

# **Seniors' Consultation and Planning**

“Taking Care of Tomorrow Today”

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# **Seniors' Consultation Report**

## **“Taking Care of Tomorrow Today”**

The Winnipeg Regional Health Authority (WRHA) Community Care Support Services to Seniors Program prepared this report based on the planning session held on November 17, 2004. This session used the key issues identified during the Seniors' Consultation Day held on November 3, 2003 as a basis for ongoing planning.

The planning session held November 17, 2004 supported a spirit of collaboration for Support Services to Seniors. It was agreed that issues identified on November 3, 2003 could be most effectively addressed by working together.

The Support Services to Seniors funded agencies reviewed the “Taking Care of Tomorrow Today” document (2003/4) and provided input from their agency's perspective. Ideas were compiled and a draft collaborative plan for November 17, 2004 as created.

The issues were compiled into eight areas:

- Personal Health Information Act (PHIA),
- Accessing Services
- Support to Caregivers,
- Home Care services
- Navigating the System - How Do You Get the Services You Need
- Managing Medications
- Community Supports
- Other issues included:
  - Elder abuse
  - Transportation
  - Housing
  - Access to personal care homes

The views and ideas of the participants are reflected in this report. This report synthesizes the suggested actions, ideas of who could assist in undertaking the actions and status of the action plans to date.

### ***Summary of Issues and Actions:***

The feedback from the Seniors' Consultation and Planning sessions reflect consistent values and principles for the delivery of services, namely that:

- Services and programs should be accessible, affordable and coordinated to seniors and their families.
- Active participation of seniors and their families is critical in the planning and implementation of services.
- Support for seniors, families and the community should continuously be strengthened.

The issues and actions have been summarized below.

## 1. Personal Health Information Act (PHIA)

### *Summary of Issue:*

- The participants indicated that the Personal Health Information Act (PHIA) has created limitations and challenges to clients' care.

<i>Actions 2004</i>	<i>Who</i>	<i>Status</i>
<ul style="list-style-type: none"> <li>▪ More education and awareness of PHIA with family, community, and service providers will be encouraged.</li> <li>▪ Ongoing education is required which includes providing advice, exploring the train the trainer concept.</li> </ul>	WRHA, Support Services to Seniors agencies, older adults, Manitoba Health	
<b><i>Actions 2003</i></b>		
<p>The Minister of Health and Minister of Culture, Heritage and Tourism are undertaking a comprehensive review of PHIA and Freedom of Information and Protection of Privacy Act (FIPPA) within five years of enactment of the legislation. The Support Services to Seniors programs will be encouraged to ensure awareness of this comprehensive review.</p> <p>Seniors, families and service providers will be encouraged to provide input to the comprehensive review of PHIA about their experiences.</p>	Support Services to Seniors sponsors, senior serving organizations, older adults	Support Services to Seniors agencies were provided with information including dates and times when the Ministers were hearing presentations. - Complete.
WRHA will provide ongoing education regarding PHIA to health care professionals and seniors' services	WRHA and Support Services to Seniors agencies	WRHA provided the Support Services to Seniors orientation sessions on PHIA. - In Progress.

## 2. Accessing Services

### *Summary of Issues:*

- The development of Access Centres in Winnipeg is a positive step in delivering accessible services.
- There is a need for assistance in finding family physicians.
- Flexible hours for health care professionals are needed to accommodate employed family members/caregivers.
- Clients and families need to know what services are available before reaching crisis.

<i>Actions 2004</i>	<i>Who</i>	<i>Status</i>
Continued awareness of the Access Centre models providing integrated community health and social services is needed for professionals and the community.	WRHA Senior Specialists, Community Facilitators, Senior Health Resource Teams etc.	
A communication strategy needs to be developed about services available for older adults and the public.	Coordinated by a task group involving WRHA, community agencies, seniors' resource councils, freelance writers, Seniors and Healthy Aging Secretariat, community facilitators.	A Creative Communications session was held by WRHA in February 2005.
Work is needed with local newspaper and freelance writers to write articles on a variety of senior related stories and topics.	Support Services to Seniors agencies and WRHA	Work continues; several articles have occurred in the newspaper, many seniors were featured in the recent CBC active living promotion.
Publicity is required for the Seniors' Information Line.	Seniors and Healthy Aging Secretariat	
There needs to be one number of to call for information.		Ongoing efforts are underway informing older adults of Health Links/Info Santé
The "Bridging the Gap" presentation developed by the Support Services to Seniors agencies and WRHA needs to be presented in the community.	WRHA- Senior Specialist, Community Facilitator, Senior Health Resource Teams, Support Services to Seniors agencies	

