



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.

Arnprior Braeside-McNab Seniors at Home Program
Barry's Bay & Area Senior Citizens Home Support Services
Calabogie & 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

powered by CareDove

Champlain Community Support Network > Select a service

[advanced search](#)

Meals & Help Around the House

Daytime Activities

Conditions

Other

Meals on Wheels	Adult Day Programs ▶	Acquired Brain Injury ▶	Assistive Equipment	Going Home Program
Group Dining	Health Education Classes	Alzheimer/Dementia ▶	Attendant Services	Physiotherapy ▶
Friendly Visiting	Respite Care (In-Home)	Aphasia ▶	Counselling ▶	Supportive Housing
Home Maintenance & Repair	Rides & Transportation	Palliative Care and Hospice ▶	Elder Abuse Consultation	Telephone Reassurance
Housekeeping	Senior Gentle Exercise ▶	Parkinson's ▶	Fitness ▶	Wellness Clinic
Personal Support Services	Shopping Assistance	Stroke Services ▶	Foot Care ▶	Volunteering
		Vision and Hearing Loss ▶		

Enter your Address, City or Postal Code



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

The screenshot shows the homepage of the COVID-19 Response Site. The layout includes a top navigation bar with a language dropdown set to 'English'. The main content area features a large header with the text 'COVID-19 Support Services' and a sub-header 'Working together to help seniors and adults living with disabilities'. A call to action states 'Serving Eastern Ontario: Ottawa, Renfrew County, and Eastern Counties'. A purple arrow icon points downwards. The footer area contains the text 'We are here to help' and 'Services for seniors are available right now'. The left sidebar contains a navigation menu with links for Home, Available Services, Resources, Our Partners, and Volunteer. The background of the main content area is light blue with decorative virus-like icons.

English

For Emergencies **Please Call 911**

COVID-19

Support Services

Working together to help seniors and adults living with disabilities

Serving Eastern Ontario: Ottawa, Renfrew County, and Eastern Counties

Home

Available Services

Resources

Our Partners

Volunteer

We are here to **help**

Services for seniors are available right now



Centralized access and referral



Pharmacy delivery and help with food.

Includes food and other essential supplies. Ethnocultural food options available in some areas.

Request



Meals on Wheels

Delivery of nutritious frozen meals. Kosher and Halal options available.

Request



Telephone Safety Checks

Regular check in phone calls to ensure you or your loved ones are safe

Request



Transportation

Transportation to essential medical appointments

Request



Dementia Support

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

Request



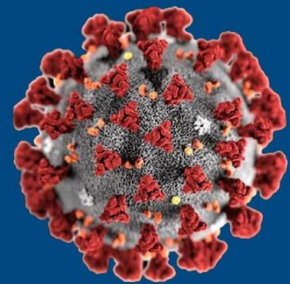
Staying Connected While at Home

Join group social programs, by phone or online

Request



Centralized access and referral



COVID-19 RESOURCES

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](#) - 613-596-5626 ext. 230 or [Request Services Online](#)
- **Eastern Counties:**
[Elder Abuse Prevention Program](#)
- **Renfrew County:**
[Older Adult Protection Services](#) - 1-800-363-7222 or 613-432-4851 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 **613-699-7896** 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](https://communitysupport.covidresponse.ca)





Centralized volunteer recruitment


Site visits: 1234
Volunteers: 310

- Central intake, Covid-19 training
- Recruitment for Volunteer Ottawa, and The Dementia Society of Ottawa and Renfrew County

Communitysupport.covidresponse.ca/volunteer


Apply Now To Volunteer

We need your help to provide essential community support services to people in your community during this difficult time.




