

2015-2016 Annual Report



Huron and Perth Counties' local
community health care provider



www.onecaresupport.ca
1.877.502.8277

2015-2016 Board of Directors

Front row - from left:
Shirley Leasa; Ollie Henry,
Chair; Kathy Scanlon,
Executive Director.

Back row - Sarah Turner,
Executive Assistant;
Margaret Jack; Tom Prout;
Barry Cameron; Deb Shewfelt;
Bill Kechnie; Bob Cook;
Clarence Bos.



Board of Directors' Report

The year 2015-2016 was indeed a time of change for ONE CARE as we continued to play an important part in our community and the home health care sector. It was a time of significant improvement, development and learning as the organization continued to work to provide high quality services and be responsive to client and system needs.

We operate in a complex and changing environment with many expectations and a growing need for services. This past year the Board of Directors spent time considering the white paper issued by the Ontario Ministry of Health entitled "Patients First". The focus on integrating services and strengthening access to care and home care were two important new directions noted in the report. The board is extremely committed to patients/clients as primary in our work and how we evolve as a system. Projects like the community support network, initiated by ONE CARE, demonstrate the way we make this a reality.

ONE CARE is a local, community, not-for-profit agency that focuses on supporting people in Huron and Perth Counties. Our directors are members of this community and are dedicated to providing service here. The agency works to be the caring support that people can turn to and count on by understanding what people in this community need in this changing system. We constantly adapt and change to develop new ways to deliver service, keeping a strong focus on our clients.

ONE CARE plays a major part in the unfolding health care system and works with many partners. Our work and our performance aligns with the SW LHIN and the CCAC, our major funders. We are proud of our association with these organizations and grateful for their ongoing financial support.

We are also grateful to the support of other funders - United Way Perth Huron, County of Huron, City of Stratford, as well as generous donors. Our donors include many individuals who regularly support our programs. As well, many businesses and organizations make donations and support our fundraising events which assist clients who have financial need.

We are very proud of the quality of the services we provide. Our appreciation goes to our Executive Director, Kathy Scanlon, the leadership team, and all staff and volunteers who play a role. Thank you also to my fellow board members for all your time and commitment to the leadership of this organization.

As ONE CARE continues to grow and develop, we are confident in the future of the agency in supporting the health of our local residents.

Ollie Henry,
Board of Directors Chair





2015-2016 Management Team

Back row - Shelley McPhee Haist, Manager, Communications and Fundraising; Kelly Breuls, Manager, In-Home Services (Interim); Roxanne Cerson Wright, Manager, Business and Corporate Services; Anne Rollings, Manager, Community Programs. Front Row - Debbie Ryan, Executive Assistant; Kathy Scanlon, Executive Director; Jennifer Croft, Manager, Community Programs.

Executive Director Report

In 2011, when ONE CARE was created, we chose the butterfly as part of our logo because it represents transformation. We have always believed that, to best assist our clients with their life changes, we also need to be able to evolve ourselves. Indeed we have evolved and continue to be in an environment of change that demands new things of us.

It has been an extraordinary year of change – both at ONE CARE and in the health care sector. It is an exciting time, and a time of challenges as we work to develop new and efficient ways to serve our clients and provide high quality care.

One of our key projects has been working with partner Community Support Services agencies so that it is easier for people to access and use services. Through a shared intake and record, we have removed confusion about which agency to contact, and the need for those who receive services from multiple agencies to have to share their information repeatedly. People are consistently assessed and able to be more easily connected with our services as needed, such as CCAC and primary care. Months of work have laid the foundation for continued development as we expand the agencies involved.

This past year we also focused on modernizing our In-Home Services. We made significant advancement in real time communication by introducing tablets for PSWs. We developed an approach to streamline reports and refocus roles so that there is more attention to frontline staff and clients. A new scheduling system better matches worker availability and client demand so we can better serve clients.

There is also a significant amount of activity that goes on “behind the scenes” to ensure a strong basis for delivering our services safely, efficiently and with excellence. We regularly assess our health and safety processes and last year we conducted an extensive review with improvement plans and updates in numerous areas as a result. We developed a new falls prevention strategy and initiated stronger risk reporting. We also made several office moves to improve our work space and in Wingham to better integrate with our health care partners. We continued to evaluate programs and develop dashboard reporting to guide all program areas.

Through all of our work and change, one constant is that we work with the needs of people in Huron and Perth Counties as our focus. We listen to our client experiences. We are responsible and responsive to the health care system and changes that are needed to ensure that services provided are easy to access, effective and available.

