

2016 ONPHA Conference and Trade Show

208

Aging in Place: Helping senior tenants stay at home.

PRESENTED BY:

Steven Clay, Community Development Manager, Ottawa Community Housing

Jane Kuchma, Executive Director, Richview Baptist Foundation

William Shin, Program Director, LOFT Community Services

David Munch, Chief Executive Officer, Finlandia Village (moderator)

ONPhA



Ottawa Community Housing Senior's Safety Audit

- Based on the work of the Council on Aging of Ottawa
 - Seniors Accessible Checklist for businesses
- Designed to assist businesses in assessing whether or not their establishments are senior accessible



Please use this checklist as a guide when assessing a business. Your opinion is the most important. We'd like to hear from you if you would recommend this business to a friend because of its age-friendly features.

Which age-friendly feature would you like to highlight for this business?

OUTSIDE:

Yes/No/n/a Sidewalks and Entrances

- ☐ ☐ ☐ Entrances are accessible for wheelchairs and walkers
- ☐ ☐ ☐ Entrances are free of obstructions
- ☐ ☐ ☐ Good outside lighting
- ☐ ☐ ☐ Outdoor seating/benches are available

Comments:

Yes/No/n/a Parking

- ☐ ☐ ☐ Parking is located close to the business
- ☐ ☐ ☐ Parking lots are clear of snow; ice is salted or sanded
- ☐ ☐ ☐ Pavement is smooth and even
- ☐ ☐ ☐ Drop-off and pick-up areas are available
- ☐ ☐ ☐ There are enough handicapped parking spots

- ☐ ☐ ☐ Designated parking is available for seniors
- ☐ ☐ ☐ Free or reasonable parking fees
- ☐ ☐ ☐ Parking ticket machines are easy to use

Comments:

INSIDE:

Yes/No/n/a Safety and Accessibility

- ☐ ☐ ☐ Doors are light and easy to open
- ☐ ☐ ☐ Aisles are wide and free of obstructions
- ☐ ☐ ☐ Stairs are safe and wide
- ☐ ☐ ☐ Stairs have sturdy railings on both sides
- ☐ ☐ ☐ Elevators and/or ramps are available
- ☐ ☐ ☐ Hazards are clearly marked
- ☐ ☐ ☐ Flooring is kept clean and dry
- ☐ ☐ ☐ Floor mats are securely fastened to prevent tripping
- ☐ ☐ ☐ Washrooms available on the main floor
- ☐ ☐ ☐ Accessible washrooms are available
- ☐ ☐ ☐ At least one fully accessible counter

Comments:

Yes/No/n/a Comfort, Visibility and Hearing

- ☐ ☐ ☐ Sufficient seating is available
- ☐ ☐ ☐ Lighting levels are appropriate
- ☐ ☐ ☐ Indoor and outdoor signs are easy to read
- ☐ ☐ ☐ Service animals are welcomed
- ☐ ☐ ☐ Public announcements are easy to hear
- ☐ ☐ ☐ Background music is not too loud
- ☐ ☐ ☐ Locations of elevators, washrooms and services are clearly posted

Comments:

Yes/No/n/a Customer Services and Respect

- ☐ ☐ ☐ Staff provide attentive service to seniors and people with disabilities.
- ☐ ☐ ☐ Business provides information in accessible formats
- ☐ ☐ ☐ Phone system is easy to understand and navigate
- ☐ ☐ ☐ Website is easy to navigate
- ☐ ☐ ☐ Website allows readers to increase font sizes
- ☐ ☐ ☐ Business is accessible by public transportation
- ☐ ☐ ☐ Most-popular items are shelved within easy reach
- ☐ ☐ ☐ Customers are offered assistance when taking items to their vehicle





Let's Grow Together | 2016 ONPHA Conference and Trade Show

#ONPHAconf



Where to start ...

- Expertise
 - Ottawa Public Health
- Development of Tool
 - Internal Champion
 - Asset Management, Property Management
- Testing & Revision



In house realities

- Staff workload
- Standards
- Budgets



Securing staff buy in

- Pride of place
- Staff are already doing the work
- It's about documenting



Data compilation

- Now what
 - Immediate action?
 - Planned upgrades?
 - Funding?
 - ...



Thank you!



Questions?

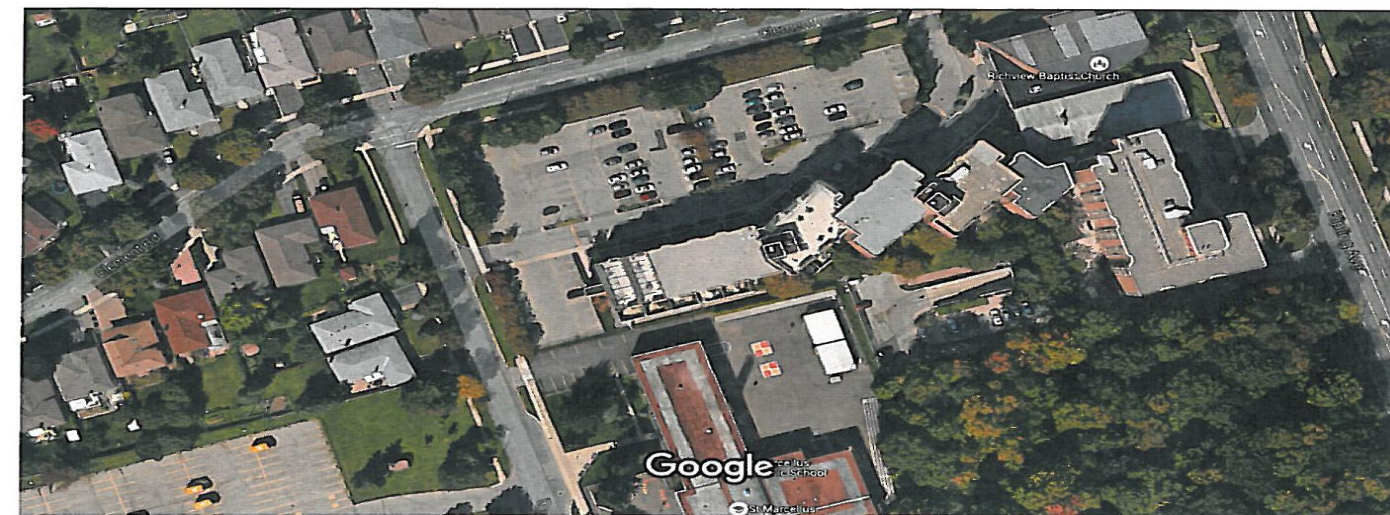
Contact Steve Clay

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Google Maps Google Maps



Imagery ©2015 Google, Map data ©2015 Google 20 m





81% English
19% = Albanian, Arabic,
Croatian, Czech, Danish,
Dutch, French, German,
Japanese, Polish, Tagalog,
Tamil, Turkish

