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New Home, New Hopes & Dreams . . .

Kelly, Community Connect client, hears a knock on her door. By using her newly-learned skills, she responds with a pointer attached to a universal cuff on her right hand to press the button on an automatic door opener. The door swings open and her visitor steps into a one bedroom apartment which she has decorated in earthy colours. Kelly is sitting in front of her computer reading an email while the sights and sounds from the music channel resonate throughout the room. A jolly snowman twinkles in the window behind her. She greets her visitor with a nod and a big smile, and starts to converse using her pointer to spell out words on her *DynaVox*, a high-tech speech-generating device.

Kelly describes her first two months in Bellwoods' Community Connect program as "getting used to being here in the community." For Kelly it's the first time she has been out of institutional living since her accident five years ago, as well as the first time she has had her own apartment. She is pleased to note the differences. "Here," she says, "I have to make my own plans. I get to open my own door. No one can just walk in."

Before her accident, Kelly was living in her hometown of Montreal and working as an assistant manager at a retail fashion store. The world of fashion continues to excite her, and she is preparing to take courses on line in pursuit of her vocational dream. "In the future, I want to start my own fashion business for people with disabilities. I would like a helper to help me get the appropriate clothes and covers made for people in my situation." This sounds like a perfect way to connect with the community.

When asked about her new life at Bellwoods, Kelly starts by reflecting on the past. "I still think about being in the hospital in Montreal when people weren't sure if I was going to pull through." Her own determination coupled with support from her family, and the use of various low and high tech devices has allowed Kelly to regain her independence. With support from the Community Connect team, Kelly has learned to feed herself **New** — *continued on page 4*



Kelly at the microphone at the Community Connections celebration.

CELEBRATING COMMUNITY CONNECTIONS

October 19 was a very special day for Bellwoods Centres. The day dawned bright and beautiful, enhancing our mood of celebration about Bellwoods' accomplishments during the past year and a half. The opening of our new building, 1082 Dundas Street West, Toronto plus the launch of a new program, Community Connect, has provided enhanced opportunities for services and housing for adults with physical disabilities. These two initiatives also represent the results of collaboration and partnerships among funders, providers and clients.

Bellwoods Centres introduced its new supportive housing project, Bellwoods Dundas, which achieved occupancy in 2008 and for which Bellwoods also provides services. This special project was made possible through the partnership of the Ministry of Health and Long-Term Care, Canada-Ontario Affordable Housing Program, City of Toronto, First National Financial LP and Bellwoods Centres. Future partnerships are projected to take full advantage of on-site assets to offer relevant service and social opportunities for the community.

With the advent of Local Health Integration Networks (LHINs), Bellwoods Centres has enhanced its partnership

development through initiation of "Community Connect", a pilot transition supportive housing program targeted to assist the health system with discharge of Alternate Level of Care (ALC) patients from hospitals as well as residents from long term care homes who may be able to live independently in the community.

"I was impressed by the way in which Bellwoods, throughout its 50 years of serving adults with disabilities, has consistently evolved and renewed itself," said the Honourable David C. Onley, Lieutenant Governor of Ontario.

"The new Bellwoods Dundas speaks volumes about the kind of innovative health care it is providing in terms of offering supportive services for people with disabilities so they can live more independently," said George Smitherman, Deputy Premier and Minister of Energy and Infrastructure. "Our government is proud to have played a role in bringing to life this long-awaited project."

"Bellwoods Centres was started over 50 years ago during my political career with the support of the Ontario Provincial government," said John Yaremko, former Minister of Social and Family Services and long time supporter of Bellwoods. "I am now very pleased to learn of the partnership between the private sector and all levels of government."

"On behalf of Mayor David Miller and City Council, I'd like to congratulate Bellwoods Centres for its commitment to the creation of supportive housing," said Councillor Giorgio Mammoliti, Chair, Affordable Housing Committee, City of Toronto. "This wonderful facility is a testament to what agencies and governments can accomplish when they work together as partners."

