

Appendix 5 - Results of Community Engagement Initiatives



Summary of Community Engagement Activities

Date	Focus	Location
July 6	Seniors	Evergreen Senior's Centre, Guelph
July 7	Homeless / Street Involved	The Working Centre, Kitchener
July 8	Seniors	Evergreen Senior's Centre, Guelph
	Francophone	Cambridge French Community Centre
July 9 & 10	General Public	Wellington County Library, Aboyne
July 11	Metis Nation	Church of Latter Day Saints - Guelph
July 15 & 16	General Public	Cambridge Centre (Mall)
July 20	Long-Term Care Seniors	Fairview Mennonite Home, Cambridge
July 22	General Public	Drayton Library
July 23 & 24	General Public	Stone Road Mall, Guelph
July 28	General Public	Mount Forest Library (Public)
July 31	Multicultural Centre	KW Multicultural Centre
August 13	Addictions and Mental Health Network	Orchard Park
August 19	Homeless / Street Involved	Drop-in Centre Guelph
Sept 14, 22, 30 Oct 7	Physician Groups	Various locations across WWLHIN
Sept 21	Metis Nation	Church of Latter Day Saints - Guelph
Sept 25	System Improvement	Champions of Change

Surveys

- Telephone survey
- General public web survey
- Lesbian Gay Bisexual Transgender / Transsexual Queer (LGBTQ) web survey
- Youth web survey

Other Inputs into the IHSP

In addition to the specific IHSP engagements over the summer, inputs include:

- Other events:
 - WWLHIN Consultation – Mental Health Community Survey
 - Long-Term Care Redevelopment launch
 - Champions of Change events
 - Sustainable Solutions Event
 - Consultation with Social Planning Councils and Public Health Units
 - ... and many more
- Reports from WWLHIN committees and networks
- Reports from different community organizations
- Input from past community engagement events (3 years)
- Correspondence that arrives at the WWLHIN office

Summary of Feedback

Feedback

Overall, residents of WWLHIN agreed with all of our priorities (general and special populations)

Feedback from the General Public

- Lack of awareness of access to after-hours primary care
- Many people still report difficulty in finding a primary care physician
- Emergency Department wait times are still too long
- Lack of knowledge about system navigation

Feedback from Special Populations

- Lack of sensitivity to unique health needs
- Lack of access to appropriate services
- Need to recognize that the way in which they access services is different from general population – system needs to adjust

Feedback from Special Populations Cont'd

Seniors

- Sent home with taxi alone in middle of the night
- Continuance of care is an issue – they want to see the same person
- Medication complications – communication issues between doctors
- Fear of being moved away from family when being placed to Long-Term Care home

LGBTQ

- 63% of survey respondents go outside of local area for primary care
- Doctors lack knowledge about their specific health issues
- They fear consequences of “coming out” to health service providers
- Use of insensitive language in health care settings
- Same sex spouses are not always recognized in hospital

Feedback from Special Populations Cont'd

Homeless

- Need to adjust way service is delivered to this population
- Referral issues for people who want to enter withdrawal management
- Stigmas persist in all health care settings
- Lack of follow up with street outreach workers

