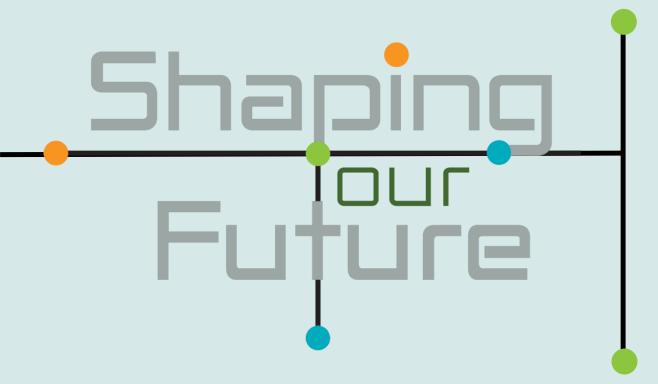


2017 ONPHA Conference and Trade Show



108

Seniors Housing: Building Healthy Communities

PRESENTED BY:

Jane Kuchma, Richview Baptist Foundation Nicole McClughan, Durham Region Non-Profit Housing Corp

Jane Sinclair, County of Simcoe Pirjo Tastula, Finlandia Village





2017 ONPHA Conference and Trade Show



108

Seniors Housing:Building Healthy Communities

PRESENTED BY:

Jane Kuchma, Executive Director,

Richview Baptist Foundation



Richview Baptist Foundation

- 2 buildings, Clement(7 stories) and Kipling(9 stories) totaling 323 senior's apartment units
- Central Etobicoke residential neighbourhood
- Both buildings and church are physically linked via second floor.
- Kipling building houses Katimavik Dining Room.
- Charge rent of \$1013 for 1 bdrm(2018).



Richview Baptist Foundation buildings







Learning goals

- Supporting tenant engagement maintaining a positive focus.
- "Assisted Living" services in an independent living residence – managing expectations within the reality of insufficient capacity.
- 3. Optional Dining services challenges to keeping it "optional".



Supporting Tenant Engagement

- 350 residents, average age of 80/82.
- Residents' Association
- Richview Baptist Church Life Enrichment Co-ordinator
- Richview Baptist Foundation Board of Directors all members of Richview Baptist Church
- Richview Community Care Services
- Informal relationships card playing, bus trips



Residents' Association





Richview Baptist Foundation







Richview Community Care Services

- Founded by Richview Baptist Foundation in 1995 and separately incorporated.
- Provide Care Management and personal support.
 Also organize entertainment, ACTIVA and manage Care Centre.
- Have expanded services into 7 additional apartment buildings and offices are still housed in Richview Residence.



Richview Community Care Services







"Assisted Living" Services

- Richview Residence is an independent residence and new tenants must be able to manage their own needs.
- As residents age, if they need services, they must first be assessed by Community Care Access Centre(CCAC).
- If residents qualify and there is capacity, the cost of the services is covered.
- Residents have a right to refuse service. This is especially challenging if there are pest control or hoarding concerns.
- Services provide for improved quality of life.



Housing – managing expectations and mitigating risks

- Carefully explain what can and cannot be provided at point of application.
- Encourage tenants to have updated Powers of Attorney and an Executor. Update these contacts yearly with tenants. Confirm with the tenant whom you can speak to on their behalf if necessary.
- Installation of accessible features.

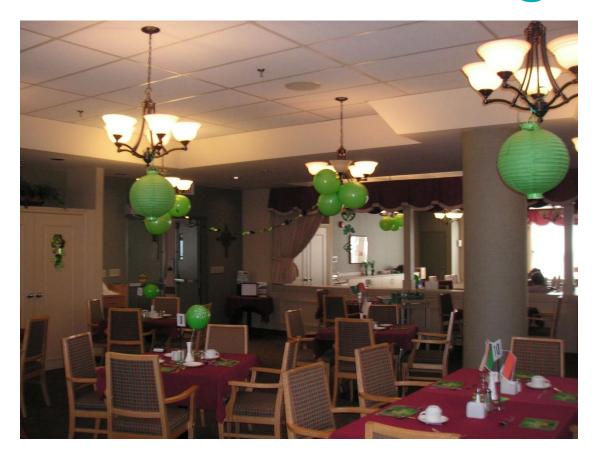


Optional Services – The Dining Room

- Established in 1992 and found a dedicated home when the Katimavik Dining Room was completed along with our Kipling building.
- Goals are to meet both social and nutritional needs.
- Lunch and dinner Monday to Friday along with Saturday dinner.
- Prices reasonable but still unaffordable for some. Discounted ticket program.
- Recently changed to new caterer.