**Average
Age**



90% satisfied and very satisfied with their apartment



88% satisfied with maintenance



87% of residents say they feel safe in the building



89% were satisfied with administration



59% of residents use the dining room for social interaction, convenience, good food. Many self-dining residents say they are happy to have it on site and will use it when they can no longer cook for themselves.



61%

participated in activities:
fitness, cards,
entertainment, music.

Available units
per year



12%



47%

informally supported other
residents: shopping, staying in
contact, cooking, driving, mail
pickup, garbage drop-off.

"It's a community, not just a building."



1980 to 2016 – How we've grown



PSW

Richview
Community
Care Services

Activa

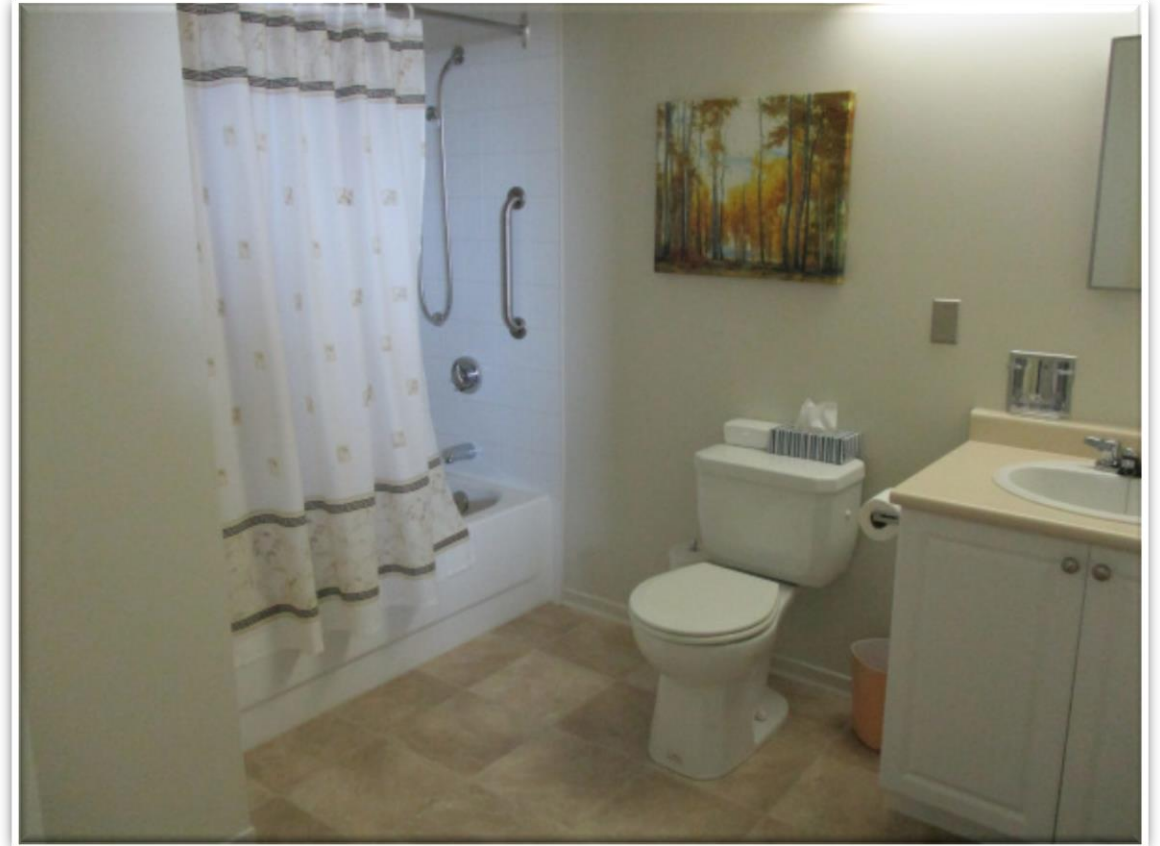
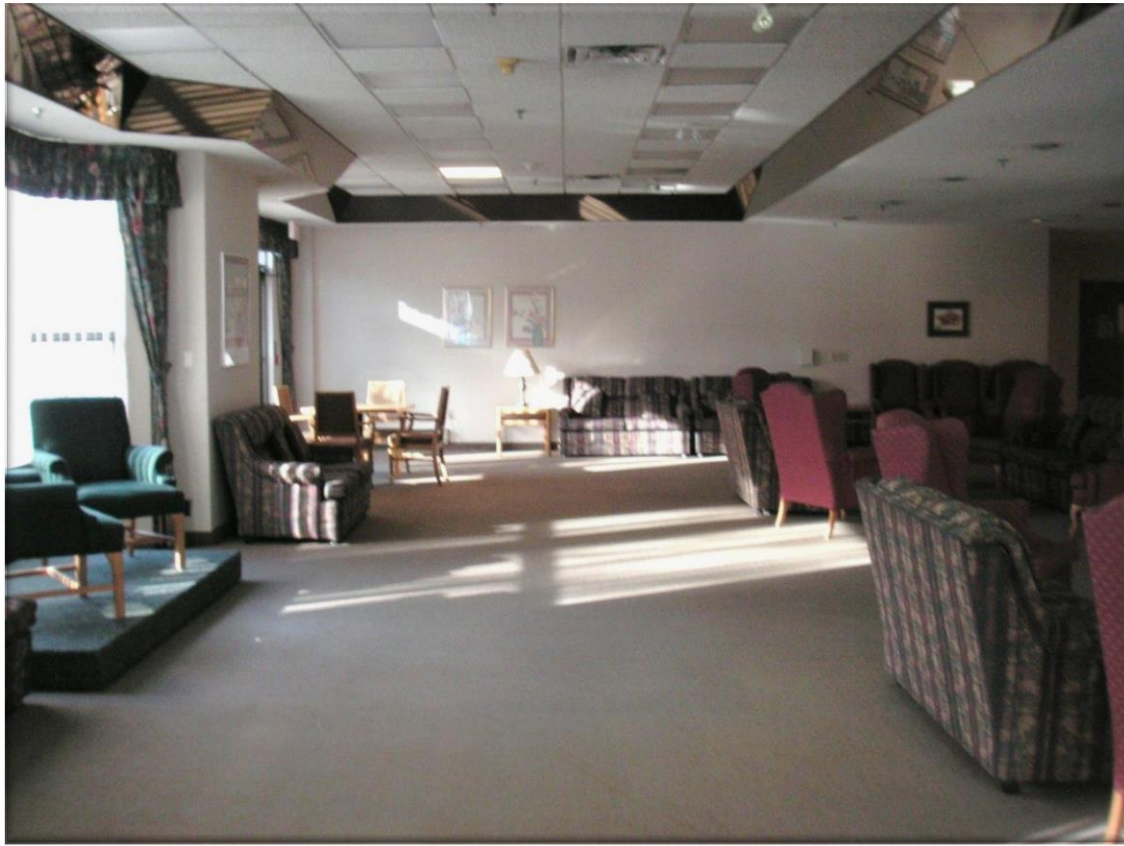
Care
Centre

