

5 Minute Introduction to an Internationally Recognized Person Centered, Community Integrated Model of Home Care

Presented by Jane Teasdale, Business Development Director,
Mosaic Home Care & Community Resource Centres.

Mosaic's Model of Care: Talking Points

- ▶ Some key principles....
- ▶ The domains and environments of care
- ▶ A conceptual model of person to person and person to environment interaction.
- ▶ The Meaning of Me®
- ▶ Community Outreach & Summary

Fundamental Principles

- ▶ A focus on intrinsic capacities: the physical, social, emotional, cerebral, spiritual, creative and cultural assets and capacities of a person.
- ▶ Creative, non clinical lens of engagement with the person focused on meaningful engagement with mind and place (TMOM®)
- ▶ Empathy, person to person and embedded in process and culture.

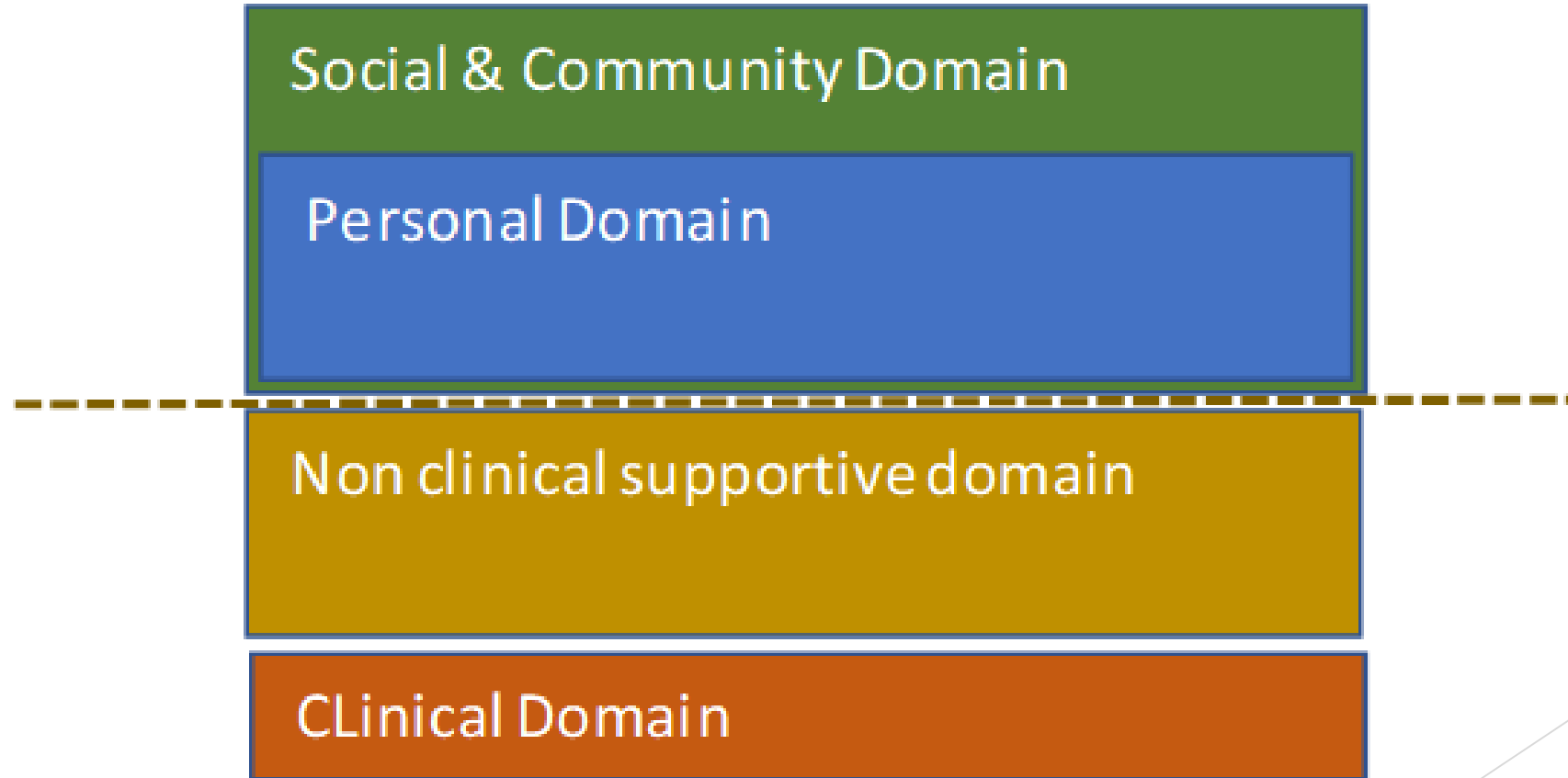
Why empathy? We are a social species!

“Empathy reflects an innate ability to perceive and be sensitive to the emotional states of others coupled with a motivation to care for their wellbeing”. ...both emotional processing and “an interpersonal communication system that elicits response from others, helps to determine priorities within relationships, and holds people together in social groups”.

