

# COMMUNITY SUPPORT SERVICES



## **The Ontario Community Support Association**

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The Ontario Community Support Association (OCSA) represents 360 not-for-profit agencies that provide Community Support Services in Ontario. OCSA and its member agencies are recognized for their leadership in developing standards of care for the community sector. The Association provides information and education to volunteers and professionals with the goal of ensuring quality community care. October 2001

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## EXECUTIVE SUMMARY

The Ontario Community Support Association (OCSA) is concerned about the recent funding constraints in the home and community care system and the impact this is having on the citizens of the province. The result has been that vulnerable seniors and persons with debilitating diseases or disabilities are no longer receiving necessary services.

A Provincial Task Force of 32 OCSA member agencies has come together to make recommendations to the Government of Ontario that will ensure that home and community care is there when people need it now and in the future. (Task Force Members are listed in Appendix D.) Community Support Services agencies are an integral part of the home and community care system, along with their partner, the Community Care Access Centres (CCACs) and direct service providers with CCAC contracts.

[Home and community care] “is central to the success of health reform and to making the overall health care system function more efficiently and effectively...[it] can often delay, and substitute for, admission to acute care hospitals and long term care facilities, at a lower cost of care.”<sup>1</sup>

OCSA’s 360 members are not-for-profit community support agencies, with 12,000 professional staff and 60,000 trained volunteers that provide a broad and flexible range of complementary services that complement each other. Located in most communities across Ontario, these agencies

- Are often the first place vulnerable seniors and persons with debilitating diseases or disabilities turn to in order to maintain their independence
- For many people, make the difference between staying at home or going into an institution
- Promote health and well-being, keeping people out of doctors’ offices and hospitals
- Prevent personal and family breakdown due to caregiver stress by supporting them in their important roles. (Family caregivers provide up to 90% of care.)
- Provide on average \$1.48 in services for every dollar of government funding through fundraising, in-kind assistance, donations and client co-payments
- Are directly accountable to the local communities that manage them
- Are cost effective and responsive to the changing needs of people and communities, and
- Support other areas of the health care system.

With the assistance of community support agencies and for as little cost as \$4.50/day, people can be maintained in their homes where they prefer to be. The average cost in a hospital is \$650/day and in a long-term care facility is \$125/day.

### The basket of services available in most communities

- adult/Alzheimer day programs
- attendant care
- caregiver support and education
- client intervention and assistance
- foot care
- home maintenance and repair
- Meals-On-Wheels and congregate dining
- personal support/homemaking/home help
- respite services
- security checks, telephone reassurance and friendly visiting
- social, recreational and intergenerational programs
- supportive housing
- transportation
- volunteer hospice/palliative care

<sup>1</sup> Hollander, M.J. & Tessara, A., (March 2001). Evaluation of the Maintenance and Preventive Function of Home Care, Policy & Communication Branch, Health Canada, Executive Summary, vii.

## The Key to Sustainable Health Care in Ontario

In order to ensure crucial community support services continue to be available to the citizens of the province in the most cost-effective and efficient way as possible, the Ontario Community Support Association offers the following recommendations to the Government of Ontario:

### **RECOMMENDATION 1**

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#### *Strong Government Leadership and Policy Development*

The government must reiterate its commitment to home and community care, including the important function that community support services perform—maintaining people in their homes and preventing or delaying the need for institutionalization or hospitalization.

**Action:** The government must develop long-term policies that support a healthy community support system. There is a need for consistent provincial policies. Better practices and innovation should also be highlighted and encouraged. OCSA will work with MOHLTC to develop the most effective and efficient policies and processes. The Association will also continue to develop benchmarks and minimum standards for service across the province.

### **RECOMMENDATION 2**

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#### *Restructure Ontario's Health Care System to Promote Service Integration and Coordination*

The Health Services Restructuring Commission established by the government in April 1996 stressed the importance of “ensuring a full continuum of care is available in a variety of settings to support the needs of a growing and aging population that can be evaluated (wherever possible) according to health outcomes.”<sup>2</sup> The Commission also stated that there were two overriding principles that should guide successful restructuring:

- Access to quality care in community settings, and
- Equity in the capacity to provide care among regions in the province<sup>3</sup>

The current health care system tends to operate in silos and contains financial disincentives for the various parts of the system to embark on local planning and collaboration across sectors. There are substantial cost-savings and efficiencies that can be achieved in health care but a major restructuring of the system is required.

<sup>2</sup> "Rebuilding Ontario's Health System", a Discussion Paper, Health Services restructuring Commission, July 1997, p. 5.

<sup>3</sup> Ibid., p 18



### **RECOMMENDATION 3**

#### *Ensure Appropriately Funded and Accessible Community Support Services*

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■ The current funding for community support services tends to be historical in nature rather than based on the actual needs of the clients in a given geographic area. This funding formula needs to be reviewed by MOHLTC in order that demands for service can be met equitably.

**Action:** Funding should be based on population health. A global funding formula (which hospitals have) based on the level of care required by each client with clear outcomes would also be preferable to the current cost per unit of service funding mechanism. OCSA will work with MOHLTC to develop this new funding approach.

■ A stable and dedicated workforce must be in place to ensure community services are available to people when they need them. Currently, for example, home and personal support workers earn an average of \$2–\$4 dollars less per hour than their counterparts in hospitals and long-term care facilities.

**Action:** A review of human resource compensation must be undertaken for Community Support Service sector workers.

■ In 1998, MOHLTC announced \$551.8 million in funding for CCACs and community support services over an eight-year period. To date \$269.3 million has been announced. There is still \$282.5 million yet to be allocated.

**Action:** There should be an immediate infusion of funding to community support services in the amount of \$45 million. There has been a sharp increase in demand for these services from frail seniors and persons with debilitating diseases and disabilities.

■ With proactive government action now to preserve and improve community support services, Ontario's health care system can be sustainable and individuals who are unable to get access and are feeling powerless, will have their confidence restored.

## II. INTRODUCTION

Recent funding constraints in Ontario's home and community care system have heightened the urgency of ensuring that Ontario's citizens get the care they need in their communities. Hundreds of Community Support agencies provide services across the province that help keep people healthy in their homes. They are integral to an efficient and effective home and community care system—and ultimately essential to the entire health care system.

The Ontario Community Support Association (OCSA) recently formed a Provincial Task Force of 32 representative member agencies (listed in Appendix D) to work on solutions and make recommendations to the Government of Ontario to ensure home and community care is there when people need it, now and in the future. Community Support Services work alongside their partners—the Community Care Access Centres (CCACs) and direct service providers with CCAC contracts.

### Background

The home and community care system in Ontario is comprised of the following:

- Across the province, OCSA's 360 not-for-profit community support service agencies provide a basket of services such as Meals on Wheels, adult/Alzheimer day programs, supportive housing and transportation. These agencies have a workforce of 12,000 and 60,000 volunteers.
- 43 Community Care Access Centres (CCACs) that determine eligibility for in-home services such as nursing, home/personal support and physiotherapy. CCACs purchase these services for people through a managed competition process and contract with for-profit and not-for-profit agencies to deliver services to eligible clients.<sup>4</sup> In 1999/00, over 410,000 individuals were served in their homes.

Community Support Services hold the key to a sustainable health care system. Over 750,000 Ontarians receive these services annually. There needs to be support for these services by government decision makers, other health providers and the public if we are to reshape our health care system into a well-functioning and cost-effective one.

*Pat is a 75-year-old woman who left the workplace 30 years ago to care for her frail parents. The many years of caregiving have taken their toll, both physically and financially. She developed osteoporosis and emphysema, and now requires constant oxygen.*

*Pat has no private pension. She could not afford the up-keep on her home. The Community Support Service agency, which had been providing in-home services, helped her move into the housing complex they manage. There, the risk of Pat falling is reduced and her breathing can be more closely monitored. She enjoys the increased social contacts and her health has improved noticeably. Pat puts the turn of events best in her own words: "You can say the proverbial heavy load has been lifted from my shoulders. For the first time in many years, I feel safe and comfortable."*

<sup>4</sup> Note: Some Community Support Service agencies also have contracts with CCACs to provide services such as nursing and home/personal support.

## The Basket of Community Support Services

### **In-home Services**

*Essential services to maintain people at home in a safe and comfortable environment*

- attendant care for persons with disabilities
- assistance with activities of daily living, i.e. bathing, toileting
- foot care
- assistance with household activities such as laundry, meal preparation and shopping
- emotional support and reduction of social isolation
- respite care/caregiver relief
- security checks, telephone reassurance and friendly visiting

### **Adult/Alzheimer Day Programs/Respite Care**

*Important in preventing facility admission, caregiver breakdown; keeps people connected to their community*

- respite for family caregivers
- stimulating activities for recipients to reduce isolation
- treatment for degenerative illness
- helps to prevent deterioration in mobility
- caregiver support and education

### **Supportive Housing**

*Important in delaying or reducing need for facility care and emergency services (e.g. falls—one of the most frequent reasons for emergency room visits by the elderly)*

- cost-effective service for people with high needs
- 24-hour availability of home and personal support

### **Meal Programs**

*Proper nutrition is the cornerstone of good health*

- both Meals-on-Wheels and congregate dining offer nutritious meals essential to health
- social interaction
- companionship (group dining)
- safety checks and monitoring

### **Client Intervention and Assistance (CIA)**

*Addresses issues arising from isolation, poverty, nutrition and housing Flexible service that helps those people most difficult to reach and those who are at risk.*

- deals with complex multiple needs of 'high risk' people (i.e. victims of elder abuse)
- provides crises intervention in critical situations
- provides in-depth, personalized service

A home and personal support worker who helps an individual with Multiple Sclerosis feel safe and cared for can alleviate loneliness and isolation, often cited as major causes of depression and deterioration. The same agency can also provide escorted, safe and affordable transportation to doctors' appointments or events where the individual can remain connected to others, increasing their sense of well being while providing valuable respite for family caregivers.