Ongoing education and orientation is required on services.	WRHA, Support Services to Seniors and community agencies	
Seniors and Health Aging Secretariat and Health Links – Info Santé needs orientation on services.	WRHA, Support Services to Seniors agencies	Seniors and Healthy Aging Secretariat and Health Links – Info Santé are aware of the services available for older adults. - Ongoing.
Explore the need to train a volunteer senior to teach others how to advocate on their own behalf.	WRHA, Senior Councils, Seniors Centres, Community facilitators	
<b><i>Actions 2003</i></b>	<b><i>Who</i></b>	<b><i>Status</i></b>
The WRHA will continue to develop Access Centre models of services providing integrated community health and social services and is committed to increasing awareness about the Winnipeg Integrated Service Initiative (WISI).	WRHA	The WRHA continues to develop and increase awareness about the Access Centres and WISI. – Ongoing
Support Services to Seniors programs will ensure that all support services to seniors are aware of the doctor’s referral line.	WRHA Support Services to Seniors	The Support Services to Seniors have been informed of the doctor’s referral line. - Complete
The WRHA will strive to increase hours of access through Access Centre and communicating to private doctors.	WRHA	- Work in progress
WRHA has implemented the Encompass database of service and has integrated this information with CONTACT. A section of the 2004 Manitoba Telephone System telephone book, dedicated to Winnipeg health services, was implemented April 2004. Support Services to Seniors will ensure seniors’ services are aware of these resources to increase public awareness to access information.	WRHA Support Services to Seniors	An ENCOMPASS training session will be implemented for the Support Services to Seniors agencies. – Work in progress  The WRHA has informed the Support Services to Seniors agencies

		about Manitoba Telephone System. – Ongoing
The WRHA has expanded the Health Links – Info Santé health information line. Support Services to Seniors programs will be provided with information about this line and encouraged to ensure that this information is readily accessible to all seniors.	WRHA Senior Specialist, Health Links – Info Santé	Support Services to Seniors were provided with the Health Links – Info Santé information. - Complete.

### 3. Home Care Services

#### *Summary of Issues:*

- Seniors are not aware of how to access home care services for clients and families.
- Some Home Care staff appear to be unaware of aging and related issues.
- Some Home Care services are inconsistent in communication and consistency of assessment.

<i>Actions 2004</i>	<i>Who</i>	<i>Status</i>
Public education about the home care program is needed.	WRHA, media, community agencies	
Orientation and ongoing awareness of Home Care staff of aging and related issues is needed.	WRHA- Home Care and Seniors Specialist and other community agencies	
A program to follow-up visit for clients upon discharge from hospital to community (e.g. Post Discharge Geriatric Visit) should be explored.	WRHA, hospitals, agencies, clients and families.	
Home care needs to ensure participation of parties concerned in development of the client's care plan	WRHA Home Care	Ongoing.
Home Care to evaluate the program and involve clients, family members and home care staff.	WRHA, client, family members	Home care conducts satisfaction surveys. – Ongoing.
<i>Actions 2003</i>	<i>Who</i>	<i>Status</i>
The WRHA Home Care will increase awareness of how to access home care services.	WRHA	The WRHA has distributed to Support Services to Seniors the Home Care poster indicating on how to access service.



		– Completed.
The WRHA will increase awareness of Home Care staff of aging and related issues	WRHA	Work in progress – ongoing.

#### 4. Navigating the System – how do you to get the services needed

##### *Summary of Issues:*

- The health system is complex and assistance is required in navigating through the system.
- Many people are unaware of the WRHA’s and Health Links – Info Santé phone number.
- There is lack of awareness on how to access programs, services and resources.
- Senior centres and community resource councils are not sufficiently used in assisting clients to access services and resources.
- There are barriers for clients in using voice messaging, multi-calling, lack of assistance on how to get information etc.
- Some health care professionals are not sufficiently aware of aging and related issues.

