



Session #505:

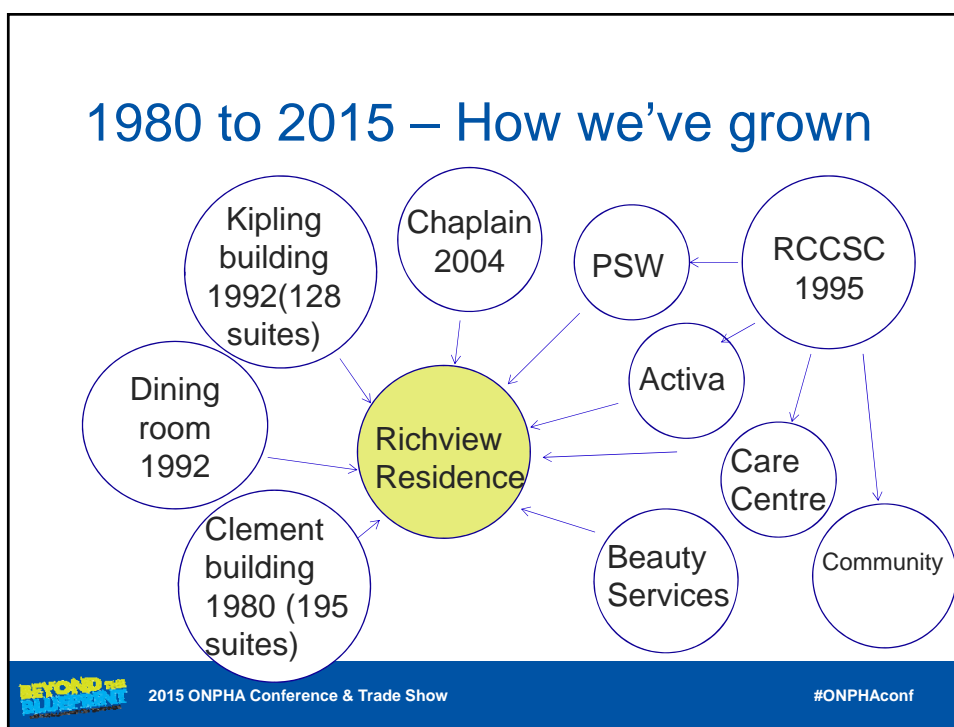
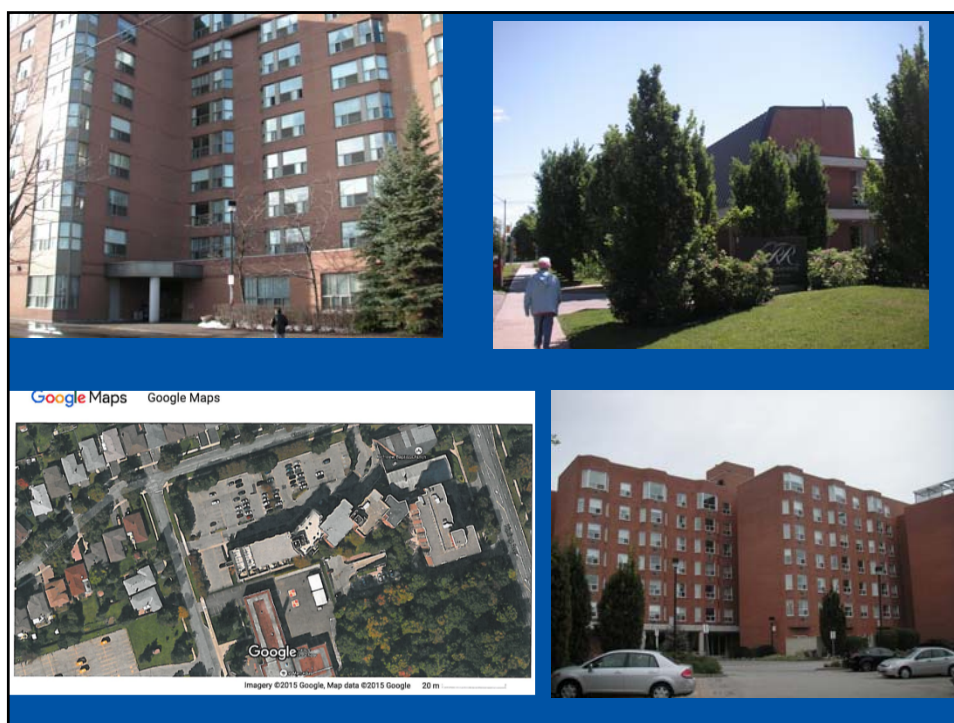
## Reimagining Seniors Support

Presented by: Jane Kuchma, Richview Baptist Foundation & Alice Radley, P.H.A.R.A



### Richview Residence

- Established by Richview Baptist Foundation in 1980
- 2 buildings(Clement and Kipling),connected by dining room and connected to Richview Baptist Church(our founders)
- 350 residents, mostly single women
- Section 95 has 195 suites, 15% subsidized, Section 78 has 60% subsidized
- (link to video)



