

Our File/N/Réf.
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DATE 20 June 2000

TO/DEST. Coordinator, Community Services Committee

FROM/EXP. Commissioner, Homes for the Aged

SUBJECT/OBJET **DEMENTIA CARE FORUM - RECOMMENDATIONS FOR ACTION**

DEPARTMENTAL RECOMMENDATIONS

That Community Services Committee and Regional Council:

1. **Endorse the recommendations of the Dementia Care Forum and forward them to the appropriate authority for action;**
2. **Approve funding for a survey of the real needs of the dementia caregivers in Ottawa-Carleton at a cost of \$50,000. The Region of Ottawa-Carleton, the District Health Council, and the Alzheimer Society of Ottawa-Carleton, in collaboration with other service providers and family members will coordinate the survey. The results will be used to clarify why some services such as facility or overnight respite are under-utilized, and to develop an action plan that will close the gap between what is currently available and what is required. Target date June 2001.**
3. **That the following recommendations be forwarded to the appropriate departments for action:**
 - **Plan and implement alternate, affordable, and flexible transportation systems in both urban and rural communities to meet the needs of people with dementia (and their families) who cannot drive;**
 - **Explore partnerships with the Canada Mortgage and Housing Corporation (CMHC) to provide a wider range of housing options for people with dementia in the Region;**

- **Form a task group to investigate ways to recruit and retain more professional and non-professional francophone workers to care for clients with dementia in long-term care facilities and in this community.**

INTRODUCTION

This report presents the results of the Dementia Care Forum held on November 15, 1999. The organizing partners were the Region of Ottawa-Carleton, the Alzheimer Society of Ottawa-Carleton and the Dementia Network of Ottawa-Carleton. The complete forum proceedings are attached. The forum was the result of a recommendation arising out of the June 1999 report Increasing Requirements For Dementia Care In Ottawa-Carleton, that the Region of Ottawa-Carleton Homes for the Aged organize a forum for Dementia Care in Ottawa-Carleton to provide an opportunity for the community's input into the development of priorities for dementia care.

The purpose of the Dementia Care Forum was to provide an opportunity for the dementia care community to work together to develop specific recommendations to organizations such as the Ministry of Health and Long Term Care, the Region of Ottawa-Carleton, and the Champlain District Health Council and other planning bodies to assist in moving the dementia care agenda forward.

DISCUSSION

The Provincial Government's Alzheimer Strategy report, issues and gaps already identified by the Alzheimer Society of Ottawa-Carleton and the Dementia Network of Ottawa-Carleton were reviewed in preparation for the Dementia Care Forum. Three issues of primary concern to all three groups emerged: 1) Education and Training for Professional Caregivers; 2) Community Services; and 3) Co-ordinated Specialized Diagnosis and Support. These three broad topics were the focus for the forum.

Seventy-five participants were invited from a cross-section of service providers in long term care and community settings, as well as caregivers. This was to ensure that there was a broad base of input into the development of the recommendations to move the dementia care agenda forward.

The participants were divided into work groups based on their areas of expertise and were given the task of developing recommendations that if acted upon would decrease the gaps in the delivery of services to the ever increasing population of Ottawa-Carleton suffering with Alzheimer Disease or other related dementia disorders.

Over the past few years, many meetings and workshops have been held to address the needs of the dementia population in our region, resulting in many gaps being identified. However, there has never been a process whereby the priorities for the Ottawa-Carleton community were developed and concrete recommendations sent to the appropriate levels of government for action.

The results of the forum are in the attached report on the proceedings. There were lively discussions with many creative and innovative ideas generated.

BACKGROUND

In 1997, the Alzheimer Society of Ottawa-Carleton (ASOC) wrote to the Regional Chair requesting that Regional Council strike a dementia care task force. The ASOC asked the Region to identify actions that needed to be taken at the regional and Ministry of Health and Long Term Care levels to plan for the needs of persons with dementia. The Chair asked Homes for the Aged to seek stakeholder input to determine interest in such an initiative. The input was obtained through interviews with representatives of the District Health Council, Sisters of Charity Organization and the Regional Geriatric Assessment Program, and a survey to 25 agencies to gain input and perspective.

