

# Long-Term Care Homes & Services

**RE:CD7.1**

**Service Plan**

**2016-2020**

**Presentation**



**Community Development and Recreation Committee**

**Thursday, October 15, 2015**

# Long-Term Care Homes & Services

*We are leaders in excellence and ground-breaking services for healthy aging with a commitment to CARE.*



# Commitment to CARE

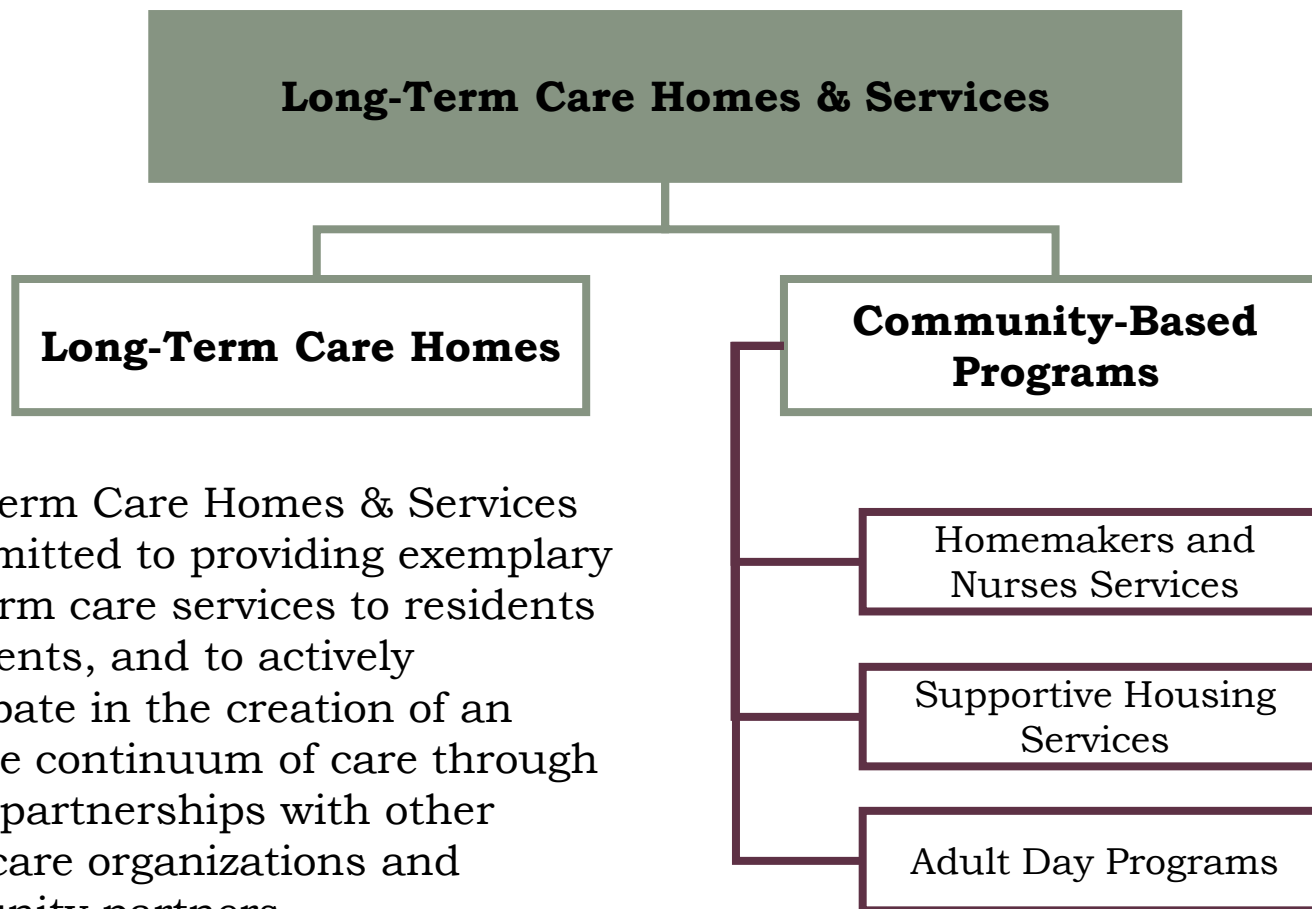
## MISSION

We provide a continuum of high-quality long-term care services to eligible adults in both long-term care homes and the community.

