

# Keep Calm and Care On: Providing Person Centred Psychogeriatric Supports in the Community



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# LOFT Mission

□ To help people achieve their optimal health and well-being in the community, LOFT offers unwavering support and hope. We serve people living with complex mental health, addictions, cognitive and physical health challenges, offering a range of services and housing delivered in the community. Through innovation, investment, expertise and collaboration we respond to changing needs in our diverse community.





- **LOFT is a values-driven organization** with a deep belief that each person has the ability to grow and change and that each person deserves the opportunity to do so. LOFT embraces the individual needs and aspirations of each client and encourages the development of communities of mutual support within our programs to enable each client to attain his or her potential.
- **LOFT takes risks to reach out to those most in need**, including people with multiple challenges who are often considered hard-to-serve and too often fall through the cracks as a result. We believe we make our best contribution to the community when we not only continue to provide our core services, but also identify gaps in existing services and develop programs to reach out to people who cannot get the help they need.
- **The LOFT Name:** LOFT stands for “*Leap of Faith Together*”. Our name refers to our philosophy of taking risks and reaching out in response to unmet and emerging needs. It also refers to the leap of faith our clients take when they join our programs and take the risk of believing that things can improve for them, and that recovery is possible.

# LOFT Seniors Services

- ❑ LOFT Seniors Services has been a leader for more than 30 years, providing specialized, community-based housing and support services to vulnerable and at-risk seniors with complex challenges including mental or physical health issues, addictions, behavioural challenges, dementia, absence of family support, social isolation, cultural dislocation and poverty.



# LOFT Seniors Services

- LOFT has 13 models of service providing 24 hour supportive housing, Transitional Supportive Housing, Supported Housing, Psychogeriatric Case Management and Behavioural Support Services that support older adults and seniors in Toronto, York Region and the South Simcoe area of Ontario.
- Supporting over 1500 seniors and older adults living with complex mental health, addiction, psychosocial and physical health challenges.

# Who do our Seniors Services Support ?

## ❑ Older Adults & Seniors – “55ish” and older who are:

- ❑ living with mental health and/or addiction challenges.
- ❑ considered “high risk”
- ❑ very culturally diverse
- ❑ diverse on many other levels.
- ❑ extremely socially isolated.
- ❑ experiencing serious housing challenges or homelessness
- ❑ experiencing elder abuse.
- ❑ have had involvement with the legal system.
- ❑ are open to support but were having a very difficult time navigating the “system” .
- ❑ experiencing responsive behaviours
- ❑ living with complex psychosocial and physical health challenges

# Where LOFT Provides Services

- Provide Service in Toronto Central LHIN (#7) and Central LHIN (#8)





# Where LOFT Provides Services

- ❑ Toronto, York Region and South Simcoe areas of Ontario
- ❑ Provide services in underserved areas such as South Simcoe
- ❑ Provide Seniors Services in at risk communities in Toronto:
  - Jane/Finch
  - Weston – Mount Dennis
  - Parkdale
  - Yonge/Church Corridor



# Current Toronto Community Housing Sites - Individual Intensive Support for 400+ Residents

**Mount Dennis**



**Shoreham**



**100 High Park**



**College View  
Supportive Housing**



**Arleta**



**61 Pelham Park**



**Dunn Avenue/Spencer  
Supportive Housing Services**



# LOFT Owned Sites – 250 Residents



**St. Anne's  
Place**



**John Gibson  
House**



**Bradford House**



**Simon  
Apartments**



# Types of LOFT Seniors Supports & Services

## ▣ Assisted Living for High Risk Seniors

- ▣ 24 hour PSW Support
- ▣ Scheduled & Unscheduled Services
- ▣ Care Coordination
- ▣ On Site & Hub and Spoke Model

## ▣ Supportive Housing for Seniors

- ▣ 24 hour on site PSW Support
- ▣ Scheduled and Unscheduled Services
- ▣ Care Coordination

## ▣ Supported Housing Services

- ▣ Psychogeriatric Case Management/Care Coordination Housing Support and PSW Support
- ▣ Scheduled and unscheduled service
- ▣ Community Development



