

Seniors Services and Long-Term Care Implementation Plan and Update

Report to Economic and Community Development Committee, December 4, 2019

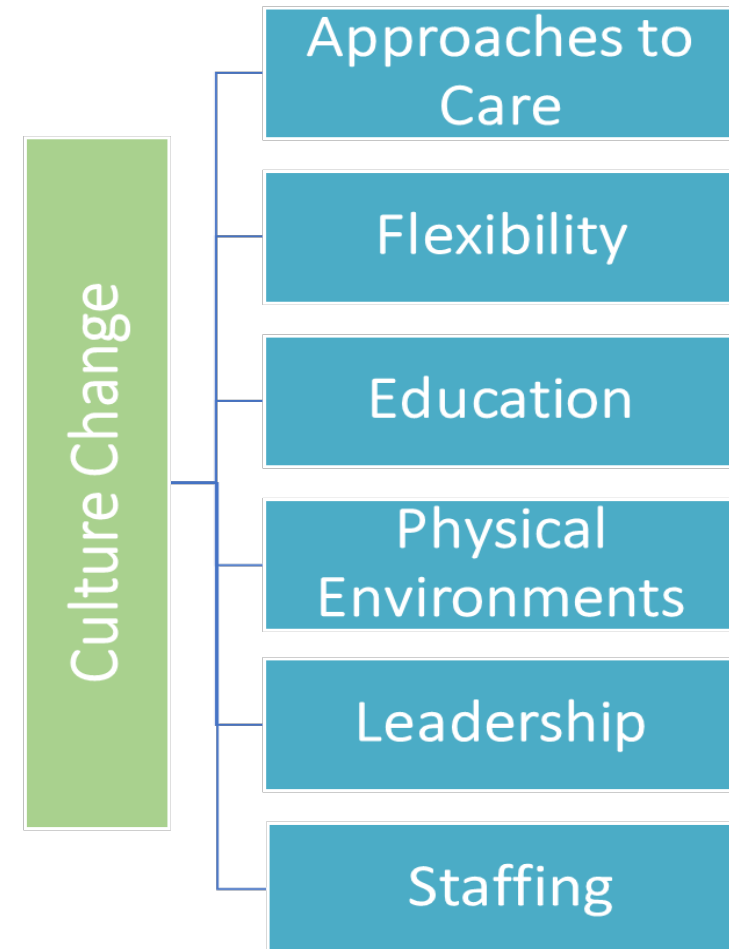
Agenda item EC10.8

Expert Consultant Recommendations

- Create a new model to meet Toronto's diverse needs
- Increase staffing levels
- Focus on care relationships and emotional support
- Provide consistent caregivers for residents
- Deliver continuous education and training for all
- Promote flexibility, teamwork and sharing of best practices
- Address the significant diversity of Toronto seniors

Consultant Literature Review: From Models to an Approach

1. Butterfly Approach
2. Eden Alternative
3. Green House
4. Wellspring
5. Montessori Methods for Dementia (MMD)/DementiAbility
6. The Gentle Care System
7. The Gentle Persuasive Approach
8. Adards Nursing



