

Seniors Services and Long-Term Care

Commitment to CARE

We are responsible for service planning and strategic integration of City services for seniors. The scope of services includes:

- Community support programs such as adult day programs, supportive housing services, tenancy support and homemakers and nurses services for vulnerable individuals who live in the community.
- Directly operating ten long-term care homes that provide 24-hour resident-focused care for permanent and short-stay admissions; care, services and programs enhance the quality of life by responding to individual resident needs.

Mission

We support Toronto seniors and people in long-term care to have the healthiest, most fulfilling lives possible through exceptional care and services.

Vision

An age-equitable Toronto with fully connected services for seniors and long-term care, enabling people to live with support and age with dignity.

Values

Compassion | Accountability | Respect | Excellence
All partners share these CARE values; drive culture, priorities, and provide a framework on which all decisions are based.

Strategic Priorities

- Excellence in Care & Services
- Integrated Care & Service Continuum
- A Thriving Workforce

Continuum of Care

Aging in Place

Long-Term Care

Seniors Services

Develops municipal policy, programs, and services; supports City partners to meet the needs of Toronto seniors; leads the Toronto Seniors' Strategy; coordinates the multi-sectoral Accountability Table; and leverages lived experience of Toronto Seniors' Forum members to advance age-equity initiatives

Adult Day Programs

Offers quality activities and services, in a safe and supportive environment, to individuals living in the community who are physically frail, have a cognitive impairment or are socially isolated

Meals on Wheels

Prepares 400+ meals per week for delivery to vulnerable individuals in the community

Homemakers & Nurses Services

Provides services such as light housekeeping, laundry, shopping, and meal preparation, through community agency contracts, to individuals who require assistance with household activities and who have limited financial resources

Supportive Housing Program

Promotes independent living and assistance with personal care, light housekeeping, laundry, medication reminders, safety checks, light meal preparation, wellness/health promotion activities and education, referral to community resources and assistance navigating the healthcare system, to eligible residents in designated buildings

Long-Term Care (LTC) Homes

Provides 24-hour resident-focused care and service to 2,600+ individuals in 10 locations across Toronto within safe and friendly environments

CareTO

Evidence-based practice to improve the emotional experience in the provision of care and services

Community Partners

Includes faith and cultural groups, schools, arts organizations, and service clubs supporting LTC residents; Home Advisory Committee supports Administrator on local community needs

Volunteers

1,300+ individuals of all ages, including students and youth, enhance the lives of residents and clients, by delivering many services and activities such as the tuck shop, bingo, and one-to-one visiting

Community-Based Programs

Community-based programs play a vital role in helping individuals maintain their independence. As an essential part of the continuum of care, these services ensure residents receive the right level of support at the right time and in the right setting.

Homemakers and Nurses Services Client Profile

- 37 different languages spoken
- 47% are 75 years of age and older
- 26% are 65-74 years of age
- 27% are under 65 years of age
- 38% are physically disabled with a musculoskeletal disorder
- 13% have cardiovascular disease
- 12% have a mental health diagnosis.

Supportive Housing Program Client Profile

- More than 40 different languages spoken
- 81% are 75 years of age and older
- 17% are 65-74 years of age
- 2% are under 65 years of age
- 44% are physically disabled with a musculoskeletal disorder
- 41% are chronically ill with cardiovascular disease
- 12% are chronically ill with an endocrine/metabolic disease (diabetes).

Adult Day Program Client Profile

- More than half (51%) are between 80-89 years of age
- 13% are over 90 years of age
- 89% live with family or others
- 57% have a primary diagnosis of dementia
- 12% have a primary diagnosis of cardiovascular disease
- 47% attend the program 2-3 days a week
- 36% receive a subsidized rate for services.

Long-Term Care Homes

Commitment to CARE

Compassion | Accountability | Respect | Excellence

Locations # Beds

Language, Cultural & Community Partnerships

Additional On-Site Care & Supports

24-hour resident-focused care in a welcoming environment with services and programs designed to enhance quality of life and respond to the needs of each resident.

Nursing and personal care, behavioural support programs, medical services, dietetics, and food services along with recreational programming, spiritual and religious care, volunteer programs, diverse and inclusive 2SLGBTQI+ care and services.

Care teams focus on independence, restoring and maintaining function as much as possible with rehabilitative and therapy services including dementia care, physiotherapy, occupational therapy, and complementary care, art, and music programs.

As acuity and complexity increase, there is a growing demand for specialized services to support varying degrees of physical frailties and cognitive impairments, challenging behaviours, associated dementias, and mental illnesses.

More than half of the residents in the City's long-term care homes exhibit challenging behaviours.

Active Residents' Councils and Family Councils support operations in each location and the annual Residents' Summit brings representatives from all locations together to network, discuss policy and quality improvement.

As required by the Fixing Long-Term Care Act, 2021, the Long-Term Care Committee of Management includes three appointed Members of Toronto City Council: Councillors Bravo, Carroll, and Morley.