## VISION

To be recognized leaders in excellence and ground-breaking services for healthy aging. Our positive environment, partnerships in education and research integrate knowledge and innovation. Our contributions shape and influence public policy. Our services improve resident and client outcomes; enhance quality of life throughout the continuum of care and for the people of Toronto.

# Program Map



Long-Term Care Homes & Services is committed to providing exemplary long-term care services to residents and clients, and to actively participate in the creation of an effective continuum of care through strong partnerships with other healthcare organizations and community partners.

# Overview of Services

Aging in Place

Long-Term Care Homes

## Homemakers and Nurses Services



Offering light housekeeping, laundry, shopping and meal preparation to help > 2,600 individuals to remain in their own homes and community. Over 86,000 client visits per year.



## Supportive Housing Services

Serving 525 clients at nine sites providing 24 hour assistance with personal care, light housekeeping, laundry, medication reminders, security checks, light meal preparation, wellness and health promotion, and a Registered Practical Nurse (RPN) on site 24/7 at each location.



## Meals on Wheels

Preparing approximately 2,000 meals per week for delivery to vulnerable individuals in the community.



## Adult Day Programs

Serving 100+ clients at four locations offering a variety of quality activities and services in a safe and supportive environment for individuals who have cognitive impairment or are socially isolated, or whose caregivers require respite support.



## Volunteer Services

2,200 volunteers provide over 134,000 hours per year which is over 50 hours of volunteer time per resident.



## Long-Term Care Homes

The City operates 2,641 approved beds in ten long-term care homes across Toronto, each connected to its local community and responsive to local needs.

In addition to permanent beds, some homes offer short-stay respite beds, convalescent care beds, behavioural supports, young adult care, and specialized units.

