

Circle of Care
Sinai Health

IT'S GOOD TO BE HOME

ANNUAL REPORT 2018-19

With mounting pressure on the health care system, Circle of Care's value to the community has never been greater.

By keeping older adults out of long-term care facilities, and by preventing unnecessary trips to emergency departments and lengthy hospital admissions, home and community support organizations like ours are playing a central role in improving health outcomes for Ontarians.



SERVICES AT HOME

- Personal Support
- Homemaking
- Hospice Care
- Friendly Visiting
- Phone Pals



SERVICES IN THE COMMUNITY

- Meals on Wheels
- Transportation
- Seniors' Social Groups
- Exercise & Falls Prevention



SPECIALIZED SERVICES

- Holocaust Survivor Services
- Adult Day Program
- Elder Abuse Prevention & Intervention
- Information & Referral



CLIENT & CAREGIVER SUPPORT

- Caregiver Respite
- Client & Family Counselling
- Bereavement Support
- Support Groups & Sessions

Over the past year, we proudly helped more than 16,000 clients live happy, healthy, independent lives at home with our services.

A MESSAGE FROM CIRCLE OF CARE LEADERSHIP

For more than 40 years, Circle of Care has been committed to finding new and better ways to foster independence at home for older adults, while keeping them out of hospital and long-term care. This past year was no different.

As we close the second chapter on our three-year strategic plan, we have made meaningful strides in our journey to ReDefine Quality Care, ReAlign Operational Excellence, ReInvest for Growth and Innovation, and ReConnect in Partnerships and with the community at large. This has meant expanded programs and services for the clients and families we serve; a continued focus on finding better ways to deliver quality care; advancing the capabilities of our people and digital solutions; and using our voices and relationships to advocate for better health care.

Within this report we are pleased to highlight some of the achievements we have been most proud of this year. Of course, none of these successes could have been possible without the tireless commitment of our employees, volunteers, client and family advisors, board members, and community partners. Without their passion and drive, we could not deliver the exceptional care our clients and families deserve.

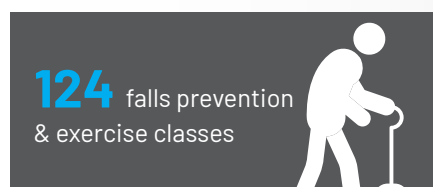
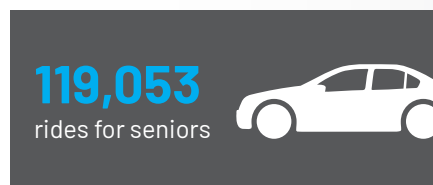
Now, as we look to the year ahead, we will direct our focus to support health care transformation, modernization and sustainability. Together, we will co-design our programs with our clients' voices and participation, we will reinvent traditional ways of doing things with digital solutions, and we will empower our workforce as we strongly advocate for their value and purpose in this brave new world.

Allan Rudolph
Chair, Board of Directors
Circle of Care,
Sinai Health System

Carey Lucki
Chief Executive Officer,
Circle of Care, and
Vice President, Sinai Health System



A YEAR OF IMPACT AT HOME AND IN THE COMMUNITY



COMPASSIONATE PEOPLE DELIVERING EXCEPTIONAL CARE

A glance back at the progress we made and milestones we celebrated in our relentless pursuit toward improving care for our clients and their families.

OUR COMMITMENT TO QUALITY CARE PAYS OFF: EXEMPLARY STANDING!

In October 2018, Circle of Care was proud to ace the ultimate test: receiving an award of Exemplary Standing by Accreditation Canada, with a perfect score of 100%! This remarkable designation places Circle of Care among the country's highest-ranked home care and community support service agencies.

“Your culture of care is evident in everything you do, from client safety to valuing staff,” said veteran Accreditation Canada surveyor Judy Heffern. “Your openness and approachability enables your clients and their families to feel comfortable offering suggestions and feedback. And your community partners can't say enough good things about you.”



EXCELLENCE IN CARE

NEXTGEN CONNECTED CARE

Continuously enhanced with a focus on safety and risk management, Circle of Care's proprietary client management system continues to pave new ground across the home care sector. EasyCare®, now in use by several peer organizations, saw a number of significant upgrades last year including the implementation of “beacon” technology to more precisely track the duration of home visits for the safety of both clients and PSWs. EasyCare's suite of complementary mobile apps also underwent major redevelopment over the past year that will give clients, families, workers and volunteers even more options for managing scheduled visits, confirming care plans, and messaging.