## **Transportation**

*Critical in preventing isolation—allows access to health services*

- escort to medical appointments or social gatherings
- keeps people connected to their community

## **Social, Recreational and Intergenerational Programs**

- support groups, exercise programs, talks
- reduces social isolation and prevents deterioration in mobility

## **Home Maintenance and Repair**

*Helps those who cannot afford 'market-rate' services*

- odd jobs/repairs essential to remaining at home
- prevents often-easy exploitation of vulnerable people

## **Volunteer Hospice/Palliative Care**

*Supports the choice to die at home*

- highly skilled staff and volunteers help those in last days of life
- provides support for families

*(Appendix C, page 28, outlines the objectives, activities and outcomes of these services)*

Last year, 118 volunteers for a Meals on Wheels program in north Toronto worked seven days a week to deliver 35,650 meals. The meal includes soup, bread and butter, and an entrée with vegetables and dessert. The service, providing essential nutrition, is available to seniors, new mothers, caregivers, disabled persons, the chronically ill and convalescent. Clients are expected to pay for the actual cost of the food.

## **Who delivers the services and how are they funded?**

Community Support Services are not-for-profit agencies and have grown out of the volunteer efforts of neighbours helping neighbours. These agencies are often called 'needs driven' as opposed to 'market driven,' focussing exclusively on individual and community needs. Their not-for-profit status means the 'bottom line' is care. Accountability and transparency are ensured in all their activities. These agencies are managed by volunteer boards of directors, staffed by highly trained professionals working with committed volunteers and enjoy the support of their communities.

Partial funding is received directly from the Ministry of Health and Long-Term Care's seven Regional Offices through service agreements. Agencies also fundraise a portion of their budgets from a variety of community sources such as a network of local donors, foundations and the United Way. They have flexible user co-payments based on income assessment and utilize a large number of dedicated volunteers in the provision of their services.

## **Impact on the Health Care System**

Community Support Services have a substantial impact on the entire system. Insufficient funding means frail older persons and those with debilitating diseases or disabilities must turn to more costly forms of care. The

consequences are:

- higher admittance to nursing homes and homes for the aged
- more visits to family doctors and hospital emergency rooms
- hospitals unable to discharge patients because of lack of supports at home
- deterioration of caregivers' health due to burn-out and depression
- the economic impact of caregivers having to quit jobs to look after family members
- a decline in the quality of life for those affected.

With a rapidly growing elderly population, demands for Community Support Services are expected to increase dramatically. The Canadian Health and Activity Limitations Survey showed that 40% of people over 65 have some degree of disability. Prevention and early intervention are cited by researchers as necessary in controlling both present and future costs. With greater recognition of, and support for their work, Community Support Services can continue to:

- help individuals and families care for themselves
- prevent or delay the deterioration of health, and
- promote physical and mental well-being.

Ethno-cultural diversity, a major factor in today's society, demands varied responses. Because of their individualized, flexible services, Community Support Services have the intimate knowledge of their neighbourhood and the community culture and are able to respond with sensitivity to local issues and needs.

### III. SIX KEYS TO THE VALUE OF COMMUNITY SUPPORT

Community support roles can be described in relation to two things: first, to their overall position in the system, and second, to the functions of specific services.

#### 1. Prevention first

The maintenance and preventive functions of Community Support Services, with their clear focus on wellness and independence, are critical to a well-run and cost-effective health care system.

Significant increases in the elderly population, accompanied by the accelerating cost of health care, will necessitate increased emphasis on prevention.

Community Support Services have a positive effect on health status, preventing or delaying deterioration. The basket of services offered can have a direct impact on the key determinants of health, for instance, by reducing social isolation and depression, and providing adequate nutrition and housing. This can, in turn, have a significant effect on the entire system—one outcome being the reduction in nursing home admissions.

Supportive Housing provides 24-hour personal care support in not-for-profit and publicly-owned apartment buildings. This service reduces the pressure on hospital and emergency services and costs less.

Service	Typical number of people supported for \$5,000 per day	Average Cost per day
Hospital	8	\$650
Complex Care	18	\$284
Nursing Home	40	\$125
Supportive Housing	100	\$50*

\* Costs are not calculated on a per diem basis, but rather on a unit cost, based on the hours of service provided (Source: "Supportive Housing in Ontario: Keeping People in Community" Position Paper, June 2001, OCSA)

Community Support Services actively exemplify and support all of the goals outlined in the Ministry of Health and Long-Term Care's Vision Statement:

"A health system that promotes wellness and improves health outcomes through accessible, integrated and quality services at every stage of life and as close to home as possible."

## 2. Cost-Effective health and social services together

Community Support Services help people to remain connected to their community, a crucial factor in promoting well-being. Social factors are major predictors for health status. In fact, the World Health Organization has identified poverty as the greatest predictor for poor health. Loneliness and isolation are also known to correlate with poor health.

Community Support Services recognize the intimate connection between health and the social environment.

"Partnership approaches have shown they promote senior's confidence while the ability to participate in their own care improves senior's health and independence."<sup>5</sup>

The advantages to the health care system of the practical support that community support services provide are clear. People are helped to accept responsibility for much of their own care, to feel less powerless, and to live independently and with dignity in their own community. Savings are realized while substantial human benefits are achieved.

*Shirley finds caring for her husband, Frank, who has Alzheimer Disease increasingly difficult. Predictably, her own health has been significantly affected by her arduous caregiving role. The community support agency in their neighbourhood helps with respite services, a specialized day program and transportation to its Alzheimer Disease support program. Recently, the agency's volunteer visitor has involved a local men's group that Frank was active in years ago. Frank is enjoying the contact and Shirley appreciates the much-needed added rest.*

<sup>5</sup> In 20 Short Years: A Discussion Paper on Demographics and Aging, February, 2001 p.8.

A primary value of community support services is the ability to provide a broad and flexible range of services that complement each other. This improves quality and results in efficiencies that lower overall costs.

### 3. Neighbourhood-based means needs-based

A volunteer's familiarity with the local community is key to a Community Support Service agency's ability to make helpful connections. The agency can offer linkages and referrals to other important services like doctors or Wheel Transit, and respond to the changing needs of clients, avoiding more costly interventions. Cultural and linguistic diversity can also be accommodated.

### 4. Volunteerism

Community support is built on the firm foundation of volunteer governance and service delivery. Volunteer management has built-in structures of accountability—to funders, to consumers and to the communities they serve. These structures provide both fiscal and service accountability.

The activities of Community Support Service agencies are transparent, due in large part to their volunteer governance and not-for-profit status.

Organizations governed by volunteers are known to develop services that are responsive to local needs. For example, they often advocate for hard-to-serve individuals who tend to be difficult to reach.

The fact that the sole focus of Community Support Services is to help people is a powerful draw for volunteers. Although services are directed by paid staff, volunteer service delivery is fundamental, continuously promoted and its value recognized. Many Community Support Service agencies began as volunteer services.

The fiscal impact of volunteer services is compelling. In 2001, Statistics Canada and the Voluntary Action Directorate established the value of volunteers at \$15.60/hour. Over 60,000 volunteers provide services worth more than \$44 million annually in OCSA's 360 member agencies.

### 5. Range of services

Meal programs and visiting homemaking were among the first Community Support Services, followed by a wide and varied range of other services that support independence. Most agencies now offer a number of services based on the fundamental recognition that people want support that allows them to continue to care for themselves.

Older persons and those with disabilities consistently refer to Community Support Services as their greatest need because they promote their independence. One of the major successes of these services is their remarkable ability to create the perception of providing "a little bit of help", when, in fact, the services are substantial, in-depth and sophisticated.

*Don lives alone on a farm several miles from the nearest town. For many years he has been unable to drive due to failing eyesight. Predeceased by his wife, he became reclusive, did not eat properly and his health deteriorated. He is totally dependent on OAS and GIS, having sold all but a small portion of his farm many years ago, and having depleted his resources throughout his wife's prolonged illness.*

*The transportation program of the local Community Support Service agency connected him to their 'diners club', where Don has begun to respond to the improved nutrition and socialization it provides. The agency has a 'connecting seniors' group program called 'A Time for Me', which has proven invaluable in reducing his loneliness and depression.*

*Don is now considering inviting another participant of the group to share his home and living expenses, providing him, as well, with needed companionship and help in maintaining his home.*

An older couple, one with Parkinson's and the other with a serious heart problem, receive in-home services and use an agency's transportation and day programs. Because these programs also involve monitoring their condition, a timely adjustment to their services may result in overall improvement in their health, a slowing of deterioration, or a referral to the CCAC for an assessment.

## 6. Accountability

Community Support Service agencies are accountable to their community through volunteers, donors, and their boards. Accountability is direct—people only donate money to, and volunteer for, an agency when they have confidence in the work being done. In addition agencies are accountable to government and other funders through legal agreements.

The Ontario Community Support Association leads the field in developing standards, quality services and training programs for the community care sector. In 1999, the Association's publication, "Standards & Indicators for Community Support Services: the Guide to Quality Care," was made widely available across the province.

### THE CASE FOR SUPPORT

#### Why we need adequate funding for Community Support Services

These agencies

- are often the first place vulnerable seniors and persons with debilitating diseases or disabilities turn to in order to maintain their independence
- for many people, make the difference between staying at home or going into an institution
- promote health and well-being, keeping people out of doctors' offices and hospitals
- prevent personal and family breakdown due to caregiver stress by supporting them in their important roles. (Family caregivers provide up to 90% of care. Almost 40% of facility placements occur because of caregiver burnout.)
- provide on average \$1.48 in services for every dollar of government funding through fundraising, in-kind assistance, donations and client co-payments
- are directly accountable to the local communities that manage them
- are cost effective and responsive to the changing needs of people and communities, and
- support other areas of the health care system.

## V. THE KEY TO SUSTAINABLE HEALTH CARE IN ONTARIO

In order to ensure crucial community support services continue to be available to the citizens of the province in the most cost-effective and efficient way as possible, the Ontario Community Support Association offers the following recommendations to the Government of Ontario:



### **RECOMMENDATION 1**

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#### *Strong Government Leadership and Policy Development*

The government must reiterate its commitment to home and community care, including the important function that community support services perform – maintaining people in their homes and preventing or delaying the need for institutionalization or hospitalization.

**Action:** The government must develop long-term policies that support a healthy community support system. There is a need for consistent provincial policies. Better practices and innovation should also be highlighted and encouraged.

