



# The 360°

May 2012 Honouring Our Nurses & Personal Support Workers

## Day Centre for Seniors Expands to Accommodate Growing Need by Sonia Ranieri, Manager Client Services

After two and a half years in its current location, the Day Centre for Seniors has outgrown its initial space and has moved to a larger unit in the same plaza located at Dufferin and Steeles in York Region. The Centre opened its doors at the new location on April 16<sup>th</sup>.

The Day Centre is funded through the Local Health Integration Network's Aging at Home Strategy which provides community/health services to help individuals avoid or delay the need for long term care placement. While the Centre is targeted to Jewish adults who have Alzheimer's Disease, dementia or an age related cognitive impairment it is open to clients of all backgrounds who have Alzheimer's Disease, dementia or an age related cognitive impairment. Clients aging with a developmental disability and experiencing an age-related change in cognition are also welcome at the centre. The Day Centre is run by Circle of Care and Baycrest, with the support of partner agencies Reena, JIAS Toronto and the Alzheimer Society of York Region.



According to Tessa Wassying, Social Worker, "our new location has so much more to offer our clients. We now have a second program room for additional programs and dining, and a quiet room which can be used as a rest area for members who need a break, for smaller programs held with Russian speaking clients and also for family meetings. The new location has more washrooms and dedicated office space for staff to conduct assessments and provide counseling on site."

This expansion will increase the centre's capacity from 20 clients per day to 35 clients per day. "We are grateful for the support received from the Central LHIN for making this expansion possible" says Debbie Taylor, Vice President Client Services.

Additional spaces are now available at the Centre! Referrals can be made by contacting Circle of Care at 416 635-2860, or by calling the Day Centre directly at 905-738-1128.

## Personal Support Worker Day

*"PSWs are the heavy lifters of the health care system."*

by Lisa Levin, Vice President Communications & Development



Personal Support Worker Day recognizes the vital contributions of Personal Support Workers to our health care system. There are an estimated 90,000 Personal Support Workers in Ontario providing care in long-term care homes, in private homes and day centres through agencies such as Circle of Care, and in hospitals.

Personal Support Workers touch the lives of our clients every day. For many of Circle of Care's clients, their PSW is the person in their lives they see most often, the person who helps them get dressed, take a bath, and remain living in their own home.

Hat's off to our wonderful caring PSW team, now numbering well over 420 strong. We are inspired each and every day by your caring, kindness, patience and compassion.



ON THE MOVE...

Our next issue will highlight the move to our new corporate location at 4211 Yonge St.

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## Updates & News

### Implementation Update - interRAI CHA

by Alison Kilbourn, Project Manager

We will be celebrating the Circle of Care interRAI CHA's 1st year anniversary in June 2012! Staff have worked hard over the past year to conduct over 200 interRAI CHA assessments and our RAI software continues to evolve and improve, based on staff feedback.

Implementation of the interRAI CHA has also enabled Circle of Care to take part in an exciting provincial initiative, the *Integrated Assessment Record (IAR)*. The (IAR) allows authorized users to view a consenting client's assessment information so that they can more effectively plan and deliver services for that client. The IAR allows assessment information to move with a client from one health service provider to another. This means that Circle of Care staff can use the IAR to collaborate with other care providers and to view timely assessment information electronically, securely and accurately.

Next steps and challenges include fully integrating the interRAI CHA assessment and RAI data into everything we do! In particular, the interRAI CHA will help inform evidence-based decision-making and care planning to assist in preventing health decline and/or providing positive client health outcomes, enabling our clients to *live healthier, happier and longer lives in their homes.*

### Innovation in Community Care: Cluster Care Project

by Debbie Taylor, Vice President Client Services

Circle of Care has partnered with Central CCAC in an innovative pilot project that has been nominated for the Systems Partnership Award at this year's 2012 Ontario Association of Community Care Access Centre Awards of Excellence.

The Cluster Care Project is targeted to seniors living in 4 apartment buildings on the Bathurst Street corridor. In this model, Circle of Care is provided with the flexibility to use CCAC funding towards a basket of services that best meets individual client needs. Once assessed, clients participating in the project can benefit from a combination of community support services (Meals on Wheels, Transportation, Adult Day Program) as well as traditional Personal Support Services provided through CCAC. The goal is for clients to have better outcomes (for example fewer hospital visits) better quality of life, and increased satisfaction with service.

**Example:** *Mrs. K. previously received personal care and home-making for 4 hours a week, now attends Circle of Care's Day Centre for Seniors 3 times a week, receives Meals on Wheels 3 times a week and is provided with Homemaking service through other funding.*

The award winner for the Systems Partnership Award will be announced during the OACCAC 2012 Knowledge and Inspiration Conference, June 17-19, 2012. Circle of Care's Cluster Care Project Team includes Sonia Ranieri, Melissa Dobbs, Lina Deich, Marina Dalgetty and Debbie Taylor.