Katimavik Dining Room







Special Moments







The Future

- Clement is at the end of operation(EOA).
- Church has leased the building to the Foundation until 2020 and is discerning next steps for Clement.
- For the present, we are continuing with an internally funded subsidy.
- Our Service Manager, the City of Toronto, requires that a decision is made regarding a new lease before discussing options for any future engagement regarding Clement.



Resources

- ONPHA's Infos on "Aging in Place" and "Aging tenants and diminished capacity" as well as the paper on "Strengthening Social Housing Communities – Helping Vulnerable Tenants Maintain Successful Tenancies"
- Dining services <u>www.foodsystems.com</u>
- Seniors Community Grant 2017 Organizations wishing to learn more about this program can visit www.ontario.ca/seniors, call 1-833-SCG INFO (1-833-724-4636) or email seniorscommunitygrant@ontario.ca.





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Seniors Housing: Building Healthy Communities

PRESENTED BY:

Durham Region Non-Profit Housing Corporation

Nicole McClughan

Manager, Tenant & Housing Services



Learning goals

- 1. About Durham Region and Durham Region Non-Profit Housing Corporation
 - Mission statement & corporation
 - About the Durham Region
 - Durham Region statistics and demographics
- 2. How DRNPHC supports Seniors is social housing, challenges and successes
 - Partnerships
 - Hub Model
 - Rural Seniors Housing
 - New builds







About Us

- More than 1100 apartment and townhouse rental units
- 19 sites across Durham Region
 - 18 owned, 1 managed
- ~3000 tenants
 - Children, youth, adults, and seniors



DRNPHC Mission Statement: Help meet the housing needs of the Region's diverse population through the provision of a practical, well-maintained and affordable housing portfolio integrated within the community.





Interesting Facts about DRNPHC

- A mix of market rent and Subsidized unit
- Very low vacancy rates
- Stretch from Pickering, to Bowmanville, up to Beaverton
- Lengthy Market rent wait list for all properties
- 2 new builds in progress (additional units for seniors)





Durham Region Statistics

- 6,074 households on RGI waiting list, 20.5% are provisionally accommodated
- Population is estimated at 663,460
- Seniors are making up a greater percentage of the population in Durham, with residents 65 years and older increasing from 10.2 per cent to 11.4 per cent.
- Home of the Oshawa Generals, Ontario Power Generation, UOIT and General Motors





Senior Locations

Designated:

- Gillespie Gardens
 - · Beaverton, Ontario
- Maple Glen Apartments
 - Sunderland, Ontario

Non-Designated:

- Cy Elsey
 - Oshawa, Ontario
- Perry Terrace
 - Whitby, Ontario





Partnerships for Supporting Seniors











What our partners do

Provide a variety of services, including:

- A comprehensive support services for individuals 55+ who have mental health issues, addictions or concerns
- Provides geriatric assessments & recommendations as well as primary health care
- Social-recreational activities
- Free tax clinic
- Case Managers to provide short term support to those at risk of losing their housing
- Medication management
- "Hub" model at various locations





8 Main Benefits of In-Home Care

- 1. Home Safety Inspections
- 2. Peace of Mind
- 3. Personalized Care
- 4. Building a Trusting Relationships with the Caregiver
- 5. Receiving Care from Comfort of Home
- 6. Promoting Greater Levels of Independence
- 7. Easier Participation of Family Members
- 8. Vital Continuity for Elderly Individual