OCSA will work with MOHLTC to develop the most effective and efficient policies and processes. The Association will also continue to develop benchmarks and minimum standards for service across the province.



### **RECOMMENDATION 2**

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#### *Restructure Ontario's Health Care System to Promote Service Integration and Coordination*

The Health Services Restructuring Commission established by the government in April 1996 stressed the importance of “ensuring a full continuum of care is available in a variety of settings to support the needs of a growing and aging population that can be evaluated (wherever possible) according to health outcomes.”<sup>6</sup> The Commission also stated that there were two overriding principles that should guide successful restructuring:

- Access to quality care in community settings, and
- Equity in the capacity to provide care among regions in the province<sup>7</sup>

The current health care system tends to operate in silos and contains financial disincentives for the various parts of the system to embark on local planning and collaboration across sectors. There are substantial cost-savings and efficiencies that can be achieved in health care but a major restructuring of the system is required.

<sup>6</sup> “Rebuilding Ontario’s Health System”, a Discussion Paper, Health Services restructuring Commission, July 1997, p. 5.

<sup>7</sup> Ibid., p 18.



### RECOMMENDATION 3

#### *Ensure Appropriately Funded and Accessible Community Support Services*

■ The current funding for community support services tends to be historical in nature rather than based on the actual needs of the clients in a given geographic area. This funding formula needs to be reviewed by MOHLTC in order that demands for service can be met equitably.

**Action:** Funding should be based on population health. A global funding formula (which hospitals have) based on the level of care required by each client with clear outcomes would also be preferable to the current cost per unit of service funding mechanism. OCSA will work with MOHLTC to develop this new funding approach.

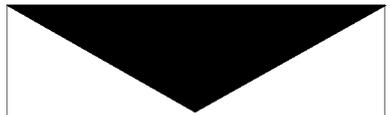
■ A stable and dedicated workforce must be in place to ensure community services are available to people when they need them. Currently, for example, home and personal support workers earn an average of \$2–\$4 dollars less per hour than their counterparts in hospitals and long-term care facilities.

**Action:** A review of human resource compensation must be undertaken for Community Support Service sector workers.

■ In 1998, MOHLTC announced \$551.8 million in funding for CCACs and community support services over an eight-year period. To date \$269.3 million has been announced. There is still \$282.5 million yet to be allocated.

**Action:** There should be an immediate infusion of funding to community support services in the amount of \$45 million. There has been a sharp increase in demand for these services from frail seniors and persons with debilitating diseases and disabilities.

■ With proactive government action now to preserve and improve community support services, Ontario's health care system can be sustainable and individuals who are unable to get access and are feeling powerless, will have their confidence restored.



Seventy-eight percent of people polled recently are concerned about being able to afford home care for themselves or their parents beyond what the government will provide.

*Ipsos-Reid poll commissioned by VHA Home HealthCare, Toronto, February 2001*

## Conclusion

Community Support Service agencies will continue to be critical in protecting and preserving our health care system. The simple fact is that preventive, health maintenance services work to keep costs down. An investment in prevention will reduce more costly health care services.

A recent study by Dr. Marcus Hollander, titled “Evaluation of the Maintenance and Preventive Function of Home Care,” March 2001, provides evidence-based research supporting the value of home and community care. The study found that the costs to the health care system were \$4,000 more per year for “low level home care clients” who had their homemaking/personal support services cut.

[Home and community care] is central to the health care system because it can often prevent or delay, and substitute for, admission to acute care hospitals and long term care facilities, at a lower cost of care. Thus it appears to be central to the achievement of future efficiencies which arise from providing lower cost home care services instead of higher cost institutional services.”<sup>8</sup>

OCSA and its member agencies want to work with our partners in the community and the Government to ensure that Ontario has a healthy home and community care system that we can be proud of, and that will be there for our families in the future. We believe the recommendations we have put forward move us in that direction.

*Kay is an 84-year-old woman with severe arthritis, osteoporosis and a heart condition. When her husband, who was her primary caregiver, died three years ago, Kay found herself living alone for the first time in her life. She became depressed and sometimes appeared confused.*

*Kay's arthritis limits her mobility significantly, necessitating the use of a walker. This made the stairs in her two-story home prohibitive. She was considered at great risk of falls, which would very likely result in a fracture, due to her osteoporosis.*

*The Community Support Service agency that provides her day-to-day in-home assistance helped her relocate to their supportive housing complex, where the services she needs are available 24 hours a day. She particularly enjoys the agency's day program, which is located in the building.*

*Kay's depression has cleared and her general health has improved since her move to supportive housing. She has befriended another resident who suffers from Alzheimer Disease, a role that she finds very rewarding, commenting, “It's so nice to feel needed and useful.”*

<sup>8</sup> Hollander, M.J., & Tessara, A., (March 2001). Evaluation of the Maintenance and Preventive Function of Home Care, Policy & Communication Branch, Health Canada, Executive Summary, viii.

## APPENDIX A: MYTHS AND MISCONCEPTIONS

Community Support Services are burdened with several popular misconceptions that should be corrected.

### **Myth #1: Community Support Services and Community Care Access Centres are really the same.**

**Reality:** The two agencies are different in origin and in their responsibilities. Community Support Services spring from the work of neighbours helping neighbours, while Community Care Access Centres (CCACs) were put in place by the Ontario government in 1996 to coordinate the home and community care system and to purchase services from both for-profit and not-for-profit providers. Each agency is a critical component and partner in the home and community care system.

### **Community Support Services**

Community Support Services are not-for-profit community-based agencies. They provide both case management and front-line services. While some may have contracts with CCACs to provide services such as home/personal support, nursing and occupational therapy, the majority receive their funding directly from the Ministry of Health and Long-Term Care through service agreements to provide community services that help keep people healthy and in their own homes.

Community Support Service agencies are required to raise funds from the community. MOHLTC provides partial funding. The remainder comes from client fees, fundraising, individual donors, and other sources such as foundations and the United Way. They also have flexible user co-payments for many services based on income assessment and utilize a large number of volunteers in the provision of services.

### **Community Care Access Centres (CCACs)**

In 1996 the Government of Ontario established CCACs to coordinate long-term care service delivery by purchasing front-line services from for-profit and not-for-profit organizations through a bidding process on behalf of clients who are eligible for these services. CCACs provide case management for the mandated services they contract for with non- and for-profit service agencies (primarily medical-oriented) and control access to long-term care facilities. There are 43 CCACs in Ontario with about 4,500 employees.

CCACs are fully funded by the Ministry of Health and Long-Term Care, are not expected to fundraise and do not rely on the use of volunteers for service delivery. CCACs have no client co-payments for eligible services.

## THE CONTRAST BETWEEN COMMUNITY SUPPORT SERVICES AND CCACS

	Community Support Services	CCACs
<b>Case management</b>	... for services provided by the agency and for all the other services available in a community.	... for the services that they purchase from direct-service providers through a competitive process.
<b>Provision of service</b>	... in a flexible and responsive way, often implementing new services in response to community need.	... do not provide service, they act as one point of access and brokers for services provided by other not-for-profit and for-profit agencies. They also control access to long-term care facilities. Services are clearly defined and inflexible.
<b>Eligibility criteria</b>	... can be applied in a flexible manner when needs are complex. If necessary, donations cover services that are required but are not funded.	... apply strict eligibility criteria.
<b>Origin</b>	... spring from the work of neighbours helping neighbours.	... implemented by government to organize home and community care in the province.
<b>Volunteer effort</b>	... involve volunteers on boards as well as in direct service provision.	...volunteers are represented on their boards of directors.
<b>Accountability</b>	... accountable to their community through volunteers, donors, and their boards. Accountability is direct—people only donate money to and volunteer for an agency when they have confidence in the work being done. There can be no more direct community accountability than that.	... accountable to their community through an elected board of directors.
<b>Integration</b>	... provide a range of services and also work closely with other service providers in their community and neighbourhood.	... responsible for referrals to all services and restricted to providing only eligible services.

**Myth #2: Community Support Services provide just a little bit of help.**

**Reality:** Community Support Services agencies are crucial. They provide a continuum of services, ranging from occasional help with necessary activities of daily living, to crisis management and intervention in critical situations. Many agencies offer services 24 hours/day, 7 days a week. They have set standards that ensure high quality and professional care. Programs for people with Alzheimer Disease, palliative care and supportive housing are just a few examples of the in-depth, substantial care they provide and the sophistication they have achieved.

**Myth #3: Community Support Services are pleaders, not leaders.**

**Reality:** The staff, board members and volunteers of Community Support Service agencies make no apology for their vigorous advocacy on behalf of vulnerable elderly people and those with disabilities. They consistently and passionately bring the inadequacies of the service system to the attention of government and the public.

■ Community Support Service agencies lead the way in the critical task of developing community care standards and guidelines. They continue to find more efficient ways to provide services to people in need and point out when additional funding is required in order to achieve health care's desired outcomes and longer-term savings.

**Myth #4: Community Support Services are really not 'professional.'**

**Reality:** Many providers in community support have degrees in gerontology, psychology, social work and related fields. Others are nurses, graduates of college programs in gerontology or have taken specialized courses in the areas of aging and disabilities. A number of agency administrators have Business or Public Administration degrees. The Ontario Community Support Association continues to provide, promote and support training for staff and volunteers. It has been front and centre in the development of service standards and the training of personal support workers and others in the community care system.

**Myth #5: Volunteer programs in Community Support Services are free and just ‘do-gooding’.**

**Reality:** Volunteer programs are invaluable, not free. Volunteers are recruited, screened, trained, supervised, supported and recognized. This takes professional staff, a well-developed organizational structure and committed amounts of funding.

■ There are many benefits to having volunteers involved in community support. Volunteers strengthen the overall sense of community and studies show that people who volunteer to help others are healthier and live longer.