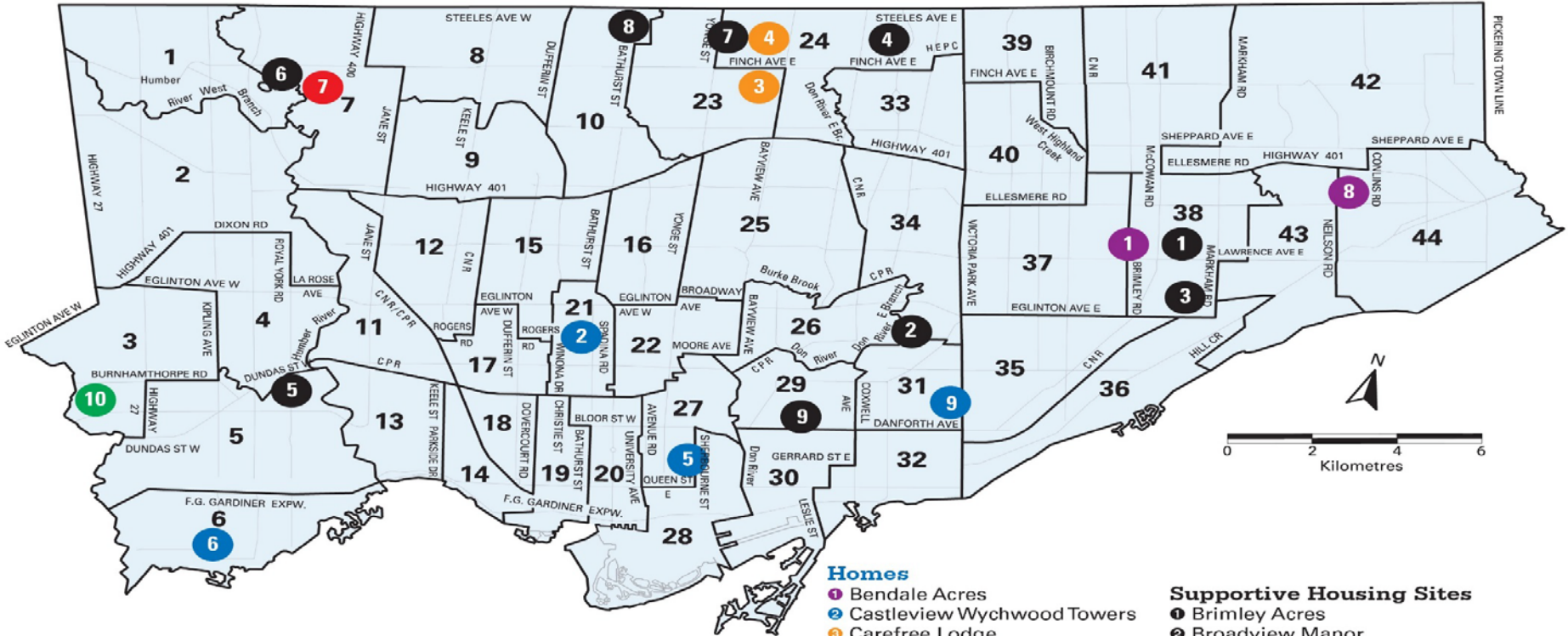


# Care and Services

Homes	Beds	Language/ Cultural Services	Behavioural Supports	Short-Stay Respite Beds	Young Adult Care	Adult Day Program	Convalescent Care
<b>Bendale Acres</b> 2920 Lawrence Ave. E. (Ward 38)	302	<ul style="list-style-type: none"> <li>● French (Pavillon Omer Deslaurier)</li> <li>● Ismali</li> <li>● Mandarin</li> </ul>	●	●	●	●	
<b>Carefree Lodge</b> 306 Finch Ave. E. (Ward 24)	127	<ul style="list-style-type: none"> <li>● Cantonese</li> <li>● Jewish</li> <li>● Korean</li> <li>● Mandarin</li> <li>● Russian</li> </ul>					
<b>Castleview Wychwood Towers</b> 351 Christie St (Ward 21)	456	<ul style="list-style-type: none"> <li>● Japanese</li> <li>● Korean</li> <li>● Portuguese</li> </ul>	●	●	●		●
<b>Cummer Lodge</b> 205 Cummer Ave. (Ward 24)	391	<ul style="list-style-type: none"> <li>● Jewish</li> </ul>	●	●	●	●	
<b>Fudger House</b> 439 Sherbourne St. (Ward 28)	250	<ul style="list-style-type: none"> <li>● Cantonese</li> <li>● Mandarin</li> </ul>	●	●			●
<b>Kipling Acres</b> (under redevelopment) 2233 Kipling Ave. (Ward 2)	337		●	●	●	●	●
<b>Lakeshore Lodge</b> 3197 Lakeshore Blvd. W. (Ward 6)	150						
<b>Seven Oaks</b> 9 Neilson Rd. (Ward 43)	249	<ul style="list-style-type: none"> <li>● Armenian</li> <li>● Tamil</li> </ul>	●	●	●		●
<b>True Davidson Acres</b> 200 Dawes Rd. (Ward 31)	187	<ul style="list-style-type: none"> <li>● Spanish</li> </ul>		●			●
<b>Wesburn Manor</b> 400 The West Mall (Ward 3)	192		●	●		●	

# City-Wide Commitment to CARE

Compassion | Accountability | Respect | Excellence



- LHIN/CCAC Boundaries**
- Central East
  - Toronto Central
  - Central
  - Central West
  - Mississauga/Halton

**Homes**

- 1 Bendale Acres
- 2 Castlerview Wychwood Towers
- 3 Carefree Lodge
- 4 Cumber Lodge
- 5 Fudger House
- 6 Lakeshore Lodge
- 7 Kipling Acres
- 8 Seven Oaks
- 9 True Davidson Acres
- 10 Wesburn Manor

**Supportive Housing Sites**

- 1 Brimley Acres
- 2 Broadview Manor
- 3 Cedarbrook Lodge
- 4 Cliffwood Manor
- 5 Dundas-Mabelle
- 6 111 Kendleton
- 7 Willowdale Manor
- 8 West Don Apartments
- 9 Winchester Square