<i>Actions 2004</i>	<i>Who</i>	<i>Status</i>
Ongoing training and awareness on aging related issues, sensitivity, customer care, community resources and general education on aging are needed.	WRHA in partnership with seniors agencies (such as Age and Opportunity, community resource councils, seniors centres, Creative Retirement MB, universities and colleges and Senior Health Resource Teams	
Ongoing education is needed for seniors to know how to access services through seniors’ papers, bulletins, and outreach and info distribution.	WRHA, Senior Centres and Community Resource Councils	The Support Services to Seniors brochures have been distributed and reprint.
Quality services need to continue to be provided and monitored.	WHRA	Quality improvement is an ongoing through the WRHA quality program and community area teams. – Ongoing and work in progress.
Need to explore an advocate for seniors.	WRHA, Seniors and Healthy Aging Secretariat,	

	Support Services to Seniors agencies	
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<i>Actions 2003</i>	<i>Who</i>	<i>Status</i>
Service navigation will continue to be one of the goals of the Winnipeg Integrated Service Initiative.	Winnipeg Integrated Service Initiative.	Work in progress.
The WRHA's and Health Links – Info Santé phone numbers will be readily accessible in the 2004 telephone book.	WRHA	There is an insert in the phone book with a WRHA section. -Ongoing.
Services to Seniors brochures and information sheets are being developed by the WRHA and will be distributed.	WRHA and Support Services to Seniors agencies	The Support Services to Seniors brochures have been distributed and reprint. - Complete
Information on Services to Seniors will be posted on the WRHA and Seniors Resource Network web sites.	WRHA	The information on Services to Seniors has been posted on the WRHA and Seniors Resource Network websites. – Complete.
The WRHA will provide an orientation session about Encompass and the telephone book section on health services to Support Services to Seniors programs.	WRHA, Support Services to Seniors agencies	A training session to be implemented for the Support Services to Seniors. – Work in progress  The WRHA has informed the Support Services to Seniors agencies about Manitoba Telephone System. – Ongoing
Staff will be supported in providing customer friendly services.	WRHA	The WRHA is in process of providing education to staff. Work in progress.
Support Services to Seniors will continue to support the orientation of health care professionals on aging and related issues.	WRHA	

## 5. Community Supports

### *Summary of Issue:*

- There is a need to enhance health promotion and disease prevention programs.

<i>Actions 2004</i>	<i>Who</i>	<i>Status</i>
Resources for physical activity/active living promotion for older adults are required.	WRHA, Support Services to Seniors agencies and partners, City of Winnipeg, University of Manitoba.	WRHA has approved a physical activity coordinator - seniors (1 year term) to assist in developing a strategy for physical activity for older adults and addressing the sustainability of healthy living programs. – Work in progress.  Kinsmen Reh Fit has been contracted to provide leadership training for the Steppin’ Up program. . – Work in progress.
There is the need for additional Senior Health Resource Teams.	WRHA and Support Services to Seniors agencies	
There is a need to ensure that everyone is aware that seniors’ issues relate to all of us.	Universities, Colleges, WRHA, Seniors and Health Aging Secretariat. There is the opportunity of utilizing university and college students in promoting awareness of these issues.	
The “Bridging the Gap” – Seniors and Professional Working Together presentation that raises the awareness of the Support Services to Seniors agencies and Senior Health Resource Teams needs to be continued.	WRHA Senior Specialist, Community facilitator, Senior Health Resource Teams and Support Services to Seniors agencies	The “Bridging the Gap” – Seniors and Professional Working Together presentation to be reviewed and presented as a toolkit for support services to use. – Work in progress.
<i>Actions 2003</i>	<i>Who</i>	<i>Status</i>
The WRHA will encourage all Support Services to Seniors funded programs	WRHA and Support Services to Seniors	The WRHA works with the Support Services to