## APPENDIX B

### Ontario Community Support Association member agencies

Access Better Living Inc./Vie Dependante et Enrichie Timmins (705) 268-2240	Baycrest Community Day Centre for Seniors Toronto (416) 785-2500	Canadian Red Cross Society Peterborough Br. Homemaker Services Peterborough (705) 743-6233
Activity Haven Seniors Centre Peterborough Peterborough (705) 876-1670	Belvedere Heights Home for the Aged Parry Sound (705) 746-5602	Canadian Red Cross Society North Bay Homemaking Service North Bay (705) 495-6200
Adult Recreation Therapy Centre Brantford (519) 753-1882	Bernard Betel Centre For Creative Living Toronto (416) 225-2112	Canadian Red Cross Society Chatham Branch Chatham (519) 352-4264
Aide Aux Seniors de Sudbury Est/ Sudbury East Seniors Support Inc. Noelville (705) 898-2174	Blind River District Health Centre Blind River (705) 356-2265	Canadian Red Cross Society Lindsay and District Branch Peterborough (705) 743-6233
Allendale Adult Day Programs Milton (905) 878-4141	Brampton Meals on Wheels Inc. Brampton (905) 453-4140	Canadian Red Cross Society Milton Branch Milton (905) 875-1459
Alzheimer Society of Cornwall and District Cornwall (613) 932-4914	Calabogie & Area Home Support Program Inc. Calabogie (613) 752-2828	Canadian Red Cross Society Stratford Branch Stratford (519) 271-0330
Alzheimer Society of Haldimand- Norfolk Simcoe (519) 428-7771	Caledon Community Services Bolton (905) 951-2300	Canadian Red Cross Society Northumberland Branch Peterborough (705) 743-6233
Alzheimer Society of Elgin-St.Thomas St. Thomas (519) 633-4396	Caledon Meals on Wheels Bolton (905) 857-7651	Canadian Red Cross Society Halton Region/Homemaker Services Burlington (905) 632-9420
Alzheimer Adult Enrichment Centre c/o Lambton Meadowview Villa Petrolia (519) 882-1470	Call-A-Service Inc. Harmony Hall Centre for Seniors Toronto (416) 752-0101	Canadian Red Cross Society Guelph- Wellington Branch Guelph (519) 836-3523
Alzheimer Society Niagara Region St. Catharines (905) 687-3914	Cambridge Home Support Cambridge (519) 740-3235	Canadian Red Cross Society S.S. Marie & Dist. Branch-Homemaker Service Sault Ste. Marie (705) 759-4543
Alzheimer Society Halton-Wentworth Branch Hamilton (905) 529-7030	Campbellford Memorial Multicare Lodge Campbellford (705) 653-5980	Canadian Red Cross Society Owen Sound/ Grey-Bruce Division Owen Sound (519) 376-5372
Alzheimer Society Windsor and Essex County Windsor (519) 974-2220	Canadian Red Cross Society Brockville Branch Brockville (613) 342-3524	Canadian Red Cross Society Woodstock-Oxford Branch Woodstock (519) 539-0441
Alzheimer Society of Kitchener- Waterloo Kitchener (519) 742-1422	Canadian Red Cross Society Oakville Branch Oakville (905) 845-5241	Canadian Red Cross Society Quinte Branch Belleville (613) 962-9121
Alzheimer Day Away Program, Sunnyside Home, Regional Municipality of Waterloo Kitchener (519) 893-8482	Canadian Red Cross Society Niagara Regional Homemaker Service St. Catharines (905) 680-1818	Canadian Hearing Society Peterborough Branch Peterborough (705) 743-1573
Alzheimer Society of Peel Mississauga (905) 278-3667	Canadian Red Cross Society Brantford Branch Brantford (519) 753-4188	CANES Home Support Services (Central & Northern Etobicoke Home Support Services) Etobicoke (416) 743-3892
Alzheimer Outreach Services of McCormick House London (519) 439-9336	Canadian Red Cross Society Sault Ste. Marie & District Branch Sault Ste. Marie (705) 759-4547	Care-Ring Northwest-C/o Northminster United Church Toronto (416) 961-0447
Arnprior-Braeside-McNab Seniors At Home Program Arnprior (613) 623-7981	Canadian Red Cross Society, Metro Toronto Region Toronto (416) 480-2500	Carefirst Seniors and Community Services Association Scarborough (416) 502-2323
Attawapiskat Health Services Attawapiskat (705) 997-2166	Canadian Red Cross Society Toronto Homemaker Service Etobicoke (416) 236-1791	Carleton Place/Beckwith Community Support Inc. Carleton Place (613) 253-0733
Attendant Care Outreach Program C/o Providence Manor Kingston (613) 548-7222	Canadian Red Cross Society Sudbury Branch Sudbury (705) 674-0737	Catholic Family Services of Hamilton- Wentworth Hamilton (905) 527-3823
Au Chateau-Community Support Program Sturgeon Falls (705) 753-5995 x228	Canadian Red Cross Society Timmins and District Branch Timmins (705) 264-7776	Central Neighbourhood House Toronto (416) 966-8595
Balance Etobicoke (416) 236-1796	Canadian Red Cross Society Muskoka District Branch Bracebridge (705) 645-6233	
Barry's Bay & Area Home Support Barry's Bay (613) 756-2772	Canadian Red Cross Society Cornwall Branch Cornwall (613) 932-3412	

Central Frontenac Community Services Corporation  
 Sydenham (613) 376-6477  
 Centre de Jour Guigues  
 Ottawa (613) 241-4070  
 Centre for Information and Community Services of Ontario  
 Scarborough (416) 292-7510  
 Chapleau Cree First Nation  
 Chapleau (705) 864-0784  
 Chapleau Home Support C/o Services de Sante de Chapleau Health Services  
 Chapleau (705) 864-1623  
 CHATS–Community Home Assistance To Seniors  
 Aurora (905) 713-3373  
 Cheshire Homes (Hastings - Prince Edward) Inc.  
 Belleville (613) 966-2941  
 Cheshire Homes of London, Inc.  
 London (519) 439-4246  
 Chippewas of Kettle and Stoney Point Health Services  
 Forest (519) 786-5647  
 Circle of Care  
 Toronto (416) 635-2860  
 City of Waterloo–Home Support Services  
 Waterloo (519) 579-6930  
 City of Timmins Community Home Support Services  
 Timmins (705) 360-8456  
 City of Thunder Bay Community Services Dept.  
 Thunder Bay (807) 625-2785  
 City of Kitchener Seniors Division  
 Kitchener (519) 741-2916  
 Community Care Concept of Woolwich, Wellesley & Wilmot  
 Elmira (519) 669-3023  
 Community Support Services  
 Kenora (807) 468-4562  
 Community Support Services–A Division of Casselholme  
 North Bay (705) 474-4250  
 Community Care Belleville Inc.  
 Belleville (613) 969-0130  
 Community Care Victoria County  
 Lindsay (705) 324-7323  
 Community Outreach Services  
 Milverton (519) 595-8755  
 Community Care for Central Hastings  
 Tweed (613) 478-2273  
 Community Resource Centre of Goulbourn/Kanata/West Carleton  
 Kanata (613) 591-3686  
 Community Care East York  
 Toronto (416) 422-2026  
 Community and Neighbourhood Services, Adult Homes for the Aged Division  
 Toronto (416) 392-8910  
 Community Care Peterborough  
 Peterborough (705) 742-7067

Copernicus Lodge  
 Toronto (416) 536-7122  
 Cornwall Home Assistance To Seniors Inc.  
 Cornwall (613) 937-3922  
 Craigwiell Adult Day Programs  
 Ailsa Craig (519) 293-3215 x226  
 Cumberland Home Support  
 Orleans (613) 834-9195  
 Dearness Services for Seniors  
 London (519) 681-0400  
 Dilico Ojibway Child and Family Services  
 Thunder Bay (807) 622-9060  
 Dixie Bloor Neighbourhood Drop-in Centre  
 Mississauga (905) 629-1873  
 Dixon Hall  
 Toronto (416) 863-0499  
 Don Mills Foundation for Senior Citizens (E.P. Taylor Place)  
 North York (416) 510-1100  
 Downsview Services To Seniors Inc.  
 North York (416) 398-5510  
 Dr. Harold S. Trefry Memorial Centre  
 Richards Landing (705) 246-0036  
 Dufferin County Community Support Services  
 Shelburne (519) 925-5452  
 Dundas Community Services  
 Dundas (905) 627-5461  
 Durham Region Community Care  
 Oshawa (905) 404-2224  
 East York Meals on Wheels Inc.  
 Toronto (416) 424-3322  
 East Parry Sound Community Support Services Program c/o Eastholme  
 Powassan (705) 724-2005  
 East Wellington Advisory Group For Family Services  
 Erin (519) 833-9696  
 Eganville and District Senior Citizen's Needs Association  
 Eganville (613) 628-2354  
 Elgin County Homes  
 St. Thomas (519) 631-0620  
 Elisabeth Bruyere HELPLINE  
 Ottawa (613) 562-6368  
 Espanola Home Support Program  
 Espanola (705) 869-3388  
 Etobicoke Services For Seniors  
 Etobicoke (416) 243-0127  
 Fairview Lodge Adult Day Program  
 Whitby (905) 668-5851  
 Family Service –Kent  
 Chatham (519) 354-6221  
 Family Services of Hamilton-Wentworth  
 Hamilton (905) 523-5640  
 Family Service Association of Metro  
 Toronto  
 Toronto (416) 595-9230  
 First Place Hamilton  
 Hamilton (905) 523-0360