What are the challenges

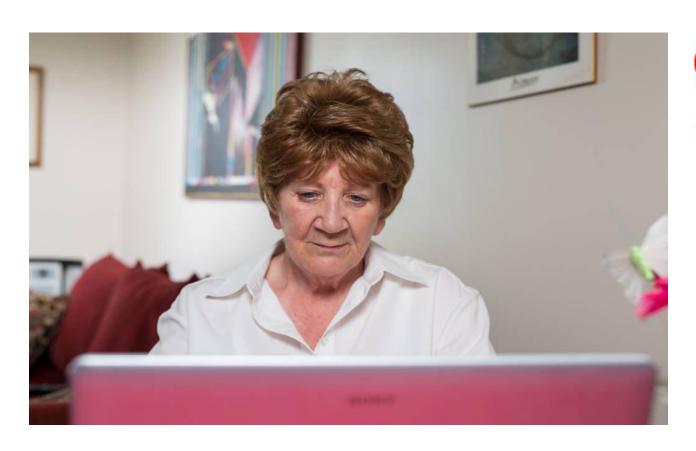
Rural Challenges for Seniors-Social Housing

- Limited rental housing
- Transportation barriers
- Building trust
- Little options for medical and support services
- Higher costs for groceries and other household needs
- Isolation, social issues





Other Partnerships











Conclusion

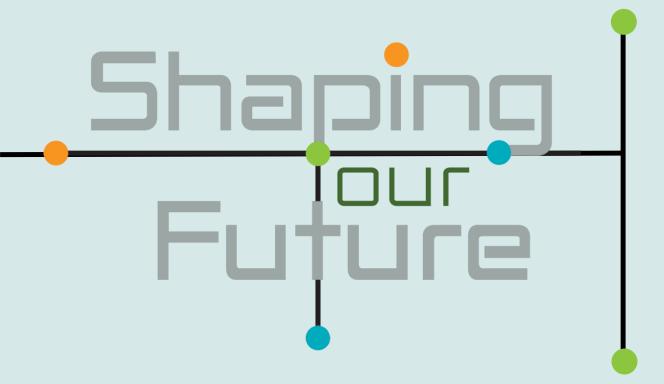
DRNPHC strives to ensure that seniors of all income levels can age in place safely while living a quality life. Our community partners are keys to ensure that ageing tenants have the services and care they need to live independent for as long as possible.

Questions?





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Seniors housing: Building healthy communities

PRESENTED BY:

Jane Sinclair, General Manager Health & Emergency Services



Learning Goals

- Planning Considerations
- Campus Continuum Model
- Georgian Village Overview
- Highlights/Lessons Learned
- Q & A





Georgian Village...





Georgian Village

- New age 'sixty-plus' adult lifestyle community in Penetanguishene offering a unique opportunity that enhances residents health and vitality while providing a choice of housing and care options.
 - 17 Single-Story Garden Homes* Life Lease / Rentals
 - 40 Apartment Suites* Life Lease / Rentals
 - 40 Affordable Housing Units

- 143 Long-Term Care Beds
 * 5 Convalescent Care Beds
- 42 Retirement Living Units
- Community Centre * Rendezvous
- Adult Day Programs





Georgian Village





Georgian Manor Redevelopment...

- County Council approval 2006
- Georgian Manor Class "B" home
- Increased demand for LTC / Seniors Housing
- Campus Model Promotes Sustainability
- Public/private partnerships
- Economic Benefits to Community





Project Description

Objectives

- Reduced Wait Times LTC & AFH
- Decrease Municipal Subsidy (LTC)
- Strengthen Economy / Create Jobs
- Promote Aging at Home
- Increase Reserve Contributions
- Maximize Capital Funding Sources

Scope

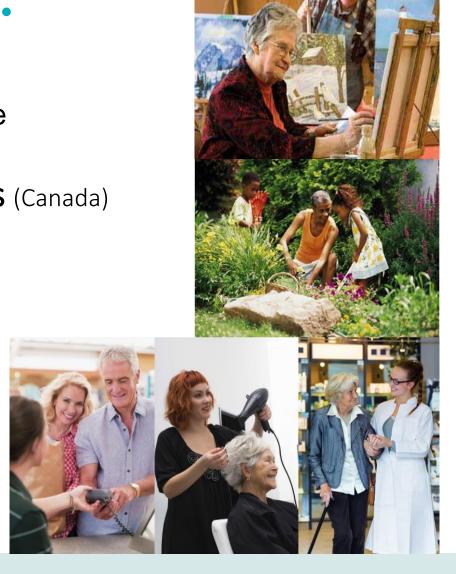
- 3 Years (Planning & Construction)
- New Site





Planning Considerations...

