



County of Simcoe
1110 Highway 26,
Midhurst, ON
L0L 1X0

Main Line 705-726-9300
Toll Free 1-866-893-9300
Fax 705-792-5743
simcoe.ca

MINUTES

SUBJECT: Age-Friendly Advisory Committee

MEETING DATE: June 29, 2021 **TIME:** 10:30 am – 12:00 pm

LOCATION: Zoom (details within meeting invitation)

CHAIR: Jane Sinclair, General Manager, Health & Emergency Services

ATTENDANCE:

Deputy Mayor Anita Dubeau, Council Representative
Christina Strong, Public Awareness Coordinator, Independent Living Services, Barrie
Carolyn Jones, Simcoe Muskoka District Health Unit
Catherine Ivanyshyn, County of Simcoe
Åsa Klint Piggott, Manager, Performance, Quality & Development, County of Simcoe
Gayle Hall, Chief Librarian, County of Simcoe
Jim Gough, Seniors' Representative
Johan Chen, Planning Officer, Entité 4
Judy Contin, Executive Director, Askennonnia Senior Centre
Kari Warnar, Community Safety and Wellbeing, Avail Consulting
Kris Houston, Project Champion, Project LifeSaver
Laura Lynn Borassa, Alzheimer's Society
Linda Flemington, Collingwood
Lucia Ricardo, Seniors Advisory Committee and CNIB Simcoe Muskoka
Margaret Adolphe, Chair Accessibility Committee of Collingwood
Mayor Sandie Macdonald, Council Representative
Michelle Pauzé, Director Seniors Services, County of Simcoe
Sharon Youell, County of Simcoe
Sherry Teeter, Community Connection/211 Central East Ontario
Tracey Hill, Age-Friendly Coordinator, County of Simcoe

GUESTS

Irena Pozgaj-Jones, Supervisor Community Services, County of Simcoe
Jules Roebbelen, Digital Marketer and CT Link Coordinator, Caredove
Mary Moreau, Community Resource Navigators
Tonya Nicholson, Community Programs & Partnerships

REGRETS


Andrea Roylance, Matthews House Hospice
Annick Brown, Director of Family Services, La Clé
Arfona Zwiers, Director, Social and Affordable Housing, County of Simcoe
Carly Murphy, Essa Township
Cate Root, Tay Township Representative
Catherine O'Connor, Hearing Care Counsellor
Chris Greer, Tiny Township Senior Advisory Committee
Christy Skelly, Independent Living Services
David Parks, Director, Planning, Economic Development & Transportation, County of Simcoe



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Dawn Hipwell, Director, Procurement, Fleet & Property County of Simcoe
 Greg Bishop, Director, Social and Community Housing, County of Simcoe
 Heather Hollingshead, Spinal Cord Injury Ontario (SCIO)
 Jamie Moran, Director, Ontario Works
 Jennifer Marshall, Legislative Coordinator, County of Simcoe
 Kelley Swift Jones, County of Simcoe Museum
 Lori Crossan, Collingwood Public Library
 Lynne Trotechaud, Manager of Collaborations and Partnerships, United Way Greater Simcoe Muskoka
 Maggie Off, Community Recreation Coordinator, Seniors Advisory Committee, Township of Tiny
 Mary Warnock, Chair Seniors Advisory Committee, Tay Township
 Maria Borczyk, Matthews House Hospice
 Marie Hartman, South Georgian Bay Community Health Centre
 Marlene de Jesus, Helping Hands Orillia
 Melissa Mei, LHINS
 Merideth Morrison, Director, Performance, Quality & Development, County of Simcoe
 Nancy Esson, Right At Home Canada
 Ron Coutts, Seniors' Representative
 Ruth McArthur, Simcoe Muskoka District Health Unit
 Sandra Easson Bruno, Director North Simcoe Muskoka Specialized Geriatric Services Program
 Sarah Orr-Shaw, Simcoe Muskoka District Health Unit
 Susan Plewes, LHINS
 Tami Tarini, Independent Living Services
 Tina Christman LHINS
 Tom Johnston, Seniors for Seniors

ITEM	ACTION
<p>1.0 WELCOME AND INTRODUCTIONS</p> <p>All were welcomed to the meeting.</p> <p>Introduction to Tracy Hill, Age-Friendly Coordinator for the County of Simcoe. Tracy Hill also provides leadership and direct support for recreational activities in our Georgian Village Residences Retirement Living and for all seniors across the Gregorian Village campus.</p>	
<p>2.0 APPROVAL OF AGENDA</p> <p>Agenda is approved as presented.</p>	
<p>3.0 PREVIOUS MINUTES – June 29, 2021</p> <p></p> <p>Age-Friendly Advisory Committee</p> <p>Previous Minutes were approved as presented by Deputy Mayor Anita Dubeau and Margaret Adolphe.</p>	



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<p>4.0 PRESENTATION: “Reach Out and Touch Someone”</p> <p>Mary Moreau, Community Resource Navigators Judy Contin, Askennonnia Senior Centre</p> <p> Reach Out and Touch Someone Fin</p> <p>Mary Moreau - mdmoreau@rogers.com</p> <p>The Reach Out and Touch Someone program will effectively assess and prioritize needs, provide immediate assistance, navigation and connection for seniors. The program will provide extensive follow-up to ensure the senior is successful and provides a flexible service that works with the individual’s unique needs.</p> <p>Christy Skelly, Accessibility Resource & Connections Navigator at Independent Living Services helps individuals with disabilities and seniors in Simcoe County & Area. Christy Skelly can be reached at 705-737-3263 ext.239.</p>	<p>Mary Moreau to connect with Judy Contin and Sherry Teeter regarding referral process for seniors.</p> <p>“Reach Out and Touch Someone” links to be posted on the County Age-Friendly website.</p>
<p>5.0 PRESENTATION: CTLINK: Simcoe County Transportation Portal</p> <p>Irena Pozgaj-Jones, Supervisor Community Services, County of Simcoe Jules Roebbelen, Digital Marketer and CT Link Coordinator, Caredove Tonya Nicholson, Program Supervisor, Community Services, County of Simcoe</p> <p> 2021-09-21 - CT Link & Caredove.pdf</p> <p>Simcoe County is a large geographic area with urban rural diversity and significant population growth in various areas of the County. The County has an aging population where transportation can be an issue and relies heavily on volunteers. Delivery of services has also been a challenge (example, travelling to medical appointments), especially during the Pandemic. The Ministry of Transportation had identified that community transportation needs differ with each community. Initially, the grant was a one time two-year funding opportunity from 2015 to 2017. The Ministry extended the funding for 5 more years from 2018 to 2023. The Ministry just announced that they will extend the grant for a third iteration, taking this grant to 2025. The County’s role was to develop the grant proposal in working with the partners to develop the grant proposal and manage the project. The County partnered with Caredove as the vendor who developed the software program as funded by the Ministry of Transportation.</p>	<p>Jules Roebbelen to connect with Judy Contin to provide a presentation to present to seniors.</p> <p>Provide brochures to be forwarded to the County’s seniors campuses.</p>