Fort Erie Meals on Wheels, Inc.  
 Fort Erie (905) 871-9366  
 Fort Frances Tribal Area Health Authority  
 Fort Frances (807) 274-2042  
 Forum Italia Non-profit Housing Corporation  
 Mississauga (905) 507-2711  
 Four Counties Health Services–Four Counties Adult Day Centre  
 Newbury (519) 693-4441  
 Four Counties Brain Injury Association  
 Peterborough (705) 741-1172  
 Fred Victor Centre  
 Toronto (416) 364-8228  
 Friuli Centre  
 Woodbridge (905) 856-4922  
 Gateway Community Health Centre  
 Tweed (613) 478-1211  
 Glanbrook Home Support Programme Inc.  
 Binbrook (905) 692-3464  
 Glen Stor Dun Lodge  
 Cornwall (613) 933-3384 x234  
 Glengarry Inter Agency Group Inc.  
 Alexandria (613) 525-4802  
 Glengarry Outreach Seniors Services  
 Alexandria (613) 525-4443  
 Gloucester Centre for Community Resources–Home Support Program  
 Gloucester (613) 741-6025  
 Good Shepherd Centres  
 Hamilton (905) 525-5188  
 Greater Angus Meals on Wheels  
 Angus (705) 424-5959  
 Grocer-Ease  
 Hamilton (905) 545-1175  
 Haldimand-Norfolk Community Senior Support Services Inc.  
 Hagersville (905) 768-4135  
 Haliburton County Home Support Services  
 Haliburton (705) 457-2941  
 Halton Helping Hands  
 Oakville (905) 844-0252  
 Halton Hills Community Support and Information  
 Georgetown (905) 873-6502  
 Halton Region Social Services–Supportive Hsg.  
 Oakville (905) 825-6123  
 Harmer House  
 Nepean (613) 726-8882  
 Heidehof Supportive Housing  
 St. Catharines (905) 935-3344  
 Helen Zurbrigg Non-Profit Homes Inc.  
 Hamilton (905) 387-3771  
 Hellenic Home for the Aged Inc.  
 Toronto (416) 654-7700x235  
 Helping Hands Orillia  
 Orillia (705) 325-7861  
 Hildegard Centre  
 Kingston (613) 548-7222

Home Support Services,  
Morrisburg And District Meals on  
Wheels  
Morrisburg (613) 543-4568  
Home and Community Support  
Services Of Grey-Bruce  
Owen Sound (519) 372-2091  
Home Support for the Elderly Sioux  
Lookout  
Sioux Lookout (807) 737-3142  
Hornepayne Community Hospital  
Home Support Programs  
Hornepayne (807) 868-2442x123  
Hospice of Waterloo Region  
Kitchener (519) 743-4114  
Humber Community Seniors' Services  
Weston (416) 249-7946  
Huron Adult Day Centre  
Clinton (519) 482-7943  
Huron Lodge Community Service Board  
Elliot Lake (705) 848-2019 x33  
India Rainbow Community Services of  
Peel  
Mississauga (905) 507-6099  
Ingersoll Services for Seniors  
Ingersoll (519) 485-2269  
Interlink Community Cancer Nurses  
Toronto (416) 599-5465  
Islington Centre –Etobicoke Senior  
Citizens  
Etobicoke (416) 231-3431  
Jewish Family Services Ottawa-Carleton  
Ottawa (613) 722-2225  
John Noble Home–Alzheimer Day  
Centre  
Brantford (519) 754-4065  
Joyce Scott Non-Profit Homes Inc.  
Milton (905) 878-6722  
K-W Seniors Day Program Inc.  
Kitchener (519) 893-1609  
Kashechewan Health Services  
Kashechewan (705) 275-1023  
Keewaytinook Okimakanak Northern  
Chiefs Council  
Balmertown (807) 735-1381  
Kemptville and District Home Support  
Kemptville (613) 258-2546  
Kenora Chiefs Advisory Inc.  
Kenora (807) 548-1141  
Kingfisher Lake Home & Community  
Care Nursing Station  
Kingfisher Lake (807) 532-2067  
Kitchener Senior Volunteer's Services  
Kitchener (519) 745-1096  
Kitchener-Waterloo Friendship Group  
for Seniors  
Kitchener (519) 742-6502  
Kiwanis Adult Day Program  
Hamilton (905) 549-4023  
Lambton Elderly Outreach Inc.  
Petrolia (519) 882-1068  
Land O' Lakes Community Services  
Northbrook (613) 336-8934

Lennox & Addington Seniors Outreach  
Services Inc.  
Napanee (613) 354-6668  
Les Centres D'Accueil Heritage  
Toronto (416) 365-3350  
Life Long Care Program  
Sioux Lookout (807) 737-1903  
LOFT Community Services - John  
Gibson House  
Toronto (416) 537-3477  
Long Term Care–Lac Seul First Nation  
Hudson (807) 582-3317  
Lutheran Social Services (Owen Sound)  
Owen Sound (519) 371-4224  
Maple City Centre For Older Adults  
Chatham (519) 352-5633  
Marianhill  
Pembroke (613) 735-6838  
Meals on Wheels Manitowadge  
Manitowadge (807) 826-3586  
Meals on Wheels South River/  
Sundridge  
South River (705) 386-0797  
Meals on Wheels Elmvale  
Elmvale  
Meals on Wheels Huntsville  
Huntsville (705) 789-7175  
Meals on Wheels/Community Support  
Services  
Fonthill (905) 892-7779  
Meals on Wheels  
Beaverton  
Beaverton (705) 426-9278  
Meals on Wheels Niagara Falls Inc.  
Niagara Falls (905) 356-7548  
Meals on Wheels and More  
North York (416) 225-6041  
Meals on Wheels Alliston  
Alliston (705) 435-0370  
Meals on Wheels Peterborough  
Peterborough (705) 745-5522  
Meals on Wheels Kitchener-Waterloo  
Incorporated  
Kitchener (519) 743-1471  
Meals on Wheels London  
London (519) 660-1430  
Meals on Wheels Cornwall  
Cornwall (613) 933-3384  
Meals on Wheels Milton  
Milton (905) 878-6699  
Meals on Wheels Lucknow  
Lucknow (519) 528-2190  
Meals on Wheels Thorold–St.  
Catharines  
Thorold (905) 682-0333  
Meals on Wheels Sudbury Inc.  
Sudbury (705) 525-4554  
Meals on Wheels Innisfil  
Innisfil (705) 436-3318

Meals on Wheels Port Colborne Inc.  
Port Colborne (905) 835-1581  
Meals on Wheels Gravenhurst  
Gravenhurst (705) 687-4511

Meals on Wheels Vankleek Hill Popote  
Roulante  
Vankleek Hill (613) 678-2723  
Meals Here And There Inc.  
Toronto (416) 466-0587  
Metis Nation of Ontario–Long Term  
Care Program  
Toronto (416) 977-9881  
Mid-Toronto Community Services Inc.  
Toronto (416) 962-9449  
Midwestern Adult Day Services  
Clinton (519) 482-7800  
Mills Community Support Corporation  
Almonte (613) 256-4700  
Mississauga First Nation  
Blind River (705) 356-1621  
x.2226  
Mitchell & Area Community Outreach  
C/O Ritz Lutheran Villa  
Mitchell (519) 348-9765  
Momiji Health Care Society  
Scarborough (416) 261-6683 x240  
Mon Sheong Foundation  
Toronto (416) 977-3762  
Moose Cree First Nation  
Moose Factory (705) 658-4619  
Mushkegowuq Council  
Moose Factory (705) 658-4222  
Muskoka Seniors Home Assistance  
Huntsville (705) 789-6676  
N.H.V.C.S. Seniors Home Support  
Bancroft (613) 332-4700  
Native Canadian Centre of  
Toronto–Seniors' Program  
Toronto (416) 964-9087  
Nepean Seniors' Home Support  
Nepean (613) 829-1133  
New Post First Nation  
Cochrane (705) 272-3933  
Niagara Ina Grafton Gage Village  
St. Catharines (905) 935-6822 x223  
Nor-Dun Seniors' Support Centre  
Winchester (613) 774-6109  
North Stor Seniors' Support Centre  
Finch (613) 984-2436  
North Perth Seniors Centre, Meals on  
Wheels  
Listowel (519) 291-1221  
North Frontenac Community Services  
Sharbot Lake (613) 279-3151  
North Huron Special Transit  
Corporation  
Wingham (519) 357-4074  
North Shore Tribal Council  
Cutler (705) 844-2021  
North Renfrew Long Term Care  
Services, Inc.  
Deep River (613) 584-1900  
North York Seniors Centre Mel Lastman  
Place  
North York (416) 733-4111  
Northumberland County Community  
Care Inc.  
Campbellford (705) 653-0955

Northwestern Independent Living Services Inc.  
 Kenora (807) 468-3486  
 Oakville Kiwanis Meals on Wheels  
 Oakville (905) 842-1411  
 Odawa Native Friendship Centre  
 Ottawa (613) 722-3811  
 Olde Forge Community Resource Centre  
 Ottawa (613) 829-9777  
 Oneida Administration Oneida Long Term Care Program  
 Southwold (519) 652-3244  
 Oshawa Senior Citizens Centres  
 Oshawa (905) 576-6712  
 Ottawa West Community Support  
 Ottawa (613) 728-6016  
 Pakenham Community Home Support  
 Pakenham (613) 624-5647  
 Park Lane Seniors' Support Centre  
 Williamsburg (613) 535-2924  
 Partners In Caring–St. Vincent de Paul Hospital  
 Brockville (613) 342-4461  
 Patricia Region Supportive Housing  
 Community Support Services  
 Dryden (807) 223-5278  
 Peel Senior Link  
 Mississauga (905) 712-4413  
 Peetabeck Health Services Fort Albany  
 Pembroke Handi-bus  
 Pembroke (613) 735-6998  
 Personal Choice Independent Living  
 Ottawa (613) 238-2723  
 Petawawa Meals on Wheels  
 Petawawa (613) 687-2230  
 Physically Handicapped Adults' Rehabilitation Association  
 North Bay (705) 476-0733  
 Pleasant Manor Retirement Village  
 Virgil (905) 468-2234  
 Prescott Meals on Wheels Prescott  
 (613) 925-2988  
 Programme Communautaire (Residence Saint-Louis)  
 Orleans (613) 824-1720  
 Providence Centre  
 Scarborough (416) 759-9321 4024  
 Rainycrest Home  
 Fort Frances (807) 274-9858  
 Raise Home Support For the Elderly  
 Kitchener (519) 744-7666  
 Regional Niagara–Seniors Community Program  
 Welland (905) 735-5591 x233  
 Renfrew and Area Seniors' Home Support Inc.  
 Renfrew (613) 432-7691  
 Richview Residence Supportive Housing Corporation  
 Etobicoke (416) 247-5316  
 Rideau Lakes Home & Community Support Services  
 Perth (613) 267-6400

