

Cheshire Homes

Executive Director Newsletter

Winter 2022/23 Edition

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Introduction

Hello everyone, I hope each of you had a wonderful holiday season and are looking forward to some nicer weather as we get closer to spring. I am very excited to share that our new 5 year strategic plan was approved at our January 2023 board meeting and I will be providing some highlights of that in this edition of the newsletter. As we navigated the late fall/early winter months, it has become apparent that the pandemic is starting to truly subside. While these months are still filled with many viruses that impact both staff and clients, our latest data provides a positive outlook on our staffing/scheduling that indicates the number of scheduling changes and staff off have reduced significantly.

Keeping Yourself Safe

Over the past 6 months there has been a lot of change related to how we are managing COVID as we move away from, and in some cases fully remove, the initial mandates/protocols implemented over the first 2 years of the pandemic. Many will view these developments as a welcome transition; however some of you may have anxiety and concern about leaving some of the stricter protocols. While protocols may change, the best way to protect yourself has not changed, including the following:

- Get vaccinated – the new bivalent booster shot better protects against the Omicron variant
- Wear a mask when you are not able to appropriately distance from others
- Stay home when you are sick and don't allow others to visit if they are sick
- Whenever possible keep a distance of a minimum of 6 feet from other people

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Keeping Yourself Safe *continued*

If you have any symptoms, please call the office and let them know so we can ensure staff are wearing appropriate PPE to continue to provide service in a safe manner for both them and other clients they might be providing care to.

If you have not yet been vaccinated, are wanting help booking your booster shot, or just have questions about the vaccine, please reach out to our Director of Client Services Sandi Bench by calling the office.

All of our PSW's will continue to wear gloves, goggles (or faceshield), and mask while providing personal care.

Recognizing Our Great Staff

In the Spring/Summer 2022 newsletter I introduced a recognition initiative for our staff that you engage and work with as part of your services. As a reminder here it is again:

Has a PSW gone above and beyond? Did a Care Coordinator help you manage a difficult scheduling change? Did someone give you the kind words you just needed to hear at the right time? If so, let me know!!! Please take a moment to share your positive experience with a staff member with me via email dtooley@cheshirehpe.ca or call the office 613-966-2941 and tell Carm about it. Every month I will chose staff receiving a positive comment and give them a \$25 Tim Horton's Gift Card to say thanks on behalf of our clients.

I received a number of very positive comments after our fall 2022 newsletter and the following staff members received a gift card: **Sarah, Dyana, Laura, Wanda and Jocelyn** (pictured below). If you would like to have me recognize one of your PSW's, Coordinators, or office staff please send me an email outlining the positive experience you have had with them.

Sarah



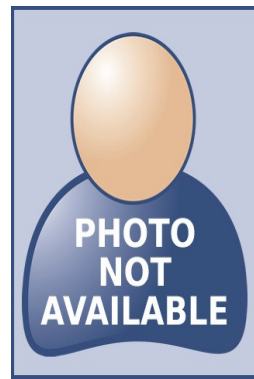
Dyana



Laura



Wanda



Jocelyn



Strategic Plan 2022-2027

Over the past 9 months we have been working on developing a new strategic plan that will set the path for the organization over the next 5 years and many of you have been engaged to provide feedback to our plan. I am pleased to share that our board approved the proposed Strategic Plan 2022-2027 as well as new VISION, MISSION, and VALUES statements. This plan has set a map for us to follow in modernizing our organization while continuing to focus on ensuring our clients get the best service possible and our staff have a positive rewarding experience working for our organization. I want to thank all of you who took the time to provide feedback throughout this process.

In support of our new 2022-2027 Strategic Plan, Cheshire Homes HPE Inc. will pursue **four Strategic Directions**:

Enhance Support to our Clients to increase options, improve the service journey, and ensure sustainability for our current and future clients.

Protect and Enhance Our Hard Earned Reputation as a caring and supportive service provider that puts the rights of our clients first in alignment with the Independent Living Philosophy.

Modernize the Organization to create a more efficient and effective organization that is aligned with the technology, skills, expertise, and sophistication required of an organization in the current health care system.

Provide More Community Leadership locally, regionally, and provincially with our system partners, the HPE Ontario Health Team, the government, our clients and our staff by leveraging the expertise, organizational capacity, and governance commitment to assist wherever possible beyond our organizational “walls”.

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Strategic Plan 2022-2027 (continued)

Along with the 4 strategic directions, our board approved the following new Vision, Mission, and Values for our organization:

VISION

Supporting independence, equity and choice

MISSION STATEMENT

To provide the support individuals need to remain living with dignity and independence in their community, in alignment with the Independent Living Philosophy

VALUES

We believe in:

- self determination;
- quality and safety;
- respect and dignity;
- equitable access;

New Program Offering – Respite

Do you ever feel anxiety as a caregiver when leaving your loved one alone to go shopping, visit a friend, or need to go to a medical appointment? As a client, do you ever worry about being left alone when your loved one goes out for a while? If so, our new respite program might be something you would be interested in. One of our PSW's, Susanne, is available to provide respite services Tuesday, Wednesday, and Thursday's during the hours of 10am to 2pm. Respite is not a replacement for care visits, instead it is intended to be a reassuring comfort that someone is not alone if there are concerns for their safety with extended alone times. Susanne will not provide heavy care or housekeeping; however she can read, prepare lite snacks, talk, playing games, etc. with a client while their loved one is away from the home. If you are interested in learning more about the Respite Program, please call our Director of Client Services Sandi Bench at 613-966-2941.