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<p>Transportation providers can join this initiative and begin receiving referrals. For more information, contact Irena Pozgaj-Jones at Irena.Pozgaj-Jones@simcoe.ca or Tonya Nicholson at Tonya.Nicholson@simcoe.ca .</p> <p>Flyers can be provided to communities for their websites, social media platforms and community centres. Contact Jules Roebbelen jules@caredove.com.</p> <p>211 has been trained on the Caredove platform for referrals. For those who provide other community services for clients that might benefit from transportation services, direct clients to the website - www.ctlink.ca.</p>	
<p>6.0 WHAT'S HAPPENING (local community initiatives) – Roundtable</p> <p>A roundtable discussion took place regarding local community initiatives. A summary of the discussions are below:</p> <p><u>Deputy Mayor Anita Dubeau, Council Representative</u> – The Town of Penetanguishene continues work on the Community Well-Being Plan. An Age-Friendly workshop is taking place this evening (September 21st). Contact Deputy Mayor Anita Dubeau (adubeau@penetanguishene.ca) for more information.</p> <p><u>Asa Klint Piggott, Manager, Performance, Quality & Development, County of Simcoe</u> – The Annual Age-Friendly Seniors Housing Grant Program supports seniors in the County of Simcoe communities with age-friendly housing upgrades, including accessible, adaptable and inclusive designs that allow older individuals to continue to live independently. Yearly, Council approves \$500,000 in funding to support this initiative and applicants are eligible for this grant if they are seniors living in one of our eighteen (18) member municipalities. This year, the 2021 Age-Friendly Seniors Housing Grant closed June 30th. The County received a total of 103 applications, as compared with 54 last year, 76 the year prior and 30 application the first year. The majority of accessibility projects applied for by individuals are to convert bathrooms, walkways, and to add stair lifts and grab bars. Due to the increase in application numbers, the total funding awarded exceeded the \$500,000 annual funding. There were funds leftover from previous years that were allocated towards this year's program. The total funding awarded for 2021 was \$654,058 for applicants across all municipalities within Simcoe County. The Municipal Grant that was delayed this year and will be distributed by November 1st. This grant gives local municipalities a potential to apply for funding to be applied towards age-friendly activities and projects within their own municipalities. Tracy Hill, who has joined us as Age-Friendly Coordinator will be assuming Age-Friendly responsibilities over the next few months. A public report will be completed and reported to County Council.</p>	<p>Provide Jim Gough links with seniors groups in his area.</p> <p>Will share the CNIB Programming information.</p> <p>Michelle Pausé will follow up with Kris Houston regarding the Allandale Retirement Home.</p>



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<p><u>Christina Strong, Public Awareness Coordinator, Independent Living Services, Barrie</u> – Independent Living Services (ILS) Simcoe County will be holding their Annual General Meeting on September 30th via Zoom. Go to the ILS website for more information - https://www.ilssimcoe.ca/. The Accessibility Resources and Connections section provides a guidance for people navigating for funding, looking for more information and connecting people to other resources. In 2020, ILS has helped over 456 people purchase 136 different assistive devices at a cost of \$63,544. As donations have been through service clubs and faith communities brought in towards our centralized funding pool, their fundraising efforts were diminished due to the pandemic which resulted in less money coming in to our funding pool to help fund these devices. https://www.goquipit.com/ is a free online classified website created to buy, sell, or give away gently used equipment such as hospital beds, wheelchairs, and bathroom safety devices. ILS continues to provide personal support services and assisted living services throughout this pandemic to high risk seniors and people with disabilities. The Navigator at ILS contacted CARP Barrie (Canadian Association of Retired Persons). CARP Barrie started a seniors grant program for seniors 65 plus and low income. Those who qualify for the CARP seniors grant may receive funds to help pay for transportation, veterinary bills, clothing, food, etc. CARP Barrie is working with the ILS navigator to help answer questions and help people navigate the grant. For more information on this grant, the link is: https://barriecarp.org/seniors-community-fund/</p> <p><u>Gayle Hall, Chief Librarian, County of Simcoe</u> – County libraries are back open to the public with limited numbers and hours. However, libraries have not opened their meeting rooms for occupancy. The libraries are continuing with virtual programming with many programs directed towards seniors. The Springwater Library just received a Trillium Grant for creative seniors programming. They will be doing online rug hooking, water colour painting and acrylic painting sessions. Many of our libraries have online quilting clubs, rug hooking, etc. that are all directed towards seniors programming. The libraries have been involved in the seniors survey with Community Connections and promoting this survey at the circulation desks and online. Libraries are also photocopying and laminating vaccination forms for seniors free of charge and have had up to 100-150 people per day using this service.</p> <p><u>Jim Gough, Seniors' Representative</u> – Using a walker to help get around and on continues on oxygen. On the lung transplant list that will go active in a month. Community Paramedics continue to stay in contact.</p> <p><u>Judy Contin, Executive Director Askennonia Senior Centre</u> - Askennonia Seniors Centre is still closed and continues with virtual and outdoor programming.</p> <p><u>Kari Warnar, Community Safety and Wellbeing, Avail Consulting</u> – Avail Consulting is working with the County as a consultant for the Community Safety and Wellbeing program. The Community Safety and Wellbeing Plans were developed, presented and adopted by the municipalities and posted by the deadline of July 1st. The next phase is Phase 2, Year 1 of the four-year plan. This month, we are meeting with the local governance groups and</p>	



