



STAFF REPORT INFORMATION ONLY

Recession Strategy – Long-Term Care Homes and Services Division

Date:	August 11, 2009
To:	Advisory Committee on Long-Term Care Homes & Services
From:	General Manager, Long-Term Care Homes & Services
Wards:	All
Reference Number:	

SUMMARY

In March 2009, staff provided a report to the Advisory Committee on Long-Term Care Homes and Services advising of the new initiatives announced by Mayor Miller to assist citizens in the current times of economic uncertainty, particularly seniors, youth and people looking for work.

The report provided summary of the key initiatives being undertaken by the Long-Term Care Homes & Services Division. At the meeting, staff provided a commitment to report back on status and progress related to the initiatives at the September meeting of the Advisory Committee on Long-Term Care Homes & Services.

This report summarizes the status, progress and next steps related to the expansion of homemaking services and the initiation of noon-hour cafeteria service and day-time drop-in services.

Financial Impact

There is no financial impact beyond what has already been approved in the 2009 operating budget.

ISSUE BACKGROUND

In announcing program enhancements and innovations under the *Your City can Help* banner, Mayor Miller affirmed that the City was ready to help wherever possible to assist Toronto residents and businesses cope through the economic downturn.

The Long-Term Care Homes & Services Division implemented three (3) service enhancements under the *Your City can Help* banner, namely:

1. Expansion of Homemakers and Nurses Services Program (HMNS);
2. Noon-Hour Cafeteria Service for Low Income Seniors within Local Communities; and
3. Drop-in Services at Bendale Acres, Cummer Lodge and Kipling Acres.

COMMENTS

1. Expansion of Homemakers and Nurses Services Program (HMNS)

Previously serving approximately 2,400 individuals and providing over 170,000 hours of service per year, HMNS expanded its services to provide an extra 10,000 – 11,000 hours of service annually, serving an additional 100 – 120 people.

As of end-July 2009, HMNS has admitted over 200 individuals through the service expansion, with some being short-term clients and some transferring onto the base HMNS program for continued service provision.

No negative impacts have been realized and this service expansion has helped low income seniors with needs related to homemaking assistance.

2. Noon-Hour Cafeteria Service for Low Income Seniors within Local Communities

The division opened its noon-hour cafeteria service to low-income seniors in the immediate community for them to purchase nutritious meals at low cost (including take-out service). The cost for an entrée, vegetable, potato and coffee/tea is \$4.99 (plus a minor additional fee for take-out). Available Monday through Friday, the expanded cafeteria service is available in Bendale Acres, Castlevue Wychwood Towers, Cummer Lodge, Fudger House, Kipling Acres, Lakeshore Lodge, Seven Oaks and True Davidson Acres.

As of end-July 2009, over 1,000 meals have been served under this initiative. No negative impacts have been realized.

3. Drop-in Centre Services at Bendale Acres, Cummer Lodge and Kipling Acres

Bendale Acres, Cummer Lodge and Kipling Acres were selected for two (2) primary reasons: (i) these homes have experience in operating Adult Day Programs (ADP); and (ii) these homes are located in different geographic areas of the city, in the west-end, central area and east-end. The drop-in services do not provide formal programming, but provided a safe, physical space for seniors to go to socialize, develop friendships and/or access information about available community services. Attendees are also welcome to use the noon-hour cafeteria service.

As of end-July, 12 visits have been made by individuals to the drop-in services, with the highest number of visits (i.e. 7) being made to Cummer Lodge. In ten (10) of these visits,

information was provided to link attendees with other community organizations/service providers.

Kipling Acres is currently engaged in discussions with several community-based organizations related to the fact that there are many isolated older persons who could benefit from drop-in services, the lack of uptake to date and the strategies needed to best meet neighbourhood needs.

Next Steps

In mid-August 2009, the division repeated mail-out of information about the services, in order to remind the community of their availability. The long-term care homes took on responsibility to communicate to agencies and organizations in the immediate surrounding community, including:

- Seniors' Clubs (as appropriate to the local area);
- Canadian Mental Health Association (as appropriate to the local area);
- Legion Halls (as appropriate to the local area);
- Churches (as appropriate to the local area);
- Discharge Planners (as appropriate to the local area);
- Meals-on-Wheels Agencies;
- Local Pharmacies; and
- Local Doctors' Offices (use attending physicians).

Divisional staff arranged to distribute updated information about the initiatives to the following community organizations:

- Civic Centres;
- Community Centres;
- Toronto Public Library
- Community Care Access Centres (CCAC);
- Seniors' Pride Network;
- Alzheimer's Society;
- University Health Network (UHN);
- Toronto Challenge Agencies (as appropriate);
- Supportive Housing Locations;
- HMNS Agencies;
- Food banks; and
- United Way.

As noted by the statistical information provided above, the HMNS service expansion and the noon-hour cafeteria services have been successful and will be continued in the foreseeable future. Staff will be awaiting feedback from the renewed communication about the drop-in services to evaluate the probability of continuation, impact on community and impact on operations prior to making a decision regarding extension of drop-in services beyond end-2009.

CONTACT

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SIGNATURE

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ATTACHMENTS

Appendix 1 – Cafeteria Service Flyer
Appendix 2 – Drop-in Centres Flyer