

Seniors Crisis Services Initiative: Collaboration Across LHINs and Sectors for Client Centred Care

June 2, 2018

Disclaimer

Outcomes

- Coordinate access for seniors' crisis response and management across the City of Toronto
- Provide a coordinated service delivery model for seniors in crisis in Toronto
- Provide a common basket of services for seniors' crisis across the City of Toronto
- Address geographical gaps of service to create equity of access regardless of where a senior lives in the City of Toronto

Who is the Population of Focus?

- Serves seniors who are:
- aged 65 and older
- Aged 55 and 64 years on a case by case basis
- with suspected or diagnosed mental health issues (including dementia) and/or addictions, chronic health, geriatric issues/presentation



seniors and caregivers
have access to crisis
services through a
single number

Toronto
Seniors
Helpline

4 733
crisis calls

were answered in 2016/2017 including
calls from **1,358** caregivers, referrals
from **14** Toronto hospitals and
8 Toronto Police Services divisions

1 313
seniors

received short-term crisis services
and **827** seniors received long-term
case management services



7 544 visits by mobile crisis teams

Who are the Partners?



Funding support from



Enablers for Success

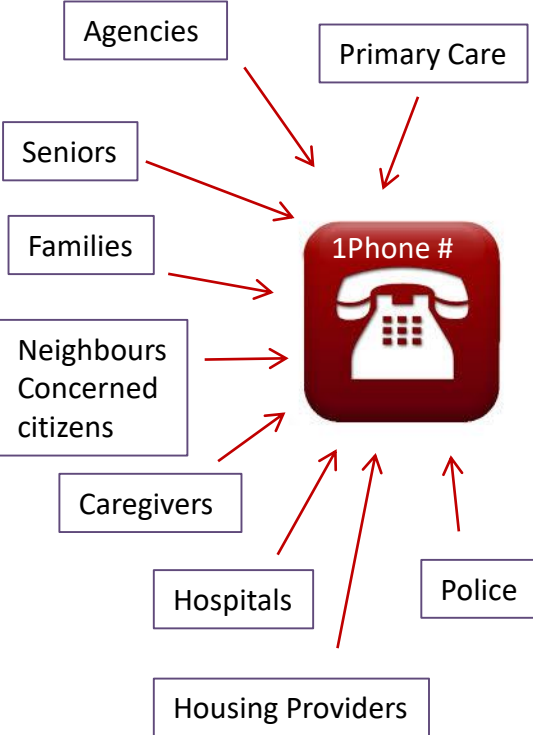
- Commitment of partner organization senior leadership to shared vision and philosophy
- Leveraging partner organizations' strengths and resource sharing
- Clear governance and operational structure
 - Quarterly governance committee meetings
 - Monthly managers meetings
 - Weekly team meetings/consultations
 - Quarterly all staff team meetings

Enablers for Success

- Collaborative will and effort between three Local Health Integration Networks (LHINs) to ensure service partners received resources to ramp up in a timely manner across the City of Toronto