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<p>geographical municipal leadership - CAOs and representatives from each of the municipalities. The next step is to form local Community Safety and Wellbeing Tables in the areas of North Simcoe, Nottawasaga, South Simcoe, Couchiching, South Georgian Bay and Springwater.</p> <p><u>Kris Houston, Project Champion, Project Lifesaver</u> – Project Lifesaver continues to distribute bracelets in retirement homes to help protect vulnerable citizens. A launch will be taking place soon in Collingwood, Wasaga Beach and Blue Mountain. Currently, there are about 30 participants with bracelets. As clients are moved into Long-Term Care, the bracelets are redistributed. Discussed a follow-up with the Allandale Retirement Home and will contact the Simcoe Muskoka District Health Unit.</p> <p><u>Laura Lynn Borassa, Alzheimer’s Society</u> – Today is World Alzheimer’s Day and encouraging everyone to reflect on the support given through work and personal involvement. Bringing back in-person programming this month in all of our program areas. Social recreation programs such as Minds in Motion, education and support groups have scheduled some in-person sessions with COVID precautions with some locations requiring proof of vaccination. Groups will be smaller and continue to offer online programs and the Alzheimerer’s Society continues operating in a hybrid manner. World Alzheimer’s Day Video on social media: https://www.facebook.com/fund.development.92/videos/381816646954844.</p> <p>The Alzheimer Society has a Navigator to assist persons who are newly diagnosed with a dementia or who are supporting a person with dementia. Sanju Hirji, Alzheimer’s Society Navigator can be reached at Sanju.hirji@alzheimersociety.ca .</p> <p><u>Lucia Ricardo, Seniors Advisory Committee and CNIB Simcoe Muskoka</u> – CNIB has created separate pillars. The Orientation and Mobility, the Connect Living Services and Low Vision Assessments take place through vision loss rehab which is part of CNIB located at 5 Quarry Ridge, Barrie. This is done through a referral process. The second pillar encompasses psycho-social programming, a technology instruction and sports-related activity-related peer support at our new office at 90 Collier Street, Unit 5, Barrie. This is officially called the Nanji Family Foundation SmartLife Centre (Community Hub). This centre is for Smartlife appliances for purchase and for onsite view on how they operate with an onsite tech available for questions and help. National Psycho-social programming continues.</p> <p><u>Margaret Adolphe, Chair Accessibility Committee of Collingwood</u> – The Accessibility Advisory Committee is meeting and looking at transit optimization and will be looking at transportation issues during COVID. The Committee brings forth issues and barriers for accessibility. For example, lights at crossings are too high for those in wheelchairs. The Collingwood Library is also laminating vaccine certificates daily.</p>	



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<p><u>Mayor Sandie Macdonald, Council Representative</u> – In Essa, many seniors who have sold their homes are renting and now in hotels. e are encouraging developers to rent 600-800 square foot rentals so they’re affordable to seniors. We are also looking at Transportation as it goes to only one area on the outskirts of town for shopping. The Essa Library runs programs for seniors with quite a bit of participation.</p> <p><u>Sherry Teeter, Community Connection/211 Central East Ontario</u> – Regarding the Seniors Survey, about 600 have been completed so far and we are hoping to get at least 1,000. In trying to target those isolated seniors, there has been great support from Home and Community Care, Meals on Wheels, and Home for Life to support isolated seniors and ask them to share their needs and wants. We will report back the survey results in the November Age-Friendly Advisory Committee Meeting. 211 is still receiving ongoing referrals from Paramedics and other healthcare professionals who are referring their vulnerable patients. System navigation and advocacy is ongoing and we will be utilizing survey results to inform the project.</p> <p><u>Carolyn Jones, Simcoe Muskoka District Health Unit</u> – Sarah Orr-Shaw has been redeployed back and will continue to support partnerships.</p> <p><u>Michelle Pausé, Director Seniors Services, County of Simcoe</u> – As Directives change and restrictions are lifted, more visitors are being allowed to come into the County’s retirement and long-term care homes. Screening is being done with anyone coming into the buildings. Programming has increased with smaller groups and we continue with virtual programming. Our Homes have proceeded with some successful outdoor entertainment. The Adult Day Program reopened and has been able to increase clientele to about five per day.</p> <p><u>Jane Sinclair, General Manager, Health & Emergency Services</u> – The County has implemented a Mandatory Vaccination Policy for all employees in our Community Services and Long-Term Care Homes. The County’s policy is in place with new deadlines in place advising staff that they must be vaccinated by October 1st with the first vaccine and November 1st with the second vaccine completed or the employee will be off work without pay until provisions are met. We move forward with these significant measures to protect our seniors and our staff. We do have significantly high rates of 95% of all staff with their first does and about 90% fully vaccinated. We are also requiring our volunteers and contract staff to be fully vaccinated.</p> <p>November Meeting to include Emergency Management updates on COVID-19.</p>	
<p>1. Adjournment: 12:30</p>	
<p>2. Next Meeting: November 30th, 2021 (10:30-12:00)</p>	



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CTLINK

SIMCOE COMMUNITY
TRANSPORTATION PORTAL



Presenters

Irena Pozgaj-Jones

Program Supervisor, Community Services, County of Simcoe

Tonya Nicholson

Program Supervisor, Community Services, County of Simcoe

Jules Roebbelen

Digital Marketer and CT Link Coordinator, Caredove



Community Transportation in Simcoe County

- Community-based service providers
- Large geographic area
- Heavy reliance on volunteers



Community Transportation Committee

- Established in 2012 as part of the Care Connections strategy
- Purpose: Inform and advise on a consistent and coordinated transportation system to improve timely, efficient, & seamless access to health and community services
- Membership included community agencies and partners, NSM LHIN, and County of Simcoe (chair)



Community Transportation Pilot Grant Program

1. Project funding from the Ministry of Transportation
 - Improve mobility options for vulnerable people
 - Build capacity to better meet local demand
 - Create networks to coordinate and leverage existing community services & resources
1. Two phases of funding: 1) service provider portal 2) public-facing



CTLINK Partner Agencies

Providing a network of trusted transportation providers in Simcoe County



CT Link is powered by Caredove, supported by the County of Simcoe and funded by the Government of Ontario



Community Transportation (CT) Link Network

- Simcoe County transportation initiative
- Accessible transportation* for frail elderly and disabled adults
 - Eligibility is based on partner agency eligibility criteria
- Rides to vaccination and non-urgent medical appointments
- Transportation providers use [Caredove](#) software to receive ride requests & share unfulfilled rides



caredove

- Referral management & service marketing software platform
- Caredove's helps people remain **healthy, happy and independent at home** by simplifying access to trusted local community services