Community

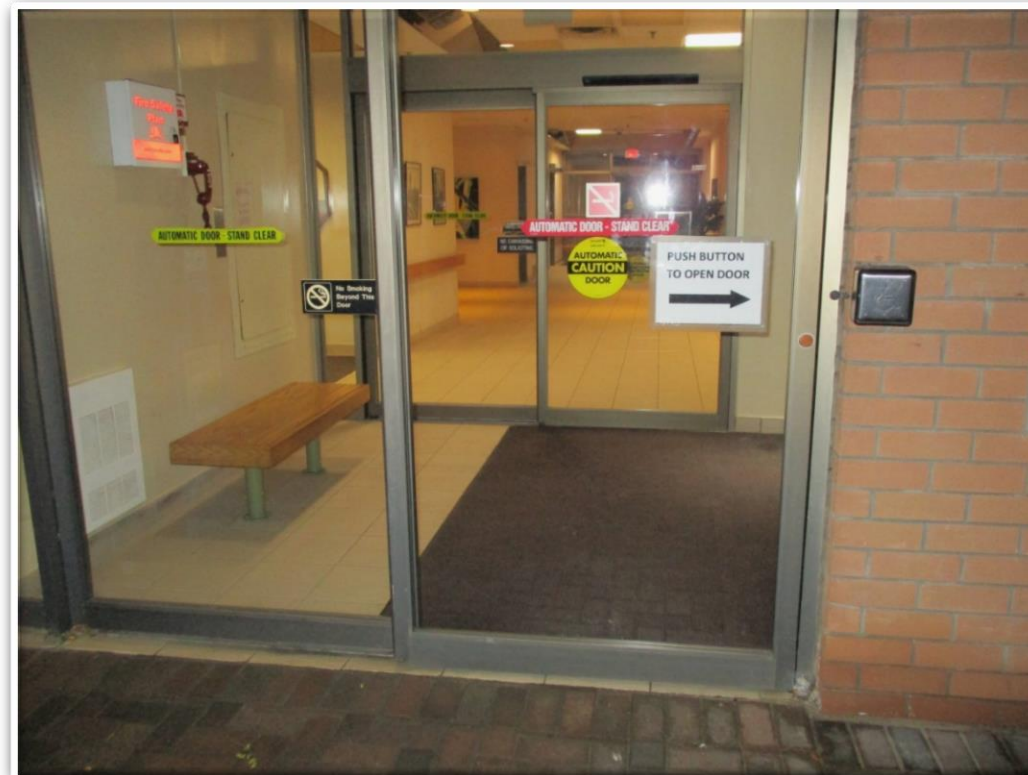
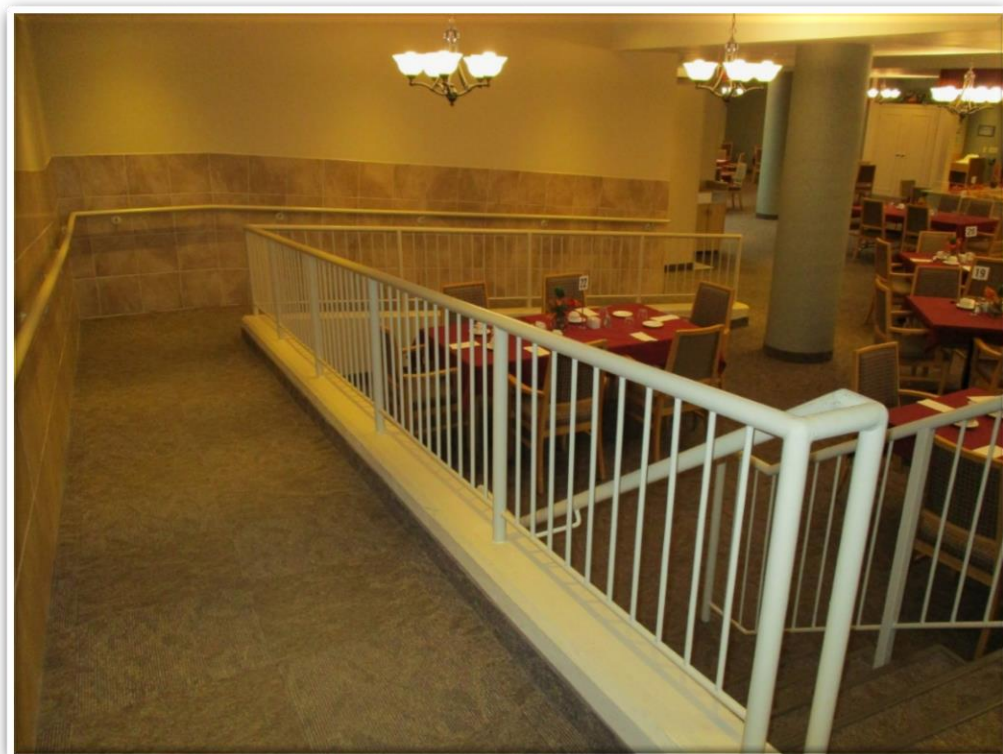
Richview
Residence