The results of the consultation and survey process was a consensus of opinion that the RMOC should not duplicate the efforts of other local planning bodies, or the initiatives already underway, but that the RMOC could provide a forum for identifying community priorities. The role of the RMOC should be to support local initiatives through staff participation and to lobby the provincial government to ensure that local priorities are understood. The RMOC should request that the Champlain District Health Council and the Ministry of Health and Long Term Care include community and institutional services, caregiver support, housing, and safety issues in the planning for the needs of persons with dementia.

This consultation resulted in the recommendation that the Region sponsor the Dementia Care Forum. The Homes for the Aged Department approached the Alzheimer Society of Ottawa-Carleton and the Dementia Care Network to work with the Region as organizing partners.

PUBLIC CONSULTATION

The forum was a vehicle for public consultation on dementia care in our community.

FINANCIAL IMPLICATIONS

There is a request that the Region provide \$50,000 funding to conduct a survey.

CONCLUSION

Today there is a growing requirement for accessible ranges of institutional and community dementia care options. Many baby boomers are coping with ageing parents and demanding services that meet their parents' needs and that accommodate the lifestyles of families with both partners in the workforce.

The Dementia Care Forum was a very successful initiative developed through a partnership with the Dementia Network of Ottawa-Carleton and the Alzheimer Society of Ottawa-Carleton. Its ultimate success will be measured by the implementation of the recommendations.

Approved by:
Garry Armstrong

/NL
Attach.



Moving Into Action

Report of Proceedings

Recommendations for Action

**Prepared:
February 9, 2000**

Organizing Partners:

**Regional Municipality of Ottawa-Carleton
Alzheimer Society of Ottawa-Carleton
Dementia Network of Ottawa-Carleton**

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1. Background

There are currently over 7,000 people with Alzheimer Disease or related dementias in Ottawa-Carleton. Experts project that there will be 8,000 cases of dementia in the region by 2005, and 16,000 by 2021. This increase in dementia rates presents a critical planning challenge to our community.

At the invitation of the Alzheimer Society of Ottawa-Carleton (ASOC), the Regional Municipality of Ottawa-Carleton (RMOC) hosted a Dementia Care Forum to provide an opportunity for community input into the development of priorities for dementia care. This report contains the recommendations developed at the Forum which was held on November 15, 1999.

The purpose of the Forum was to develop specific recommendations to the RMOC, the Ministry of Health and Long Term Care, the Champlain District Health Council, and other relevant bodies identified by the community to assist in planning for the future. A cross-section of service providers in hospitals, long term care and community settings as well as family caregivers was invited to participate in the Forum to ensure a broad base of input into the development of recommendations.

The RMOC, the ASOC, and the Dementia Network of Ottawa-Carleton worked together to organize the event. A review of the Provincial Government's Alzheimer Strategy report and issues and gaps already identified by ASOC and the Dementia Network of Ottawa-Carleton revealed three key issues common to all: 1) Education and Training in Dementia for Professional Caregivers; 2) Community Services; and 3) Coordinated Specialized Diagnosis and Support. These issues provided the focus for discussions at the Forum. A program outline for the Forum is included in this report as Appendix A. Refer to Appendix B for a summary of the issues discussed at each workshop. A list of participants is included as Appendix C.

The level of participation in the discussions at the Forum was excellent. Participants in four workshops made a total of twenty recommendations. Alex Munter, Regional Councilor and Chair of the Dementia Care Forum, concluded the day by reaffirming the Region's commitment to action to ensure that the needs of the growing number of people with dementia in Ottawa-Carleton will be met.

2. Recommendations

The recommendations made at the Forum were directed to thirteen different organizations as follows.

1. Regional Municipality of Ottawa-Carleton (RMOC)

- Plan and implement alternate, affordable, and flexible transportation systems in both urban and rural communities to meet the needs of people with dementia (and their families) who cannot drive.
- Provide a wider range of housing options for people with dementia in the Region. Explore partnerships with the Canada Mortgage and Housing Corporation (CMHC) as one means to this end.
- Form a task group to investigate ways to recruit and retain more professional and non-professional francophone workers to care for clients with dementia in long term care facilities and in the community.