- Helps community agencies **promote services** to key referral sources
 - e.g., HCCSS, OHTs, hospitals, caregivers, 211, etc.
 - Clinicians can securely send referrals on behalf of clients
 - Integrated to their Electronic Medical Record
 - Over 800 agencies province-wide

- Help **public to request service** directly
 - Via secure, accessible, web interface



Two Project Phases

1

Ride Sharing Portal (2016)

- Back-end portal to pool resources
- Agencies work together to fulfill ride requests for clients

2

CT Link Website (2021)

- Public access to directly request rides



Ride Sharing Portal Results

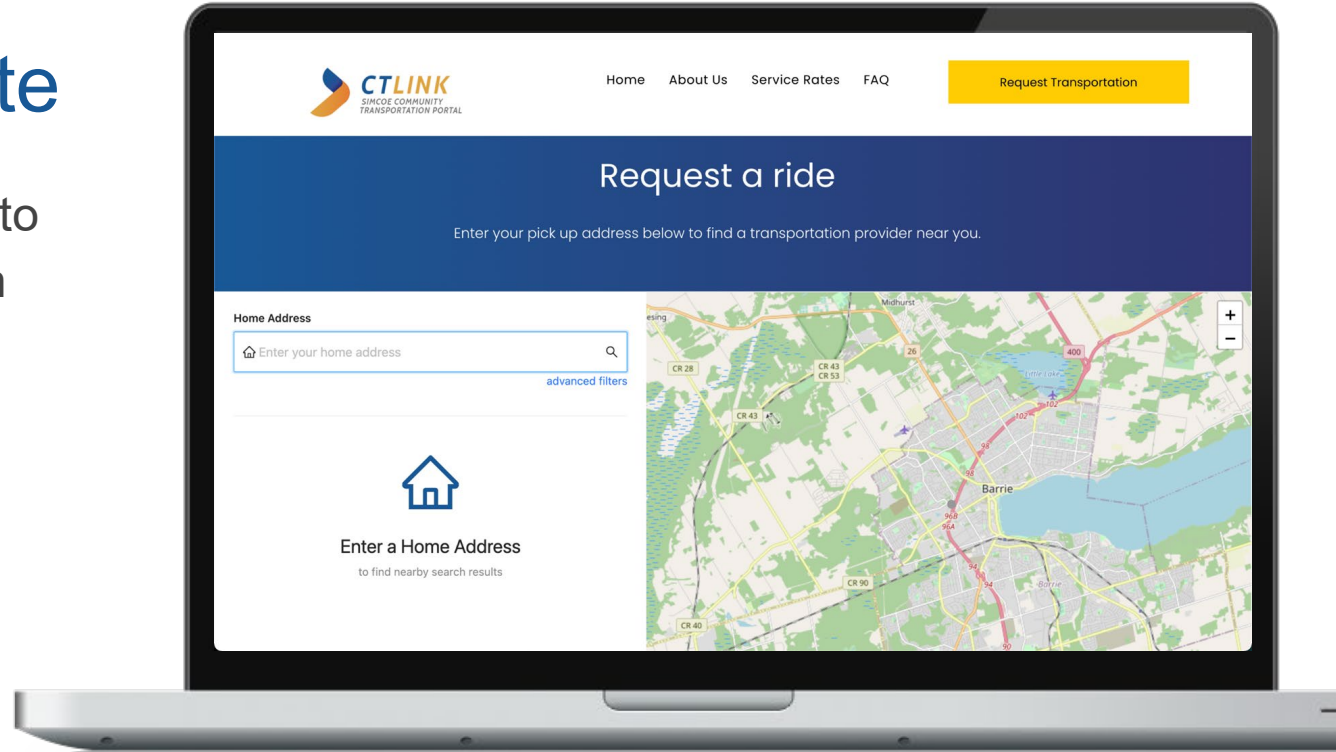
- 900+ rides have been fulfilled by a partner*
 - Medical appointments & procedures
 - Majority of trips are between municipalities (e.g., Barrie to Toronto)
- Transportation scheduler can post an unfilled ride in under 2 minutes
 - Collaborating partner can view & fill rides instantly on portal
- Over 50,000 km travelled
 - That's 1.3 trips around the world!

*Assuming each trip is 2 directions



CT Link Website

Improving public access to transportation services in Simcoe County



Public Access To Community Services

- What transportation provider will pick me up at home?
- What if my appointment is far away?
- Can they accommodate my wheelchair?
- How much does it cost? Am I even eligible?
- Will they help me find a different provider if they can't fulfill my ride?



CT Link Website

- The public should be able to directly request service
- Agencies are already receiving ride requests via [Caredove](#)
- Create a new website and marketing campaign
- All requests land in agency's existing [Caredove](#) inbox



Impact of COVID on Community Transportation

- Essential rides only
- Fewer volunteers available
- Only one passenger per vehicle
- New sanitization protocols
- Plexiglass installation & PPE acquisition

Impact of COVID on Community Transportation

- Essential rides only
- Less volunteers available
- Only 1 passenger per vehicle
- New sanitization protocols
- Plexiglass installation & PPE acquisition
- Vaccination appointments
- Backlogged medical appointments