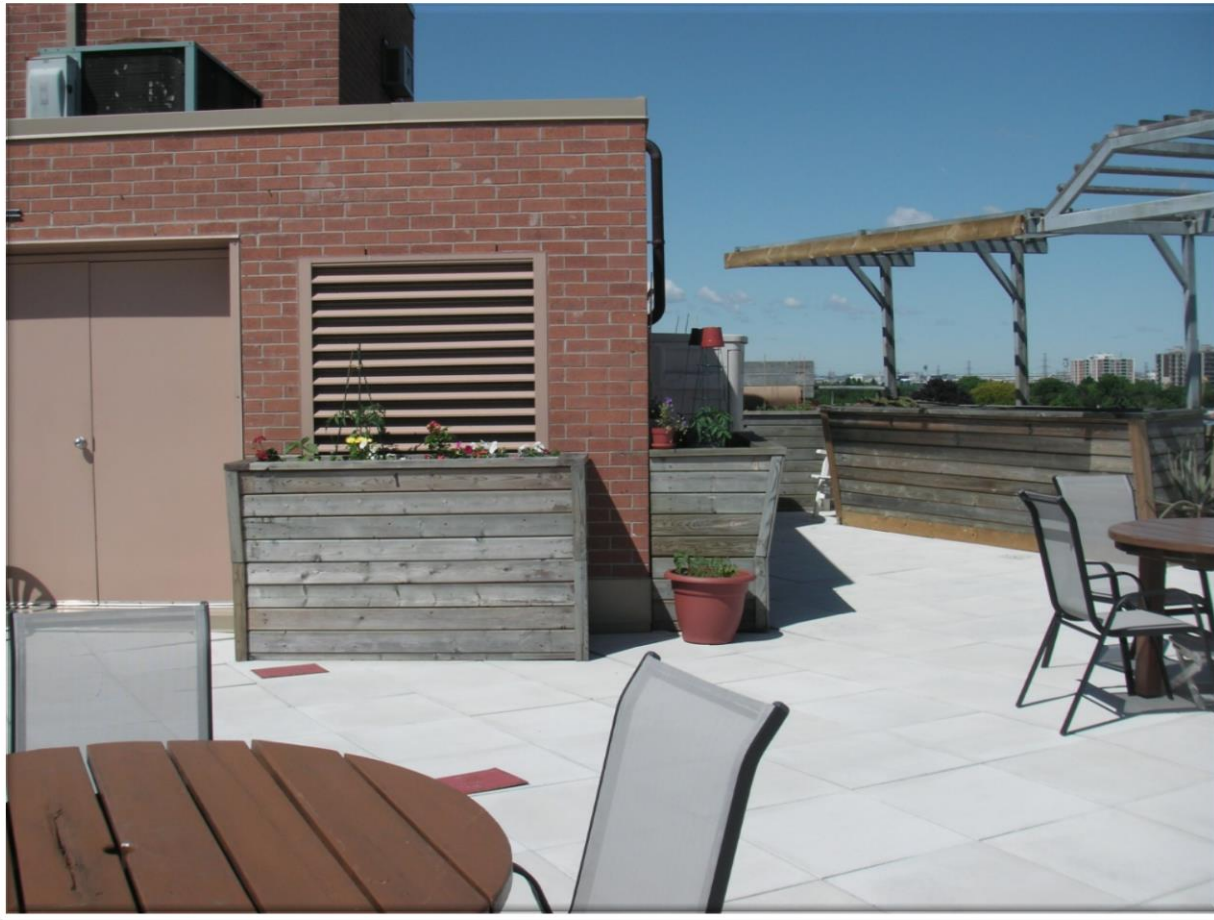
Kipling building



Kipling building – dining room and main entrance











Clement building



Communications

RICHVIEW RESIDENCE

OCTOBER 2016

SUNDAY WEEKLY	MONDAY WEEKLY	TUESDAY WEEKLY	WEDNESDAY WEEKLY	THURSDAY WEEKLY	FRIDAY WEEKLY	SATURDAY WEEKLY
10:30 WORSHIP SERVICE AT RICHVIEW BAPTIST CHURCH	2:00 COFFEE SHOP 6:30 BID EUCHRE	11:00 EXERCISE 12:00 ACTIVA 1:30 MUSIC APP. 2:00 COFFEE SHOP 6:45 EUCHRE	9:30 WALKING GROUP 10:00 BAG LADIES 1:00 CRAFTS 2:00 COFFEE SHOP 3:00 MARKET 7:00 BRIDGE	2:00 COFFEE SHOP 3:30 COLOURING 6:30 CARPET BOWLING	11:00 EXERCISE 12:00 ACTIVA 2:00 COFFEE SHOP 6:45 EUCHRE	
OFFICE HOURS: MONDAY 9:00-4:00 TUESDAY TO FRIDAY - 9:00-5:00 - (416) 247 5316 AFTER HOURS EMERGENCIES ONLY BUILDING (416) 842 1377 PERSONAL SUPPORT (416) 842 1378						1
2	3	4	5	6  HAPPENING: RESERVES	7 THANKSGIVING DINNER (RESERVE)	8
9 BRUNCH (TICKETS REQ'D)	10 OFFICE & DINING CLOSED  Happy Thanksgiving	11 10:00 RRA EXEC. MTG. 1:30 MUSIC APPRECIATION STARTS	12 6:30 ACTIVA ENTERTAINMENT JACK GARSON	13 1:00 FIRE TEST	14 	15 10:00-2:00 MINI CRAFT SALE IN CLEMENT CRAFT ROOM
16 6:00 HYMN SING IN THE THEATRE	17 RIB NIGHT (RESERVE)	18	19 	20	21	22
23	24	25 	26	27 1:00 OCTOBER BIRTHDAYS CELEBRATED IN COFFEE SHOP	28 2:00 ALZHEIMER FUNDRAISER IN THE COFFEE SHOP	29
30 	31 HALLOWE'EN DINNER (RESERVE) WEAR COSTUMES					



