



LHINfo Source

June 2007

Networking generates ideas at Diversity and Inclusion Workshop

Passionate speeches from community leaders engaged the audience and hammered home the point about the importance of health care inclusion in ethnically, geographically and socio-economically diverse communities at the Central LHIN's Diversity and Inclusion Workshop held May 30 at Villa Colombo in Toronto.

About 140 people attended the workshop. Speeches by keynote speakers struck a chord with the audience. In particular, the crowd responded with enthusiasm to speeches by Judge Marven Morten and York Regional Police Staff Sgt. Ricky Veerappan, who talked about how healthy communities are communities with low crime rates.

During the latter half of the day, which included several speakers who addressed the issues and importance of diversity and inclusion, attendees broke up into several groups to discuss issues most important to them.

The Central LHIN is the most ethnically and socio-economically diverse of the 14 networks. The workshop provided a forum for health care providers and community services located within the

Central LHIN to raise concerns and discuss ways to help different cultures better utilize services provided by health care providers within the Central LHIN.

Information collected at the workshop will be used to help set goals for a future advisory group, which will be established by the Central LHIN.

Some of the key issues raised at the workshop included addressing language barriers, building networks and partnerships to develop an understanding of diversity, and utilizing talents brought by the immigrant population to the communities within the Central LHIN.

Kisha Hamilton, case manager at Central Community Care Access Centre (CCAC), collected pamphlets from several of the 23 information booths set up at the workshop.



Participants of a roundtable discussion at the Central LHIN's Diversity and Inclusion Workshop, held on May 30.

A major issue concerning Hamilton is the fact many immigrants arrive with credentials which are not recognized by their profession in Canada. As a result, many of these individuals are forced to work poorly-paying jobs.

Hamilton says because of information she learned at the session, she is walking away feeling better about this issue.

"I've just learned that the government is actually trying to do something about this issue and that they have a program already set up where they are trying to fast-track certain people," she says.

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*Caring Communities –
Healthier People*

Expo 'an excellent experience' for Central LHIN

The 19-member Health Human Resources Advisory Group represented the Central Local Health Integration Network (LHIN) at the Celebrating Innovations in Health Care Expo 2007 May 23 and 24 in Toronto, showcasing a project consisting of 10 priorities it will work on to foster health care renewal.

The expo provided health care providers with an opportunity to share and learn about current achievements and unique approaches underway in communities across the province as they relate to the government's transformation strategies around primary care, wait times, critical care and information management.

Members of the Central LHIN's Health Human Resources Advisory Group said they were pleased with the outcome of the event and the effect it had on the Central LHIN's profile.

"I think the expo was fantastic," says Josephine DesLauriers, director of human resources at Leisureworld Caregiving Centre. "It's a fantastic forum for people to bring best practices to the table."

Richard Kelly, vice-president of Humber River Regional Hospital, says the Central LHIN's booth at the expo was a magnet for people representing the other 13 LHINs.

"Many people in other LHINs were intrigued to know how we were successful," Kelly says.

"They were happy to see that the Central LHIN human resources component was working together," DesLauriers adds. "Other groups are not as inclined to come to the table and share because they don't want to make it a general product."

DesLauriers says the annual expo helps tear down barriers surrounding the perceptions people have about the health care sector.

The expo also showcased innovations in other areas such as mental health, long-term care and public health. Six organizations

were honoured with 2007 Innovation awards for their achievements in these areas.

About 150 booths were set up at the expo and more than 2,000 people attended the event over two days. The expo is a partnership between the Ministry of Health and Long-Term Care and the 14 LHINs.



Members of the Central LHIN's HHR Advisory Network at their booth at the Innovations in Health Care Expo. From left to right: Gabrielle Bochynek, St. John's Rehab; Leigh Scott, Central CCAC; and Nora Paradis (Chair), COTA.