□ **Homemakers & Nurses Services**



LHIN – Local Health Integration Network

CCAC – Community Care Access Centre



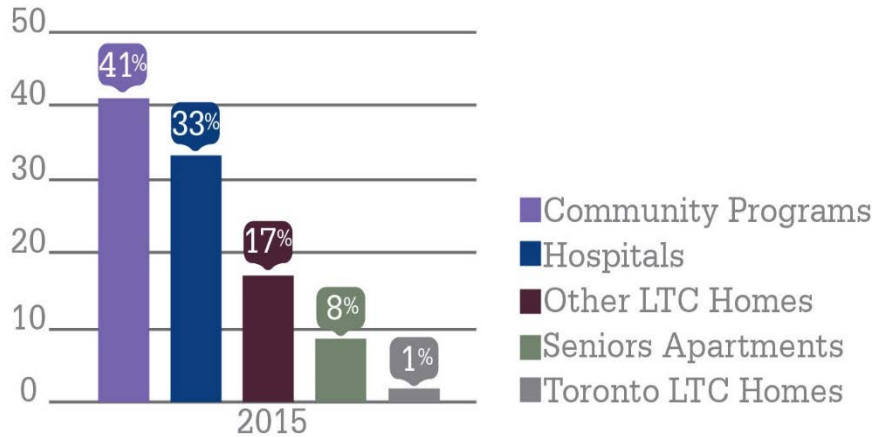
## Long-Term Care Homes & Services

Commitment to CARE

Compassion • Accountability • Respect • Excellence

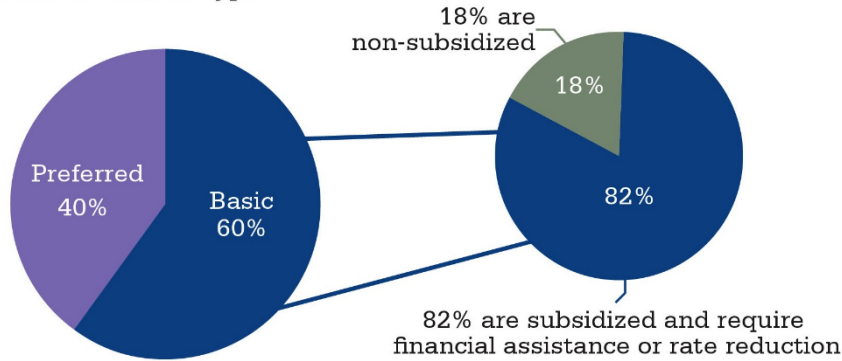
# Residents in City's Long-Term Care Homes

## Admissions 2015



- Residents range in age from 19 to 107 years
- Residents come from all 10 provinces, speak 38 languages and practice 34 faiths or denominations
- 44% over 85 years
- 10% under 65 years
- Female 58% and male 42%
- 83% use mobility devices
- 71% have some form of cognitive impairment
- 64% have a diagnosis of dementia

## Accommodation Type





# Services in City's Long-Term Care Homes



# Service Challenges and Opportunities

## Long-Term Care Homes

- Challenges

- ✓ Mandatory redevelopment of 5 long-term care homes (1,232 beds) over the next 10 -15 years
- ✓ Aging demographic, acuity and complexity of resident care needs continues to increase and the demand for specialized services is also increasing
- ✓ Provincial funding is highly complex, not adequate and often targeted for specific initiatives

- Opportunities

- ✓ Collaboration and partnerships to advance healthy aging strategies including community hub creation, safe spaces for seniors and vulnerable individuals
- ✓ Health System Funding Reform may result in redistribution of funding across long-term care sector

# Clients in City's Community Programs <sup>11</sup>

## Supportive Housing Clients

- 70 per cent female, 30 per cent male
- 77 per cent are aged 75 years and older
- 19 per cent are aged 65-74
- 4 per cent are under age 65
- 56 per cent are physically disabled with a musculoskeletal disorder
- 27 per cent are chronically ill with an endocrine/metabolic disease (diabetes)



