



CHATS

Community & Home
Assistance to Seniors

AGING AT HOME

National Association of Federal Retirees
October 19, 2021

This baby could live
to be
142 years old

Centenarians are
the fastest-growing
age group in
York Region.

Between 2011 –
2016 the number of
people over the
age of 100
increased by 62.5%!



Survey says:

- Seniors want to:
 - live independently
 - 91% want to age in place
 - 78% in current home
 - 26% predict they are able to
- To get around on their own
- To remain socially connected and engaged
- To want access to community services
- To remain active in age-friendly communities that are open to their full participation



Older Adults in York Region

- It is expected that between 2011 and 2031, York Region's senior population will increase by 148 per cent, almost four times faster than the overall population. Seniors will account for 21% of York Region's population at that time.
- Seniors make up 12.8% of York Region's population living in low income households, but their share has increased fastest
- Seniors are more likely to live alone. Of all people living alone in York Region in 2016, 40.8% or 21,400 were seniors. 87% are homeowners in single-detached homes
- In 2016, 18.1% (28,360) of all seniors in York Region did not speak either official language (English or French)

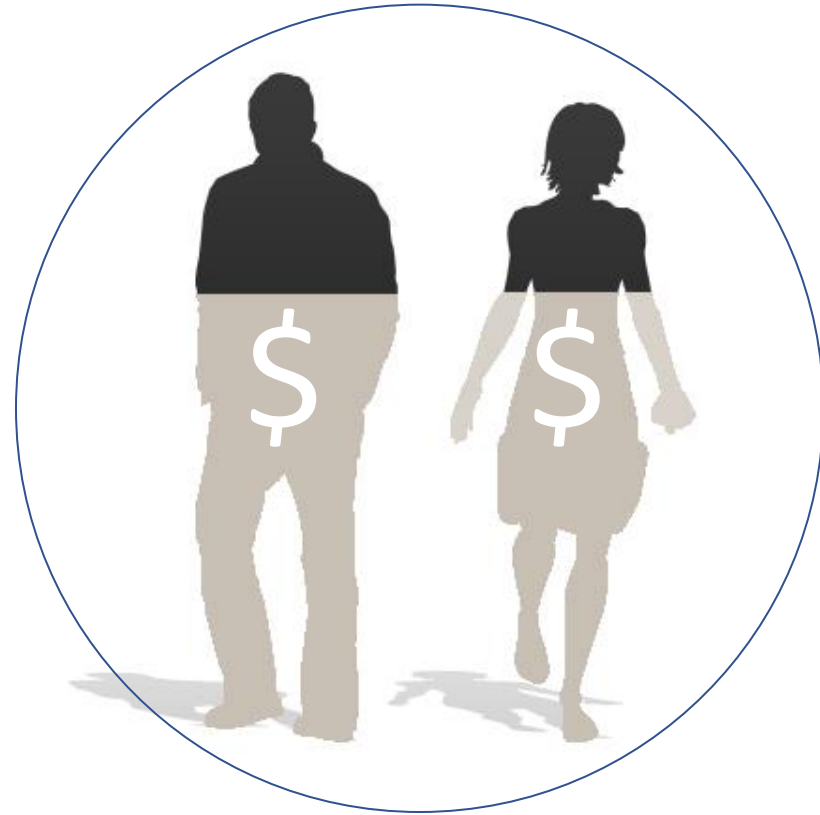
Sober Senior Thoughts

People are living longer, but with more chronic conditions.

- One-third of Canadians between 65-74 are disabled
- The top 10% of older Ontarians account for 60% of health spending
- Canada's retirement income system was not built to sustain today's longer life expectancies



