

## **2019 Seniors Community Programs Performance Update**

### **Purpose**

The purpose of this Seniors Community Programs Performance Update is to provide Council with 2019 information and performance details on the Region's Seniors Community Programs. This update also includes a brief update on program operational changes made in 2020, in response to the COVID-19 pandemic.

### **Background**

York Region provides two types of Seniors Community Programs to promote the health, well-being, safety and independence of adults with care requirements: Adult Day Programs and the Psychogeriatric Resource Consultant Program.

Unlike the long-term care homes, the Region is not legally obliged to offer these programs. The Region has been offering Seniors Community Programs since 1999 under agreement with Central Local Health Integration Network. The programs are funded through a combination of Local Health Integration Network funding, client fees and Regional tax levy.

### **Description of 2019 Program Operations**

#### **In 2019, Adult Day Programs continued to help adults with care needs to live in their homes as long as possible and provided caregiver relief**

The Region's five Adult Day Programs provided a variety of daily programs for adults over the age of 18 with care needs. Staff planned and delivered social and recreational programs for clients, served meals, provided medication reminders, and offered one-person assistance. Through these programs, clients had the opportunity to socialize and participate in cognitively and physically stimulating activities such as fitness, gardening, music, pet therapy, and creative arts and crafts in a secure environment.

An added benefit of these programs was providing the clients' caregivers with support and respite during the day, enabling them to work, manage other responsibilities, or rest. Caregivers received access to vital information to remain connected, increase earlier detection of physical, behavioral, and emotional concerns and obtain proactive care, which in turn reduced avoidable system pressures on hospitals, long-term care, and paramedic services.

The delivery of adult day programs are guided by the *Home Care and Community Services Act, 1994* under community support services; the 2018 Central Local Health Integration Network (CLHIN) Adult Day Programs Standard Manual and Best Practices; and accredited by Commission on Accreditation of Rehabilitation Facilities.

The types of programs, their operating hours, eligibility, services, median age of participants and average length of stay are presented in Table 1.

**Table 1**  
**York Region's Adult Day Programs 2019**

Program	Eligibility	Services	Median Age	Length of Stay (Years)
Keswick Adult Day Program Mon. to Fri: 7:30 am to 5 pm	Frail, socially isolated; Alzheimer's or Dementia; age related illness	<ul style="list-style-type: none"> <li>• Social, physical, and recreational activities, lunch, snacks and transportation</li> <li>• One person assistance with mobility, washroom cueing or medication reminders</li> </ul>	82	1.4
The Meeting Place, Maple Health Centre Mon. to Fri: 7:30 am to 6 pm	Alzheimer's or Dementia	<ul style="list-style-type: none"> <li>• Social, physical, and recreational activities, lunch and snacks</li> <li>• One person assistance with mobility, washroom cueing or medication reminders</li> </ul>	83	1.1
The Club, Maple Health Centre Mon. & Thurs: 7:30 am to 6 pm	Frail, socially isolated; Alzheimer's or Dementia; age related illness	<ul style="list-style-type: none"> <li>• Social, physical, and recreational activities, lunch and snacks</li> <li>• One person assistance with mobility, washroom cueing or medication reminders</li> </ul>	83	1.6
Aphasia and Communication Disabilities Adult Day Program, Maple Health Centre Wed: 9 am to 12 pm; 12:30 to 3:30 pm	Aphasia; Communication Disability	<ul style="list-style-type: none"> <li>• Group conversation and skills building activities facilitated by communicative disorder assistants under supervision of a speech language pathologist</li> <li>• Lunch and snacks</li> <li>• Contracted provider: March of Dimes</li> </ul>	71	1
Acquired Brain Injury Program Maple Health Centre Tues. & Fri: 9 am to 3:30 pm	Acquired Brain Injury	<ul style="list-style-type: none"> <li>• Social and therapeutic activities to support individuals with an acquired brain injury</li> <li>• Lunch and snacks</li> <li>• One person assistance with mobility, washroom assistance or medication reminders</li> <li>• Contracted provider: Mackenzie</li> </ul>	61	4

Clients accessed the programs via referrals from the CLHIN. Eligibility is assessed to determine the client’s care needs, functioning level, strengths, preferences, and quality of life.