CONTINUING THE DIALOGUE WITH THE PUBLIC IN CENTRAL LHIN

Part of the LHIN mandate is to engage with our communities. In fact, our Integrated Health Service Plan is based on input from our stakeholders – health service providers and residents across our diverse communities.



Session with South Asian seniors in Central LHIN.

The purpose of stakeholder engagement is to gain insight into health needs from people in our own communities so we have the best information for an efficient, coordinated local system of care. Health service providers need to work collaboratively to ensure people have access to the most appropriate health services whenever and wherever they need it. Having conversations with people is how we begin to understand those local needs.

In March 2007, a communication strategy was approved by

the Central LHIN board and in it, we recommended reaching the public by targeting specific groups. We are now focussing on reaching out to ethno-cultural, faith and multilingual groups in the communities across the LHIN.

In order to reach these groups, we have invited over 250 faith leaders to contact us if they would like us to host engagement sessions. We have also gathered input from our Regional Stakeholder Group, and Central LHIN board members have been very involved in connecting us with faith groups in their local communities. If you are interested in us coming and talking about health care transformation with your group, please contact **Sandi Pelly** at sandi.pelly@lhins.on.ca or at (905) 948-1872 ext 212.

LHIN staff learns about diversity

The staff at the Central Local Health Integration Network (LHIN) looks at diversity in a new light following a workshop held May 28 at Seneca College in Toronto.

The purpose of the event was to educate Central LHIN staff about diversity and what it really means in terms of their beliefs, attitudes, background and lifestyle when dealing with a person's health needs.

Mark Levine, a communications specialist with the Central LHIN, says the workshop helped staff understand that diversity is about more than ethnicity and socio-economic status.

"That's one of things we learned to think differently about – that diversity is about everything. Everybody perceives things to be a little bit

different and diversity is more than the colour of your skin or your religion."

The workshop was facilitated by Kwasi Kafele. Levine says Kafele, who is of Jamaican descent, brought some interesting perspectives from his own background and culture to the group.

Levine says at one point, one LHIN staff member mentioned Kafele's unusual dreadlocked hairstyle. Kafele looked back at the person, who had short, cropped hair and said where he came from (Jamaica), *that* was an unusual hairstyle.

"It was really a way to open our eyes to diversity in a different way," Levine says. "It was a much broader perspective and allowed us to think a little differently about what diversity really means in relation to the

accessibility of health services in our geography."

The day was structured to include full interactive discussions followed by group sessions where LHIN staff were asked to respond to ethical questions in relation to diversity.

"We worked together as a team to develop our responses based on our own experience and expertise," says Levine. "Regardless of how we responded though, Kafele would challenge us and engage the entire group in thinking through the issues even further. I think many of us left the workshop still thinking about the issues and with a broader perspective of their application to our diverse community."

This training workshop marked the Central LHIN's first formal step in ensuring accountability to our diverse community.

Central LHIN Fast Fact

The Central LHIN's population of approximately 1.6 million people is one of the most diverse in the province as seen in the chart below:

Indicator	Central LHIN	Province
Visible Minorities	36 %	19 %
Immigrant Population	46 %	27 %
Recent Immigrants (1996-2001)	10 %	5 %
No knowledge of French or English	4 %	2 %
Population Age 65 and over	11 %	13 %
Low Income Economic Families	15 %	12 %
Low Income in Private Households	16 %	14 %
Receive Income from Government transfer payments	8 %	10 %
Population without High school education	24 %	26 %
Aboriginal identity Population	> 1 %	2 %

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This type of information swapping, Hamilton says, is an example of the important role networking plays in fostering diversity and inclusion within the health care sector.

"Today's event was definitely helpful," she says. "There are different service providers here (and) we don't know each other, so I think it gave us an opportunity to talk to each other and get some information about their agencies."

Mendel Janowski, community development co-ordinator with York

Central Hospital, says the workshop gave him an opportunity to talk to others about the extent of the diversity of the Central LHIN. He emphasizes the importance of considering everyone living within communities located in the Central LHIN.

