

Day Centre for Seniors: *Purpose, Best Practices & Efficacy*

Ethel Kaiserman, Manager
Client Services

Arnold Foss, Director
Community Relations



Our Vision and Mission

Mission

Sinai Health System delivers exceptional care in hospital, community and home, focusing on the health conditions with the greatest impact on the overall health of the population. We discover and translate scientific breakthroughs, develop practical health solutions, educate future clinical and scientific leaders, and lead efforts to eliminate health inequities.

Vision

Canada's leading integrated health system, pushing the boundaries to realise the best health and care from healthy beginnings to healthy aging for people with specialized and complex care needs.

Our Values



Person-centred care	Patients, clients and families are our partners. We plan and deliver care by approaching each individual as a whole person with unique needs. We provide exceptional care and service in a safe and compassionate environment in hospital, community and home.
Excellence	We will be the exemplar of an integrated health system, pursuing the highest standards in care, research and education. Through evidence-based decision making we relentlessly advance the quality of care within our organization and beyond. We recognize and celebrate the contributions of everyone within our community of care.
Accountability	We are accountable to our patients, clients and families who trust us with their health and a better quality of life and to the public, our funders and donors who trust us with resources to enable our mission. We will earn that trust every day and meet our responsibility with the highest degree of integrity and transparency.
Collaboration	Every part of Sinai Health System works together to provide a seamless system of care. We listen for understanding, communicate openly and learn from each other. We seek and embrace meaningful partnerships that contribute to achieving our vision.
Equity	We ensure an inclusive and respectful culture for all those who seek and provide care. We honor our organizations' legacies by consistently upholding the rights and needs of the people and communities we serve.
Innovation	We are driven to find better solutions in everything we do. Through discovery, creativity and courage we challenge conventional thinking to gain knowledge and understanding that result in new approaches to care. We seek to understand disease, discover new treatments, and create and teach new care models that will have broad impact on the quality of patient care.

Our Funders

- **Central Local Health Integration Network (LHIN)**
- **Claims Conference – Holocaust Survivor's Funds**
- **UJA Federation of Greater Toronto**
- **City of Toronto**
- **United Way Toronto and York Region**
- **Ministry of Citizenship and Immigration**

- **Community Care Access Centres**
 - **Central**
 - **Toronto Central**
 - **Central East**
 - **Central West**



Serving the
Toronto area

since 1974!

Circle of Care was launched as a demonstration project called Coordinated Services to Jewish Elderly, under the auspices of the Toronto Jewish Welfare Fund (now UJA Federation).

449

Volunteers

902

Total Staff

13,292

Clients

24

Languages Spoken

158,098

Meals Delivered

180,481

Client Calls Received

894,886

Hours of Personal Support

94,430

Rides for Seniors

1,400

Holocaust Survivors Assisted

Our Service Mix



• Professional Services

- Personal Support
- Social Work
- Dietetics
- Nursing (PSW Supervisors)

• Volunteer Supported Services

- Kosher Meals on Wheels
- Phone Pals & Visitors
- Visiting Hospice
- Diner's Clubs
- Intergenerational Programs

• Specialized Services and Programs

- Adult Day Center for Seniors
- Transportation (iRide)
- Holocaust Survivor Services
- Assisted Living/ Supportive Housing
- Caregiver Supports
- Respite
- Exercise & Falls Prevention Classes
- Association of Jewish Seniors

• Access & Navigation (Specialized Intake)

Aging at Home: Responding to a Growing Need



- **Recognizing** that there was a need for increased day programming for seniors within the Jewish Community who are affected by cognitive impairments and those individuals aging with developmental disorders and dementia
- **Ensuring** seniors receive a high quality, safe service that is meaningful to them by offering culturally and linguistically sensitive and ethnically relevant care
- **Providing** access to those who traditionally do not qualify for or whose needs cannot be met within existing adult day programs

Benefits of Collaborations

Enables Collaboration between Diverse and Non-traditional Service Providers



The Day Centre for Seniors brings people and organizations together to offer a comprehensive and high-quality program.

