Rapid adaptation to Covid-19
Essential supports for clients and caregivers

Presented by: Jaime Constable- Knowledge Mobilization Specialist CCSN
What are Community Support Services

• Services that allow seniors and adults with disabilities to live independently and remain connected to their communities.

• Supports people to live and age well in their own homes and communities in order to:
  • achieve optimum levels of health and active living
  • avert preventable admissions to hospital and long-term care facilities
  • facilitate reintegration from hospital to home

• Serves over 50,000 clients in our region and engages 8,500 volunteers in our communities
Community Support Services

- Represent a diverse range of services that focus on promotion, prevention, early intervention, and self management.

- Assisted Living Services
- Supportive Housing
- Caregiver Support
- Respite
- Crisis Intervention and Support
- Elder Abuse Prevention
- Day Services
- Foot Care Services
- Homemaking
- Home Maintenance
- Social and Congregate Dining
- Meals on Wheels
- Friendly Visiting
- Telephone Assurance

- Attendant Care Outreach Services
- Personal Support Services Training
- General Geriatric Health Promotion
- Psycho-Geriatric Health Promotion
- Non Urgent Transportation
- Service Arrangement/Coordination
- Palliative Care Services
- Residential Hospice
- Social Recreational Activities
- Health & Wellness Clinics
- Deaf, Deafened & Hard of Hearing Care
- Vision Impaired Care Services
Our partners

The Champlain Community Support Network is a partnership between a number of organizations that provide community support services across the Champlain region and these agencies are participating in a coordinated COVID-19 Community Support Services response effort.

Amprior Brasside-McNab Seniors at Home Program
Barry’s Bay & Area Senior Citizens Home Support Services
Colabogie & Area Home Support Program
Carebridge Community Support
Carefor Eastern Counties
Carefor Ottawa
Carefor Health and Community Services Pembroke-Renfrew County
Dementia Society of Ottawa and Renfrew County
Eastern Ottawa Resource Centre
Eganville and District Senior Citizen’s Needs Association
The Glebe Centre
Glen Stor-Dun Lodge
Good Companions
J.W. MacIntosh Community Support Services
Kemptville and District Home Support
Maxville Manor
Meals on Wheels Ottawa
Montfort Renaissance
Nepean Rideau Osgoode Community Resource Centre
Olde Forge Community Resource Centre
Ottawa West Community Support
Renfrew and Area Seniors’ Home Support
Rural Ottawa South Support Services
Services Communautaires de Prescott et Russell
South-East Ottawa Community Health Centre
VHA Health And Home Support
Western Ottawa Community Resource Centre
## Search

**Champlain Community Support Network**

### Meals & Help Around the House

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<th>Meals &amp; Help Around the House</th>
<th>Daytime Activities</th>
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<td>Home Maintenance &amp; Repair</td>
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<td>Personal Support Services</td>
<td>Shopping Assistance</td>
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<td>Foot Care</td>
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</tbody>
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Vision and Hearing Loss

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Search, Book, Connect with Home Care & Community Services.
Strategic Rapid Response

- Leveraging partnerships
- Identifying key areas of need
- Adaptation, innovation, and expansion of services
- Rapid implementation of change
- Centralized access and referral
- Centralized volunteer recruitment
- PPE access and distribution
Leveraging partnerships

- Ottawa Human Needs Task Force/City of Ottawa
- Ontario Community Support Association
- Volunteer Ottawa
- United Way East Ontario
- Connected Canadians
- Ontario Caregiver Organization
- Trualta
- Champlain Dementia Network
- Regional Geriatric Program of Eastern Ontario
- Careteam
- Social Planning Council
Identifying key areas of need

- Food security
- Safety Check ins
- Connection/Isolation
- PPE Distribution
- Remote collaborative care coordination
- Caregiver Support
- Volunteering
Adaptation, innovation, and expansion of services

- **Food Security** - Grocery Delivery, Essential Food Hampers, Expansion of Meals on Wheels
  
  43,000 Meals delivered
  
  2700 Grocery Deliveries/Essential Food Hampers

- **Safety Check ins** – Keeping in touch with vulnerable clients
  
  45,000 Safety check ins completed

- **Connection/Isolation** – Virtual programming, Friendly visits by phone
  
  14,000 virtual program attendances

- **Caregiver Support** – Dementia Activity Kits, Support/Education, Caregiver eLearning Initiative, Virtual Adult Day Program, Social Engagement, Collaborative Care Coordination Launch

- **Collaborative Care Coordination** – Launching Careteam

- **Covid Response Website** – centralized access to key services, and resources

- **Volunteering** – centralized access to volunteer opportunities
Centralized access and referral

Communitysupport.covidresponse.ca
Centralized access and referral

- Pharmacy delivery and help with food:
  Includes food and other essential supplies. Ethnical and cultural food options available in some areas.

- Meals on Wheels:
  Delivery of nutritious frozen meals. Kosher and Halal options available.

- Telephone Safety Checks:
  Regular check-in phone calls to ensure you or your loved ones are safe.