SOCIAL ISOLATION



COUPLES MANAGING DEMENTIA FIND COMMON GROUND IN GROUP SESSIONS

For some couples whose relationship is affected by a spouse with dementia, it can be difficult to feel comfortable in social situations that once felt natural. As a result, feelings of isolation can often set in as these couples retreat and spend more and more time on their own. The launch of Circle of Care's eight-week Couples' Group for Managing Dementia is helping ease the loneliness that often sets in following a diagnosis of dementia or Alzheimer's. Led by social workers, the group provides an opportunity for couples to socialize, participate in activities together, and to form a support network among others living the same experience.

“I'm so happy that I now have the opportunity to do something with my wife,” says one participant whose spouse has dementia. “Attending these sessions allows us to share an activity together and have a common experience.”



DIGITAL CARE



SEAMLESS TRANSITIONS

IMPROVING HOSPITAL-TO-HOME EXPERIENCES WITH A WARM COMMUNITY HAND-OFF

For many vulnerable patients, especially frail older adults with complex health and social issues, the risk of slipping through the cracks after a stay in hospital or a referral within the community is real. As a result, patients are often confused and uncertain of their options. But when this same demographic of patients is supported by an interprofessional clinical team that includes one of Circle of Care's Social Work Care Navigators, a virtual safety net is cast into the community, leading to far better outcomes for patients, caregivers, and also the system as a whole. The outcomes of the program have been so successful that our Care Navigators are now working across five health care sites, with plans to expand in the near future.

PSWs LEND COMFORT AND SUPPORT DURING DIFFICULT TRANSITIONS

For many people experiencing terminal illnesses, the decision to spend their final days at home feels right. But managing end-of-life care is often more than most families can manage on their own. That's why Circle of Care's annual education event for all Personal Support Workers (PSWs) focused on helping patients and families cope with these difficult transitions at home. Thanks to Circle of Care's partnership with Sinai Health, our PSWs had the opportunity to learn directly from experts of Sinai's renowned Temmy Latner Centre for Palliative Care, including centre director Dr. Russell Goldman. Topics included nutrition, pain relief, family support and what to anticipate during the final hours of life.



BUILDING CAPACITY

WORKING TOGETHER FOR BETTER PATIENT OUTCOMES

Circle of Care has a proud history of collaboration with partners and stakeholders in the community and across the sector. In addition to our ongoing system partnership with Sinai Health, we continued to forge new relationships over the past year that will continue to offer clients and families access to unique models of care. Some of our most recent client-focused initiatives include partnerships with Ontario Shores Centre for Mental Health Sciences, Canadian Mental Health Association (CMHA), and UJA Federation of Toronto.



SPECIALIZED SERVICES

ADDRESSING SOCIAL DETERMINANTS OF HEALTH FOR HOLOCAUST SURVIVORS

As the largest Canadian grant recipient of funds from the Conference on Jewish Material Claims Against Germany, Circle of Care is able to provide services and supports that allow our more than 1,600 Holocaust Survivor clients to maintain dignity and independence as they age. Through the delivery of personal support services, Kosher Meals on Wheels, transportation to and from medical visits and errands, and other initiatives that combat the effects of social isolation, our goal is to support this vulnerable population by addressing social determinants of health.

In addition to promoting their health and well-being, Circle of Care is committed to ensuring Survivors and their families continue to have a voice and a platform for sharing their unimaginable experiences with our employees and the community. This year, Circle of Care partnered with Project YOFI, a newcomer youth initiative, to match Survivors with students who are new to Canada.

“It's important that I share my wartime experiences and pass on my legacy to young people so my story is not forgotten, especially with so many people denying the Holocaust and the rise of Antisemitism,” said an 87-year-old Survivor who was hidden as a child in order to escape Nazi persecution. When asked her thoughts on the event, one 16-year-old called the opportunity to speak with a Survivor “an honour.”