Celebrations



Access to surrounding community



Challenges to “Aging in Place”

- Central West LHIN only funding care for those requiring “basket” of services
- Cognitive decline and rent arrears - story of “Hilda”
- Deciding how and when to install accessibility features
- Marketing who we are – often assumptions that we are more than we are and need to explain ourselves
- Higher turnover = increased costs = busier staff



Resources

- ONPHA's Info on "Aging in Place"
- ONPHA's Info on "Aging tenants and diminished capacity"
- ONPHA's paper – Strengthening Social Housing Communities – Helping Vulnerable Tenants Maintain Successful Tenancies
- MASadvise.org



Thank you!

Keep Calm and Care On:

Providing Person Centred Psychogeriatric Supports in the Community



LOFT Mission

□ To help people achieve their optimal health and well-being in the community, LOFT offers unwavering support and hope. We serve people living with complex mental health, addictions, cognitive and physical health challenges, offering a range of services and housing delivered in the community. Through innovation, investment, expertise and collaboration we respond to changing needs in our diverse community.



LOFT Seniors Services

- LOFT Seniors Services has been a leader for more than 30 years, providing specialized, community-based housing and support services to vulnerable and at-risk seniors with complex challenges including mental or physical health issues, addictions, behavioural challenges, dementia, absence of family support, social isolation, cultural dislocation and poverty.



LOFT Seniors Services

- LOFT has 13 models of service providing 24 hour supportive housing, Transitional Supportive Housing, Supported Housing, Psychogeriatric Case Management and Behavioural Support Services that support older adults and seniors in Toronto, York Region and the South Simcoe area of Ontario.
- Supporting over 1500 seniors and older adults living with complex mental health, addiction, psychosocial and physical health challenges.

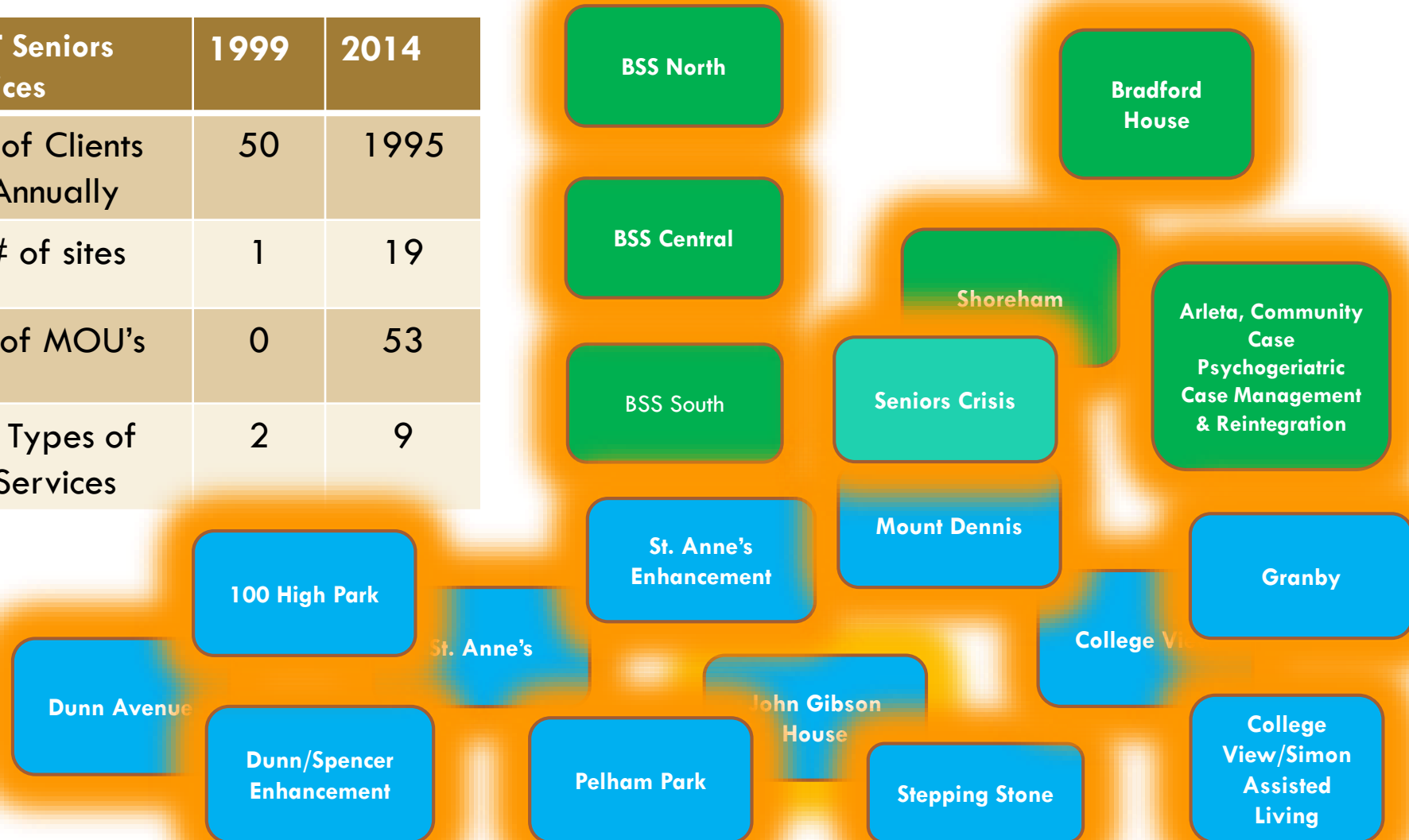
Who do our Seniors Services Support ?