Decety 2015

Supportive and fundamental domains of person centered care

Key Slide



The person and the personal domain

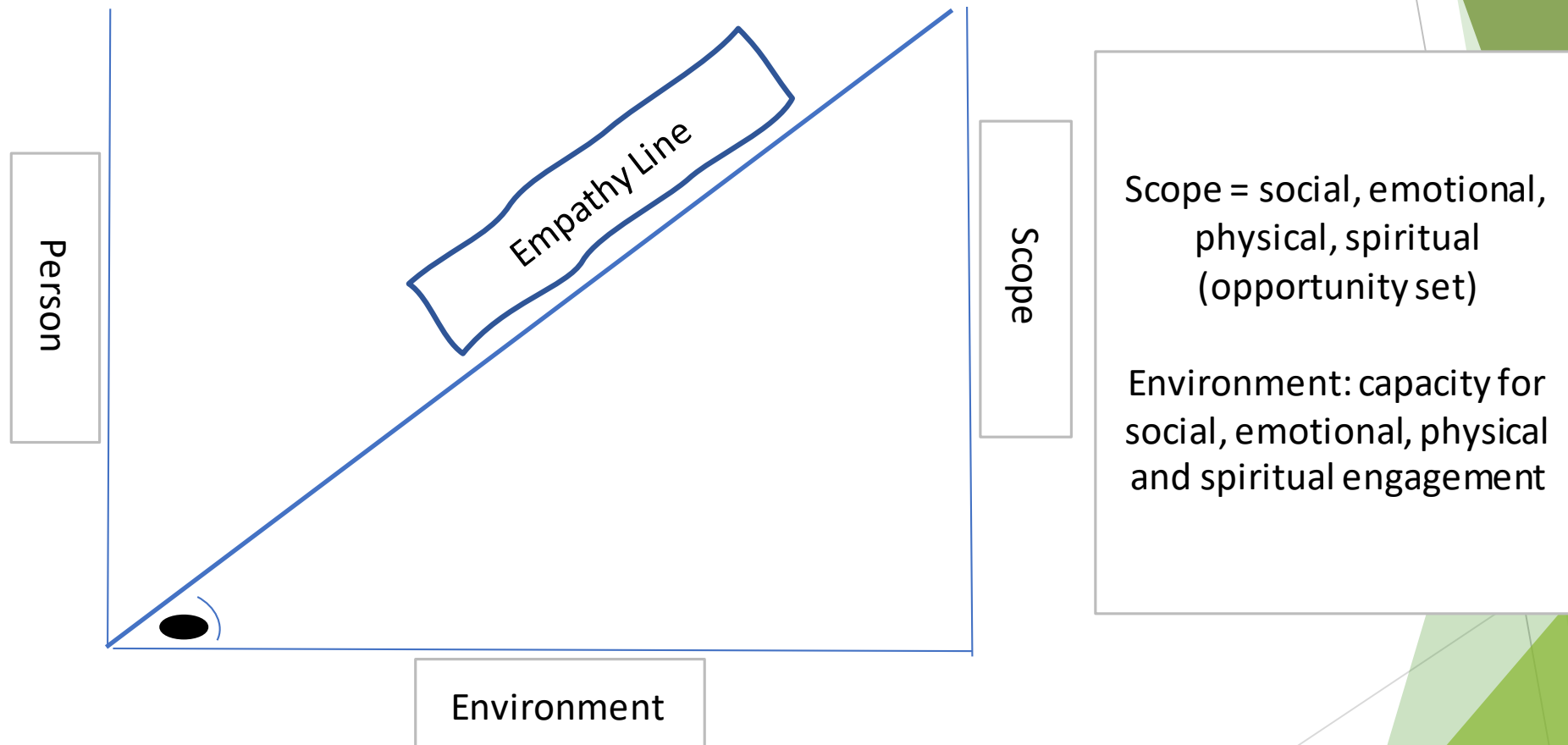
- ▶ Identity, independence, autonomy, preferences, history
- ▶ Creativity, personal growth, meaning
- ▶ Social and emotional needs, meaningful conversation, empathy, communication.
- ▶ Experiencing versus remembering self (Kahneman)
- ▶ Prospection - something to look forward to
- ▶ The complexities of physical and cognitive health on psychosocial needs and communication

The Social and community domain

- ▶ Social networks
- ▶ Community, neighbourhood and its walkable areas
- ▶ Social capital - capacity to bond, bridge, link.
- ▶ Structural and cultural assets
- ▶ Asset based community development - doing with, not just doing to, important.

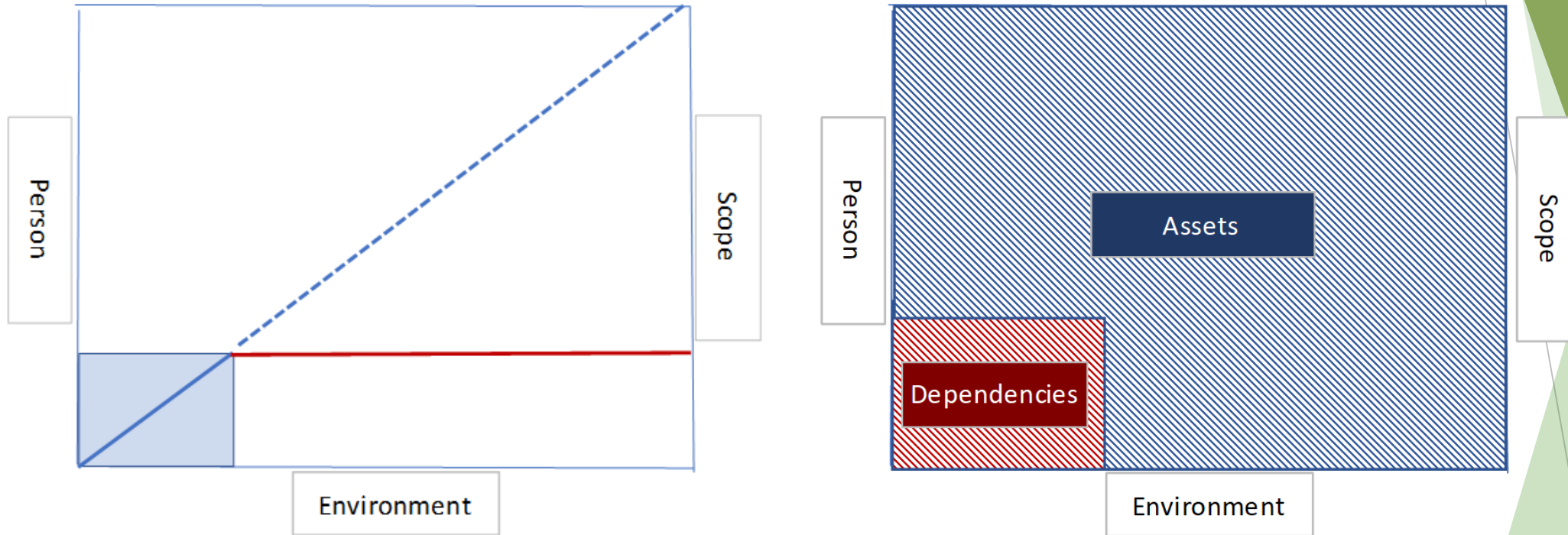
Conceptual Model of Empathic, Person to Person, Person to Environment interaction

Key Slide



Restrictive “home” environment

Key Slide



Red line=restricted environment: autonomy, independence, intrinsic capacity?

THE MEANING OF ME:

A record of the person, a journey of discovery, of conversation and communication



M O S A I C

Home Care Services & Community Resource Centres

This document forms the basis of a conversation that we can build on over time. It is not a form that has to be completed and stored: it is a living and vital link to you, to your past and to your present.

