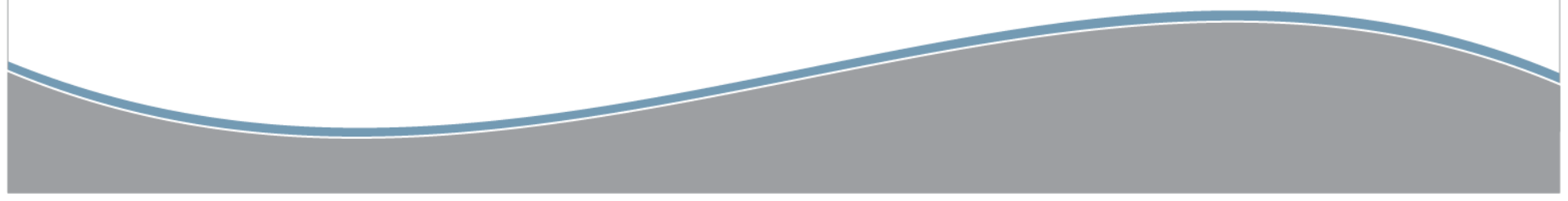


Focused Conversations with Seniors

Priti Patel, Senior Lead, Health System Development and Aging at
Home Lead, Mississauga Halton LHIN

Setting the Stage

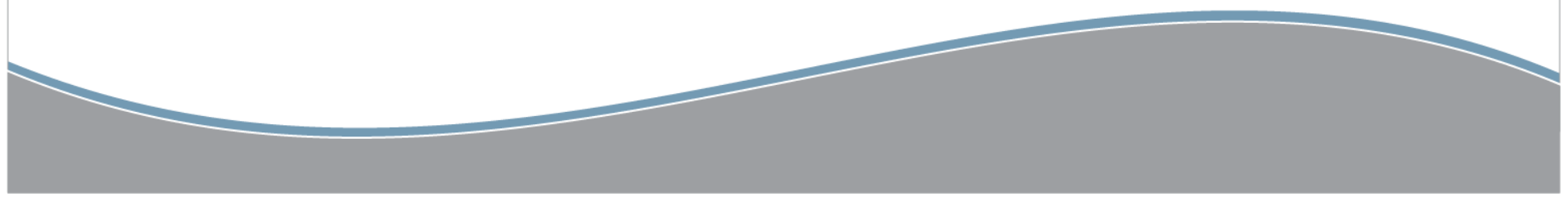
- ❖ In August 2007, the Ministry of Health and Long-Term Care announced the Aging at Home Strategy, an investment of more than \$700 million across Ontario over three years.
 - ❖ In 2008/09, the Mississauga Halton LHIN invested \$7.7 million into new programs and services.
 - ❖ These investments build on our communities many existing programs which currently provide high quality care to our seniors.
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We Wanted to Understand...

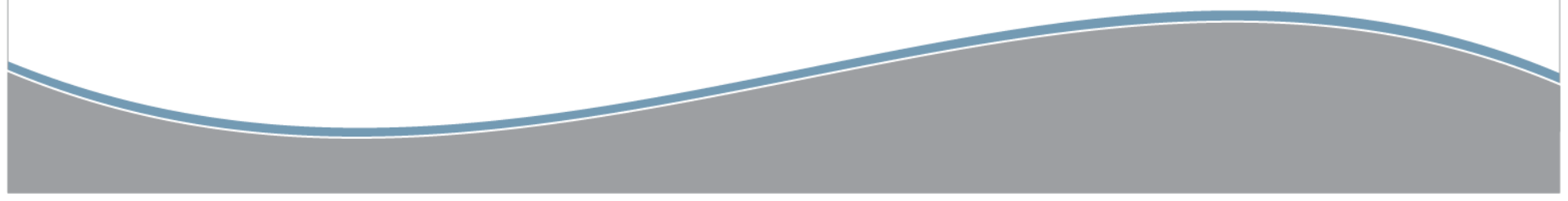


- ❖ Seniors hopes for the future.
- ❖ Problems and challenges facing seniors when using the health system.
- ❖ What seniors need to continue living in their own home and community.

