

2016-2021

YORK REGION SENIORS STRATEGY

Initiatives and Accomplishments by Result Area




York Region

ATTACHMENT 1

2016-2021 YORK REGION SENIORS STRATEGY

Initiatives and Accomplishments by Result Area



The accomplishments are the result of collaborative efforts of integrated project teams from across the corporation, including involvement of local municipal and community partners.

The following charts identify the initiatives implemented for the actions and advocacy efforts approved in the [2016 York Region Seniors Strategy](#) by result area. Details are provided about accomplishments since 2016 and identify whether these initiatives are complete (✓) or if work is continuing (➔) as part of the 2023-2027 York Region Plan for Seniors.

Implementation of some actions was paused as the Seniors Strategy Team was redeployed in March 2020 to support York Region's long-term care homes in response to COVID-19.

Some initiatives may align with more than one action or advocacy effort and will be identified in multiple result areas.

There were 21 actions and seven advocacy items detailed in the 2016 Strategy. Of the actions, all but one was initiated and all advocacy items will continue in the proposed 2023-2027 York Region Plan for Seniors.

Actions that are underway and continuing will be included in the proposed 2023 - 2027 York Region Plan for Seniors.

✓ Completed | ➔ Underway and continuing in 2023-2027



Keeping seniors healthier, longer



Keeping seniors healthier, longer

The following initiatives were implemented to move the directions of the 2016 York Region Seniors Strategy forward to keep seniors healthier, longer:

	Actions and Advocacy	Initiatives and Accomplishments	Result
1.1	At a system level, understand what programs and services are required to support seniors to age in place and the capacity needed to deliver them (capacity includes policies, programs and staffing)	<p>2018-2019 Seniors Community Grant Program Received \$95,000 through a collaborative funding application, which, along with contributions from York Region, enabled four initiatives to keep seniors healthier longer:</p> <p>1. Getting to Know York Region Seniors Better</p> <ul style="list-style-type: none"> • Developed seven target groups of York Region seniors based on common characteristics of vulnerabilities through a co-designed process. Engaged more than 50 subject matter experts from across the corporation, local municipalities, funders and organizations serving seniors to inform development of target groups. This work will support the Region in better targeting customer support and program reviews. A toolkit is being developed for staff and contracted community partners and will be shared with service planners in fall 2022 • Conducted a needs assessment to identify top ten programs and services required by seniors to age in place. Held eight engagement sessions with 174 attendees including seniors, 	➔

✓ Completed | ➔ Underway and continuing in 2023-2027

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		<p>York Region staff, local municipal staff and organizations serving seniors to inform top ten programs and services</p> <ul style="list-style-type: none"> Developed an inventory of community services and supports available to seniors in York Region to improve system navigation. This began by adding 244 of our own York Region human services records into the Findhelp data base. This project laid the groundwork for the development of the Eastern York Region North Durham Ontario Health Team (OHT) Health and Community Supports Directory, that included a section dedicated to services for older adults and that has subsequently been a model for the 24/7 system navigation planning underway with all OHTs across the Province. This project supported and complemented the work of Access York, the Region’s corporate contact centre and primary information provider <p>2. Personal Medical Information Kits</p> <ul style="list-style-type: none"> Developed and distributed kits that a senior can fill out to provide standardized health information; these are useful for paramedics when responding to 911 calls with seniors Distributed over 10,000 kits through local municipalities, various senior organizations and through Access York These kits will continue to be made available to York Region seniors and caregivers <p>3. York Region Nature’s Classroom for Seniors</p> <ul style="list-style-type: none"> Developed programming based on York Region Forestry Nature’s Classroom program; collaborated with other program areas on key messages and information to share about programs and services for seniors delivered by York Region Held seven pilot Nature’s Classroom programs with 121 senior participants; 82% of seniors surveyed agreed they were more informed about resources and assistance available for seniors This program is currently on hold due to COVID and is being reviewed 	<p>✓</p> <p>✓</p>