S.A.I.N.T.S. (Student Assistance In North Toronto for Seniors)  
 Toronto (416) 481-6284  
 S.E.N.A.C.A. Seniors Day Program - Halton Inc.  
 Oakville (905) 337-8937  
 S.P.R.I.N.T. (Senior Peoples Resources in North Toronto)  
 Toronto (416) 481-6411  
 Sagamok Anishnawbek First Nation  
 Massey (705) 865-2171  
 Salvation Army Golden Agers  
 Owen Sound (519) 376-5699  
 Salvation Army Golden Agers  
 Hamilton (905) 522-3681  
 Sandy Lake First Nation  
 Sandy Lake (807) 774-5121  
 Sarnia & District Senior Volunteer Community Services (Senior VIP)  
 Sarnia (519) 332-2814  
 Scarborough Support Services For the Elderly Inc.  
 Scarborough (416) 750-9885  
 Scott Mission Seniors Services  
 Toronto (416) 923-8872  
 Second Mile Club Of Toronto  
 Toronto (416) 597-0841  
 SEN Community Health Care  
 Hamilton (905) 522-6887  
 Senior Citizens of Woodstock Inc.  
 Southgate Centre  
 Woodstock (519) 539-3850  
 Senior Outreach Services Manitoulin  
 Centennial Manor  
 Little Current (705) 368-3493  
 Senior Link  
 Toronto (416) 691-7407  
 Senior Adult Services In the Annex  
 Toronto (416) 923-8909  
 Senioren Haus Concordia Inc.  
 Kitchener (519) 745-1200  
 Seniors Outreach Services - Maxville Manor  
 Maxville (613) 527-2170  
 Seniors Life Enhancement Centres–Centre II  
 Mississauga (905) 279-9061  
 Seniors Activation Maintenance Program Inc. (SAM)  
 Hamilton (905) 525-5632  
 Seniors Outreach Services Glebe Centre  
 Ottawa (613) 230-5730  
 Seniors Association Kingston Region  
 Kingston (613) 548-7810  
 Serpent River First Nation Geka Wigwam–Seniors Lodge  
 Cutler (705) 844-2818  
 Service D'Entraide Communautaire  
 Vanier (613) 241-1266  
 Services To Assist Independent Living (S.A.I.L.)  
 Gananoque (613) 382-1175

Services communautaires de Prescott et Russell  
 Hawkesbury (613) 632-0939  
 Shalom Village Day Program for Adults  
 Hamilton (905) 529-1613  
 Sheguiandah First Nation Home Support  
 Sheguiandah (705) 368-2781  
 Shepherd Village Inc.  
 Toronto (416) 609-5700  
 Shibogama Health Authority  
 Sioux Lookout (807) 737-2662  
 Shoal Lake Band No. 40  
 Shoal Lake (807) 733-3577  
 Simcoe County Association for the Physically Disabled  
 Barrie (705) 737-3263  
 South Essex Community Centre  
 Leamington (519) 326-8629  
 South Stormont Seniors' Support Centre  
 Ingleside (613) 537-8644  
 South-East Ottawa Centre for a Healthy Community  
 Ottawa (613) 737-5115  
 St. Demetrius Supportive Care Services  
 Etobicoke (416) 246-7979  
 St. Elizabeth Health Care, Markham  
 (905) 940-9655  
 St. Stephen's Community House  
 Toronto (416) 929-3281  
 St. Paul's L'Amoreaux Centre  
 Scarborough (416) 493-3333  
 St. Marys & Area Home Support Services  
 St. Marys (519) 284-3272  
 St. Christopher House  
 Toronto (416) 532-4828  
 St. Joseph's Villa  
 Dundas (905) 627-9011  
 St. Matthew's House  
 Hamilton (905) 523-5546  
 St. Andrew's Residence–Adult Day Centre  
 Chatham (519) 354-8103  
 St. Matthew's Bracondale House  
 Toronto (416) 656-2669  
 St. Clair West Services for Seniors  
 Toronto (416) 787-2114  
 St. Joseph's Hospital and Home Adult Day Service  
 Guelph (519) 824-6000  
 Storefront Humber Inc.  
 Etobicoke (416) 259-4207  
 Stratford Meals on Wheels & Neighbourly Services  
 Stratford (519) 271-2217  
 Sudbury Elder Abuse Committee  
 Sudbury (705) 524-5738  
 Sudbury Finnish Resthome Society Inc.  
 Sudbury (705) 524-3137  
 Tabor Manor  
 St. Catharines (905) 934-9177

Tele-Touch (Seniors)  
 Hamilton (905) 522-9567  
 The Good Companions Seniors' Centre  
 Ottawa (613) 236-0428  
 The Friends  
 Parry Sound (705) 746-5102  
 The Next Step To Active Living  
 Program  
 Mississauga (905) 820-6888  
 The Prince Edward County Community  
 Care for Seniors Association  
 Picton (613) 476-7493  
 The Good Neighbours' Club  
 Toronto (416) 366-5377  
 The Corporation of the Township of  
 White River—Supportive Housing  
 White River (807) 822-2255  
 The Corporation of the Municipality Of  
 Machin  
 Vermillion Bay (807) 227-2633  
 The King's Daughters Dinner Wagon  
 Ottawa (613) 233-2424  
 Tillsonburg & District Multi-Service  
 Centre  
 Tillsonburg (519) 842-9008  
 Timiskaming Home Support/Soutien a  
 Domicile  
 New Liskeard (705) 647-2060  
 Toronto Intergenerational Partnerships  
 Toronto (416) 531-8447  
 Town and Country Support Services  
 Wingham (519) 357-3222  
 Township of Osgoode Home Support  
 Program  
 Metcalfe (613) 821-1101  
 Township of Rideau Senior Citizens'  
 Service Centre Inc  
 Manotick (613) 692-4697  
 True Davidson Meals on Wheels (East  
 York) Inc.  
 Toronto (416) 752-9667  
 Tyendinaga First Nation  
 Deseronto (613) 967-3603  
**UCCM Mnaamodzawin Health Services**  
 Long Term Care Program  
 Shequiandah (705) 368-2182  
 Ukrainian Senior Citizens' Club of  
 Sudbury Inc.  
 Sudbury (705) 673-7404  
 Unionville Home Society  
 Unionville (905) 477-2822  
 United Mennonite Home, Supportive  
 Housing  
**Vineland** (905) 562-1458  
 Valleyview Home for the Aged Senior  
 Day Program  
 St. Thomas (519) 633-1030  
 VHA Health & Home Support  
 Ottawa (613) 238-8420  
 VHA Health & Home Support Services  
 Hamilton (905) 389-1970  
 Villa Colombo Home for the Aged,  
 Casa Del Zotto  
 Toronto (416) 780-0407

Visiting Homemakers Association,  
 Toronto  
 Toronto (416) 489-2500  
 Volunteer Centre of T.O.  
 Toronto (416) 961-6888  
 VON—Peterborough, Victoria,  
 Haliburton Branch  
 Peterborough (705) 745-6072  
 VON—Windsor-Essex County  
 Windsor (519) 254-4866  
 VON Algoma Branch  
 Sault Ste. Marie (705) 942-8200  
 VON Perth-Huron Community Support  
 Services  
 Stratford (519) 271-0728  
 VON Alzheimer Outreach Program  
 Carleton Place (613) 257-3296  
 VON Sarnia—Lambton  
 Sarnia (519) 542-2310 x223  
 VON Hamilton-Wentworth  
 Hamilton (905) 522-1022  
 VON Hastings, Northumberland, Prince  
 Edward Branch  
 Trenton (613) 392-4181  
 VON Meals on Wheels North Bay  
 North Bay (705) 474-7048  
 VON Renfrew County  
 Pembroke (613) 732-9993  
 VON Chatham-Kent Branch  
 Chatham (519) 352-4462  
 VON Thunder Bay & District Branch  
 Thunder Bay (807) 344-0012  
 VON Toronto-York Region Branch  
 Markham (905) 944-2171  
 VON Eastern Lake Ontario Branch  
 Kingston (613) 634-0130  
 VON Oxford County Branch  
 Woodstock (519) 539-1233  
 VON Peel Branch  
 Mississauga (905) 821-4474  
 VON Waterloo-Wellington-Dufferin  
 Guelph (519) 822-5081  
 VON Grey-Bruce Branch  
 Owen Sound (519) 376-5895  
 VON Brockville, Leeds & Grenville  
 Home Support Program  
 Brockville (613) 342-3693  
 VON Ottawa-Carleton  
 Ottawa (613) 749-7557  
 VON Middlesex  
 Strathroy (519) 245-3856  
**Walden Community Care Program**  
 Lively (705) 692-4651  
 Walden Home Support Program  
 Lively (705) 692-4651  
 Walpole Island First Nation Health  
 Centre  
 Walpole Island First Nation  
 (519) 627-0765  
 Wapekeka Home & Community Care  
 Program c/o Wapekeka Nursing Station  
 Wapekeka (807) 537-2320  
 Warden Woods Community Centre  
 Scarborough (416) 694-1138

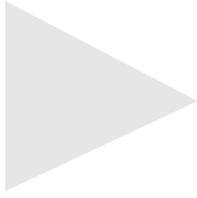
Waterloo Wellington Red Cross  
 Homemaker Service  
 Waterloo (519) 746-6600  
 Welcome Inn Community Centre  
 Hamilton (905) 525-5824  
 Wellington Seniors Day Out Program  
 Elora (519) 846-5359 x252  
 West Toronto Support Services For  
 Senior Citizens and the Disabled Inc.  
 Toronto (416) 653-3535  
 West Hill Community Services  
 Scarborough (416) 284-5931  
 West Elgin Community Health Centre  
 West Lorne (519) 768-1715  
 Wesleyway Thunder Bay  
 (807) 625-6690  
 Wikwemikong Amik-ook Seniors'  
 Centre Community Support Services  
 Wikwemikong (705) 859-2260  
 William Osler Health Centre,  
 Georgetown Hospital Campus  
 Georgetown (905) 873-0111  
 Windigo First Nations Council  
 Sioux Lookout (807) 737-1585  
 Wingham & Area Seniors Day Centre  
 Wingham (519) 357-1440  
 Woodgreen Community Centre of  
 Toronto  
 Toronto (416) 469-5211  
 Woolwich Transit Inc. O/a Kiwanis  
 Transit  
 Elmira (519) 669-4533  
 Wunnumin Lake Home and Community  
 Care Program  
 Wunnumin Lake First Nation  
 (807) 442-2573  
**Yee Hong Centre for Geriatric Care**  
 Scarborough (416) 321-6333  
 York Durham Aphasia Centre  
 Stouffville (905) 642-2053  
 York West Senior Citizens Centre  
 Weston (416) 245-4395  
 Yorkminster Park Meals on Wheels  
 Toronto (416) 482-0549