2020 SHS/UHN COVID-19 Special Geriatrics Institute Education Day

Model Components of The Meaning of Me®

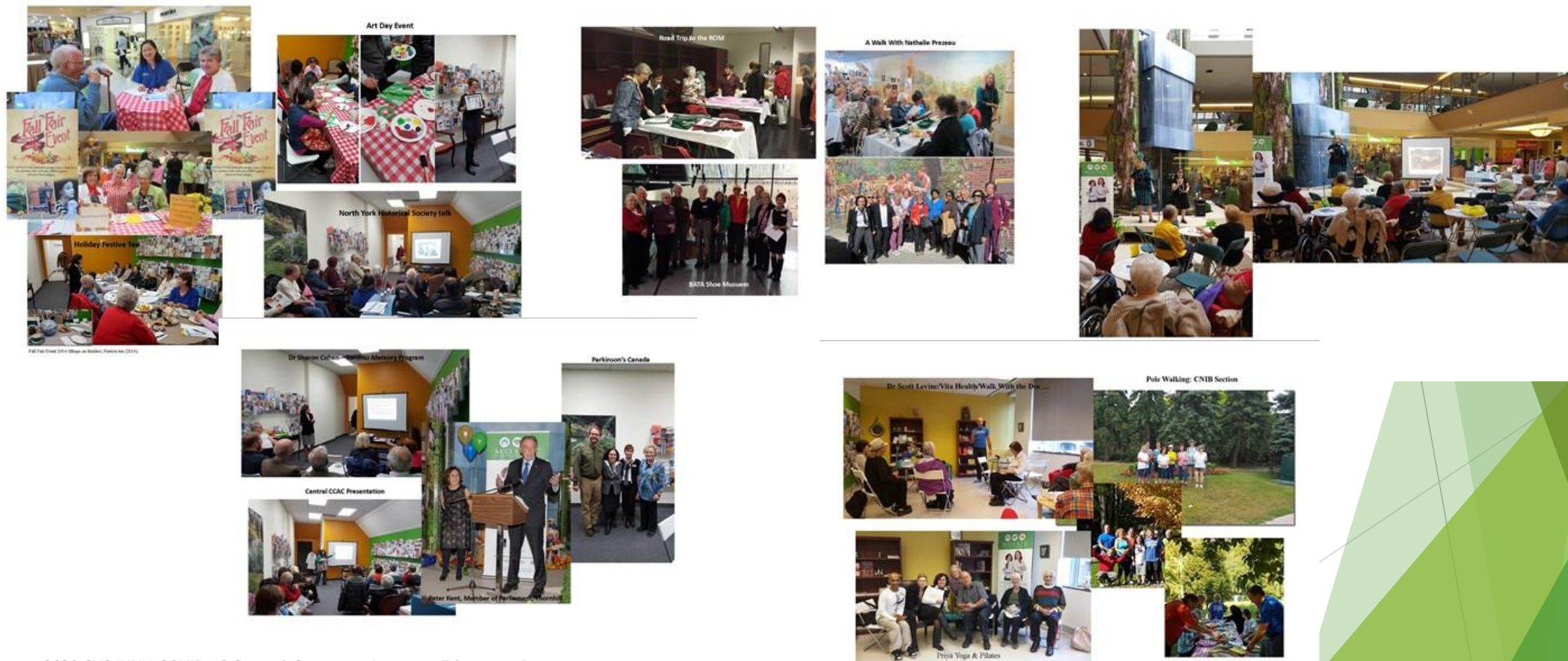
- ▶ (A) A Non-clinical conversational interface to generate knowledge and meaningful engagement.
- ▶ (B) A framework to support interests and activities.
- ▶ (C) Generating opportunity for community interaction and social connection.
- ▶ (D) Embedded organisational process and culture
- ▶ (E) Emergent wider supporting community architecture and higher levels of integration across public and private sectors.



Caregiver Training & Certification

2020 SHS/UHN COVID-19 Special Geriatrics Institute Education Day

Some of our many community outreach events over the years



2020 SHS/UHN COVID-19 Special Geriatrics Institute Education Day

Online programs.....



Join Mosaic Home Care Services for Zoom Programs Online



Mosaic Home Care Services & Community Resource Centres have taken some of our programs online during the COVID-19 Pandemic.

To register for all programs call our offices at **905.597.7000** or info@mosaichomecare.com or beth@mosaichomecare.com if you need more information. A Zoom link for the program will be sent once you have completed the registration. Information and larger flyers are available to download from our website at www.mosaichomecare.com.

Mosaic's Zoom Programs

- 

Frauds, Scams & Safety Presentation by Sergeant Bob on Zoom
Date: June 4th, 2020
Time: 1 p.m. to 2 p.m.
 Mosaic is excited to feature Sergeant Bob on Zoom to speak to us about frauds, scams and keeping yourself safe during COVID-19. You can have questions prepared for our Zoom chat on June the 4th Zoom call.
- 

Join Mosaic's Virtual Knitting & Crochet Group on Zoom
Dates: Every Wednesday starting from June 3rd to August 26th, 2020
Time: 1 p.m. to 2 p.m.
 Mosaic's Knitting & Crochet Group on Zoom. Drop into knit, chat and make new friends virtually on Zoom! Join us for an opportunity to chat, knit and make new friends. Knitting has been proven to: reduce stress and anxiety, slows cognitive decline and can help prevent arthritis and tendonitis.
- 

Zoom Exercise Class with Joanne Picot
Dates: Thursdays, June 18th, July 16th & August 20th, 2020
Time: 1 p.m. to 2 p.m.
 Use your own weights to build and maintain your muscle strength and endurance! This workout includes Interval Training which are short bursts of cardio that help: reverse muscular decline, improve memory and lower glucose levels.
- 

Mosaic's Zoom Community Café
Dates: Mondays, June 22nd, July 20th & August 17th, 2020
Time: 1 p.m. to 2 p.m.
 Join Mosaic and members of our community on Zoom once a month, for an afternoon of ideas, fun, connection and social interaction.
- 

First Link® Memory Café Program on Zoom featuring: "Theatre in the Web"
Date: Tuesday June 30th, 2020
Time: 1 p.m. to 2 p.m.
The Quarantine Show! is a morning show full of absurd situations and unforgettable characters. Created by **Theatre in The Web** — a collective of emerging artists dedicated to connecting theatre and audiences through new, innovative opportunities.
- 

First Link® Memory Café Programs on Zoom
 The First Link® Memory Café Program on Zoom is a collaborative program run by Mosaic Home Care and Alzheimer's Society York Region for those living with memory issues and their caregivers. Here are the upcoming presentations and workshops online for the First Link® Memory Café featured through Zoom through Mosaic Home Care Services.
Andrea Ubell from Alzheimer's Society York Region presenting on **Brain Health**
 Tuesday July 28th, 2020 from 1:00 p.m. to 2:00 p.m.
Almeiri Santos from Modern Meditators
Meditation & Relaxation Session
 Tuesday August 25th, 2020 from 1:00 p.m. to 2:00 p.m.



