

## FROM THE DESK OF CEO, BOB CERNIUK

June 2<sup>nd</sup>, marks the date of my 16th year anniversary as Carefor Health & Community Services CEO. I can truly say that you, our 1,300 staff and 1,000 volunteers have and continue to make me proud. We have a rich history of developing and providing service for our clients that is unmatched in the Champlain District. Everyone has surpassed meeting our not-for-profit and charitable vision, mission and values and strategic goals. Wow, you are a winning team.



BOB CERNIUK

For our past fiscal year we had planned for a deficit (net loss) budget and met many challenges of implementing cost saving measures. Proudly we finished the fiscal year with a balanced budget, eliminating the deficit. In the face of these economic challenges and zero budget increases, we delivered more services in response to increased client needs, improved our services and facilities, introduced lean efficiency processes and rolled out 500 IT devices to our staff. As the saying goes, Carefor is truly a high performing organization and is firing on all cylinders.

Our future is bright. The path is filled with opportunity for expansion and program development as the Champlain LHIN restructures to create 5 sub-districts for enhanced service delivery. With your efforts, Carefor will continue to work towards our vision of providing a sustainable organization with the best quality health and community services in Ontario.

Some of the highlights from the past fiscal year which ended March 31<sup>st</sup>, 2017 include:

- Significant increase in CCAC service volumes following a brief but major dip in volumes in the fall of 2016.
- Carefor Pension Plan eliminated special solvency liability payments, opening potential opportunities to convert to HOOPP, the primary pension choice in the health care industry.
- Transportation Network added \$365K to it's annual operational base, securing essential annual funds to maintain our growing fleet of vehicles.
- Fundraising net results surpassed annual fundraising targets ensuring resources to sustain current programs and provide new opportunity to enhance client services and facilities.
- Carefor Eastern Counties received notice approval of funding for a second hospice, triggering the start of a major capital campaign leading to a new and bright future of expanded hospice services.
- Carefor Mackay complex completed a sprinkler retrofit just in time to provide temporary emergency relief for 50 clients displaced from the County Haven retirement home. Now that the emergency is over, Mackay is well underway to full occupancy and new mental health services.
- Carefor expanded our partnership with Ottawa Inner City Health adding 7 beds to The Ottawa Mission Hospice and increased staffing to 2,200 hours per week across 9 program sites serving those who are homeless and might have otherwise lived or died on the streets of Ottawa.
- Phase 2 planning to explore expansion opportunities for both the Richmond Care Home and the Carling Adult Day Program is now complete and has identified future opportunities for program expansion and new facilities. Capital funding will be our next focus.
- Carefor in partnership with Kings Daughters and Sons will build a new Adult Day Program and Nursing Clinic. The expanded Affordable Housing Complex received a \$5 million grant and will include a 3,000 sq. ft. of dedicated program space.
- Carefor implemented 15 Lean Teams to engage staff and supervisors in leading and developing cost effective and efficient program projects. The Lean Teams are focused on increasing staff involvement in value stream mapping current practice, planning and decision making processes that directly affect them and eliminate waste and duplication. A job well done by our front line staff and supervisors.
- Preparation for Accreditation has started this spring. Carefor achieved Exemplary Status in the last accreditation and I am confident with our continuous quality improvement processes well in place, everyone will do us proud in the site visit scheduled for April 2018.

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# CONT'D FROM THE DESK OF CEO, BOB CERNIUK

- Your voice has been heard by the Provincial Government regarding the low pay scales of our Personal Support Workers. Carefor has implemented year-3 of the Provincial Wage Enhancement for Personal Support Workers which increases the minimum starting salary of our most valued primary care workers to \$16:50 per hour.

I am grateful to you, our devoted staff and volunteers for your enduring support. Your dedication and commitment to Carefor maintains our ability to deliver exceptional home health care and support services.

My planned retirement date will come quickly at the end of August so I invite all of you to the Staff and Volunteer Appreciation event May 17, 2017 at Sala San Marco to celebrate our success and say my goodbyes to many of you.

