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Older Adult Strategy

Bi-Monthly Newsletter – February 2020

Issue

THREE

Implementation in Action

WWOAS Goals

Goal 1: Age-Friendly Society and Communities.

Waterloo-Wellington citizens age well within communities that celebrate their life in society and contributions to their communities, thriving through dignity, purpose, belonging and inclusion.

Goal 2: Healthy Aging. All people living in Waterloo-Wellington are exposed to the conditions and experiences that support optimal health throughout the lifecourse/lifespan.

Goal 3: Health System Capacity. The Waterloo-Wellington health system is designed and coordinated in a way that realizes deep functional integration and the appropriate use of health resources to achieve optimal system capacity in support of an aging population.

Goal 4: Collaboration and Coordination. The Waterloo-Wellington health system fully leverages and capitalizes on intra and intersectoral collaboration, offering a whole-of-community orientation to health, well-being and quality of life.

Goal 5: Quality. Older adults living in Waterloo-Wellington have universal access to the highest quality of care, services and supports — those that emphasize excellence in safety, effectiveness, person-centredness, timeliness, efficiency and equity.

Goal 6: Empowerment. The Waterloo-Wellington health system plays a pivotal and functional role in enabling the empowerment of people as they age, their caregivers and the health and social service providers they rely upon.

WWOAS reports can be accessed [here](#).

Working together to get things done

CONTEXT

As we are all aware, the health system transformation agenda is rapidly gaining momentum. The emergence of Ontario Health and local Ontario Health Teams offers an excellent opportunity to align around important goals to better support the health of an aging population, improve care experiences and increase value for the health system; those who function within it and those who rely upon it.

Indeed, widespread adoption of the Quadruple Aim offers imperatives on which to *strengthen the performance of our health system to optimize the health of people, communities and populations.*

BACKGROUND

Throughout the past year, the Waterloo Wellington Older Adult Strategy (WWOAS) has served as a catalyst to improve the context within which care, services and supports for older adults are planned and delivered in Waterloo Wellington.

Since last year at this time, Daivid Wormald and Karyn Lumsden have been co-chairing the WWOAS Steering Committee. This representative group of leaders has provided guidance to the core team and a series of workstreams and affiliated working groups as move to execute an action-oriented workplan to implement the WWOAS. Year-1 deliverables will be completed by June 30, 2020. This workplan is presented on the following pages.

Together, we are developing a better sense of who is currently working to care, serve and support older adults our region, what they are trying to achieve, the day-to-day barriers facing them and those they work with and perhaps most importantly, a series of opportunities and priorities for improvement.

We are also taking the time to celebrate the strong examples and exemplars of models and functions that are currently working well.

WWOAS Year-1 Workplan

The WWOAS Year-1 Workplan has been allocated to three separate workstreams. The co-chairs of each workstream form the WWOAS Workstream Co-Chair Committee and meet regularly to share activities, progress and areas for alignment in their work. What follows is an elaboration of the action items assigned to each of the workstreams. Our next newsletter will share more about the exciting progress underway.

Workstream A: Access, Availability and Integration of Geriatric Services

Co-Chairs: Leanne Swantko and Susie Gregg

1. Optimize the availability and utilization of geriatric medicine and geriatric psychiatric care and services

- a) Increase utilization of geriatric psychiatrists and cognitive neurologists by increasing e-consultation referrals in primary care
- b) Deepen reach of geriatric psychiatry outreach teams
- c) Introduce two new Seniors Assertive Community Treatment (ACT) Teams
- d) Implement specific recommendations offered by the Canadian Centre on Substance Use and Addiction

2. Facilitate the integration of system-level efforts to support older adults at risk (SOAR) by establishing a Waterloo Wellington SOAR Collaborative and engaging intersectoral collaborative partners to:

- a) Conduct an intersectoral review of current system capacity through consultation with Community Support Services (CSS), Specialized Geriatric Services (SGS), Care Coordinators (CCc), Intensive Geriatric Service Workers (IGSW), Emergency Medical Services (EMS), police services and community support services across sub-regions
- b) Build capacity, commitment and a shared understanding of and accountability for risk across the SGS community and community support service sectors in Waterloo Wellington
- c) Articulate a series of recommendations that emphasises prevention and screening to support early identification of risk and intervention

3. Create an integrated intake and assessment model for the WW LHIN Geriatric Services

- a) Map current intake and assessment process and protocol across the the region for all geriatric services
- b) Develop proposal for an integrated model with identified opportunities and risks

4. Promote equitable access and distribution of community-based Geriatric Services across the WW LHIN

- a) Map all current Geriatric Services across the WW LHIN per sub-region and examine for distribution of resources and appropriate access
- b) Create proposal for distribution and access (link to above access integration plan) and action plan including considerations in Memory Clinic, GeriMedRisk, etc.

Workstream B: Linkage, Coordination and Navigation

1. Create an Older Adult Care Community service model

- a) Develop a business case for how an Older Adult Care Community service model could reduce variability in care, support coordinated care planning, ensure appropriate use of resources, provide better experiences and reduce duplication
- b) Develop and advance principles and priorities for the Older Adult Care Community service model
- c) Review membership of the WWOAS Reference Group (WWOAS-RG) and Geriatric Services Network (GSN) and identify a core team to support mapping priorities and recommendations over the 10-year duration of the OAS and inform integration opportunities and evaluation measures

WVOAS Year-1 Workplan (continued)

Workstream B: Linkage, Coordination and Navigation (continued)

2. Increase caregiver education and training

- a) Develop a Caregiver Support Framework
- b) Harness provincial-level and other investment opportunities to support caregiver education and training (workshops, presentations, information sessions) and present opportunities to the public
- c) Develop a 10-year Caregiver Strategy to integrate Dementia Capacity Plan, Caregiver Capacity review and recommendations and the Older Adult Strategy

3. Optimize Behavioural Supports

- a) Engage long-term care homes, community agencies and retirement homes in planning for potential behavioural support transition services, transitional care options, Integrated Assisted Living Program expansion opportunities, supportive living, etc.
- b) Explore, evaluate and scale emerging models of integrating adult day programs with respite services, personal support worker and geriatric service workers to better integrate services across the continuum and create new opportunities
- c) Conduct a Value for Money review of the Behaviour Support Ontario (BSO) program elements in long-term care and community
- d) Develop a map of the current services and programs supporting persons living with, or at risk of developing, neurocognitive conditions (i.e. Professional Resource Consultants, Community Responsive Behavioural Therapists, embedded BSO teams, BSO transitional clinicians, Adult Day Programs, etc.)
- e) Draft a business case for moving forward with priority areas for action, including improvement ideas (i.e. coordinated communication and information sharing; resource allocation; workforce development, utilization and sustainability, etc.) per the Quadruple Aim

Workstream C: Equity, Diversity and Inclusion

Co-Chairs: Will Pace and Joanne Zimmerman

1. Reduce the incidence, prevalence and negative outcomes associated with marginalization and social isolation through targeted interventions that improve access to health and social services and community supports across Waterloo-Wellington by:

- a) Reviewing and working to increase the number of physical and virtual spaces for groups of community members who have typically felt marginalized to feel safe and confident about connecting to services
- b) Working collectively with local Age Friendly Communities working groups and other relevant planning bodies to:
 - i. Reduce social isolation, especially in rural areas, by implementing a regional volunteer program and creating reliable, accessible and affordable housing and transportation services.
 - ii. Identify opportunities and partners to promote intergenerational housing as a viable solution to support seniors remaining healthy - in their own homes and communities.
 - iii. Help to facilitate better partnerships between health and social services, social planning councils, community supports, faith-based organizations, local recreation centres and service clubs, especially in rural settings.

** All action items contained within the workplan are subject to the interpretation of subject matter experts embedded in each workstream and working group. Final deliverables are based on their deliberations and confirmed through consensus.