- Seniors Utilize:
 - 44% Canada's Health Care \$ 3 x > Average Age
 - 18% of population (16.7% Ont.)
- 23% of Seniors live in Rural Areas/Small Towns (Canada)
- Social & Environmental Challenges...
 - Lack of Support Available
 - Limited Housing & Transportation Options
 - Travel Required for Health Services
- Adequate Income / Housing / Transportation
 - Combats Social Isolation, Ageism & Elder Abuse





Defining Priorities...

Broaden Housing Options

- 93% Seniors live in Private Households
- 1 in 3 Rent (50% Affordability Issues)
- Seniors Housing (3%)- 2.5x \$ Private Rentals
- 15% individuals ↓ poverty vs. 5.2% multi-res.

Integrate Service Provision

- Aligning Health & Social Services
- Partnerships Range of Service Providers
- Accessible (One stop shopping)





Stakeholders (Partnerships)

Internal

- LTC & Seniors Services Dept.
 Corporate Support (IT, Finance, PFP, Com.)
 Planning, Roads, Forestry & By-law, Library
 County Council

External

- MOHLTC / MMAH / Seniors Secretariat
 LHIN / CCAC / Community Services
 Local Hospital
 Service Clubs (Rotary)
 Georgian College / Chamber of Commerce
 Architect / Construction Team / Engineers
 Local Municipality (CBO)
 OANHSS



Innovative Solutions...

- Campus Continuum of Care
 - Promotes Healthy Aging
 - Opportunities for Exercise
 - Nutritious Food
 - Socialization
 - Volunteerism
 - Broad Range of Housing Options
 - Socio-Economic
 - Variety of Housing Types
 - Independent Dependent







Innovative Solutions...

Campus Continuum of Care

- Suite of Home-based Services
 - Packages & "a la Carte"
- Access to Community Resources
 - Wellness Centre, Retail, Health
 & Fitness
 - Social & Recreational Programs
 - Emergency Response
 - Healthy Lifestyles Amenities
 - Transportation
- Longer Term Care (LTC)
 - Expanded Services
 - CC, Rehab., Hospice etc.
- Operational Sustainability
 - Economies of Scale





Georgian Manor

- Opened in 2013 (Level "A")
 - 143 Residents (+36 Beds)
 - French Language Services
 - One Secure Care Unit
 - Convalescent Care Beds (5)
 - Respite Beds (two)







Retirement Living

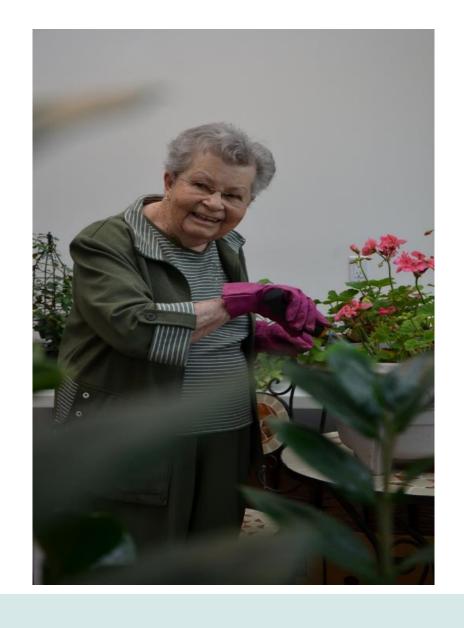
- Georgian Residences (42 Suites)
 - 24/7 Staffing
 - Studio & One Bedroom
 - Central Dining
 - Spa and Shower Room
 - Amenity Spaces
- Support programs:
 - 3 Meals / Day
 - Housekeeping & Laundry
 - Daily Care
 - Recreational Programs
- Guest Suite
- A la carte Services





Life Lease

- Georgian Suites (4 Models)
 - Private Entry
 - Communal Multi-purpose Room
 - Connected to the Georgian Rendezvous
- Georgian Garden Homes
 - Single & Semi-detached
 - Bungalow Style Single Car Garage
- Monthly occupancy fee
- Guest Suite
- A la carte Services