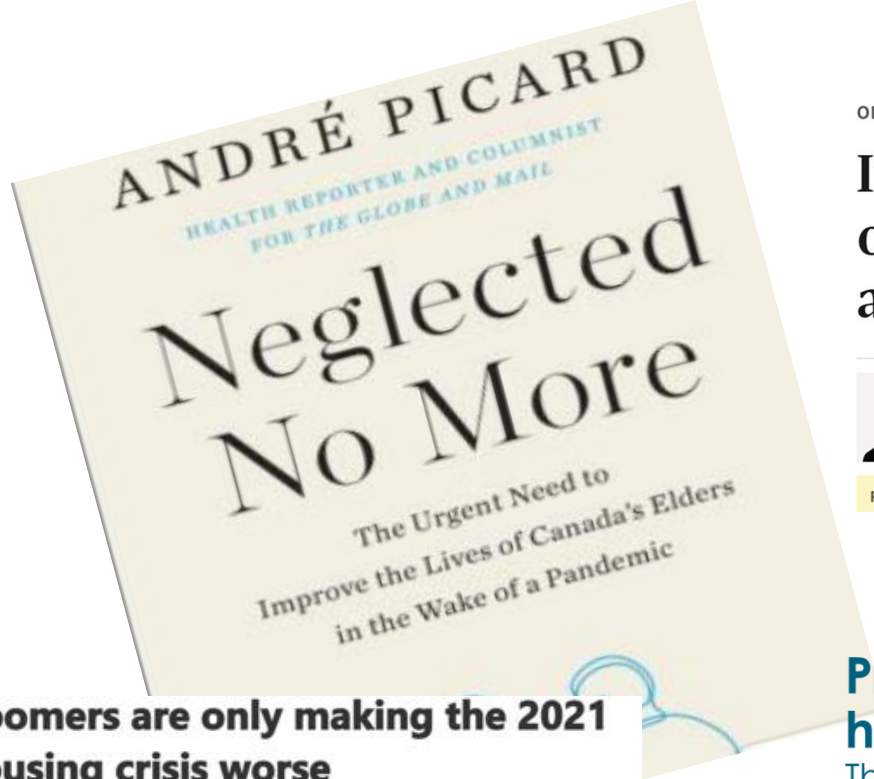
- 32% of Canadians between 45-64 do not have retirement savings



Most older adults prefer to age at home

- Most seniors choose to “age in place” in order to maintain health, independence and dignity
- More cost effective than LTC
- The right care at the right time must be provided, not ‘undercare’
- Social isolation a growing concern
- Aging in place means **having the health and social supports and services** you need to live safely and independently in your home or your community for as long as you wish and are able.





Boomers are only making the 2021 housing crisis worse

hhoffower@businessinsider.com (Hillary Hoffower) · 2 days ago



OPINION

If you can get your relatives out of seniors' homes, try to do so as fast as you can



ANDRÉ PICARD >

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Province ill-prepared for senior health care 'crisis', experts warn

Thu., Apr 14, 2016 | By Lisa Queen



Are we on the right track?



Ottawa, Ontario, April 16, 2021— The Government of Canada and the Government of Ontario are investing over \$99.4 million in 95 projects to improve long-term care homes across Ontario.

This ad will close in 1 second CLOSE X

Ontario government plans to spend \$933M on increasing, improving long-term care spaces

New Poll Shows Over 90% of Ontario Seniors Want to Live at Home as They Age, and Want Government to Invest to Help Them do it

HEALTH | SOCIAL POLICY

Equitable funding for home care must be part of long-term care conversation

Supporting home care is key to allowing seniors to age with dignity. For long-term care homes, we need better wages and more funding transparency.

Who CHATS Serves

- **8,500** clients in York Region and South Simcoe
- **70%** of CHATS' clients are female and 30% are male
- Ages under 55 (2%), 55-64 (10%), 65-74 (24%), **73-84 (34%), 85-94 (27%),** over 94 (3%)
- There are currently about 500 clients who receive subsidized services
- Top Cultures and Languages supported: English, Italian, Farsi, Russian, Cantonese, German, Hindi, Urdu, Bengali, Tagalog.
- **36%** of CHATS' clients live alone, with **34%** living with a spouse and **30%** living with family

CHATS Programs



Community Programs



In-Home Services



Home Safety Services



Support for Caregivers



Transportation Services



Interpretation Services



Community Programs



Adult Day Programs:
Provide clients with a variety of social and wellness activities, companionship and a nutritious lunch.



Seniors Wellness Programs/Lunch Out:
Great opportunity to mingle, meet new friends and have fun.



Diversity Outreach Programs: Social and wellness activities, each tailored to cultural and language needs: Chinese, Italian, Russian, Iranian & South Asian.