# APPENDIX C : COMMUNITY SUPPORT SERVICES ACCOUNTABILITY FRAMEWORK

COMPONENTS	Adult/Alzheimer Day Program	Attendant Care	Client Intervention and Assistance	Respite Care/ Caregiver Support	Transportation
<b>OVERALL GOAL</b>	To assist clients to achieve and maintain their level of health and well-being To provide caregiver support and relief from their caregiving duties	To assist clients with permanent disabilities with routine personal activities of daily living	To provide support for vulnerable at-risk people by stabilizing a crisis situation and to prepare for the future	To provide support and temporary relief from the caregiving role to caregivers	To provide affordable, reliable and accessible transportation to essential appointments and activities
<b>KEY OBJECTIVES &amp; ACTIVITIES</b>	<ul style="list-style-type: none"> <li>supervised, individualized social, recreational, physical programming</li> <li>build on strengths and abilities of individuals</li> <li>provide personal care services, nutritious meal and may include transportation if required</li> <li>a safe environment</li> <li>caregiver support and education</li> </ul>	<ul style="list-style-type: none"> <li>individualized client care plan which builds on strengths and abilities</li> <li>regular monitoring of client health and safety</li> <li>assistance with daily living, i.e. bathing, dressing, toileting, exercising, skin care, mouth and hair care</li> <li>assistance with routine household activities (light housekeeping, meal preparation)</li> </ul>	<p>Using a case management model:</p> <ul style="list-style-type: none"> <li>client engagement/relationship building</li> <li>assessment, identification of client needs</li> <li>service planning and coordination</li> <li>services implementation i.e. advocacy, counselling, placement, moving and funeral arrangements</li> <li>monitoring of service providers and client safety</li> </ul>	<p>Support, based on needs, may include:</p> <ul style="list-style-type: none"> <li>supervision, activation, social, recreational activities in safe, secure environment, assistance with daily living i.e. client personal care, light housekeeping, meal preparation</li> <li>individualized care planning for client/caregiver</li> <li>service delivery can be 24 hrs a day, 7 days a week</li> </ul>	<ul style="list-style-type: none"> <li>escorted transportation to medical appointments, shopping, social activities and programs by volunteers and/or staff</li> </ul>
<b>OUTPUTS</b>	# of clients served # of volunteers # of caregivers relieved # on waiting list	# of clients served # of hours of services # of other coordinated services # of workers # of trained workers at different levels # on waiting list	# of clients served # of service hours # of other coordinated services # of identified service gaps # on waiting list	# of clients served # of caregivers supported # of respite hours provided # of other coordinated services # on waiting list	# of clients served # of trips made # of volunteers # of volunteer hours # of other coordinated services # of different types of transportation requests # on waiting list
<b>SHORT-TERM OUTCOMES</b>	<ul style="list-style-type: none"> <li>prevention of premature institutionalization and hospitalization</li> <li>client socialization opportunities</li> <li>early intervention for change in health status of client/caregiver</li> <li>decrease caregiver stress/worry</li> </ul>	<ul style="list-style-type: none"> <li>monitors client's health status</li> <li>supports client's independence and maximum level of functioning</li> <li>prevents deterioration of living environment</li> <li>reduces caregiver stress</li> <li>linkage with other community services</li> </ul>	<ul style="list-style-type: none"> <li>resolution of immediate crisis</li> <li>client perceived increase in quality of life</li> <li>relationship established with client</li> <li>initiation of support services</li> <li>increase in client's ability to remain in their own home</li> </ul>	<ul style="list-style-type: none"> <li>prevents caregiver deterioration, provides emotional, practical relief and reduces stress</li> <li>client stimulation, companionship, support</li> <li>early intervention for change in client/caregiver health status</li> <li>implementation of necessary other services</li> <li>ensure client safety</li> </ul>	<ul style="list-style-type: none"> <li>reduces isolation and improves social interaction</li> <li>reduces caregiver stress</li> <li>provides access to medical treatment and community services</li> <li>early intervention for client health changes</li> <li>increases client's support network</li> </ul>
<b>LONG-TERM OUTCOMES</b>	<ul style="list-style-type: none"> <li>appropriate timing of necessary institutionalization of client</li> <li>informed caregiver placement planning and decisions</li> </ul>	<ul style="list-style-type: none"> <li>the prevention of premature institutionalization</li> <li>the maintenance of the client comfortably and safely in their own home</li> </ul>	<ul style="list-style-type: none"> <li>provision of support and services necessary for the client to remain in their own home.</li> <li>establishment of client goals and plans for the future</li> </ul>	<ul style="list-style-type: none"> <li>prevention of premature institutionalization</li> <li>prevention of caregiver breakdown</li> <li>assistance with future planning</li> </ul>	<ul style="list-style-type: none"> <li>increases the client's ability to remain in their own home</li> </ul>

Meals on Wheels/ Congregate Dining	Personal Support Services	Home Maintenance and Repair	Social Recreational & Intergenerational Programs	Home Help/ Homemaking	Supportive Housing
<p>To provide individualized nutritional meals</p> <p>To promote social interaction, health and well-being</p>	<p>To assist clients with routine personal activities of daily living</p>	<p>To ensure client home comfort and safety</p>	<p>To provide opportunities for social interaction while reducing isolation and fostering friendships</p>	<p>To maintain a safe and comfortable home environment</p>	<p>To provide a home-like setting which supports the health, safety and independence of clients who are frail, have a disability, acquired brain injury or HIV/AIDS</p>
<p>Meals on Wheels:</p> <ul style="list-style-type: none"> <li>• volunteer meal delivery</li> <li>• individualized dietary needs addressed</li> <li>• menus reviewed by a dietitian</li> <li>• regular monitoring of client health and safety</li> </ul> <p>Congregate Dining:</p> <ul style="list-style-type: none"> <li>• social dining, entertainment, seminars</li> <li>• volunteer transportation</li> </ul>	<ul style="list-style-type: none"> <li>• individualized client care plan which builds on strengths and abilities</li> <li>• regular monitoring of client health and safety</li> <li>• assistance with daily living ie. bathing, dressing, toileting, exercising, skin care, mouth and hair care</li> </ul>	<ul style="list-style-type: none"> <li>• heavy seasonal cleaning</li> <li>• window washing, yard work</li> <li>• snow shoveling, floor scrubbing, arrangement of repairs (i.e. electrical, roof repair and barrier free access)</li> </ul>	<ul style="list-style-type: none"> <li>• new skill development</li> <li>• opportunities for life long learning</li> <li>• support groups</li> <li>• painting/drawing classes</li> <li>• computer classes</li> <li>• woodworking</li> <li>• swimming, exercise</li> <li>• bridge, euchre</li> <li>• educational lectures</li> <li>• language classes</li> </ul>	<ul style="list-style-type: none"> <li>• assistance with routine household activities including: light housekeeping, laundry, ironing, shopping, meal preparation, vacuuming and dusting, caring for children, supervision</li> </ul>	<ul style="list-style-type: none"> <li>• accessible 24 hour security check, emergency response</li> <li>• assistance with activities of daily living including: personal care, meal preparation, laundry, shopping</li> <li>• coordination of other community services</li> <li>• access to support services</li> <li>• safe and secure setting</li> <li>• home-like living environment</li> </ul>
<p># of clients served</p> <p># of meals delivered</p> <p># of volunteers</p> <p># of volunteer hours</p> <p># of corporations/ agencies involved</p> <p># of different types of meals provided</p> <p># of other coordinated services</p> <p># on waiting list</p>	<p># of clients served</p> <p># of workers</p> <p># of hours of service</p> <p># of different types of service</p> <p># of different referral sources</p> <p># of workers trained at different levels</p> <p># on waiting list</p>	<p># of clients served</p> <p># of jobs arranged</p> <p># of workers</p> <p># of different types of jobs requested</p> <p># on waiting list</p>	<p># of clients served</p> <p># of volunteers</p> <p># of volunteer hours</p> <p># of activities offered</p> <p># of other coordinated services</p> <p># on waiting list</p>	<p># of clients served</p> <p># of workers</p> <p># of hours of service</p> <p># of different types of tasks performed</p> <p># of other coordinated services</p> <p># on waiting list</p>	<p># of clients / residents</p> <p># of workers</p> <p># of days provided</p> <p># of emergency response systems</p> <p># of emergencies handled</p> <p># of other coordinated services</p> <p># on waiting list</p>
<ul style="list-style-type: none"> <li>• maintains individual's health by providing nutritious meals</li> <li>• opportunity for early intervention due to detection of change in client health status</li> <li>• raises community consciousness of client needs through volunteer support</li> <li>• reduces social isolation</li> </ul>	<ul style="list-style-type: none"> <li>• support and monitoring of client health status</li> <li>• prevents deterioration of living environment</li> <li>• reduces caregiver stress</li> <li>• client independence and maximum level of functioning supported</li> </ul>	<ul style="list-style-type: none"> <li>• maintains client safety in their own home</li> <li>• coordination of regular home upkeep</li> <li>• coordination of other community services (which were not able to provide service previously due to condition of home)</li> <li>• prevention of deterioration of living environment</li> </ul>	<ul style="list-style-type: none"> <li>• mental and physical stimulation</li> <li>• peer support</li> <li>• development of new friendships</li> <li>• development of new skills</li> <li>• volunteer opportunities</li> <li>• linkage to community support services</li> <li>• early intervention for client health changes</li> </ul>	<ul style="list-style-type: none"> <li>• maintains health and safety of the home environment</li> <li>• prevents deterioration of living environment</li> <li>• linkages to other community services</li> <li>• monitoring of the quality and reliability of the workers</li> </ul>	<ul style="list-style-type: none"> <li>• early detection of change in clients health status and safety</li> <li>• provides social interaction opportunities</li> <li>• linkages to other community services</li> <li>• accommodation of client's changing needs</li> <li>• maximizes the independence of clients</li> </ul>
<ul style="list-style-type: none"> <li>• prevention of hospitalization due to malnutrition</li> <li>• prevention of premature institutionalization</li> <li>• reduction of isolation, and loneliness</li> </ul>	<ul style="list-style-type: none"> <li>• prevention of premature institutionalization.</li> <li>• maintenance of the client comfortably and safely in their own home</li> </ul>	<ul style="list-style-type: none"> <li>• maintenance of the client comfortably and safely in their own home</li> </ul>	<ul style="list-style-type: none"> <li>• reduction of isolation, loneliness and improved well-being</li> </ul>	<ul style="list-style-type: none"> <li>• assists clients to remain in their own homes</li> </ul>	<ul style="list-style-type: none"> <li>• clients with special needs receive regular health &amp; safety services</li> <li>• prevents premature institutionalization of those needing daily assistance but not at the level of care in an institution</li> </ul>

