Learning goals

1. Recognize the innovative spirit that created – and keeps on re-creating – the non-profit housing sector

2. Spark new ideas by learning from everyone in the room

A working definition of "innovation"

"A novel solution that achieves benefits not possible through current practices in the current context." It could be:

- A service.

- A model.

- A new idea or an old idea applied to a new context.

- A process.

- A collaboration. A regulation. A system . . .

Finlandia Village, Sudbury

The **breakthrough:**
41 acres of donated land

The foundation:
- A broad support base + close links to elected officials
- Open to everyone
- A forward-looking Board
- Readiness AND adaptability

"Our key to success is that we never give up.
That's what SISU means. It means it's going to get done."

Jimmy Krats, President, Sudbury Finnish Rest Home Society

The Oaks, Ottawa

The **breakthrough:**
A managed alcohol program that allowed homeless alcoholics to rebuild their health and their lives

The **foundation**:
- Built-in collaboration
- A research base
- A plan rooted in residents' experience
- A commitment to "a happier life"

"I never used to draw before. My drawings are mostly arctic animals. When I started doing these drawings, I'm at home."

-- Elijah, resident in The Oaks

Atlohsa Native Family Healing Services
& Ontario Aboriginal Housing Services, London

The **breakthrough:**
A service agency stepped out of the "landlord business" and returned to what it did best.

The **foundations:**

- A respected place in the community
- A fresh set of eyes
- A readiness to move on
- A win-win partnership

"Negotiate with confidence. When you have something good in mind for the community, there is no reason it shouldn't happen."

Ray DeLeary, Atlohsa

The Registry: The Social Housing Registry of Ottawa
Centre d'enregistrement pour les logements sociaux d'Ottawa

What is the Registry?   Housing Providers   Below Market Rent   Supportive Housing   FAQs

★ **You are here** » Supportive Housing

Supportive Housing

Supportive housing helps people who have difficulty living independently or maintaining their housing. It reduces isolation that is often the consequence of living with such challenges as mental illness, substance abuse and other disadvantages by providing those in need with on-site supports. Housing support services can include community referrals, assistance with life skills, counseling, crisis intervention, assistance maintaining housing and opportunities for peer support and community involvement

Supportive housing is a community-based, person-centred model of providing affordable, transitional and permanent accommodation. Housing support staff assists individual tenants in attaining their optimum quality of life and encourages the development of healthy communities.

The Social Housing Registry of Ottawa

The **breakthrough:**
A provider-led system breaks down silos from the outset

The **foundations:**

- Service to applicants and their families
- Service to housing providers
- Doing what the Registry does best

"We ask,
'Will this be better for you?
Will it allow your staff to
focus on what they do best,
instead of managing a list?'"

Ishbel Solvason, Executive Director,
Social Housing Registry of Ottawa

Musk Quat Transition House, Timmins

The **breakthrough:**
Three women's organizations put their faith in the DSSAB and each other

The **foundation:**

- VAW agencies in the lead
- Work at trusting each other
- A progressive Board willing to try new things
- Clarity about financial responsibilities at the outset

"I'd like northern Ontario to be an incubator of new ideas. Our needs are different – it forces us to try new things."

Brian Marks, CAO, Cochrane DSSAB

Spruce Corners, Apsley

The **insight:**
Seniors could pool their home care allotments to afford full time staff, meals, services

The **foundation:**
- An existing building + internal management capacity
- A LHIN-funded partner
- Costs well below retirement homes
- Residents who wanted to age in their home community
- Capacity to expand the model

"Many people go into long-term care inappropriately because they can't afford $4,000 - $5000 a month for a retirement home. We can create quality care in a mixed community for a fraction of the cost."

Darlene Cook, General Manager and CEO, Peterborough Housing Corporation

Victoria Park Community Homes, Hamilton

The **breakthrough:** The end of operating agreements

The **lessons:**
- Plan early
- Establish a Board-approved policy
- Consider a subsidy model adapted to a post-EOA environment
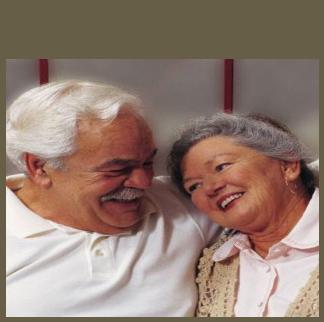- Be prepared for complexities, such as loss of HST status

"With EOA, the sector
will need a new set of skills. . .
There are just so
many complicated questions
that need to be answered."

