

## 2018 Seniors Community Programs Performance Update

### Purpose

The Seniors Community Programs Performance Update provides Council, for the first time, with information and performance details on the Region's Seniors Community Programs.

### Background

York Region provides Seniors Community Programs to promote the health, well-being, safety and independence of adults with care requirements. The provision of these programs supports the overall goals of the York Region Seniors Strategy by: (1) connecting seniors and caregivers to the right programs and services at the right time and (2) helping them to remain independent and stay at home longer.

Seniors Community Programs includes the Adult Day Programs and the Psychogeriatric Resource Consultant Program. Both programs began in 1999 and celebrated 20 years of service in 2019.

### Description of Current Programs

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

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

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

While there is currently no legislation mandating the delivery of adult day programs, they are guided by the *Home Care and Community Services Act, 1994* under community support services, and the Central LHIN draft guidelines for standardized operations of its funded adult day programs.

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**

<b>Program</b>	<b>Eligibility</b>	<b>Services</b>	<b>Median Age</b>	<b>Length of Stay (Years)</b>
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>	83	3
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>	81	2
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>	81	2
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>	74	4
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 Health</li> </ul>	61	6

Clients may access the programs via referrals from the Central LHIN. Eligibility is assessed based on completion of an Inter-Resident Assessment Instrument to determine the client’s care needs by assessing a person’s functioning level, strengths, preferences, and quality of life.

Referrals are received daily and staff review the clients’ assessments to determine if they will be accepted, declined or waitlisted. Currently, 90 individuals are on the collective waitlist for the Region’s Adult Day Programs.

**The daily maximum cost to attend a Regional Adult Day Program is \$22.49**

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.

In 2020, the Adult Day Program will be reviewed against the Region’s new *Ability to Pay Policy* (currently under development as part of the Seniors Strategy) in order to ensure the most financially vulnerable residents receive financial help.

**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 provide education and consultation for staff who provide care for adults with responsive behaviours**

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

- Staff Education: Consultants provide staff with education relevant to their work including best practices for providing care for clients with dementia, mental health issues, or other psychogeriatric related diagnoses.
- Case Consultation: Consultants provide staff with supportive care strategies to manage clients experiencing responsive behaviours. Consultants use the P.I.E.C.E.S.™ method

which considers a person’s physical, intellectual, emotional health, capabilities, environment, and social self through a holistic and care-partner directed model to enhance care for individuals living with complex chronic diseases.

- Capacity Development: Consultants develop and enhance linkages and on-going relationships between long-term care homes, community support organizations and outreach services in the community.

## Annual Progress Update

### **In 2018, the Region’s five Adult Day Programs served 210 clients by providing services that help to achieve their maximum level of functioning, enhanced quality of life, and respite for their caregivers**

In 2018, 210 clients were 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 have greater complexities including incontinence, responsive behaviours usually associated with persons with dementia, are experiencing more chronic health conditions and at more advanced stages of their diagnoses. On average, clients stay 3.4 years depending on the type of Adult Day Program.

To support the growing number of program clients with greater complexities, the Adult Day Programs provide 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 are 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 2018 to support adults with care needs and their caregivers.

**Table 3  
Adult Day Programs 2018 Initiatives and Key Results**

Initiative	Results
Implemented initiatives at Maple Adult Day Programs to reinforce dignity and well-being, and reduce responsive behaviours for clients with dementia	<p>Created a dementia-friendly environment by providing the following:</p> <ul style="list-style-type: none"> <li>• <b>Visual Redirection Adapted Door:</b> Transformed the main entrance door to look like a book case using vinyl art work. This provided additional safety for clients at risk of exit seeking by calming or diverting individuals with responsive behaviours</li> <li>• <b>Robot Pets:</b> Purchased companion robot pets (cats and dogs) that move and make sounds similar to real animals. The pets</li> </ul>