## Collaborating to make it work

### Dining Room

- Cooking and staffing contracted to Compass Canada, Marquise Hospitality
- Housing manages distribution of menus, sells tickets with resident volunteers, collects money, 5% commission to Non-Shelter budget
- Utilities paid for by housing area is a transit way
- RCCSC PSW staff assist serving



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## Collaborating to make it work

### RBF/RCCSC

- Separate Boards, some shared administration
- Shared employee benefit plan
- Reception/photocopying/mail/phone system is located in housing office
- 3 apartments and one smaller office house RCCSC staff and transitional care centre
- RCCSC PSW staff assist with serving in dining room
- Active/entertainment happens in common space



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## Collaborating to make it work

### RBF/Residents' Association and volunteers

- Coffee Shop/ monthly entertainment/ seasonal gardens/ bowling/ cards all managed with in resident volunteers
- Weekly market in function room of dining room managed by one housing staff and resident volunteers
- Newsletter deliveries by resident volunteers



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## Collaborating to make it work

### RBF/RBC

- Shared commercial and general liability insurance and employee benefits
- Weekly bible study/hymn sing/chaplain/music appreciation
- run by church volunteers and partially funded by non-shelter budget
- church has a food bank and runs an annual sale that funds service trips to Nicaragua. Residents actively involved in both.
- Youth program provides assistance to seniors(shopping/odd jobs)



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## Present Challenges

### RBF & RCCSC

- Who does what?/ Who are we?
- Different roles and working styles yet residents see us as one
- Solutions: communication/joint administrative meetings

### Dining Room

- No guaranteed income, a challenge for us and our caterer



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## Present challenges

- People moving in later in life
- Higher turnover = increased costs = busier staff
- Marketing – often assumptions that we are more than we are and need to explain ourselves
- Managing building access – can't give everyone a key!



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## Our Future- Opportunities and Challenges

- Lease goes back to church for Clement in 2020
- Mortgage end date(2017) provides opportunities for future development
- Increasing demands of legislation(AODA)
- RCCSC need to apply for accreditation
- Changes to Board and/or staff
- Responding to needs of aging tenants while remaining attractive to younger seniors – Can we do both?



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## Our Future – Tenant Survey

- Tenant survey by Grassroots Research in 2014 reached 49% of tenants. We got a lot of positive feedback – keep doing what we are doing!
- Interestingly, we learned that 47% of respondents were involved in providing informal supports to their neighbours
- 19% first language other than English, 33 also spoke a second language



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## Our Future – Survey comments

Survey comment: “Defining what exactly RBF wants to provide society and to seniors in society. Compassionate assistance in transition through stages of aging from independent to assisted living to long term care with attention to both mental and physical needs.”

“to foster a genuine, amicable community in which the fear of aging, exclusion, and isolation dissipates because of a sense of self-worth and purpose.”



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## Physically Handicapped Adults' Rehabilitation Association

- ▶ Incorporated in 1975
- ▶ Non-Profit Charitable Organization
- ▶ Volunteer Board of Directors

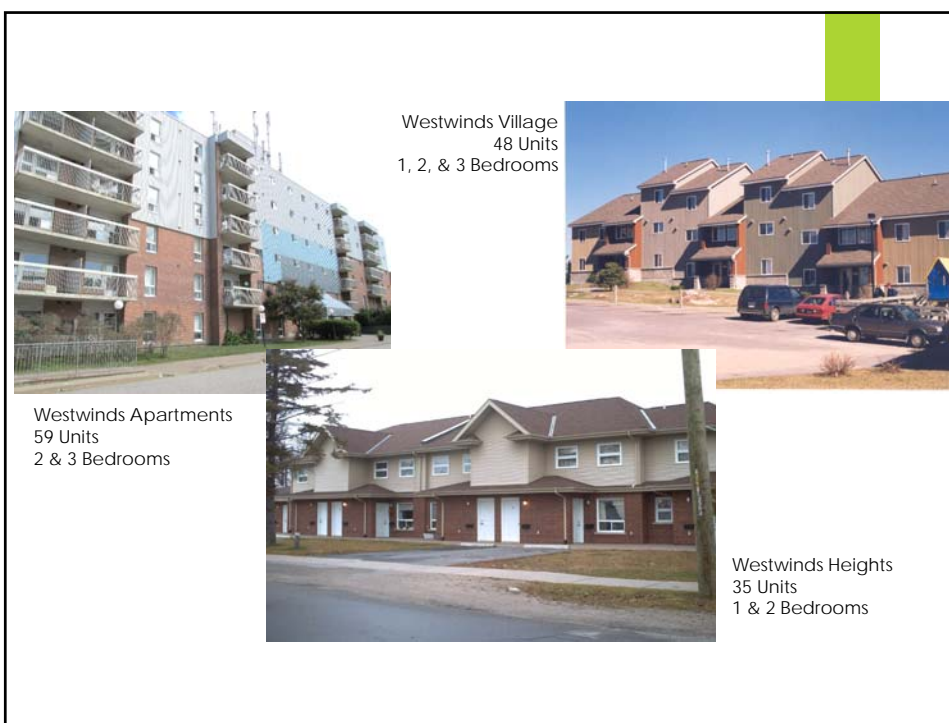


## P.H.A.R.A. at a Glance

- ▶ In 1982, began providing services to people with physical disabilities
- ▶ 1987 - First Mixed Social and Supportive Housing Facility
- ▶ 3 Location within North Bay