- Transportation:
  Transportation to essential medical appointments.

- Dementia Support:
  Information, one on one support, and online social opportunities for persons living with dementia, and family caregivers.

- Staying Connected While at Home:
  Join group social programs by phone or online.
Resources

Disclaimer: The documents on this resource page are not updated in real-time. Please refer to your local public health office for updated information, resources and clinical protocols.

Food banks

- To learn about food banks/programs in your area visit the Ottawa Food Bank
- To access these services by phone please call 211

Health Information

- Ontario Ministry of Health
- World Health Organization (WHO)
- Centre for Disease Control (CDC)
- Ontario College of Family Physicians

Public Health Resources

- Ottawa Public Health
- Eastern Ontario Health Unit
- Renfrew County & District Health Unit
- City of Ottawa COVID-19 Site
- Public Health Ontario
- Public Health Agency of Canada

Elder Abuse Resources

- Ottawa: Elder Abuse Response and Referral Service - 613-698-6926 ext. 230 or Request Services Online
- Eastern Counties: Elder Abuse Prevention Program
- Renfrew County: Elder Adult Protection Services - 1-800-363-7222 or 813-432-4861 Ext. 818

Technical Support

- Connected Canadians
  Free technical support hotline. If you need help accessing the online referral service, or want to learn more about how to use technology to connect to virtual programs like online support groups, learning events, and social programs, call 613-699-7696 or sign up for help at Connected Canadians
Centralized access and referral

Site visits: 16,000

Service Referrals: over 600
Dementia Support: 16
Grocery and Pharmacy Delivery: 340
Meals on Wheels: 120
Telephone Safety Checks: 54
Transportation to essential medical: 48
Staying connected while at home (SCWW): 17

Communitysupport.covidresponse.ca
Site visits: 1234
Volunteers: 310

- Central intake, Covid-19 training
- Recruitment for Volunteer Ottawa, and The Dementia Society of Ottawa and Renfrew County
Distribution of masks, gowns, gloves, and face shields

- Vulnerable clients
- In home workers/drivers
- Volunteers
Summer Cooling Initiative

• Supply and distribution of fans and AC units to seniors and adults with physical disabilities in need across the Champlain region

• Items can be requested from local CSS agencies

• Some installation of AC available in Ottawa area
Caregiver eLearning Initiative

• Trualta is an interactive portal for caregivers to help them develop skills and knowledge to manage care at home

• CCSN has set up a learning portal for all CSS: Caringathome.trualta.com
The content library is research informed, and efforts are under way to clinically validate the approach.

Some of the content includes:

- Showering, Oral Care, Toileting
- Fall prevention, barriers in the home, transferring
- Work & Caregiving, Stress, Guilt
- Brain Health, Wandering, Teepa Snow
- Understanding stroke, secondary prevention, getting back into daily activities
- Local educational content and resources that you can upload and manage
Educational delivery

- E-Learning modules
- Audio clips
- Videos
- Text based resources
- Quizzes to gauge learning and retention
- Badges to track learning progress
- Printed materials
Collaborative Care Coordination Project

Improving care coordination and remote management in Covid-19: *Implementing online interprofessional collaboration among organizations and families*
Careteam’s Platform: People, Plan, Progress, Prediction

Healthcare teams in various settings

People
- Care plan
- Appointments
- Tasks
- Messaging
- 3rd party integrations

AI
- Automation & predictions

Patient, family and support network
Canada’s Digital Technology Supercluster

Federal funding announced in March to support innovative solutions during Covid-19

Rapid deployment of Emergency Case Management – virtual care, remote monitoring, referral

Expand Careteam in our region including product enhancements, and broad implementation and training
Key Features

- Care plan creation including resources and document attachments
- Task creation, assignment, and coordination
- Appointment creation and scheduling
- Simple online check-ins (scheduled or ad-hoc)
- Online assessments (Geriatric Assessment, Caregiver Wellbeing Index, falls risk, etc.)
- Integration to Caredove for online service requests
- Track daily routines: medications, exercise, nutrition
- Recording personal health information
- Identification of members of the circle of care
- Secure messaging
- Notifications and reminders
- Population management and case management dashboards

Enables care to be:

- organized around the patient
- inclusive and supportive of family / caregivers
- health and whole-person oriented
- goal-oriented
- self-organizing
- responsive / adaptive as situations change
- cross-continuum
- multi-disciplinary
- organization-independent
- proactive
- evidence/guideline/pathway-informed
Careteam Overview

Patient list / Jean Acheson

Care Plans

Jean Acheson
Mar 06, 1956 | 63 years old

Medical insurance number: 28194892
Phone: N/A

Care Plans overview

Managed plans

Diabetes Management
Lakeside Medical Clinic
Last accessed by Jean Acheson at Oct 09, 2019 | 3:38 PM PDT

Started
Sep 25, 2019

Living well with Heart Failure
Lakeside Medical Clinic
Last accessed by Jean Acheson at Sep 27, 2019 | 2:34 PM PDT

Started
Sep 25, 2019
Thank you!

Questions?
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