**The daily maximum cost to attend a Regional Adult Day Program in 2019 remained at \$22.49, the same as in 2018**

Program fees and subsidies are based on annual income (Table 2). In order to qualify for a subsidy, a review of a client’s current Canadian Income Tax Notice of Assessment is completed.

**Table 2**  
**Subsidy Calculation for York Region’s Adult Day Programs**

Annual Net Income (\$)	Monthly Net Income (\$)	Daily Rate (\$)
Up to 12,500	1,042	7.49
12,501 to 20,064	1,042 to 1,672	14.98
20,065+	1,672+	22.49 (maximum)

**Psychogeriatric Resource Consultants provided education and consultation for staff in the 28 long-term care homes in York Region on the care of adults with responsive behaviours**

The Psychogeriatric Resource Consultant Program provided direct education and consultation to: (1) staff in all 28 long-term care homes throughout York Region funded by the Ministry of Long-Term Care, and (2) community support agencies funded by the CLHIN that provide care for adults with neurological conditions that can result in responsive behaviours. Services provided include:

- **Staff Education:** Consultants provided staff with education relevant to their work including best practices for providing care for clients with dementia, mental health, or other psychogeriatric related diagnoses.
- **Case Consultation:** Consultants provided staff with supportive care strategies to manage clients experiencing responsive behaviours.
- **Capacity Development:** Consultants developed and enhanced linkages and on-going relationships between long-term care homes, community support organizations and outreach services in the community.

## Annual Progress Update

### **In 2019, the Region’s five Adult Day Programs served 209 clients by providing services that help to achieve their maximum level of functioning, enhanced quality of life, and respite for their caregivers**

In 2019, there were 209 clients served by the Region’s Adult Day Programs. While the number of clients served has remained relatively unchanged since 2017, the types of clients entering the program continued to have greater complexities including incontinence, responsive behaviours usually associated with persons with dementia, more chronic health conditions and at more advanced stages of their diagnoses. On average, clients stay 1.8 years depending on the type of Adult Day Program.

To support the growing number of program clients with greater complexities, the Adult Day Programs provided enhanced services to adapt to changing needs, such as dementia friendly environments, physical activities, and cognitive stimulation to meet individual needs, help clients achieve their maximum functioning, and prevent premature or inappropriate institutionalization for those who wish to remain in their homes or are awaiting placement.

Caregivers were also supported with educational resources, referrals and respite to help them maintain their caregiving responsibilities and promote the overall well-being of their loved ones. Table 3 outlines the types of supports provided in 2019 to support adults with care needs and their caregivers.

**Table 3  
Adult Day Programs 2019 Initiatives and Key Results**

<b>Initiative</b>	<b>Results</b>
Installed new multi-generation oven technology to improve food services at Maple Health Centre’s Adult Day Programs	<ul style="list-style-type: none"> <li>• The new technology substantially improved food quality, temperature and presentation for the clients, and reduced energy consumption and heat output in the program area. Clients also planned menus and gave feedback on food choice and quality</li> </ul>
Increased accessibility within the Keswick Adult Day Program	<ul style="list-style-type: none"> <li>• Increased accessibility in common areas such as installation of new flooring in client washrooms to remove patterns that could cause confusion for persons with cognitive disorders and/or sight deterioration</li> <li>• Installed accessible floor transitions making it safer for clients to access the outdoor patio, kitchen and dining areas independently (e.g. in a wheelchair or walker.)</li> </ul>
Promoted Healthy Aging	<ul style="list-style-type: none"> <li>• Aging Creatively Pilot: In partnership with Community Living — a provider of various group homes serving individuals with</li> </ul>