Sincerely



## ACCREDITATION TIME ONCE AGAIN!

Thank you for taking time out of your busy schedules over the past couple of weeks to complete the accreditation Self-Assessment Questionnaires (SAQ) and survey tools.

These surveys were the first step in the accreditation process and they provide our teams with baseline information as to how we are doing in comparison to national healthcare standards. Our accreditation teams will analyze the results, create action plans and implement changes over the coming months. A significant focus will be enhancing client and family member engagement throughout our organization.

But what is accreditation? Accreditation is a process that organizations participate in to evaluate their performance

## CAMP ERIN

Carefor Eastern Counties is gearing up for the 3rd annual Camp Erin Eastern Ontario. In partnership between the Moyer Foundation and Carefor, this special camp helps children learn to cope with loss of a loved one. Facilitated by grief professionals and trained volunteers, campers learn to express their grief, build trust and self-esteem in a safe, trusting environment.

The camp is held at the Rideau Hill Camp in Osgoode on June 16 to 18, 2017. 40 children between the ages of 6-17 years of age will be welcomed



against national standards of excellence in healthcare. It's how we know that we provide the highest possible quality of care to our clients and their families and in November 2013 Carefor successfully achieved their highest award – Accredited with Exemplary Standing.

Carefor's on-site accreditation survey is scheduled for April 2018. Everyone plays an important role during this on-site survey, when surveyors from Accreditation Canada will visit Carefor to observe and assess how we perform on a daily basis. Keep your eyes and ears open for updates on how Carefor is progressing through the accreditation process!

For any additional information, to ask any questions, or to get involved please contact your Supervisor or Manager today!

to this fun, high energy camp that offers grief education and emotional support.



Camp Erin is a non-funded camp and is only made possible in large part to the efforts and generosity of event fundraisers and donations.

*"It was helpful to get to know people who had lost someone close to them. People always say that you're not alone in your loss, but it's good to actually meet other kids who have lost people that are close to them". Boy, age 11*

# SAFETY TIPS FOR THE SUMMER- HEAT WAVES

Anyone can experience heat stress. The health risks are greatest for those over the age of 65, infants and young children, people with chronic illness such as breathing or heart problems, those who work or exercise in the heat, and those who are overweight. Heat illnesses are preventable.

## During Heat Waves:

- Drink fluids, especially water, before feeling thirsty.
- Slow down! Your body can't function as well in high temperatures.
- Cool down in a cool store, public library, or community pool.
- Shade heads and faces with a loose-fitting ventilated hat or umbrella when outdoors.
- Dress appropriately in light-weight, light-coloured, and loose-fitting clothing.
- Avoid getting sunburned. It decreases the body's ability to cool.
- Never leave infants, children or pets inside a parked vehicle.
- Remember to check on elderly family members, neighbours and friends to make sure they are comfortable and safe.

## Common symptoms and treatment of hot weather illnesses:

### Heat Cramps

**Symptoms** include sharp pains in the muscles caused by salt imbalance resulting from the failure to replace salt lost with excessive sweat.

**Treatment:** Move person to cool, shaded area to rest, and apply firm pressure to cramping muscles. Give person two glasses of salty water (mix 5 milliliters of salt to 1 liter of water) at 10 to 15 minute intervals between each glass if cramps persist.

### Heat Exhaustion

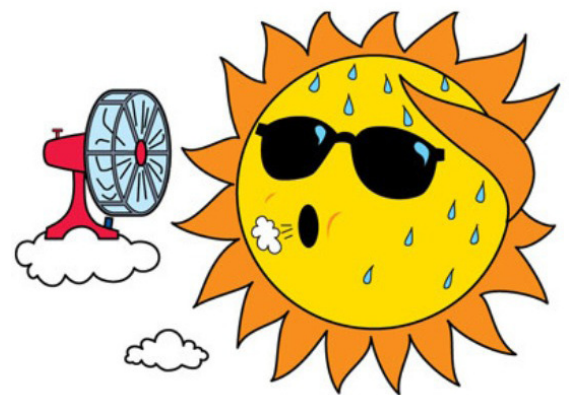
**Symptoms** include heavy sweating, weakness, dizziness, headache, diarrhea, muscle cramps, cold and clammy skin, low blood pressure, disorientation and possible vomiting. These are caused by excessive loss of water and salt.

