

# Local Community Partnership and OHT Insights

## Special Council Meeting on the Proposed Directions for the 2023 to 2027 York Region Plan to Support Seniors

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October 5, 2023



# CHATS

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Community & Home  
Assistance to Seniors

**Presentation to York Region Council  
October 5, 2023**

# Most older adults prefer to age at home

- Many choose this option to maintain health, independence and dignity
- More cost-effective than LTC

## However:

- The right care at the right time must be provided, not 'undercare'
- Age, health, wealth and the presence of an informal caregiver can affect 'stay at home' decisions



# Who is CHATS?

- York Region's largest home care AND Community Support Services (CSS) provider for seniors services
- In home personal care and support, multicultural programs and services to enable independent living for older adults and family caregiver support
- Tailored care plans that meet clients' unique needs
  - ✓ “basket of services”
  - ✓ “wrap-around care”



- Focus on social determinants of health
- Some programs are fully subsidized
- Moderate fees for others: many geared to income. Exceptional subsidies are available
- CHATS is a partner in 3 Ontario Health Teams

# CHATS

## Vision and Mission

### **Vision**

Older adults live best at home and in their communities.

### **Mission**

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

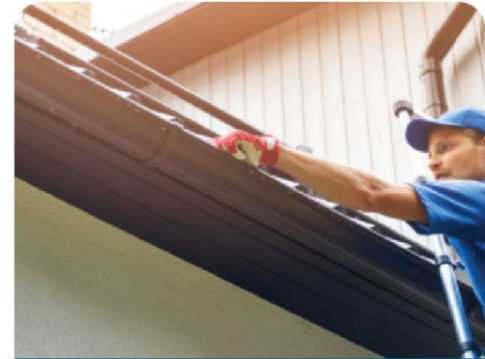
## CHATS Programs



Community  
Programs



In-Home Services



Home Safety  
Services



Support for  
Caregivers



Transportation  
Services



Interpretation  
Services



# Working together – Local and System-Wide

Longstanding member of the Human Services Planning Board

Member of 3C Collaborative: seniors, food security, social services

Partner in 3 YR OHTs and OH-level advisory tables

Provide 24/7 Assisted Living in HY buildings

Transportation Assistance Support Program partner

CIF: 2023 Housing Stability 3 yr grant for Hoarding Tenancy Risk Reduction Service

Partner in Tech-empowered Healthy Living for Seniors w Dementia

Support to individual municipalities (Vaughan snow)

Participant in surveys and focus groups for Region's Seniors Services Strategies

York Region Rapid Response Table Member supporting those with acutely elevated risk

# Pressing Issues facing Seniors and Caregivers



Difficulty navigating services: what do I need, how do I get it, how much does it cost?



Wait lists: why can't I get the services I need, when I need them?



Caregiver Stress and Burnout: how do I cope, who can help?



Affordable and appropriate housing: where do I go when I can no longer manage?



Who will provide the care? Continuity of care. Growing challenge of HHR: competition with LTC, hospital and government sectors



Health system transformation: future direction of OHTs, and "home care modernization"



# Working together for the future

Joint advocacy efforts: sustainable funding, HHR strategy, integrated care, technology solutions, appropriate and affordable housing

Identify and implement bold new approaches to seniors' care

Seek ways to identify at-risk individuals before crisis

Ensuring equity lens applied to programs, services, communication

Emphasize collaboration and efficient use of resources

Advocate for more caregiver resources/support

This baby  
could live to  
be 142



# Presentation to York Region Council

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Southlake **Community**

ONTARIO HEALTH TEAM

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Bringing connected care to the communities we serve

[southlakecommunityoht.ca](https://southlakecommunityoht.ca)

# Southlake Community Ontario Health Team

## What is an Ontario Health Team?

An Ontario Health Team (OHT) is a collaborative network of healthcare providers/organizations and social service organizations that work together to deliver integrated, patient-centered care.

## Southlake Community OHT Overview\*



### Attributed Population in 2022/23

- 340,505



### Proportion of 65+

- 19% of overall population
- 24.7% of 65+ Females live alone
- 11.5% of 65+ Males live alone



### Marginalization

- 24% of population in 4th and 5th Quintile of Material Deprivation
- 32% in 4th and 5th quintile are 65+

## Our Partners



## Collaborative Governance

- 81 partners and Primary Care providers participating in collaborative governance.
- All healthcare sectors represented at the decision-making leadership table, Joint Executive Steering Committee (JESC).

## Strategic Priorities

- Transform care delivery with our community and our partners.
- Advance a more equitable system of care.
- Strengthen our OHT structure to advance our collective priorities.

# Proposed York Region Plan to Support Seniors Alignment

## Navigation Improvements

- Partnership and collaboration across the system is key.
- Design a navigable system that builds residents' confidence and trust.
- York Region represented at OHT tables to support connecting people to services.

## Homecare and Community Supports

- Build partnerships to support people to age in the right place. Reduce usage of hospital beds as a place to 'wait for the right place'.
- EMS is a newer and important partner as we reimagine the homecare and community care.

## Technology Access and Training

- Equitize access to care with new technologies such as remote care monitoring.
- Utilize technology to combat social isolation and connect to seniors.

## Affordable and Appropriate Housing

- Reduce Senior isolation contributes to their health and well-being.
- New building designs to create space for socializing/congregating and for social and health services to come to the individual.
- Advocating for Senior friendly housing designs to prevent falls, such as eliminate step-in bathtubs.