Affordable Housing

- **Georgian Terraces** (40 Apartments)
 - 1 & 2 bedroom
 - Connected to Rendezvous
 - Average 80% Market Rate
 - 12 Designated Units (mental health/dual diagnosis/domestic abuse)
 - Private Entrance
- Support package
 - 3 Meals / Week
 - Recreation Programs
 - Transportation Outings
 - Emergency Response
 - Annual full unit clean
- A la carte Services





Market Rentals

- Apartment Suites/Garden Homes
 - Monthly Rent
 - Private Entry
 - Communal Multi-purpose Room
 - Connected to Georgian Rendezvous
- Includes Building & Grounds Maintenance
- Guest Suite
- A la carte Services

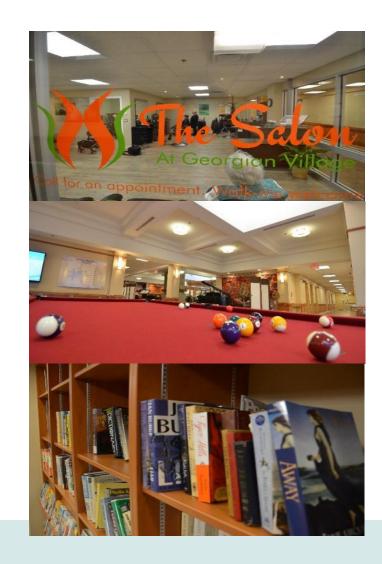




Community Health & Wellness

Rendezvous Community Centre

- Adult Day Program
- The Village Clinic (FHT)
- Pharmacy /Hearing Aid Clinic
- Beauty Salon
- Fitness Centre & Pool
- Greenhouse & Gardens
- V.O.N. SMART Program
- Bistro / Village Pub
- Piano Lounge / Billiards
- Public Library
- Woodworking Shop
- Bocce Ball, Shuffleboard, Golf Greens
- Walking Trails
- Red Cross Meals on Wheels
- Georgian College RPN Program





Highlights & Lessons Learned

- Market Review & Needs Analysis Critical
- Professional Sales Team
- Partnerships (Funders & Service Providers)
- Professional Project Manager / Dedicated Resources
- Project Meetings / Working group
- Sign-off all Design Changes
- Value Engineering
- Commissioning
- Communications !!!!





Georgian Village

Questions?



Aging in Place A 'Continuum of Care'

Presented by David Munch - Executive Director, Finlandia Village Sudbury



2017 ONPHA Conference and Trade Show

Seniors Housing: Building Healthy Communities

September 2017

Finlandia Village







Key Facts

- 400+ residents on site
- 250 staff
- 100% Occupancy
- Accreditation Canada



Supported by: / Financé par :



North East Local Health Integration Network

Réseau local d'intégration des services de santé du Nord-Est



It all started with housing...





Founded and maintained in the Finnish tradition, we strive to provide quality aging in place (a continuum of care) for our multicultural community.

Our Values

Our

Excellence

Finlandia Village is committed to excellence of care, to the highest moral standards of professional practice and organized management.

Autonomy

Finlandia Village respects the right of residents to choose and to have responsibility for the course of their lives.

Dianity

Finlandia Village respects the worth, uniqueness and story of every resident.

Kindness

Finlandia Village is committed to treating all residents in a kindly manner, to protect them from any possible harm or abuse.

Trust

Finlandia Village is committed towards building trust between residents and staff, amongst staff, between staff and administration.

Finlandia Village



To be a recognized model of excellence as a seniors wellness community.

STRATEGIC DIRECTION

Strategic directions are the overarching statements that define the major themes and directions for our efforts over the next five years and are all of equal importance. In order to have the most significant impact locally, Finlandia Village needs to focus its organizational efforts on those areas of greatest strength.

1) QUALITY

Continuously improve our delivery of quality care.

We will enhance our client-centered services. ensuring safety, security and enjoyment of life for our residents and at home clients by continuously improving processes, performance and outcomes. Achieve excellence in resident safety, satisfaction and clinical outcomes using a continuous quality improvement and evidenced based approach to clinical practice.

2) OUR PEOPLE

Foster a culture that enables employees and volunteers to excel in the delivery of exceptional care.