"The Toronto Central LHIN looks forward to continuing to build its partnership with Bellwoods Dundas," said Matthew Anderson, CEO, Toronto Central Local Health Integration Network. "This new supportive housing service will give more people the option of living independently in a supportive environment geared to meet their needs."



(top) Michael Sprung, former Board Chair, Hon. George Smitherman, Deputy Premier and Gaye Walsh, Board Chair, enjoy pictures from Rolling Rampage 2005. (above) An informal chat with the Hon. David Onley, Lieutenant Governor of Ontario. (right) Dundas client Bob McKay offers words of wisdom as an independent living participant in his community.



SATISFACTION SURVEY

Bellwoods Dundas at a glance:

- 31 new accessible, affordable one-bedroom apartment units (rent-geared-to-income) owned/managed by Bellwoods
- 24/7 access to personal support services
- Program coordination and opportunity for skill development
- Special features include
 - fire safety at the level of hospitals
 - integrated emergency call system (wireless and wired)
 - highest level of barrier-free accessibility
 - environmental control for comfort of clients
 - energy saving appliances and lighting
- Close to shopping, banking, restaurants and park

Community Connect at a glance:

- Community transition program for hospital patients needing 24/7 access to personal support services
- Focused on safety in everyday aspects of community living and involves skill development and program coordination
- Capitalizes on partnerships with hospitals and long term care homes as well as relevant community services
- located at Bellwoods Park House

In spring 2009, 118 Bellwoods' clients responded to the NRC Picker survey. "Excellent/Good" responses ranged from 78.4% to 95% in the following categories: Completing work; Planning; Attitudes & behaviours; Arranging services; Communication; Meeting client needs; Client safety. The range in 2006 was from 81.4% to 93.7%.

Key positive areas for this year's survey include knowing how to call the facility, confidentiality of client information, services starting when expected, feeling safe in one's own home, respect for personal values and choices, clear understanding of client responsibilities, and being informed about conditions and needs.

Follow up action will address the following: Same quality of care at every visit; Clients given enough information re care; Obtaining consent before changing service plans; Staff washing hands when entering home; Clients told when staff is arriving; Clients satisfied with call response

A comparison with the "group of 7" organizations in 2006 continues to show Bellwoods' ratings to be higher than those of the other agencies. There were no significant statistical differences in the results from the 2006 report

Bellwoods' staff satisfaction levels were also surveyed in the summer. Results will be available in the new year

QMENTUM AT A QUICKENING PACE



Qmentum (which combines the words *quality* and *momentum*), the name Accreditation Canada has given its current program, is well under way at Bellwoods Centres in 2009.

- Early May: Qmentum was launched
- Late May: Staff participated in an accreditation staff orientation
- June: Staff, management and Board members completed questionnaires on patient safety, work life, and team-specific topics of Board Governance, Effective Organization, Home Care, and Infection Prevention and Control.
- July: Survey results arrived, and Bellwoods received its "Road Map" with 29 red flags, 52 yellow flags, and 184 green flags. Red and yellow flags tell us that we need to provide an "action" in these areas to improve results. Green flags tell us that our level of performance in these areas is already good. The flags are also divided into high and low priority areas.

- Autumn: Action plans are currently being developed and will focus on a performance management plan for the Board, a Board information-sharing roll-out, a prospective analysis on lifts and transfers, an upgraded wellness program, enhanced communication processes and information with clients and staff about our ethics framework, infection control program, disaster plan, quality management, equipment selection processes, and incident/hazard reporting. There will also be work in the community development area with partners in the community.

2010 will bring implementation of these action plans, reports back to Accreditation Canada, and preparations for the survey, including client and staff education about "tracers", a survey technique in which a topic is followed through from the planning stages to its ultimate end use with clients or staff. The survey is scheduled for May 3-5, 2010, providing Bellwoods with another chance to benchmark its performance against national standards of excellence.