Bendale Acres
2920 Lawrence Ave E
Scarborough-Centre
302 beds

Carefree Lodge
306 Finch Ave E
Willowdale
127 beds

Castleview Wychwood Towers
351 Christie St
Toronto-St. Paul's
456 beds

Cummer Lodge
205 Cummer Ave
Willowdale
391 beds

Fudger House
439 Sherbourne St
Toronto-Centre
228 beds

Kipling Acres
2233 Kipling Ave
Etobicoke-North
337 beds

Lakeshore Lodge
3917 Lake Shore Blvd W
Etobicoke-Lakeshore
150 beds

Seven Oaks
9 Neilson Rd
Scarborough-Guildwood
249 beds

True Davidson Acres
200 Dawes Rd
Beaches-East York
187 beds

Wesburn Manor
400 The West Mall
Etobicoke-Centre
192 beds

French - *Pavillon Omer Deslauriers French Language Services Act designation*

Jewish
Korean

Japanese
Jewish
Korean
Portuguese

Cantonese
Jewish
Korean
Mandarin

Cantonese
Mandarin

Tamil

Italian
Polish
Portuguese

Adult Day Program
Behavioural Support Unit
CareTO Site
Child Care Centre

Adult Day Program
Behavioural Support Unit

Adult Day Program
Behavioural Support Unit
Child Care Centre

CareTO Site
Child Care Centre

Child Care Centre

CareTO Site

Adult Day Program
CareTO Site

Living in Long-Term Care

CareTO is the City's brand for person-centered long-term care. Informed by evidence-based research, our goal is to improve the emotional experiences of those we serve and for those providing the services. CareTO guides the team to elevate from finishing (required) tasks to meeting people's needs and is:

- Embedded in daily operations and behaviours.
- A cultural change that requires initial focused training and continuous refreshment for all employees.
- A way of providing care that is reflected in every encounter/touchpoint with residents and clients.
- Fully aligned with mission, vision, and strategic priorities.

CareTO aligns all people, systems, processes, and functions to be person-centred and provide emotion and relationship-based care through:

- Unwavering commitment to culture change where we apply the CareTO approach to all aspects of work life.
- Identifying site specific priorities.
- Providing flexible care & service delivery that puts the resident at the centre of their own care.
- Promoting local innovation by encouraging staff to feel comfortable creating and trying new strategies for care.
- Participatory engagement that empowers residents, families, and staff to co-create and adapt how care is provided.
- Peer-led in-person CareTO training that promotes the importance of collaborative decision-making & teamwork.
- Ongoing dedication to continuous quality improvement and education.

Long-Term Care Resident Profile

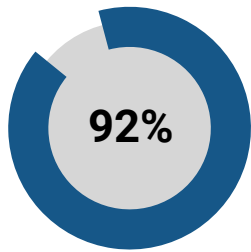
The average stay in a City-operated long-term care home is 3.3 years. Residents entering long-term care homes have more complex care needs, with an average of nine co-morbidities, and require specialized, high-level medical and palliative care.

- Average age of 85 years, for those residents over 64 years of age
- 61% are over 80 years of age and 38 residents are over 100 years of age
- 8% of long-stay residents are under 65 years of age
- 70 countries of origin, 50+ languages/dialects and represent 30+ faiths
- 84% use mobility devices
- 72% have moderate to very severe cognitive impairment; 65% have dementia and 43% exhibit responsive behaviours
- 89% are dependent or require extensive assistance with the activities of daily living
- 57% receive mechanically altered diets to address chewing/swallowing difficulties
- 46% are dependent or require extensive assistance with meals
- 41% are subsidized and require financial assistance or rate reductions and 14% are administered by the Office of Public Guardian and Trustee (OPGT).

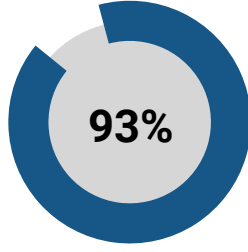
Excellence in Care

Satisfaction Surveys

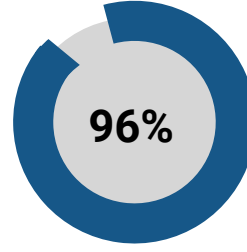
We strive for high satisfaction levels, 2024 results (based on 1,600+ responses) indicate:



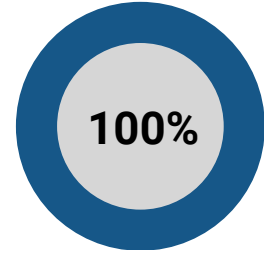
of long-term care residents' families are satisfied with care and services



of long-term care residents are satisfied with care and services



of homemakers and nursing services clients are satisfied



of supportive housing clients are satisfied

Awards & Recognition

Awards and recognition showcase our leadership in healthcare quality, innovation, and community impact.

National

- King Charles III Coronation Medal awarded to Dr. Mirelle Norris (Bendale Acres) for her advocacy for Black and Indigenous medical learners, 2024
- Accredited with Exemplary Standing, Accreditation Canada, 2023
- Healthcare Excellence Canada funding for pandemic planning in environmental enhancement and resident emotional supports, 2021
- Bendale Acres selected by the Institute for Safe Medication Practices Canada for medication safety improvements in long-term care homes, 2021.

Provincial

- AdvantAge Ontario Leadership Award presented to Jennifer Dockery, 2023
- Ontario Long-Term Care Clinicians recognized Dr. Jean Robison (Fudger House) as Physician of the Year, 2023
- Community Connections Award for Leading & Learning with Pride: A Revitalized Tool Kit on Supporting 2SLGBTQI+ Seniors, 2022
- Innovation & Excellence Supporting Seniors Award for IPAC Innovative Practices – COVID-19 and Beyond, 2021.

Municipal

- City Manager's Award of Excellence in the innovation category for the electronic Healthcare Record Project, 2021
- Domenic Mele Award for Outstanding Contributions to Health and Safety, 2021
- City Manager's Award of Excellence in the leadership category to Wesburn Manor for supporting seniors with dementia transitioning from the community to long-term care, 2019.