All of our staff, from those who manage our business and finances, to those who plan and coordinate services, to frontline staff and volunteers make this happen. I thank all of you, for you are the daily expression of our vision.

The past year has seen a lot of change that has touched everyone in the organization. I am proud, and very thankful, to all our staff and volunteers who continue to support ONE CARE. Together we are the caring support that people can turn to and count on.

Kathy Scanlon,
Executive Director



Mission

ONE CARE Home & Community Support Services provides home and community services to support and strengthen the health, independence and quality of life for individuals and their families in the community.

We help older people and people with health challenges to live at home within a network of support and in a caring community.

Vision

The caring support people can turn to and count on.

What does that look like? We are respected and known for friendly, quality and accessible community services that support people in their home and enable them to benefit from a wide range of health services.

As a strong partner in the health system, our staff and volunteer team is open to innovative change and support caring collaborative relationships.

ONE CARE Values

ONE CARE Home and Community Support Services is committed to:

Collaboration - We value working together internally and externally with different perspectives to gain synergy.

Progressive Learning - We plan for and respond to change through ongoing dialogue with community, clients and colleagues. Individually and collectively we seek out opportunities to engage in personal, professional and team learning.

Transparent accountability - With integrity and respect for confidentiality, we demonstrate in our daily actions our ability to make efficient use of resources, and to account responsibly to our community funders and clients.

Client Driven Care - We demonstrate our caring through a friendly, respectful, compassionate, client driven service that meets the current and emerging needs of individuals.

Advancing Excellence—We are dedicated to continually improving quality, efficiency and responsiveness as we strive for the highest standards and best models of service and operation.

Strategic Directions



A PROACTIVE CAPABLE ORGANIZATION

- ▶ Building structural capacity and flexibility
- ▶ Enhancing client and staff safety
- ▶ Building our quality and performance system
- ▶ Strengthening our information technology capacity
- ▶ Organizing ourselves for efficient and effective use of resources
- ▶ Diversifying and sustaining our financial base
- ▶ Engaging investment in ONE CARE
- ▶ Integrating risk management
- ▶ Strengthening our marketing efforts

A CREATIVE RESPONSIVE WORKFORCE

- ▶ Ensuring quality training
- ▶ Recruiting and retaining staff
- ▶ Developing communication tools and structures
- ▶ Constant evaluation
- ▶ Engaging our people and building change responsiveness

THE RELIABLE AND EXPERT SERVICE AGENCY

- ▶ Creating meaningful partnerships to enhance services
- ▶ Expanding and providing a rich mix and integrated range of services for clients and families
- ▶ Supporting and participating in system change

Making a DIFFERENCE

MAINTAIN YOUR HEALTH



Adult Day Programs Planned program of activities in Wingham, Clinton, Goderich, Grand Bend and Exeter, designed to promote well-being through social and health-related services including stroke rehabilitation program and overnight respite.

Assisted Living 24 hour support in designated locations for individuals with significant needs for assistance with daily living.



Meals on Wheels Nutritious, affordable hot and frozen meals, delivered to clients in their homes by volunteers. Special diets include cardiac, gluten-free, gastric, no salt added, minced/pureed and diabetic options.

Foot Care Nursing Clinics held in various communities for older adults and adults with disabilities, diabetes or chronic health issues. Provided by nurses certified in advanced foot care management.

Blood Pressure Clinics CHAP (Cardiovascular Health Awareness Program) Free blood pressure clinics held monthly in communities for older adults and those who are at risk for cardiovascular disease or other chronic diseases. Results are shared with the client's physician.



Wellness Programs Support changes in behavior and lifestyle to improve health. Education sessions and workshops are held in various locations in local communities.

Exercise / Falls Prevention Activities help people increase strength and flexibility; assists in keeping people healthy at home.

Services - By the Numbers

Adult Day Programs

244 clients
12,342 attendance days

Blood Pressure Clinics

481 clients
2,605 units

Foot Care Clinics

399 clients
2,040 units

Assisted Living

41 clients
8,834 resident days

Exercise/Wellness/ Falls Prevention

3561 clients
49,692 visits

In Home Personal Support

1158 clients
126,895 hours of care

Meals on Wheels

453 clients
31,025 meals delivered

Social Work for CCAC

187 clients 527 visits

Overnight Respite

22 clients
214 overnight stays

Making a DIFFERENCE

SUPPORT YOU AT HOME

In-Home Personal Support Personal care provided by qualified Personal Support Workers (PSWs), such as assistance with bathing and dressing.