Initiative	Results
	<p>intellectual disabilities throughout York Region — a one-year fully funded weekly program was initiated between April 2019 to March 2020 at the Keswick Adult Day Program site to study the transition and integration of aging individuals with intellectual disabilities into a community adult day program setting. The program supported adults with information and education to promote healthy aging (e.g. lifestyle practices that enhance well-being during aging), and addressed social isolation, behavioural concerns and communication challenges</p> <ul style="list-style-type: none"> <li>• The Pilot program demonstrated measurable improvement in participants' quality of life and mental and physical health; and has prompted the CLHIN to permit aging clients with intellectual disability diagnoses to apply for community day program settings moving forward</li> </ul>
Enhanced measurement of Continuous Quality Improvement Indicators	<ul style="list-style-type: none"> <li>• New performance indicators for the Adult Day Programs were created to capture enhanced data, including exit surveys, volunteer feedback, admission and discharge information, and length of stay. The additional indicators have not been implemented yet due to program closures during the COVID-19 pandemic, but once tracked will help to better understand program performance to support future planning of client needs</li> </ul>

**The 2019 Adult Day Program Client Satisfaction Survey found that 100% of clients either agreed or strongly agreed that Regional staff show respect**

Clients of all five programs are surveyed annually. Surveys were provided in an accessible aphasia format (e.g. short sentences, clear/easy words, white space, and graphics) to assist respondents. Of the 69 client surveys distributed, 59 were returned (85% response rate); and of the 97 caregiver surveys distributed, 53 were returned (54% response rate). Results show that:

- 98% of respondents either *agreed* or *strongly agreed* the program helped them to participate in activities and socialize with others
- 95% of respondents either *agreed* or *strongly agreed* the program helped them maintain skills to stay in their home and community
- 96% of caregiver respondents either *agreed* or *strongly agreed* the program provided them relief; helped to manage daily activities; and believed that staff show compassion

**In 2019, 116 Long-Term Care Staff attended Virtual Dementia Simulation Workshops**

Dementia simulation scenarios are an innovative method of understanding persons with limited physical and intellectual ability. In 2019, 116 long-term care staff participated in interactive Virtual Dementia Simulation Workshops to enhance their understanding of cognitive impairment related to dementia and aging. Overall, participant feedback was positive. Results showed that:

- 100% of participants would recommend the workshop to their colleagues

- 95% of participants who identified as understanding seniors ‘quite a bit’ in the pre questionnaire, reported an increase in their understanding of seniors to ‘very much’ post experience
- 93% of participants felt the experience increased their empathy for seniors with cognitive impairment and age related frailty

## **In 2019, Psychogeriatric Resource Consultants provided valuable services for thousands of staff**

In 2019, Psychogeriatric Resource Consultants successfully educated 7652 staff, including:

- 1,262 topic-specific education sessions to front-line staff from the 28 long-term care homes in York Region, on topics such as Mental Health First-Aid Seniors, and Dementia Observation System Education
- 753 in-person, direct service visits to long-term care homes for consultation and networking (e.g. strategies for managing responsive behaviours)
- 53 co-facilitated workshops on Gentle Persuasive Approaches in Dementia Care
- 28 education sessions delivered to Community Support Agencies

**Table 4**  
**Psychogeriatric Resource Consultants Program 2019 Initiatives and Key Results**

<b>Initiative</b>	<b>Results</b>
Provided best-practice consultation to long-term care committees	<p>Consultants provided subject matter expertise and best practice advice (e.g. topics related to responsive behaviour, dementia and mental health) at various committees in 28 long-term care homes to assist committees and support decision making. Committees supported by the Consultants included:</p> <ul style="list-style-type: none"> <li>• Physician/Medical Advisory Committee</li> <li>• Quality Improvement and High Risk Committee</li> <li>• Accreditation Focus Groups (CARF and Accreditation Canada)</li> <li>• Comfort and Behaviour Committee</li> <li>• Ethics Committee</li> <li>• Family Council Committee</li> </ul>
Developed video educational materials regarding Responsive Behaviour Strategies	<p>To better prepare new staff to support residents with neurological conditions, Consultants developed video presentations to be used in staff orientation outlining mitigating strategies and approaches to managing residents with responsive behaviours.</p>