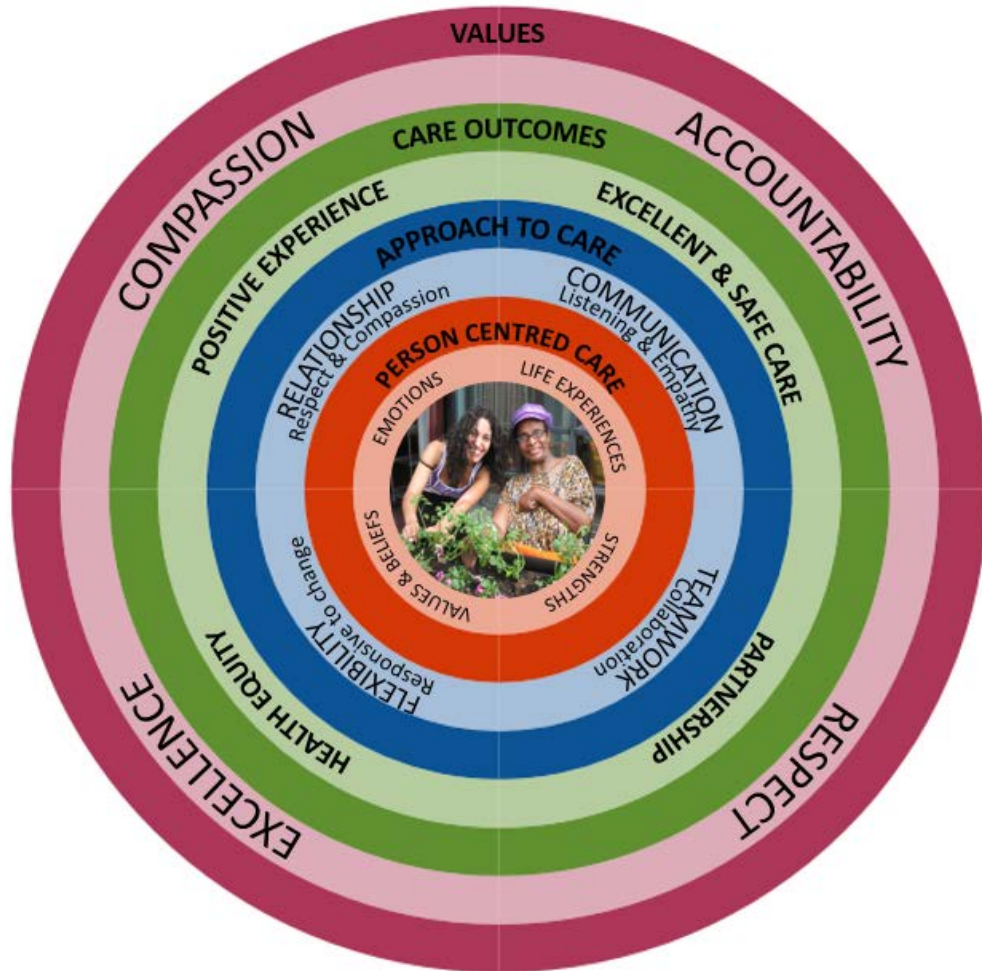
Resident Diversity

Aging population in Toronto is diverse, people enter LTC at later life stages and have a longer-life expectancy than in previous generations:

- Average age is 85 years and the average length of stay is 1.2 years
- However, residents range in age from 18 to 102 years
- Come from 70 countries of origin, speak 59 languages/dialects and practice 43 different faiths/denominations
- 43% are receiving subsidized accommodation or rate reductions



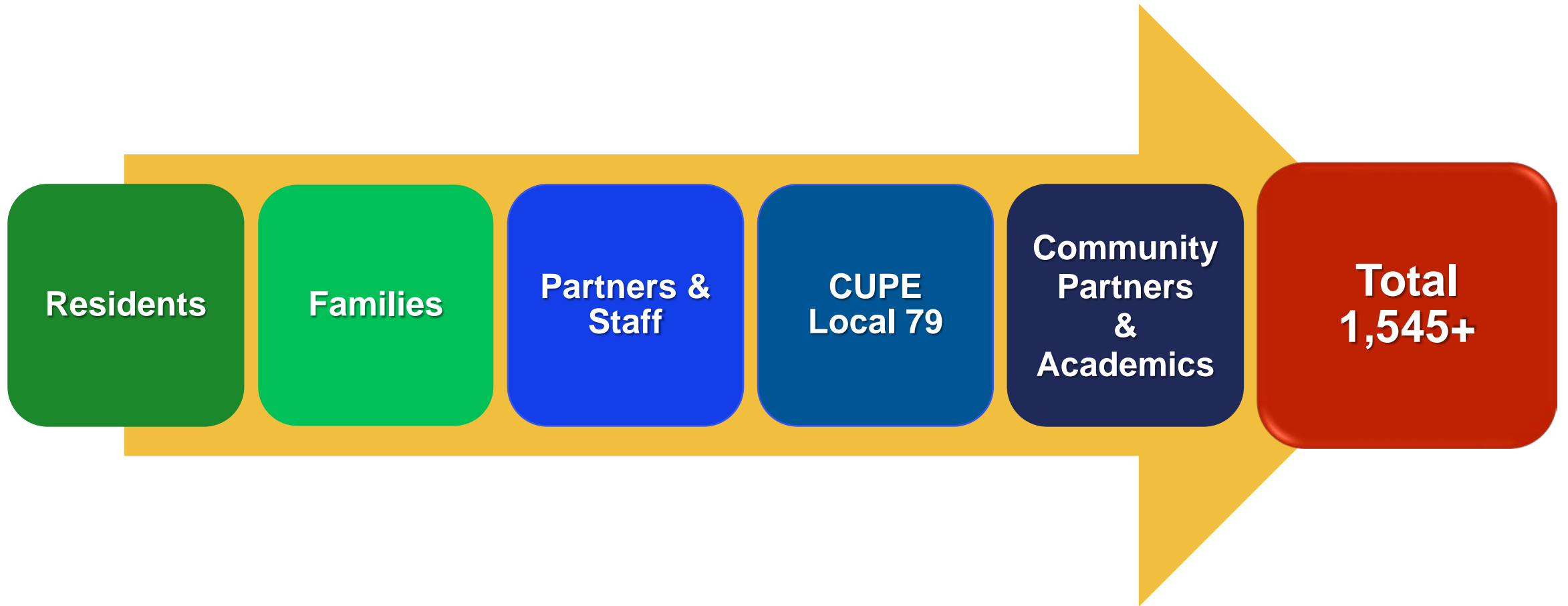
Emotion-Centred Approach to Care



Our resident population is frail and diverse:

- 69% have moderate to very severe cognitive impairment
- 65% have dementia and 58% exhibit aggressive behaviour symptoms
- 90% are dependent or require extensive assistance with the activities of daily living
- 90% use mobility devices
- 45% receive mechanically altered diets to address chewing/swallowing difficulties

Stakeholder Engagement



Evaluation – 12 month Pilot – Lakeshore Lodge



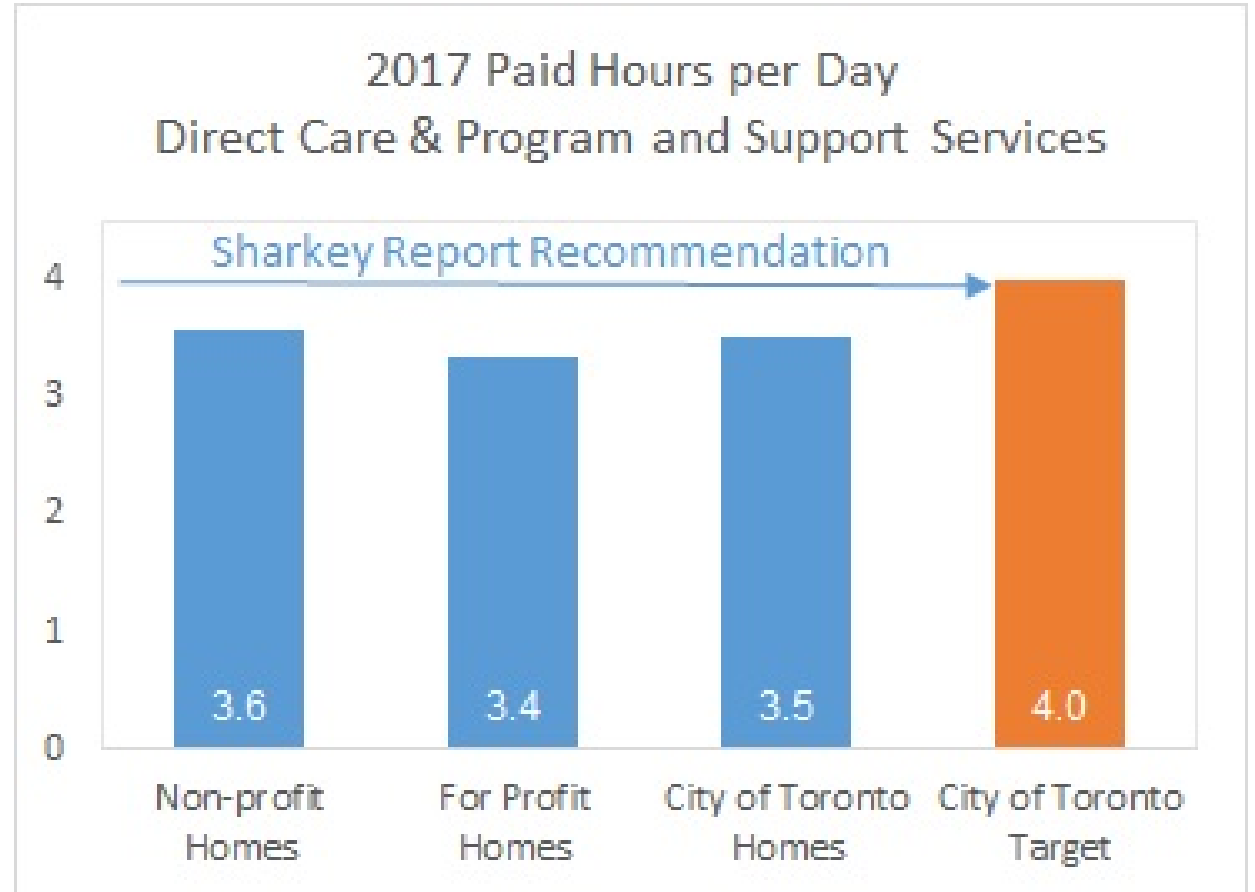
Dr. Lynn McDonald & Dr. Raza Mirza



FACTOR-INWENTASH
FACULTY OF SOCIAL WORK
UNIVERSITY OF TORONTO

Multi-Year Hiring & Staffing Plan

- Education and training
- Recruitment
- Retention
- Technology



Training and Education

Staff will receive in-depth and current training related to:

- Supporting **emotional** wellness and connection
- Importance of positive emotions in caring for residents
- Applying new care skills for **dementia and disability**
- Prioritizing **diversity, inclusion and equity**
- Elder abuse – financial, emotional, physical
- Promoting **flexibility** through teamwork and collaboration

Funding Strategy

- 12 month Pilot the emotion-centred approach to care to ensure efficiencies and learning are captured and validated with expert (UofT) evaluation
- Relatively modest impact 2020
- Multi-year, incremental approach to get to 4 hours of care, per resident per day, to be confirmed each year in the budget process 2021-2025
- Request province to adequately fund this plan
- Request province to adequately fund capital costs for new beds to respond to aging demographic and capacity shortfall

Technological Advancement & Modernization



Before

&

After



PointClickCare

- 228 training sessions
- 2,330 + staff trained
- 1 more home to go

Re-designing Physical Environments

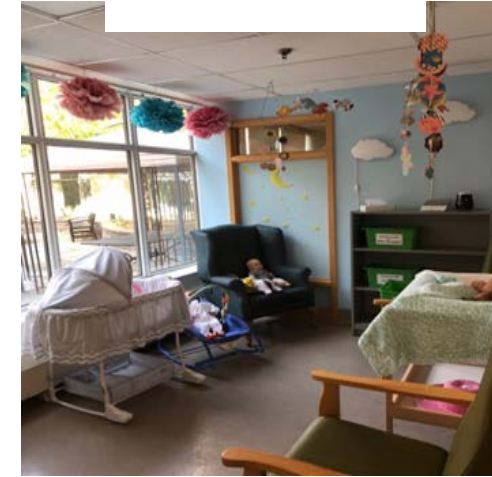
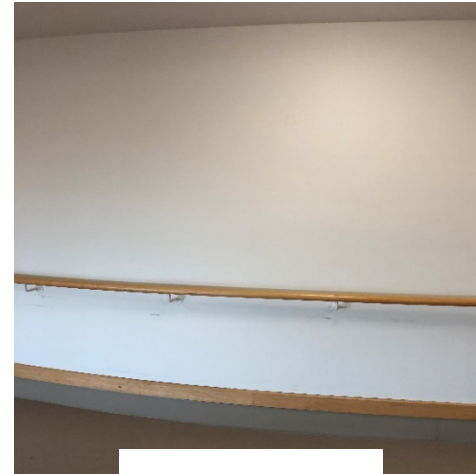
Before

&

After



Door



Capital Renewal Plan Changes

Council Approved May 2015
Council Amended May 2018

Toronto Central LHIN (856 beds)

Central East LHIN (249 beds)

Central LHIN (127 beds)

Project	Current	Last Major Renovation	Project Estimate	Future	Construction Years
George Street	N/A	N/A	Included in GSR	378 beds	2021 to 2024
Carefree Lodge	127 beds	1991	N/A	Surplus Property	N/A
Carefree New Site	N/A	N/A	\$176.0M	428 beds	2020 to 2025
Castleview Wychwood Towers	456 beds	1975	\$220.5M	512 beds	2024 to 2029
Seven Oaks	249 beds	1988	\$164.0M	336 beds	2028 to 2033
Lakeshore Lodge	150 beds	1990	\$79.5M	192 beds	2024 to 2026
Fudger House	250 beds	1990	\$164.0M	364 beds	2029 to 2034
Total		1232 Beds	\$804.0M	2210 Beds	14 Years

Toronto Central LHIN (1446 beds) + 590 beds

Central East LHIN (336 beds) + 87 beds

Central LHIN (428 beds) + 301 beds

+ 978 Beds

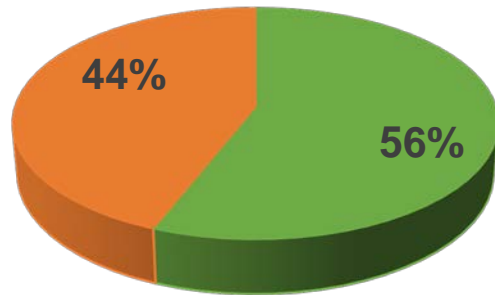
Redevelopment Project Timeline

	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031-2034
GSR												
CFL												
CWT												
SO												
LL												
FH												
Beds						806	192			512		700

Toronto Seniors Strategy 2.0

Progress to Date

100% Actioned



■ Fully Implemented-15 of 27

■ Partially Implemented-12 of 27

Select Strategy Highlights:



HomeShare Program



Community Paramedics



Anti-Ageism Campaign

Contact Information

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Date: December 4, 2019

Commitment
to **CARE**

Compassion | **A**ccountability | **R**espect | **E**xcellence