Approach to Community Engagement

- ❖ Draw on and tap into existing community groups where conversations take place between people in a trusting environment.
 - ❖ Work with other organizations, networks and community leaders that have established relationships with community groups to facilitate conversations.
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Community Engagement Tools

- ❖ Public forums
 - ❖ Targeted focus groups
 - ❖ Survey
 - Poll
 - Online
- 

We're Listening

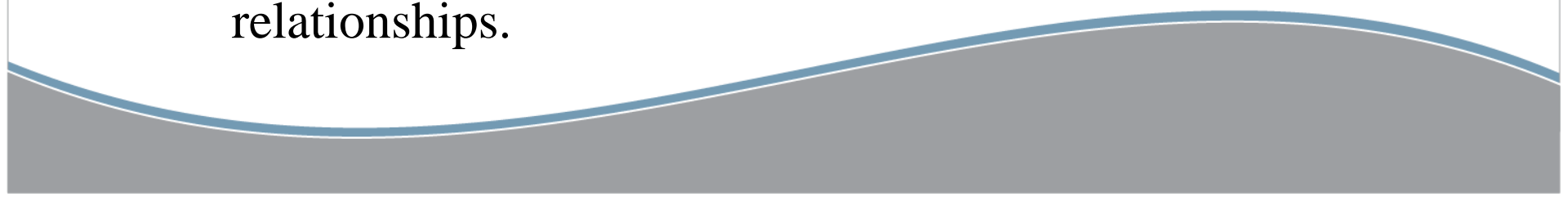
- ❖ More than 1000 community members have been consulted:
 - 93 seniors, families, providers (public forum)
 - 400 seniors, families, providers (31 focus groups)
 - 42 community members (on-line survey)
 - 544 seniors and 150 families/informal caregivers (poll)

Hopes for the Future: *Seniors want to...*

❖ **Live with dignity, independence**

- Be listened to, respected, and have their opinions valued.
- Have the right to choose and make decisions in their own lives.

❖ **To feel a sense of community**

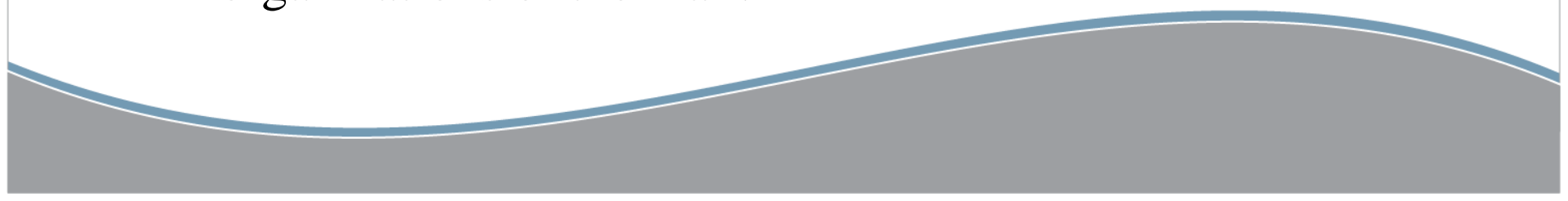
- Live with dignity and to have a sense of belonging / being valued in the community.
 - Helping each other.
 - Means different things to different people - fostering intergenerational relationships, maintaining current relationships.
- 

Overarching Themes: *Seniors need...*

❖ **More housing options**

- Affordable, appropriate housing options that meet their needs as they grow older (e.g. housing modifications to accommodate mobility issues).
- Would prefer to stay at home with services to assist them