To deliver exceptional care and service, we must ensure a supportive working environment in which staff and volunteers can be and do their best. We will support a leadership model that inspires teamwork and organizational excellence.

3) OUR SERVICE

Enhance and maintain ways to strengthen cognition and health, while maximizing individual autonomy and independence as our resident population ages.

Develop and implement a portfolio of innovative wellness, prevention, and care programs with a focus on aging, cognition and mental health.

4) OUR FINANCES

Develop and implement a sustainable business model.

Given the current and near-term economic climate we must secure additional sources of funding. Fundraising, donations, partnerships, and new government program funding will be investigated and accessed to support the short and long term needs of Finlandia Village.

5) COMMUNITY NEEDS

Enhance and expand Assisted Health Services to meet our Community's changing needs.

The composition of the Finnish and the Greater City of Sudbury community we have served for decades is changing. Our population of seniors and their diverse needs are growing. We will seek every opportunity to augment our array of services to help the elderly of our community maintain an independent lifestyle and stay at home as long as possible.

My Life Before/After Story



My life before

- Live alone
- Health ailments
- Malnutrition
- End up in Acute care

My life after

- 3 meals per day
- Assistance with meds
- Security, personal care
- Services on site (Dr.)
- \$ Affordable rent & care



What we've done

- Services on Site
- Medical Office, Doctor on site
- Building Design features
- Diversion of funding...Housing Affordability \$\$\$
- Fitness Facility Outdoor Trails
- Finnish War Veterans Program
- Finnish Student Exchange Program
- Therapy Dog Lily