Initiative	Results
	<p>provide social interaction that can provide a sense of comfort and joy for clients</p> <ul style="list-style-type: none"> <li>• <b>Montessori™ Methods:</b> Adult Day Program care staff received training by DementiAbility™ on new techniques for providing failure free programming to meet the needs of people living with dementia</li> <li>• <b>Canadian Center for Activity and Training:</b> Adult Day Program staff received training on senior-focused fitness. Information learned was used to improve exercise programming to support the functional abilities of dependent adults, such as the frail elderly, individuals with Alzheimer’s, or individuals with disabilities</li> </ul>
<p>Increase awareness of caregiver supports available</p>	<p>Provided caregivers of adults with care needs with information on supports available to them through the following:</p> <ul style="list-style-type: none"> <li>• <b>Community Fairs:</b> Attended five seniors community fairs within York Region to promote awareness of Adult Day Programs</li> <li>• <b>Hosted a Connecting Caregivers Workshop:</b> Provided a forum for caregivers to obtain resources from leading experts, network with long-term care staff, community agencies and health care providers on best-practice tools and information; and provided 78 facilitator guides for Workshop in a Box to enable caregivers to host their own Connecting Caregivers Workshop in the community to spread awareness and increase the number of caregivers that would benefit from the workshop</li> <li>• <b>Held a Caregiver Support Group:</b> Led a four-week education series on dementia-related conditions attended by 44 caregivers and community members, in partnership with Alzheimer’s Society of York Region</li> </ul>
<p>Transitioned from a paper-based charting system to electronic charting</p>	<ul style="list-style-type: none"> <li>• Program efficiencies were gained by streamlining processes (referral/intake/discharge), creating auto-generated reports and automatic notifications, eliminating duplication, decreasing supply costs</li> <li>• Reduced privacy risks</li> </ul>

## **The 2018 Adult Day Program Client Satisfaction Survey found that 100% of clients either *agreed* or *strongly agreed* that Regional staff show compassion and 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. Overall, 207 client and caregiver surveys were distributed, and 99 client and caregiver surveys were returned (48% return rate). Results show that:

- 90% of clients either *agreed* or *strongly agreed* with the variety of activities offered, and that the program helps to maintain skills to stay at home and in the community
- 100% of caregivers either *agreed* or *strongly agreed* the program helps them manage daily activities such as work or errands, and provides them with relief
- 100% of caregivers either *agreed* or *strongly agreed* staff address their concerns in a timely manner

## **More work is needed on how we will respond to the increasingly complex care needs of clients, and growing demand for service**

Two key issues have been identified for further planning/consideration with the Adult Day Programs:

1. How to meet the increasing complex care needs of clients?

Adult Day Programs are seeing an increase in the number of vulnerable clients with higher care level needs, such as incontinence and responsive behaviours, as well as residents experiencing social isolation and comorbidities. Actions have been taken to address clients' needs including providing washroom cueing routines and posting improved signage on washroom doors as reminders for clients.

To support clients who exhibit responsive behaviours, staff receive training such as Gentle Persuasive Approaches™ and Montessori Training™. Staff continue to implement a dementia friendly environment and consult with Psychogeriatric Resource Consultants to develop individualized client care plans with strategies and interventions to address a client's identified needs. Staff monitor the effectiveness of interventions and modify them as a client's needs change.

2. How to manage the increasing demand for the programs?

There is already a waitlist for the Adult Day Programs, and demand is expected to grow because the prevalence of dementia among seniors is expected to increase to 31,500 cases by 2031, up from 12,000 cases in 2012.

One of the ways Adult Day Programs are able to mitigate these challenges is through ongoing partnership development. This includes collaboration and advocacy through the Seniors Strategy; seeking funding opportunities through the provincial government; and ongoing partnerships such as participating with proposed Ontario Health Teams within the Region. Collaboration is integral to the sustainability of the Region's Adult Day Programs as it helps to provide responsive

programming to meet the changing complexities of adults with care needs.

## **In 2018, Psychogeriatric Resource Consultants provided valuable services for thousands of staff**

As the program supports all homes in York Region, its reach is significant. In 2018, Psychogeriatric Resource Consultants successfully:

- Provided over 900 visits to long-term care homes and community service agencies to deliver 1800 hours of direct service. Through these services, they provided staff with knowledge and skills to engage effectively with adults and persons living with dementia or cognitive diagnoses.
- Educated 5917 front line staff on topics such as types of dementia, mental health, responsive behaviours and care strategies, or other psychogeriatric diagnoses. The information, tools and resources shared with staff enables them to better meet the needs of the populations they serve and provides them with strategies and approaches for dealing with responsive behaviours.
- Obtained a Certificate for Completion for the Ontario Core Indigenous Cultural Safety Mental Health Training.