✓ Completed | ➔ Underway and continuing in 2023-2027


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		<ul style="list-style-type: none"> Held classroom with six community groups, reaching 91 seniors (program suspended due to start of pandemic); 84.5% of participants indicated interest in visiting an accessible trail, participants felt virtual reality experience helped them feel more comfortable with other forms of technology and participants knowledge of nature-based volunteer opportunities increased by 80% <p>3. Housing Services Virtual Reality Experience</p> <ul style="list-style-type: none"> Developed and implemented a virtual reality experience targeting seniors most in need or at risk for social isolation in York Region senior housing communities. Through virtual reality; seniors experienced travel to faraway destinations, simulations of holidays, celebrations, and sports and were provided opportunities for socialization, cognitive stimulation and use of technology that they may not have done otherwise Delivered in four senior housing communities; residents were able to establish new relationships with neighbours and become more comfortable and confident using technology (program was suspended due to pandemic and is anticipated to resume in 2023) 	➔
1.2	Expand existing prevention programs and identify new programs needed, including alternative programs for those on wait lists	<p>Mental Health Matters Initiative</p> <p>Initiative led by Community and Health Services in partnership with York Regional Police to change the way services are provided in recognition of the mental health issues experienced by people served. Action plan included priority areas as identified below. Learnings from this initiative helped to inform the York Region Pilot for an Integrated Internal Response for Vulnerable Seniors which is a priority action proposed for the 2023 - 2027 York Region Plan for Seniors.</p> <ul style="list-style-type: none"> Mental Health Training for staff within Seniors Services. Between 2018 to 2022, 72 staff participated in a range of formal learning programs, including Mental Health First Aid for 	➔

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		<p>Seniors. This training increased staff capacity to provide supports, focusing on early intervention, prevention and effective responses to crisis</p> <ul style="list-style-type: none"> • Common Consent Pilot paused during the pandemic. Work has resumed with internal and external partners governed by different privacy legislation to enable improved communication and coordination of care for clients and residents. With strong representation on all three of the York Region Ontario Health Teams, the Region is well positioned to advance this work • Integrated Case Management System began in 2018 and the comprehensive platform has been continually adding digital components to help residents, including seniors, to enter all community and health service programs through one point of access. During the COVID response, efforts were concentrated on tools to support the pandemic. The work to create common processes and coordinate multiple customer service needs continues. Process simplification and increased access to services through digital tools are a priority, particularly, referral and appointment management and customer self-serve options 	
		<p>Hospital to Home Program</p> <ul style="list-style-type: none"> • York Region’s Community Paramedicine Team partnered with Markham Stouffville Hospital on this pilot program to support residents living with congestive heart failure. Paramedics in the home provided treatment services to support patient transitions from hospital back to home with the support of a physician. The goal was to reduce or prevent avoidable hospital emergency department visits and subsequent readmissions • Program supported 453 unique clients with 82% of these (or 371 clients) being over the age of 65; a total of 1,653 home visits were completed between April 12, 2017 to March 13, 2020 	

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		<p>Membership on the Central Local Health Integration Network (CLHIN) Sub-Region Tables</p> <ul style="list-style-type: none"> • Successfully secured membership on three of four CLHIN sub-region collaborative tables that cover the York Region catchment area • Worked collaboratively to identify, plan, implement and evaluate opportunities that address unique sub-region challenges, which provided the Region with an opportunity to align priorities for seniors with CLHIN service priorities • LHINs were dissolved in April 2021; this work is being used by the Region to help inform Ontario Health Team planning, as appropriate 	✓
		<p>Community Paramedicine (CP) for Long-Term Care</p> <ul style="list-style-type: none"> • Expanded CP@Clinic Program during 2021 as part of the Community Paramedicine for Long-Term Care pilot program that supports people waiting for long-term care home placement <ul style="list-style-type: none"> ○ CP@Clinic is a chronic disease prevention, management, and health promotion program that improves older adults' health, quality of life, and reduces social isolation ○ In 2021, seven seniors buildings participated in the program and approximately 500 clients received ongoing supports such as health based assessments, clinical services and referrals to community health care providers ○ This program will continue to expand and be offered within new seniors buildings across York Region that have been identified as requiring additional supports based on emergency call volume 	➔

