

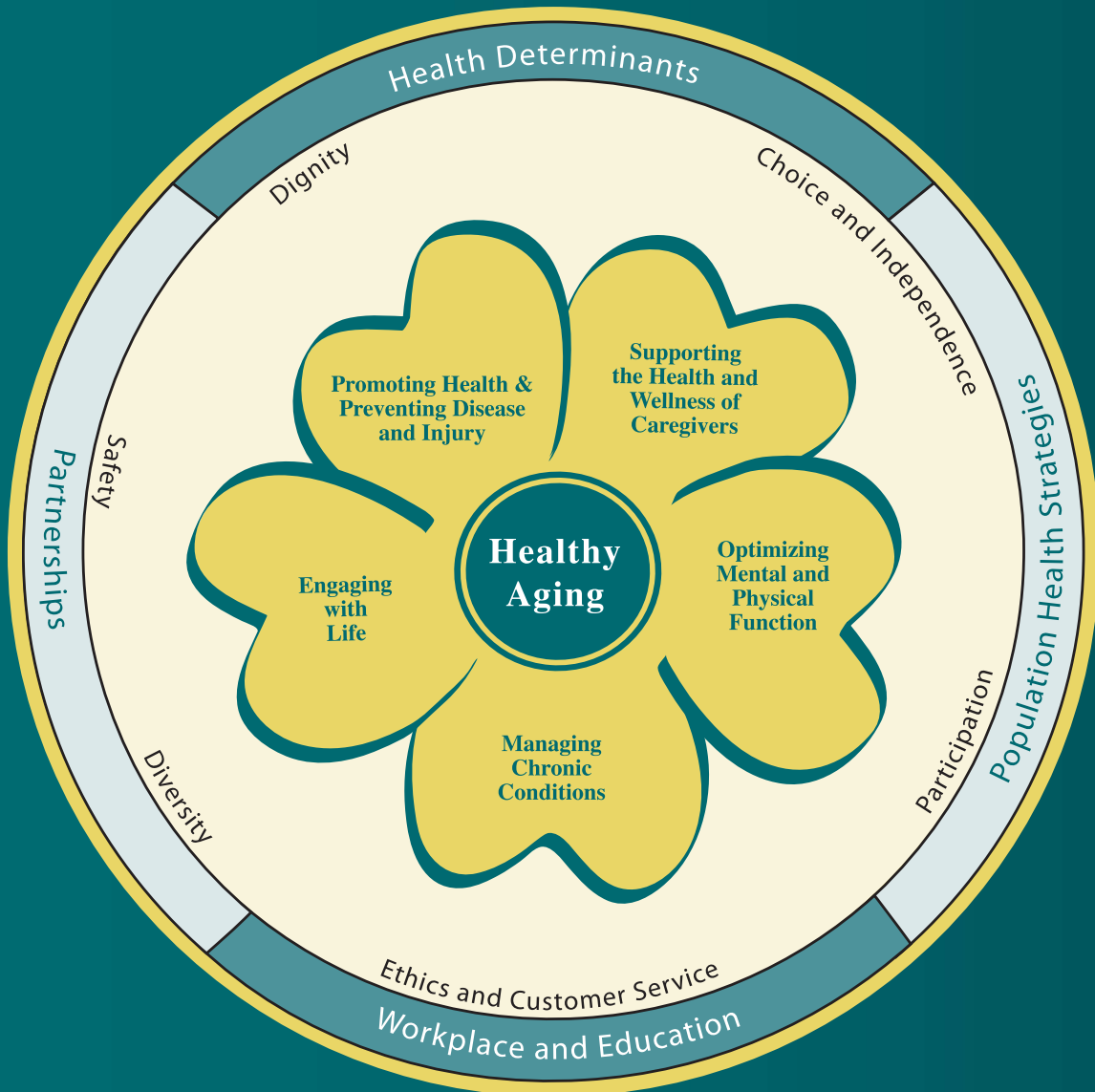


**CHATS**  
Community  
Home Assistance  
To Seniors

# WELLNESS FRAMEWORK

Looking for ways to enhance your program planning and service delivery?