**Table 4  
Psychogeriatric Resource Consultants Program 2018 Initiatives and Key Results**

<b>Initiative</b>	<b>Results</b>
Mentor and Build Capacity of Behavioural Supports Resource Team Leads	<ul style="list-style-type: none"> <li>• Equipped 32 Behavior Supports Resource Team Leads in 19 Long-Term Care Homes with knowledge, skills and confidence to interact effectively and compassionately with adults and persons living with dementia by providing training on Gentle Persuasive Approaches™</li> <li>• Provided Behavioural Supports Resource Team Leads at 19 of the 28 Long-Term Care Homes within York Region with ongoing individualized education, case consultation and mentorship to build their capacity, including:               <ul style="list-style-type: none"> <li>○ Core competency training on <i>Build a Behaviour Support Resource Team</i></li> <li>○ Development of an in-house referral process to match patients with programs and services that best address their clinical needs</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ Support with monthly in-house responsive behaviour rounds. Rounds are a forum for collaboration with multi-disciplinary, inter-agency, and psychogeriatric professionals to review and assess patients referred to Team Leads</li> </ul> <p>Enhanced connections to external outreach supports (such as Ontario Shores, Mackenzie Health Mobile Team)</p>
Mental Health First Aid Seniors Training	Increased the culture of safety in Long-Term Care Homes and Adult Day Programs by providing training for 90 staff including Adult Day Program Workers, and Long-Term Care staff and Paramedics to recognize and respond to an emerging mental health problem or crisis until the situation is resolved or appropriate treatment is found

**The 2018 Psychogeriatric Resource Consultants Program Client Satisfaction Survey validated the importance of the Program**

Thirty-one surveys were distributed and 16 responses received (52% return rate). Results show all stakeholders support the program and 100% of respondents either *agree* or *strongly agree* the Psychogeriatric Resource Consultants Program:

- Provides a valuable service to help staff meet the needs of their residents/clients
- Plays an integral role in developing the Team Leads by providing them with tools to support adults coping with or at risk of responsive behaviours
- Provides information on emerging research related to dementia and Alzheimer’s disease, including how to recognize responsive behaviours and re-direction strategies to assist clients
- Is flexible in accommodating on-demand education requests for staff to meet new or changing challenges
- Does a good job communicating, recommending and providing information on the appropriate external resources that help the organization meet its education and capacity building needs

## Financial Considerations

For the fiscal year April 2018 to March 2019, the Adult Day Programs and the Psychogeriatric Resource Consultant Program were funded by the Central LHIN, tax levy and service fees as outlined in Table 5.

**Table 5**  
**Costs and Funding Sources, Fiscal Year April 2018 to March 2019**

Program	Total Costs (\$)	Funding Sources (\$)		
		Net* LHIN Funding  (% of total costs)	Service Fees**  (% of total costs)	Tax Levy  (% of total costs)
Adult Day Program	1,476,687	1,062,534 (72%)	250,341 (17%)	163,812 (11%)
Psychogeriatric Resource Consultants	346,378	322,529 (93%)	5,592 (1.6%)	18,257 (5.3%)
Integrated Psychogeriatric Resource Consultant Program (IPOP)	378,419***	378,419 (100%)	\$0 (0%)	\$0 (0%)
<b>Total Costs</b>	<b>\$2,201,484</b>	<b>\$1,763,482 (80.1%)</b>	<b>\$255,933 (11.6%)</b>	<b>\$182,069 (8.3%)</b>

\*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.

\*\*\* IPOP actual costs were \$378,419 with a total net LHIN funding of \$627,288. The funding surplus was allocated to other Seniors Community Programs. Note: IPOP was previously delivered by the Region through service agreement with the Central LHIN and Ontario Shores Centre for Mental Health Sciences to oversee the provision of clinical psychogeriatric services until it was transferred to another provider in March 2019. The Region no longer delivers IPOP. Note: Percentages may not add up to 100% due to rounding.

In addition to the operational funding sources listed above, Seniors Community Programs also received one-time funding in 2018 from the Central LHIN for:

- Dementia Adult Day Program: \$67,364.95 (October 2018 – March 2019). This funding is included in the operational funding shown in Table 5 above.
- Community Sector: \$25,087.00 (October 2018 – March 2019), and returned \$8918.40 of unused funding.

## **Conclusion**

Seniors Community Programs successfully meets the needs of its clients through partnership and diversification of funding sources. This allows for innovative and fiscally responsible programming that continues to respond to the changing complexities of the Region's adult population.