Lori-Anne Gagne, Executive Director,
Victoria Park Community Homes

Wellness Supportive Living Program

A joint venture between March of Dimes Canada, Niagara Region Senior Community Programs, Community Support Services Niagara and Niagara Regional Housing

Niagara Regional Housing (NRH)

- Over 7,000 units of Affordable Housing across Niagara

- NRH owns stock of more than 2,700 units

- More than 1,700 senior-mandated units in 35 buildings in 11 of 12 Niagara municipalities

NRH Pressures Before Wellness Supportive Living

- Most are vulnerable tenants (poor financial, physical and aging population)
- Many senior tenants no longer able to live completely independently causing safety concerns for self & others
- Limited access to services – waiting lists for services, high costs and hard to navigate systems
- Services that can be accessed are often not focused on meeting basic needs of daily living

NRH Pressures Before Wellness Supportive Living

Significant costly move outs due to:

➢ Senior tenants moving to Long Term Care facilities

➢ Senior tenants not returning from hospitals

➢ Senior tenants moving in with family

Old Building Stock – Hard to market

➢ Often not desirable locations

➢ Small waiting lists – potential for vacancy loss

➢ Limited parking

How did the Wellness Supportive Living Program evolve?

A comprehensive wellness model result of:

- an integrated approach to planning
- a focus on efficiencies
- better coordination of continuity of care

To create:

Support services so that seniors in four NRH buildings can access services on-site for early identification of risk needs and for access to proactive service planning.

Who are the Community Partners?

The Wellness Supportive Living Program is a collaborative initiative made up of:

- March of Dimes Canada

- Niagara Region - Seniors Community Programs

- Community Support Services of Niagara

- Niagara Regional Housing

Overview of the Wellness Supportive Living Program

- Holistic approach to ageing at home, living more independently and reducing risk

- Multiple community agencies have partnered to ensure that the needs of our aging population are met

- Seniors reside in 4 buildings in St Catharines, Welland and Niagara Falls

- Seniors access services on site

- Accessible bathing station available at each location

Service Navigation

- Senior designated housing administrators identified risk trends:
  - Older, more frail tenant base
  - Increased evidence of individuals struggling with independence
  - Needs went beyond housing

- Wellness Model framework supports the tenant population with the *Right Level of Service, at the Right Time, for the Right Person*

Basket of Services

- Personal Care

- Exercise Programs

- Health & Wellness Clinics

- Client Intervention and Assistance

- Advocacy and System Navigation

- Security Checks

- Congregate Dining

- Volunteer Visiting

Community Support Services Niagara Facts and Statistics

- Are essential to the development and delivery of many of the Wellness programs
- Volunteerism has become a common theme with residents
- To date **over 25% of tenants** have donated their time and skills to support programming in their building
- Tenants state volunteerism within the buildings helps them to feel more connected to their neighbours and community
- 2016/17 Year Details :
  - 28038 Friendly Visits
  - 6212 Congregate Meals served
  - 63 Volunteers provided 20,794 hours of service

Funding for the Wellness Program

Funding provided by the Hamilton Niagara Haldimand Brant Local Health Integration Network (LHIN) through:

- One time capital renovation dollars to create an accessible bathing station and office space at each site

- On-going operational dollars to support all three Community Support Service agencies to deliver services

Niagara Regional Housing
Capital Renovations

- NRH tendered and undertook capital renovations

- $168,000 in capital for 4 units

- Selected contractor with Accessibility Design Standard expertise

Neighbourhood Hub Model

☐ The Neighbourhood Hub Model was developed to help assist high risk seniors to live at home as safe and independently and for as long as possible.

- Receive "right care at right time"
- Scheduled and unscheduled services
- Services that can be provided frequently throughout the day and can be of short duration.
- Can address issues of incontinence, mismanagement of medications, poor nutrition
- Service delivery area in neighbourhood surrounding existing supportive housing buildings serving as the "hub"
- Assistance can be obtained by pager with response within 15 minutes

Assisted Living Outreach Hubs

☐ Extension to the bricks and mortar of an existing community support service agency

☐ Each Hub targets 30 high risk seniors who live within a 15 minute response time from the identified buildings

☐ Over 100 high risk clients (reference provincial policy) are being supported by mobile PSWs 24/7