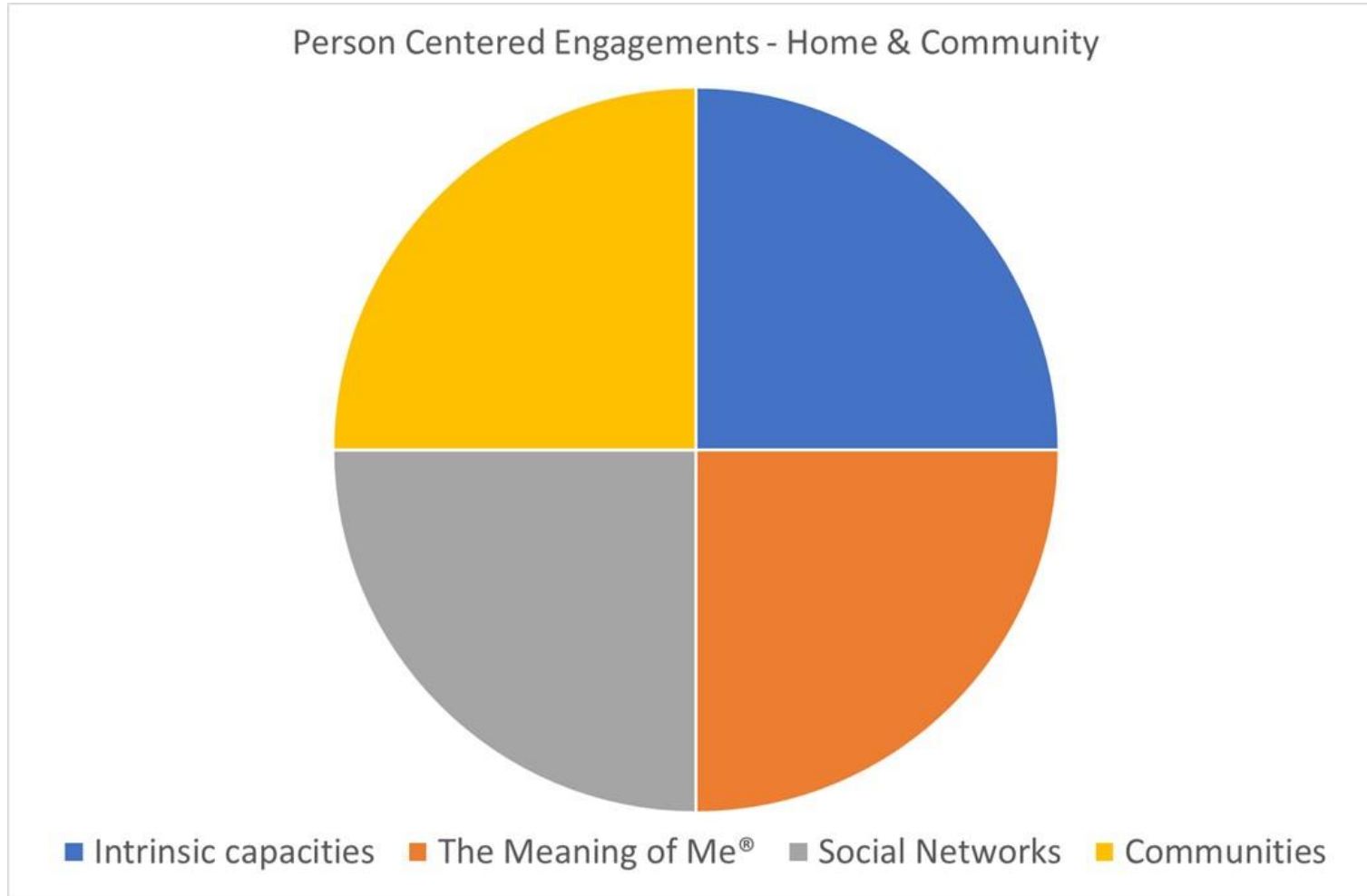
Mosaic Home Care Services & Community Resource Centres

<p>Corporate Office The Shops on Steeles and 404 2900 Steeles Avenue East, Suite 218 Markham, ON L3T 4X1 Tel 905.597.7000 Fax 905.597.5446</p>	<p>Toronto Office CNIB Centre 1929 Bayview Avenue, Suite 215H Toronto, ON M4G 3E8 Tel 416.322.7002</p> 
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Person Centered Components Summary

Key Slide



Thank You!

European Journal for Person Centered Healthcare 2018 Vol 6 Issue 3 pp 470-484

ARTICLE

“The Meaning of Me[®]”: A Canadian blueprint for addressing the complex whole that is the person at the centre of the community-based homecare services model

Jane Teasdale^a, Nathalie Anderson MBA^b and Andrew S. Teasdale BA (Hons) CFA^c

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information please contact
Jane Teasdale
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► <https://www.mosaichomecare.com/>
► 416 322 7002 (mid-town office)

This paper defines person-centered care at the furthest point along the chain of care. This is the point occupied by homecare supports in the community. It references a working model of person-centeredness focused on the rich domain of the non-clinical psychosocial. Its two primary dimensions of focus are those of the mind and the “place”, or an ecological/community integrated model of higher order needs. It has three distinct levels of interaction: one designed to create an alternate lens of communication that lies outside of the domain of physical and mental impairment that helps build knowledge of and communication with personhood; an organised process for developing interests and activities with a focus on creative space, new experience, control, autonomy and intrinsic capacity and, finally, a working blueprint for wider community interaction and integration.

PHILIPS
Lifeline

Medical Alert Service

Philips Lifeline

in association with



Sinai Health System

HEALTHY AGEING AND GERIATRICS

1-800-799-0262

2020 Geriatrics Institute Education Day

Seniors Are At The Heart of Everything We Do:

➤ Lifeline is medical emergency response service for seniors living independently at home and is risk of fall

ALSO

- ✓ **Chronic Conditions**
- ✓ **Mobility Problem**
- ✓ **Visual Impairments**
- ✓ **Discharges from Hospital**

➤ Access help 24/7 at a push of a button or if an Auto Alert detects a fall. Once a signal reaches call center - our emergency responders will connect with Subscriber within average time of 30 second.

➤ The staff undergo 240 hours of training

The Benefit of Lifeline Service

- **Seniors are less likely to rely on EMS** for protection and care.
- **Saving healthcare system money** by reducing hospitalizations 26%/ length of stay 23% / emergency room visit by 7%
- **Reduce the workload for HCP** by keeping patients / client safe at home
- **Early Intervention and Reassurance** The knowledge that should an incident occur, appropriate help is available at the press of a button

Lifeline Solution



HomeSafe



**HomeSafe
AutoAlert**



GoSafe



**Wandering for
Caregivers**

Follow Up Requests

CHATS Lifeline XC245
905-715-1738
1-866-719-1017

Follow-Up Request

PLEASE FAX 1-800-313-9764, EMAIL HEALTHCARE@LIFELINE.CA OR CALL NUMBER ABOVE

(Please print clearly) Healthcare Professional Information	(Please print clearly) Patient/Client Information
Name: _____	Name: <input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Ms. _____
Job Title: _____	Address: _____
Facility/Organization: CHATS _____	City: _____
Phone: _____	Province: _____ Postal Code: _____
	Phone: _____ Best Time to Call: _____ <input type="checkbox"/> AM <input type="checkbox"/> PM
Patient/Client Requesting: (check all that apply) <input type="checkbox"/> INSTALLATION <input type="checkbox"/> HOME VISIT <input type="checkbox"/> INFORMATION	<input type="checkbox"/> Check here if Patient/Client is primary contact
<input type="checkbox"/> Veteran Affairs Canada (V.A.C.) I.D. #: _____	Additional Contact Name: _____
<input type="checkbox"/> Urgent Install - Discharge Date: _____	Phone: _____ Best Time to Call: _____ <input type="checkbox"/> AM <input type="checkbox"/> PM
<input type="checkbox"/> AutoAlert Recommended	Relationship: _____
Additional Notes / Special Instructions: _____	Coupon Code (optional) A132 x4