✓ Completed | ➔ Underway and continuing in 2023-2027



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		<ul style="list-style-type: none"> • Established participation in the Seniors Home Support Program in partnership with the Eastern York Region North Durham OHT <ul style="list-style-type: none"> ○ Launched in October 2021, the Community Paramedicine unit joined an interdisciplinary team which provides an integrated primary care program to home-bound seniors with complex and chronic medical conditions ○ Since October 2021, the Community Paramedics have conducted 21 home visits to clients within the ERYND-OHT area 	
1.3	Work with the business/industry sector to identify innovative new business solutions for seniors (i.e., new technology, apps for wellness checks, data solutions)	<p>Technology Access and Support for Seniors (TASS) project</p> <ul style="list-style-type: none"> • Beginning in 2022, innovative business solutions were developed through a collaboration with a non-profit organization, Human Endeavour, on technology solutions for clients through its Technology Access and Support for Seniors (TASS) project • During the pandemic, York Region acquired (funded) 85 TASS tablets, data/internet, and support services for its clients living in York Region social housing • Seniors participating in this program used the tablets to connect virtually to group programs they had been attending in-person prior to COVID and to link with other community resources. The tablets also allowed seniors to stay connected virtually to their friends and family during COVID restrictions • In 2021, the TASS solution was introduced to York Region run Adult Day Programs. In 2022, TASS has been supporting the technology, data, and support services for York Region clients through some of its funding that allows it to support partners 	➔


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	Actions and Advocacy	Initiatives and Accomplishments	Result
1.4	Advocate for:	<u>Community Paramedicine (CP) for Long-Term Care</u>	
1.4.1	<ul style="list-style-type: none"> Request the Provincial government expand funding for prevention programs that improve and maintain seniors' health, including Public Health programs and Community Paramedicine. For example, consider the role Community Paramedicine plays in providing primary health care in the community 	<ul style="list-style-type: none"> Based on advocacy efforts with the Province, York Region was one of five municipalities selected in October 2020, for the new Paramedic Services Program that supports people waiting for long-term care York Region is well positioned to deliver this innovative program. The Province selected the five municipalities based on three criteria: <ul style="list-style-type: none"> Longer wait times for long-term care A mature community paramedicine program with capacity to deliver the program Geographical diversity As of Q1 2022 York Region has received \$1.8 million in funding from the Ministry of Long-Term Care and is expected to receive up to an additional \$4.6 million between now and Q1 2024 for this new Paramedic Services Pilot Program that supports people waiting for long-term care See Action 1.2 for more details about the program 	
1.4.2	<ul style="list-style-type: none"> Request the Provincial government work with the Region to improve policy planning and decision-making for long-term care beds by developing a forecast for York Region, including required number, type and location 	Forecast for Long-Term Care and Housing Implications	
1.4.3	<ul style="list-style-type: none"> Request the Provincial government work with the 	<ul style="list-style-type: none"> In 2019, York Region commissioned a study to better understand the need for seniors housing options and the current and future need for long-term care. The November 2020 report showed there will be significant unmet need of almost 15,000 long-term care (LTC) beds across York Region by 2041 The Chairman wrote to Ontario Minister of Health and Minister of Long-Term Care, York Region MPPs and MPs to advocate for and highlight the need for more LTC beds and investments in senior friendly housing options and related supports to keep seniors in their homes longer 	