# Types of LOFT Seniors Supports & Services

## ❑ Transitional Housing & Support

- ▣ Embedded in our existing Supportive Housing Hubs so receive those services
- ▣ 58 Older Adult and Seniors annually return to the community from Alternative Level of Care Beds and the Emergency Department

## ❑ Psychogeriatric Case Management

- ▣ Intensive Case Management/Care Coordination
- ▣ In our housing sites and the community

## ❑ Behavioural Support Services

- ▣ Mobile Support Teams that support older adults/seniors and their caregivers in the community and long term care
- ▣ Providing knowledge exchange, supports with transition, peer coaching
- ▣ Creation, testing and implementation of behavioural support plans
- ▣ “Behaviour has Meaning”



# LOFT's Seniors' Services

- Services provided include :

- ➤ Care Coordination
  - ➤ Personal Care
  - ➤ Medication Reminders
  - ➤ Meal Preparation
  - ➤ Emergency Response
  - ➤ Escorts to Appointments
  - ➤ Care Giver Relief
  - ➤ Essential Housekeeping
  - ➤ Laundry
  - ➤ Social Recreational/ Activation Activities
- ➤ Ethno Cultural Services
  - ➤ Dining Services
  - ➤ Crisis Intervention
  - ➤ Affordable Housing
  - ➤ Psychogeriatric Case Management
  - ➤ Reintegration/Transitional Housing
  - ➤ Behavioural Support Services