<p>and agencies to ensure existing capacities of support services to seniors are fully utilized.</p>	<p>agencies</p>	<p>Seniors funded programs and agencies to ensure that the capacities of the services are being utilized. – Ongoing.</p>
<p>Support Services to Seniors programs will be encouraged to explore opportunities to coordinate and link programs and services for older adults.</p>	<p>WRHA, Support Services to Seniors agencies</p>	<p>The Support Services to Seniors will continue to increase coordination and integration between program areas (mental health, population and public health, primary care and home care). –Ongoing.</p> <p>Continue to improve the linkages between the Support Services to Senior agencies. -Work in progress.</p>
<p>The Support Services to Seniors Specialist and the community facilitators will continue to provide support to the community agencies and groups and ensure links to community based health promotion and disease prevention activities.</p>	<p>WRHA Seniors’ Specialist and community facilitators</p>	<p>WRHA Seniors’ Specialist and community facilitators continue to support the community agencies and groups. – Ongoing.</p> <p>Additional 3 community facilitators have been hired by WRHA. The community facilitators are now located in the following the community areas St. James/Assiniboia, Fort Garry, Seven Oaks, River East, Transcona, Point Douglas, Downtown, St. Boniface (via Centre de Santé), St. Vital (via Youville Centre, and Inkster (via Nor’ West).</p>

## 6. Managing Medications

### *Summary of Feedback/Issues:*

- Older adults lack knowledge about managing prescription drugs.
- Partners Seeking Solution network should consider broadening its role.
- There is a lack of awareness about the Emergency Response Information Kits (ERIK).

<i>Actions 2004</i>	<i>Who</i>	<i>Status</i>
Support Services to Seniors, older adults, and families require education on the use and misuse of medications as well as services and resources available to them.	MILE, Partners Seeking Solutions, WRHA, Support Services to Seniors agencies, local pharmacies	
Communication and information sharing is needed between the senior serving agencies.	MILE, Partners Seeking Solutions, WRHA, Support Services to Seniors agencies	This process began at the Seniors Strategic Planning day on November 17, 2004. – Ongoing.
Posters at pharmacies on what “questions to ask” needs to be explored?	Manitoba Pharmacy Association, Senior and Healthy Aging Secretariat	
Use of pharmacies as “consultants” in regards to medication is needed.	Older adults, pharmacists	
Increase awareness of information on Blue Cross and Pharmacare.	Pharmacies, community agencies, Manitoba Health, Blue Cross	
ERIK should continue to be promoted	WRHA, Community Resource Councils, MILE, Support Services to Seniors agencies	The WRHA is working with community resource councils and funded agencies to increase the awareness of ERIK. – Ongoing
Increase awareness of injury prevention including falls, medication use etc.	WRHA - research and decision support and Population Health Specialist and Senior Specialist.	WRHA is developing an Injury Prevention Strategy for older adults that will address issues. - Work in progress.
Staff education on signs, symptoms of substance misuse, and what n to do was identified.	Partners Seeking Solutions	
<i>Actions 2003</i>	<i>Who</i>	<i>Status</i>
Support Services to Seniors programs and agencies will continue to encourage partnerships and collaboration with	Support Services to Seniors agencies, Senior Health Resource Teams and local	- Ongoing.

local pharmacies.	pharmacies	
The WRHA will continue to support the work of Partners Seeking Solution.	WRHA, Partners Seeking Solutions	The WRHA is working collaboratively with the Partners Seeking Solution. - Work in progress
WRHA will work with community resource councils and encourage funded agencies to increase the awareness of ERIK, the University of Manitoba Medication Information Line (MILE) and with the WRHA Programs.	WRHA, Community Resource Councils, MILE	The WRHA is working with community resource councils and funded agencies to increase the awareness of ERIK. – Ongoing.  The WRHA and Health Links – Info Santé is working with MILE to ensure that community agencies, older adults, support services to seniors agencies and senior health resource teams are fully aware of their services. Work in progress.

## 7. Support to Caregivers

### *Summary of Issues:*

- There is a lack of awareness of resources and services available to caregivers and the need for advocacy.
- Assumptions are often made that the caregivers are able to provide support and care when they may have multiple, other caregiving roles and responsibilities (i.e. sandwich generation).

