



**INFORMATION ABOUT**  
Wiser Advisors

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# About the Wiser Advisors

## What is Wiser Advisors?

In recognition of the vital role that older adults and caregivers play in health system improvement, SE Health is developing a process to meaningfully engage them in our organization. Specifically, our Wiser Advisors initiative engages older adults, caregivers, and experts in aging across the life course in order to learn from their expertise.

To become a Wiser Advisor, all you have to do is have a desire to make an impact and register. More detail about how to register below.

## What Kinds of Projects?

As a Wiser Advisor you can be involved in a wide range of projects, and participate in many different ways. We do our best to engage you in projects that you find interesting and allow you to participate in a way that makes sense for you.

**Projects may differ in their subject matter and focus.**

**Some of the common subjects include:**

- Home Care
- Caregiving
- Care for Older Adults/Geriatric Care
- Chronic Disease
- Older Adult and Senior Living
- Surgical Experience
- Palliative Care
- Mental health
- Disease Specific Experience
- Many more

## Projects also differ by their objectives and goals:

- **Quality improvement.** A process of making improvements to the services we offer our clients *e.g. creating a better customer service experience for clients.*
- **Product/service development.** Creating a new service, product, or offering for SE Clients *e.g. creating a service dedicated to supporting family caregivers.*
- **Research.** Creating new or deeper understanding of an important topic *e.g. understanding the experience of caregivers when patients undergo surgery.*
- **Innovation.** Developing new services, business, products, strategies that challenge and change the current practices. *E.g. developing new technology and services that allow people to receive virtual health care at home.*
- **Policy.** Defining the policies, rules, principles by which SE Health and its partners will abide *e.g. making changes or updating our ethics policies.*

## There are many ways to participate in projects:

- **Providing feedback and your perspective.** Providing your perspectives and opinions on important subjects through a survey, or by giving feedback on materials. Often times this can be done from the comfort of your own home, on a computer or on the phone.
- **Participating in workshops.** Sharing your experience and perspectives at a hands-on workshop that help with research, designing new solutions, making decisions.
- **Advising on committees or councils.** Meeting as a group on a regular, or semi-regular basis to provide guidance and feedback on a committee or council.
- **Joining a project team.** Joining a team as a regular, or semi-regular member to help with a specific project. This could include attending meetings, sharing your experience and perspectives, helping define the problems, develop solutions, test and implement ideas.



# The Importance of Wiser Advisors

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## Why is SE Working with Wiser Advisors? Why Your Input is Important?

**Patients, clients and caregivers are experts in their experience.** In having received care, or acted as a caregiver, you have become an expert, and have a valuable perspective on how care can be made better. By sharing your stories, experiences and perspectives with us, your expertise can be used to shape new understanding, and develop better services and experiences for others.

**At our core we believe in Person and Family Centred Care.** SE Health bases its practices on Person and Family Centred Care; meaning that all services, programs and policies prioritize the things that are important to you, the clients and caregivers. In order to continually put clients and caregivers at the centre, we work with people like you to better understand your needs, values and priorities.

**We need you in order to innovate.** SE prioritizes innovation as a means to drive social impact and develop a better future of health care. Understanding, and collaborating with clients, caregivers, and members of the public is a key component of our approach to innovation.

## Why Should you Work with Us? What's in it for you?

**Opportunity to have your voice heard.** As a Wiser Advisor, you have the opportunity to use your voice to make positive change. You can use the experiences you have had, lessons you have learned, both positive and negative, to improve care for other people.

**Helping shape the future of health care.** SE Health is continuously developing new services, influencing future health policy, and creating innovative models of health care. As a Wiser Advisor, you have the opportunity to work on projects and provide input into work that will shape the ways we deliver care in Canada.

**Making an impact.** Most importantly, you have the opportunity to make an impact in the lives of Canadians who receive care in their home and in their community. SE Health delivers approximately 200000 health care interactions every day. By helping improve existing services, or design new ones, you can make a positive impact in the lives of a lot of people.

## Impact Made by Working with Advisors

**Elizz.** Elizz is our brand dedicated to supporting family caregivers. We worked with family caregivers to understand the types of information that would be helpful to them in their caregiving role. We also worked hand in hand with caregivers of Canadian Military Veterans to help develop an online program specifically for Caregivers of Veterans.



**Putting Patients at the Heart (PPath).** Along with Trillium Health Partners, we worked with patients who have undergone heart surgery, and their caregivers, to understand the surgical experience. Through a co-design process with patients and their family members, we redesigned important parts of the surgical experience.



**SE policy** – SE Policy changes that significantly impact the client experience are reviewed with clients and caregivers. For example, we review our ethics policies, and corporate performance management with clients and caregivers.