CHATS has an effective, proven framework that your organization - and ultimately, your clients - could benefit from. CHATS welcomes you to review our Wellness Framework and adapt it to suit your organization's needs and goals!



*live well, age well, be well.*

# CHATS WELLNESS FRAMEWORK

## HIGHLIGHTS OF THE CHATS WELLNESS FRAMEWORK:

- Embraces a holistic approach to health and wellness, incorporating the key principles of healthy aging;
- Includes practical, strategic guidelines for effective service delivery;
- Recognized as an innovative model and excellent tool by the Canadian Council on Health Services Accreditation (CCHSA) and community partners;
- CCHSA recommended it should be shared with others, sector-wide, particularly within the Central Local Health Integrated Network.

## BACKGROUND

The CHATS Wellness Framework was adapted from one developed by the Department of Health for the Province of Alberta, in 2002. The framework continues to guide health services and programs for the province of Alberta as evidenced by the 2007-2010 Seniors and Community Supports Business Plan.

## GROWING SENIORS' POPULATION, INCREASING DIVERSITY

Currently, approximately 35% of York Region's population consists of baby boomers, and 9% seniors. By 2026, the baby boom population is expected to contribute to an increase in York Region's senior population to 21% (York Region Demographics 2001). York Region is one of the fastest growing communities in Canada; it is also becoming one of the most ethnically diverse. The most ethnically diverse areas in York Region are Vaughan, Markham, and Richmond Hill. The Central Local Health Integrated Network senior demographics mirror York Region demographics. From a service delivery standpoint, it will be important to ensure culturally appropriate and sensitive programs and services for all seniors and their caregivers in the Central Local Health Integrated Network. CHATS is pleased to share program successes and lessons learned with other service providers in the Central Local Health Integrated Network.

The framework “is an excellent fit for the demographic and health status needs of York Region’s changing seniors. The model demands that seniors stay as fit as possible and remain in their homes for as long as they can. The Wellness Framework is congruent with the Central Local Health Integrated Network priorities regarding the community management of chronic disease management.”

*CHATS Accreditation Report 2007, Canadian Council on Health Services Accreditation*

## QUALITY OF LIFE: HOLISTIC HEALTH AND WELL-BEING

During the research of the Wellness Framework, CHATS embarked upon an extensive literature review to best define health and quality of life. The World Health Organization (WHO) defines health as “...a state of complete physical, mental and social well-being, and not consisting only of the absence of disease or infirmity” (WHO, 2005).

Quality of life can be defined as “an individual’s perception of his or her position in life in the context of the culture and value system where they live, and in relation to their goals, expectations, standards and concerns. It is a broad ranging concept, incorporating in a complex way, a person’s physical health, psychological state, level of independence, social relationships, personal benefits and relationship to salient features in the environment” (WHO, 1994).

## THE OUTER CIRCLE: A SYSTEMIC APPROACH

The Wellness Framework focuses on a systemic approach to healthy aging (see info box below). Workplace and education were added due to increasing research regarding the importance of workplace wellness and the overall health of the employee, as well as the demand for qualified health care staff within the Central Local Health Integrated Network.

**The health determinants identified as high-risk factors for seniors of the Central Local Health Integration Network include:** social isolation, language barriers and poverty.

**Population health strategies include:** building healthy policies, creating supportive environments, strengthening community action, developing personal skills and re-orienting health services with outcome measurements and evidence-based decision making.

**Partnerships and linkages may include:** hospitals, service providers, referral organizations and family health teams.

**Workplace and Education:** recruitment and retention strategies for qualified staff, workplace wellness programs, professional development opportunities.



## THE INNER CIRCLE: SUPPORT FOR HEALTHY AGING

The next component of the model illustrates a comprehensive system of support for healthy aging (see info box below), with concepts similar to the CHATS Client Bill of Rights.