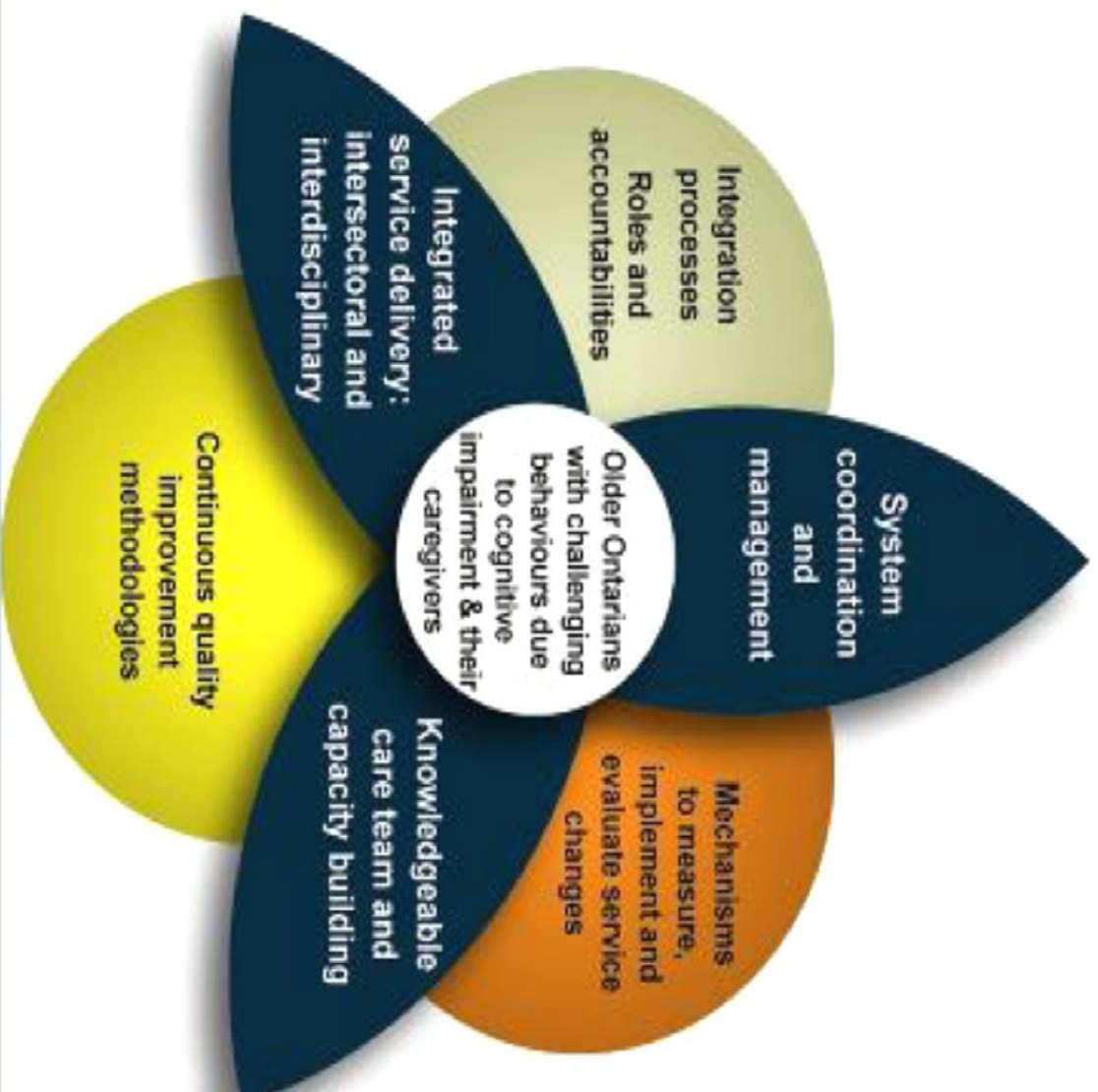


# BEHAVIOURAL SUPPORTS ONTARIO (BSO)

BSO is not a new service; rather, it is a province-wide value-based and evidence-informed catalyst for change or a trigger for the realignment of existing services.

- ❑ BSO creates a system that ensures people are treated with dignity and respect in an environment that supports safety for all, and is based on high quality and evidence-informed care and practices.
- ❑ BSO provides clients with the right care, in the right place and at the right time.