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	<p>Region to ensure the appropriate home and community care supports are available in the Region, including homecare, adult day programs and respite</p>	<ul style="list-style-type: none"> • York Region has an estimated 3,506 (11.1% of 31,705) net new LTC beds being built, and 386 (1.1% of 28,648) existing beds being redeveloped as announced by the Province since March 2021 <p>York Region Submission to Ontario Long-Term Care COVID-19 Commission</p> <ul style="list-style-type: none"> • In January 2021, the Chairman provided a Council endorsed submission with 28 recommendations to the Ontario Long-Term Care COVID-19 Commission and York Region staff met virtually with the Commission to further impress the need for urgent action • The Chairman wrote to key Ministers and Deputy Ministers and shared the York Region Submission to further impress the need for action in the LTC sector and across the broader continuum of care • York Region was referenced many times in the Commission's Final Report with all but three of the Region's 28 recommendations being addressed • To inform development of the York Region Submission, fifteen virtual engagement sessions were conducted with frontline staff, management teams, corporate and departmental partners, and caregivers and residents from both long-term care homes; an online survey was also hosted with 100 responses from long-term care staff and management 	<p style="text-align: center;"></p>

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		<p>Analysis of Ontario’s Long-Term care COVID-19 Commission’s Final Report and Recommendations for Urgent Provincial Action</p> <ul style="list-style-type: none"> • In October 2021 Council approved the priority recommendations for urgent Provincial action from the COVID-19 Commission’s Final Report and the Chairman wrote to key Ministers and Deputy Ministers to advocate about the need for continued investments in long-term care and to recognize that long-term care is one component of the full continuum of care for seniors • To inform the response to the Commission’s Final Report, five virtual engagement sessions were conducted with frontline staff, management teams, corporate and departmental partners, and caregivers and residents from both long-term care homes. Three virtual sessions were held with community partners to seek a broader perspective on the impacts of the Commission’s Final Report with participation from the members of the United Way/York Region Seniors Cluster Table and all three York Region Ontario Health Teams 	➔
		<p>Ontario Seniors Strategy Consultation</p> <ul style="list-style-type: none"> • In July 2019, York Region provided a response to Minister Cho to call on the Province to align an Ontario Seniors Strategy with priorities for seniors consistent with directions in York Region Seniors Strategy • The Province has neither released an Ontario Seniors Strategy nor results of the consultations 	➔



Result Area: Supporting Age-Friendly Complete Communities



Supporting Age-Friendly, Complete Communities



The following initiatives were implemented to move the directions of the 2016 York Region Seniors Strategy forward to support age-friendly, complete communities:

	Actions and Advocacy	Initiatives and Accomplishments	Result
2.1	Work with local municipalities, community agencies, private sector and Central Local Health Integration Network to design and implement a multi-service centre/hub model(s) that will co-locate services to respond to the needs of seniors	<p><u>Unionville Seniors Hub and Community Centre</u></p> <ul style="list-style-type: none"> Seniors hub and community centre to be developed and located on the ground floor of the new Housing York Inc. 265-unit affordable rental building for seniors, Unionville Commons, in the City of Markham. Design and construction of the seniors hub and community centre is anticipated to begin in 2024, with operations commencing in 2024 In 2018, completed needs assessment to identify potential programs and services with more than 450 responses from residents and partners In March 2022, released <u>Request for Proposals</u> to identify a Lead Agency that will operate and manage the hub and community centre; the selection process is ongoing In April 2022, presented to the Vaughan Older Adult Task Force. Shared research and findings on community hub development and the establishment of a seniors hub and community centre in Unionville 	➔

✓ Completed | ➔ Underway and continuing in 2023-2027

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		<p>The Link</p> <ul style="list-style-type: none"> • York Region Community and Health Services is offering select programs and services at The Link, a community hub located at 20849 Dalton Road, Sutton in the Town of Georgina • In 2020 a License Agreement was signed between the Corporation of the Town of Georgina and York Region for York Region to use and occupy space in The Link building • Located in the former Sutton Public School, this multi-use facility has been renovated to include public health, social and community services offered by York Region. This location will allow for easier and more convenient access to programs and services that respond to the needs of the local community • By delivering services from this location, York Region will improve access to select public health, social and community services for residents of the Town of Georgina. In addition, it will provide the Region with a greater ability to provide wraparound services and make it easier for residents to access the programs and services they need from one convenient location • York Region Community and Health Services offers select programs and services at The Link including an Ontario Seniors Dental Care Program clinic 	
2.2	Coordinate community outreach and communication activities internally and with York Regional Police	<p>Coordinated Outreach to Seniors</p> <ul style="list-style-type: none"> • Regional staff participated in community events for seniors including York Regional Police Seniors' Safety Day and International Day of the Older Person • Provided seniors, caregivers, York Region residents and organizations serving seniors with important information about programs and services for seniors delivered by York Region at various community events hosted throughout the Region • York Region Transit organized over 30 senior focused transit orientation sessions at various senior residential buildings and organizations across the Region 	