PRINCIPLES OF HEALTHY AGING	BEHAVIOURS, ACTIONS AND POLICIES
<b>Dignity</b>	<ul style="list-style-type: none"> <li>• Treat with respect</li> <li>• Build on self-esteem</li> </ul>
<b>Choice and Independence</b>	<ul style="list-style-type: none"> <li>• Being in control of one's life</li> <li>• Freedom to make decisions</li> <li>• Do as much for oneself as possible</li> <li>• Knowing help is available when needed</li> </ul>
<b>Participation</b>	<ul style="list-style-type: none"> <li>• Getting involved</li> <li>• Staying active with family and community</li> <li>• Being consulted and listened to by government organizations</li> </ul>
<b>Safety</b>	<ul style="list-style-type: none"> <li>• Access to safe and supportive services including case management, housing, nutrition, personal care</li> <li>• Services provided by qualified personnel</li> <li>• Elder Abuse protocols and policies</li> </ul>
<b>Ethics and Customer Service</b>	<ul style="list-style-type: none"> <li>• Client-centered care</li> <li>• Quality service delivery and program management</li> <li>• Manage complaints and incidents in a timely manner</li> </ul>
<b>Diversity</b>	<ul style="list-style-type: none"> <li>• Treat fairly across the Central LHIN</li> <li>• Free from discrimination and racism</li> <li>• Access to cultural and language specific services</li> <li>• Cultural competence across organizations delivering services</li> </ul>

CHATS defines wellness as optimizing the health and well-being of seniors and their caregivers in the communities of York Region. This brings into context the World Health Organization definitions and the Wellness Framework adapted and utilized by CHATS.

### THE FLOWER PETALS: SERVICE DELIVERY

The final component of the model focuses on service delivery. The emphasis here is on providing programs and services with the following goals and objectives.

GOALS	OBJECTIVES
1. Managing Chronic Conditions	Strengthen self-care, supports and collaborative management approaches
2. Promoting Health and Preventing Disease and Injury	Strengthen focus on health promotion, disease and injury prevention programs
3. Optimizing Mental and Physical Function	Develop and strengthen programs and supports aimed at improved mental and physical functioning
4. Engaging with Life	Facilitate meaningful relationships and purposeful activities
5. Supporting the Health and Wellness of Caregivers	Develop and strengthen programs and support for caregivers



The desired state for chronic diseases within the Central Local Health Integrated Network is “a more prevention-oriented, patient and community-driven approach, with proactive, innovative ways of managing chronic diseases, and, where possible, delaying onset and/or reducing the progression of the disease.” *Integrated Health Services Plan for the Central LHIN, Technical Report*

## 1. MANAGING CHRONIC CONDITIONS

Managing chronic conditions is a priority of the Central LHIN. In Ontario alone, the estimated cost for managing chronic conditions amounts to 55% of total direct and indirect health care costs in the province (Integrated Health Services Plan Technical Report). Chronic disease affects 80% of Ontarians over the age of 45, and 70% suffer from two or more chronic conditions. The report also states that the most prevalent chronic diseases are diabetes, arthritis, high blood pressure, asthma, depression, and osteoporosis.

The focus of managing chronic conditions in the CHATS Wellness Framework includes strengthening self-care, supports and collaborative management approaches. Examples of CHATS programs and services that contribute to assisting seniors and their caregivers with managing their chronic conditions include the following:

- medication reminders to clients (blister packs were introduced as a best practice at the Supportive Housing sites to ensure client safety when taking medications);
- public health educators and pharmacists have partnered with CHATS and regularly educate clients and their caregivers regarding the safe usage and storage of medication;
- holistic practitioners have offered information and consultation on alternative health therapies;
- Meals on Wheels entrees which meet the nutritional requirements for seniors, appropriate for diabetic diets, portion controlled;
- CHATS provides transportation for seniors to attend both medical and therapy appointments.

A collaborative effort is required by all service providers in the Central LHIN towards standardization to:

1. ensure a seamless delivery of care to clients and their caregivers;
2. assist them in participating in proactive and preventative activities;
3. treat these conditions through either a self-managed or community health based approach.