Home Help Assists clients with daily tasks, such as household chores, errands, shopping, laundry and other activities.

Reassurance Trained volunteers provide personal visits or telephone check-ins. Lifeline is an easy-to-use, personal, 24 hour emergency response service.

Home at Last Helps individuals to get home and settle in safely and comfortably after a stay in hospital.

Respite Overnight respite is offered at Adult Day Program sites in Goderich and Wingham when caregivers need extended relief. In-home respite is also available when family members need a break.

Social Work Support For family and personal issues through confidential counselling provided by Family Services Perth Huron social workers.

KEEP YOU ACTIVE IN YOUR COMMUNITY

EasyRide Transportation Door-to-door service to medical appointments, shopping, errands and programs including Adult Day Programs. Wheelchair accessible vehicles are available to those with mobility limitations. Volunteer drivers and taxis are also available.

Dining Programs People get together for good food and companionship in communities in Huron and Perth.



Home Help / Respite

404 clients
15,708 hours

EasyRide Transportation

2,590 clients
76,351 trips

Home At Last

280 clients
788 hours of PSW care

Dining and Social

1065 clients
1,632 meals served

Reassurance

95 clients
6,607 visits or calls

RAI CHA assessments

78 clients
114 assessments

Call for information at
1.877.502.8277

Or visit us online at
onecaresupport.ca

Mary's STORY

At 94 years old, Mary was hospitalized with a diagnosis of “failure to cope.” Mary was adamant about staying in her home and not moving to long-term care. Mary has moderate dementia, is hard of hearing, and is legally blind. Mary has always been very independent. Mary has no children of her own, her niece is her power of attorney but lives several hours away.

Mary is independent with her personal care but may forget the last time she bathed. Sometimes her clothes may not be clean, but this is mainly due to her failing eyesight. Mary requires assistance with housekeeping, laundry, grocery shopping, meal preparation, medication reminders, transportation and escorts to appointments.



Mary lives in a small village and she can receive help to stay at home through Community Support Services. The challenge for Mary, and for her niece, is that the village is served by five different agencies who each offer different programs.

Mary and her niece had to find information and connect with at least five different agencies to get the help they needed. For each agency, Mary and her niece had to complete an intake interview to start services. Once receiving services, Mary had to speak with five different agencies to coordinate her services. If she was ill or going away, she would have to speak to multiple agencies to change or cancel services. If one of the agencies identified a health risk for Mary (such as confusion or falls risk) they would have no concrete knowledge of which other agencies were involved with Mary and no formal way to communicate and coordinate care.

Mary's situation is not unique. We have heard from many other clients who have had to deal with multiple services, having to repeat their information several times and experiencing confusion in knowing who to contact and what services are available.

With this information, and with the aim to improve client care, agencies in Huron and Perth came together in 2015-2016 to build a new way of doing business. This was based on clients like Mary and having one place to go for support.

This was a significant project that involved months of work and thousands of hours of time to create common intakes, a combined electronic database of client information, coordination of services and additional support for high and complex need clients who require a care planner's assistance to set up services and monitor their care.

For clients like Mary—this project is an important move forward in coordinating and integrating services and strengthening access to care and home care.

Making INTEGRATED health care a REALITY

Integrated Community Support: Collaborating for Better Care

Mary's story, and the experience of clients like her, led to significant changes in how we work with clients. Several Community Support Services (CSS) agencies in Huron and Perth undertook extensive work in 2015-2016 to combine services. Working together the agencies developed simpler and streamlined processes for clients.

Although we are separate agencies, people using our services now experience one consolidated place where they can get the care they need. This is a significant shift in how we serve clients across agencies and geographies and provide easy access to services to support clients' need, when they need them.

How it works for a client:

- **Central intake** – Individuals no longer have to call separate agencies. All intakes for partner agencies are done with one phone call, in one location. This means that Mary does not have to repeat her story over and over. Once she has provided the information required, if she adds another service – even if it is provided by another agency, only the additional information required to start that specific service is asked. This was tested with clients to ensure that their experience was positive.
- **Shared client record** - We created a common electronics database for shared client records. This means that all agencies who help clients like Mary have all the necessary information they need to support her. We are also seeing the benefits of generating data that provides an accurate picture of CSS in the region.
- **Coordination of care** - Clients with multiple needs, like Mary, often receive services from numerous agencies. A key part of the new process is a shared role for assessment, care planning, service coordination, and crisis management. This role operates on behalf of all the CSS agencies, and works with clients, caregivers and health system partners. If Mary has additional needs or increased risk for her health or safety, the care coordination service would work with Mary, her niece and all the CSS partners, in addition to the physician, her CCAC care coordinator and other health service providers to ensure a shared plan to support Mary's needs.
- **IT shared technology** - As small agencies, Information Technology (IT) resources are limited. By sharing technology, we have leveraged existing resources to improve IT resources available for all agencies and set ourselves up for improved future technological capabilities. There is also an efficiency of cost by working together to improve collective technology.