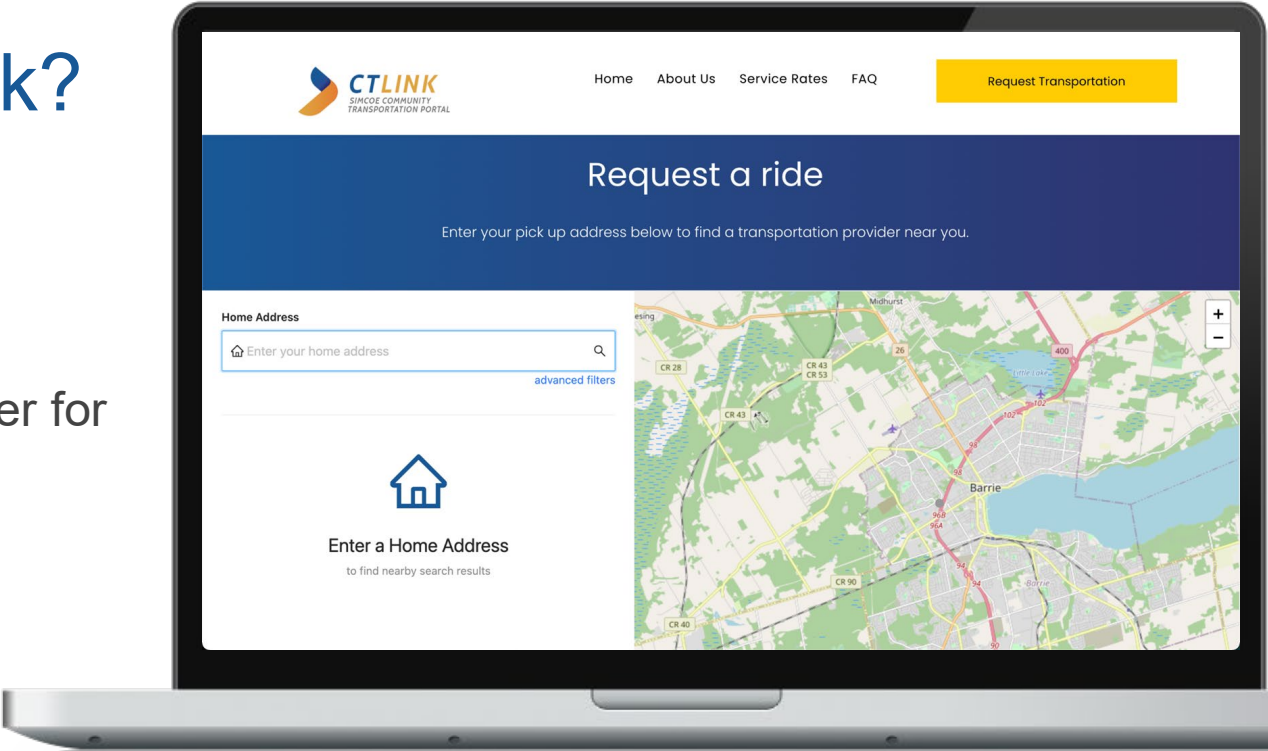
How does it work?

- 1. Visit www.ctlink.ca
- 2. Select Request Transportation



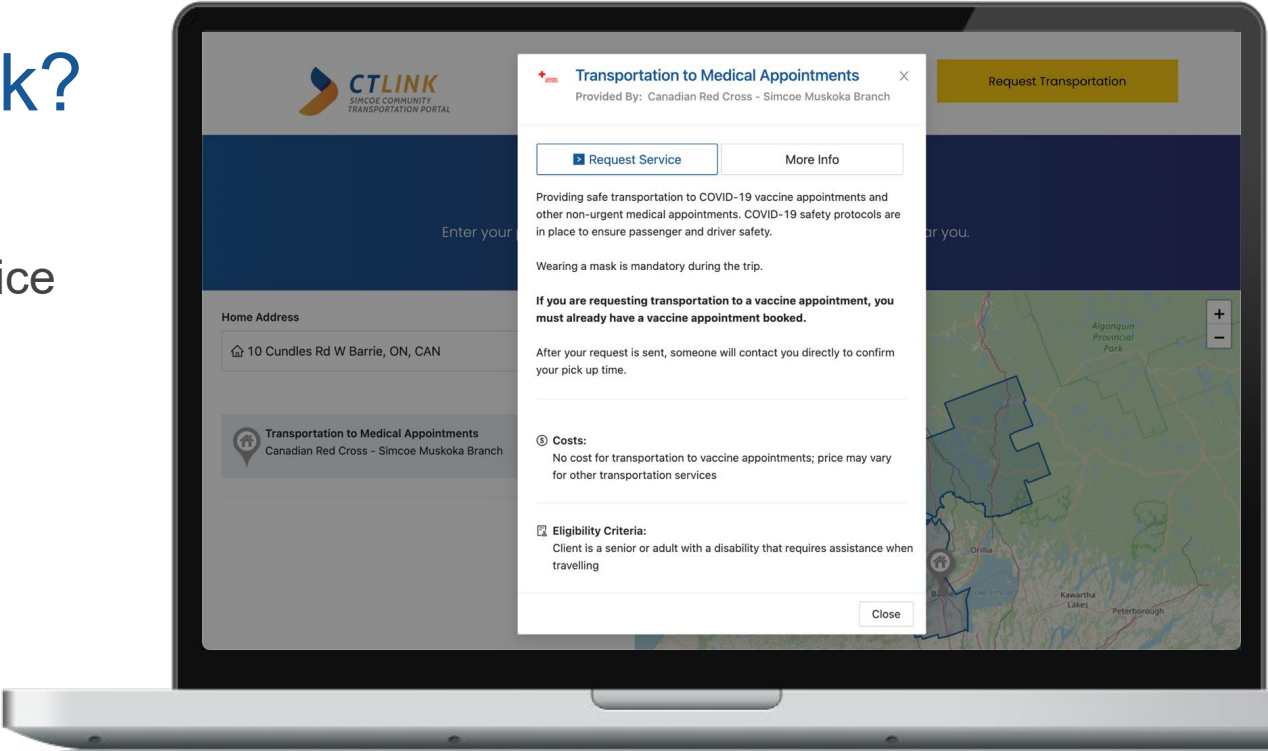
How does it work?

- 3. Type in your home address to find a transportation provider for your location