## 2. PROMOTING HEALTH AND PREVENTING DISEASE AND INJURY

Health promotion and prevention of disease and injury is closely linked to the management of chronic conditions. Partnerships between local public health departments and local and national health organizations (i.e. Heart and Stroke Foundation, Canadian Hearing Society, Multiple Sclerosis Society, etc.) are necessary to ensure that education is provided to clients and caregivers on an ongoing basis. Some examples of health promotion through guest speakers and programs include the following:

- Case managers review in-home client safety and ensure the best possible safety equipment is available in the home;
- Falls prevention;
- Diabetes education, nutrition management and healthy eating;
- Safe use and storage of medication;
- Prospective reviews for client safety;
- Cardiovascular health awareness programs/screening.

**CHATS participated in a research project called Cardiovascular Health Awareness Program (CHAP) in conjunction with McMaster University in Hamilton and Elizabeth Bruyere/University of Ottawa.**

**In this study, senior volunteers were trained and then responsible for taking seniors' blood pressure at various pharmacies in Aurora. If the reading was poor, the information was sent to the physician's office for client and physician follow-up.**

**The study was designed for peer-to-peer blood pressure monitoring.**



### 3. OPTIMIZING MENTAL AND PHYSICAL FUNCTION

Optimizing mental and physical function incorporates the concept for clients to be both physically and mentally active. The CHATS Adult Day, Diversity and Seniors Wellness Programs are all designed to meet the physical, social, cognitive and emotional needs of the clients. Gentle exercise is a component in each of these programs. In fact, gentle exercise programs have also been taught to clients receiving in-home and Supportive Housing services. The premise is, the longer you use certain muscle groups, the longer you will be able to maintain your physical stamina. The Timed Up and Go (TUG) test is a standardized tool used in the Adult Day Program to test the client's physical ability to get up and out of a chair, walk a short distance and return to a seated position in the chair. Clients are tested with this tool every six months to determine if they have an improvement, maintenance or decline. Cognitively stimulating programs are offered at all programs, from ESL classes, to mental aerobics and current events to reminiscing.

CHATS participated in a University of Waterloo research study, testing the validity of the inter RAI Community Health Assessment Tool. Pending the acceptance of this tool from the Ontario Ministry of Health, it is intended to become a standardized assessment tool for all community clients and their caregivers. This assessment breaks down many of the aspects of physical and mental functions.





#### 4. ENGAGING WITH LIFE

Engaging with life focuses on community involvement, relationships and socialization. Given that seniors are at risk of social isolation, programs and services need to be designed to meet the needs of the isolated seniors within the community. This may be provided through case management, information and referral, community programs, in-home personal support and friendly visiting programs. In planning, we must be careful not to forget the importance of human contact with the frail and isolated seniors; relationship development is a key component of successfully engaging with life. Enhanced transportation services and reasonable fee structures may assist in community programs being accessible to the isolated seniors. Newcomer and immigrant seniors may also be at risk for social isolation due to language and cultural barriers.

In 2005, Quality of Life Indicators for our Adult Day Program were developed and piloted. In 2006, these indicators were brought forward into our Diverse Seniors Outreach Programs. In 2007, the Quality of Life Indicators will be used in our Seniors Wellness Programs. These indicators are aligned with the CHATS Wellness Framework. Results from our 2006 client surveys are as follows.

QUALITY OF LIFE INDICATORS	ADULT DAY PROGRAM	DIVERSE SENIORS OUTREACH PROGRAMS	AVERAGE SCORE
Reduce stress levels	84%	95%	89.5%
Maintain physical stamina	86%	94%	90%
Improve social interactions with others	84%	99%	91.5%
Improve overall sense of well-being	86%	96%	91%
Help to access information and resources	65%	94%	79.5%



