

Understanding Home and Community Care Options

November 2019

Key Partnerships Across the Home and Community Sector in Toronto Central Local Health Integration Network



Opportunity made here.



What is CNAP?

- CNAP stands for Community Navigation and Access Program.
- It is a network of over 30 non-profit organizations, working together in Toronto so seniors residing locally can reach the care they need to reduce isolation and improve their quality of life.
- A primary goal is to improve/provide seamless access to and coordination of Community Support Sector services in the TC LHIN region.

TC LHIN Home & Community VS Community Support Sector

TC LHIN Home & Community Division

- Care Coordination for Home & Community Division services (Nursing, Nursing Services, Therapies, Dietician, Personal Support, Medical Supplies and Equipment)
- Information & Referral
- Long-term Care Placement

Community Support Sector

- Adult Day Programs
- Food
- Foot Care
- Home Assistance
- Hospice Care
- Individual and Group Counselling
- Shopping Assistance
- Social Contact
- Supportive Housing
- Transportation

Community Support Sector Services

- Community Support Sector services are funded by the Toronto Central LHIN.
- Support services are either free, subsidized, or fee-based for clients.



Service Categories

Adult Day Programs (ADP)

- Seniors with Alzheimer's Disease and/or Dementia
- Frail Seniors
- Overnight Stay for Seniors with Alzheimer's Disease and/or Dementia

Assisted Living

- Home Help or Homemaking
- Personal Care or Personal Support
- Respite

Caregiver Support

- Support for Individuals or Families Caring for a Senior
- Support Groups for Individuals or Families Caring for a Senior



Service Categories

Food Support

- Group Dining
- Meals on Wheels

Foot Care

Hospice Care

Individual and Group Counselling

- Case Management
- Social Work
- Health Promotion and Education



Service Categories

Shopping Assistance

- Shopping Assistance, Trips, List Pickup

Social Contact

- Friendly Visiting
- Security Check
- Social and Recreational Activities

Transportation

- Medical Escort

Finding Services Across Ontario

- <https://www.caredove.com/ocsa>

The screenshot shows a web browser window with the URL <https://www.caredove.com/ocsa>. The browser's address bar and tabs are visible at the top. Below the browser window, the website's navigation bar includes links for Home, OCSA Services, and a 'Select a service' dropdown. An 'advanced search' link is also present. The main content area is divided into five columns of service categories: Meals & Help At Home, Daytime Activities, Alzheimer/ Dementia Services, Conditions, and Other. Each column contains a list of specific services with right-pointing arrows indicating further options. Below the service lists, there is a search bar with the placeholder text 'Enter your Address, City or Postal Code' and a home icon. To the right of the search bar is a map of Southern Ontario, showing cities like Kitchener, Guelph, and Elora. Below the search bar, there is a text prompt: 'Search, book, connect with health care and community services in Ontario. Select a category and specify your address.' At the bottom left, there is a link to 'Sign up to get started'.

Home > OCSA Services > Select a service [advanced search](#)

Meals & Help At Home	Daytime Activities	Alzheimer/ Dementia Services	Conditions	Other
Meals on Wheels	Adult Day Programs ▶	Alzheimer/Dementia Services (First Link) ▶	Acquired Brain Injury ▶	Attendant Services ▶
Home Maintenance & Repair	Friendly Visiting	Alzheimer Day Program	Blind/Low Vision Rehabilitation	Foot Care ▶
Housekeeping	Respite Care (In-Home)	Overnight Stay Respite	Hearing Loss/Deaf Support	Hospital Transition Home
Personal Support Services	Rides & Transportation		Palliative Care and Hospice ▶	Support & Counselling ▶
Shopping	Seniors Gentle Exercise Class		Spinal Cord Injury	Telephone Reassurance

Enter your Address, City or Postal Code

Search, book, connect with health care and community services in Ontario

Select a category and specify your address.