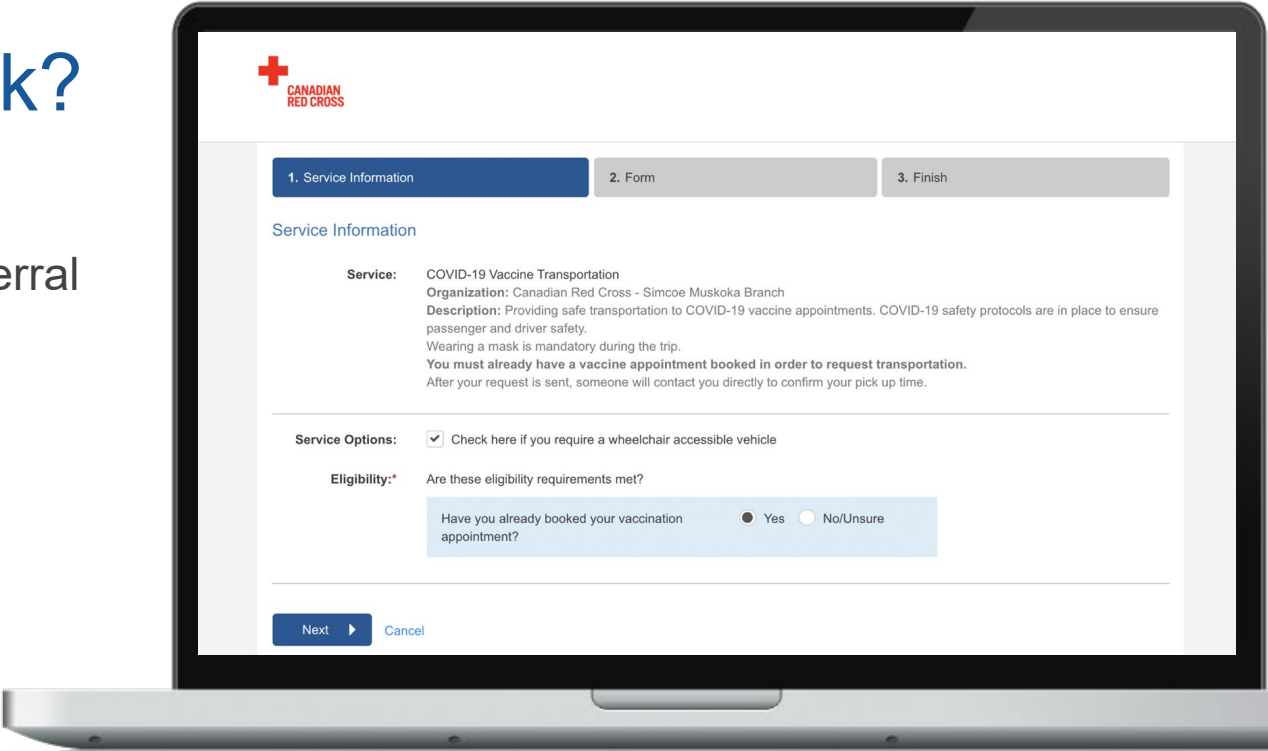
How does it work?

4. Select Request Service



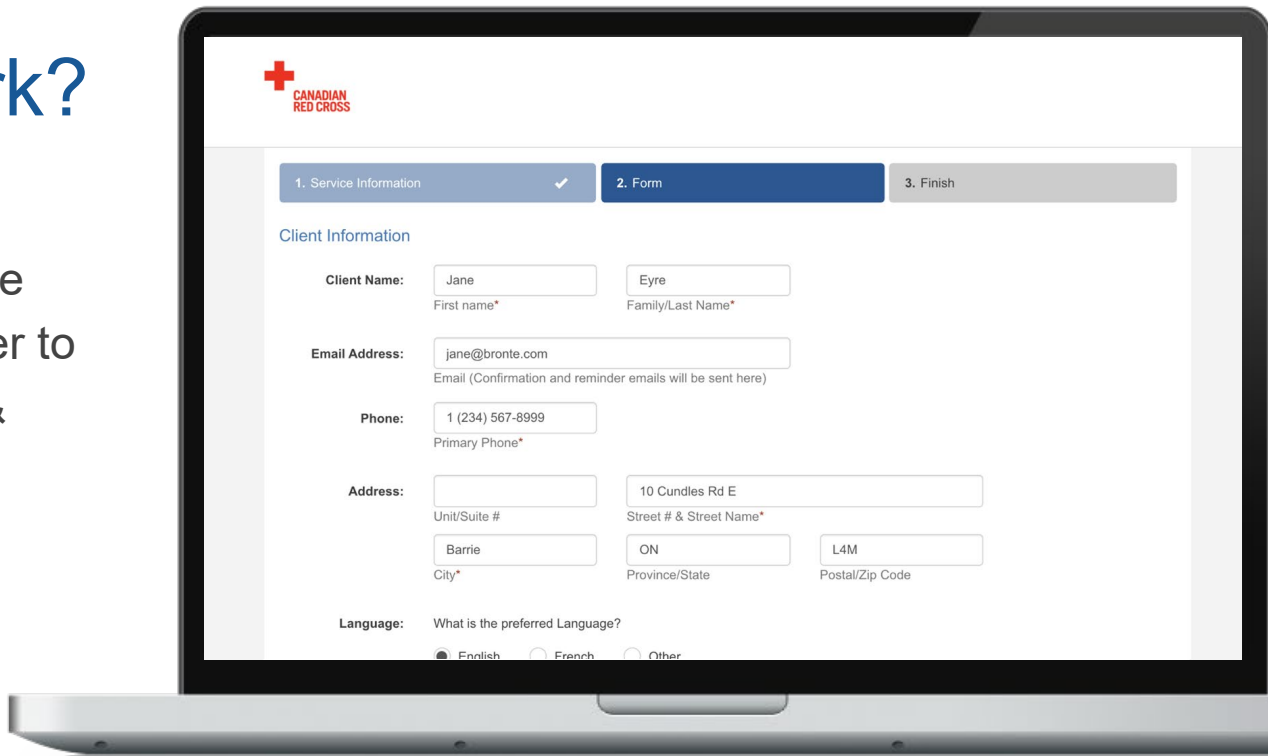
How does it work?

5. Fill out the secure referral form



How does it work?

- 6. Wait for a call from the transportation provider to confirm your details & schedule your ride



FAQs

- All providers* offer vaccination rides at no charge. Other trips are charged based on distance travelled.
- You do not need to be an existing transportation client to request service. Existing clients can call to schedule rides like they normally would.
- Most providers will pick up within a certain region, but drive outside their region to get you to your appointment.
- Clients without internet access can call 211 or the provider directly.
- Community transportation is different from public transit (e.g., Simcoe LINX)



CT Link Website Results



Unique Site Visits

6900+



Engagement Rate

45%



Unique Referral Sources

36



Ride Requests

90

March 25, 2021 - September 20, 2021



What's next?

- Vaccinations are done
- Focus on alleviating backlogged medical appointments
- Back to sharing rides in the portal
- Continue to promote www.ctlink.ca to the public

How can you get involved?



Transportation service providers

Receive transportation referrals through portal



Non-transportation service providers

Send transportation requests on behalf of your clients



Everybody

Promote the portal on social media, your website, etc.