This innovative and collaborative approach has allowed us to participate with one voice with our clients and with our system partners.

"I am very confident my goals will be met. I have somebody to help me through now." (client)

With ONE CARE serving as the lead on the project, the core Community Support Services partner agencies include:

Alzheimer's Society Huron | Alzheimer's Society Perth
Bluewater Rest Home | Cheshire | Dale Brain Injury
Knollcrest Lodge - Community Outreach Services - Milverton
Ritz Lutheran Villa – Mitchell & Area Community Outreach
Town of St. Marys (Home Support Services & St. Marys Mobility)
VON Canada – Huron Perth branch.



GROWING & LEARNING

Modernizing In-Home Services

- **Mobile devices** (tablets) to over 100 Personal Support Workers
- Developed **new system with IT** providers to enable automation
- **Streamlined reporting** to reduce paperwork for PSWs and supervisors
- **Updated roles** to ensure focus on clients and support to frontline staff
- **Updated policies** to support new processes
- Implemented **new scheduling** to match worker availability and demand



Expanding community programs to serve clients

- New **Foot Care Clinics** in Exeter and at the Mitchell Nursing homes
- Expanded **Assisted Living** program in Goderich
- Developed **Bone Fit Exercise and Education program** through Osteoporosis Canada with a Family Health Team in Stratford
- **Expanded Friendly Visiting** and supported more than 40 new clients
- Initiated **Minds in Motion** program with the Alzheimer Society
- Lead agency in project to **coordinate community services** in Huron and Perth (Integrated Community Support Project)



SW LHIN Quality Award for Integrated Community Support project



Who we SERVE



ONE CARE supports residents of Huron and Perth Counties and surrounding areas.

The majority of people we assist are elderly. Most have issues of declining health including chronic illness and/or cognitive impairment. 73% of Meals on Wheels clients have multiple health conditions.

Most live in their own homes and communities with the support of our services. 66% of transportation drives are for medical or health support.

Our clients by age:

Over 85	25%		76-85	29%
65-75	22%		Under 65	24%

QUALITY & ACCOUNTABILITY

Our Quality Improvement Plan structure follows the Health Quality Ontario framework. ONE CARE's plan focuses on five attributes which most impact our clients: **effectiveness, safety, integration, access, client-centered approach**. By improving each of these areas, we ensure the overall highest quality of services.

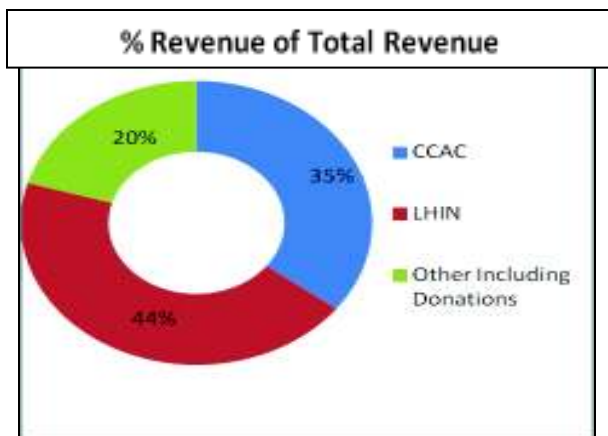
We use **Experience Based Design** to hear from clients and include their perspective and experiences in designing and improving services. For example, our new intake process was designed using repeated client feedback to improve the process.

All client surveys conducted this year reflected a **high client satisfaction rate** with our services.

