

## **Appendix 2: Summary of Findings of the Aging at Home Detailed Plan Validation Forums**

### **Introduction**

As part of the Central West LHIN's strategy to engage the community to solicit feedback from seniors and their care-givers about the proposed initiatives to be included in the local Aging At Home Detailed Plan, the Central West LHIN went back to the community and conducted three validation forums.

The objective was to confirm that the initiatives that the Central West LHIN was planning to fund in the 2008/09 fiscal year were consistent with what the LHIN had heard from the community in its initial six (6) public engagement sessions and nine (9) focus groups held in October and November, 2007.

Three follow-up forums were held:

- Mel Lloyd Centre in Shelburne – February 19
- Rexdale Community Health Centre in Etobicoke – February 19
- Flower City Seniors Centre in Brampton – February 22

A total of 110 seniors were engaged during these sessions.

During these validation meetings, the Board Chair and CEO presented a summary of the provincial Aging at Home Strategy, highlights of the Central West LHIN's Aging at Home Directional Plan, the process for inviting and reviewing proposals to support seniors aging at home, and the proposed initiatives being considered for incorporation in the Central West LHIN's Aging at Home Detailed Plan.

Once this material was presented to the session, three questions were posed to the groups:

- Do you believe that the Central West LHIN is listening to you?
- Do you think the Central West LHIN is making a good start at improving services to support seniors aging at home?
- What do we need to be doing next?

### **Summary**

The following is a summary of the comments what seniors and their care givers told the Central West LHIN:

1. All groups agreed that the Central West LHIN has made strong efforts to engage seniors and their care givers, although more work was still necessary.

2. All groups agreed that the Central West LHIN appeared to be listening to their needs about what they needed to age at home independently and with dignity since a number of the projects are based on what the LHIN was told in earlier sessions.
3. The groups supported transportation, home-making, home-maintenance and tele-check services as top priorities.
4. There was consensus around the urgent need for a Seniors Hotline that would provide information about the various services available and how to get these services - A 1-800- number was suggested.
5. There was agreement on the plans to provide increased services in the areas of day programs, supportive housing, Alzheimer's support and congregate dining.
6. Seniors were seeking these services in their particular areas although many recognised that these services could not be provided in all areas of the Central West LHIN from the very start, agreeing that areas without any services should probably get services first but that they expected services to all communities would be enhanced in the following years.
7. Seniors were delighted to hear about the plans to re-introduce house calls on a small scale to start.
8. The need to create senior friendly communities was emphasised and the seniors requested the Central West LHIN support this concept in all its planning and implementation of projects.
9. The seniors would like the Central West LHIN to continue to host more community engagement sessions and keep them informed of the implementation plans and outcomes. Seniors were happy that there were people who could talk to them in their own languages at these sessions and said how important it is when they need services as well.
10. The seniors would like the Central West LHIN to plan cross-sectoral meetings with government agencies responsible for services outside of the health sector, such as social, housing, education, and transportation, to improve the coordination of services for seniors and to expand services to seniors that would keep them in their homes.
11. All groups agreed it looked like a good start on paper, but so far it's only a plan. It needs to be implemented right and it will be a success if there are no waiting times for any services seniors require.

The following are the comments that were recorded in response to the three questions that were asked at each session.

### **1. Do you believe we're listening to you?**

- Yes - especially improving access to transportation
- Need more accessibility to all services - with multi-lingual services
- Seniors need to know what is available for them to access
- More advertising of services needed - Drs. Offices, etc. -- multi-lingual
- Hot-line needed with a live person answering the phone (not touch-tone)
- CAC needs to be more people focus
- CCAC - so busy and no live person to answer questions
- Seniors/families - do not know how to begin ... before CCAC
- How do you access the system?
- Education - for every service
- Education - for every service --- Referrals ...
- Continue ... you are doing a good job
- We were not at the previous meetings (only senior council).
- First time to provide input – didn't know about first session
- Programs sound good but are not implemented in all communities
- Good if programs are consistent
- Emphasis on doctors visiting in home --- good
- Personal alarm alert
- Hard financially to remain in home
- What is involved in transportation???
- Yes ... but will you keep us informed
- Initiatives are very vague
- What are you doing about cuts to health services: prescriptions medications, sleep apnea machines, chiropractic services?

### **2. Do you think we're making a good start at improving services to support seniors aging at home?**

- Yes, good start
- Still are barriers to access to stores / buildings (heavy doors) / ramps / steps to bus
- Need senior friendly communities (large print on food labels / shelves too high)
- Need more innovation for Alzheimer care & respite care
- Transportation ... need paid drivers (no cost to senior); assistance with access / companions to help at Drs office
- Organized transportation to program / services -- can not be late / can not come early then leave after 5 min without us

- Need assistance at service, not just to service but with transferring out of the car, into the building, to the office, etc.
- Not able to answer --- Services details are needed ahead of time
- Not able to answer --- too high level to give feedback
- Information and referrals .. Are fragmented ... need one-contact point
- Were there any proposals for a One-Contact Point Service for referrals & service info?
- What is the role of doctors / nurse practitioners?
- Need someone to come to house to cook
- Need dental and vision services
- Need to monitor children of elderly to ensure that they are not abusing the elderly
- "On paper" sounds good ... but proof comes from the implementation & the measurement there of
- No. Not good enough. Does not go far enough!

### **3. What do we need to be doing next?**

- More education needed - general public / businesses / seniors / providers / Drs. Offices / everywhere seniors go!!
- Continue to host more community engagement sessions with evaluations of how you are doing to address the need.
- Working with townships --- all sectors of population
- Host/coordinate a seniors / community fair to raise awareness to the various issues
- Need more geriatric care / providers in Dufferin County.
- Need more mental health services for seniors
- Tele-Health - Referrals/info - a live person; access to multi-lingual services; magnet for fridge - one main #, integrated
- CCAC - has limited services / resources ... we need to lift the cap for staff hours & better support
- PSW - education costs have increased significantly, not everyone can afford to Take
- Need more physio for seniors in Rexdale
- Need more day programs in Rexdale / Brampton
- Need programs where seniors are helping seniors in Rexdale as well
- Supportive Housing waiting lists should be published
- Increased access to dentists -- major concern for many seniors
- More exercise programs for seniors - 2-3 times a week
- Seniors are talented / gifted and enjoy making crafts. Need more resources to do provide opportunity to make crafts
- Implement these increased services to seniors - put it into action, not only on paper & when & priorities
- Evaluate these success of these increased services to seniors
- Notice for these CE meetings ... too short

- Need to have more detailed information for these CE meetings
- Want the identification of proposals not funded make available to providers, for possible future opportunities/partnerships
- Need to expand invitee list to these CE meetings to include: Education; Housing and Social Providers
- Advertise CE meetings in seniors apts/centres ... not every senior gets the Brampton Guardian
- Cost of various programs to individuals ... checks and balances
- Most important Home Maintenance / Home-making --- & emergency plumbing services & no wait lists
- Programs represented by populations? i.e. Brampton
- Access corporate sponsorship to help out with the needs of seniors i.e. Home Depot?
- Transportation across LHIN boundaries
- Transportation to doctors and social groups
- Keep us informed on an ongoing basis.
- Audit the money grants in an "open" process; try to keep political interference to a minimum
- Keep "favourites" out of the process
- On the information, we need to know how the grants are allocated
- Keep helping us ... and "look outside the box"
- How much of the budget goes to administrative costs?
- What is being done towards integration?
- Need same service available for every senior living in Ontario / not limited to geography