

Central West LHIN
Bolton and Area Community Health Work Group
Albion Bolton Community Centre

February 17, 2010

In Attendance:

Barbara Bunton	Physiotherapist and Resident
Jane DeLacy	Director of Surgical Services, William Osler Health System
Frank Guzzo	Resident
Molly Jakeman	Caledon Seniors Centre and Resident (for Bev Nurden)
Nadine Lulu	Clinical Director, Caledon Health Assessment and Therapy Team Inc.
Liz Ruegg	Vice President of Patient Services, Headwaters Health Centre (for Cholly Boland)
Joan Samuels-Dennis	Resident
Stan Shabason	Board Member, Caledon Community Services
Dr. Farhan Siddiqui	Family Medicine (Emergency Medicine), Goodfellow Professional Building
Kathy Topping	Director of Care, Vera M. Davis Long-term Care Home
Barry Watkins	Resident
Richard Whitehead	Regional Councillor, Caledon Wards 3 and 4

Central West LHIN

Joe McReynolds	Work Group Chair, Chair of Board of Directors, Central West LHIN
Mimi Lowi-Young	C.E.O., Central West LHIN

Central West LHIN Staff Support

David Colgan	Senior Director, Planning, Integration and Community Engagement
Suzanne Robinson	Planning, Integration and Community Engagement Consultant (recorder)

Regrets:

Doug Barnes	C.A.O., Town of Caledon
Annette Groves	Regional Councillor, Caledon Ward 5
Michael Nahirny	Board Member, Peace Ranch
Dr. Laurie Silverberg	Internal Medicine, Bolton Medical Centre

Observers:

Barbara Crocker	Caledon Community Services Board Member, Bolton resident
Rose Dupont	Caledon Community Services Board Member, Caledon resident
Nancy Hall	Hospice Caledon, Manager
Monty Laskin	Caledon Community Services, Executive Director

1. Welcome and Introductions

Joe McReynolds, Chair of the Work Group welcomed everyone and thanked our guest presenters for attending.

2. Approval of Previous Notes

The meeting notes were circulated with no changes suggested by Work Group members.

3. Updates: Membership and Meeting Dates

The revised Membership list was distributed with Dr. Laurie Silverberg still to be added. The list will be re-circulated. Provided as part of the presentation slides are the confirmed meeting dates as well as times and locations.

Feb.17	Presentations by local health services
Apr. 26 th	Work Group
May 17 th & 27 th	Community Engagement
Jun. 14 th	Final Meeting of Work Group

Mimi Lowi-Young explained that there is no formal meeting in March. During the time that elapses between now and April 26th, the consultants will conduct research, interview Work Group members, and analyze existing information (including provider questionnaires), culminating in the development of options to present to the Work Group in April.

4. Presentations by Providers

Each provider submitted a fact sheet which was distributed to Work Group members with their meeting package. Fact Sheets will be gathered from those providers which have not yet submitted them.

It was noted that regrets were received from Family Transition Place, no one could attend from Region of Peel Public Health, and no presentation was available from Friends & Advocates Peel or Supportive Housing in Peel. Added were slides from Caledon Seniors Centre and Vera M. Davis Long-term Care Centre.

Caledon Community Services – Stan Shabason, Board Member

- Caledon Community Services (CCS) serves the Town of Caledon as well as Orangeville, Nobleton, west to Winston Churchill and east into York Region
- multi-service organization with breadth of services listed in detail in a handout
- affiliated organizations rent office space at CSS to provide their services locally
- *Question:* what is TELL?
- *Answer:* a Board of Education program for youth that are not currently in school
- *Question:* How does CSS' information and knowledge management relate to 310ccac, 211?
- *Answer:* CCS is involved with Community Information Partners Peel (CIPP) managing Caledon-based service records, CIPP works closely with 211 and CCS is transitioning to it

Caledon Meals on Wheels – Carol Kidd, Executive Director

- serves Town of Caledon, Orangeville, Kleinburg, north Brampton
- services include meal delivery, volunteer visiting, security checks, congregate dining
- clients include seniors, new moms, persons living with disabilities

Canadian Mental Health Association - Peel – Sandy Milakovic, C.E.O.