## **The 2019 Psychogeriatric Resource Consultants Program Client Satisfaction Survey demonstrated the value of the Program**

Of the surveys distributed to all long-term care homes, 17 responses were received. Results show all stakeholders support the program and 100% of respondents either *agree* or *strongly agree* the Psychogeriatric Resource Consultants Program:

- Provided a valuable service to help staff meet the needs of their residents/clients
- Addressed current needs of the Long-term Care Home or Community Agency by creating new presentations and training resources
- Recommended and provided information regarding appropriate external resources (Ontario Shores, Addiction Services, Hospice, Pain and Palliative)
- Communicated on an ongoing basis about education, networking and capacity building to meet the learning needs of staff

## **Seniors Community Programs were impacted by the COVID-19 Pandemic**

As a result of the COVID-19 pandemic, Seniors Community Programs have been temporarily suspended since March 2020, with staff redeployed to assist the Region's two long-term care homes. Adult Day Programs have been suspended with the exception of the contracted program (Communication disorders/Aphasia program run by March of Dimes who has implemented weekly virtual programming). However, Seniors Community Program staff continue to provide weekly calls and emails containing activity resources. These check-ins are an important way to provide referral information to clients, and caregiver concerns can be shared with the CLHIN for follow-up.

The Psychogeriatric Resource Consultants have suspended on-site support for all long-term care homes located in the CLHIN. Two of the three Consultants have been redeployed to work in the long-term care homes. The remaining Psychogeriatric Resource Consultant continues to support long-term care homes virtually and by phone.

Accreditation review through the Commission on Accreditation of Rehabilitation Facilities was scheduled to occur in May 2020 but has been delayed until November 2020 due to the pandemic.

## **Financial Considerations**

For the fiscal year April 2019 to March 2020, the Adult Day Programs and the Psychogeriatric Resource Consultant Program were funded by the CLHIN, tax levy and service fees as outlined in Table 5.

**Table 5**  
**Costs and Funding Sources, Fiscal Year April 2019 to March 2020**

Program	Total Costs (\$)	Funding Sources (\$)		
		Net* LHIN Funding (% of total costs)	Service Fees** (% of total costs)	Tax Levy (% of total costs)
Adult Day Program	1,433,377	1,173,408 (82%)	259,969 (18%)	0
Psychogeriatric Resource Consultants	366,510	356,805 (97%)	9,705 (3%)	0
<b>Total Costs</b>	<b>1,799,886***</b>	<b>1,530,213 (85%)</b>	<b>269,674 (15%)</b>	0

\*Net LHIN funding is direct cash flow from LHIN, adjusted for services fees.

\*\*Service fees include fees paid by clients and other miscellaneous sources of revenue as recognized by the Province.

\*\*\*These are direct program costs only as reported to the Central Local Health Integration Network. Allocated corporate support costs are not included.

## **Moving Forward**

Seniors Community Programs successfully meets the needs of its clients through continuous quality improvement and innovation. In 2020, the Program will work to enhance continuous quality improvement outcomes through improved program data collection. In response to the COVID-19 pandemic, a recovery plan for the Adult Day Program is also being developed to include a virtual program to support clients and their families starting later this fall; and then gradually move back to in-person programming when safe to do so with safety guidelines and precautions in place. Seniors Community Programs will continue to seek innovative funding opportunities that will allow for best practice approaches to improve future program planning that continues to respond to the changing complexities of the Region's adult population.