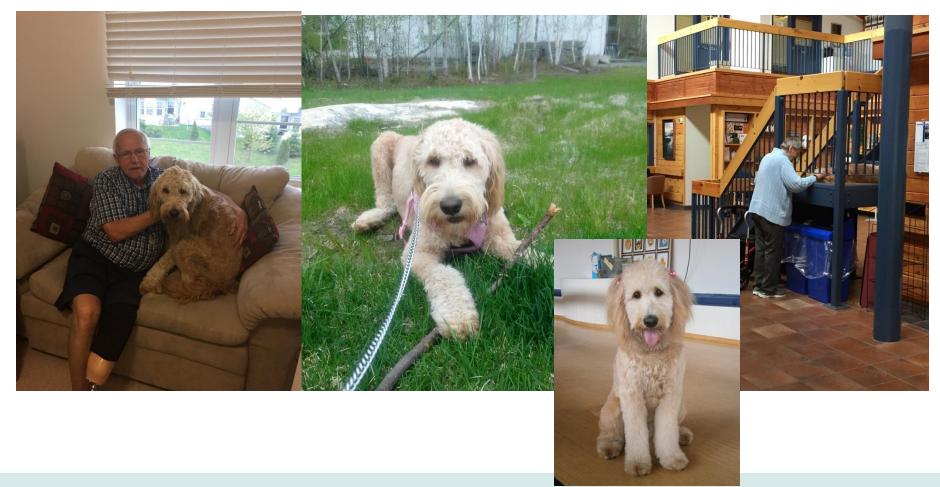




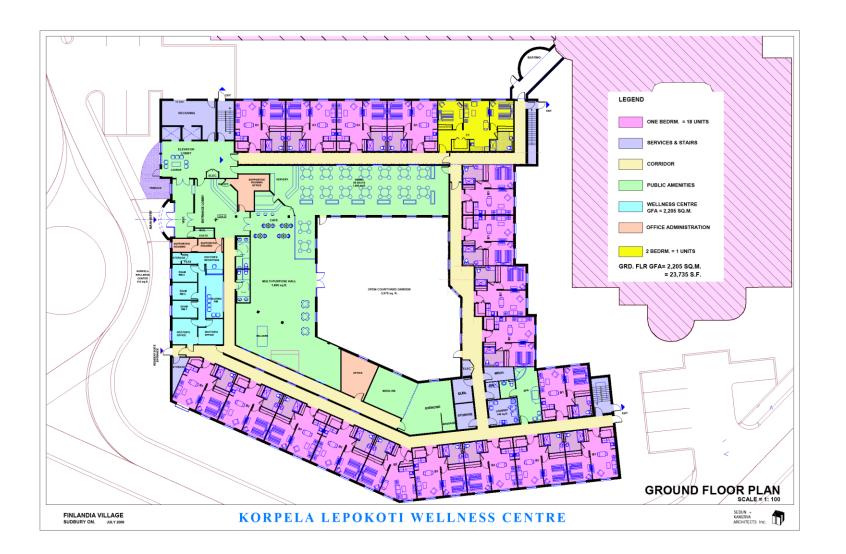




Lily Maija Finn







Building Design

- Interconnected hallways connecting each building for amenity use and visiting friends
- 100% barrier free design: wider doorways, automatic openers, key fob openers, controlled entrances and video surveillance
- Congregate dining of 30-40 residents per home area
- Space for resident services: Hair Salon, Massage/Chiro, Dental, Dr. Office, Physiotherapy, Convenience Store



Funding Utilization

- Very economical model in comparison with LTC and Acute Care Hospital, estimates:
 - Hospital \$ 150,000 per resident year
 - Long Term Care \$80,000 per resident year
 - Assisted Living\$ 20,000 per resident year
- Utilization of Personal Support Workers (PSW)
 24/7 with emergency on site access
- Client fees are charged for meal programs, cleaning/laundry and transportation.



RN Emergency Room Outreach LTC

- Emergency Room (ER) RN is called to LTC home
- Over 50% of ER visits were diverted
- Triggered by Hospital ALC and Emergency Room wait time struggles
- Next steps are to bring RN Outreach to Assisted Living





Impact and Evaluation

- Frail elderly with proper care, exercise and monitoring prevent admissions to ER and early admission to Acute Care & LTC facilities.
- ALC patients that qualify for Assisted Living can be more economically cared for as opposed to a hospital or current LTC residents that quality can move into Assisted Living
- Once the Assisted Living program can no longer care for client they transition to LTC facility. We see many residents reside in Assisted Living until they pass away by integrating with acute care.

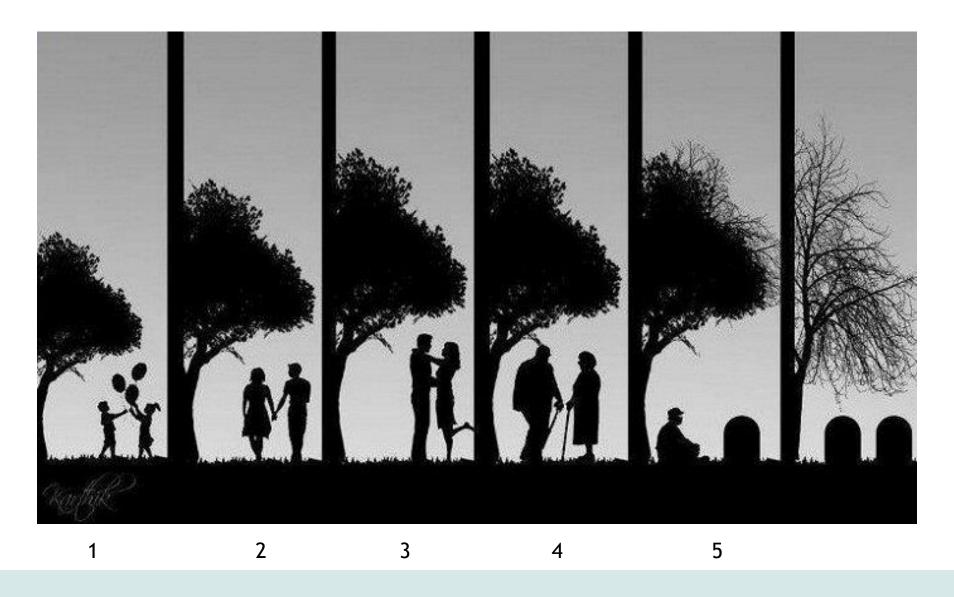


Integration: Key Factors

- 1. "EDUCATION" Diversion of resources from Acute Care to Assisted Living/Community Care, focus to lessen the strain on acute care.
- 2. "BUILDING DESIGN" to assist in the safety and comfort of frail seniors.
- 3. "LEADERSHIP" from Acute Care, LHIN, CCAC and Community Care.



STAGES OF LIFE





Finlandia Village







Questions? Kiitos, Thank you!