Francophone

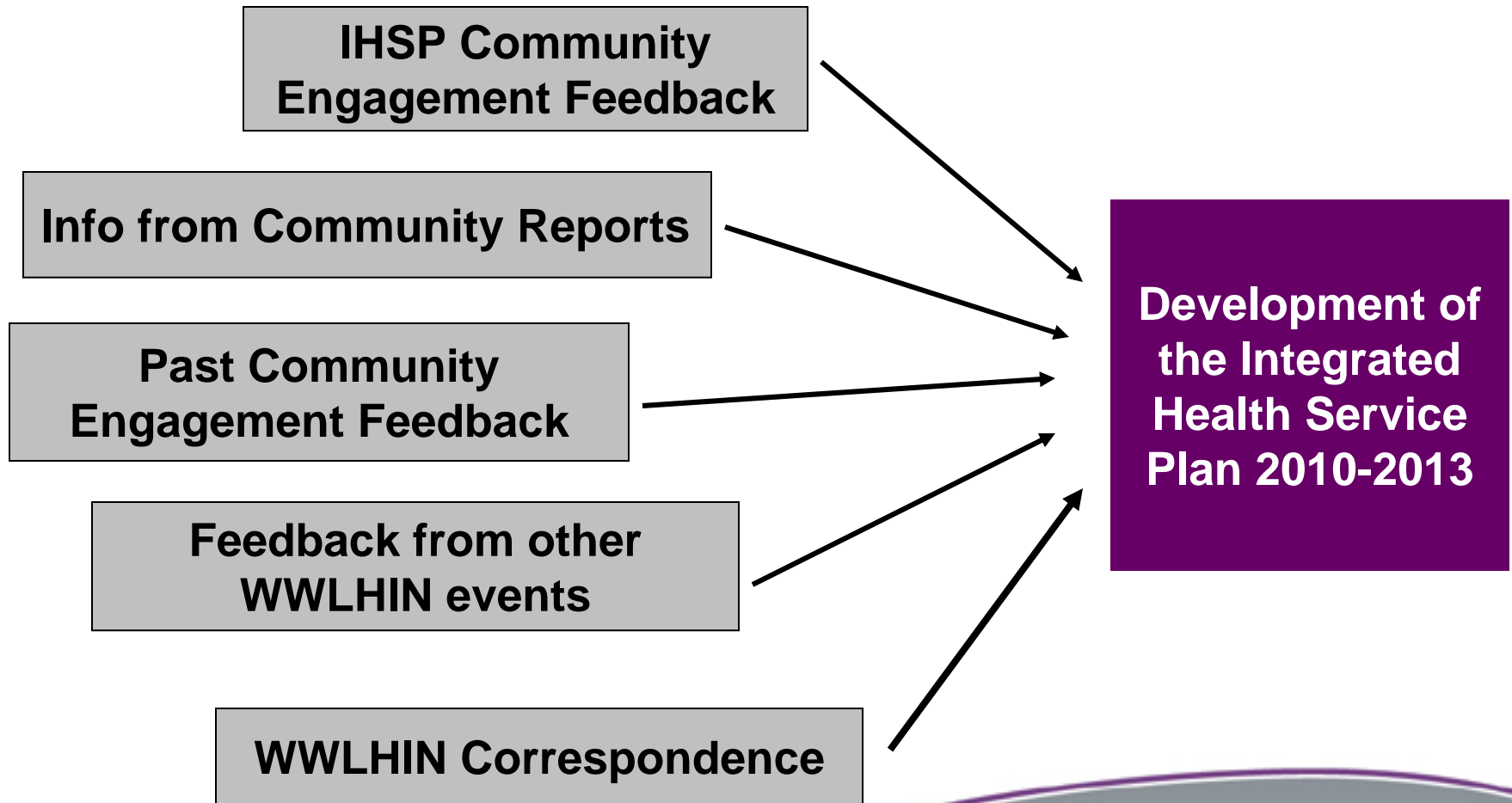
- Lack of access to French language health care professionals/services
- Specific problem for Addictions and Mental Health services

Feedback from Special Populations Cont'd

Multicultural Community

- Health service professionals do not always use appropriate interpretation services – risk of inaccurate assessment
- Primary care application process is seen as unethical
- Need for foreign-trained health care professionals
- Unique mental health issues among this group

Where does all this feedback go?



LIVE AND LIVE WELL IN WATERLOO WELLINGTON

Waterloo Wellington LOCAL HEALTH INTEGRATION NETWORK
55 Wyndham Street North, Suite 212
Guelph, Ontario N1H 7T8

T. 519 822 6208

F. 519 822 5807

Toll Free 1 866 306 5446

Staff email: first.name.last.name@lhins.on.ca

General email: waterloowellington@lhins.on.ca

Websites: www.wwlhln.on.ca | www.wwpartnersinhealth.ca

