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Page 1: Eleventh Session of the OEWG on Ageing 6-9 April 2020, UN Headquarters, New York

Q1 Name of the organization:

SE Health (Saint Elizabeth Health Care)

Q2 The purpose of the organization:

SE Health is the brand of a family of companies incorporated under Saint Elizabeth Health Care.

SE Health is a non-governmental, not-for-profit, charitable, Canadian social enterprise in operation since 1908. Our mission is clear – to spread hope and happiness. One of the primary ways we achieve this mission is by addressing the needs of an aging population through:

- I. Empowering individuals, families, and communities
- II. Delivering comprehensive health and wellness care in the home
- III. Creating tools and resources for family caregivers
- IV. Addressing barriers associated with isolation, loneliness, and end-of-life wishes
- V. Conducting impact-oriented research to understand the needs of people, their caregivers, and health care providers
- VI. Developing evidence-based solutions to tough health and social care problems
- VII. Partnering with industry, government, and other entities to advocate, find solutions, and resolve policy issues
- VIII. Testing and implementing innovations and technology to improve lives
- IX. Generating collaborative thought leadership in home/community health care and caring across the life course
- X. Training and educating health care providers to create a sustainable and qualified workforce to address the health and social care needs of an aging population

Through a person and family-centred care approach, we encourage everyone to share their insight, vision, and goals for aging. We apply this understanding to advocate for the human rights and needs of older persons at a local and governmental level. SE Health works with partners across Canada and globally to find opportunities to embed the voice of older persons in health and wellness care. We strive to help all persons live their life with dignity, vitality, hope and happiness. SE Health aims to positively impact how people live and age at home today and into the future.

Q3 Information as to the programmes and activities of the organization in areas relevant to the human rights of older persons:

SE Health seeks to empower and engage older persons. We have numerous initiatives beyond our daily operations that are focused on giving aging individuals a meaningful opportunity to share their perspective and contribute towards creating a better world for everyone to grow old.

Created 'Wiser Advisor' Expert Panel:

To enable project leaders at SE Health to connect, collaborate, and co-design with clients, caregivers and members of the public, SE Health has created the Wiser Advisors. This program helps to recruit, onboard, manage, and engage members of the public so they can meaningfully participate in initiatives that SE Health is leading. Through our platform, Advisors are matched to projects based on their preferences, interests, and availability. Projects can include anything related to aging and health in the home. Participating as a Wiser Advisor includes a range of activities such as answering a survey from the comfort of home or joining a project as a team member.

Wiser Advisors has a three-pronged approach to engage with people at a level that works best for them through the:

- I. Wiser Advisor Participant pool
- II. Fellow's Council
- III. Partnership program (in development)

Fellow's Council:

The council is made up of experts representing diverse perspectives of aging across the life course – including an older adult, caregiver, clinician, researcher, innovator, and government/policy expert. They are an integral component of the broader Wiser Advisor program, as their expertise is vital to ensure this initiative actively supports adults and caregivers across the life course.

Partnership Program:

This program is being designed to meaningfully embed the 'Wiser Advisor' panel group across all activities undertaken by SE Health and to explore future opportunities to create partnerships with like-minded organizations.

Development of a Professional Practice & Quality Framework for Care of Older Adults:

SE Health has created a professional practice and quality framework to guide the development of care practices and essential skills for meeting the needs of older adults. The central tenet of this approach is to deliver care that is experienced by clients as 'safe, happy, and loving.' This framework is informed by nursing best practice guidelines that are rigorously implemented and evaluated to meet client needs.

'The Future of Aging' Book Released and Launched This Year:

SE Health, in partnership with Idea Couture, has published a book to be released to the public on Feb 19th, 2020. This book calls attention to the limits inherent within the current approach to aging, while offering exceptional examples of leaders who are working to overcome these limitations. Using foresight methods to map trends in aging, this research-based, expert-informed book is a collaborative effort to reshape and rebuild the current narrative on aging.

Applied Research On 'Aging in Society':

Our in-house SE Health Research Centre has 'Aging in Society' as one of its four pillars of focus. Their research concentrates on aging, the impacts of social and economic factors, and how the health and social care system can support health and wellness across the entire life course. The following are some of the specific topic areas that the SE Health Research Centre is actively exploring in this area: (1) living with dementia, (2) aging and mental health, (3) age-friendly communities, (4) intergenerational connections, (5) public and cultural perspectives on aging (ageism, etc.), (6) supporting family/friend caregivers, and (7) health and social care for frail older adults. A detailed summary of current publications is available at: <https://research.sehc.com/resources/aging-in-society>

Understanding the Implications of A 'Missing Middle' For an Aging Population:

In recognition of the lack of affordable housing options for seniors that enable them to age-in-place while remaining independent, SE Health has worked extensively with various stakeholders to develop sustainable and affordable housing. SE Health has created a prototype of purpose-built attainable housing able to address the specific needs that many in the senior demographic face (for example:

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physiological barriers to Instrumental Activities of Daily Living). This project seeks to maximize well-being for adults in later life while incorporating technology, and the feeling of 'home.' Our advocacy work includes a strong focus on the rights of older adults for dignified and safe housing.

