programs have been added. This has effected the recruitment and retention of staff and their training. There is "more and more reporting required" and "more pressure to integrate services or merge. The options; seniors need to take control of their own care; the government needs to "empower caregivers and clients to take control"; make better use of volunteers; combine resources of providers; better use of technology; develop a full range of "wrap-around services"; develop new partners; and leverage resources (civic organizations, private sector, and others (mental health, addiction, palliative, etc.) They need to "increase their reach". Mike wanted to talk about their "Big Idea" (the only thing bigger than a big idea is the team that can make it happen"). The execution of the idea by a very capable team is critical. ESS/CANES and Storefront Humber launched the "Radical Effect Model" in September 2014. This is the first time applied to not for profit in Canada. They are looking for a new perspective on the challenges. The expected outcome; new ways to deliver service to realize system improvements; to prototype some of the "big ideas" to prove that they can work before rolling out. What's next? Develop a 6 to 12 month Action Plan to apply model to Etobicoke then evaluate the results.

Donna asked Kim Floyd from the Central West Community Care Access Centre how people can get help to "navigate the system". Kim said that across the province anyone can access information or get help navigating the health care system by calling 310-CCAC or online at www.helpline.ca.

Michael Lu said that he learned the "urgency" of the senior's care issue from his Grandmother who told him "never forget seniors". Even though he began his career in marketing with P&G he wanted something different. He had to move from place to place with his job. He decided to move with his family to Canada and he now wanted to stay in one place and not have to move again. He remember his Grandmother's advice and thought that there was "no better industry than seniors". They are not going anywhere. He says 2 ½ years ago he made his "decision career wise". He feels that his idea of senior's care is to "keep it simple". Treat seniors with

a "touch of humanity" and get to "learn about the clients". The reward is "great caregivers and great seniors". They "embrace that approach" and allows the caregiver to match with the senior". Michael is also happy that he joined Rotary which has allowed him the opportunity to "give back to the community" Through Rotary he "brainstormed" his Big Idea. With the help of another Rotary member Gill Dugas, they thought about "how to bring this idea to life". Michael says the problem with many seniors is that they only come forward when they are in crisis. However, he says the "signs are already there if you pay attention". They don't have to reach this state of crisis if they only knew. However, in many cases there is a "barrier - seniors don't want help". Michael says "take no as yes - but". Try finding another way. They want help but you have to find a different approach. Michael created the "Lights on for Seniors" program which involved volunteer visits at Christmas time for the past 2 years. The seniors received some gifts, a small Christmas tree and lights to decorate it. However, it was really a chance to give some company to a lonely senior and get to know them better. He says this has expanded into regular volunteer visits or phone calls to seniors to help address loneliness, build trust and relationships, and to connect with the care they need. This has been accomplished as a partnership between Michael's Nurse Next Door and our Rotary Club. He trains his volunteers to be "active listeners" to learn their culture, history, hobbies, and family. They are also trained observers to monitor any changes in their mobility, pain, overall look, personal hygiene, medications, meal, and mental state. Once a relationship has been established they can link them to primary CCAC and other healthcare professionals as necessary. "If we knew earlier about a potential crisis, intervention could take place".

Donna asked "with the GTA being very multicultural, how do you bridge cultural barriers?" Dr. Tol said "it is very hard to cut though these barriers". He finds that if you "actively listen to the person, engage the family, so empathy, and ask "how can I help you", over time you can start the process as they get to know you. He added that the healthcare staffs are now as much "multicultural as the people they

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serve". These are people that the client may feel more comfortable with. If necessary, they can also engage a translator. They are also partnering with cultural organizations that are "culture specific" to reach their patients.



Donna thanked everyone for a very informative session. However, she said that we weren't able to touch on subjects such as "long term care, etc. She thinks we should think of having another similar session to deal with the subjects that weren't covered this evening.

Hands on Etobicoke Projects

Easter "Goodie Bags" for Seniors



Our Hands-On Etobicoke team completed more goodie bags for isolated, fragile seniors to enjoy over Easter. This is part of our "lights on for seniors" project in partnership with Michael Lu's wonderful volunteers who distribute the bags during a friendly visit to the seniors.

