

Communication : C 2
Older Adult Task Force
May 31, 2021
Agenda Item # 2



Agenda

1. About CHATS
2. How CHATS Helps
3. How CHATS Supports City of Vaughan Residents
4. Insights and Opportunities from the WHO's 8 Dimensions
5. Visioning: What if we could do whatever we wanted, with no barriers?

1. CHATS' Vision, Mission & Values

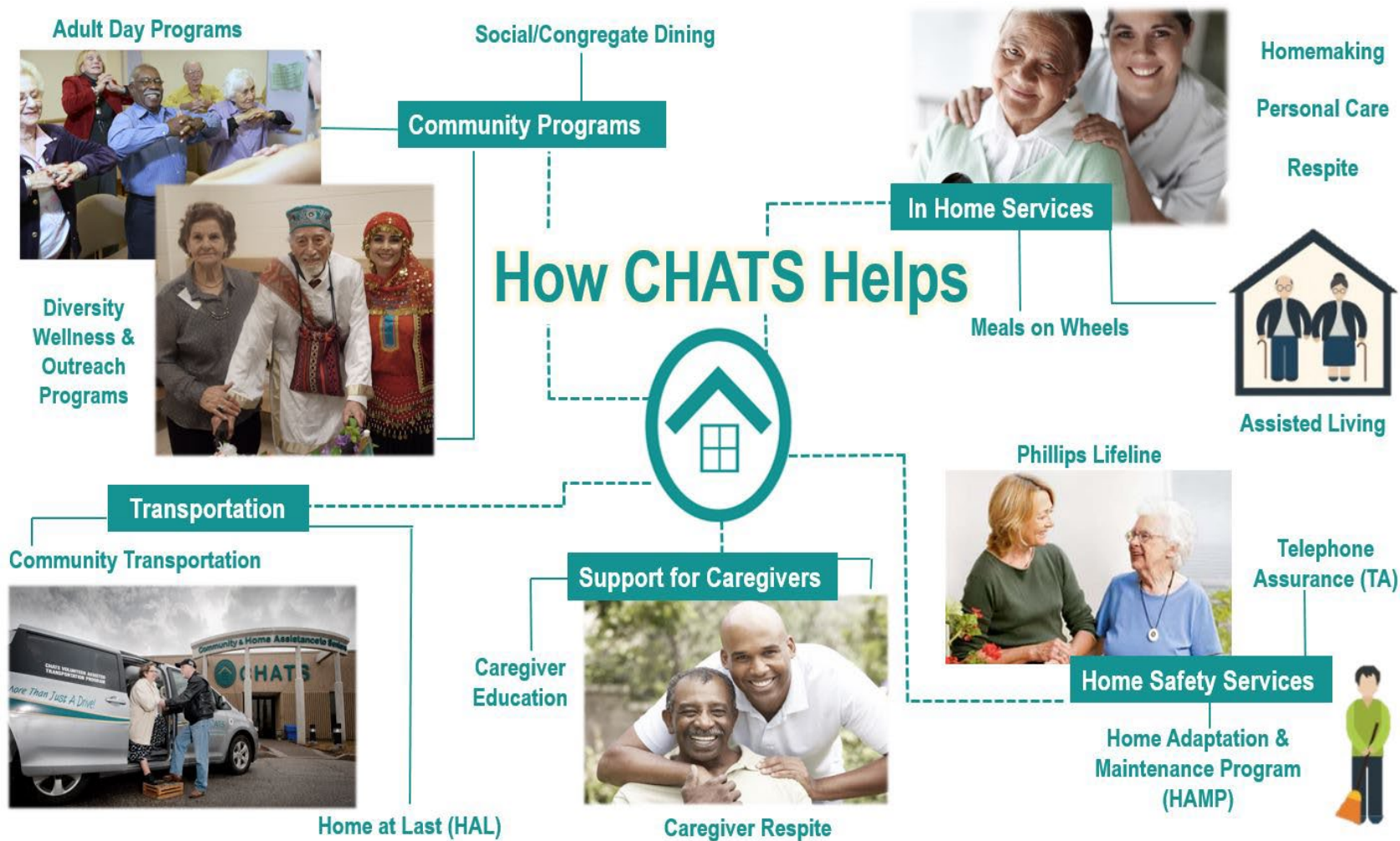
Our Vision Older adults live best at home and in their communities.

Our Mission CHATS advocates for and delivers high quality, person-centred home and community services, providing dignity and choice for aging at home.