In-Home Services



Home Help: A professional Home Support Worker will assist with the activities of daily life including, light cleaning, laundry, meal preparation and social companionship.



Personal Care & Personal Support Services: A certified PSW provides in-home care assists with personal care needs, such as medication reminders, meal prep, light cleaning, bathing, toileting and dressing.

In-Home Services



Meals on Wheels:
Home-style nutritious meals delivered right to one's door.



Assisted Living for High-Risk Seniors: Provides 24/7 scheduled and unscheduled assistance to eligible seniors who live in a designated supportive housing building or in their own homes within a specific geographic boundary. Service is intended to allow seniors to maintain an independent lifestyle. Services include personal support, security checks, medication reminders and care coordination.

Home Safety Services



Home Adaptation & Maintenance: Following a free home safety assessment, recommendations are made to improve the quality of life for seniors. Adaptations can include grab bars, ramps, stair lifts, handrails, etc. Maintenance service can include lawn cleanup, snow removal, window cleaning....



Hoarding & Decluttering Support Program: This program seeks to aid York Region residents, aged 25 and up with low to moderate-income, who are living in poor environmental conditions, and are at risk of losing their homes.

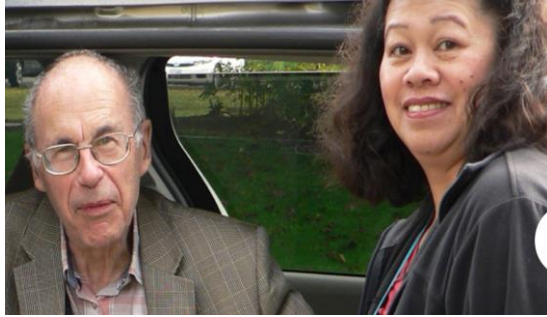


CHATS Philips Lifeline: The Philips Lifeline Medical Alert Service provides simple, fast access to help 24 hours a day, 365 days a year at the press of a button.



CHATS

Home Safety Services



Home at Last: Free “settling in” service to support transitioning from hospital to home. PSW greets client at point of discharge, drives home, picks up groceries, Rx, ensures hydro, heat, phone connections. Complimentary Meals on Wheels. Courtesy check up and 3 hour PSW visit.

MAP PATIENT TOUCHPOINTS

PATIENT FLOW THROUGH THE PROGRAM



Hospital to Home Transitions: CHATS is now partnering with 3 York Region Hospitals and homecare agencies to provide extended support (16 weeks) to patients transitioning from hospital to home, as well as their caregivers. Support includes transportation, Meals on Wheels, caregiver respite and counselling. Southlake@Home, MackenzieHelps and Markham Stouffville Care@Home

Home Safety Services



Visiting Program: included CHATS' Telephone Reassurance Virtual Visiting, and friendly Visiting programs, that provides peace of mind as a CHATS volunteer gives older adults a friendly call on a regular schedule.



Vulnerable Persons Registry: The VPR is a free and voluntary community-based initiative that provides local policing services with a quick access to critical information on vulnerable persons in the community.

Transportation Services



Transportation: Our drivers escort clients to and from medical appointments, errands, shopping, and CHATS programs!

Interpretation Services



Interpretation Services: Provides help no matter the language you speak. This service is available in more than 200 languages including American Sign Language.

The use of interpretation help us to ensure that language barriers won't impact the quality and safety of the care provided.

Virtual Programs

As a result of the pandemic lockdown and sheltering guidelines, CHATS was able to adapt many programs to “virtual” delivery.

Clients have indicated they would be interested in continuing with a hybrid offering of in-person and virtual when the time is right.



Support for Caregivers

Caregiver Support & Education: Provides quality information and referral, support groups, workshops, individual counselling and web-based resources to caregivers of seniors in York Region, and South Simcoe.

Services provide emotional support and education to caregivers and may help prevent caregiver burnout, address caregiving concerns, alleviate stress, and provide helpful advice to increase caregiver wellness.



In-Home Caregiver Relief:

A certified Personal Support Worker provides in-home care when caregivers require a little extra help, a much-needed break, or when they can't be there themselves.