- Canadian Mental Health Association – Peel (CMHA-Peel) has been serving Region of Peel for almost 50 years
- multi-service organization ranging from 24/7 intensive support to information and referral (also involved with the CIPP database of services managing mental health and addiction records)
- serves clients and families experiencing a mental health problem or serious mental illness
- rents space from Caledon Community Services to provide case management
- total Bolton clients served in 2008/09 are 45 across a variety of services, including some Bolton residents who visit the Clubhouse
- interested in offering more education and awareness training in Bolton
- would like to see the Human Service Centre development in which they are a partner work in collaboration with the Health & Care Centre model
- *Question:* Does (CMHA-Peel) provide services for people with Attention Deficit Disorder (ADD)?
- *Answer:* (CMHA-Peel) is capable of serving people with ADD, but do not provide specialized service
- *Question:* Where is the Clubhouse?
- *Answer:* Brampton
- *Question:* What percentage of \$7M budget goes to Bolton facilities and what is the need for an additional space in light of the number of local residents served?
- *Answer:* The investment would be represented by the number of Bolton residents served by staff for different types of services, additional space mentioned would be for expanded services, not to support the existing clients

Central West Community Care Access Centre – Margaret Paan, Director of Client Services

- *Central West Community Care Access Centre's (Central West CCAC) main office is in Brampton and Orangeville, staff also serve from William Osler Health System and Headwaters Health Care Centre*
- serve approximately 500 clients and families in Bolton area
- funded fully by the Central West LHIN
- ineligible if a person can access hospital outpatient services
- in-home nursing, rehab therapy, personal care for children, adults, seniors
- facilitate access to long-term homes
- operate 310- CCAC, which is a phone and web-based service information database
- clients work with case managers to assess need and connect
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- *Question:* Do you coordinate services in Bolton from Brampton

- *Answer:* yes, from the Brampton office
- *Question:* Is Caledon West served by Orangeville and are they well served?
- *Answer:* yes and Central West CCAC is looking at redeploying existing case managers to work from Bolton
- *Question:* Can you explain the nurse clinics?
- *Answer:* These are clinics based in Orangeville at Headwaters Health Care Centre and in Brampton providing services such as wound care, I.V., where clients come to the clinic for services by CCAC staff rather than CCAC staff going to clients' homes, a third clinic is under discussion
- *Question:* Bolton is on border of York Region, do you provide services there?
- *Answer:* Occasionally services are provided in Woodbridge (York Region), when it is coordinated with the bordering CCAC
- *Question:* Is Occupational Therapy provided?
- *Answer:* yes

Headwaters Health Care Centre, Liz Ruegg, Vice President of Patient Services

- Headwaters Health Care Centre serves Dufferin County and northern Caledon
- four priorities: safe and high quality services, build partnerships to improve access to services (list provided in handout), be a workplace of choice, demonstrate accountability
- recently accredited
- partnerships with Central West CCAC and William Osler Health System, more recently Dufferin Connects
- Headwaters Health Care Centre are in discussion with William Osler Health System to bring oncology and dialysis services closer to home
- offer breadth of inpatient, outpatient programs and diagnostics
- the handout shows number of Bolton residents served is ?
- *Question:* Do you provide outpatient physiotherapy?
- *Answer:* No, however there is an agreement with Central West CCAC for some physiotherapy services
- *Question:* Where's Southlake Regional Health Centre?
- *Answer:* Newmarket
- *Question:* Are there plans for a dialysis centre or service that serves clients with their families e.g. Camp Dorset?
- *Answer:* no such facility in this area, Headwaters Health Care Centre is interested in bringing dialysis closer to home so this type of service is something to keep in mind

Hospice Caledon – Gabby Coe, Executive Director.

- Hospice Caledon been providing palliative service since 1982
- main office is in Bolton with a new 10-bed residence opening May 3rd in Inglewood
- service boundaries are from Mayfield, Winston Churchill, Albion Town Line, to north border
- serves 70 clients from Bolton with referrals received from Central West CCAC

- offers case management, matches with visiting volunteer (provided with 30 hours of training), bereavement support, wellness and drop in program
- no medical care or nursing
- interested in expanding existing and forging new partnerships
- *Question:* Is the organization religious-based?
- *Answer:* No, not affiliated to a specific faith

Peace Ranch – Eric Tripp-McKay, Executive Director

- serves Caledon, Orangeville and Brampton
- clients are adults with serious mental illness working within philosophy of recovery
- services include 24/7 housing, housing support, case management, social rehabilitation, wellness program in Caledon East, a social enterprise (Market Garden)
- areas of interest for service in Bolton includes health promotion, social rehabilitation, concurrent disorders, crisis diversion (pre-crisis service e.g. through a warm line operated by peers)
- *Question:* What is the working relationship with the Centre of Addiction and Mental Health?
- *Answer:* There is a joint management committee e.g. policy development and allocations, as well as an Operations Committee
- *Question:* Rental income comes from where?
- *Answer:* Units for which they are the landlord e.g. rent-geared to income units on the farm, units in Brampton