2. RMOC, the Champlain District Health Council, and the Alzheimer Society of Ottawa-Carleton

- Survey the real needs of dementia caregivers in Ottawa-Carleton, in collaboration with other service providers and family members. Use the results to clarify why some services such as facility or overnight respite are under-utilized, and to close the gap between what is currently available and what is required. Target date: end of June 2000.

3. Ontario Ministry of Health and Long Term Care

- Reduce the shortage of home care workers by increasing their compensation to a level comparable to that of workers in institutional settings.
- Provide a broader range of respite services to meet the diverse needs of family caregivers.
- Provide funding to the Dementia Network of Ottawa-Carleton to disseminate a driving information package to family physicians.
- Provide funding to the Dementia Network of Ottawa-Carleton to develop a 24-hour information “hotline” for physicians to facilitate improved management of care for dementia clients.

4. The Ontario Ministry of Education and Training

- Increase the supply of home care workers by developing marketing programs that recognize their increasing role and value in the provincial health care system.

5. The Ontario Ministry of Transportation

- Change the process for removing or reviewing drivers' licenses by:
 - expanding the reporting process to include other appropriate regulated health professionals;
 - introducing a graduated license program for the elderly; and
 - working with insurance companies to offset the cost of testing.

6. The Dementia Network of Ottawa-Carleton

- Appoint an education member to the Dementia Network of Ottawa-Carleton.
- Create a sub-committee of the Dementia Network of Ottawa-Carleton to address issues relating to dementia education. This sub-committee would have equal representation from caregivers, community agencies, and long-term care/acute care facilities. Refer to Appendix D for the mandate of this sub-committee.
- Investigate the DriveABLE program developed in Alberta for its potential use in Ottawa-Carleton.

7. The Ottawa-Carleton Community Care Access Centre (CCAC)

- Inform the public and care providers of the services offered by the Ottawa-Carleton Community Care Access Centre.
- Establish a centralized information service for members of the public seeking information about CCAC services.
- Respond to “high needs” clients with dementia by:
 - reducing the ratio of clients to case managers;
 - increasing the use of contingency planning; and
 - increasing the use of respite care.

8. The Rehabilitation Centre and the Ottawa-Carleton Occupational Therapy Services in Manotick

- Validate current driving assessment tools for use with clients with dementia.

9. The Acute Care Hospitals

- Reduce/eliminate the “revolving door syndrome” at the emergency room by establishing an Urgent Care Geriatric Clinic for dementia patients and their families, possibly at the Riverside Campus.

10. The Acute Care Hospitals and the Alzheimer Society of Ottawa-Carleton

- Train emergency room staff in approaches/techniques to manage dementia clients in the emergency room.

11. Psychogeriatric Community Services of Ottawa-Carleton and the Geriatric Psychiatry Program at the Royal Ottawa Hospital

- Increase capacity to provide crisis services to appropriate patients to prevent hospitalization.

Appendix A Program Outline

The program for the Dementia Care Forum consisted of the following components.

Welcome and opening remarks: Mr. Bob Chiarelli, Chair of RMOC and Mr. Garry Armstrong, Commissioner of the Homes for the Aged at RMOC welcomed participants and reaffirmed the Region's commitment to ensure services are in place to meet the needs of the growing number of people with dementia.

Mr. Alex Munter, Regional Councillor and Chair of the Community Services Committee of RMOC, chaired the event.

Keynote address: Dale Goldhawk, host of the CTV National News Program *Goldhawk Fights Back* and Board member of the Alzheimer Society of Canada, gave the keynote address entitled "Advocacy in the Alzheimer World". He urged participants at the Forum to work together, persevere and "never let go" until people with dementia in the Region have secured the best possible quality of life.

Presentations: Three speakers gave presentations highlighting the three key issues to be discussed at the Forum.