## Adult Day Program Clients



- 58 per cent female, 42 per cent male
- Approximately 83 per cent are over age 70
- Approximately 6 per cent are under age 60
- 32 per cent have dementia as a primary diagnosis
- 6 per cent of clients live alone (the majority live with family members or caregivers, and some live in assisted living environments)
- 15 per cent of clients are in a wheelchair
- 34 per cent of clients have cardiovascular disease as a primary diagnosis
- Approximately 23 per cent of clients pay a subsidized daily rate for the program instead of the full fee

## Homemakers and Nurses Services Clients

- 75 per cent female, 25 per cent male
- 46 per cent are aged 75 years and older
- 18 per cent are aged 65-74
- 36 per cent are under age 65
- 16 per cent of clients have a mental health diagnosis
- 23 per cent have cardiovascular disease
- 62 per cent are physically disabled with a musculoskeletal disorder



# Service Challenges and Opportunities Community Programs

- Challenges

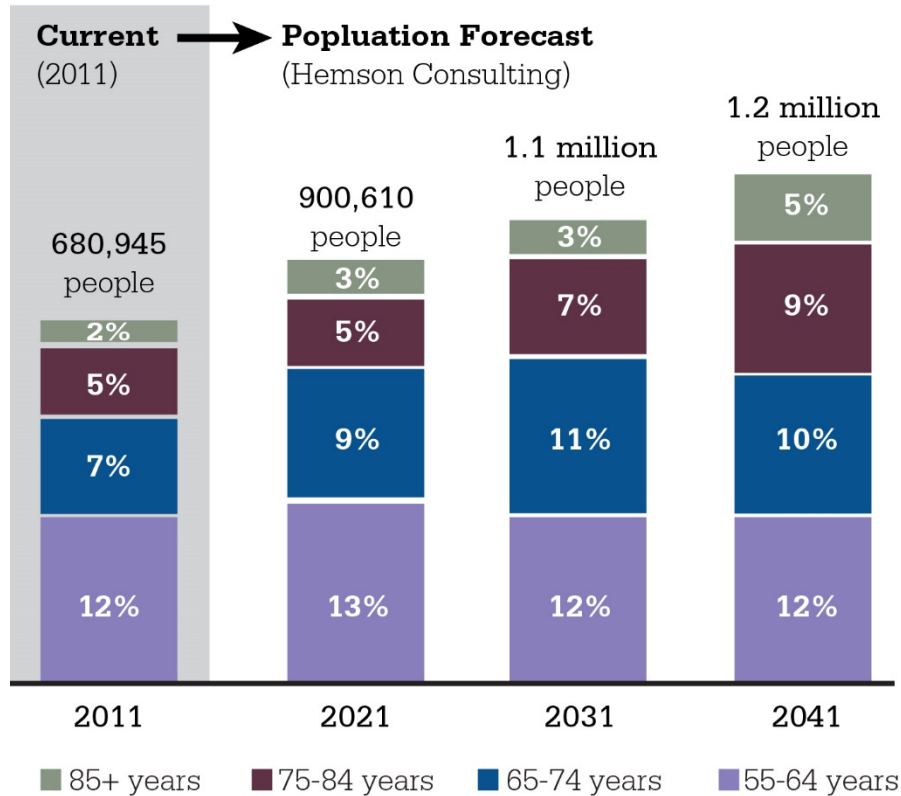
- ✓ Ontario and Toronto Senior's Strategies aging at home focus
- ✓ Homemakers and Nurses Services waitlist of 665 individuals (as of June 30, 2015) identifies unmet community need
- ✓ Vulnerable seniors in Toronto Community Housing Corporation (TCHC) buildings

- Opportunities

- ✓ Enhanced emphasis and funding for aging in place strategies
- ✓ Expansion of volunteer services through targeted recruitment and increased focus on retention and development of volunteers
- ✓ Partnerships with TCHC for Supportive Housing Services

