



ST. MICHAEL'S
UNITY HEALTH TORONTO

Wellness Hub for Shelters

Site-Level Onboarding Presentation

ICHA | Inner City
Health Associates



Agenda



1. Review of **Wellness Hub for Shelters Program**
 - Who we are
 - Project aims
 - Project scope
2. Summary of **supports offered** through the Wellness Hub for Shelters Program
3. Summary of **learning initiative activities embedded** in the Wellness Hub for Shelters Program
4. Overview of **next steps**

Who we Are



Wellness Hub for Shelters:

Tailoring **Wellness Hub** and leveraging **KT Program**, **ICHA**, and **HEC** resources to together support the shelter system.

The Knowledge Translation Program
at St. Michael's Hospital

The Population Health Team of
Inner City Health Associates



Healthcare Excellence Canada



Wellness Hub for Shelters Project Aims

- 1. SUPPORTS: Tailor the Wellness Hub Program** (currently being delivered in long-term care homes and retirement homes) for the emergency shelter setting, to support congregate living settings with needs surrounding staff IPAC practices, staff vaccine uptake and confidence, and staff wellness.
- 2. QUALITY IMPROVEMENT: Monitor and evaluate the Wellness Hub for Shelters program** to understand what resources and supports are most useful to congregate settings both during and beyond the pandemic, and how these can be implemented effectively and sustainably to create safe communities.



Project Scope – Sites Engaged

- **Four shelter organizations within the Greater Toronto Area:**
 - Salvation Army Toronto (four sites)
 - Homes First (four sites)
 - Dixon Hall (four sites)
 - Fred Victor (three sites)
- **Site characteristics:**
 - Majority publically-funded
 - Emergency shelter sites or temporary shelters in hotels funded until at least Dec 31, 2021



Project Scope - Topics

Wellness Hub for Shelters offers supports in 3 core areas:



- Focus on promoting staff wellness



- Focus on supporting staff in creating healthy environments infection prevention and control



- Focus on promoting staff vaccine confidence

- **Primary population focus: Shelter staff**
- Supplemented by pre-existing supports for clients (e.g., ICHA initiatives)

Supports Offered through Wellness Hub for Shelters Program

[If not previously received] Access to **seed funding for pandemic-related quality improvement efforts** through the Healthcare Excellence Canada Learning Together Program

- Unused funds must be returned (goal = use all funds)
- Funds must be used by Mar 15, 2022



Examples of funds use:

- Supplies (e.g., PPE, cleaning supplies, ventilation, communication tools, storage cabinets)
- Personnel (e.g., staff hiring, backfill)
- Supports (e.g., staff resiliency activities/rooms, mental health supports)

Supports Offered through Wellness Hub for Shelters Program

Access to additional education supports through the **Healthcare Excellence Canada Learning Together Program**, including:

- **A virtual learning series:**
 - Webinars
 - Huddles
 - Workshops
 - Discussion forums

- **1:1 coaching**



Supports Offered through Wellness Hub for Shelters Program

1. PCR gargle saliva testing for COVID-19 diagnosis.

- Immediately available through Wellness Hub for Shelters program.
- Available to shelter staff and their household members (e.g., partners, roommates, children, other family members) who are symptomatic or have had a high-risk exposure.
- Tests can be couriered to personal homes of staff/household members; results available within 24-72 hours.



- ## 2. Upcoming access to **rapid dual influenza/COVID-19 antigen test** through related project.

Supports Offered through Wellness Hub for Shelters Program

Access to **capacity building resources and supports** through partnership between the Wellness Hub KT Program team and ICHA's Population Health Team.

Program Area	Supports
Monthly Community Insight meetings	<ul style="list-style-type: none"> • Focus on key challenge and/or new updates in shelter setting related to IPAC, wellness, vaccines; focus on learning, collaboration, and sharing strategies and resources • Site leadership and frontline staff “champions” from each site (regular attendance as feasible); Open to all staff
1:1 site-level support line	<ul style="list-style-type: none"> ▪ Sites can request site-specific coaching for specific support needs related to topics within program scope: <ul style="list-style-type: none"> ▪ Support needs related to health promotion or clinical needs will be addressed by ICHA team ▪ Support needs related to implementation and dissemination of supports and resources will be addressed by Wellness Hub KT Program team

Supports Offered through Wellness Hub for Shelters Program

Access to **capacity building resources and supports** through partnership between the Wellness Hub KT Program team and ICHA's Population Health Team.

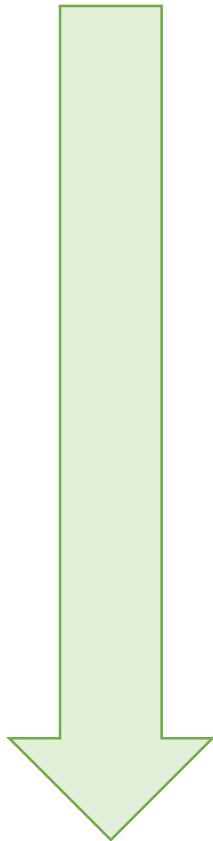
- **Additional supports and resources in 3 core program areas:**

Program Area	Supports
IPAC+	<ul style="list-style-type: none"> ▪ <i>Wellness Hub KT Program:</i> Repositories of core implementation strategies and resources, resource packages, possible interactive sessions ▪ <i>ICHA:</i> Support with on-site health promotion and IPAC training
Vaccine+	<ul style="list-style-type: none"> ▪ <i>Wellness Hub KT Program:</i> Repositories of core implementation strategies and resources, resource packages, possible interactive sessions ▪ <i>ICHA:</i> Support with on-site vaccination
CARE+	<ul style="list-style-type: none"> • <i>Wellness Hub KT Program:</i> Repositories of core implementation strategies and resources, resource packages, possible interactive sessions

Wellness Hub for Shelters Learning Initiative Activities

Site-Level Enrollment Activities	Site-Level Mid-Line Activities	Site-Level Exit Activities
<ul style="list-style-type: none">• 25-30 minute needs assessment interview• Identifying S.M.A.R.T. goals for the Wellness Hub program• 20-25 minute site-level survey	<ul style="list-style-type: none">• Review progress on S.M.A.R.T. goals to date• 3M, 6M	<ul style="list-style-type: none">• 25-30 minute exit interview• Review overall progress on S.M.A.R.T. goals

Next Steps



1. Next step today: Complete Needs Assessment Interview
2. Follow-up after today:
 - Wellness Hub (WH) team will send you site-level survey and goal setting template to complete next week
3. Once survey is complete, WH team will begin process of administering HEC funds
4. Reflect on and identify the staff “champions” at your site
5. Support program initiates
 - Aiming for first Community Insight meeting to be held late November

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