Do you want to update or add your organization's listings?
[Sign up to get started](#)

Finding Services Across Ontario

- <http://www.thehealthline.ca>

thehealthline.ca FRANÇAIS

Find local health and community services across Ontario:



The map displays the 14 numbered regions of Ontario, each corresponding to a health service area. The regions are: 1. Erie St. Clair, 2. South West, 3. Waterloo Wellington, 4. Hamilton Niagara Haldimand Brant, 5. Central West, 6. Mississauga Halton, 7. Toronto Central, 8. Central, 9. Central East, 10. South East, 11. Champlain, 12. North Simcoe Muskoka, 13. North East, and 14. North West. An inset map shows the location of region 14 relative to the rest of the province.

- Erie St. Clair**
ErieStClairhealthline.ca
- South West**
SouthWesthealthline.ca
- Waterloo Wellington**
wwhealthline.ca
- Hamilton Niagara Haldimand Brant**
hnhbhealthline.ca
- Central West**
CentralWesthealthline.ca
- Mississauga Halton**
MississaugaHaltonhealthline.ca
- Toronto Central**
TorontoCentralhealthline.ca
- Central**
Centralhealthline.ca
- Central East**
CentralEasthealthline.ca
- South East**
SouthEasthealthline.ca
- Champlain**
Champlainhealthline.ca
- North Simcoe Muskoka**
nsmhealthline.ca
- North East**
NorthEasthealthline.ca
- North West**
NorthWesthealthline.ca



Toronto Seniors Helpline (TSH)

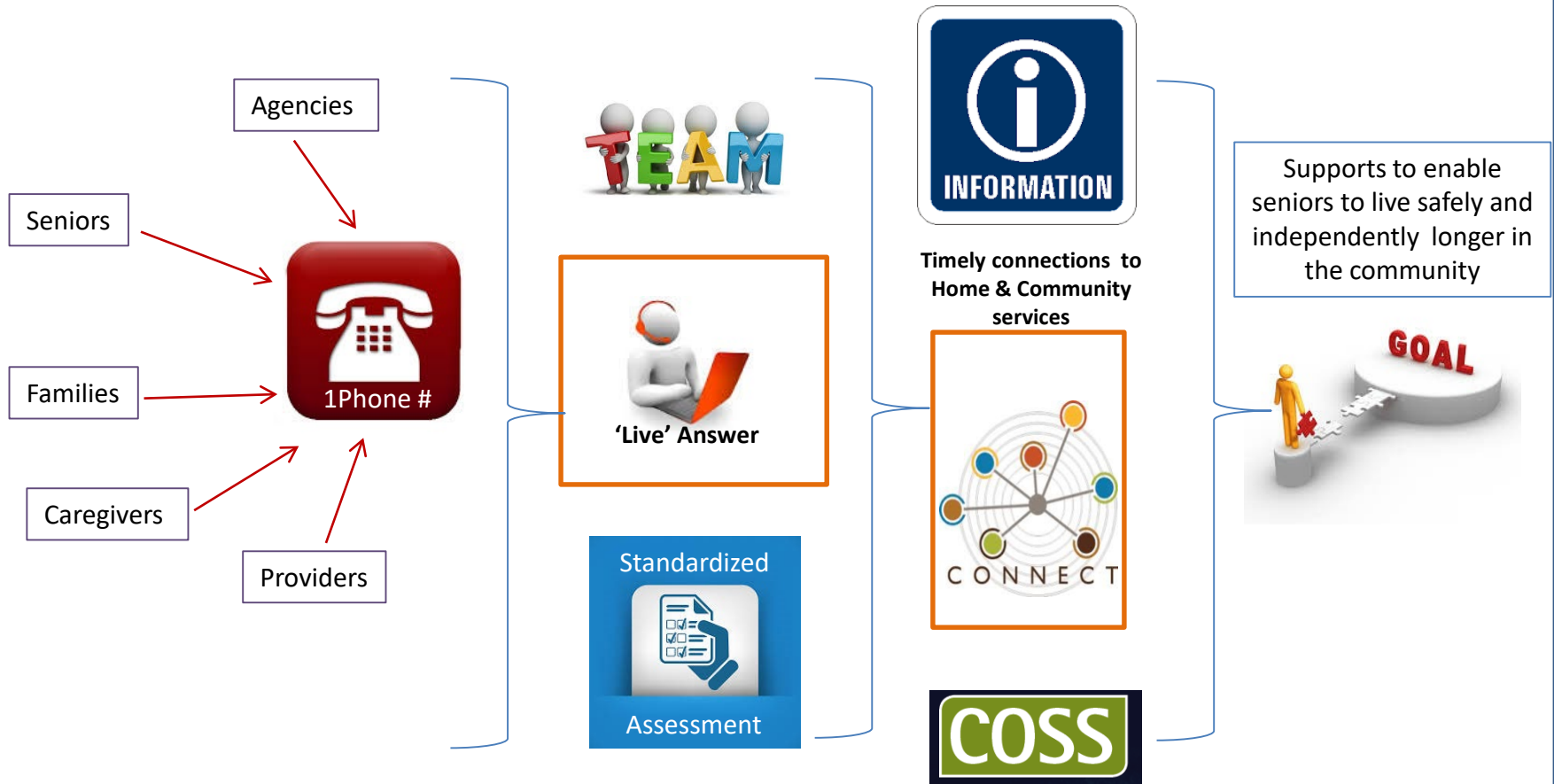
TSH is a single phone number through which seniors, caregivers and care providers can access in-home, community and crisis services for seniors. Callers receive help navigating the health care system, an assessment of their needs and short-term crisis support/case management. Through referrals and emotional support, TSH staff also address social determinants of health such as social exclusion, housing, income supports, food security, and access to health care.