# Seniors in Toronto

## Forecasted Percent of Total Population



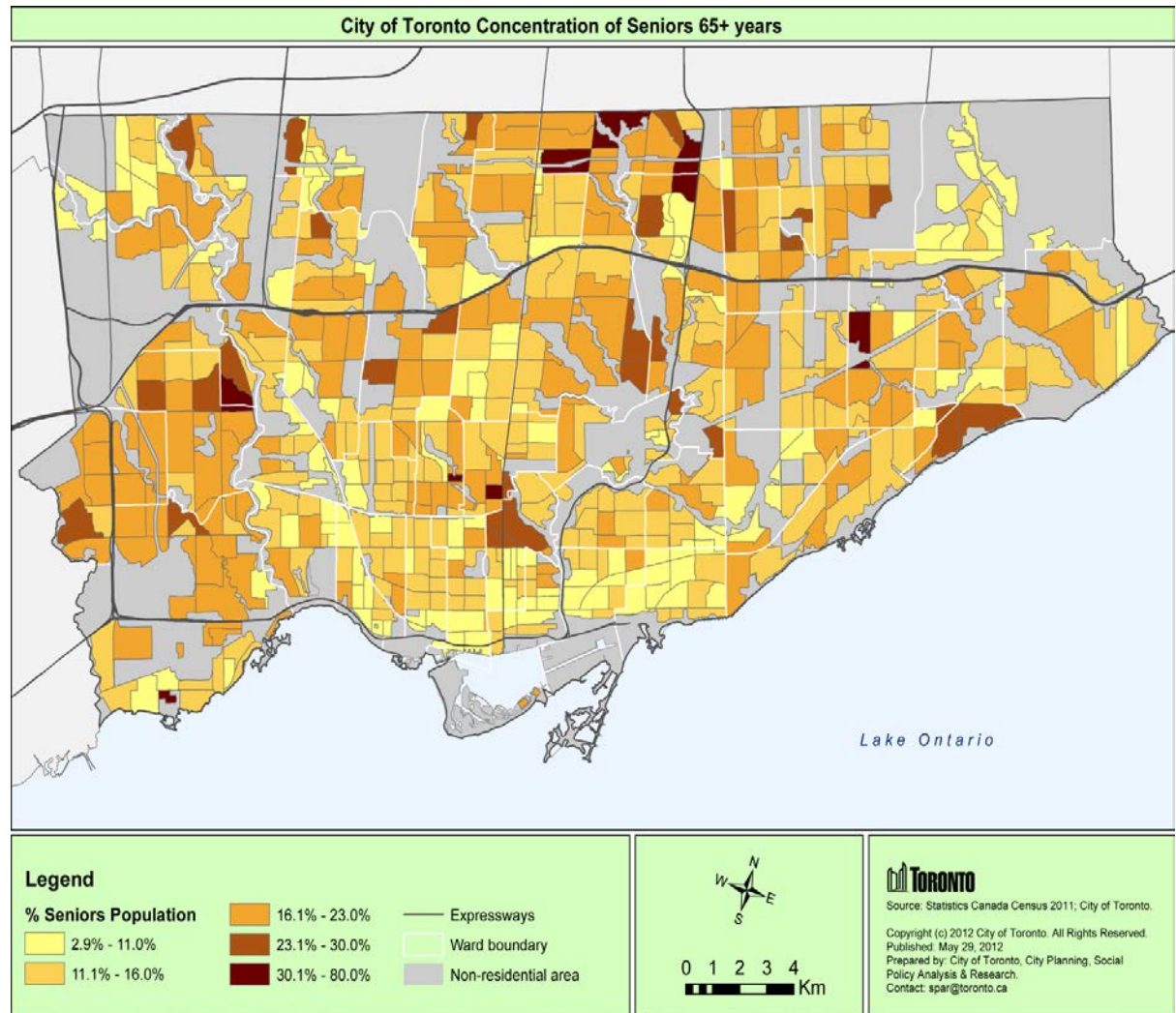
Source: Statistics Canada 2011 Census



Since 2001, the fastest growing population in Toronto is residents between ages 55 and 64.

# Seniors in Toronto

- Toronto has a higher proportion of seniors 65+ (14.4%) than the GTA Regions (11.5%).
- According to City Planning projections, between 1996 and 2011, the number of seniors was expected to grow by 39,315 persons or by 12.3%. Census data show that the population change among Toronto seniors 65+, is 18.0% and above estimates.
- The number of older adults is forecasted to grow by up to 60% in the next 20 years.