Please read & complete (Required)
Healthcare Professional

Healthcare Professional

CONSENT AND PRIVACY NOTICE: BY SUBMITTING THIS FORM YOU ACKNOWLEDGE THAT YOU HAVE OBTAINED CONSENT FROM THE PROSPECTIVE SUBSCRIBER NAMED ON THIS FORM TO 1) RELEASE THEIR PERSONAL INFORMATION TO PHILIPS LIFELINE; 2) THAT THE INFORMATION WILL BE USED TO CONTACT THE PROSPECTIVE SUBSCRIBER FOR THE PURPOSES OF FURTHER EXPLAINING LIFELINE'S PRODUCTS AND SERVICES; (THERE IS NO OBLIGATION TO ACCEPT ANY PRODUCTS OR SERVICES); AND 3) THE PROSPECTIVE SUBSCRIBER ALSO AGREES THAT PHILIPS LIFELINE CAN SHARE THE OUTCOME REGARDING THEIR DECISION TO TAKE/NOT TAKE THE LIFELINE SERVICE WITH YOU.

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LIFELINE PRIVACY POLICY: To learn more about Lifeline's Privacy Policy, please visit us at www.lifeline.ca.



Educational Material

How to get up from a fall

Ask your patients: If you fall tonight, how will you get up? Knowing the right way to get up from a fall can make the difference between "safe" and "sorry".



How to Create a Safe Home

A room by room guide to eliminate the most common causes of falls.



Fitness

Simple, senior-friendly exercises your patients can use to get fit, prevent falls and reduce the risk of injury in case a fall does happen.



Are you at risk for a fall?

A simple self-assessment tool designed to help your patients understand their level of risk for falling and the importance of having a fall prevention strategy.



Taking Medications

The risk of falling increases with the number of prescription and over-the-counter medications taken. Help your patients take charge of their medications.



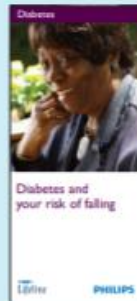
Reducing Fall Risk

Provides patients a list for safety proofing the home to reduce fall risk.



Diabetes

Help your diabetic patients understand how their condition increases the risk of falling.



After a Fall

Patients get an overview of the physical and emotional consequences of a fall and the importance of getting help quickly. Includes instructions for getting up safely from a fall.



Osteoporosis

Included is a checklist of health, nutrition and lifestyle tips to help slow or even reverse bone loss and make the home environment a safer place.



PHILIPS
Lifeline

Thank you



Mimi Gebremedhin

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mimi.gebremedhin@Philips.com

***A Whole New World... Healthcare
Transformation in Time of Uncertainty:
What COVID-19 Now Means For Us***

**A Profile of VHA Home HealthCare
June 25, 2020**

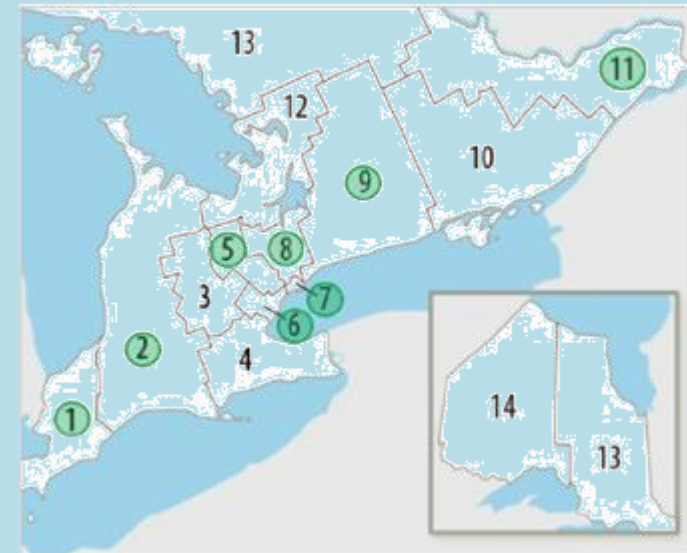


WHO IS VHA?

- A charitable not-for-profit organization
- 96 years young
- Home care provider of 5 Rehabilitation Services, Nursing, Personal Support and a variety of Community Support services
- > 120 million in revenues annually, >94% from LHIN (former CCAC) contracts
- > 5% funding from City of Toronto, Durham region, City of London, United Way and Private services

VHA's Services Across the Province

	LHIN	NSG	PSW	REHAB
1.	<i>Erie St. Clair</i>			
2.	<i>South West</i>			■
3.	<i>Waterloo Wellington</i>			
4.	<i>HNHB</i>			
5.	<i>Central West</i>	■	■	■
6.	<i>Mississauga Halton</i>			■
7.	<i>Toronto Central</i>	■	■	■
8.	<i>Central</i>	■	■	■
9.	<i>Central East</i>	■	■	■
10.	<i>South East</i>			
11.	<i>Champlain</i>			■
12.	<i>North Simcoe Muskoka</i>			
13.	<i>North East</i>			
14.	<i>North West</i>			



WHO WE ARE cont'd

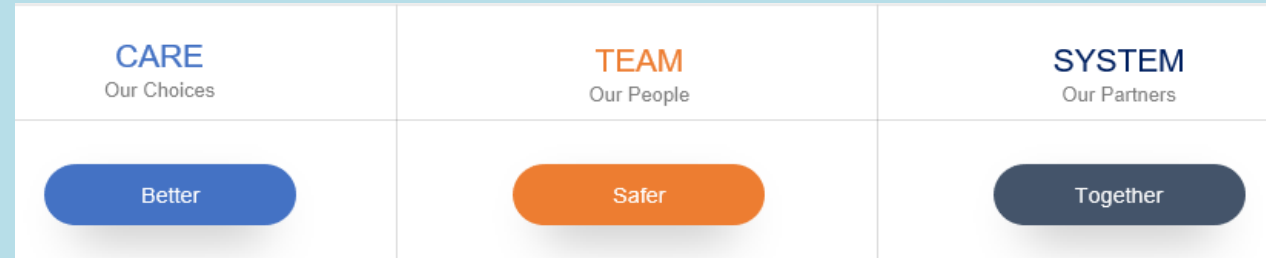
- Proud United Way anchor agency and provider of charitable community support programs
- Achieved Accreditation Canada *Exemplary Status* in 2009, 2012 and 2016; next survey is scheduled for November 2020
- > 2,800 staff/self-employed service providers across the province – 400 Office staff
- Active Client and Carer Advisory Council and over 80 client and family caregiver partners



Since VHA began making concerted efforts to incorporate the client and caregiver voice in every aspect of our work, the initiative has matured into the creation of our Client and Caregiver Advisory Council. The Council's input is crucial for many of VHA's panels, committees, and projects.