Caledon Seniors' Recreation Centre – Doug Ackers, Board President

- for almost 15 years the Centre has served seniors 55 plus
- oldest member in 90's, 70% female
- other organizations identify people who are younger than 55 that may benefit
- serves Bolton, Cal, Mayfield, Inglewood, Cheltenham, located behind Wellness Centre
- focus is on health promotion
- *Question:* Do you survey your seniors to see what they'd like, is data available?
- *Answer:* No however a survey is being conducted next week in partnership with Meals on Wheels and Davis Centre, we do not have data, feedback is informal
- *Question:* Would you do support groups e.g. for Parkinson?
- *Answer:* Yes, there is interest in that

William Osler Health System – Jane deLacy, Director of Surgical Services

- William Osler Health System serves Central West LHIN communities
- three campuses: Brampton, Etobicoke, and the Peel Memorial site is under re-development
- a report was included in the meeting package showing services provided to Bolton residents with the three years of data showing an increase in service
- have many community and hospital partnerships

- definitely interested in providing services to the residents of Bolton and Caledon
- *Question:* What is the number of beds available and capacity?
- *Answer:* 608 beds, 478 occupied
- *Question:* Are you interested in providing services from your base in Brampton or locally?
- *Answer:* Locally, as an extension of services e.g. specialty clinics in community - the Headwaters Health Care Centre representative echoed this response
- *Question:* There's a decrease in demand for services for newborns despite an increasing birth rate? What does this mean, where are people going?
- *Answer:* the Headwaters Health Care Centre representative commented that 40% or more of residents are leaving the LHIN
- It was pointed out by a work group member that many people remain who have moved to Bolton and Caledon are tied to a family doctor outside of Bolton so they continue that relationship and access services accordingly

Vera M. Davis Long-term Care Home – Kathy Topping, Director of Care

- 25 years in Bolton
- 64-beds, a respite bed, adult day service (usually 10-20 people attend)
- there is a long waiting list for beds
- *Question:* Is there a wait list for the adult day program?
- *Answer:* No, although the Davis Centre is looking to expand and looking at offering different schedules to attract more people
- Barbara Bunton added that some times there isn't a match between when a client wants to attend and the schedule

Mimi Lowi-Young confirmed that Fact Sheets for those organizations not included with the package will be provided to Work Group members as they are received.

5. Discussion/Observations

A roundtable check-in with Work Group members led to discussions about the following topics:

System Planning

The group will look at issues with a Central West LHIN system perspective aimed at planning services for a community that will double in population in next 19 years. One perspective voiced was that the group needs to recognize that it is starting its work with existing resources and therefore will need to construct processes to better coordinate these services and help residents to be better aware of and better access these services.

Physician Engagement

The group spoke to communication being the key and the need to establish and maintain links with and amongst family physicians, community services and the

hospitals. It was mentioned how important it is to facilitate physician's work and their knowledge of the array of services available to help best serve residents.

Service Awareness and Access

Group members commented that many people do not know what they need or what is in the community and that the public requires pro-active help to sort out services (for example: a system navigator). Assistance needs to be more personal, not just a phone number or web site. One number (211) should be marketed, as well as 310-CCAC. Other tactics should include print media coverage, Bolton radio show, and material for doctors' offices. The group spoke to transportation becoming a bigger issue as the population increases. There were comments that volunteers are valuable assets in helping address issues.

Coordination

Group members were encouraged by the number of existing partnerships. They noted the number of services available in the hospitals and their willingness to get them into community. The group should look to build on existing services and better coordination of referrals across organizations.

Types of Service

One perspective mentioned is that despite concerns about the gap in mental health services, listening to the presentations it sounds like there are a lot services. They need to be better communicated to the public.

6. Next Steps and Close

Mimi Lowi-Young reported that the LHIN is finalizing its selection of a consulting firm to support this Work Group and the Shelburne Task Force. The firm will conduct its work toward the development of an implementation plan and meet with the Work Group in April to review possible models for a local Health & Care Centre.

The Work Group agreed that a longer meeting in April is required preferring to meet during the day so the LHIN will confirm a new meeting time.

Joe McReynolds affirmed that this continues to be an open process so please let people know they can attend and observe these meetings.

The meeting was adjourned at 8:30 p.m.