Congratulations to the Cluster Care Team on their nomination!

### Technology Experience And Mobile (T.E.A.M ) - CARE Project

by Jamie Arthur, Director, People and Organizational Development

The People and Organizational Development team at Circle of Care is excited to announce that we are in the implementation phase of a project that is transforming mobile care for our staff in the community. The TEAM CARE Project aims to establish a timelier, more automated and consistent way of linking the service coordinators with Personal Support Workers (PSW), using technology as an enabler. We are the **first** in Canada to be using **Vortex** technology in home care. Our goals are to: improve the client and staff experience directly at the point of care; to improve client outcomes; and to increase efficiency.

There are four key project areas:

1. **Automated schedules** are read directly from client electronic charts into each PSW voicemail box by a computerized voice.
2. **Phone verification** by the PSW from the client home at the start and finish of providing care.
3. **Mobile visit connection that alerts** PSWs automatically of client shifts that become available the same day or next day.
4. **Mobile care planning** that enables reporting of care plan goals, changes in client status and the client experience evaluation at the point of care.

"These improvements will change how we work. This new system will be faster and more accurate than our current one" said Valentina Burman, Care Coordinator.

Thanks are extended to **Vortex Connect** our software vendor and our Information Technology and Client Services teams for the leadership they have provided to make this a success to date.

# Innovation & Best Practice

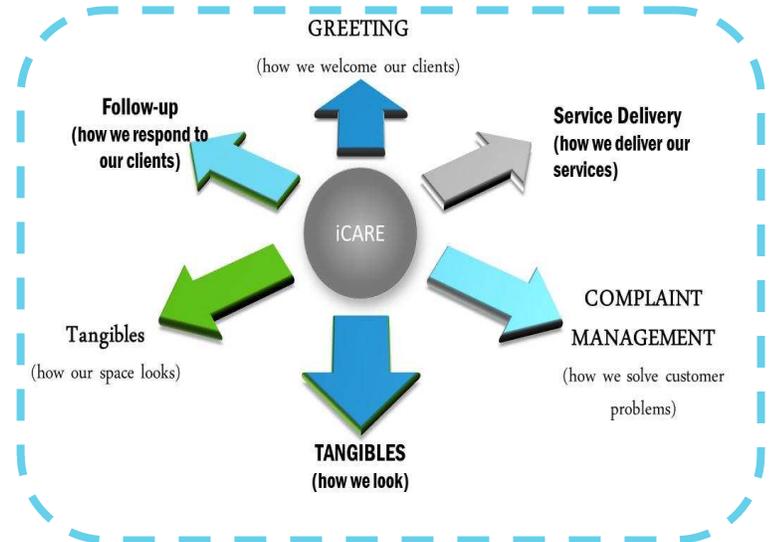
## iCARE by Carolyn Acton, Chief Operating Officer

Clients are at the centre of all we do. We are relentlessly looking for ways to improve the client experience. In 2012, our top priority is to deliver even better customer service. This Spring we have begun to develop and implement an innovative new customer service program for Circle of Care staff and volunteers called **iCARE**, a fresh approach to customer service.

Here is what it stands for:

- The “i” stands for you and me. All staff and volunteers will participate. All clients, internal and external, are our customers and we strive to ensure that they have a superior client experience.
- The “i” also signifies that we believe in technology as a tool to learn and grow.
- **iCare** reflects our agency name and logo.
- “**Fresh**” is symbolic for how we intend to provide our service - with a fresh approach.

We are improving customer service standards and behaviours for key areas— as shown in the diagram.



Our next step is to finalize the **iCARE** model and to train staff and volunteers. In the meantime we will continue to:

- take a proactive approach to completing each activity in our daily work
- stop and think about how we sound, look and how our actions affect each client’s experience
- go the extra mile to **WOW** a client whenever possible

## iCOACH a leadership philosophy by Josefina Cantos, Chief Financial Officer

Circle of Care’s management staff are key to the organization - they lead many different projects, manage day-to-day operations and most importantly are responsible for developing their staff members’ skills and competencies. Our goal is to offer a suite of leadership tools which will help our managers be the best they can be, to inspire and mentor their staff. The first tool to be developed is **iCOACH** - an exciting new e-Learning workshop series launched in March 2012.

**iCOACH** focuses on developing participants’ coaching skills. A model identifies three types of coaching: Structured Coaching Conversations; On-The-Go Coaching; and Team Coaching. The first workshop series focuses on learning the skills to conduct **coaching conversations**.

Did you know there are three different types of coaching conversations?