A Word About Our Charitable Programs

- These non-LHIN programs are housed in our Community Support Department
- Programs are focused on serving the most marginalized and support the health and social determinants for healthy living
- Programs support....newcomers to Canada; those living in poverty; people at risk of eviction; homelessness and the underhoused; new mothers suffering from post partem depression



- **Research Fellowships for VHA Clinicians**
 - 6 month paid Fellowship Program
- **Junior Researcher Development Awards**
 - financial support for early career scientists



Our Current Geriatric Related Studies

- **Heart in Mind: Changing the Culture of Dementia Care in the Home**
- **Promoting movement in older adults in the community (PrOMO)**
- **Senior Friendly 7 Practice Toolkit for Personal Support Workers (PSW SF7)**
- **Wearing Aging-in-place Technology for use in Community and at Home (WATCH)**
- **Stay Connected: Using Technology to Support Health Community Living for Persons Living with Dementia**



Quality, Best Practice,
Research and Education



**VHA BY THE NUMBERS AND BY
THE MANY PROGRAMS PROVIDED**

462

Extreme Cleaning clients were able to stay safe in their home and avoid eviction

172

Hoarding Support clients received critical services through programs like VHA's Hoarding Support Volunteer Program and through the Toronto Hoarding Support Services Network, of which VHA is the lead

42,014

Hours of staff and service provider Education and Training delivered



\$280

from VHA's Simple Comforts and Ideas to Innovation Action Funds were used to support clients' essential needs and provide staff and service providers with the resources to kickstart a new innovative project

80

Client and Carer Partners provided their sage advice to co-design and/or improve services

3,255,705

units of service delivered



2,889

staff and service providers

110,986

clients admitted to care where and when they needed it

9,000

hours of parent relief provided

Our volunteers gave their talents and enthusiasm to the tune of

6,292

hours of volunteer service



67,767

hours of charitable community support services



Governed by a Volunteer Board of Directors



Vision, Mission & Core Beliefs

Vision: Accessible, quality care for all who need it

Mission: Creating possibilities for more independence.

Core Beliefs:

- **Client-driven**
- **Spectacular** and continuously focused on quality improvement and safety
- **Integrated and collaborative**
- **Inclusive and committed** to serving the most vulnerable in our communities
- **Inspired and creative**

Accessing VHA Services:

- Publicly funded home care services available through the Local Health Integration Network or LHIN
- Community Support Programs through our Community Support Intake department at 416 489 2500 ext. 4349
- Private services by calling 416 482 4608 or emailing privateservices@vha.ca

Follow us on social media:



THANK YOU

Questions:

Barbara Cawley (VP, Client Services)

416 - 482 - 4616

bcawley@vha.ca



Home Instead Senior Care
To us, it's personal.

Who's Talking Today?



Joan Sinon

Community Service Director
HOME INSTEAD SENIOR CARE
Toronto, ON

Our Discussion

Today we want to discuss the impact of home care on older Canadians during the COVID-19 pandemic.

AGENDA

- About Home Instead Senior Care
- Core services we provide
- Home care during COVID-19



About Home Instead Senior Care

Mission Statement: *To Enhance the Lives of Aging Adults and Their Families*

- Nearly 1,200 offices across 14 countries
- More than 90,000 CAREGivers who provide support services to older adults
- More than 80 million hours of care provided annually
- 46 offices across Canada, including 26 in Ontario

ABOUT OUR CAREGIVERS

- Insured and bonded
- Covered with WSIB
- In-house Alzheimer and Dementia training program
- 24/7 support from our Directors of Care

Home Instead Senior Care – Core Services

Home Instead Senior Care provides essential health care services to seniors, the most vulnerable population impacted by COVID-19

- Companionship Care
- Personal Care
- Meal Preparation and Nutrition
- Light Housekeeping
- Alzheimer's and Dementia Care
- Hospice Support

Current State

Home Instead is dedicated to supporting older adults and their families during this time of uncertainty and concern.

- The COVID-19 pandemic is rapidly changing, and home care is adapting to meet the needs of older adults.
- Safety of our clients and CAREGivers is our top priority.
- Home Instead Senior Care adheres to COVID-19 protocols as determined by the WHO, PHAC and CDC.
- Nearly 90% of Canadians who live in cities prefer to remain in their current homes as long as possible.

Best Practices During COVID-19

Home Instead Senior Care provides essential health care services to seniors, the most vulnerable population impacted by COVID-19

CAREGivers are trained on infection control practices such as:

- ✓ Proper use of gloves
- ✓ Handwashing Process
- ✓ Proper Handling of Wastes
- ✓ Putting On/Off PPE
- ✓ Proper mask fitting

- Across Canada and around the world, we have become a network of essential, front-line responders who combat the COVID-19 pandemic.
- Throughout our history, our CAREGivers have cared for clients with serious infectious illnesses, such as HIV, MRSA and the flu.



Thank You

www.HomeInstead.ca/3016

You may call 416.972.5096 or email us at
info@seniorinhomecare.com

Canadian Hearing Services

SANDRA WITTERICK, MSW, RSW HEARING CARE COUNSELLOR



Canadian Hearing Services

Trusted since 1940,
the Canadian Hearing Services
is an independent, registered
non-profit, with proceeds from
product sales invested back
into our free community
programs.

**Unique in
North America,**
CHS offers a continuum of
support and solutions,
including mental health and
hearing care counselling,
audiology, employment and
training, interpreting services,
captioning, communication
devices and hearing aids.

The Canadian Hearing
Services has
Strong partnerships
with national companies and
organizations, providing
accessibility and
communication solutions for
partners and customers who
are Deaf and hard of hearing

CHS Programs and Services

- Hearing Care Counselling Program, 55 yrs. plus
 - Communication Devices Store - alerting and communication devices for day to day independence
 - Corporate Devices Services (school boards, LTC, places of worship, recreation locations. Such as portable amplified units, etc.)
 - Audiology and Hearing Aid Sales – in select locations including Toronto
 - Speech Language Pathology, Toronto only
 - CONNECT Mental Health Counselling
 - Employment Services
 - Educational Support Services
 - General Support Services (GSS)
 - Ontario Interpreting Services and 24 hour Emergency Interpreting, Deaf individuals
 - CART, Captioning Services
 - Digital Media Captioning
-
- Many of our services are available virtually

Hearing Care Counselling Program (HCCP)

We provide in-home counselling and assessment relating to coping with hearing loss and communication/alerting devices; we offer support groups, hearing screenings, consultations, and we participate in community health and information events.

In the Toronto area, these services are available in English, Cantonese, Mandarin, Portuguese and Russian.

It's a Whole New World:

- Phone or virtual assessments, consultations and counselling, or through 4 week individual hearing help sessions
- We continue to provide information and counselling related to coping with hearing loss
- We are still able to provide information on various communication and alerting devices and how to obtain them
- We continue to offer education and training to consumers, families and/or caregivers, and service providers through our educational webinars or by phone





Contact information

Website: www.chs.ca

Any Inquiries

info@chs.ca

Neelu Adamji, Program Assistant/Provincial Intake

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Sandra Witterick, MSW, RSW, HCCP

switterick@chs.ca



Hospice Palliative Care Ontario is a member-based provincial organization that strives for a future where every person and family in the province of Ontario can quickly and easily access the finest standard of hospice palliative care when required.

