

F O C U S

Issue 354

Feeding Our Curiosity, Uncovering Strengths

Oct. 1st, 2018

Community Care Northumberland has been asked by the Central East LHIN to encourage additional feedback from Northumberland residents to help inform the development of the LHIN's next strategic plan called an **Integrated Health Service Plan**.

Please encourage your friends and neighbours to visit the website link below to provide their opinions and innovative ideas to transform the local health system.

“Central East LHIN's 2019-2022 Integrated Health Service Plan (IHSP 5) is the overarching strategic document that provides the foundation for the Central East LHIN to improve the health of our local communities.

To date over 800 completed surveys have been received from health service providers, patients and caregivers and local community residents!!!

LHIN staff have also met with representatives from the Indigenous, new immigrant, and Francophone communities to get their feedback. Engagements with primary care providers and public health has also helped to identify innovative and integrated approaches to continuing to transform the local health care system.

Surveys are available in English and French and now, with the generous help of Catholic Crosscultural Services, the community resident survey has been translated into Cantonese, Mandarin, and Tamil.

There is still time to add your voice to the development of the next IHSP before the surveys close on October 5th.

Please visit the Central East LHIN website –<http://www.centraleastlhin.on.ca/priorities/ihsp/IHSP5Engagement2018.aspx>, and fill out the survey link on the right side of the page. ALL INFORMATION ARE KEPT CONFIDENTIAL.”

Thank you for taking the time to provide your feedback to the Central East LHIN.

Trish Baird

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Privacy Committee—Response To Scenario

In July, we published a story highlighting the issues of privacy and confidentiality. The situation involved a volunteer running into a client and his family while shopping at the grocery store, and the volunteer's difficult decision whether or not to initiate conversation with the client. Our question to you was the following: what should the volunteer do in a situation like this? Should he or she acknowledge or ignore the client? Finally, how do we respond to this situation adopting a client-centred approach and using our core values of volunteerism, commitment, trust and respect?

Thank you to our six FOCUS readers who responded to this article.

Some believe that acknowledging the client with a smile or a simple "hello" is appropriate in this situation.

"I believe you should acknowledge the client's presence, unless the client has deliberately turned his/her back or is ignoring you..."

"...I think the volunteer should say hello... then if further conversation happens it has been done by the client."

"Surely a simple smile or 'hello' is never out of place and need not be intrusive. Up to the client to decide whether or not they wish to engage."

Others believe that the client should be the one to initiate any communication.

"Always respect a client's privacy in any given situation... I see communication with a client sort of like dancing with the client always leading."

"...I would just walk on, unless first addressed by the client."

"...the client should be the one to initiate any contact in public. Confidentiality should still be the in volunteer's mind."

What did the volunteer do?

The volunteer did not engage in a discussion with the client. A few weeks later, the volunteer and the client ran into each other in the CCN office. The client explained that his family does not know about the services he receives from Community Care Northumberland and prefers to keep his health information private.

What should the volunteer do?

Exactly what she did. It is considered best practice to not initiate contact with clients when in a setting outside of CCN. Perhaps the client wishes to keep his or her health concerns private, and/or wishes to remain as independent as possible without mentioning to his or her friends/family the services they receive from CCN. If the volunteer initiates contact with the client, the client is now left in a position to define his or her relationship with the volunteer.

Privacy within the CCN Community

One of the reasons people tend to love the small towns they live and work in is because of the sense of caring and community said to be felt in daily life. It may be the very reason CCN is so successful in running programs with such helpful and committed volunteers. It does however increase the need for privacy within the work of CCN. It is highly important to consider how we, as staff and volunteers, communicate with our community members once we've provided services. It is crucial to maintain confidentiality and uphold privacy standards at all times as it preserves trust in the services our clients rely on but also ensures dignity while receiving care. Therefore, it's best to think of privacy as a preservation of dignity rather than a procedural task.

CCN's privacy committee looks forward to hearing from staff and/or volunteers who are willing to share their experiences and ideas with implementing privacy legislation and policies into their work. Please get in touch with a.newman@commcare.ca with your stories. Once we've identified all areas for potential breaches, we can work together to strengthen our internal team commitment to this legislation and our work operations at CCN.