Foot Care	Friendly Visiting/ Security Check/ Reassurance	Caregiver Support: Education & Counselling	Emergency Response Systems	Volunteer Hospice	Life Skills Services Outreach
To assist clients with care of their feet	To reduce social isolation and monitor the safety of the client	To provide counselling to caregivers and family members and assistance with planning for future care of client	To ensure client safety in their home	To support clients who require palliative care	To teach clients with a physical disability activities of daily living
<ul style="list-style-type: none"> <li>trimming toenails</li> <li>monitoring the condition of feet</li> <li>bathing and massaging feet</li> </ul>	<ul style="list-style-type: none"> <li>provide regular one to one volunteer visits to socially isolated</li> <li>activities include: visiting, walking, reading, writing/</li> </ul> <p>Security check: regular contact with client by telephone, home visits, e-mail or other means provided by volunteers</p>	<ul style="list-style-type: none"> <li>therapeutic counselling to caregiver and family</li> <li>individual or group sessions</li> <li>goal setting</li> <li>providing information, education and training to assist caregivers, family and other providers caring for the client</li> </ul>	<ul style="list-style-type: none"> <li>installation of emergency response systems in client's home</li> <li>regular monitoring of client health and safety</li> <li>respond to emergencies as required</li> <li>safe and secure setting</li> </ul>	<ul style="list-style-type: none"> <li>individualized assessment to determine client/caregiver's specific needs</li> <li>regular volunteer visits to palliative care clients</li> <li>matches arranged between client/caregiver and volunteer</li> <li>type of support may include social/companionship, nutrition, rest, mobility, information, bereavement</li> <li>volunteer recruitment, training and supervision</li> </ul>	<ul style="list-style-type: none"> <li>individualized client care plan which builds on strengths and abilities</li> <li>regular monitoring of client health and safety</li> <li>examples of skills that may be taught: communications and social skills, independent living skills, recreation and leisure skills and behaviour management</li> </ul>
<ul style="list-style-type: none"> <li># of clients served</li> <li># of other co-ordinated services</li> <li># on waiting list</li> </ul>	<ul style="list-style-type: none"> <li># of clients served</li> <li># of volunteers</li> <li># of visits</li> <li># of friendly visiting hours</li> <li># of other coordinated services</li> <li># on waiting list</li> </ul>	<ul style="list-style-type: none"> <li># of caregivers supported</li> <li># of hours of counselling service</li> <li># of hours of education provided</li> <li># of other coordinated services</li> <li># on waiting list</li> </ul>	<ul style="list-style-type: none"> <li># of clients served</li> <li># of other coordinated services</li> <li># of emergency response systems</li> <li># on waiting list</li> </ul>	<ul style="list-style-type: none"> <li># of clients served</li> <li># of hours of volunteer visiting</li> <li># of other coordinated services</li> <li># of volunteers</li> <li># of matches made</li> <li># on waiting list</li> </ul>	<ul style="list-style-type: none"> <li># of clients served</li> <li># of hours of volunteer visiting</li> <li># of other coordinated services</li> <li># of workers</li> <li># of trained workers at different levels</li> <li># on waiting list</li> </ul>
<ul style="list-style-type: none"> <li>facilitates mobility of client</li> <li>early detection of changes in condition of client's feet</li> <li>linkage with other community services</li> </ul>	<ul style="list-style-type: none"> <li>reduction in client self reported isolation, feelings of loneliness, depression</li> <li>observation and reporting of change in client health status by volunteer</li> <li>development of trust relationship with agency</li> <li>client/volunteer friendship and satisfaction</li> </ul>	<ul style="list-style-type: none"> <li>prevents caregiver deterioration</li> <li>provides emotional, practical relief of caregiver stress</li> <li>early intervention for change in client/caregiver health status</li> </ul>	<ul style="list-style-type: none"> <li>supports clients independence and maximum level of functioning</li> <li>practical relief of caregiver stress</li> <li>linkage with other community services</li> </ul>	<ul style="list-style-type: none"> <li>provides emotional, practical relief of caregiver stress</li> <li>observation and reporting of change in client health status by volunteer</li> <li>supports client's independence and maximum level of functioning</li> <li>reduction in client self reported isolation, feelings of loneliness, depression</li> <li>linkage with other community services</li> </ul>	<ul style="list-style-type: none"> <li>practical caregiver support</li> <li>supports client's independence and maximum level of functioning</li> <li>linkage with other community services</li> </ul>
<ul style="list-style-type: none"> <li>increases the client's ability to remain in their own home</li> </ul>	<ul style="list-style-type: none"> <li>prevention of premature institutionalization due to loneliness, isolation, depression</li> </ul>	<ul style="list-style-type: none"> <li>prevention of premature institutionalization</li> <li>the prevention of caregiver breakdown and assistance with future planning</li> </ul>	<ul style="list-style-type: none"> <li>prevention of premature institutionalization</li> <li>the prevention of caregiver breakdown</li> <li>the maintenance of the client comfortably and safely in their own home</li> </ul>	<ul style="list-style-type: none"> <li>prevention of premature institutionalization</li> <li>the maintenance of the client comfortably and safely in their own home</li> </ul>	<ul style="list-style-type: none"> <li>prevention of premature institutionalization</li> <li>the maintenance of the client comfortably and safely in their own home</li> </ul>



## **COMMUNITY SUPPORT SERVICES ACCOUNTABILITY FRAMEWORK** Programs, goals, objectives, activities, outputs and outcomes that contribute to the key Determinants of Health

### **Determinants of health:**

- social support networks
- education
- employment and working conditions
- social environments
- physical environments
- personal health practices
- healthy child development
- biology and genetic endowment
- health services
- gender
- culture

[Source: World Health Organization's (WHO) International Classification]

### **These in turn lead to:**

- the prevention of premature institutionalization or hospitalization
- the maintenance of client comfortably and in their own home
- the prevention of caregiver breakdown and assistance with future planning
- the reduction of isolation, loneliness and depression
- the improvement of well-being

## APPENDIX D: OCSA Community Support Services Task Force Members

**OCSA Project Manager:**  
**Cheryl Gorman**  
**416-653-7117**

### District A

1. **Tracy Wardle**, Meals on Wheels, London  
Tel: (519)660-1430

2. **Jean Young**, Town & Country Support Services, Wingham  
Tel: (519)357-3222

### District B

3. **Lynne Edwards**, Seniors Activation Maintenance Program (SAM), Hamilton  
Tel: (905)525-5632

4. **Gertrude Cetinski**, Alzheimer Society Halton-Wentworth Branch, Hamilton  
Tel: (905)529-7030

5. **Juanita Gledhill**, VHA, Hamilton  
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6. **Ray Applebaum**, Peel Senior Link, Mississauga  
Tel: (905)712-4413

7. **Linda Brown**, SEN Community Health Care, Hamilton  
Tel: (905)522-6888 x 2224

8. **Joan Barham**, Halton Hills Community Support & Information, Georgetown  
Tel: (905)873-6502

9. **Debbie Bergey**, VON-Waterloo-Wellington-Dufferin  
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### District C

10. **David Kelly**, Senior Link, Toronto  
Tel: (416)691-7407

11. **Jane Moore**, Senior People's Resources in North Toronto (SPRINT), Toronto  
Tel: (416)481-6411

12. **Susan Pigott**, St. Christopher House, Toronto  
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13. **Lidia Monaco**, St. Christopher House, Toronto  
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14. **David Wright**, VHA, Toronto  
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15. **Ann Burlison**, West Toronto Support Services for Senior Citizens and the Disabled  
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16. **Jane Piccolotto**, Woodgreen Community Centre of Toronto  
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17. **Deborah Egan**, CHATS (Community Home Assistance to Seniors), Aurora  
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18. **Sybille Hahn**, C.A.N.E.S., Toronto  
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19. **Kaarina Luoma**, Mid-Toronto Community Services  
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20. **Marny Hamilton**, Canadian Red Cross Society Metro Toronto Region  
Tel: (416)480-0195 Ext.2226

21. **Christina Ciupka**, Don Mills Foundation for Senior Citizens, Toronto  
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22. **Lisa Manuel**, Family Service Association of Toronto  
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23. **Odette Maharaj**, Scarborough Support Services for the Elderly Inc.  
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### District D

24. **Donna Pacey-Macdonald**, Haliburton County Home Support Services  
Tel: (705)457-2941

25. **Valmay Barkey**, Community Care Victoria County, Lindsay  
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### District E

26. **Christine Cobus**, Renfrew & Area Seniors' Home Support, Renfrew  
Tel: (613)432-7691

27. **Pat Dandele**, Services to Assist Independent Living, Gananoque  
Tel: (613)382-1175

28. **Alan Cavell**, VON, Hastings, Trenton  
Tel: (613)392-4181

29. **Shelley Vaillancourt**, Alzheimer Society of Cornwall & District  
Tel: (613)932-4914

30. **Sylvia McCabe**, Carleton Place/Beckwith Community Support  
Tel: (613)253-0733

31. **Barbara Clarke**, Nepean Seniors' Home Support, Ottawa  
Tel: (613)829-1133

### District F, G, H, I

32. **Tracy Browne**, Canadian Red Cross, Sudbury Branch  
Tel: (705)674-0737, ext. 25