

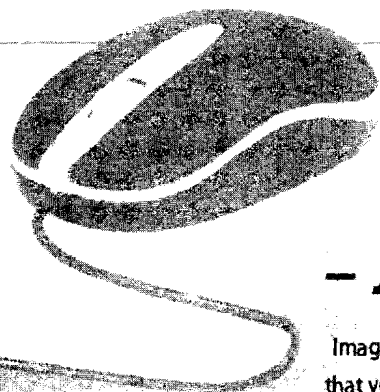
Aging at Home Strategy Update (continued from page 3)

The board also agreed to focus 50% of its first year funds on supportive housing services (defined as essential homemaking, personal support, medication monitoring, wellness programs and 24/7 monitoring).

In January 2008, in response to a call for proposals on supportive housing services, Toronto Central LHIN received 62 submissions from 45 community agencies and health service providers. The proposals totalled more than \$60 million, far more than could be addressed in the current year. Of these 31 underwent detailed analysis.

Ten supportive housing sites in 7 target neighbourhoods will be funded to provide an enriched level of service where there is little or none. A total of 376 seniors with age-related health concerns and challenges will benefit in 2008/09.

The Toronto Central LHIN Aging at Home Strategy Detailed Service Plan is currently being peer reviewed through a joint LHIN/Ministry process. We look forward to announcing later this spring the details of the funding and how it will enable seniors to live safely and with dignity in their own homes.



## Community Care Resources — Just A Click Away

Imagine that you are looking for a

nearby long-term care home for your mother that provides services in Chinese. Imagine that all you need to do is type "long-term care home" in the key word search of an Internet-based tool, specify "Chinese" in the languages spoken, enter your postal code and specify the distance from the facility to your home. And then imagine that all the homes meeting your requirements just pop up on your computer screen, complete with information on how to contact them.

That's the scenario that hundreds of seniors and their family members and caregivers told us that needed to be made a reality in our LHIN. And that's why development of a local health care services inventory was identified as a 2007/08 deliverable in Toronto Central LHIN's Integrated Health Service Plan for 2007-2010.

In February, 2008, the Toronto Central Community Care Access Centre (CCAC) delivered that inventory with the release of a new consumer-friendly web-based information and referral tool, called Community Care Resources. The Toronto Central CCAC developed this comprehensive, user-friendly inventory after many months of collaboration with health service providers and community partners using 2007/08 Urgent Priorities Funding provided by Toronto Central LHIN.

The Internet-based resource is designed to give health care providers, caregivers, health care consumers and families easy access to health

and personal support services in the community. It includes listings of more than 1,100 local health care resources, including community-based health services, personal and social support services provided by government, not-for-profit, the voluntary sector, individual practitioners and businesses.

"The CCACs are mandated by the Ministry of Health and Long-Term Care to link clients to services in the community by providing contact and program information, so it was natural for the CCAC to develop this tool," said Camille Orridge, Executive Director, Toronto Central CCAC. "With Community Care Resources, accurate and timely community-based health care and support services are now just a click away."

Looking for specific community services on the Internet has been cumbersome. Searches can result in too many choices. Web sites often appear more than once and organizations are omitted from searches because search engines cannot find them.

Using the Community Care Resources to search for community-based services eliminates these challenges and is quick and easy. Community Care Resources provides users with the unique ability to target searches by using key words and variables — including where services are provided, languages spoken, distance, hours of operation, wheelchair access, fees and eligibility for service. A mapping feature is included with the tool so users can see where a facility is located.

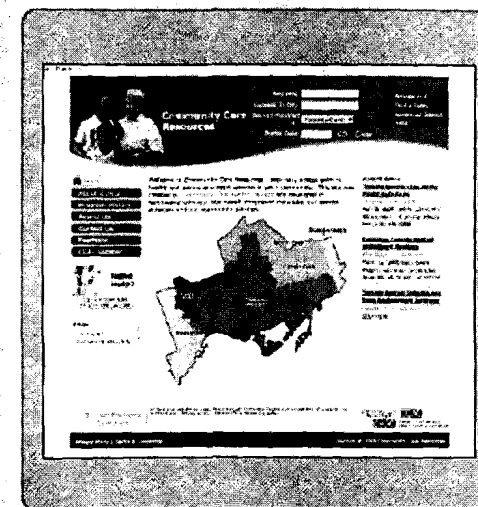
Services for seniors, rehabilitation and the mental health sector are included in the tool's initial release, along with links to forms, including admission forms for long-term care facilities. Later this year, links to child and family services and services for people with chronic diseases will be added to the tool.

Before its release, Community Care Resources was tested by caregivers, service providers, discharge planners, seniors and CCAC staff. This site also includes a web-based feedback form asking users to rate its ease of use.

Service providers are not charged for listings on the tool. They can register and update their program

information and organization themselves on-line, simply by clicking to register new information.

Toronto Central CCAC is encouraging health service providers to use Community Care Resources and share it with their colleagues. To facilitate easy access to the tool, the CCAC has e-mailed an icon button for health care providers to put on their computer's desktop and link to the tool. By using Community Care Resources, health care providers will find it easier to make referrals as they can target their searches and no longer need to depend on the marketing efforts of health service providers for information.



The Toronto Central CCAC plans to officially launch Community Care Resources to the public on April 8 at its Home Health Care Expo at the Toronto Convention Centre.

To see how Community Care Resources works, just go to [www.toronto.communitycareresources.ca](http://www.toronto.communitycareresources.ca).

By Elizabeth Trew, Toronto Central LHIN