Contact jules@caredove.com to learn more!



Eastern York Region North Durham
EYRND ONTARIO
HEALTH
TEAM


CENTRE DE SANTÉ COMMUNAUTAIRE
PINECREST-QUEENSWAY
COMMUNITY HEALTH CENTRE

OCSA
Ontario Community
Support Association
United in our commitment to care

WEST
NEIGHBOURHOOD
HOUSE

ERINOAKKIDS
Centre for Treatment and Development

 Centre for
Newcomers





Thunder Bay Regional
Health Sciences
Centre


 Sage Centre &
Rosedale Hospice
Hospice Calgary

 Ontario
Health

the
alex.
Changing Health. Changing Lives.

 Circle
of Care
Sinai Health System


CANADIAN
RED CROSS

Centre
for Sexuality 

 **CROSSROADS**
Children's Mental
Health Centre

 **YWCA CALGARY**
women-centred.
brighter-future focused.

 **YMCA**
Canada

Société
Alzheimer
Society
CANADA


CANADA

caredove
connecting clients to care

 Services de santé
Royal Ottawa
Health Care Group

 **sagesse.**
Heal. Learn. Grow.

 **Wabano**

 **reconnect**
community health services

 **MEALS ON WHEELS**
ONTARIO

 **CUPS**
resilience for life

 **carya**

 **PARTNERS**
FAMILY SERVICES

LOFT

 Community
Support
Connections

 **CATHOLIC**
Family
SERVICE

JFS 
OTTAWA
JEWISH FAMILY SERVICES

 **CFS**
SASKATOON
GROWING A HEALTHY COMMUNITY

 **BELLWOODS**
INNOVATING INDEPENDENCE

+
over **800** more
jules@caredove.com

 **CHATS**
Community & Home
Assistance to Seniors

 Canadian Mental
Health Association
Ottawa
Mental health for all



CTLINK Partner Agencies

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SIMCOE COMMUNITY
TRANSPORTATION PORTAL





Reach Out and Touch Someone

Presented by Mary Moreau



Overview

- About Us
- Background
- Target Population
- What We Do
- How We Are Different
- Goals and Objectives
- Questions

About Us

Reach Out and Touch Someone is a program delivered by Community Resource Navigators in Partnership with Askenonnia Senior Centre.

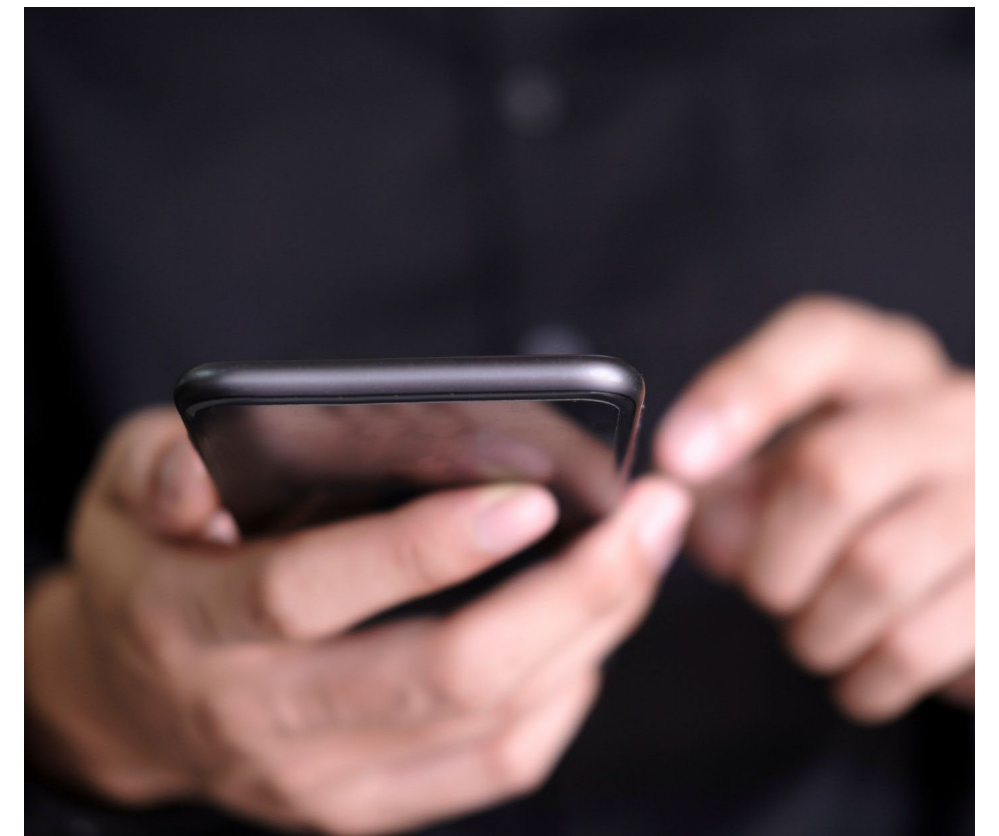
It is funded by the Government of Canada New Horizons for Seniors Program



Background

Reach Out and Touch Someone was implemented during the COVID-19 pandemic to help address social isolation among seniors in the Midland/ Penetanguishene area.

We also wanted to support seniors in navigating their new and evolving needs resulting from the pandemic.



Reach Out and Touch Someone has now become a catch -all
for any number of issues facing seniors.