- Older Adults & Seniors – “55ish” and older who are:
 - ▣ living with mental health and/or addiction challenges.
 - ▣ considered “high risk”
 - ▣ very culturally diverse
 - ▣ diverse on many other levels.
 - ▣ extremely socially isolated.
 - ▣ experiencing serious housing challenges or homelessness
 - ▣ experiencing elder abuse.
 - ▣ have had involvement with the legal system.
 - ▣ are open to support but were having a very difficult time navigating the “system”.
 - ▣ experiencing responsive behaviours
 - ▣ living with complex psychosocial and physical health challenges

January 2016

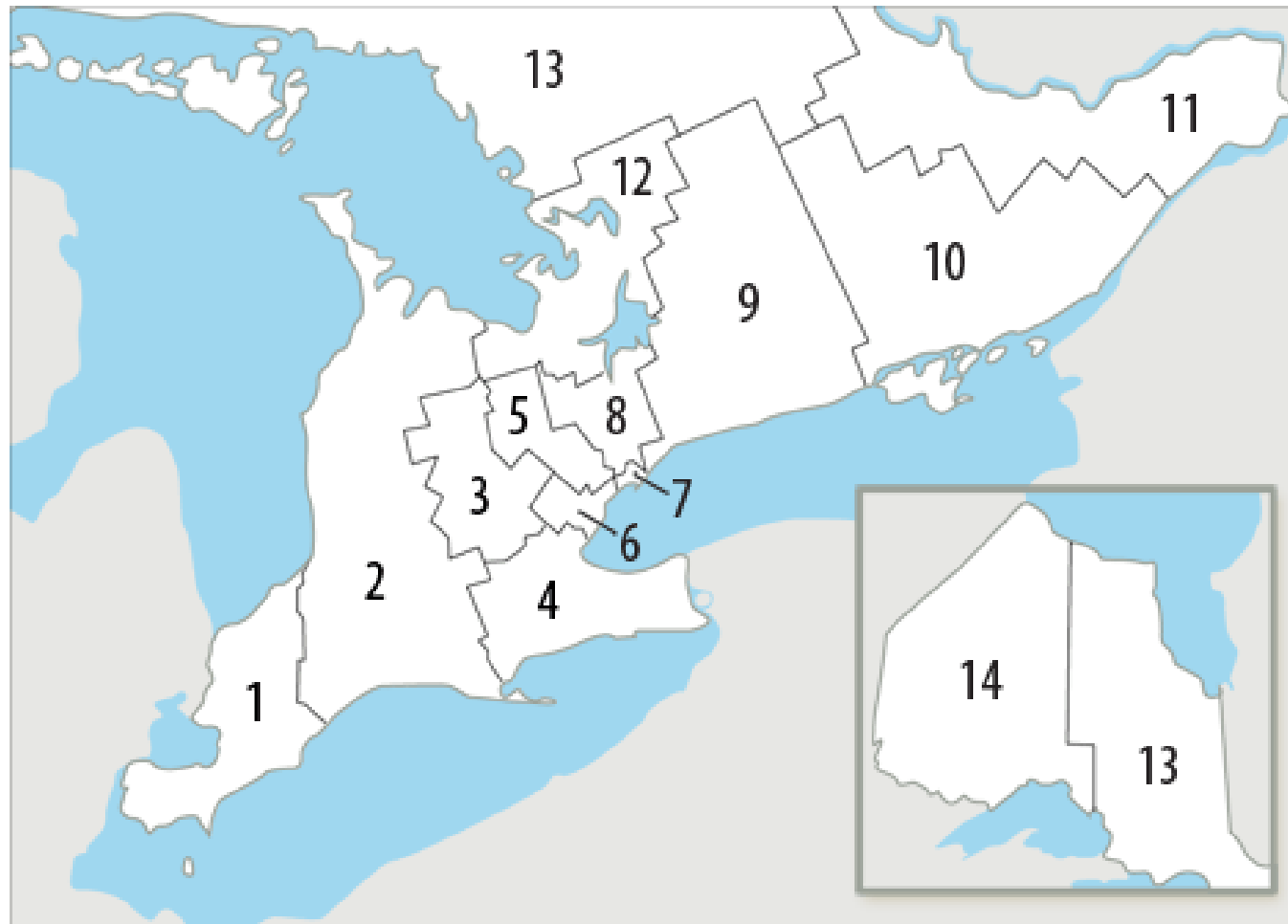
Programs eligible for targeted funding calls or
part of system planning for future development

LOFT Seniors Services	1999	2014
# of Clients Annually	50	1995
# of sites	1	19
# of MOU's	0	53
# Types of Services	2	9



Where LOFT Provides Services

- Provide Service in Toronto Central LHIN (#7) and Central LHIN (#8)



Where LOFT Provides Services

- Toronto, York Region and South Simcoe areas of Ontario
- Provide services in underserved areas such as South Simcoe
- Provide Seniors Services in at risk communities in Toronto:
 - Jane/Finch
 - Weston – Mount Dennis
 - Parkdale
 - Yonge/Church Corridor

Current Toronto Community Housing Sites - Individual Intensive Support for 400+ Residents

Mount Dennis



Shoreham



100 High Park



**College View
Supportive Housing**



Arleta



61 Pelham Park



**Dunn Avenue/Spencer
Supportive Housing Services**



LOFT Owned Sites – 250 Residents



St. Anne's Place



Bradford House



John Gibson House



Simon
Apartments

Types of LOFT Seniors Supports & Services

□ Assisted Living for High Risk Seniors

- ▣ 24 hour PSW Support
- ▣ Scheduled & Unscheduled Services
- ▣ Care Coordination
- ▣ On Site & Hub and Spoke Model

□ Supportive Housing for Seniors

- ▣ 24 hour on site PSW Support
- ▣ Scheduled and Unscheduled Services
- ▣ Care Coordination

□ Supported Housing Services

- ▣ Psychogeriatric Case Management/Care Coordination Housing Support and PSW Support
- ▣ Scheduled and unscheduled service
- ▣ Community Development



Types of LOFT Seniors Supports & Services

□ Transitional Housing & Support

- ▣ Embedded in our existing Supportive Housing Hubs so receive those services
- ▣ 58 Older Adult and Seniors annually return to the community from Alternative Level of Care Beds and the Emergency Department