☐ Require frequent short duration unscheduled and scheduled visits

☐ Coordinated with LHIN Home and Community Care (who holds the waitlist) to allow for shared services
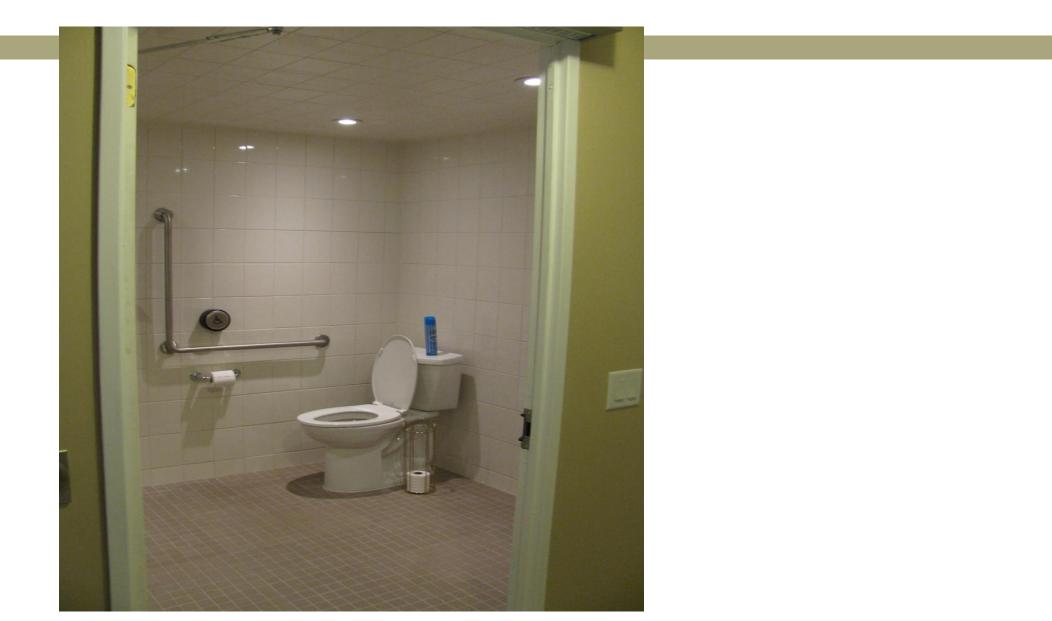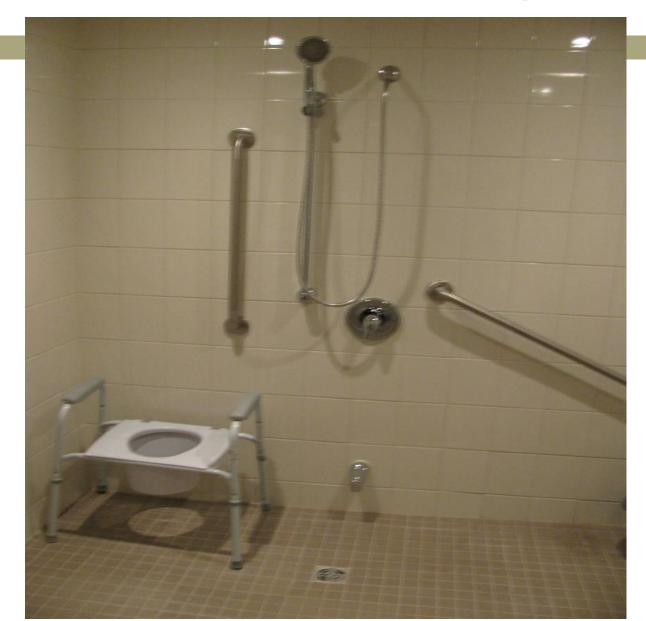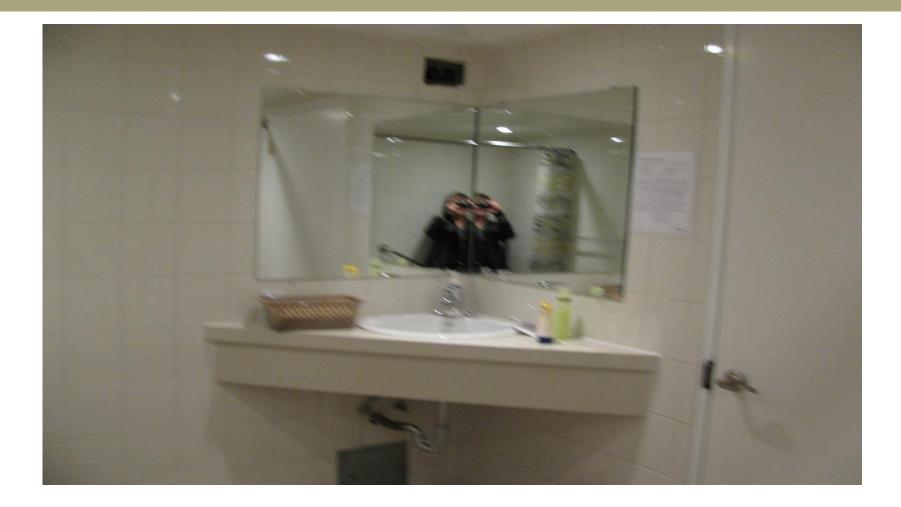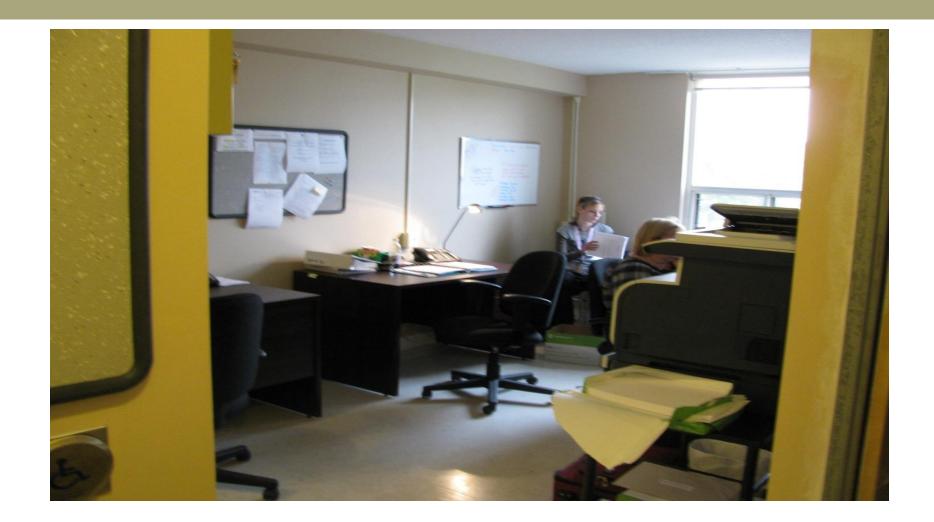
Washroom & Bathing Station

