

Healthy Ageing 101:

An Expert's Guide to Navigating Health and Community Services: How and Where to Find the Supports You Need

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Healthy Ageing
and Geriatrics



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Objectives

- **Understanding Barriers:**

- Things to consider before starting your research
- Recognizing the changes and limitations of a “Post-Covid” HealthCare System

- **Proactive Preparation:**




- Making wishes and goals known before adverse events occur

- **Self-Advocacy:**

- Assessing needs, Implementing research and locating reliable resources

- **Tips:** Tricks of the trade!

Barriers and Limitations in a “Post-Covid” World

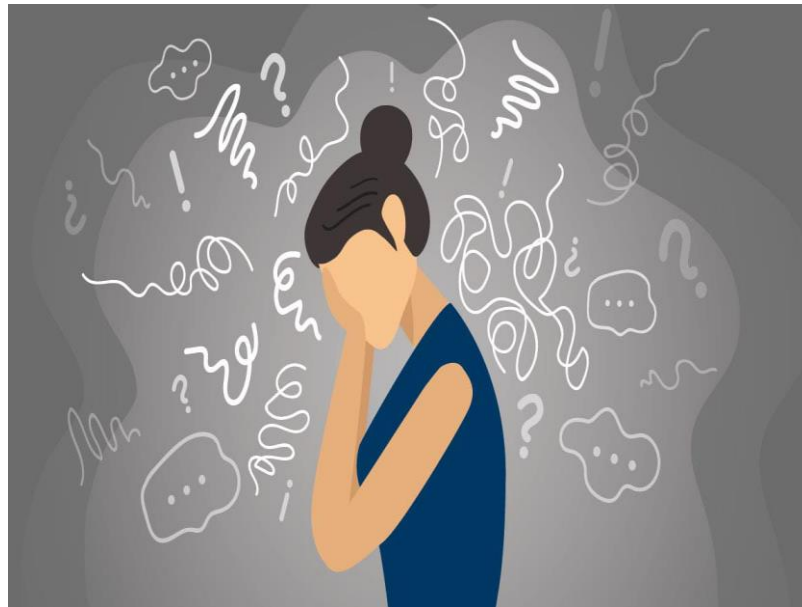
- Existing Systems are in Crisis 
- Increasing reliance on technology and virtual care 
- Caregiver Constraints 
- Financial Resources 

Proactive Preparation – Building the Foundations of your Tool Kit

- **Using foresight and starting early:** Do what you can *in advance* of an adverse health change or event – have the difficult conversations! (Powers of Attorney, Wills, Advanced Medical Directives, Health and Lifestyle goals, Health Profiles)
- **Seek professional assessments and recommendations** to optimize safety, physical/mobility needs, cognitive needs, and social needs
- **Consider Financial Resources:** can alternatives to publicly funded care be initiated?

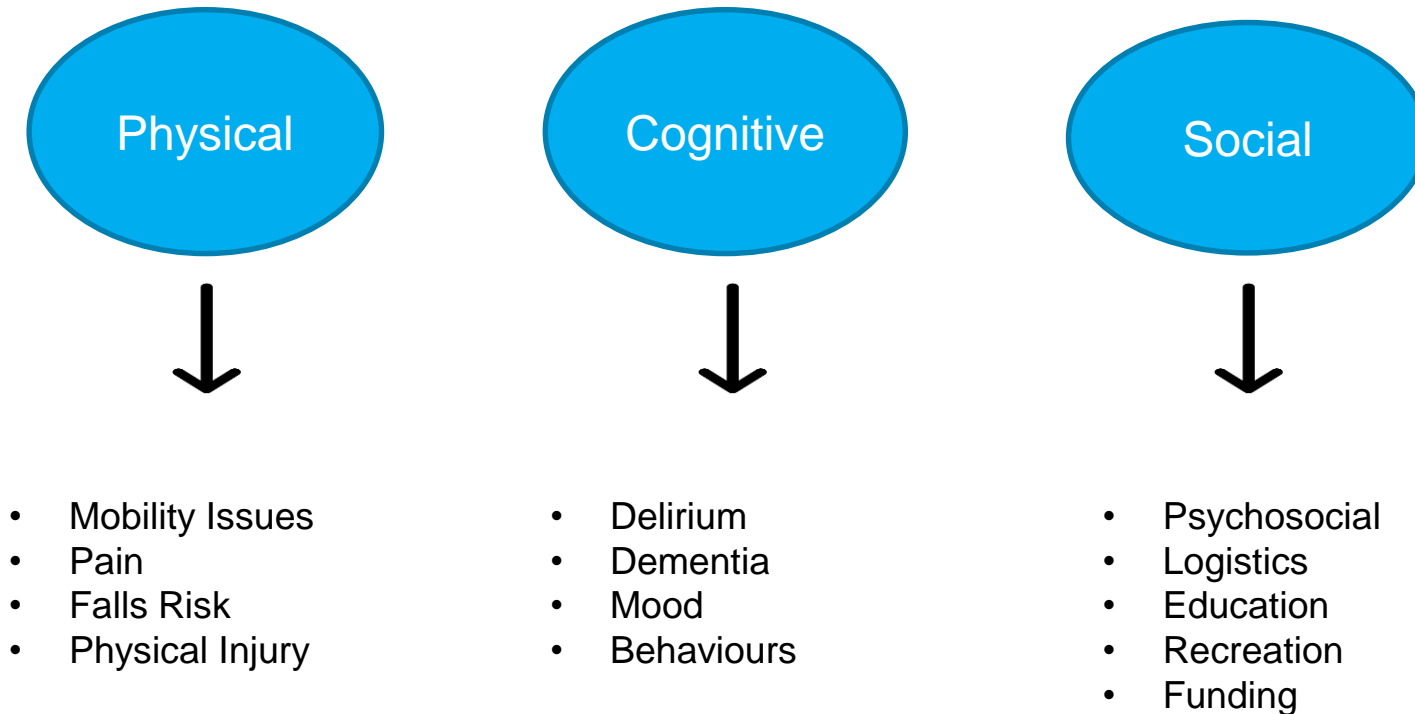
Self-Advocacy

How do I look for help when I don't know what I'm looking for?