The New World in Which We Live: Connecting Care Act 2019

- New legislation, that came into effect in 2019 that impacts 33 existing pieces of legislation.
- Legislation was created with a strong focus on elements that would enable the elimination of hallway healthcare, maintaining many of the components of LHSIA (Local Health System Integration Act, 2006).
- Legislation enables the establishment of Integrated Health Delivery Systems.
- Expected that 70-80 Integrated Health Delivery Systems would be created, known as Ontario Health Teams (OHTs).

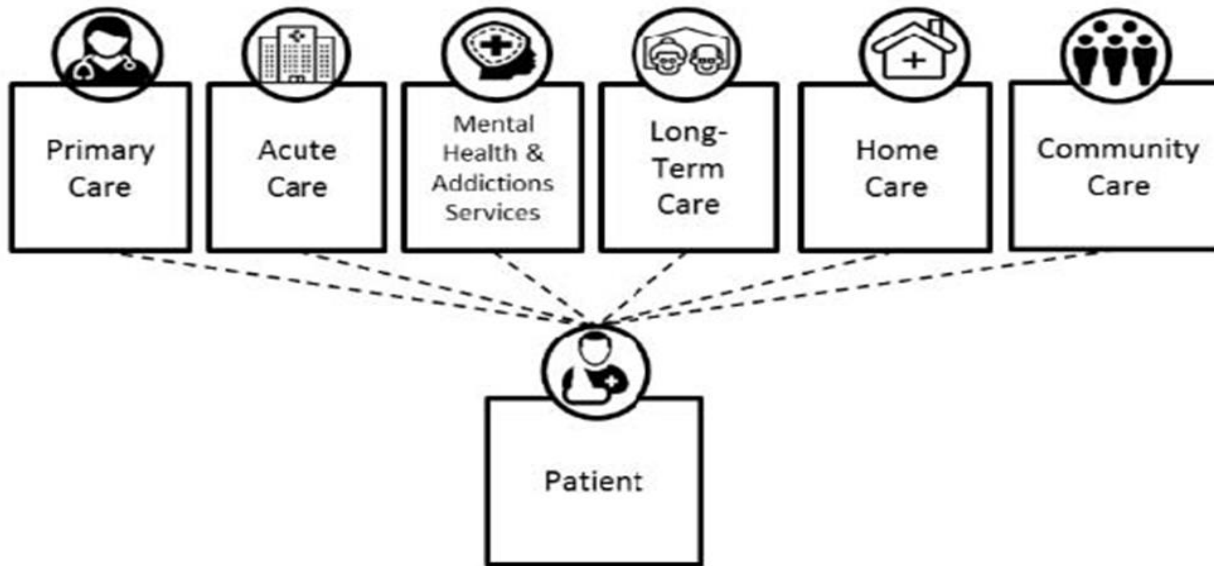
What is an Ontario Health Team?

- Groups of providers and organizations that are clinically and fiscally accountable for delivering a full and coordinated continuum of care to a defined attributed population
- Likely to be ~70-80 OHTs across the province at maturity, each accountable for a specific set of patients (based on primary care attachment). There are currently 42 approved teams
- At maturity, all Ontarians will be part of one OHT, through an attribution model.
- York Region OHTs include the following:
 - Southlake Community OHT
 - Western York Region OHT
 - Eastern York Region North Durham OHT
- South Simcoe OHT is considered 'in development'

Source: Ministry OHT Guidance Document released April 3, 2019

http://health.gov.on.ca/en/pro/programs/connectedcare/oht/docs/guidance_doc_en.pdf

Current State



Ontario Health Teams



Will OHTs change care for older adults?

- Improve Care Transitions
- Improve patient self-management and health literacy
- Support patients (and caregivers) to be active participants in managing their own health and healthcare.
- Identify and follow patients through their journey of care.
- Better support people with complex conditions in the community.
- However, need to advocate for greater investment in addressing social determinants of health—not just acute care.
 - Housing
 - Social engagement
 - Dementia and mental health
 - Caregiver support

I may be a senior, but so what? I'm still hot.

- Betty White



Betty White, 99



Community & Home Assistance to Seniors

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