Washroom & Bathing Station

Accessible Vanity

Main Office

Community Kitchen

Community Information

Community Room

Foot Care Centre

What tenants are saying

Over 80% of surveyed tenants stated:

☐ Their quality of life has improved since the implementation of the Wellness Program

100% of surveyed tenants stated:

☐ They knew more about things they could do to stay healthier, safer and stronger

Over 80% indicated they have a more positive outlook on life

Niagara Regional Housing (NRH)
Where are we today?

- Over 400 tenants accepting services

- One stop shopping – easy to navigate

- Tenants live independently with easy access to a range of services

- Since inception move outs in senior buildings have decreased by 39%

Case Study

- 83 y/o female
- Lived alone in a Wellness Building
- Required supports with personal care, meal prep and groceries, medication prompts and diabetes management.
- Prior to living in the Wellness Building was living in community, experienced many falls, increased use of EMS and was at risk of eviction from previous home.
- Upon relocating to Wellness buildings, EMS use stopped, skin integrity improved, diabetes controlled and medication adherence improved to 90% as a result of participation in most offered services.
- Client remained independent until her 98th year

Housing Providers –
To Implement A Similar Program….

Don't forget to:

- ✓ Partner, partner, partner

- ✓ Select contractors with Accessibility Design expertise

- ✓ Deal with old building issues – assign caregiver parking

- ✓ Redesign common areas if necessary

- ✓ Tweak housing policies to support Aging in Place (Transfer Policies)

- ✓ Be prepared to deal with the unexpected

Consider:
What has your organization started to do differently? (Now or in the past. A big or small change.)

Discuss with your partner:
- What was the catalyst?
- What was the single biggest hurdle you had to overcome?
- What helped you make the change?
- What advice would you give others?

Thank you!

?

For more details:
ONPHA's Innovations in Housing Stability
onpha.on.ca