"By just looking at a few specific elements, you're really missing the whole picture of everyone else" living in the Central LHIN, he says.

Now that the ideas circulated during the networking sessions have been collected, the next step will be to use the information as a guide to help

create an advisory network and work groups to address concerns relating to diversity and inclusion.

Central LHIN board member Raksha Bhayana says she is pleased with the outcome of the workshop and says she looks forward to seeing the ideas voiced used in an action plan.

"I think that the feedback that we just got from the various groups really shows that there is ... a lot of passion," she says, "and it isn't just passion, they are ideas — realistic ideas, pragmatic ideas, things that we want to see changed."

Staff Profiles



Winnie Yau (Markham)
Project Coordinator

We are pleased to welcome Winnie Yau to the Central LHIN. Winnie will be working on a variety of funding and allocation projects.

Winnie is a finance graduate with a background in international trade/business. She is also currently pursuing her CMA designation.

Prior to joining the LHIN, Winnie worked as a customer service representative for an importing company where she worked closely

with overseas agents and importers. While in this position, Winnie was responsible for maintaining the profitability of each shipment while helping the importers reduce cost.

In her spare time, Winnie enjoys reading, walking, swimming and playing tennis.

"I am excited to be able to participate in improving our health care system"



Jaime Yip (North York)
Project Coordinator

Jaime Yip recently joined the Central LHIN and will be working with the Performance, Contract and Allocation team on various projects, including work with the Central LHIN Wait Times Strategic Planning Group.

Jaime has a Bachelor of Science in Chemistry from McGill University. Prior to joining the LHIN, Jaime worked as a Senior Bioanalytical Chemist – project lead for the validation, development of new methods, analysis

of samples and reporting of results for studies serving pharmaceutical and generic drug companies.

In her spare time, Jaime enjoys reading and outdoor activities such as rollerblading, hiking and running.

"I am excited to be a part of such a dynamic team, actively involved in improving the health of the people in our communities."



Cheryl Guyett (Whitby)
Office Manager

Cheryl Guyett brings with her to the Central LHIN an array of business management experience, including her experience as Executive Assistant to the CEO of a Distribution Firm, and her experience as Office Manager at CGI.

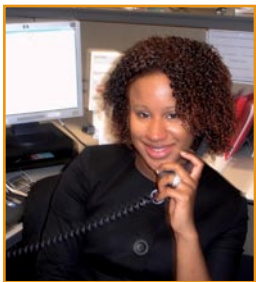
Cheryl has a Diploma in Graphic Design as well as an educational background in Business Administration and Management.

When she is not at the office, Cheryl enjoys spending time with her husband and two beautiful daughters. She also loves working in her garden, biking and hiking and is planning to start flying lessons this summer.

"I am excited and proud to be part of a group that will assist in changing our health care system, to make seniors lives more pleasant and safe and improve the environment in the seniors' homes."

Watch for the next issue of LHINfo Source in July. If you have comments or ideas for future issues, please contact Sandi Pelly at **905-948-1872 ext 212** or email sandi.pelly@lhins.on.ca

Remember to check out Central LHIN's Newsroom regularly at www.centrallhin.on.ca for news stories on community engagement and our Integrated Health Service Plan.



Melenie Chan (Toronto)
Administrative Assistant,
Performance Contract &
Allocation

We are pleased to welcome Melenie Chan to the Central LHIN. Melenie has a degree in Human Resource Management from York University as well as a diploma in Pharmaceutical Technology.

Prior to joining the LHIN, Melanie worked as an Administrative Assistant to the Marketing Director and CEO of a flooring company.

In her spare time, Melanie enjoys spending quality time at home with her husband, son and puppy. Melanie loves to travel and can often be found at the gym swimming or taking a yoga class.

"I am delighted to be part of such a vibrant and engaged organization"

Central LHIN

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