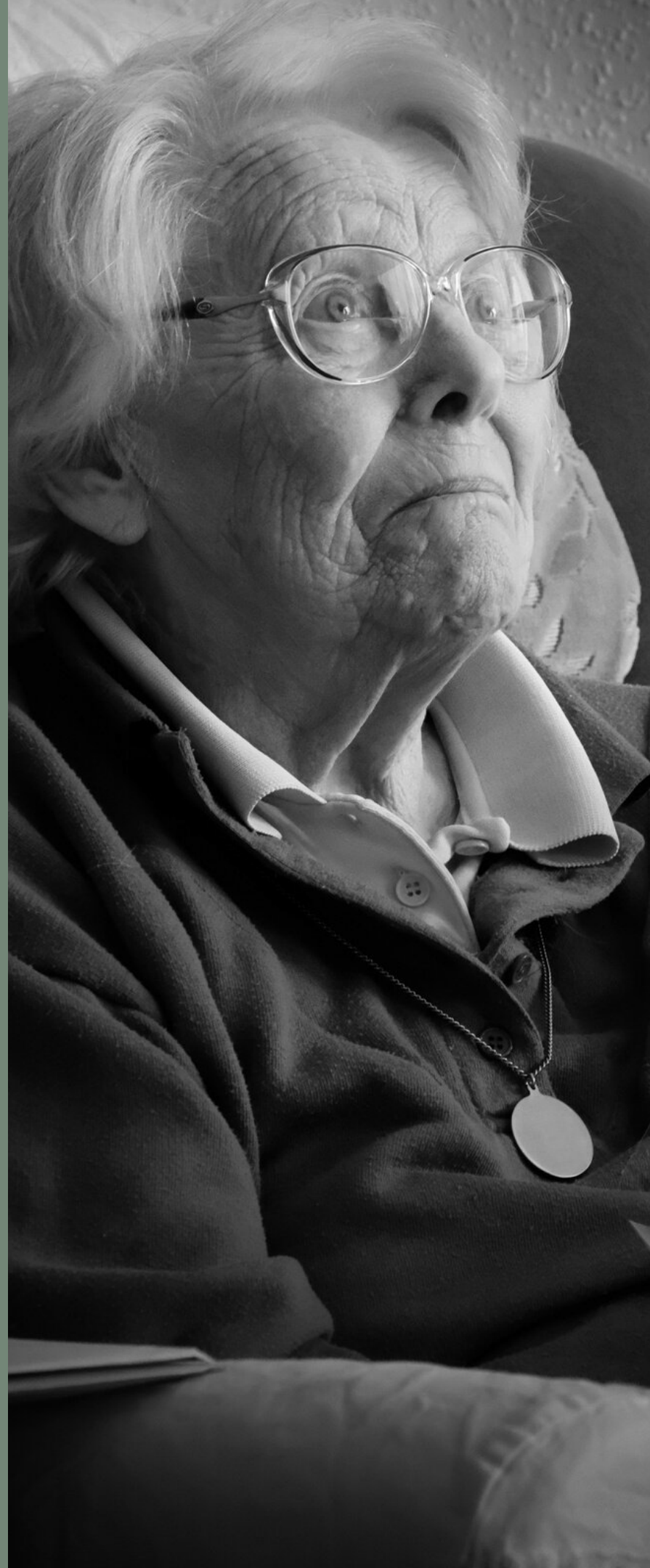
The program has been operating for
approximately three months with an
overwhelming request for service.

To date we have reached over 50 seniors with unique and
challenging scenarios.

Target Population

We are available to assist any senior in need. You do not have to be connected with Askennonia Senior Centre. A direct number for this program is advertised publically and also given by the center if contacted.

We are hoping to connect with vulnerable and marganitized seniors and those facing increased barriers.



What We Do



GENERAL INFORMATION AND NAVIGATING

Existing community programs
and services, retirement/ long-
term care pricing and
availability



SERVICE COORDINATION AND RESOURCE CONNECTION

Transportation, respite care,
home care supports,
housekeeping services



ASSISTANCE WITH APPLICATIONS/ DOCUMENTATION

Legal documents, Medical
Supply Grants, Age-Friendly
Senior Grant, Ontario
Renovates Program, dental,
dentures, eyeglasses, funding,
income supports



ADVOCACY

General advocacy, appeals,
problem-solving

How We Are Different

There are many resources available to support the diverse needs of seniors; however, there are always service gaps. Seniors may be unaware of existing supports due to the method or mode that the information is communicated and the frequent changes in funding, structure and availability of these programs.

Seniors may also have difficulty applying for these programs if they do not have the technical knowledge and capability to follow through with the designated process.

The Reach Out and Touch Someone program will effectively assess and prioritize needs, provide immediate assistance, navigation and connection. We will provide extensive follow-up to ensure the senior is successful and does not fall through the cracks. We provide a flexible service that works with the individual's unique needs.



Goals and Objectives

We will work to promote self-sufficiency, autonomy, quality of life, holistic wellness, and healthy aging.

Through proactive connection to appropriate services, we will decrease the strain on our local health and social systems, particularly emergency and reactive/ responsive services.






REACH OUT AND TOUCH SOMEONE

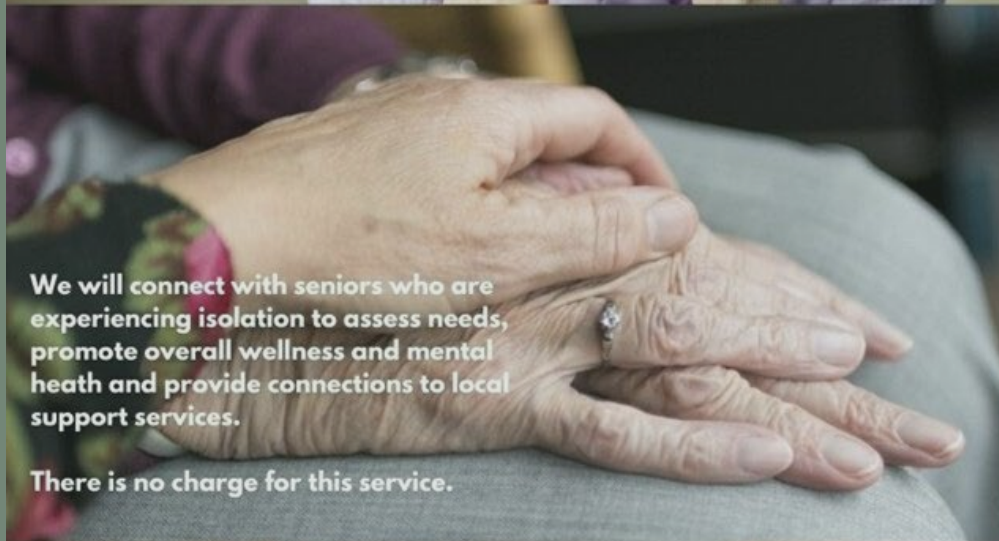
DELIVERED BY COMMUNITY RESOURCE NAVIGATORS

Mary Moreau
705-241-8766

Questions



Do you have a relative, friend or neighbour who would benefit from a referral to Community Resource Navigators?



We will connect with seniors who are experiencing isolation to assess needs, promote overall wellness and mental health and provide connections to local support services.

There is no charge for this service.

