

### **Supporting seniors to live in their own homes and communities**

*Client experiences through Community Care Durham highlight services available across the LHIN*

Getting older can make some everyday tasks difficult but the right help at the right time can make life much easier.

This is the precise aim of the Supportive Housing services offered through [Community Care Durham \(CCD\)](#), a community-based health service provider funded by the [Central East Local Health Integration Network \(Central East LHIN\)](#).

Community Care Durham helps seniors live in their own homes by providing Personal Support Workers (PSWs) to assist with personal care, meal preparation, and housework.

At [Sunrise Seniors Place](#), a seniors housing provider in Oshawa, 15 PSWs from Community Care Durham provide around-the-clock care for 32 of the residents.

Ninety-three year-old Pauline Shaw, who has lived at Sunrise Seniors Place for 11 years, is pleased with the services she uses on a daily basis.

“The services here are just marvelous. I can't tell you how grateful I am to be living in this facility and I have been here a long time,” Pauline said.

Five years ago Pauline tripped and sustained a brain bleed. After surgery at a downtown Toronto hospital she returned to Sunrise Seniors Place and was immediately given an in-house lifeline to wear around her neck. Help from a PSW was available at the push of a button.

PSWs regularly assist Pauline to dress, bathe, and, occasionally cook a meal although, she likes to prepare breakfast and lunch on her own. They also help with the laundry but Pauline prefers to sort her own prior to pick-up.



Today, in her sun-filled, spotless apartment Pauline is happy to serve her guests tea. She also stays in touch with family and friends by phone, e-mail and Skype.

- To hear Pauline in her own words, click [HERE](#).

Betty Steward moved into Sunrise in 2000 with her husband Robert after she suffered a heart attack. Over the next decade Betty then found herself becoming a caregiver to her ailing husband. He had vision challenges, sustained a hand injury and eventually needed help with tasks like toileting.

At 4 feet 9 inches tall Betty was finding it very difficult to care for her 6 foot tall husband. Often she required assistance to help her husband in the middle of the night but a PSW was always available through the in-house lifeline.

Now at age 90, Betty has been widowed for a year but is glad she has been able to stay at Sunrise Seniors Place with the Supportive Housing services providing her with cleaning services, personal care and meal preparation assistance.

“The services are just first rate,” Betty said. “It is just like being in your own home.”



Ninety-three year-old Helen Shackleford, another Sunrise resident, usually took a cab to her medical appointments. But on one doctor’s visit she learned about CCD’s [Home at Last \(HAL\)](#), and the Access to Primary Care programs, which support adults who are aging or have special needs to get home from the hospital or to and from medical appointments.

The Access to Primary Care PSW arrived before her medical appointment, made Helen a cup of tea and on the return home came up to apartment to prepare lunch. Helen donates \$10.00 monthly to Community Care Durham to express her appreciation.

Verene Morrison, the PSW team lead has been working at Sunrise for the past 14 years and says having a stable, long-term staff has helped to provide consistent service, an important client concern during the recent [LHIN-facilitated integration](#) that saw Community Care Durham take on the accountability for the delivery of the supportive housing and congregate dining programs at Sunrise.

“They (the residents) thought they were going to lose us,” Verene said. “But just to have the same staff has, I think, provided the consistency that makes a big difference.”

At [Faith Place](#), another seniors housing provider in Oshawa, PSW staff also now work with CCD as a result of the LHIN-facilitated integration. Darlene Lamondy, a 25-year health care veteran, is the team lead. Her staff of 13 PSWs takes care of 21 clients.

Darlene ensures client needs are a priority.

For example, Janet Tackley, 77, a resident who requires oxygen full-time, tends to be claustrophobic but benefits from continuity. Darlene changed the regular PSW rotation so Janet is only dealing with two PSWs when it comes time to bathe. A clear shower curtain was also hung up for Janet to ease her claustrophobia.

Enjoying the company of the elderly makes it easy to assist with their daily tasks according to Faith Place PSW, Laura Schmidt.

“It doesn't feel like coming to work, when I come here. I just love it,” Laura said. “Some people like kids. I enjoy being with the elderly and taking care of them. It's a stage of their life where you are going to be a big part of it.”

### ***Learn More about Seniors' Services in the Central East LHIN***

The Central East LHIN is continuing to implement its third Integrated Health Service Plan (IHSP), setting out a shared goal for the local health care system to help Central East LHIN residents spend more time in their homes and their communities.

### ***Improving health care for seniors is a top priority of the Central East LHIN.***

Together with the Central East Seniors Care Network, the Central East Community Care Access Centre, hospitals and local community-based health service providers in Scarborough, Durham and the North East Clusters, the LHIN is actively working on the “Community First - Seniors Aim.”

Supportive Housing and Assisted Living Services for High Risk Seniors (ALS-HRS) are available through a number of LHIN-funded Health Service providers in communities across the Central East Region.

To access services in your area, start by contacting the Central East Community Care Access Centre (CECCAC) at 1-800-263-3877 or check out the website: <http://healthcareathome.ca/centraleast/en>.

For more information on how the Central East LHIN is continuing to build a system of care for frail seniors, please visit the [Central East LHIN website](#) and click on [“Goals and Achievements – Seniors.”](#)