# Key Messages Heard

- Recognize cultural, religious, sexual orientation and gender diversity of each resident and client
- Expand cultural programming and meal options
- Support complex care, behaviours, dementia and mental health
- Strengthen assistance to age at home
- Enhance end-of-life care
- Be leaders in research, innovation and best practice
- Provide ongoing education and training opportunities
- Serve and support the vulnerable

# 2016-2020 Service Plan Priorities <sup>16</sup>

**Deliver exemplary care and services through a continuum of care**



**Serve vulnerable individuals and respond to emerging community needs**

**Lead advances in long-term care and support services to seniors**





# 2016-2020 Service Plan Priorities<sup>17</sup>

## Deliver exemplary care and services through a continuum of care

**To support residents in long-term care homes and clients living in their own homes for as long as possible through enhanced programs and services.**

### **Pursue with existing budget:**

- Provide a continuum of high quality long-term care services in the City's long-term care homes and community programs.
- Continue to develop, based on research and evidence-based best practice, the division's end-of-life strategy and palliative care program.
- Expand and strengthen existing partnerships to generate new initiatives and service integration opportunities.

### **Subject to future approval by City Council:**

- Pursue funding opportunities to support delivery of care and services.
- Expand care and services provided in the Adult Day Programs (ADP) and Homemakers and Nurses Services (HMNS) Programs.
- Support quality of care and life for residents and clients.
- Respond to community need/demand for expansion of long-stay beds and services.
- Implement LTCHS' Capital Renewal Plan.

# 2016-2020 Service Plan Priorities<sup>18</sup>

## Serve vulnerable individuals and respond to emerging community needs

**To meet the increasingly complex and diverse needs of those we serve.**

**Pursue within existing budget:**

- Support residents and clients with specialized health care needs.
- Expand the Volunteer Program and develop meaningful volunteer opportunities.
- Plan services that support and address the needs of the socially-isolated, poor, homeless, frail, underserved and vulnerable individuals.

**Subject to future approval by City Council:**

- Enhance and expand culturally relevant meals, programming, services and support.
- Develop and pilot dementia specific programs and services.
- Pursue opportunities for additional programs, services and specialized units.
- Expand Mental Health Program to additional Supportive Housing sites.

# 2016-2020 Service Plan Priorities<sup>19</sup>

## Lead advances in long-term care and support services to seniors

**To be recognized as a leader in the long-term care sector and within the City by supporting seniors.**

**Pursue within existing budget:**

- Pursue research opportunities and actively participate in sharing and implementing innovations and best practices related to healthy aging, quality of life and long-term care and service delivery.
- Strengthen and broaden opportunities for internships and student placement programs.
- Influence provincial policy, initiatives and directions to effect positive changes within long-term care.
- Promote careers in long-term care with LTCHS being recognized as an employer of choice.
- Promote the City's long-term care homes as places of quality living and resources within the community.

**Subject to future approval by City Council:**

- Pursue provincial designation as a Centre for Learning, Research and Innovation in Long-Term Care.

**Leaders in  
Excellence**

Canadian Society  
of Nutrition  
Managers  
Mentor Award

ConnectingGTA

Excellence in  
Volunteering  
Awards

Health & Safety  
Recognition

High Resident/  
Client  
Satisfaction  
Rating

Innovation &  
Excellence  
Supporting  
Seniors Awards

Job Incentive  
Program Awards

Innovation &  
Excellence Workplace  
Quality Awards

Leadership and  
Service Awards

Accreditation  
with Exemplary  
Standing Award

Legacy Awards  
Volunteer  
Toronto

National Wound Care  
Hero's Award

Ontario  
Long-Term Care  
Physicians  
Board Award

Ontario  
Multifaith Council

Quality  
Improvement  
Awards

Reduce Homemakers  
and Nurses Services  
Waitlists

Research

City Manager Award –  
Human Rights,  
Access, Equity  
and Diversity

**Commitment  
to CARE**

## Contact Information:

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**Date: October 15, 2015**

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