Education/Training for Professional Caregivers: Over 80% of long-term care facilities, residential homes, and home care agencies surveyed by Algonquin College in 1996 indicated that their staff had difficulty working with clients with dementia. One hundred per cent of respondents indicated that there was a need for more formal training in dementia care.

Speaker: Sharon Couture, Director, Health and Life Sciences Sector, Algonquin College

Community Services: The number of people with dementia in Ottawa-Carleton will increase from 7,000 to 8,000 by 2005. Half of these people will remain in the community, increasing pressure on existing services such as day programs, home care and respite care. The demand for new services such as supportive housing is also expected to increase.

Speaker: Suzanne McGlashan, CEO, Ottawa-Carleton Community Care Access Centre

Co-ordinated Specialized Diagnosis and Support: The Dementia Network of Ottawa-Carleton was established in 1997 to develop closer links among assessment services, support services and family physicians. Three of the gaps already

identified by the Network are driving assessment, crisis intervention and physician education.

Speaker: Dr. William Dalziel, Chief, Regional Geriatric Assessment Program of Ottawa-Carleton; Co-Chair, Dementia Network of Ottawa-Carleton

Morning Workshops: Participants worked in four groups (three English and one French) to discuss the background material and identify issues related to their assigned topic. Participants then prioritized the issues and selected a small number of key concerns to bring forward to the afternoon workshop.

Afternoon Workshops: Participants in each group developed specific recommendations to the Ontario Ministry of Health and Long Term Care, the RMOC, the Champlain District Health Council and other organizations that might assist in moving the dementia agenda forward.

Concluding Plenary Session: Facilitators presented their groups' recommendations at the plenary session at the end of the day. Alex Munter summarized the recommendations, moderated a question period, thanked organizers and participants for their contribution, and reaffirmed the Region's commitment to action.

Appendix B

Workshop Reports: Issues Discussed

Workshop A: Education/Training in Dementia for Professional Caregivers

- The lack of coordination of dementia education initiatives throughout the Region;
- The need for more government funding for long-term care facilities to ensure sufficient numbers of well-trained staff in dementia units;
- The need for an integrated dementia education framework for Ottawa-Carleton to address the training needs of all employees working with dementia clients;
- The need for community care, long-term care and acute care organizations to assess their current dementia care programs using tools designed for this purpose; and
- The need to increase the base level of training in dementia in professional programs.

Workshop B: Community Services (English Group)

- The need for better caregiver support and respite, including day programs, respite services, and a “safety net” for people in crisis, including those living alone;
- The need for an adequate supply of workers caring for people with dementia particularly in the community;
- The need to develop more flexible, client-directed strategies for caregiver support that recognize the diverse needs of families and people with dementia;
- The high direct and indirect cost of care; and
- The need for affordable, accessible transportation for people with dementia (and their families) who cannot drive.

Workshop B: Community Services (French Group)

- Need for easy access by families to information about services provided by the Ottawa-Carleton Community Care Access Centre;
- The need for a broader range of respite service to meet the needs of families;
- The shortage of professional and non-professional francophone workers to care for clients with dementia;
- The need for alternate transportation systems for people with dementia (and their families) who cannot drive; and
- The need for a wider range of housing options for people with dementia in the Region.

Workshop C: Co-Ordinated Specialized Diagnosis and Support

- The increased need for crisis response and the difficulty of present services to respond adequately;
- The need to facilitate the role of the family physician in managing care for dementia clients; and
- The need for an accessible, affordable method of assessing driving competence and for alternate transportation systems for people with dementia (and their families).