## We Provide...

- ▶ Supportive Housing – 24/7 Care
- ▶ Attendant Outreach Personal Services
- ▶ Assisted Living for High Risk Seniors
- ▶ Post Stroke Rehabilitation

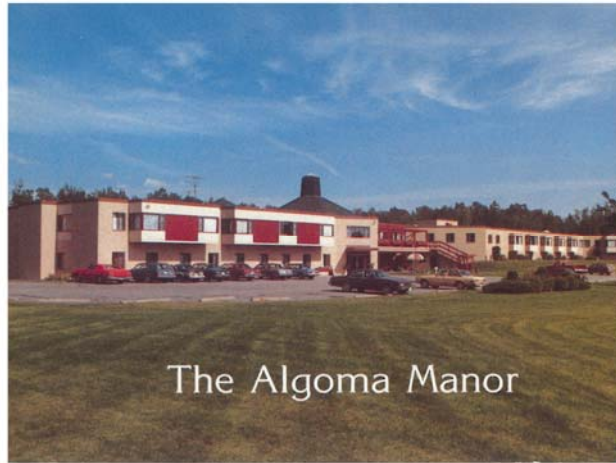
## We Provide...

- ▶ Enhanced Congregate Care and Transition to Home Program
- ▶ Operate Para Bus Transit System
- ▶ Loan Out Cupboard



## Developing – Westwinds Shore

- ▶ 2012 – Discussions with community partners in Algoma District
- ▶ Former Algoma Manor Long Term Care Facility
- ▶ Board of Directors took on major task in an area unknown to them



The Algoma Manor

- ▶ Built in 1966
- ▶ 106 Bed Long Term Care Facility



- ▶ 33 Apartments
- ▶ 5 Barrier Free Units
- ▶ 28 Standard Units

\$10



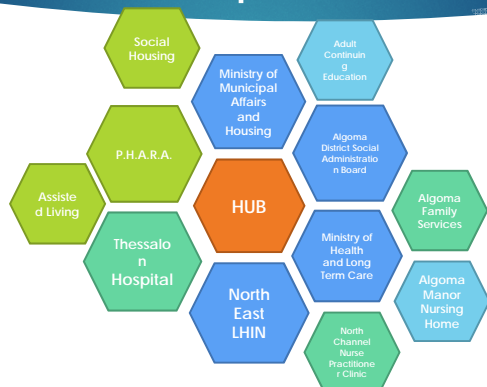








# Hub Concept



## Assisted Living...

- ▶ December of 2014 – Received funding from North East LHIN
- ▶ 9 Individuals - Campus Model for Assisted Living for High Risk Seniors
- ▶ 24 Hour Independent Living Assistants Non-Medical



## Assisted Living...

- ▶ Enables tenants to manage independently
- ▶ LTC and ALC clients moved into Westwinds Shores
- ▶ Freeing up resources in area hospitals and new Algoma Manor

## Surrounding Community

- ▶ Rural – difficult for individuals with disabilities to live independently.
- ▶ Community relieved building was not deconstructed
  - ▶ Excited for New Employment and Housing
- ▶ Community support - Donations



## Seniors Centered Community

- ▶ Complex is 1 level – Access to Elevator to reach Nurse Practitioner Clinic and Hospital
- ▶ No Transportation – local Pharmacy and Grocery store making deliveries
- ▶ Community Impact Model:
  - ▶ Getting local organizations involved at the Building
    - ▶ Local Services Clubs
    - ▶ Local High School

## Building and Maintaining Relationships

- ▶ On going efforts with organizations to improve access of services to seniors in rural community
  - ▶ NE LHIN
  - ▶ NE CCAC – Services for Tenants who don't qualify for Assisted Living
  - ▶ Algoma District School Board – Adult Continuing Education

## Building and Maintaining Relationships

- ▶ VON Exercise Program - 4 days a week
  - ▶ Stand Up! Falls Prevention
  - ▶ Smart Exercise Program
- ▶ Nurse Practitioner Clinic for residents who don't have a family physician
- ▶ Algoma Manor – Laundry and Dietary Services
- ▶ Board Room and Huron Room utilized by community organizations



## Tenants Wellbeing

- ▶ Social Committee within Westwinds Shores
  - ▶ Coffee Hour 1 day a week
- ▶ Scrabble Social
- ▶ BBQ's, and Socials
- ▶ Exercise Program
- ▶ Lending Library



## Future of Westwinds Shores

- ▶ Adult Day Away Program
- ▶ Transportation
- ▶ Transition Units



Questions?