Winona House:



On Friday, April 10th Rotary Etobicoke's Hands-On team delivered food and toys to Winona House. Winona House provides supportive apartments for families of Aboriginal descent. The Jean Tweed Centre has partnered with YWCA Toronto to develop mental health support services for women dealing with addiction and other mental health issues. Tracy, Jeannine and Sarah will distribute the items to the 50 families.

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Mabelle Meet-up at Montgomery Inn:



On Saturday, April 11th Club members made paver sleeves for the soon to be renovated community meeting park at Mabelle Residence. Gill helped construct the paver sleeves and Michael sewed the sleeves before we filled them with quick drying cement. Our pavers will become part of the area around our sponsored fire pit and BBQ to be installed in May. A fun hands-on project and an opportunity to join with fellow Rotarians and Interactors from Etobicoke Collegiate Institute.

Secretary's Announcements



Rotary Trump AIDS Poker Walk – Saturday, April 25th:

Gill Dugas would like to remind all Club members that Rotary Etobicoke is looking for walkers to join our Rotary Etobicoke "Ribbers" Team at our annual District 7070 Rotary Trump HIV/AIDS Poker Fundraising Walk on Saturday, April 25th. Registration opens 9 a.m. and the Walks starts 10 a.m. The route is 5 km around Toronto Beach Parks and Queen Street followed by a light lunch with entertainment at 12:00. Prizes to be award for the best poker hand. Wind up at 1:30 p.m. Teams of 8 persons with family and friends invited to join our team(s).

If you cannot join our team, your support through a sponsorship to the team would be much appreciated. Rotary Etobicoke's International Committee will retain 80% of all the funds we raise for HIV/AIDS projects. To sponsor our team go to www.trumpaid.ca

Last year the funds our Club raised \$2,247 from the Rotary Trump HIV/AIDS Walk were sent to the Rotary Club of Knysna to be used for projects involved with individuals with HIV/AIDS; Masithandane in Sedgefield, MadAboutArt in Nekkies; and Mrs. Talamagies' soup kitchen in Hornlee.

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Visitors & Guests

Visiting Rotarians:

- ✦ Dorothy Eze – (President Elect) Toronto Humber
- ✦ Weiting Xu – York University Rotaract

Visitors and Guests:

- ✦ Dr. David Tal – Chief of Service, Geriatric Medicine – St. Joseph's Health Centre – Speaker
- ✦ Catherine Grenaway – Director of Client Services – ESS Support Services – Speaker
- ✦ Mike Valkama – CEO – CANES Community Care – Speaker
- ✦ Gayle Seddon – Director, Community Program – Toronto Central Community Care Access Centre
- ✦ Kim Floyd – Director, Patient Care Services – Central West Community Care Access Centre
- ✦ Christina Hurtado – Humber River Hospital Geriatric Emergency Management
- ✦ Clara Brittos -- Humber River Hospital Geriatric Emergency Management
- ✦ Susan McDougall – Haven on the Queensway
- ✦ Marie Lapierre – Haven on the Queensway
- ✦ Sylvia Cohen – Nurse Next Door
- ✦ Shirlene Courtis – Potential New Member
- ✦ Linda Braendel – Potential New Member
- ✦ Debbie Funchion – Guest of Linda Braendel
- ✦ Cheryl Nakagaw – Guest of Linda Schneider
- ✦ Jo-Ann Bell – Guest of Michael Bell
- ✦ Rhena Fleming – Guest of Jack Fleming
- ✦ Anne Wood – Guest of Yvan Baker

Attendance:

Members 27
Visitors & Guests - 19
Total – 46

This Weeks Calendar



Saturday, April 25th – District Conference meeting – 9:30 am – Rotary Clubhouse

Monday, April 27th – Ribfest Committee meeting – 6:00 pm – Rotary Clubhouse

Saturday, May 2nd – District Assembly – 7:30 am to 2:00 pm – BMO Institute for Learning (3550 Pharmacy Ave – Pharmacy/Steeles Ave. E.)