Appendix C

Workshop Reports: List of Participants

Workshop A: Education/Training in Dementia for Professional Caregivers

- Joanna Abrams, Director of Nursing, Hillel Lodge
- Dorothy Barrass, Director of Care, Riverpark Place Residence
- Linda Bélanger, Program Manager, Ottawa-Carleton Community Care Access Centre
- Ruth Boulianne, Vice-President Long-Term Care, SCO Health Service (Résidence St-Louis)
- Sharon Couture, Director, Health and Life Sciences Sector, Algonquin College
- Mary Jane Herlihey, Educator/R.N., ParaMed
- Anne Huot, Regional Manager, Saint Elizabeth Health Care
- Forough Kochak, RN Supervisor, Comcare Health Services
- Noreen Langdon, Executive Director, Peter D. Clark Long Term Care Centre
- Christine Lanthier, Director of Care, Sarsfield Colonial Home
- Nicole Lecomte, Program Manager, The Perley & Rideau Veterans' Health Centre
- Colette Leger, Owner, Golden Care Home Support Services
- Hanora Lokhat, Executive Director, Carleton Lodge
- Ann Marie Mackey, Professor, Health and Life Sciences Sector, Algonquin College
- Carol Ann Marcoux, Director of Clinical Practice, We Care Home Health Services
- Kathy McKinlay, Director of Special Projects, Alzheimer Society of Ottawa-Carleton
- Gill Michelin, Case Manager, Psychogeriatric Community Services of Ottawa-Carleton
- Lisa Murphy, Occupational Therapist, West Geriatric Outreach Team, Regional Geriatric Assessment Program of Ottawa-Carleton
- Chris Sandes, Administrator, Villa Marconi Long Term Care Centre
- Elaine Strokon, Family Caregiver
- Margaret Tansey, Nurse Practitioner, Outreach, Geriatric Psychiatry, Royal Ottawa Hospital
- Marlene Tosh, Coordinator, Dementia Studies Program, Health and Life Sciences Sector, Algonquin College
- Martha Wheeler, Director of Care, Township of Osgoode Care Centre

Facilitator: Marg Eisner, Manager, Health and Life Sciences Sector, Algonquin College

Recorder: Shelley Vaillancourt, Education Manager, Alzheimer Society of Ontario

Workshop Reports: List of Participants

Workshop B: Community Services (English Group)

- Jane Algire, Co-ordinator - Respite Care, Nepean Seniors' Home Support
- Susan Anson, Family Caregiver
- Lucio Appoloni, Family Caregiver
- Hilda Bateman-MacDonald, Family Caregiver
- Janice Bridgewater, Senior Centre Director, Glebe Centre Inc.
- Alex Cullen, Executive Director, Council on Aging
- Margaret Falkenhagen, Manager, Day Program, VON Ottawa-Carleton
- Greg Fougère, Executive Director & CEO, The Perley and Rideau Veterans' Health Centre
- Fran Hadley, Hadley Health Administration Services Ltd.
- Susan Hallam, Managing Director, Orchard View Living Centre
- Karl Lafrance, Branch Manager, Bayshore Health Care
- Suzanne McGlashan, CEO, Ottawa-Carleton Community Care Access Centre
- Heather McLeod, Geriatric Assessor, East Geriatric Outreach Team, Regional Geriatric Assessment Program of Ottawa-Carleton
- Gaye Moffett, GEM Health Care Services Inc.
- Diane Officer, Executive Director, Island Lodge
- Elaine Paice, Family Caregiver
- Susan Reed, Administrator, Extendicare New Orchard Lodge
- Oris Retallack, Administrator, Unitarian House of Ottawa
- Patsy St. Denis, Recreation Therapist, Queensway-Carleton Geriatric Day Hospital
- Susan VanDeVelde-Coke, Executive Director, VON Ottawa-Carleton Branch
- Dr. Carol Ward, Director, Outreach Services, Geriatric Psychiatry, Royal Ottawa Hospital
- Kathy Wright, Executive Director, Alzheimer Society of Ottawa-Carleton
- Marilyn Zerr, Respite Care Coordinator, Island Lodge

Facilitator: Cal Martell, Director, Regional Geriatric Assessment Program of Ottawa-Carleton

Recorder: Joyce Richardson, Alzheimer Society Volunteer

Workshop Reports: List of Participants

Workshop B: Community Services (French Group)

- Louise Bégin, Case Manager, Ottawa-Carleton Community Care Access Centre
- Marcelle Belec, Administrator, St-Joseph Manor
- Lucette Bertrand, Directrice, Programme Communautaire, Résidence St-Louis
- Jocelyne Chénier, Travailleuse Sociale, Hôpital de jour gériatrique, Centre de Santé, Elisabeth Bruyère, SCO Health Service
- Mariette Chikuru, Service d'entraide communautaire pour les personnes âgées francophones
- Renald Mailhot, Agent de liaison, Réseau des services de santé français
- Marc Terreau, Family Member
- Jean-Marc Trépanier, Conseil sur le Vieillissement
- Danielle Wagner, Clinician, Centre d'Accueil Champlain