**Treatment:** Move patient to cool area to rest, provide salty water, and cover person if shivering. The person should rest in bed until recovered. Seek medical attention immediately.

### Heat Stroke

**Symptoms** include a core body temperature greater than 40°C, complete or partial loss of consciousness, reduced cognitive function and cessation of sweating (hot and dry skin), dilated pupils, and elevated blood pressure. Skin may be flushed at first, later ashen or purplish.

**Treatment:** Heat stroke is very serious. Call 911 immediately and while waiting for the ambulance, move the person to a cool place and sponge body with cool water while letting the water evaporate to reduce body temperature.



# CELEBRATING BOB CERNIUK - 2001 TO 2017

On August 31, 2017 Carefor's CEO Bob Cerniuk will be "hanging up his tie" and retiring after 16 years at Carefor's helm. Bob's leadership has navigated Carefor through the creation of a new brand, expanding our programs and services while creating many exciting opportunities for the future.

Thank you Bob, for your unwavering dedication to client care and the communities we serve. We all wish you well on this next chapter of your life!



The Executive Recruitment Committee is pleased to announce, after an extensive search, Mr. Steve Perry, Carefor's Director of Operations in Pembroke, is the successful candidate to take over as Carefor's new CEO in August 2017. Bob will continue to lead Carefor for the next four months and will work to ensure a seamless transition.

To see a brief summary of some of Bob Cerniuk's accomplishments, please visit [www.carefor.ca/ceobursaryfund](http://www.carefor.ca/ceobursaryfund)

## STAFF AND VOLUNTEER APPRECIATION DINNER MAY 17, 2017

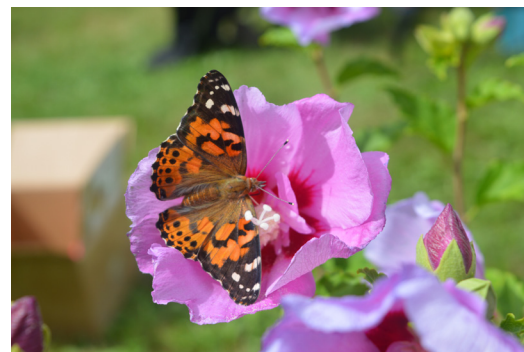
**Where:** Sala San Marco Banquet Centre - 215 Preston St. **Time:** 5:30 p.m. to 10:30 p.m.

**RSVP** by Email: [RSVP@carefor.ca](mailto:RSVP@carefor.ca) **before May 8, 2017** or Call: 613-749-0239 ext. 2929

Guests are \$50 and are limited to one per person (adults 18+). Payment is required in advance

## 2017 CALENDAR OF EVENTS:

- May 26** Glowga - an evening of glow in the dark yoga at Fellowes High School in Pembroke
- June 25** Wings of Love Butterfly Release at Grey's Creek in support of Carefor Cornwall Hospice
- Aug 12** Waterfest Dragon Boat Races at the historic Cornwall Canal, we are looking for event volunteers and rowers, contact Sandy Collette in Cornwall
- Sept 2** 5 & 10km Run/Walk at Mooney's Bay in Ottawa – to support Carefor's dementia care programs
- Sept 13** Feast of Fields, an organic culinary experience at Ottawa City Hall



Wings of Love Butterfly Release

For more information on Carefor's fundraising efforts, please contact: Sandy in Cornwall [scollette@carefor.ca](mailto:scollette@carefor.ca); Beth in Ottawa [bmonaco@carefor.ca](mailto:bmonaco@carefor.ca); or Ciara in Pembroke [cdeschamps@carefor.ca](mailto:cdeschamps@carefor.ca)