The first group participating in **iCOACH** includes Anthony Morra (Controller), Josefina Cantos (Chief Financial Officer), Maria Campo (Transportation Supervisor), Lysa Springer (Manager, Client Services), Sonia Ranieri (Manager, Client Services) and Iren Lakatos (Supervisor, Client Service Centre). Each person is paired with another group member - their **iCOACH** buddy. The program is comprised of six on-line workshops, which participants take at their convenience over a two week period of time. At the end of each session, participants meet with their buddy to discuss and practice coaching skills. The group will come together two additional times to discuss the theory and for additional practice.

**iCOACH** is Circle of Care’s first e-Learning workshop series. We are excited to test this method of teaching using technology. We would like to thank all of the participants in our pilot group and look forward to keeping you posted on **iCOACH** news.

## Innovation & Best Practice

### News From Our Staff: Q-Care

by Ethel Kaiserman, Project Manager

As part of our commitment to quality improvement I am excited to announce the move from our existing Incident Management System (IMS) to a more holistic Quality Management system called Q-Care. In the new system, we will be identifying not only all Significant Events, Occurrences and Near Misses but we will also be able to record Performance Excellence. Performance Excellence will identify compliments about our staff, and also examples of our staff turning agency values into action.

As project lead, I want to thank our Information Technology Department for their commitment and hard work in creating Q-Care. It is easily accessible through our EasyCare database but is a stand alone program with a focus on Quality. Because quality is an important part of what we can all do to improve service, all areas of the organization will be using the system. It will allow staff to identify and log information and enables managers to conduct analysis and follow up. This will help mitigate future events and allow us to learn lessons from past experiences as we move toward service excellence.

In May, we will be completing the final touches to the new system and will pilot it with a small group of staff. In June, all staff will be trained, and the new system will be fully implemented.

### Health Equity at Circle of Care

by Alison Kilbourn, Project Manager

After our initial work in enhancing equity and access for select programs at Circle of Care, the Health Equity Action Committee is ready to make a long term commitment! We recognize that to be truly effective in increasing access to our services, we need a comprehensive two year Health Equity Strategy. Goals of health equity planning may include: reducing health disparities by addressing barriers to service access; and by improving services/ quality for disadvantaged or marginalized populations (such as low income individuals or isolated seniors).

#### What does health equity mean?

*Health equity refers to addressing differences in health outcomes and access to care for different population groups (such as age-related, ethnic or socioeconomic groups), in order to reduce health disparities. The social determinants of health are primarily responsible for health inequities. The social determinants of health are the conditions in which people are born, grow, live, work and age, including the health system. Health equity means that you and I both have equal opportunities for good health.*

Do you feel strongly about equity? Would you like to shape our equity strategy? We are looking for participation on the Health Equity Action Committee, including volunteer and PSW membership! If you are interested, consider joining! Please contact me at [akilourn@circleofcare.com](mailto:akilourn@circleofcare.com) or call 416 635-2900, ext. 436.

This Winter, Circle of Care showcased its' best practices at 3 Conferences:

#### Quality Worklife Quality Healthcare Collaborative - Summit 2012

- Service Excellence Model
- ALC Checklist

#### American Society of Aging Conference

- ALC Checklist for Non- Professional Home Care Providers
- Enhancing the Provision of Community Home Care Services through Technological Innovations
- Community Case Management & "Basket of Services" for Seniors in Toronto Apartment Buildings

#### Ontario Gerontology Association Conference

- ALC Checklist
- Seniors Service Delivery Guidelines for Community Support Services

### Student Project Wins Award

by Arnold Foss, Director Communications

The Youth and Philanthropy Initiative (Y.I.P.), sponsored by the Toskan Casale Foundation, is a "one-of-a-kind experience that engages young people in creating social change and gets them growing compassionate communities". Students from Yeshivat Or Chaim selected Kosher Meals on Wheels for their project and met with Circle of Care staff and volunteers to learn all about the program. The project by Noam Cotton, Adin Pellow and Aaron Zeifman won the contest and earned Circle of Care a prize of \$5000.00 that will be used to support the Kosher Meals on Wheels Program. Congratulations!

# Staff & Volunteers

## Nursing the Health of Our Nation

by Arnold Foss, Director Communications

Nursing Week is celebrated each year throughout Canada during the week of Florence Nightingale's May 12 birthday. We are proud to honour our nurses-Client Service Supervisors: Anne List, Johanne Ewing, Lina Deich, Marina Dalgetty, Melissa Dobbs, Natalia Stepanov, Sari Morrison, Sylvia McCallum, Jane Yi and Viktoriya Zhura; Sonia Ranieri, Manager Client Services; Madeline D'Arpino, Registered Nurse - Day Centre for Seniors; Carolyn Acton, Chief Operating Officer.

We recognize their accomplishments as nurses and the critical role they play as members of the Circle of Care Team.



Melissa Dobbs with client.