 Completed
 |
  Underway and continuing in 2023-2027

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	Actions and Advocacy	Initiatives and Accomplishments	Result
2.3	Initiate discussions with transit providers funded by various Provincial ministries to look for ways to better coordinate services, innovative opportunities and enhance services and choice for seniors	<ul style="list-style-type: none"> • In 2018, all specialized transit agencies in the Greater Toronto Hamilton Area (GTHA), which includes TTC Wheel-Trans, agreed to accept any neighbouring passenger with no interview or assessment. The transit agencies work together to make transfers as seamless as possible at designated transfer locations. York Region Transit will train riders for cross boundary trips • In July 2020, YRT launched Mobility On-Request 65+ as part of the COVID-19 response to offer transportation services for seniors throughout York Region to destinations in a smaller vehicle, within five kilometers of their home, including trips to a grocery store, doctor's office, pharmacy and other important services. Over 3,400 Mobility On-Request 65+ trips delivered since introduced in July 2020 (trips between July 2020 and June 2022) 	✓
2.4	Establish an internal joint planning table to explore the age-friendly community concept	<p>Shaping the Future: Building Complete Communities in York Region and Getting Better with Age</p> <ul style="list-style-type: none"> • Collaboratively developed and distributed documents with Long-Range Planning, Public Health and Seniors Strategy as part of the Municipal Comprehensive Review process to update the York Region Official Plan • Getting Better with Age is an education document that reviews types of senior-friendly housing options to raise awareness that both the type of community and type of home will have a significant impact on quality of life especially as individuals age 	✓

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	Actions and Advocacy	Initiatives and Accomplishments	Result
2.5	Establish an external joint planning table with the local municipalities on age friendly communities	Age-Friendly, Complete Communities Workshop <ul style="list-style-type: none"> On November 27, 2017, the Region hosted a workshop with local municipal and Regional staff to identify and explore opportunities to collaborate on age-friendly, complete communities A total of 120 attendees participated from various disciplines responsible for supporting age-friendly, complete communities 	✓
		City of Vaughan Older Adult Task Force <ul style="list-style-type: none"> City of Vaughan established this Task Force to achieve the objectives of the Vaughan Older Adult Strategy and seek designation as an age-friendly community. Regional staff participated as a resource to support the Task Force and identify alignments and connections with the York Region Seniors Strategy Staff from Community and Health Services, Transportation Services and Corporate Services presented to the Older Adult Task Force with information on programs and services for seniors in York Region that helped inform the Vaughan Age-Friendly Action Plan (approved by Vaughan City Council in April 2022) 	➔
2.6	Reduce complexities and costs associated with second suites	Updated Regional Official Plan Policies <ul style="list-style-type: none"> Provincial Bill 108, More Homes, More Choice Act, 2019 received Royal Assent on June 16, 2019 which allows for two additional units for each primary unit On June 30, 2022, Regional Council adopted the Regional Official Plan 2022 which included updated additional residential unit policies to conform with Provincial Policy (Growth Plan for the Greater Golden Horseshoe) 	➔