PAVING THE WAY

Bellwoods Dundas supportive housing project started in summer 2008 and was filled to capacity soon afterwards. In keeping with our commitment to work towards Toronto Central Local Health Integration Network (TCLHIN) priorities, Bellwoods then got to work on developing a new transition program, Community Connect, to be located at Bellwoods Park House. Starting up in April 2009, Community Connect is focused on assisting Alternate Level of Care (ALC) hospital patients and long-term care home residents to transition successfully to their optimal living environment. Addressing client safety at home and in the community, it includes skill development and program coordination components with 24/7 access to personal support services. Thanks to our great partners for collaborating on both of these initiatives!

Celebrating Community Connections (see page 2), introduced Bellwoods Dundas and Community Connect. Thanks to all who spoke in support of these initiatives. Two clients, Kelly Hawley and Bob McKay, talked eloquently about their experiences. To view the video, visit www.bellwoodscentres.org and click on "Community Connect", or go to the TCLHIN website www.torontocentrallhin.on.ca/IHSP-2.aspx?id=3004&ekmense=e2f22c9a_276_298_3004_2

Bellwoods is working with the Ministry of Health and Long-Term Care (MOHLTC), TCLHIN and the City of Toronto to assist with their priorities including participation in consultation and system development processes and responding to proposal calls. Bellwoods is actively continuing to seek future collaboration and partnerships that improve client experience and have a positive impact on the health care system.

New — continued from page 1

with adaptive cutlery and dishes, compile her grocery list and plan menus on her computer, direct her care with the help of her communication aid, and manoeuvre her power wheelchair throughout Bellwoods and the shopping centres of Toronto.

Kelly has made new friends at Bellwoods and hopes to widen her group of friends through community programs. In addition to the assistance provided by the Program Facilitator and Educator, she is involved with the COTA Health ABI case management program and CHIRS (Community Head Injury Resource Services).

Bellwoods' Community Connect program has provided Kelly with an opportunity to transition to a new home and pursue her chosen interests and activities within her new community.

NEW BOARD MEMBER

Giles Osborne

Giles is Manager of the Toronto office of Parker Prins Lebrano Chartered Accountants, a firm serving small business and not-for-profit clients. His professional experience has also included managing systems implementation projects for a wide range of international clients as Director of Operations for a UK-based software vendor. Giles has substantial Board of Directors experience and he has a Bachelor of Arts from Dalhousie University and a Chartered Accountancy Designation from the Institute of Chartered Accountants of Ontario.

This newsletter is produced by **Bellwoods Centres for Community Living Inc.**, a not-for-profit, charitable organization committed to enabling community support for adults including seniors with physical disabilities to live as independently as possible. Bellwoods has a vibrant 50 year history of offering personal support services, program coordination and skill development, and accessible affordable housing. Editor: Nancy-Anne Purre.

Board of Directors: David Choat (Chair), Monica Codjoe, Rhonda Galbraith, Harold Keller, Robert Last, Albert Luk, Vija Mallia, Giles Osborne, Carolyn Reid, Joanne Reinhardt-Gunn, Lyndon Rollit, Cameron Turner. Executive Director: Claire Bryden

Funding for Bellwoods Centres for Community Living is provided by Ministry of Health and Long-Term Care, the Toronto Central Local Health Integration Network (TC LHIN), the City of Toronto Affordable Housing Program, and Canada Mortgage and Housing Corporation.

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Head Office hours are 8:30 a.m. to 4:30 p.m., Monday to Friday. Voice mail is available after hours.



CALENDAR



Social/Business Events

Annual General Meeting

October 25, 2010



Board Meetings

To attend the public portion of Board meetings, call the Office of the Executive Director at 416-696-9663 Ext. 206 to confirm the meeting date and location and your intention to attend. The location is 789 Don Mills Road unless specifically indicated.

January 25, 2010

February 22, 2010

March 29, 2010

April 26, 2010

May 31, 2010

June 21, 2010

September 27, 2010



REMEMBER THE WEBSITE . . .

If you have missed the latest annual community report, need to contact the Head Office for information, or want to keep up-to-date about Bellwoods, don't forget to consult Bellwoods' exciting and informative website at www.bellwoodscentres.org. Use the website to gather information or to enjoy a laugh reviewing pictures past and present. Happy surfing.