Thank You, Municipality of Brighton



The Brighton office is pleased to announce that it received \$5,000 from the Municipality of Brighton's Grant In Aid program. This grant will help support their Meals on Wheels program.

Last year, Brighton delivered approximately 5,000 hot and frozen meals throughout the Municipality.

Thank you, Municipality of Brighton for your continuing support.

(L-R) Mayor Mark Walas and Leianne Peart—Program Coordinator in Brighton.

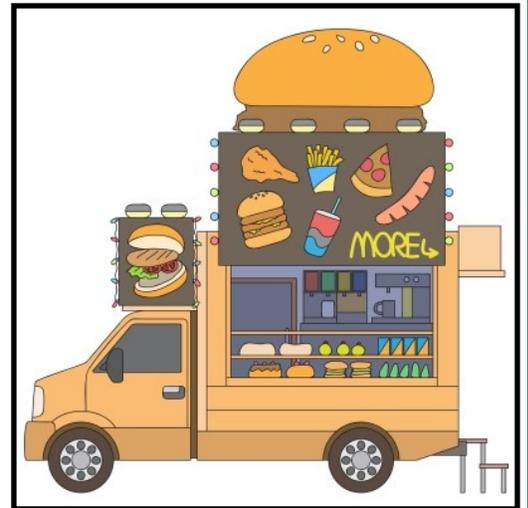
Upcoming Workshop: Food Truck Specialties

Food trucks are crazy trendy and popular but much of what they make and sell can be made at home. Join Dorothy Fletcher as she shows you how to make shawarmas, a wacky pulled pork parfait and more. She says she can even do a recipe of oven fries poutine for those who love the "chip truck." Tasting is believing and you'll get to do that at the end of the evening and take home the recipes.

Date: OCTOBER 3, 2018 **Time:** 6-8pm

Location: CCN'S Activity Room – Brighton **Fee:** \$10.00

For more information, please call Gail at (613)475-4190 or email through this link [here](#).



Fast Fact: Did You Know?



October 1st is National Hair Day

Hair is made up of mostly keratin, the same substance that makes up most of horses hooves, mane, and tail.

Hair is also the second fastest growing tissue in the body after bone marrow.



Ed's House

Northumberland Hospice Care Centre

**Roast Beef Dinner, Dance &
Silent Auction**

Baltimore Recreation Centre

23 Community Centre Road

October 20th, 2018

Doors Open at 5:00 p.m.

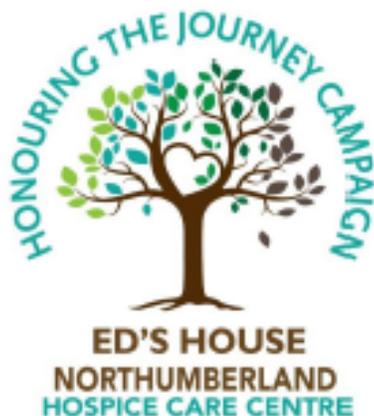
TICKETS \$50.00 per person

Join us for a fun filled evening!

Dinner 6:00 P.M. featuring Taylor's Meats

Music by Larry Adams

Cash Bar throughout the night!



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2018/19 season of health and wellness talks launches with expanded partnership

Inspired by popular TED Talks, Northumberland PACE series aims to share info and spark conversation on health topics top of mind with local audiences

NORTHUMBERLAND COUNTY, Wednesday, September 26, 2018—Championed by Northumberland Hills Hospital Chief of Staff Mukesh Bhargava, a group of area health-care providers and patients have come together to offer PACE 2018/19.

An acronym for **Personalized Assessment and Change Education**, PACE was launched three years ago by Dr. Bhargava, when he realized that a growing number of patients in his IMCare internal medicine practice were approaching him for more information on integrative medicine (the integrated use of healing practices from both conventional, or ‘Western’ medicine, and other complementary healing practices) and health-related changes they could make to get or stay healthy. The questions were typically around topics not covered in treatment, such as inquiries about the benefits of yoga or mindfulness.

“My patients knew *what* they needed to do,” said Dr. Bhargava, “like lose weight, eat better or get more exercise, but they often didn’t know where to go to get the specific information they needed on *how* to move in the right direction, and the supports or local services available to assist.”