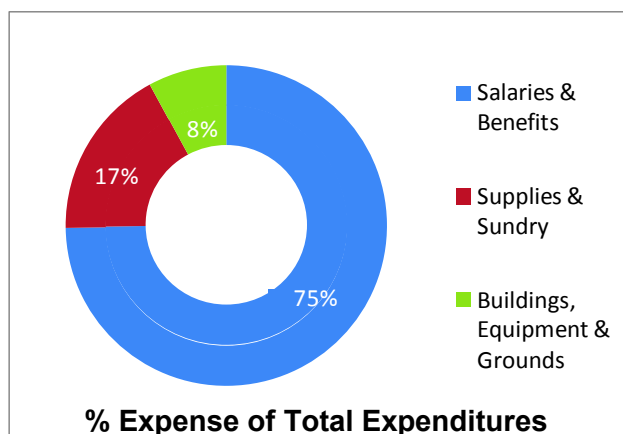
- 96% overall satisfaction
- 96% would recommend ONE CARE to others
- 96% said that services contributed to their health
- 95% said that services contributed to their independence
- 97% said services helped them to remain at home



Exemplary standing with
Accreditation Canada



Total annual budget \$13,082,604.00



ONE CARE is a community based, charitable, not-for-profit organization. The agency is overseen by a local Board of Directors. Being a non-profit organization means that anything we take in for revenue is spent on our services. While we do charge fees for some services, these are to cover the costs of services and do not generate profit for the agency.

We are a registered charity and required to meet the standards of this designation. The money we receive through charitable donations goes directly to support clients in need (where there are fees involved) or designated projects to support clients and services. Financial support and donations are essential to the agency. We thank and acknowledge all donors - individuals, families, service, clubs, churches and businesses.

We are grateful for the donations that come in memory of loved ones and through bequests. We appreciate the support for our fundraising activities.

The PEOPLE who make it HAPPEN

"The PSW is a very thoughtful, caring, thorough, attentive, and prompt care giver who makes every effort to accomplish the little things that make a person feel cared for."

"She is always on time, never late and never rushes in any way and never misses a task."

"When I call the EasyRide staff are so patient with me. I am visually impaired and the drivers are helpful."



OUR STAFF

We are proud of our staff who bring pride and passion to their work.

259 staff are employed at ONE CARE
91% of staff provide direct client services
99% of staff participated in training

90% of staff are satisfied with their job
94% of staff rated ONE CARE as a good, very good or excellent place to work

Our staff have a high degree of flexibility, responding to the changing environment and client demands. Many aspects of our business are 24 hours a day, seven days a week.



Staff TRAINING

Falls Prevention
Cultural Competency
Infection Control
Fire Safety
Emergency Plan Review
Identifying Risks
Confidentiality and Privacy
WHMIS
CPR/First Aid

Ethics
AODA
Safe Driving
Safe Food Handling
Experience Based Design
Ideas
Indigenous Cultural Competency
Personal Attendant course
Workplace Violence



Lighting the United Way fundraising thermometer - **United Way Perth Huron Employee Participation Award.** Our staff supported the fundraising campaign through one time or payroll deduction plans with over 100 people taking part and over \$12,000 pledged.



Personal Attendant course training.

The PEOPLE who make it HAPPEN

Volunteers at Work

Adult Day Programs
Kitchen help
Dining Programs
Transportation drivers
Meals on Wheels Drivers
Volunteer Visitors
Exercise classes
Falls Prevention classes
Blood Pressure Clinics
Special Events
Fundraising activities

OUR VOLUNTEERS

Our volunteers make a significant difference in the lives our clients, and in our ability to deliver services across Huron and Perth Counties.

**920 volunteers contributed 48,367 hours
100% are satisfied with volunteering
100% surveyed are proud of the work they do**

*"I love volunteering
at ONE CARE.
It makes me feel
good about myself."*



Volunteer TRAINING

CPR/ First Aid
Senior Fitness Instructor Course
Driver Training
Health and Safety
Infection Control
Dementia session
Working with hearing impaired
Review of Safe Food Handling
Seniors and Mental Health education
Confidentiality and Boundary Violations
Accessibility for Ontarians with Disabilities Act



THANK YOU

To our staff for your care, quality, skills and abilities.

To our volunteers for your generous gift of time.

Thank you to our funders for your support - SW LHIN, CCAC, City of Stratford, Stratford Social Services, United Way Perth Huron and the County of Huron.

Thank you to our donors including service clubs, churches, businesses and individuals for your generous financial gifts.

To our partners as we work together to provide the best possible care and services.

Together we assist thousands of residents in our communities and make **ONE CARE** the place people turn to and count on.



YOUR support

Your Support Means So much. Your financial gift will help to keep programs affordable and enhance the quality of life for those living in your community. Charitable Taxation Number: 13565 4184 RR0001

Volunteer - Give the Gift of Time. A donation of your time will enrich the lives of our clients and provide peace of mind for caregivers. Volunteers receive the full support they need for the important roles they provide.