❖ **Relevant information in user-friendly formats**

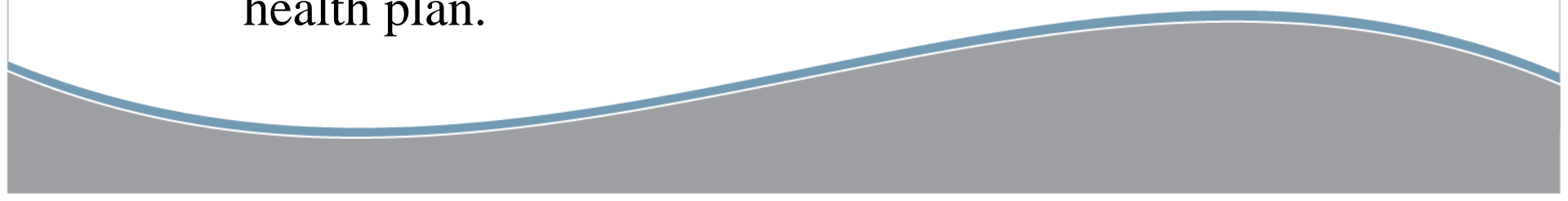
- A lack of information, or problems with accessing information was a major challenge.
 - Making information available where seniors socialize.
 - Prefer to get information either through community organizations or the mail.
- 

Overarching Themes: *Seniors need...*

❖ **More social and recreational opportunities**

- Meaningful, frequent opportunities for social and recreational interaction is important for the psychological health and well-being of seniors.
- Ongoing need for companionship, mental stimulation and interaction.

❖ **Increased access to redesigned primary care services**

- A primary care model that is holistic in approach, focusing on health and wellness in addition to treatment.
 - Case managers to coordinate and review an overall health plan.
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Overarching Themes: *Seniors need...*

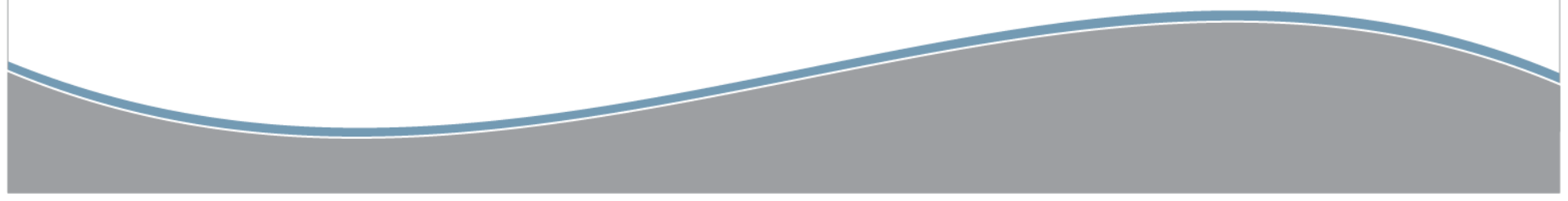
❖ **To feel safe in their homes and out in the community**

- Not feeling safe is a huge worry and a major reason seniors are unable or unwilling to live at home (alone).
- Many suggestions on how to address this issue, including: telephone programs, security checks, devices to communicate emergencies, etc.

❖ **Financial assistance to support a wide range of needs**

- Home renovations to meet changing mobility needs.
- Expenses for health services, such as chiropractic care, medication, etc.

Overarching Themes: *Seniors need...*

- ❖ **Assistance with household tasks in order to live safely in their homes**
 - Difficult to continue fulfilling all household tasks as they age (e.g. mowing the lawn, shovelling snow, etc.).
 - ❖ **Access to affordable transportation as a key to staying independent**
 - “Living without a car threatens and limits freedom”.
 - Challenges with public transit and safety issues with travel, especially in winter.
- 

Overarching Themes: *Seniors need...*

❖ **Additional and more flexible homecare services**

- Allotted hours do not meet their needs or issues with eligibility
- Increased homecare, including a basket of services

❖ **Respite and support for caregivers**

- More funding for accessible and affordable respite care, and education for caregivers on supports available to them.
- Provide home care training courses.

❖ **Culturally appropriate programs and services**

- Excited about having programs and services available in their own language (e.g. culturally appropriate meals, day programs, LTC).
 - Would allow for greater understanding and empathy between care providers and seniors themselves.
- 