# BSO Framework





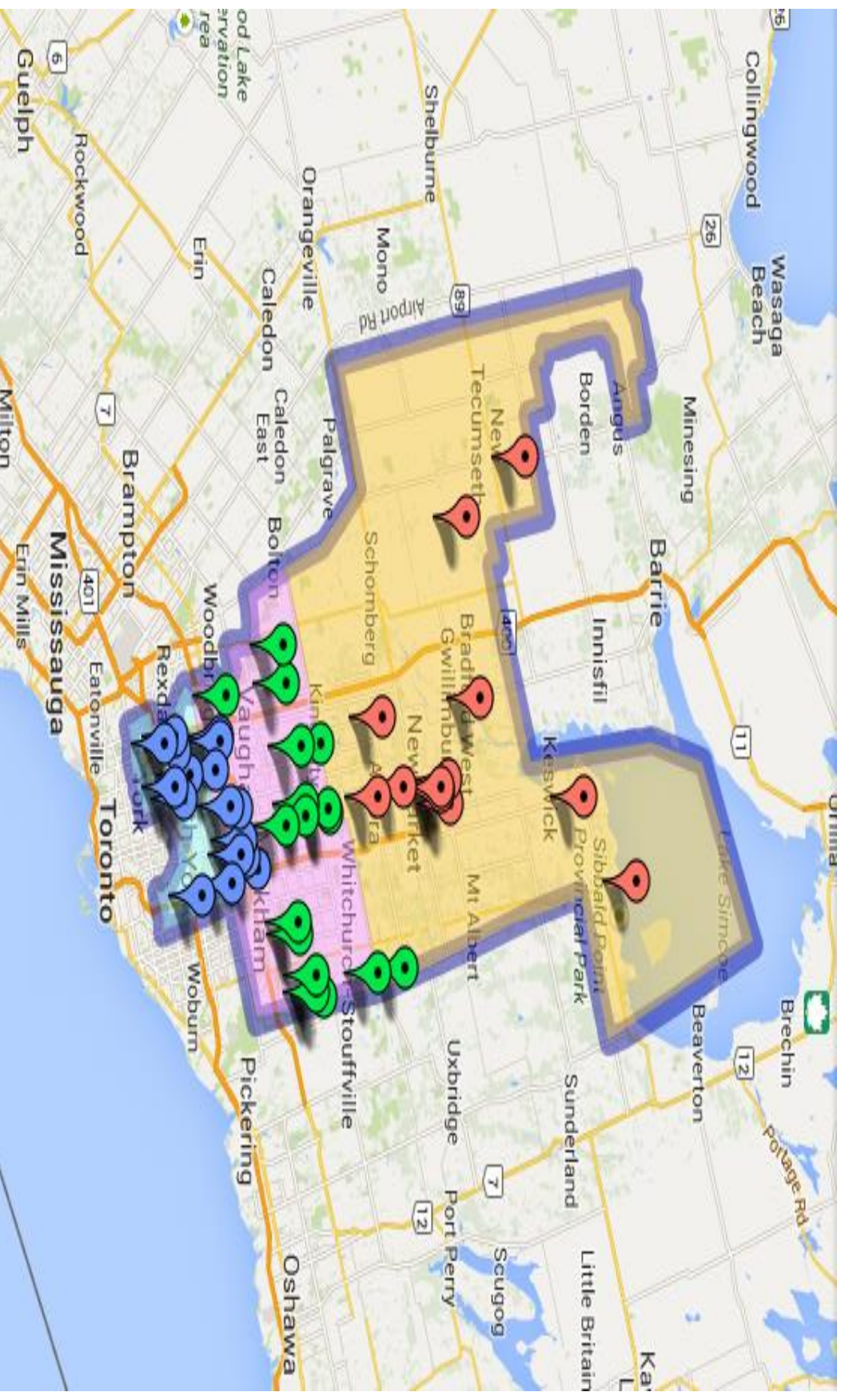
# Value Statement

*“I am more than my behaviour  
Learn Who I Was,  
Understand Who I am and  
Treat Me with Dignity and Respect.”*