✓ Completed | ➔ Underway and continuing in 2023-2027

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2.7	Leverage inclusionary zoning for needed housing options	<p>Updated Regional Official Plan Policies</p> <ul style="list-style-type: none"> On June 30, 2022, Regional Council adopted the Regional Official Plan 2022 which requires local municipalities to consider Inclusionary Zoning frameworks 	
2.8	Develop a variety of housing options including rental	<p>Support for Purpose Built Rental Housing</p> <ul style="list-style-type: none"> On June 30, 2022, Regional Council adopted the Regional Official Plan 2022 which includes a new target of 1,000 purpose built rental units per year On September 12, 2019, Council approved a servicing allocation reserve for purpose built rental housing and on October 10, 2019, Council approved an interest free Development Charge Deferral for Affordable, Purpose-Built Rental Buildings These two incentives work to support the development of rental housing, affordable to mid-range income households and may provide seniors with more options to age in place 	
		<p>Updated Regional Official Plan Policies</p> <ul style="list-style-type: none"> On June 30, 2022, Regional Council adopted the Regional Official Plan 2022 which includes a new target of 1,000 purpose built rental units per year These policies enhance complete community initiatives and encourage a mix and range of housing options. Seniors need communities and housing options that help them remain independent. Complete communities allow people of all ages and abilities, including seniors to live, work and play within their community 	

✓ Completed | → Underway and continuing in 2023-2027

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2.9	Develop a variety of transportation options	<p><u>YRT Mobility On-Request 65+</u></p> <ul style="list-style-type: none"> • YRT Program launched as part of COVID-19 response to offer transportation services for seniors throughout York Region to destinations in a smaller vehicle, within five kilometers of their home, including trips to grocery store, doctor’s office, pharmacy and other important services • Over 3,400 Mobility On-Request 65+ trips delivered since introduced in July 2020 (trips between July 2020 and June 2022) 	✓
2.10	Implement a communications campaign to raise awareness of the need for housing that is affordable, including rental for seniors	<p>The following achievements advocated for affordable housing for seniors and are detailed in action 1.4 under “Keep seniors healthier, longer.” See above for additional details.</p> <ul style="list-style-type: none"> • <u>Ontario Seniors Strategy Consultation</u> • <u>Forecast for Long-Term Care and Housing Implications</u> 	➔

✓ Completed | ➔ Underway and continuing in 2023-2027

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<p>2.11</p> <p>2.11.1</p> <p>2.11.2</p>	<p>Advocate for:</p> <ul style="list-style-type: none"> As part of their capacity planning work, advocate to the Provincial government for infrastructure funding for housing services and a variety of housing options, including rental, affordable retirement home, secondary suites and congregate living options Increased funding from the Central Local Health Integration Network for home and community care services to support seniors in York Region Social Housing buildings and Homes with Support programs 	<p>The following achievements advocated for affordable housing for seniors and are detailed in action 1.4 under “Keep seniors healthier, longer”. See above for additional details.</p> <ul style="list-style-type: none"> Ontario Seniors Strategy Consultation Forecast for Long-Term Care and Housing Implications 	<p></p>



Result Area: Connecting Seniors and Caregivers to Right Programs and Services at Right Times



Connecting seniors and caregivers to the right programs and services at the right times

The following initiatives were implemented to move the directions of the 2016 York Region Seniors Strategy forward to connect seniors and caregivers to the right programs and services at the right times:

	Actions and Advocacy	Initiatives and Accomplishments	Result
3.1	Explore how to guide seniors through the many services available	Coordinated Outreach to Seniors <ul style="list-style-type: none">Regional staff participated in community events for seniors including York Regional Police Seniors' Safety Day and International Day of the Older PersonProvided seniors, caregivers, York Region residents and organizations serving seniors with important information about programs and services for seniors delivered by York Region at various community events hosted throughout the RegionYork Region Transit organized over 30 senior focused transit orientation sessions at various senior residential buildings and organizations across the Region	➔