The Model

Toronto
Seniors
Helpline



Live answer,
supportive
counselling,
telephone crisis
intervention

Standardized



Triage

**COSS –
Crisis
Outreach
Service for
Seniors**



Mobile outreach,
short-term crisis
management

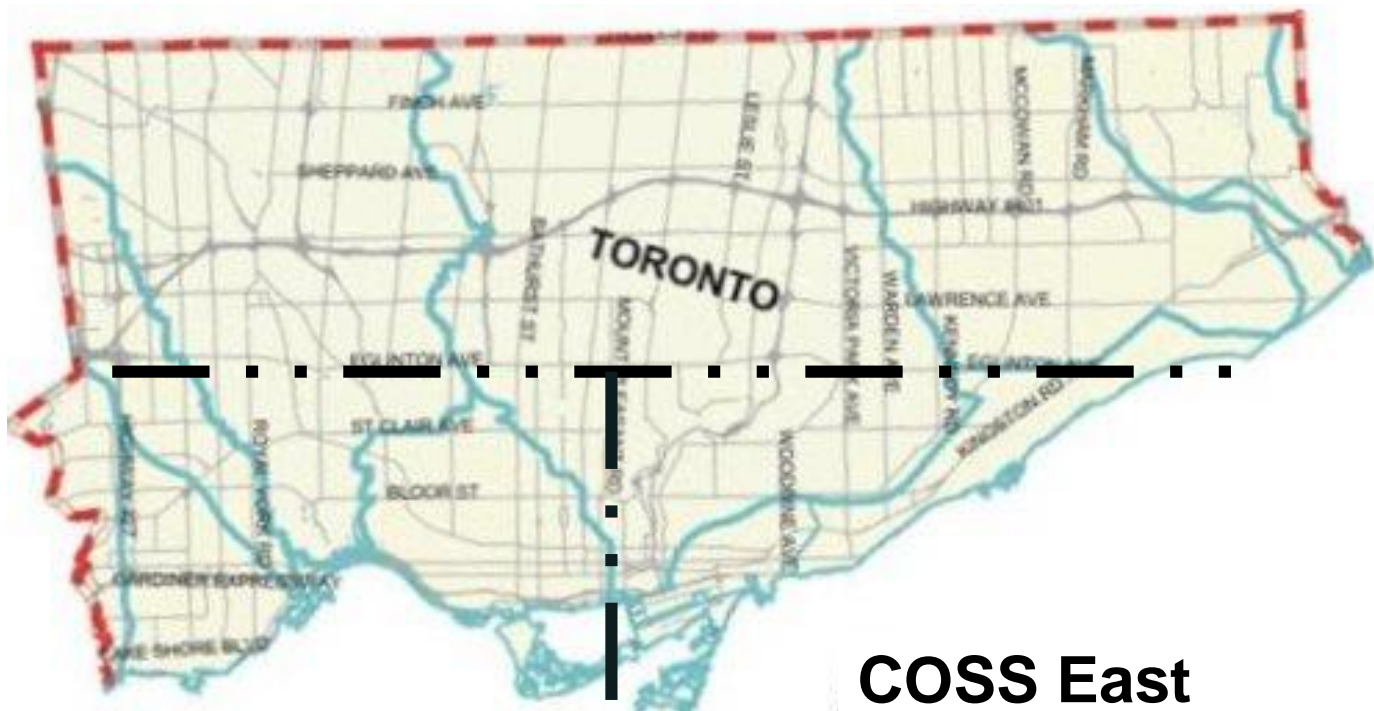


Supports to enable
seniors to live safely
and independently in
the community

How Does Mobile Crisis Outreach for Seniors Work?

One program – three local teams

COSS North



COSS West

COSS East

What Crisis Situations Does COSS Respond to?

- COSS responds to crisis for seniors that ranges across a broad spectrum

Examples:

- Sudden, unplanned, uncoordinated hospital discharge into the community
- Assessing a senior who is having what could be a psychotic episode or substance induced psychosis, struggling with self-care, chronic health concerns, exhibiting responsive behaviour, exhibiting behaviour that is a risk to self or others
- Supporting a senior who is at risk of or being evicted and is unable to understand the consequences
- Repeated usage of emergency departments for non-medical issues

Who Can Make a Referral?

Anyone! Including:

- Individuals
- Friends, family, neighbours, or community members
- Physicians
- Community Health Centre staff
- Hospital ED staff
- Hospital Social Workers and Discharge Planners
- TC LHIN Home & Community Care Coordinators
- Community Service Provider staff, TCHC staff, private landlords
- Police, Toronto Fire, Toronto Paramedic Services

Consent is not required for a referral – the COSS team will visit in-person and request consent at that time

Toronto Seniors Helpline

416-217-2077

7 days/week

Monday - Friday 9 am – 8 pm

Saturday, Sunday, Stat Holidays 10 am – 6 pm

Thank you!

Questions ?