Our Values

- ❖ **Respect** - *We are trusted providers and show respect, responsiveness, and responsibility in all we do.*
- ❖ **Empathy** - *We care for and about the people we serve, listening to and understanding their needs.*
- ❖ **Quality** - *We act ethically to deliver service excellence.*
- ❖ **Collaboration** – *We partner across the health and social care system to promote the health, safety and independence of the people we serve.*
- ❖ **Equity**- *We reflect diversity, inclusion, and equity in everything we do.*
- ❖ **Innovation** – *We anticipate and respond to our environment, innovating to improve outcomes for the people we serve.*

2. How CHATS' Helps



3. How CHATS Supports Vaughan Residents

Program	Units of Service
Adult Day Programs (Vaughan and Woodbridge)	6,630 Program attendances
Assisted Living (Woodbridge)	14,675 Attendance days
Caregiver Support	394 Services provided to support family caregivers.
Home at Last	977 Older adults were safely driven home from hospital and settled in at home.
Home Help	373 Hours of assistance with household needs including laundry, light cleaning and meal preparation.
Social & Congregate Dining	13,457 Attendances
Meals on Wheels	14,622 Meals delivered.
Personal Care	348 Hours of personal care provided (bathing, toileting, dressing etc.).
Respite	3,872 Hours of care provided so caregivers can have a much-needed break.
Telephone Reassurance	3,257 Friendly calls made to older adults.
Transportation	6,904 Drives provided to and from medical appointments, errands, CHATS programs and more.
Home Maintenance (HAMP)	77 Clients provided service

Fiscal Year 2020-21		
Male	389	30%
Female	893	69%
Unknown	20	2%

Age group	number of Clients	%
22-54	30	2%
55-64	99	8%
65-74	305	23%
75-84	441	34%
85-94	342	26%
95+	51	4%
Unknown	34	3%
	1302	100%

4. The WHO's 8 Friendly Dimensions: Insights & Opportunities

Vaughan and CHATS working together to further the 8 dimensions of Community Life



Outdoor Spaces

Insights

- Most outdoor spaces geared to children and families: physical, and sensory accessibility required for older adults, particularly those who are frail and use canes, walkers, and have visual and audio impairment etc.
- CHATS Wellness Programs (and other community services) serving diverse and often isolated clients need accessible, senior friendly outdoor spaces

Opportunities

- Wellness initiatives and how can we expand joint CHATS/Vaughan initiatives
- Outdoor spaces for Wellness
- Outdoor spaces for ADP programs that currently have limited space, including funding for accessibility renovations
- Design of “play spaces/equipment” that accommodates all ages
- Community gardens with raised beds

Transportation

Insights

- Both caregivers and clients need support to navigate the municipal transit system
- Weather, vehicle (bus) accessibility, walking to/from bus stops create risk and anxiety for frail/older adults
- PSWs/frontline workers need access to reliable and timely transportation (enabling them to support multiple clients in a given day) to support older adults in the community

Opportunities

- Partnership and funding support to train caregivers and clients with transit system
- Provide bus shelters and seating for weather and safety
- PSW cost to travel subsidized
- COV and CHATS "Uber"

Housing

Insights

- Many homes are not conducive to multigenerational families
- More affordable/accessible housing needed with many older adults struggling
- Aging in place - 2-3 storey homes not safe for aging in place
- Adaptation needed to support safety within homes

Opportunity

- Continue to advocate for our older adults' populations together
- Leverage development industry interest through incentives
- Naturally Occurring Retirement Communities (NORCs) - Integrating assisted living and wellness programs to create supported communities that promote ageing in place
- Purpose built design with community spaces within the building
- Provide resident subsidies for adaptation

Respect and Social Inclusion

Ageist Attitudes in COVID times— McMaster & Trent University (2021)

- *“The news surrounding COVID-19, especially when it comes to older adults, has been bleak.*
- *Recent reports indicate heightened ageist attitudes towards older adults. News stories flag the deplorable living and working conditions in long-term care facilities, while older adults living at home seem to be forgotten. “*

Questions we ask ourselves after many months of a pandemic:

- Are clients comfortable and confident to attend in person programming?
- Where will the funding come from to continue virtual programming?
- How can we jointly support a post COVID environment?

Communication and Information/Social Participation Community Support and Health Services

Insights

- Lack of current information in community spaces and municipal offices;
- Pictures, larger font sizes to make it easier for older adults to access. AODA compliance enhanced
- Increased virtual programming needed
- Western York Region OHT initiatives focused on older adults with complex needs
- Adult Day Programs and Community Centres missing the “in-between older adults”
- Volunteers on hold during the pandemic.

Opportunities

- Vaughan and CHATS collaborating on virtual programming
- Vaughan could seek a more formal connection with the Western York Region OHT
- Develop and support more joint programming together for example Elder Abuse
- Exploring other programming levels and supports for older adults and those with disabilities or age related illnesses
- Working in partnership in promoting where we need volunteers

5. Visioning

What has been exposed during the pandemic?

Tragedy of LTC demonstrated the need to invest funds to support people to remain in their own homes

ADP remained open to provide much needed respite support

Decline in both mental and physical health and wellbeing

As COV OATF moves forward we need to have a more formal ongoing linkage with the team so CHATS and other community partners are part of their team.

Advisory committee to be used as another lens for policies and programming. Broader older adult needs not just accessibility issues.

Subsidizing PSW support

Continue to partner on new initiative ie: Building on Snow removal program success