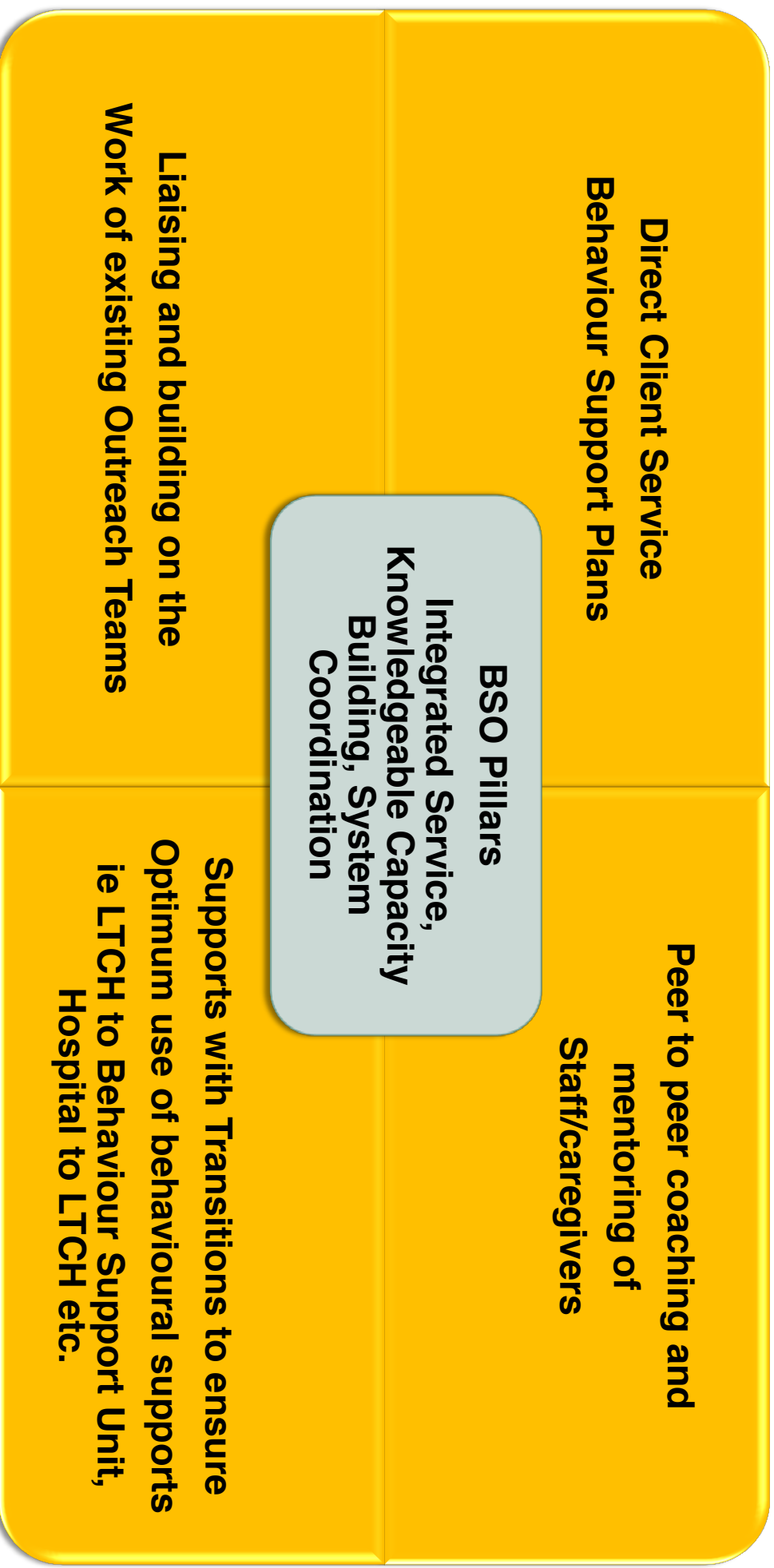
Central LHIN Value Statement



# Behavioural Support Services – 1000 clients annually



# Service Components of the Teams



# Functions of the BSS- MST

- **Link to Existing Crisis Services**

- ▣ Urgent and timely
- ▣ 24/7 - after hours

- **Transitional Support**

- ▣ Smooth hand-off/clear accountability
- ▣ Communication
- ▣ System navigation
- ▣ Transition
- ▣ Support
- ▣ Building linkages