Coming Soon – see flyers on following pages

WWOAS Forum: Showcasing Innovations in Hub Design, Development and Delivery

Please join us as we explore strategic, tactical and operational approaches currently being employed in emerging or existing integrated service delivery and hub models. Similarities and differences will be explored, as will adaptations for urban and rural communities. Seven showcase groups will respond to a standard set of themes and questions as they present the key features of their models. Lunch will be followed by a moderated panel discussion that will delve deeper into each model and allow representatives to share lessons learned.

Event Details

Date: Thursday, March 5, 2020
Time: 9:00 AM – 2:30 PM
Location: Fairview Seniors Community
515 Langs Drive
Cambridge, Ontario
Cost: \$16.50 per person

Register [here](#)

Think Tank: Supporting Inclusion Through Intergenerational Partnerships

Date: Friday, March 27, 2020
Time: 9:00 am to 4:30 pm
Location: Waterloo Memorial Recreation Complex
101 Father David Bauer Drive, Waterloo
Cost: No charge

How Can Youth Help Older Adults with Dementia Live Well in Our Community?

“Supporting Inclusion through Intergenerational Partnerships (SIIP) is a community initiative that brings generations together to promote social inclusion for older adults living with dementia, and their care partners, in Waterloo Region, Ontario. SIIP will enable older adults and secondary and post-secondary aged youth to interact in meaningful ways — sharing skills, expertise and experiences. This not only benefits older adults, but also creates experiential learning opportunities for youth. Participating in SIIP can contribute to career development and empower youth to be leaders and innovators in the community.” Find out more [here](#). ***Congratulations to the Research Institute for Aging on the recent funding announcement for this amazing new initiative!***

Immediate Opportunities

Are you interested in participating in any of of workstreams or working group?

We are especially keen to hear from those who work to deliver transportation services for older adults in our communities. Please contact Don at the email address listed below.



Looking for more information?
Have something to share?

Please contact:

Jane McKinnon Wilson at jmckinnon@cmhaww.ca or

Don Wildfong at dwildfong@cmhaww.ca

WWOAS reports can be accessed [here](#).

Waterloo Wellington Older Adult Strategy



Forum

Showcasing Innovations in Hub Design, Development and Delivery

You are invited

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Cost:	\$16.50 per person

Register using the link on the previous page

Limited to 65 participants.

In the event that you are an older adult or caregiver, or that you are not in a position to cover the costs of this event, please contact:

Don Wildfong at dwildfong@cmhaww.ca

Program

8:30 – 9:00	Registration
9:00 – 9:15	Welcome and Session Orientation
9:15 – 9:45	Opening Address: Toward Collective Impact Presenter: Paul Born, Co-CEO of the Tamarack Institute (and Director, Vibrant Communities), Member of the Order of Canada
9:45 – 9:55	<u>Showcase Presentations</u>
9:55 – 10:10	Fairview Parkwood Communities
10:15 – 10:30	Langs – The HUB@1145
10:35 – 10:50	VON Canada-Ontario Branch-Central Region M
10:55 – 11:10	Networking Break
11:15 – 11:30	Schlegel Villages
11:35 – 11:50	Inner City Health Alliance
11:55 – 12:10	East Wellington Community Services
12:15 – 12:30	St. Joseph's Health Centre Guelph
12:30 – 1:00	Lunch
1:00 – 2:15	Panel Discussion
2:15 – 2:30	Closing Comments and Reflections



How Can Youth Help Older Adults with Dementia Live Well in Our Community?

Join the Discussion!

Friday, March 27, 2020
9:00 am to 4:30 pm

Waterloo Memorial Recreation Complex
101 Father David Bauer Drive, Waterloo

- > Free Registration
- > Lunch and Refreshments Provided
- > Free Parking
- > Wheelchair Accessible

To register for this event or for more information visit
intergenerationalpartnerships.ca/think-tank
or call Neb Zachariah at 519-904-0660 ext. 5006