□ Psychogeriatric Case Management

- ▣ Intensive Case Management/Care Coordination
- ▣ In our housing sites and the community

□ Behavioural Support Services

- ▣ Mobile Support Teams that support older adults/seniors and their caregivers in the community and long term care
- ▣ Providing knowledge exchange, supports with transition, peer coaching
- ▣ Creation, testing and implementation of behavioural support plans
- ▣ “Behaviour has Meaning”



Types of LOFT Seniors Supports & Services

□ Regional Seniors Crisis Services

- ▣ Crisis, short, medium and long term psychogeriatric case management
- ▣ Crisis Respite Housing
- ▣ PSW Support

□ Regional Behavioural Support Services

- ▣ Mobile Support Teams that support older adults/seniors and their caregivers in the community and long term care
- ▣ Providing knowledge exchange, supports with transition, peer coaching
- ▣ Creation, testing and implementation of behavioural support plans
- ▣ “Behaviour has Meaning”

LOFT's Seniors' Services

■ Services provided include :

- ➤ Care Coordination
- ➤ Personal Care - ➤ Ethno Cultural Services
- ➤ Medication Reminders - ➤ Dining Services
- ➤ Meal Preparation - ➤ Crisis Intervention
- ➤ Emergency Response - ➤ Affordable Housing
- ➤ Escorts to Appointments - ➤ Psychogeriatric Case Management
- ➤ Care Giver Relief - ➤ Reintegration/Transitional Housing
- ➤ Essential Housekeeping - ➤ Behavioural Support Services
- ➤ Laundry
- ➤ Social Recreational/ Activation Activities



The Broader Home and Community Strategy & Health Links



- Enable individuals to reside longer in the community
 - Stabilize crisis situations
 - Transition smoothly to mid-term and longer terms specialized seniors case management
- Support an integrated continuum of care for seniors
 - Improve the quality of seniors' crisis and specialized case management services
- Support the work of Health Links
 - Support or lead Coordinated Care planning
 - Facilitate enrolment of seniors in the Community Agency Notification (CAN) program

Seniors Services Formal Partnerships



Opportunity made here.