Mission: To provide leadership on behalf of our members by informing policy and promoting awareness, education, knowledge transfer and best practices in the pursuit of quality hospice palliative care in Ontario.

HPCO Services and Resources – *Advance Care Planning*

Advance Care Planning, Goals of Care, and Health Care Consent

In Ontario, Advance Care Planning (ACP) is

- Confirming your substitute decision maker (SDM) and
- Communicating your wishes, values and beliefs about care to help your SDM make health and personal care decisions for you if you become mentally incapable of doing so for yourself.

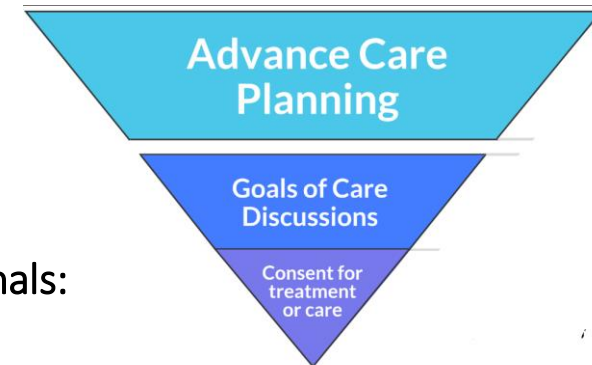


Resources for healthcare providers:

- ACP conversation guides
- FREE e-learning modules available at pcdm.ca
- Person-Centred Decision-Making Toolkit

Resources for individuals/families and non-healthcare professionals:

- ACP workbook and conversation guides
- Substitute Decision Maker hierarchy



For more info, visit: speakupontario.ca

Caregiver Education and Supports

- Family and informal caregivers providing hospice palliative care at home undertake a wider range of tasks where they typically have less support from professional caregivers.
- HPCO's Caregiver Portal offers **modules** that are designed to further strengthen the capacity of informal caregivers who help their loved ones to remain at home at End of Life.
 - Modules are **FREE**, available in a downloadable PDF & audio version in English, French and FNIM
 - Modules cover what you need to know, case scenarios, and available resources
 - Link to access:
www.caregiversupport.hpcoco.ca

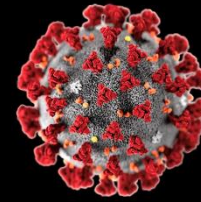
Caregiver Module Topics
<input type="checkbox"/> What do People with a Life-limiting Illness Want?
<input type="checkbox"/> What is Advance Care Planning?
<input type="checkbox"/> Why is my Family Member Acting that Way?
<input type="checkbox"/> How to Make tough decisions?
<input type="checkbox"/> How to Manage your stress, guilt, anger, depression?
<input type="checkbox"/> How to Manage Bed Baths and Personal Hygiene?
<input type="checkbox"/> How to Communicate effectively with family, doctors, helpers?
<input type="checkbox"/> How to Communicate with Someone with a Life-Limiting Illness?
<input type="checkbox"/> How to help with Physical Needs?
<input type="checkbox"/> What are Emotional and Spiritual Needs and How to Respond?
<input type="checkbox"/> What are Cultural Needs and How to Respond?
<input type="checkbox"/> Pain: How to Recognize It and How to Help?
<input type="checkbox"/> Common Symptoms: What to Expect? How to Respond?
<input type="checkbox"/> How to Be Present with a Dying Person?
<input type="checkbox"/> Signs of Approaching Death and What to Do?
<input type="checkbox"/> Grief: The stages and how to cope?
<input type="checkbox"/> What are respite and hospice care all about?

HPCO Services and Resources – *Compassionate Communities*

Compassionate Communities

- A Compassionate Community is a community of people who feel empowered to engage with and increase their understanding about the experiences of those living with a serious illness, caregiving, dying and grieving and those who are isolated, marginalized or vulnerable.
- Community members take an active role in caring for people, assist people to live comfortably in their homes, connect people to supports, raise awareness about health, well-being and end of life issues, and develop the capacity of others by building supportive networks in the community.
- HPCO is heading a provincial strategy and Community of Practice (CoP) which is working with over 25 compassionate communities across Ontario. This infrastructure helps to support the existing initiatives by sharing knowledge and information as well as inspire new engagement and expansion of this growing movement.
- Information about joining the CoP can be found at: www.research.net/r/CompassionateCommunitiesMembershipApplication





*Weekly webinars
See website for
topics*

COVID-19 SPECIFIC CONVERSATION GUIDES:

- Proactive Goals of Care (GOC) conversations
- GOC conversations for a person with mild/mod COVID-19
- GOC conversation for a person with severe COVID-19
- Phone conversations with families of a dying person

OTHER COVID RESOURCES:

- Palliative symptom management suggested order set for LTC
- Advance Care Planning guides for patients and SDM
- Sample letter from LTC facilities to families and residents

ALWAYS AVAILABLE:

- Advance Care Planning, Goals of Care and Consent resources for healthcare providers (conversation guides, e-learning modules)
- Person-Centred Decision-Making Toolkit

NEW



THANK YOU

Questions?

For more info, contact: rachel.dragas@hpcoco.ca



**Sinai
Health**

Cyril & Dorothy, Joel & Jill
Reitman Centre for Alzheimer's
Support and Training

Enhancing Care for Ontario Care Partners

In 2019-2020, the Enhancing Care for Ontario Care Partners Program provided clinical group programs and individual support services to approximately 1,500 care partners of people living with dementia in 33 community locations across the province. Programs were provided face-to-face and via video conferencing.

The Reitman Centre is the hub for all provincial program activities of the Enhancing Care Program providing a wide range of professional support to 12 provincial partner sites including program funding, planning, promotion, training, mentoring, implementation and reporting, in addition to, providing clinical support programs and services to Reitman Centre care partners.

The Reitman Centre leads the development of a variety of innovative online education resources and education workshops for care partners.



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Clinical Group Programs for Care Partners

CARERS

CARERS is a group program offering practical skills training and emotional support to care partners caring for a family member or friend living with dementia, using problem-solving technique and simulation. Includes comprehensive assessment and participation in 8 weekly 2 hour sessions with maximum of 6 care partners in each group.

TEACH

TEACH is an interactive group offering a condensed program of practical communication and coping skills training to care partners caring for a family member or friend living with dementia. Includes comprehensive assessment and participation in 4 weekly 90 minute sessions with maximum of 8 care partners in each group.

Tele-Mindfulness

Tele-Mindfulness is a mindfulness meditation group that has shown a positive impact on managing stress and coping with challenging emotions for care partners caring for a family member or friend living with dementia. Includes comprehensive assessment and participation in 8 weekly 2 hour sessions maximum of 6 care partners in each group.