Bringing these services under one umbrella makes them easier to navigate and access, improving the caller's experience. Moreover, TSH is the product of a cross-organizational partnership, which greatly enhances staff's ability to support this vast range of issues.

Staffed 365 days/ year and a collaboration between 30+ community support agencies, TSH is a model of integration across the home and community sector.



What a 'Caller' Can Expect



Key Features of the Model

TARGET POPULATION

Toronto Seniors Helpline will primarily serve seniors residing in the TC-LHIN; however no caller regardless of age or LHIN location will be turned away. Individuals will be supported with information and referrals as appropriate.



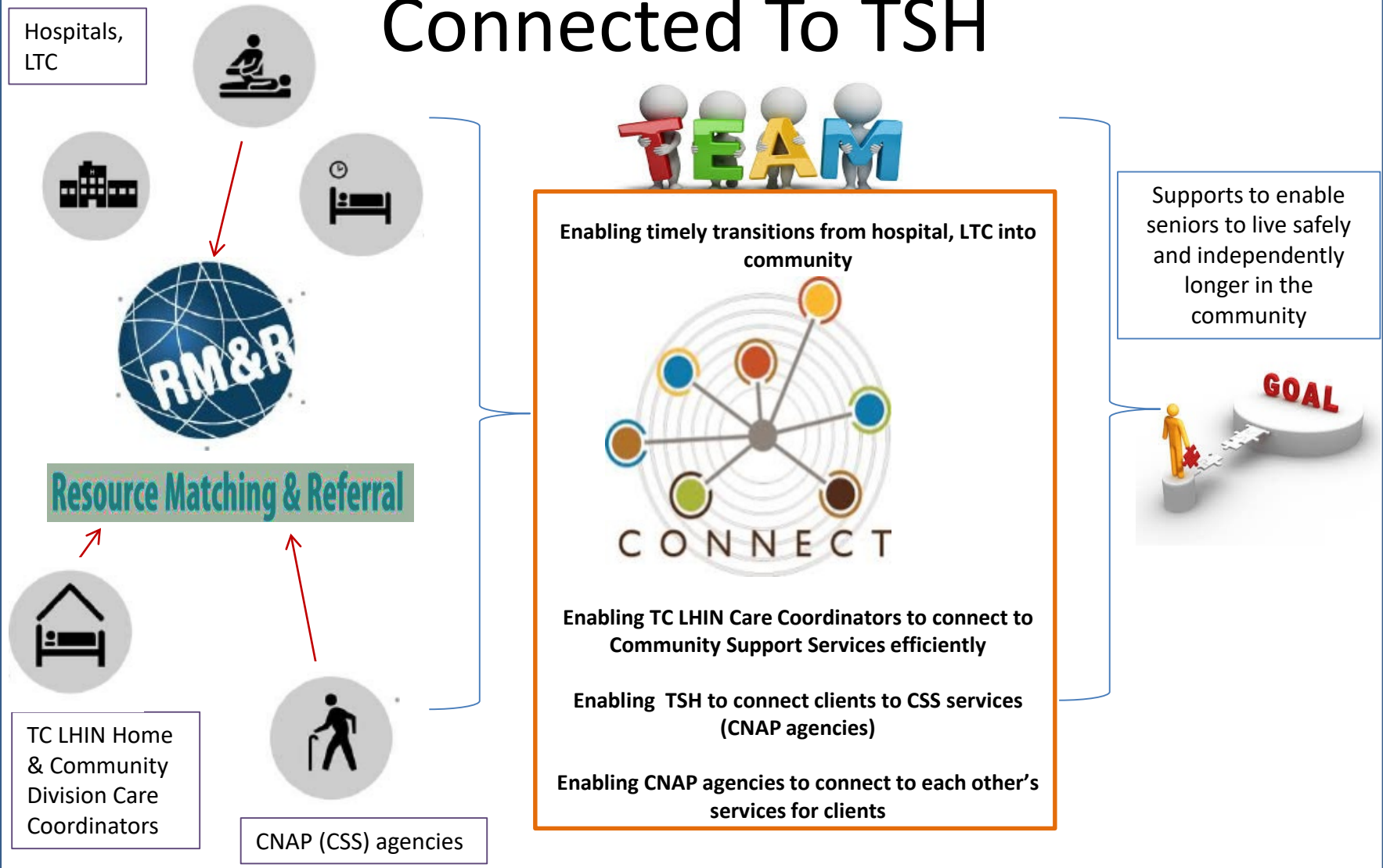
GUIDING PRINCIPLES

- Create a shared understanding of the desired future state
- Build on the core competencies and expertise of each of the organizations
- Maintain clear accountabilities while allowing for operational flexibility
- Preserve and leverage leading practices
- Provide a seamless access and service delivery
- Leverage technology to improve operations and the client experience
- Minimize transition points and make it seamless for the caller
- Ensure access is available in both French and English

KEY FEATURES

- ✓ A single phone # to call
- ✓ A generalist staff model with specialized skills sets
- ✓ 'Live' answer & 'warm' connections
7 days per week
- ✓ Standard intake assessment
shared within circle of care
- ✓ Access to full continuum of community services
From prevention to crisis management
- ✓ Shared accountability via service agreement(s)
collaborative care model & referral feedback
- ✓ Harmonization of protocols, standards, and processes via
knowledge exchange & oversight steering committee
- ✓ Agreed upon performance monitoring indicators &
continuous Quality Improvement approach

The Broader Healthcare System Is Connected To TSH



Connection Example

Client: 86 year old gentleman

Information:

- Mild mixed dementia as well as number of other chronic health issues.
- Lives in a condo with his wife, who is a bit younger and whose health is reasonable.
- Moderately frail, independent for ADLs but at risk of decline over the medium/long term.
- Very difficult to get him to the primary care office.

Connection Example

Client: 79 years old female

Location: Dupont & Dufferin

Information:

- Lives alone, feels isolated after death of husband
- Has fallen within the past three months, difficulty with mobility after hip replacement
- Experiences memory loss
- Unable to keep up with laundry and cooking
- Transportation is an issue

Current Services: TC LHIN Home & Community Division provides 1hr/personal support daily