**Wiser Advisors Fellows Council.** SE has developed a council of clients, caregivers, business, technology and medical experts that provide guidance to the SE leadership on the strategy and business of caring for older adults.



**Wiser Advisors.** This program, the Wiser Advisors, including this very document, was developed, and reviewed with the help of clients and caregivers.



# How to Get Involved

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## 1. Learn about the Wiser Advisors.

Check out the website, the video, this booklet. Consider if being an advisor interests you. You are always welcome to try it out, and if you don't like it, you are always welcome to stop. If it does interest you, click the link at the bottom of the page to register.

## 2. Answer some questions about Yourself.

When you click the link to register, you will be asked a series of questions about you, your background, where you live, your interests, your experience etc. We ask these questions so that we can better match you to the kinds of projects, and opportunities that fit your interests and experiences. The answers to your questions are stored in a secure database, which meets our strict privacy standards. Click [here](#) to learn more about our privacy standards.

## 3. Provide consent to be contacted.

At the end of the the questions, you will be asked to give consent to be contacted. This just means that you give us permission to contact you about opportunities, nothing more.

## 4. Decide on the right opportunities.

As opportunities to be involved come up, project leaders will contact you, to see if you are interested (at this point, only through email). They will provide details about what the project is about, what your role would be, what is involved, and how you can participate. If you are interested in participating, all you have to do is to respond to the email, and indicate that you are interested in participating.

**5. Get involved.** Each project is unique: different subjects, objectives, and means of participation. Participate in the ones that appeal to you.

**6. Give us Feedback.** Once you are involved, give us your feedback so we can improve the Wiser Advisors program.

## Refer a Friend

We think you are great, and we are pretty confident that we would like working with your friends too. If your friends have a story to tell, or have perspectives they would like to share about health care, please refer them to join the Wiser Advisors.

# Working Together

In order to set clear expectations, we have created guidelines for working together, for both Wiser Advisors as well as for SE Health Staff.

## **We promise to**

- Do our best to accommodate or assist you to participate.
- Provide a safe environment to participate.
- Provide the information, resources, and organizational support you need to do your job well.
- Communicate clearly about expectations and how to participate.
- Be open and available for comments, questions, or concerns about your role.
- Listen attentively and consider your ideas and suggestions.
- Keep you informed about how your feedback and ideas contribute to changes, improvements, impacts.

## **You promise to**

- Work collaboratively, and respect the inputs of people with different backgrounds and experiences.
- Ask questions when you do not understand or something doesn't make sense.
- Prepare for meetings as needed [e.g. reviewing materials, completing tasks].
- Attend meetings as agreed to. If for some reason you cannot attend a meeting, please let the project leader know in advance. If you can't attend in person, the project leader may be able to find a way for you to participate remotely.
- Actively participate in meetings by sharing your experiences, inputs, and opinions.
- Maintain the confidentiality of the clients and the company. As an advisor you may have access to information about SE health and its clients, it is important that you respect the privacy of this data and not share it with anyone outside of the project team.
- Maintain a positive approach. While it is important that Advisors are honest about their experiences, including negative ones, the Wiser Advisors is not a forum for venting frustration or making complaints.
- Notify project leaders or Wiser Advisor organizers in the case of concerns or issues you may encounter in participating



## Compensation

Wiser Advisors are compensated for the personal expenses they may incur in participating (within reasonable limits) in SE projects, including parking, gas for car travel, short taxi rides, and public transit fares.

### The process for compensation

- Please save any receipts you may have (or take a photo of them), and give these to the project leader
- Tell the project manager how many kilometers you have traveled
- The Project Leader will need your address, and will likely ask you for it
- A cheque will be mailed to you

In some cases project leaders may provide a small gift or token of appreciation at the end of a project.

## Providing Feedback

The Wiser Advisors is a work in progress, and we strive to constantly improve how we work with our advisors. We really value feedback as a way to identify opportunities for improvement. If you have feedback to share, or suggestions as to how to improve please:

- Share your feedback with **WiserAdvisors@sehc.com**
- Complete the surveys that are shared with you during/after your projects

## Parting Ways

At any point in a project you are welcome to leave. Where possible, please provide some advance notice so that we may make alternate arrangements. If you wish to stop receiving Wiser Advisor communications and stop being contacted about opportunities – please send an email to [WiserAdvisors@sehc.com](mailto:WiserAdvisors@sehc.com), and just state that you would like to stop receiving communications.