A Candid interview with Sari Morrison and Viktoriya Zhura:

Q: *Why is your role important to the client?*

A: VZ - My primary duty is to assess the client and help them to get the right care. I feel that is very important.

SM - I think that the client knowing that they have someone to talk to is crucial. And not just a voice on the phone, but someone that they have met face to face.

Q: *How do the Personal Support Workers benefit from your role?*

A: SM - They benefit from knowing that they are not alone in the community, that if they have a question or need some help we are here and available to solve a problem or deal with an issue.

Q: *Do you work as part of a care team?*

A: VZ - Most definitely. We collaborate with Circle of Care Social Workers, Care Coordinators and Personal Support Workers, in addition to staff from other organizations such as the Community Care Access Centres. Together we find very unique solutions to almost every client need.

Sari Morrison and Viktoriya Zhura have been employed at Circle of Care for 5 years. Between them they have over 50 years of nursing experience.



## In the Community

**Top Left:** Meals on Wheels volunteers enjoy special treatment during Volunteer Week.

**Top Right:** Claims Conference Staff Julie Chapnick (L) and Susan Levy (R) met with Holocaust Survivor Alice Stern during their recent visit to Toronto.



**Bottom Left:** Staff from the CIB help out with meals on wheels delivery as part of United Way's Days of Caring.

**Bottom Right:** Trevor Acton talks about Circle of Care to his grade 4/5 class as part of Project Give.

# Health & Safety

## Changing the Conversation

by Iren Lakatos, Supervisor Client Services

In early May, Circle of Care launched “Changing the Conversation with our Clients and Caregivers”. This program, developed by the Toronto CCAC, creates the opportunity to deliver more flexible and customized care by understanding what is most important to the client and not just delivering service according to a plan.

Through this initiative, Personal Support Workers will create a stronger, more supportive connection with their clients and learn a different way of communicating. “What we want to do is make our clients’ day by asking, listening and responding with the little things they care about. We want to make them happier. Clients value the small extras that Personal Support Workers provide” says Sylvia McCallum, Client Service Supervisor.

Three questions were developed for Personal Support Workers to ask their clients during every visit:

- When you arrive:** “What’s the most important thing I can help you with today?”
- 10 or so minutes left:** “I will be leaving in a few minutes. Is there any thing else I can help you with before I go?”
- End of the visit:** “Is there anything you’d like me to tell the office Care Team?”

Giving our clients a choice and doing a little extra is all part of Changing the Conversation with our Clients and Caregivers.

## Summer Safety by Virey McPherson, Member JHSC

Summer is a great time to get outside, have fun and enjoy a wide range of activities, but we can’t forget about staying safe. “In the summer, we tend to let our guard down,” said Sonia Ranieri, Co-chair of the Joint Health & Safety Committee. “However, the combination of high heat and high humidity can be very dangerous” she adds. Toronto Public Health suggests the following tips to “Beat the Heat”.



- Drink lots of water and natural juices even if you don’t feel very thirsty. Avoid alcoholic beverages, coffee and cola.
- Avoid going out in the sun or heat when possible. If you must go outside, stay in the shade as much as possible. Wear a hat.
- Take advantage of air-conditioned or cool places such as shopping malls, libraries, community centres or a friend’s place.
- If you don’t have air conditioning, keep shades or drapes drawn and blinds closed.
- Keep lights off or turned down low.
- Take a cool bath or shower periodically or cool down with cool, wet towels.
- Wear loose fitting, light clothing.
- Avoid heavy meals and using your oven.

## ALC In Action

by Ethel Kaiserman, Project Manager

At Circle of Care, improving quality is something all staff take an active role in, every day. As part of our commitment to quality, each year we select a client safety priority and complete a forward looking evaluation called a Prospective Analysis.

This year, in response to our increasingly complex and high risk senior population, we developed and implemented the ALC Checklist for use by our staff and volunteers. The way the tool works is that volunteers and staff are asked to observe if there have been any changes in the way the client Acts, Looks or Copes.

“The ALC checklist helps identify clients at risk by focusing on observable changes and putting a response plan in place to reduce risks. This dramatically extends our capacity to improve safety by having over 800 staff and volunteers able to respond to changes right at the point of care” says Jamie Arthur, Director People and Organizational Development.

**What we did:** Three teams were chosen for the evaluation: Kosher Meals on Wheels, Volunteer Services and Transportation. All case notes for November 2011 were reviewed for any staff call made related to client safety and risk issues- this was our starting point. We conducted extensive training of all of our staff and volunteers on the use of the ALC checklist. Once in use by all those trained, the case notes for March 2012 were reviewed.

**The Result:** Our ALC processes are in place and being used. Data regarding outcomes is being collected and analyzed.

<b>A</b> CTS	including behavior, cognition, mood
<b>L</b> OOKS	including appearance, physical deterioration, abuse
<b>C</b> OPES	including dressing, eating, cleaning