A SHARED COMMITMENT FOR EXCELLENT, INTEGRATED CARE

CEO Carey Lucki joined members of Sinai Health leadership in February to welcome Ontario's Deputy Premier Christine Elliott at Bridgepoint to formally announce the creation of a central health agency for the province. Also unveiled was a plan for establishing Ontario Health Teams—an initiative geared at providing seamless access to health services including primary care, hospitals, home and community care, palliative care, residential long-term care, and mental health and addictions services.

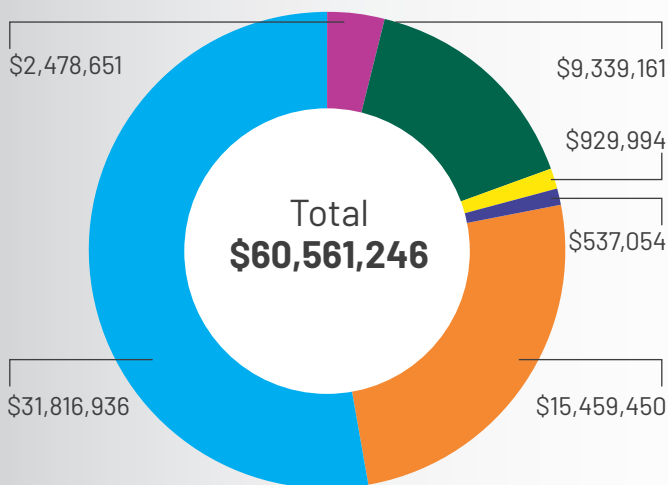


CORPORATE VOLUNTEER GROUPS LEND A HAND

For more than 50 years, volunteers have been the key to Circle of Care's Meals on Wheels program. Without them, our annual delivery of 200,000 meals into the community would be simply impossible. Over the past year, Circle of Care has been fortunate to host a growing number of corporate volunteer groups who are committed to social responsibility. The partnership is a win-win: our clients receive a nutritious meal and a safety check with every delivery, and volunteers engage in a meaningful team-building experience outside of the office. Pictured here is a team from BMO Financial Group.

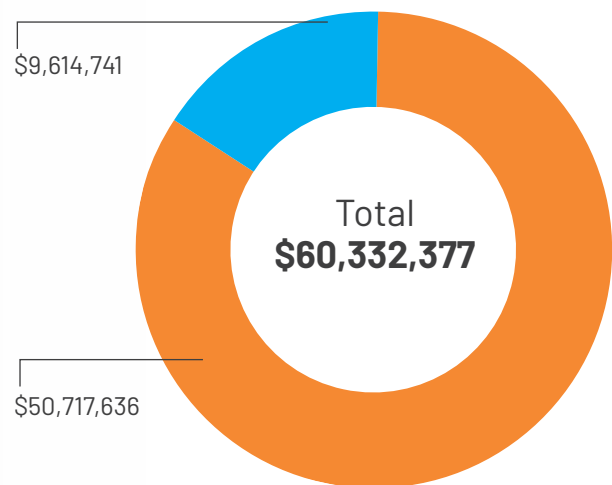


FINANCIALS (\$000s) Year ended March 31, 2019.



INCOME

- Fees for services - Conference on Jewish Material Claims Against Germany Inc. (Holocaust Survivors)
- Fees for services - LHIN (formerly CCAC)
- Fees for services - Other
- Grants and contributions - LHIN
- Grants and contributions - Other
- Other



EXPENSES

- Direct wages and benefits
- Other program expenses

2018-19 CHAMPIONS OF CARE WINNERS: SHINING EXAMPLES OF OUR COMMITMENT TO EXCELLENCE

Research shows that demonstrating gratitude and recognition in the workplace is one of the key contributors to winning organizations. Now in its second year, Circle of Care's *Champions of Care* employee recognition program is centred on showcasing the big and little ways our employees go the extra mile. More than 200 nominations from clients, family members, colleagues and system partners made us proud. These seven employees, in particular, were recognized for the way they live our organizational values each and every day. We couldn't be more grateful for their commitment.



Ann Marie Roach,
PSW



Debra McLellan,
Intake and Referral
Specialist



Harry Wu,
Transportation
Supervisor



Marianna Piwoni,
Client Services
Coordinator



Natalie Zabolotsky,
Social Work
Practice Lead



Soula Berdoussis,
iRIDE Driver



**Valentyna
Martsenyuk,**
PSW

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Ministry of Health and
Long-Term Care

Conference on Jewish
Material Claims Against
Germany

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