## Other Useful Information

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### Some More Information about SE Health

If you would like to learn more about SE Health – here are some useful links:

- About Us - <https://sehc.com/about/about-us>
- Our History - <https://sehc.com/about/our-history>
- Our Services and Programs - <https://sehc.com/services>
- Our Impact Report - <https://sehc.com/SEHC/impact2018/index.html>
- Our Privacy Policy - <https://sehc.com/utility-pages/privacy-policy>
- Our Accessibility Policy - <https://sehc.com/utility-pages/accessibility-information>

### SE Health on Social Media

- Facebook - <https://www.facebook.com/SEHealth.SEHC/>
- Twitter - [https://twitter.com/SEHealth\\_SEHC](https://twitter.com/SEHealth_SEHC)
- YouTube - <https://www.youtube.com/channel/UCZ82wvq8poEcEWGXVQ0fcUQ>

### Contact Information

At any point, should you have any questions, comments, or concerns – please send them to **WiserAdvisors@sehc.com** – we will do our best to respond promptly.

While you are involved in your project, the project leader will share their contact information, and they will become your primary point of contact.

### Wiser Advisors Website and Registration

<https://wiseradvisors.sehc.com>

## Some Terminology You May Hear

Plain language definitions of terms you may hear (not the official definitions)

**Assisted Living** A blanket term for many types of living arrangements/living facilities, where people receive some sort of assistance in their daily lives. This includes: retirement homes, long term care, and other similar homes.

**ALC (Alternative Levels of Care)** A term used in a hospital, when a patient is well enough to leave the hospital, but does not have adequate support in the community or at home, so remains in hospital.

**Case Manager** A person at the LHIN (See below) who manages the care of clients. They do not provide care themselves; instead working with providers like SE Health, who provides care.

**CCAC (Community Care Access Centre)** The former arm of the Ontario Health Care System that managed home care service. The CCAC was dissolved in 2017, becoming part of the LHIN (below).

**CCC (Client Contact Centre)** Outside of business hours, phone calls to SE Health are routed to this centralized contact centre.

**Coordinator** Within homecare, this is the person who schedules visits and ensures that staff come to see you

**Chronic Disease** an illness that a patient will have for a long time – one that typically cannot be cured by medicine. E.g. Diabetes, Heart Failure.

**Elizz** Elizz is our brand dedicated to family caregivers. <https://elizz.com/>

**FNIM (First Nations, Inuit, Metis)** A term that is used for indigenous peoples in Canada. SE Health has an FNIM team, which provides services to indigenous peoples and communities.

**HSS (Health Services Supervisor)** The supervisor of nurses and physiotherapists.

**Hospice** A home or centre that provides care for people at the end of their lives.

**I.S. (Information Services)** The technology team at SE Health that handles all important client information.

**LHIN (Local Health Integration Network)** A current part of the Ontario Government that is responsible for coordinating and paying for care in the home and community. There are 14 different LHINs within Ontario.

**Oncology** Health care related to cancer.

**OT (Occupational Therapist)** An Occupational Therapist provides the support and tools that allow people to participate in daily tasks and activities: like dressing, visiting their community, preparing meals, going to school.

**Palliative Care** The kind of care and support provided to a person who is near the end of their life. This care focuses on reducing pain, and providing comfort, instead of treatment of a disease.

**Pediatrics** Health care for children.

**PFCC (Person and Family Centred Care)**

A philosophy and practice that helps health care providers prioritize the needs and values of people (patients, clients) and family members.

**Procura** Software that SE staff use to manage home care visit schedules and client information.

**PSW (Personal Support Worker)** A person who provides personal, non-medical care like bathing, toileting, dressing, companionship and much more. Sometimes also known as a Health Care Aide, or Personal Care Aide.

**PSS (Personal Support Supervisor)** The supervisor of personal support workers in a region.

**PT (Physiotherapist)** Physiotherapists help treat injuries or diseases through physical methods such as massage, heat treatment, and exercise.

**PTA/OTA (Physiotherapy Assistant, Occupational Therapy Assistants)** People who provide care, or complete tasks on behalf of the physiotherapist, or occupational therapist.

**RD (Regional Director)** The SE Health staff who oversees all services and care for a region.

**Respite** Planned or emergency temporary care for an elderly or ill

person, in order to allow the family caregiver to take a break or complete other tasks.

**RPN/RN/NP (Registered Practical Nurse /Registered Nurse /Nurse Practitioner)**

Types of nurses, with different licenses that allow them to provide different kinds of care.

**SDC (Service Delivery Centre)** SE Health's regional offices.

**Transitions of Care** The process of coordinating the care for patients as they change from one kind (or location) of care to another: e.g. after surgery, a patient might transition from hospital care to home care.