## 5. SUPPORTING THE HEALTH AND WELLNESS OF CAREGIVERS

In Ontario, there is no comprehensive system of support for caregivers. There are a multitude of support services for caregivers in various communities, but, this variety makes it difficult for caregivers to know which support systems to access. According to research, caregiver support has been identified as a contributing factor to successful seniors' health care. To assist in the healthy lifestyle of the caregiver, the psychological, social and physical needs of caregivers need to be emphasized in programming. Caregivers need to be aware of programs and resources available within their community. Based on CHATS marketing research, the family caregiver market is predicted to grow by 10-15% over the next 30 years. Factors impacting this growth include an aging population, increase in longevity (medical science), shorter hospital stays, crisis shortage of professional homecare workers and acceleration in homecare technology (remote monitoring, telehealth, remote medicine).

CHATS has developed caregiver assessment tools to profile the caregivers that we serve and to understand their needs. The CHATS Caregiver Education and Support Program includes group support, individual counselling, information and referral, workshops and web-based services.

In a 2007 survey of Adult Day Program caregivers, 95% of caregivers reported that the Adult Day Program supports their ability to continue to care for their family member. The caregivers also reported that the Adult Day Program has helped to reduce their stress levels (95%), and improve their overall well-being (84%).



# HOW THE WELLNESS FRAMEWORK RELATES DIRECTLY TO PROGRAM DELIVERY

Since 2005, the CHATS Wellness Framework has been instrumental in strategically guiding the organization in its efforts to ensure healthy aging for seniors and their caregivers in the communities of York Region. The Framework guides program planning, implementation and evaluation. As a result of the program evaluation process, several CHATS programs were redesigned in order to place a stronger emphasis on healthy aging (Adult Day Program, Diners Club, Meals on Wheels, Respite, HomeHelp, and Supportive Housing).

GOALS/ PROGRAMS	MANAGING CHRONIC CONDITIONS	HEALTH PROMOTION / INJURY PREVENTION	OPTIMIZING MENTAL & PHYSICAL FUNCTION	ENGAGING WITH LIFE	CAREGIVER SUPPORT & WELLNESS
Adult Day Program	✓	✓	✓	✓	✓
Caregiver Support and Education	✓	✓	✓	✓	✓
Diners Club/ Wellness Programs	✓	✓	✓	✓	✓
Supportive Housing	✓	✓	✓	✓	✓
Diversity Programs	✓	✓	✓	✓	✓
Caregiver Relief	✓	✓	✓	✓	✓
Personal Care Services	✓	✓	✓	✓	✓
HomeHelp	✓	✓	✓	✓	✓
Meals on Wheels	✓	✓	✓	✓	✓
Transportation	✓	✓	✓	✓	✓
Friendly Visiting				✓	✓
Telephone Reassurance				✓	✓

# CLOSING THOUGHTS

- The CHATS Wellness Framework has guided program planning for the past two years, and will continue to do so.
- Evaluation of various CHATS programs have validated the framework and are consistent with our mission and values.
- The CHATS Wellness Framework has been recognized as innovative for the community support services sector and is congruent with the Central Local Health Integrated Network priority for Senior Health Care, and in particular, the management of chronic diseases.
- With the introduction of the Aging at Home Strategy (from the Ontario Ministry of Health), the opportunity to utilize the CHATS Wellness Framework system-wide within the Central Local Health Integrated Network is presented.
- The CHATS Wellness Framework goals can be used to guide innovative service planning and delivery.
- An opportunity exists for the Central Local Health Integrated Network to work with service providers to plan, develop, implement and evaluate programs and services with standardized tools.

## FUTURE OPPORTUNITIES INCLUDE:

- Conducting program research and identifying best practices for targeted expansion of programs such as Supportive Housing, Caregiver Support Services and Adult Day Programs, Nutrition Management;
- Enhancing existing and developing new models for clients with chronic and complex needs that are client focused (not program or agency focused) and ensuring case management support for the full spectrum of services required by the client;
- Addressing immediate personal support service pressures with new model of care for chronic clients;
- Integrating caregiver support groups, counselling services and wellness outreach programs with elderly persons/seniors centres;
- Developing cultural diversity framework based on best practices.

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