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What are Problem Solving Techniques?

Problem-solving is a methodology and **process** by which care partner identifies specific problems encountered in every day living and develops effective, adaptive solutions for them.

Takes **abstract** problems and converts them to a **solvable** form.

Allows work to be done on issues **specific** to each care partner and re-establishes sense of **mastery** and **competence**.

Care Partner Feedback

“Information was helpful as was using simulation with volunteer [SP] who helped us with problem solving i.e. dealing with repeated questions and the need to avoid complicated responses. Our moderator/guide was motivated and helpful.”



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What is Simulation?

Standardized patient (SP) is present for all CAREERS sessions.

Simulates challenging communication so the care partner gains skills of:

Reflection rather than reaction

Inhibits defensive communication and using logic

A focus on the other person

Responding to the emotion of the other person

Staying in the moment

Maintaining a connection

Use of non-verbal skills to communicate empathy

Use of simple statements rather than questions



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Clinical Group Programs for Care Recipients

Care-Recipient Group

This is a Reitman Centre arts based program methodology for persons living with dementia whose care partner is attending a CARERS group (runs simultaneously). Includes comprehensive assessment of care recipient and participation in 8 weekly 2 hour sessions with maximum of 12 care recipients in each group.

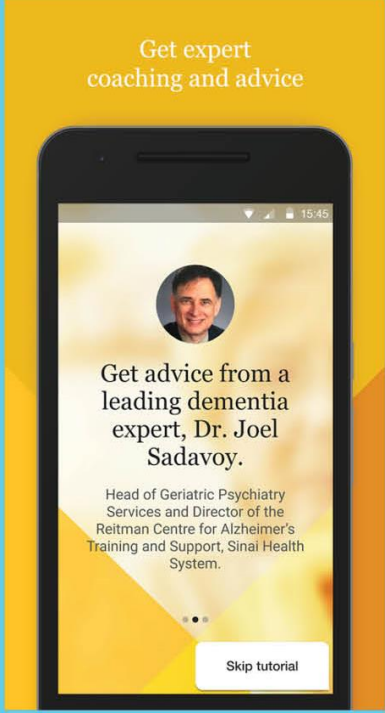
Dyad Group

This is a Reitman Centre program that teaches care partners how to engage with their family member with dementia through arts and activities. Includes comprehensive assessment of care partner and care recipient and participation in 5 weekly 2 hour sessions with maximum of 6 couples in each group.

Mobile Applications

- Dementia Advisor
 - Education app
 - 20 challenging communication scenarios
 - Uses text-chatting to simulate conversations
- Dementia Talk
 - Behaviour & medication tracker
 - Scheduling feature

DEMENTIA ADVISOR APP



Get expert coaching and advice

Get advice from a leading dementia expert, Dr. Joel Sadavoy.

Head of Geriatric Psychiatry Services and Director of the Reitman Centre for Alzheimer's Training and Support, Sinai Health System.

Skip tutorial

Dementia Advisor — a mobile app designed by Sinai Health System Cyril & Dorothy, Joel & Jill Reitman Centre for Alzheimer's Support and Training — helps family caregivers learn how to

OUR VIRTUAL HEALTH IN ACTION

Digital Engagement Infographic for Enhancing Care

2019-2020 IMPACT REPORT





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Contact Us for More Information or Care Partner Referral

Mount Sinai Hospital Main Number (416) 586-4800

Reitman Centre X5882

ReitmanInquiries.MSH@sinaihealthsystem.ca

www.dementiacarers.ca

Alzheimer Society of Toronto Programs & Services

UHN Geriatrics Education Day
June 2020

Alzheimer *Society*
TORONTO

Our Mission

We exist to alleviate the personal and social consequences of Alzheimer's disease and other dementias and to promote research.

Our Vision

We envision a world without Alzheimer's disease and other dementias.

Service Closer to You

To broaden the reach of our mission across the Greater Toronto Area, we have teams in satellite offices available for support, programs and education.

Support for People Living with Dementia & Caregivers

Social Work 1:1 (Phone)

Our social workers provide safe, confidential counselling where you can talk about your experience, learn about dementia, gain practical coping strategies to help cope with your own or a family member's dementia. All social work counseling and supports are made available over the phone or via email.

Virtual Support Groups (online)

Join a free dementia support group to learn from the experiences of others or share insights and mutual supports. All support groups are now made available through the ZOOM online platform or can be joined by a teleconference line.

Care Navigation (Phone)

We support with assessment, care planning and advocacy and facilitate connection to dementia services at AST and in the community, i.e. meal delivery, medical rides, LHIN Home and Community Care and LTC, etc.

Education for Caregivers and General Public (online)

Caregivers and the general public can take part in online sessions and/or webinars on numerous topics including: COVID-19 and dementia, Dementia 101, Behaviours and Communications, long-distance caregiving, grief and loss, etc.

Social Recreational Programs (online)

Recreational programs are offered through Zoom and include art therapy, music therapy, gentle fitness, mindfulness and meditation, as well as our young-onset dementia adult day program.

Support for Health Care Professionals

Education (online)

Frontline workers can take part in online learning sessions and webinars to help improve their skills in taking care of someone living with dementia.

Certification programs are also available such as U-First Online, Online Dementia Care Training Program, and Online Dementia Care Education: GPA Learning.

Dementia Friendly Communities Training (online)

In a Dementia-Friendly Community™, people living with dementia are included in all aspects of community life and their rights are respected. Become a dementia-friendly business or organization today and learn how to better serve this growing segment of the local population. We will provide you with knowledge and tools that can be used when working with individuals living with dementia.

The 2.5-hour online training will be customized to the needs of your organization and/or company.

First Link Referral Program

First Link® is a direct referral program that:

- Focuses on reaching people as early as possible in disease progression, although referrals can be made at any point in the disease process
- Provides ongoing support and information throughout the continuum of the disease
- Links individuals to Alzheimer Society programs as well as to other available community services
- Builds linkages with a broader base of experts within the field of Dementia Care

To refer a patient and their family to First Link®, simply:

- Ask your client/patient/family member for permission to forward his/her name to the Society *
- Fill out the First Link® Referral Form online at alz.to/referral

**AST only accepts referrals for those clients who reside within the 'M' postal code*

Toronto Dementia Network

The Toronto Dementia Network (TDN) is a curated platform that collects, organizes and disseminates information about dementia related programs, services and events in Toronto. The TDN offers a mapping service and a service category search engine.

Service Directory

If you or your organization offer dementia-related programs and services in the Toronto area, you can your information and a list of your services to our directory. Once you create a listing profile, you'll be able to conveniently self-manage your service information and make updates as required. This service is offered at no cost.

Dementia-Friendly Services

Discover businesses and organizations that have been designated **Dementia Friendly** who provide services in your area.

Create Your Free Listing Today!

<https://tdn.alz.to/>

THANK YOU!

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