Facilitator : Julie Doyon, Director of Nursing, Carleton Lodge

Recorder: Denyse Theriault, Director of Health Services, Centre d'Accueil Champlain

Workshop Reports: List of Participants

Workshop C: Co-Ordinated Specialized Diagnosis and Support

- Faranak Aminzadeh, Geriatric Assessor and Research Associate, Regional Geriatric Assessment Program of Ottawa-Carleton
- Dr. Helen Brown, Medical Director, Perley Rideau Veterans' Health Centre
- Dr. Clarissa Bush, Neuropsychologist, Memory Disorder Clinic, SCO Health Service
- Dr. Suzanne Christie, Neurologist, Memory Disorder Clinic, SCO Health Service
- Dr. Barbara Collins, Psychologist, Ottawa Hospital
- Dr. Bill Dalziel, Chief, Regional Geriatric Assessment Program of Ottawa-Carleton
- Dr. Linda Gobessi, Geriatric Psychiatrist, Psychogeriatric Community Services of Ottawa-Carleton
- Dr. Carole Guzman, President, Alzheimer Society of Ottawa-Carleton
- Diane Hardie, Family Support Counsellor, Alzheimer Society of Ottawa-Carleton
- Sharron Leeder, Head/Senior Occupational Therapist, Ottawa-Carleton O.T. Services Inc.
- Sr. Mona Martin, Executive Director, St. Patrick's Home of Ottawa Inc.
- Dr. Ian Richardson, Family Physician
- Nicole Robert, Director, Psychogeriatric Community Services of Ottawa-Carleton
- Dr. John C. Russell, Family Physician
- Dr. Francine Sarazin, Psychologist, Ottawa Hospital, General Campus
- Barbara Schulman, Vice-President, Care of the Elderly & Rehabilitation, SCO Health Service
- Kathy Smid, Clinical Nurse Specialist, Ottawa Hospital, Civic Campus
- Helen Welburn, Case Manager, Ottawa-Carleton Community Care Access Centre
- Dr. Andrew Wiens, Director, Day Hospital, Geriatric Psychiatry, Royal Ottawa Hospital
- Ann Young, Family Caregiver

Facilitator: Erika Lavigne, Assistant Vice-President, Care of the Elderly and Rehabilitation Program, SCO Health Service

Recorder: Suzanne McGurn, Executive Director, Alzheimer Society of Kingston

Appendix D

Proposed Mandate of the Education Sub-Committee Of the Dementia Network of Ottawa-Carleton

- To develop an integrated dementia education framework for Ottawa-Carleton that addresses the entry level of training required for new hires, as well as the continuing education and on-site mentoring needs of employees.
- To encourage organizations in each sector (i.e. community care, long-term care, acute care) to assess their current dementia care programs using specific assessment tools that provide evaluation criteria, such as Alzheimer Canada's *Enhancing Care Program*.
- To lobby the Ontario Ministry of Health and Long Term Care to fund an enhanced dementia training course (including backfill costs) for all staff who work with dementia clients, using the Palliative Care Education Program as a template. Courses currently available include the *Overview of Dementia Care Course* offered by Algonquin College as part of the Dementia Studies Program, and the *PIECES Training Program* sponsored by the Ontario Ministry of Health and Long Term Care.
- To coordinate collective applications for government funding for dementia education for stakeholder organizations in Ottawa-Carleton. This will include funding provided as part of Ontario Alzheimer Strategy.
- To lobby the Ontario Ministry of Health and Long Term Care to increase funding for long-term care facilities to ensure adequate staffing in dementia units.
- To create partnerships with universities and colleges to ensure research data is available on best practices in dementia care.
- To work with universities, colleges and professional associations to increase the base level training in dementia in professional programs.