Toronto
Community
Housing

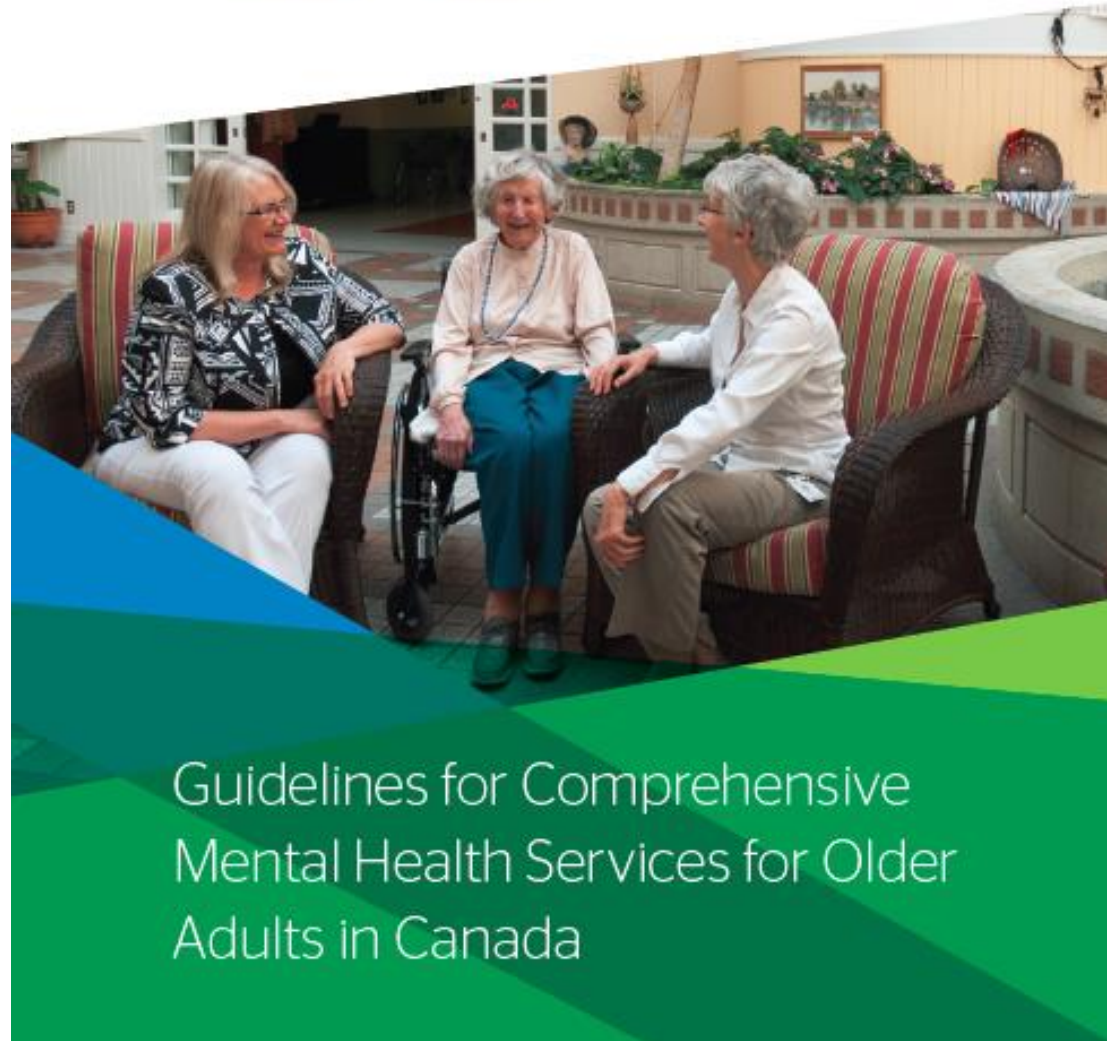


The Central LHIN's 46 Long Term Care Homes



Mental Health
Commission
of Canada

Commission de
la santé mentale
du Canada



Guidelines for Comprehensive Mental Health Services for Older Adults in Canada

The Recovery Model & Seniors

USING THE RECOVERY PHILOSOPHY IN SENIORS' MENTAL HEALTH

A transformed mental health system will be guided by the philosophy of recovery. At times the seniors' care community has been uncomfortable with the terminology associated with the recovery philosophy. It is vital to ensure that there is an understanding that although the word recovery is often associated with 'cure', the philosophy of recovery and well-being focuses instead on the journey of health and transformation that enables a person living with a mental health problem to live a meaningful life in their community while striving to achieve his/her full potential (US Department of Health and Human Resources, 2006). Although the concept of recovery has been challenged in the dementia community, given the degenerative and progressive nature of dementia, which can at times limit participation, recent literature underscores the symmetry between the recovery philosophy and person-centred philosophies, which are central to dementia care (Hill, Roberts, Wildgoose, & Hahn, 2010). Again, it should be underscored that the concept of recovery is rooted in the importance of choice, hope, respect, empowerment and individualized and person-centred care (Department of Health and Human Resources, 2006) philosophies that are consistent with ideal dementia care. These principles also inform the rest of this Guideline document and have informed the recommendations for a transformed comprehensive service system.

MacCourt P., Wilson K., & Tourigny-Rivard M-F. (2011). Guidelines for Comprehensive Mental Health Services for Older Adults in Canada. Calgary, AB: Mental Health Commission of Canada. Retrieved from: <http://www.mentalhealthcommission.ca>

The Recovery Model & Seniors

The treatment of mental illness across the life span must take place in the context of a recovery-oriented system. Positive treatment outcomes are achieved for the majority of seniors with mental illnesses, including reduction or elimination of symptoms and improved quality of life, even when dealing with progressive degenerative diseases such as dementia. There is evidence that models emphasizing recovery and well-being are effective among older adults with mental health problems (Age Concern, 2003).

In addition to the adoption of the recovery philosophy, a transformed mental health system includes initiatives focused on mental health promotion and prevention and attends to the determinants of mental health. For those older adults who require mental health services and support, the transformed system will be responsive and adaptive to diverse needs of older adults and will support caregivers as they support their care recipients. The remainder of this document synthesizes evidence from the literature, practice based experience, and lived experience and offers recommendations for a transformed mental health system that responds to both older adults and those who care for them.

MacCourt P., Wilson K., & Tourigny-Rivard M-F. (2011). Guidelines for Comprehensive Mental Health Services for Older Adults in Canada. Calgary, AB: Mental Health Commission of Canada. Retrieved from: <http://www.mentalhealthcommission.ca>

The Recovery Model & Seniors

THE COMPONENTS OF RECOVERY



MacCourt P., Wilson K., & Tourigny-Rivard M-F. (2011). Guidelines for Comprehensive Mental Health Services for Older Adults in Canada. Calgary, AB: Mental Health Commission of Canada. Retrieved from: <http://www.mentalhealthcommission.ca>

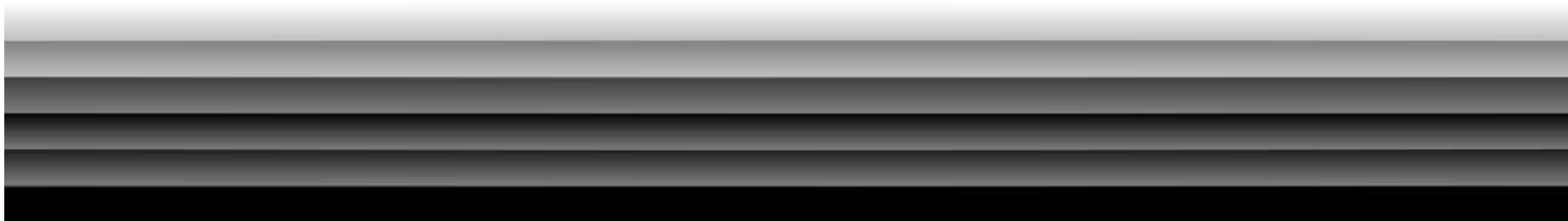
"Consensus statement on mental health recovery," from Substance Abuse and Mental Health Services Administration, Center for Mental Health Services, US Department of Health and Human Services www.samhsa.org

How can we achieve this?

- By working in a person centred/recovery/PSR framework
- Having experience and expertise in both mental health and addictions and seniors physical health supports
- Using evidence based practices
- Working in a client centred, collaborative care coordination model (partnerships with housing providers, community agencies, primary care, hospitals, etc.)
- Supporting the “whole person” as they work toward their goals and life journey.
- Using common assessment tools
- Working with people where they are “at”
- Creativity and Flexibility within the funding framework
- Constant Quality Improvement work

“The Shades of Grey”

- So the best approach is not purely from a mental health perspective or a physical health/aging perspective.
- It blends both perspectives and this creates “grey” areas for the individual, their family and their supports
- Knowledgeable navigating and effectively supporting individuals through this grey area is the key!



The “Grey” Areas.....

- The impact of capacity for decision making on choice and control
- Care model vs. a support model
- Stigma of mental illness, aging and mental illness *and* aging
- Expertise, knowledge and experience needed for assessment of risk from both a mental health/addiction and complex physical health perspective
- Knowledge, understanding and support with the impact mental health and physical health have on each other.
- Working between each of the silos and the current cultures of support

How do we Negotiate the “Grey”?

- Maintain a belief in Hope and the strengths each person possesses
- Work within a Care Coordination Model
- Create system responses as they are ultimately best for the individual
- Collaborative approaches with supports doing what they do best (as well as providing consultation and training)
- Formal partnerships with MOU's:
 - Regional Mental Health Centre's
 - Hospitals
 - Municipal Housing
 - Community Care Access Centre

Quality Improvement – a must!



Canadian Foundation for
**Healthcare
Improvement**



In Summary

- ▣ We believe as service providers that we have a responsibility to develop supports and services that meet the needs of seniors living with mental health and addiction challenges
- ▣ Effective services will be able to navigate those grey areas in a client centred way while managing risk and safety
- ▣ Person centred approaches must be incorporated into seniors services support individuals in their own journey.
- ▣ It isn't always about the funding
- ▣ System approaches and solutions creates better health care and lower costs – benefitting everyone.....



Contact Information

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