Ensuring Older Adults Have Access to Quality End-Of-Life Care When and Where They Need It:

Since 2015, SE Health has made significant investments to strengthen end-of-life care for individuals, their families, and others who support them. This funding has expanded access to residential hospice care, community-based services, spiritual care, and a variety of research and education initiatives. One example is the Journey Home Hospice that launched in 2018 as a joint initiative with the Saint Elizabeth Foundation, Inner City Health Associates, and Hospice Toronto to deliver hospice care to the homeless community in Toronto, Ontario, Canada. Journey Home Hospice provides clients with high-quality health care services and a safe, caring environment to live out their remaining days in peace. This Hospice is recognized as a centre of excellence for delivering homeless palliative care, and actively works to advance national best practices of care delivery for this unique client population.

Members of The Global Alliance for the Rights of Older People:

In 2019, SE Health formalized its membership with The Global Alliance for the Rights of Older People to become part of a broader community raised towards strengthening the rights and voice of older persons.

Q4 Confirmation of the activities of the organization at the national, regional or international level:

SE Health provides services across many areas of the health care system, including home and community care, long-term care, acute care, and primary care. Our partners include governments, regional health authorities, local health integration networks, hospitals, the seniors' living sector, community organizations, and consumers.

SE Health is one of Canada's largest diversified home health companies, advancing home care and health solutions to make lives better. We take pride in over a century of diverse health care expertise to deliver excellence in home care, build capacity through education, create new models of care, and accelerate digital health and wellness technologies.

Our Impacts:

1. Empowering People and Caregivers: We bring person and family-centred care to life throughout the health care ecosystem
2. Mobilizing Communities: We nurture partnerships and community-led development
3. Transforming Care Systems: We collaborate to improve the client experience, health outcomes, and system performance
4. Educating for Excellence: We leverage a century of wisdom to educate, inspire, and empower health care providers
5. Honouring End-of-Life Journeys: We work to bring greater comfort, dignity, and peace to the end-of-life
6. Inspiring Possibilities: We scout and ignite new ways to deliver care and impact

We offer services and programs across 17 different areas including: SE Seniors' Living, SE Person and Family-Centred Care, SE Career College, SE Learning, Saint Elizabeth Foundation, SE Futures, and more. SE Health is primarily a service delivery organization that provides a wide range of home care services to meet the care needs of our clients and families at home and in the community. SE Health provides care as a part of provincial home care programs and private home care services for clients. Services include; personal support work, skilled nursing, rehabilitation, dietetics, and social work.

In addition to frontline services, we offer a unique platform called Elizz™ – dedicated to supporting daughters and sons caring for aging parents. This platform provides evidence-informed education and resources to help caregivers, inspiration to practice self-care, and peer support. The Elizz™ program recognizes the pivotal role that family caregivers play in supporting older adults and seeks to address these unmet needs holistically.

We have a team of dedicated staff who are committed to bringing the best of SE Health knowledge, skills and expertise, internationally to enable our global partners to realize their health care system goals and objectives. SE Health seeks to create a global social impact by working with partners to:

1. Generate thought leadership in home and community health care and aging across the life course
2. Collaboratively address identified global health care challenges
3. Build knowledge bridges between organizations to share and learn from one another
4. Strengthen professional health human resource capacity to meet the needs of an aging population
5. Co-design and test innovative solutions

Q5 A list of members of the governing body of the organization and their countries of nationality:

1. Shirlee Sharkey, Director, President & Chief Executive Officer, SE Health, CANADA
2. Peter Massel, Director, Senior Vice President & Chief Financial Officer, SE Health, CANADA
3. Sandra Ketchen, Director, Senior Vice President, Operations, SE Health, CANADA

Q6 List of financial sources and contributions, including governmental contributions:

Combination of government and private pay. Please see the attached financial statement for further details.

Q7 Copies of the annual or other reports of the organization with financial statements (File size limit is 16MB):

Website Link - Online 2019 Impact Report for SE Health.pdf (122.5KB)

Q8 Please attach additional copies if needed (File size limit is 16MB):

Saint Elizabeth Health Care Financial Statement, March 31, 2019.pdf (151.7KB)

Q9 Please attach additional copies if needed (File size limit is 16MB): **Respondent skipped this question**

Q10 A description of the membership of the organization, indicating the total number of members, the names of organizations that are members and their geographical distribution:

SE Health has grown from a grassroots organization to nearly 9000 'leaders of impact' from across Canada. Our headquarters is in Markham, Ontario, with regional teams and offices across Canada. We are proud of our dedicated First Nations, Inuit, and Métis program, which reaches 70 percent of all Canadian Indigenous communities. The vast majority of SE Health staff provide frontline client care services in nursing, personal care and support, and other allied health professional services.

In addition to being a national organization, SE Health has a global division that works with partners worldwide to share our experience and expertise, contextualized for a local market.

Q11 A copy of the constitution and/or by-laws of the organization (File size limit is 16MB):

9175395_2_Saint Elizabeth Health Care - By-Law No. 2013-1 .pdf (110.6KB)

Q12 Please attach additional copies if needed (File size limit is 16MB): **Respondent skipped this question**

Q13 Please attach additional copies if needed (File size limit is 16MB): **Respondent skipped this question**

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Q15 Website

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