Partnerships resulted in the:

- Creation of specialized cultural programs and services
- Enhanced strategies for ensuring accessible and integrated services across the community continuum of care, as well as the transfer of best practices

Partners:

Baycrest, Reena, JIAS Toronto and Alzheimer Society of York Region

Program Model



Based on promoting and sustaining health and wellness; its innovation lies in the comprehensiveness of the program components and services which includes:

- Comprehensive assessments and support by health professionals to support safety, planning and enhanced physical and mental health
- Psychosocial/cultural activities that encourages cognitive performance, social interaction, mild physical exercise & creative thinking
- Medication management, health and wellness support and monitoring
- Respite, counseling, support, navigation and education for caregivers/families around system access, living arrangements, health issues, community supports and future planning

Members, Space & Team

Members of the Club:

- Seniors with Alzheimer's Disease or other dementias
- Between 35-38 individuals/day
- Time: Mon.–Fri. 9:30-3:30

Space:

- Open L-shaped area with a sliding door to allow for a smaller space
- Small kitchen; Staff areas

Team:

- Professional Staff: 1.8 Social Workers, 3 Recreationists, 1 Nurse, 2.5 Program Assistants, 0.5 Kitchen Staff
- Volunteers: 2 - 4 volunteers daily

Members & Program



Members of the Club

- Majority members are Jewish
- 13 Holocaust Survivors
- 19 Russian immigrants
- All have a dementia diagnosis Members represent the full spectrum of the disease

Program

- Programs are holistic & focus on 5 domains: Cognitive, Physical, Emotional, Spiritual, Social
- Large and small group programming meets the needs and wishes of members
- Programs include: Men's Group, Russian Schmooze, Shabbat Program, Recognition of Birthdays and Jewish holidays

Core Elements



- Respite for caregivers and families
- Safe & secure physical environment supported by a multi-disciplinary team and community volunteers
- Escorted transportation (round-trip)
- Kosher and diet controlled snacks and hot meals
- Medication, health status and wellness support and monitoring
- Structured multi-lingual programs geared to cognitive abilities of clients, including Holocaust Survivors and Newcomers
- Family/Caregiver counseling, education and support
- System access and navigation assistance

Best Practice and Expertise



Each partner in this program is an expert within the community and has developed best practices and valuable knowledge that are shared.

- **Alzheimer's Society of York Region:** 20+ years serving individuals and families coping with Alzheimer's disease and related disorders
- **Baycrest:** 50+ years of success in its adult day programs
- **Circle of Care:** 40+ years of a full range of community services
- **JIAS Toronto:** 90+ years help Jews build a new life in Canada.
- **Reena:** 30+ years of services to individuals with developmental disability

Therefore knowledge transfer occurs in areas such as programming, research, evaluation, quality improvement and education and training.

Efficacy - Survey Results

Would you recommend the Day Centre for Seniors to your family or friends?

Always/Usually **96%** Sometimes/Never **4%**



Overall how would you rate the services provided?

Always/Usually **100%** Sometimes/Never **0%**



Efficacy - Survey Results



What truly is impressive is the number of questions which had ratings of 100%. Very unusual for a survey!

Do ADP staff understand your needs?	How often did staff from ADP listen carefully to you?
How often did staff from ADP treat you with courtesy and respect?	Are you able to relax while your family member is at the program?
Do you feel that staff has the right skills to do their job?	Overall how would you rate the service provided by ADP.

Efficacy - Survey Results



For the first time questions were asked to determine outcomes. The literature describes the following as goals of an Adult Day Program:

- Respite to families which includes peace of mind and the ability to manage their own issues
- Keeping loved ones at home longer prior to possible admission to Long Term Care
- The clients through program participation delay the progression of symptoms

Efficacy - Survey Results



- 1) Do you manage things in the community easier knowing that your family member is at the program?**

Always/Usually	96%	Sometimes/Never	4%
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- 2) Are you able to relax while your family member is at the program?**

Always/Usually	100%	Sometimes/Never	0%
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- 3) Do you feel that the Day Centre contributes to your being able to keep your family member at home?**

Always/Usually	88%	Sometimes/Never	12%
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- 4) Does the exchange with the Social Workers and Nurses allow for the better care of your family member?**

Always/Usually	92%	Sometimes/Never	8%
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Efficacy - Survey Results



The first 2 questions and responses answer to “Respite to families”.

Families are able to manage their lives easier within the community and are able to relax.

The 3rd and 4th questions above answer to “Keeping loved ones at home longer prior to possible admission to LTC”.

Families were able to quantify these questions with a large proportion feeling that the program allows them to keep their family member home and the professional staff assist with the ability to offer better care.

Efficacy - Survey Results

The last question is probably the most controversial and responds to:

“The clients through program participation delay the progression of symptoms”.

*An amazing **79%** of families felt that the program assisted in slowing the progression of the disease.*

Questions



Arnold Foss, BA BSW RSW
afoss@circleofcare.com

Ethel Kaiserman, BOT OT(R) MA
ekaiserman@circleofcare.com

www.circleofcare.com