What kind of change is occurring?

- Can a change be classified as:



Tip :If it's sudden and drastic, rule out medical causes first. Most programs require medical clearance for enrollment and implementation

Getting Organized – Simplifying Potential Interventions

Ask yourself:

- **What** is needed to make the situation safer and enhance life quality?



- **How** will this assistance be managed? Will you search and implement independently? Or, do you need to delegate? ie: are you looking for services, or someone to manage the task of linking you to them?

Tips for working with “Ms. Google”

Internet Research Tips:

- Use specific phrasing and keywords ... precision HELPS!
- Indicate region – but please remember that services may not exist in your area, but another region’s services may provide care where you are, or virtual services. If you find something you like - contact them to find out more.
- Read Articles and Blogs - Education and stories of the lived experience can generate creative approaches
- Read reviews/testimonials – homework and informed choice are essential
- Connect/Compare/Contrast– speak with companies directly and ask questions specific to your circumstance. Often if a service isn't a match, you may be directed to one that is. Contact multiple services and consider ease of communication, responsiveness, and affordability

No Internet? No Problem. – Search Alternatives

Telephone Research

- **2-1-1** from anywhere in Canada (dial or text)
- **3-1-1** provides information on supports in municipalities (dial or text)
- **Toronto Senior's Helpline:** (dial 416-217-2077)
- **Senior's Safety Line:** (dial **1-866-299-1011**)
 - Free and confidential support services in several languages, accessed by telephone or text
 - Speak with someone about circumstances and be connected to available information and social and community supports in your region

Municipal Research

- City Centres (City/Town Halls, Information Centres, brick and mortar organization locations)
- Churches and Community Centres
- Bulletin Boards/Classifieds

Tricks of the Trade

- **Using Information “Hubs”** – example: thehealthline.ca
 - Provincial website with care specific search engine by region. Offers profiles and service synopses, contact information, referral process information, and cost information
 - **Tip!** Don’t re-invent the wheel. Searching services and programs from this site in Google often generates a list of similar services available to connect to, compare, and contrast
- **“Society” Websites and Drop-In locations** – condition specific education and available resources by region/chapter (Alzheimer’s, Parkinson’s, Cancer, Arthritis etc)

Tricks of the Trade

- **Live Chat** – Quick access to communication and information. Direct and time efficient – it's NOT always a robot!
- **Hospital/Public Health Websites** – offer information and referral process for outpatient services and prevention/maintenance clinics
- **Checking Credentials/Accreditation Status**
 - <https://www.homecareontario.ca> can assist with searches of reputable home care services in your area, whose quality assurance standards have been verified and evaluated
- **Using a hybrid approach** of public and private care resources – Maximize/optimize funded programs and fill in the gaps! Minimizes personal cost and increases overall care

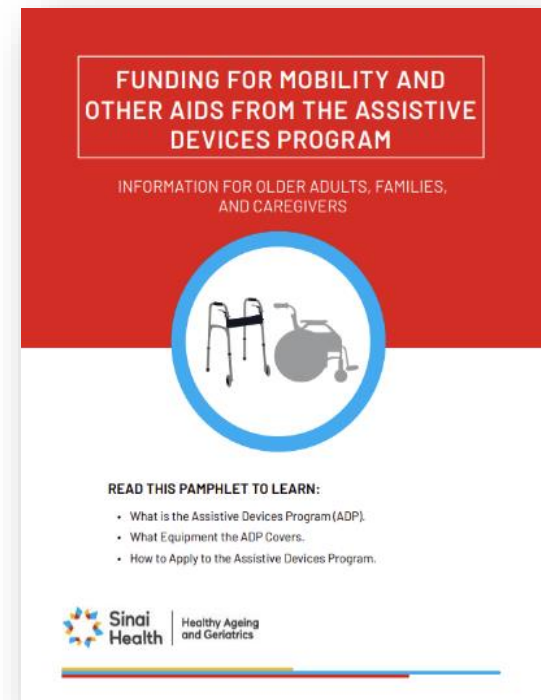
Additional Resources – Worth Exploring!

- <https://sinaigeriatrics.ca/healtheducation/>
- <https://healthcareathome.ca/>
- www.thehealthline.ca
- <https://www.homecareontario.ca>
- <https://www.ontario.ca/page/community-support-services>
- <https://211ontario.ca/> (or dial 2-1-1)
- <https://torontoseniorshelpline.ca/> (or call 416-217-2077)
- <https://www.311canada.ca/ontario/> (or dial 3-1-1)
- <https://alzheimer.ca/en>
- <https://cancer.ca/en/>
- <https://www.parkinson.ca/>
- <https://arthritis.ca/>
- <http://www.advocacycentreelderly.org/>
- <https://behaviouralsupportsontario.ca/>
- <https://www.rgptoronto.ca/>
- <https://www.ontario.ca/page/information-about-elder-abuse>
- Senior's safety line: **1-866-299-1011**

Additional Resources

Find all titles related to our
Community Supports & Services
resources on our website

<https://sinaigeriatrics.ca/resource-category/community-supports-and-services/>



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