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		<p>York Region/United Way Seniors Cluster Table</p> <ul style="list-style-type: none"> Established in April 2020, as part of the COVID-19 Community Coordination Initiative, to bring together organizations serving York Region seniors and caregivers to explore partnerships and leverage funding opportunities to meet the needs of vulnerable, isolated, high-risk seniors as result of COVID-19 Table members collaborated on funding application for Technology Assistance Support for Seniors project to provide over 400 seniors with easy-to-use tablets and access to a technology support helpline for seniors Table members collaborated on funding application for Food to You project to support access to culturally specific food for seniors of four ethnic specific communities with 901 deliveries (4,480 meals) to 220 unique vulnerable seniors 	➔
3.2	Evaluate options for single point of access for seniors to access information, including a self-service option (i.e., system navigation)	<ul style="list-style-type: none"> The Region’s community-based data work laid the foundation for the Eastern York Region North Durham Ontario Health Team (one of three Ontario Health Teams in York Region), working in partnership with York Region and other community partners, to create a centralized Health and Community Support Directory that includes a section dedicated to services for older adults This Directory has in turn laid the groundwork for developing a 24/7 navigation model to eventually be implemented by all Ontario Health Teams across the Province 	➔

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3.3.1	<p>Training</p> <ul style="list-style-type: none"> • Outside workers (local municipal, Regional staff) to identify warning signs of senior distress 	<p>Vulnerable Seniors Network Pilot</p> <ul style="list-style-type: none"> • A Vulnerable Senior’s Network (VSN) pilot, consisting initially of York Region staff and programs, was created to address the needs of vulnerable seniors in the community. Its mandate includes providing multidisciplinary and multisectoral interventions to stabilize seniors in York Region who are at elevated risk of harm. The VSN will complement and not replace existing programs and services 	➔
3.3.2	<p>Training</p> <ul style="list-style-type: none"> • Age sensitivity training 	<p>The following achievement developed age sensitivity training and is detailed in action 1.1 under “Keep seniors healthier, longer”. See 1.1 above for additional details:</p> <ul style="list-style-type: none"> • Virtual Age-Simulation Training 	✓
3.3.3	<p>Training</p> <ul style="list-style-type: none"> • Care for elderly with complex needs 	<ul style="list-style-type: none"> • Training for the Paramedics Providing Palliative Care at Home initiative began in 2019 to provide paramedics with skills, comfort and understanding of high-quality palliative care. York Region Paramedic Services developed a curriculum based on the Ontario Palliative Care Network Competency Framework for the entire service; 585 paramedics received this training by December 2021 • Multiple forms and types of training were offered to York Region staff on caring for seniors with complex needs including; enhanced Long Term Care Home and Adult Day Program orientation, training by York Regions Alzheimer's Society, Psycho-Geriatric Resource Consultant (PRC) training, the Mental Health First Aid for Seniors Course, Behavioral Supports Ontario (BSO) training, Transit Rider training, and enhanced training for Community Paramedics 	➔

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3.4	<p>Advocate for: Request funding and improved coordination and integrated service delivery from the Provincial government to assist with system navigation to ensure seniors are connected to the right services at the right time</p>	<p>Ontario Health Teams</p> <ul style="list-style-type: none"> • The value of partnership and collaborative opportunities through Ontario Health Teams was recognized and on September 26, 2019 Council approved York Region’s participation as a full partner on the Ontario Health Teams. An update on implementation was received in September 2020. York Region is a signed partner on all three York Region Ontario Health Teams, where each has indicated seniors or older adults as a target population • The Region has provided active support with respect to the development of enabling the infrastructure to the Ontario Health Teams, such as leading/participating on governance tables, supporting communications work, driving data and other projects • Through active participation on governance and decision making tables, the Region was able to provide supporting data to have seniors identified at all three tables as a critical target population • The Region’s community-based data work laid the foundation for the Eastern York Region North Durham Ontario Health Team (one of three Ontario Health Teams in York Region), working in partnership with York Region and other community partners, to create a centralized Health and Community Support Directory that includes a section dedicated to services for older adults. This Directory has in turn laid the groundwork for developing a 24/7 navigation model to eventually be implemented by all Ontario Health Teams across the Province 	➔
		<p>Ontario Seniors Strategy Consultation</p> <p>The following achievement advocated for improved coordination of services for seniors and is detailed under action 1.4 under “Keep seniors healthier, longer”. See above for additional details</p> <ul style="list-style-type: none"> • Ontario Seniors Strategy Consultation 	➔



Balancing the needs of seniors with all residents



Balancing the needs of seniors with all residents

The following initiatives were implemented to move the directions of the 2016 York Region Seniors Strategy forward to balance the needs of seniors with all residents:

	Actions and Advocacy	Initiatives and Accomplishments	Result
4.1	Develop options for eligibility for programs and services based on income levels, assets, user fees, loans vs. grants and private contributions (e.g., Home Repair Program)	Modernized the Subsidized Housing Waitlist <ul style="list-style-type: none"> Helped households most in need by introducing asset and income limits to further define eligibility for rent subsidy programs, restricting households with high incomes and/or assets from qualifying for subsidies New income and asset limits removed 440 applicants from the list as of September 2019, helping to ensure the Region’s limited supply of affordable rental housing is accessible only to those most in need 	✓

✓ Completed | ➔ Underway and continuing in 2023-2027

2016-2021 YORK REGION SENIORS STRATEGY

Initiatives and Accomplishments by Result Area

	Actions and Advocacy	Initiatives and Accomplishments	Result
		<p>Transit Assistance Program</p> <ul style="list-style-type: none"> • Since the 2016 Plan was approved, York Region’s Transit Assistance Program (TAP) was developed and implemented to help make transit more affordable for eligible residents by providing half price rides on York Region Transit (YRT). After 40 trips, rides were free for unlimited travel for the remainder of the calendar month. This program is available to eligible residents aged 18 to 64 with program eligibility based on income • As part of the ongoing program improvements and enhancements to the TAP, considerations include the possible expansion of the program to those 65+ years of age 	➔
4.2	Develop a communication campaign related to preparing financially for retirement and to educate on eligibility options related to ability to pay	<ul style="list-style-type: none"> • Implementation was paused as Seniors Strategy Team was redeployed in March 2020 to support York Region’s long-term care homes in response to COVID-19. This action will be reviewed to determine alignment with new 2023-2027 York Region Plan for Seniors 	➔
4.3	Develop a decision making tool for applying the strategy to new programs and services	<p>Decision Making Tool</p> <ul style="list-style-type: none"> • A decision making tool was developed and piloted by Environmental Services in developing their Nature’s Classroom for Seniors program (see action 1.1 under “Keep seniors healthier, longer” for details about this program) • The tool will continue to be used in the design and development of seniors services delivered by York Region 	➔

2016-2021 YORK REGION SENIORS STRATEGY

Initiatives and Accomplishments by Result Area

	Actions and Advocacy	Initiatives and Accomplishments	Result
4.4	<p>Advocate for:</p> <p>Seniors basic needs:</p> <ul style="list-style-type: none"> • Increased income supports • Dental benefits • Promote a holistic approach to healthcare including alternative therapies that may reduce need for medication 	<p><u>Ontario Seniors Strategy Consultation</u></p> <ul style="list-style-type: none"> • This initiative also works towards achievement for action 1.4 under “Keep seniors healthier, longer”. See above for additional details • York Region will continue to advocate for the Province to take leadership and release an Ontario Seniors Strategy to improve the system supporting seniors 	➔
		<p>Ontario Dental Care Program for Seniors</p> <ul style="list-style-type: none"> • In 2019, Ontario launched the <u>Seniors Dental Care Program</u> to provide free routine dental care for eligible low-income seniors across the Province • York Region has two facilities – one in the Town of Newmarket at 17150 Yonge Street (opened July 2021) and one in the Georgian Link, Sutton in the Town of Georgina (opened March 2022) – that provide seniors with dental services for those who are enrolled in the Ontario Seniors Dental Care Program and who have booked an appointment • During the period until the clinics are opened and fully operational, staff have sought and obtained approval to use private dental services. These contracts are in place and renewed until end of March 2023 • Longer term contracts are in place and are part of the Ministry model for accessing specialized eligible dental services (for example, with denturists) • Plans are underway to open clinics in the Cities of Vaughan and Markham in September 2022 • The expansion of the Richmond Hill clinic in the City of Richmond Hill, is in the planning stages with construction tentatively anticipated to start November 2022 	➔

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✓ Completed | ➔ Underway and continuing in 2023-2027