Grocery & Pharmacy Delivery
Help us deliver food and essential supplies to members in your community

[Apply to Volunteer](#)



Meals on Wheels
Help us deliver nutritious frozen meals to those in need

[Apply to Volunteer](#)



Telephone Safety Checks
Help us to check in on vulnerable members of our community by phone to make sure they are safe

[Apply to Volunteer](#)

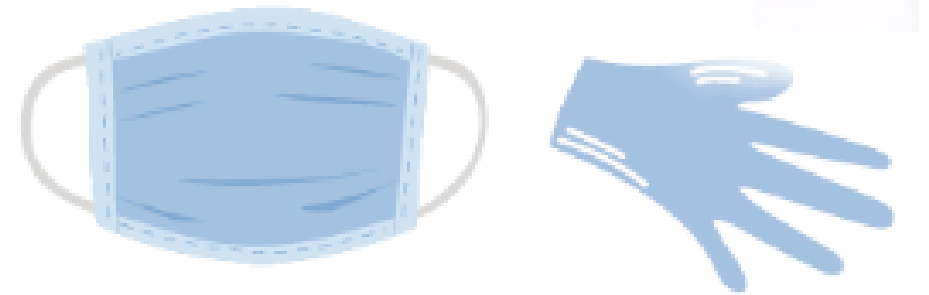


PPE access and distribution

Distribution of masks, gowns, gloves, and face shields

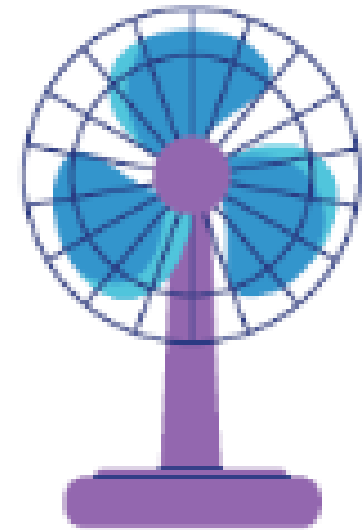
- Vulnerable clients
- In home workers/drivers
- volunteers

[Communitysupport.covidresponse.ca](https://communitysupport.covidresponse.ca)



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



United Way
East Ontario

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 screenshot shows the Trualta eLearning portal interface. At the top, there is a navigation bar with the Trualta logo, a search bar, and icons for Home, Learning, Events, Badges, News, and a user profile (JC). Below the navigation bar, there is a contact information section with the text "Contact your Agency Staff: Kunal Parikh", "E-mail: kunal@trualta.com", and "Phone:". The main content area is titled "RECOMMENDED BADGES" and features four badge categories, each with a description, a "Start" button, and a progress indicator:

- Brain Health**: This badge will help you understand and manage changes that can affect memory, behavior and cognition of your loved one. 11 Courses.
- Personal Care**: This badge will help you provide personal care to a loved one who can't always take care of him or herself. 10 Courses.
- Caregiver Wellness**: You can't forget to take care of yourself! This badge has tips and tricks for managing caregiving in your already busy life. 7 Courses.
- Safety & Injury Prevention**: If your loved one is having trouble moving around, this badge can help you learn how to help him or her move around safely and without injury. 13 Courses.

Content

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

Understandi
ng stroke,
secondary
prevention,
getting back
into daily
activities

Local
educational
content and
resources
that you can
upload and
manage

Educational delivery

The collage features several educational components:

- Wandering Module:** A page titled "Wandering" with a video of a person walking. Learning objectives include describing wandering, highlighting dangers, and providing communication strategies.
- Financial Safety Module:** A page titled "Financial Safety" with a "Read it to me" button. Learning objectives include identifying financial scams, recognizing the victim, and summarizing steps to avert a scam.
- Teepa Snow Video:** A video titled "Teepa Snow: PAC Skills Make the Difference" showing two women in a room. A quote states: "Dementia does not rob someone of their dignity, it's our reaction to them that does." - Teepa Snow, MS, OTM, PACO.
- Quiz: Wandering:** A quiz question: "Lucia's father has dementia. Lucia has decided that her father should come to live with her so that he is not alone at home. Lucia was told by the healthcare team that her father may be at risk for wandering. The best way to describe wandering in dementia is:" with options: Exploring, Taking your time, Caring for, and Intentional walking.
- Brain Health Badge:** A badge titled "Brain Health" with the text: "This badge will help you understand and manage changes that can affect your loved one's memory, behavior, and cognition."

A green callout box states: "Modules range from 5-mins to 3-hours."