Websites and handouts only worked for some, he realized. Face-to-face conversations were much more effective change agents, and so the PACE speakers’ series was born.

Free, public education sessions on hot topics, the Northumberland PACE talks have been promoted by Bhargava to a growing circle of past attendees. Topic ideas were simply “crowdsourced” by patients and others who approached him for information on health and wellness subjects.

Many attendees, including Carlos Osorio, have been attending the PACE talks from the start.

“I saw [the PACE talks] grow from 8-10 participants to over 50 as word spread how beneficial they were,” says Osorio. “The topics expanded from basic heart care, nutrition, exercises, medical drugs to other areas such as meditation, mindfulness, pain management, yoga, traditional herbal and other medicines, aging, stress management and others. Input was requested from the participants and the program was organized around what the group wished to hear. Group participation was encouraged by all speakers and the talks were not all one sided but interactive.”

David and Lois Wyndham have attended 19 of the 21 sessions held to date. They too have found the talks beneficial.

“Dr. Bhargava regularly states that these sessions are essentially a ‘conversation’ and he strongly encourages attendee involvement,” said David Wyndham. “Our attendance at the ...education sessions has been of great value for us....My wife and I strongly recommend that any individual who desires a better understanding of health, wellness and ownership of their [personal] well-being ...should attend.”

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In 2018, seeing the rising interest, Dr. Bhargava broadened his local planning for the series to include others with an interest in education and knowledge building around health and wellness.

Northumberland Hills Hospital (NHH), the Northumberland Family Health Team (NFHT), the Community Health Centres of Northumberland (CHCN) and Loyalist College have since joined Dr. Bhargava at an informal planning table to build and expand PACE, together with patient/caregiver representation from NHH’s Patient and Family Advisory Council (PFAC).

“Our team will continue to collect topic and speaker ideas from session attendees and the community at large,” said Dr. Bhargava, “and we will continue to observe the founding principles of PACE, namely:

- the speaker or speakers must speak for free (no honorarium);
- sponsorships will not be accepted (to avoid bias);
- there will be no solicitation at the events; and,
- our talks are offered as conversation starters, not individualized medical advice.”

In the past, one attendee has taken notes and these have been shared, verbatim, with attendees. Moving forward, with support from students and faculty in Loyalist College’s Interactive Media Development – Film and Television Production program, the team is also hoping to film the speakers, and make their remarks available online via live feed or podcast.

The 2018/19 PACE season kicked-off at NHH on Wednesday, September 19th, with an introduction of the new partners and a discussion, led by Dr. Bhargava, on the topic of *Integrative Wellness and the Use of Technology (Apps, Phones, Monitors) for Better Health*. Next up, Wednesday, on October 17th, is an interactive talk by Registered Dietitian Adam Hudson, titled *What to Consider When Preparing Food for Those Dealing With An Illness*. The October talk will take place in Port Hope, at the Community Health Centres of Northumberland, 99 Toronto Road.

Date	Topic	Speaker	Location
September 19, 2018	Integrative Wellness and the Use of Technology (Apps, Phones, Monitors) for Better Health	Dr. Mukesh Bhargava	NHH
October 17, 2018	What to Consider When Preparing Food for Those Dealing With An Illness	Adam Hudson, Registered Dietitian	CHCN
November 21, 2018	Chronic Pain and the Symptom Cycle	Dr. Francesco Mule	NHH
December 19, 2018	How to Prepare for your Trip to the Emergency Department	Dr. Peter Barnett	CHCN
January 16, 2019	Science of Happiness	Dr. Mukesh Bhargava	NHH
February 20, 2019	Ancient Wisdom with Today's Food	Dr. Deepa Bhargava	CHCN
March 20, 2019	TBD	TBD	NHH
April 17, 2019	Science of Mindfulness	Dr. Jackie Gardner-Nix	CHCN
May 22, 2019	Caring for your Skin	Dr. Anuja Sharma	NHH

Lasting an hour in length, each PACE event consists of a 30-minute talk, a 20-minute question-and-answer period and a 10-minute moderator summary. PACE talks occur the third Wednesday of each month, from September through June. For a listing of the current 2018/19 speaker and topic line-up, please see below or visit the PACE website at www.pacetalks.com. Registration for the October 2018 session is now open at www.pacetalks.com.