<i>Actions 2004</i>	<i>Who</i>	<i>Status</i>
Continue to ensure that resource and service information is provided to Home Care staff, caregivers, families and community agencies.	WRHA - Senior Specialist, Ruperts Land Caregiver Services, community agencies, Manitoba Caregiver Network, Seniors and Healthy Aging Secretariat	Circulation of information has been increased within the WRHA. – Ongoing.
<i>Actions 2003</i>	<i>Who</i>	<i>Status</i>
WRHA has implemented the	WRHA	A training session to be

Encompass database of service and has integrated this information with CONTACT. WRHA will ensure that all Support Services to Seniors programs are aware of Encompass and how to use it.	Support Services to Seniors	implemented for the Support Services to Seniors. – Work in progress
WHRA will continue to participate and link with a variety of groups/organizations striving to support and advocate for caregivers.	WRHA, Rupert’s Land Caregiver Services, community agencies, Manitoba Caregiver Network	The WRHA and Support Services to Seniors grant funded agencies will support and advocate for caregivers by providing information on resources available. – Work in Progress.

## 8. Other Issues

### *Summary of Issues:*

- There is a need for elder abuse education and on how to report it.
- The concerns surrounding transportation (e.g. Handi-transit issues, grocery shopping, subsidized transportation) continue.
- There is lack of information on Personal Care Homes and how to access their services.
- Housing (i.e., affordable, safe and adequate housing with care options) is an identified concern.

<i>Actions 2004</i>	<i>Who</i>	<i>Status</i>
An elder abuse education strategy needs to be developed and include awareness of the public.	WRHA, Manitoba Seniors and Healthy Aging Secretariat, Age and Opportunity	The WRHA, Manitoba Seniors and Healthy Aging Secretariat and Age and Opportunity are developing an elder abuse strategy for Winnipeg. – Work in progress
Partnership with retail, corporate and auto sectors needs to be explored. Also, more emphasis was suggested on existing programs such as handi-transit and expanding and increasing support to such programs	Winnipeg Seniors Transportation Working Group	Winnipeg Seniors Transportation Working Group is working Handi-Transit. - Work in progress.
The need for affordable and acceptable housing developments is an issue	WRHA – Housing Team, Private, Corporate, all levels of governments	- Work in progress.
The telephone and contact	WRHA Long Term Access	

number for the Long Term Access Centre needs to be made more easily available.	Centre	
Better and enhanced marketing of available written resources on Personal Care Home (PCH) Program and ensuring clients receive and are aware of them.	WRHA – PCH Program, partners, local newspapers	
<b><i>Actions 2003</i></b>	<b><i>Who</i></b>	<b><i>Status</i></b>
Elder abuse education and reporting abuse will be discussed with the Manitoba Seniors and Healthy Aging Secretariat.	WRHA and Manitoba Seniors and Healthy Aging Secretariat	The WRHA, Manitoba Seniors and Healthy Aging Secretariat and Age and Opportunity are developing an elder abuse strategy for Winnipeg. – Work in progress.
The concerns identified related to transportation will be raised with the Winnipeg Seniors Transportation Working Group. (Funding extension for 2 years has been granted by Health Canada)	Winnipeg Seniors Transportation Working Group.	The Winnipeg Seniors Transportation Working Group is working at addressing several issues in regard to transportation. – Ongoing.
The WRHA Personal Care Home Program will continue to increase awareness, as much has been done, about the need for Personal Care Home information and how to access services.	WRHA	- Work in progress.
WRHA will continue to work with other sectors to address housing issues	WRHA, MB Family Services and Housing, MB Housing Authority (MHA), Manitoba Health, Manitoba Seniors and Healthy Aging Secretariat	WRHA and MHA meet regularly to discuss issues related to housing. – Ongoing.



## **2004 Session Feedback**

The participants who attended the session indicated that the session was positive. Comments noted that the sessions provided:

- ✓ an opportunity to network with a broad cross-section of senior-oriented services,
- ✓ increased awareness of some services available,
- ✓ a review of the Winnipeg seniors health profile data,
- ✓ an opportunity to discuss policy issues
- ✓ an opportunity to work and plan together
- ✓ and an opportunity to generate great ideas, share wisdom and establish connections.

Participants suggested that this should be done on a regular basis.

In conclusion, this report details a series of actions that constitute the beginning of addressing the delivery of community health and support services to seniors from the November 2003 and 2004 sessions. The actions, those who could participate in undertaking some actions and status of the issue will assist in developing, enhancing, and coordinating services for older adults in Winnipeg.