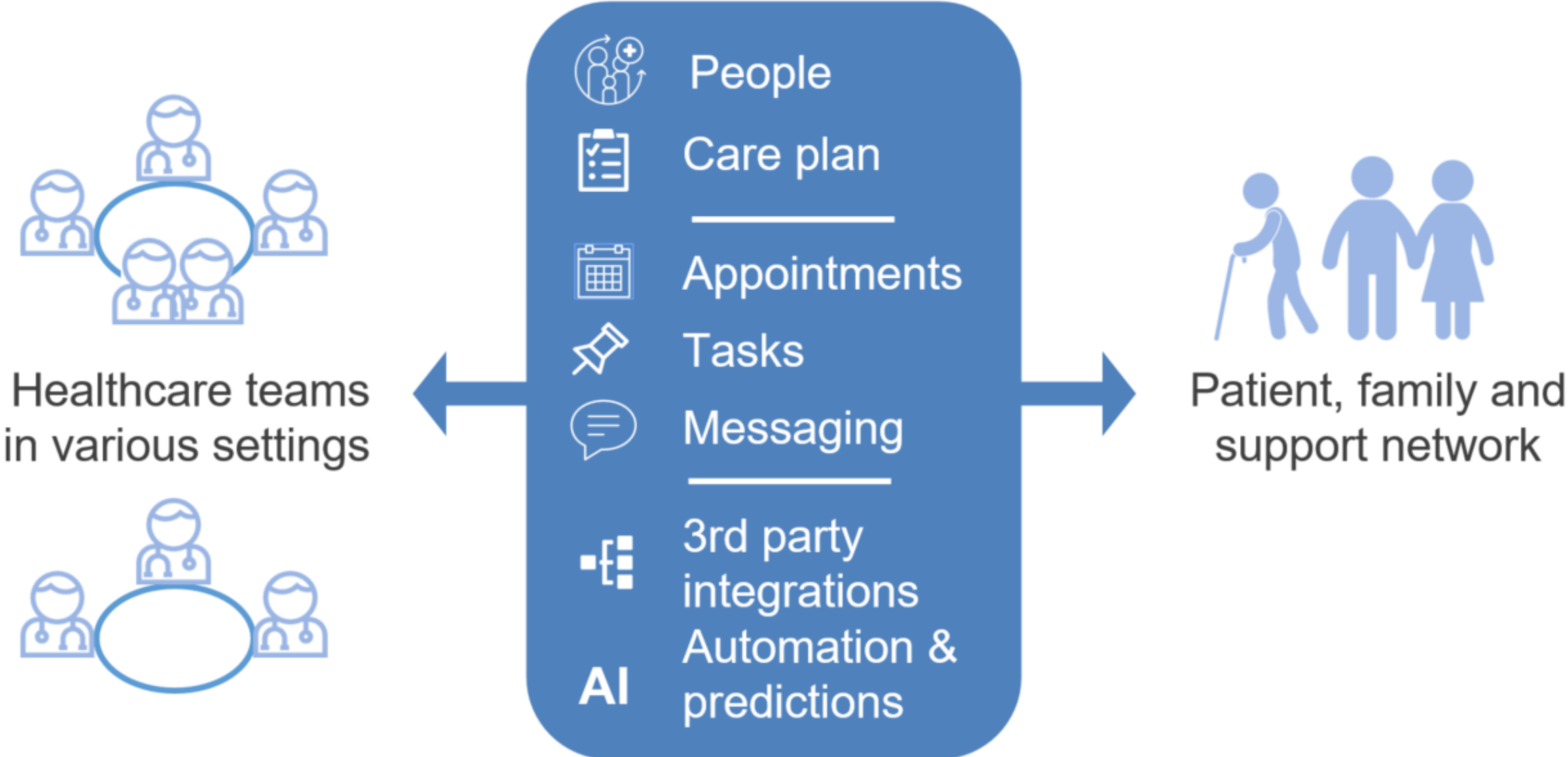
- E-Learning modules
- Audio clips
- Videos
- Text based resources
- Quizzes to gauge learning and retention
- Badges to track learning progress
- Printed materials



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



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



Patients

Admin



My profile ▾



Jean Acheson

Mar 06, 1956 | 63 years old

Medical insurance number:
28194892

Phone:
N/A

[Patient list](#) / Jean Acheson

Care Plans

New Care Plan ▾



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?

For more information Contact - Jaime Constable –
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