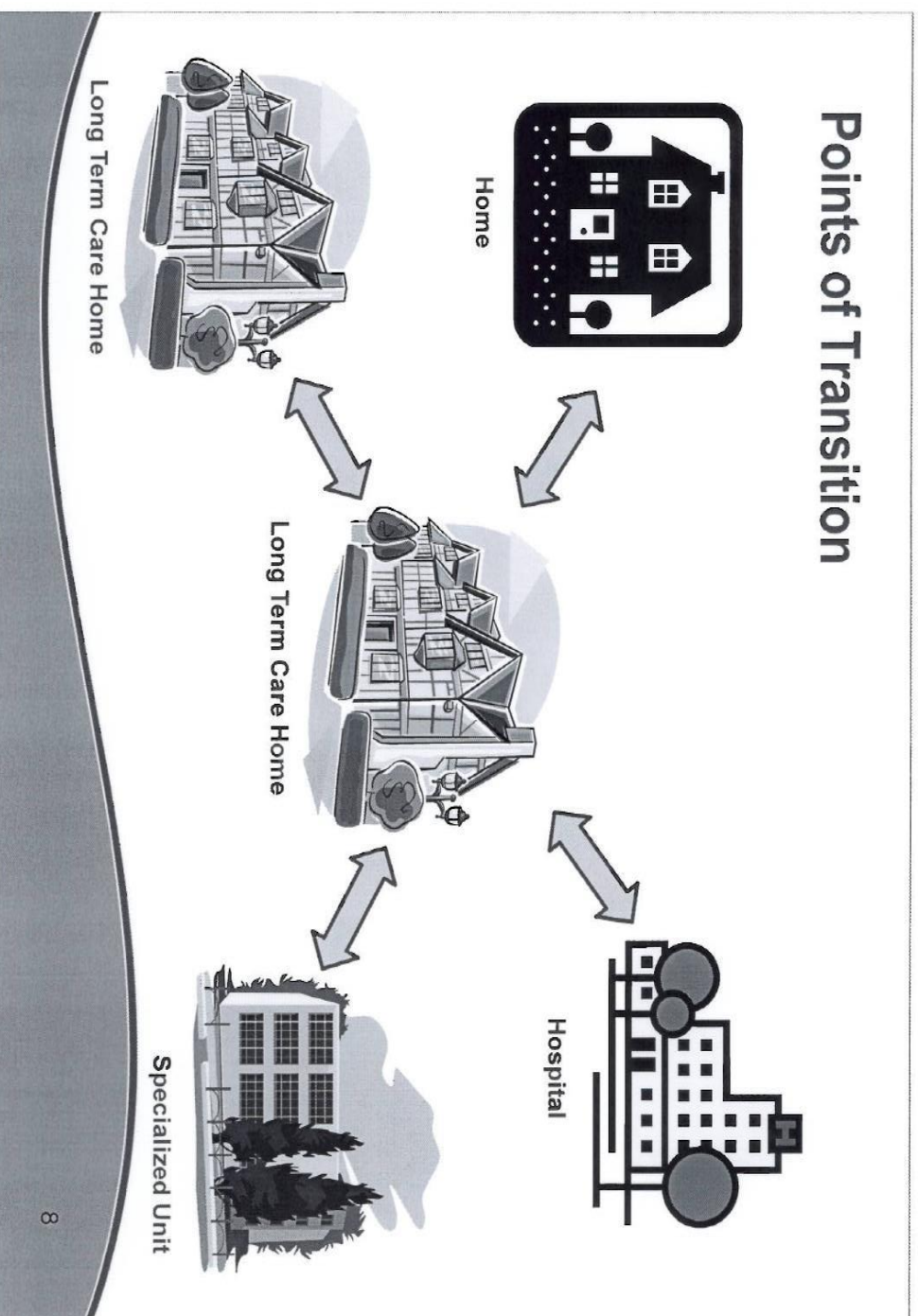
- **In-home behavioural support**

- ▣ Instrumental support – in-the-moment – coaching and mentoring role
- ▣ Hands-on, on-site
- ▣ Instrumental practical supports
- ▣ Coaching
- ▣ Support to caregivers





# BSS Transition Support



# Behavioural Support Plans

- ❑ BSS-MST uses the following evidence-based/best practice approaches for development of individualized Behavioural Support Plans:
  - P.I.E.C.E.S./U-First!
  - Gentle Persuasive Approaches for Dementia Care (GPA)
  - Montessori Methods for Dementia
  - Applied Behavioural Analysis (ABA)

# How can we achieve this?

- ❑ By working in a person centred/recovery framework
- ❑ Having experience and expertise in both mental health and addictions and seniors physical health supports
- ❑ Using evidence based practices
- ❑ Working in a client centred, collaborative care coordination model
- ❑ Supporting the “whole person” as they work toward their goals and life journey.
- ❑ Using common assessment tools
- ❑ Working with people where they are “at”
- ❑ Creativity and Flexibility within the funding framework
- ❑ Constant Quality Improvement work



# “The Shades of Grey”

- ❑ So the best approach is not purely from a mental health perspective or a physical health/aging perspective.
- ❑ It blends both perspectives and this creates “grey” areas for the individual, their family and their supports
- ❑ Knowledgeable navigating and effectively supporting individuals through this grey area is the key!

# The ‘Grey’ Areas.....

- ❑ The impact of capacity for decision making on choice and control
- ❑ Care model vs. a support model
- ❑ Stigma of mental illness, aging and mental illness *and* aging
- ❑ Expertise, knowledge and experience needed for assessment of risk from both a mental health/addiction and complex physical health perspective
- ❑ Knowledge, understanding and support with the impact mental health and physical health have on each other.
- ❑ Working between each of the silos and the current cultures of support

# How do we Negotiate the ‘Grey’?

- Maintain a belief in Hope and the strengths each person possesses
- Work within a Care Coordination Model
- Create system responses as they are ultimately best for the individual
- Collaborative approaches with supports doing what they do best
- Formal partnerships with MOU's:
  - Regional Mental Health Centre's
  - Hospitals
  - Municipal Housing
  - Community Care Access Centre

# In Summary

- ▣ We believe as service providers that we have a responsibility to develop supports and services that meet the needs of seniors living with mental health and addiction challenges.
- ▣ Effective services will be able to navigate those grey areas in a client centred way while managing risk and safety
- ▣ Person centred approaches must be incorporated into seniors services support individuals in their own journey.
- ▣ It isn't always about the funding
- ▣ System approaches and solutions creates better health care and lower costs – benefitting everyone.....



# Contact Information

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