

REGION OF OTTAWA-CARLETON  
RÉGION D'OTTAWA-CARLETON

REPORT  
RAPPORT

Our File/N/Réf.                    03-07-00-0127  
Your File/V/Réf.

DATE                                    28 June 2000

TO/DEST.                            Chair and Members, Community Services Committee

FROM/EXP.                          A/Committee Co-ordinator

SUBJECT/OBJET                    **REQUEST FOR 2001 BUDGET CONSIDERATION OF VIEILLIR  
CHEZ SOI (AGING IN PLACE) PROGRAM**

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Attached is a report requesting consideration of the above-noted item. Councillor M. Meilleur has requested that this item be placed on the agenda for the 6 July 2000 meeting of Community Services Committee.

Mr. Alex Cullen, Executive Director, The Council on Aging, will be at the meeting to make a presentation.

*Approved by*  
*Stephani Roy*

Our File/N/Réf.  
Your File/V/Réf.

DATE 20 June 2000

TO/DEST. Chair and Members, Community Services Committee  
A/Committee Co-ordinator

FROM/EXP. Regional Councillor Madeleine Meilleur

SUBJECT/OBJET **REQUEST FOR 2001 BUDGET CONSIDERATION OF  
*VEILLIR CHEZ SOI* (AGING IN PLACE) PROGRAM**

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I would like to request that the July 6, 2000 Community Services Committee meeting consider the following recommendation regarding the *Veillir chez soi* (Aging in Place) program at 160 Chartlotte St. (an Ottawa-Carleton Housing seniors building). Please find enclosed information about this successful program.

**RECOMMENDATION:**

**THAT the Region of Ottawa-Carleton consider adopting the *Veillir chez soi* (Aging in Place) program at 160 Charlotte St., as part of the 2001 budget deliberations; and**

**THAT staff prepare a report on the *Veillir chez soi* program for the new City Council's consideration as part of the 2001 budget process.**

Madeleine Meilleur  
Regional Councillor, Rideau-Vanier

***Vieillir chez soi  
(Aging in Place)  
FACT SHEET***

**Program Location:** 160 Charlotte St., Ottawa  
(A Ottawa-Carleton Housing seniors building with 216 tenants)

**Program Objective:** To support seniors aging in place (living independently in their own homes), through the provision and facilitation of services in an Ottawa-Carleton Housing seniors= building.

**Program Description:** Provides/facilitates access to services for seniors; acts as  
**(Short)** referral/resource; provides information; supports seniors activities; initiates and co-ordinates activities with/for seniors.

**Program Elements:** On-site Program Co-ordinator (3 days/week), office/drop-in/resource centre in building, program steering committee, activities.

**Program Support:** Council on Aging, Community Care Access Centre, Ottawa-Carleton Housing, Ottawa-Carleton Public Health, Centre de jour Guigues, Le Patro, Magie des lettres, Service d=entraide communautaire, VHA, Sandy Hill Community Resource Centre, Club sociale Charlotte (tenants association)  
(NB: all are represented on the program steering committee)

**Program Costs:** Total annual program cost (per site): \$38, 485

Staffing	\$23,000
Benefits	\$ 3,500
Office Rent	\$ 3,600* (donated by Ottawa-Carleton Housing)
Supplies, activities, etc.	\$ 4,485
Supervision	\$ 3,500* (currently to the Council on Aging)

**Program Budget Submission (2001):** Actual budget submission for 2001: \$31,385  
(Ottawa-Carleton Housing to continue contribution in kind)

**Program Description:** The trend of aging of the population, the concentration of low-  
**(Long)** income seniors in Ottawa-Carleton Housing buildings, and the requirement to be able to live independently in order to maintain residence, has led to the development of both a model (the *Service Co-ordination and Tenant Support Model for Seniors* (1992, Council on Aging, Ottawa-Carleton Regional Housing Authority)) and pilot projects (including *Vieillir chez soi* at 160 Charlotte St.) to support seniors aging in place.

The objectives of the *Vieillir chez soi* program are to help seniors remain independent through providing access to information on services available to seniors in the community, co-ordinating the provision of services to seniors, promoting seniors= active participation in program activities, increasing mutual assistance among seniors, and improving communication amongst seniors.

The *Vieillir chez soi* project is based on the components found in the *Service Co-ordination and Tenant Support Model for Seniors*. These include:

- A. On-site Homemaking Team & Supervisor:
  - 1. Team of workers from VHA assigned to building
  - 2. Office/service space located in building
  - 3. Supervision/co-ordination of services
  - 4. Ability to tailor services to individual needs
  
- B. Tenant Support Worker/Co-ordinator:
  - 1. On site 3 days a week (0.6 FTE)
  - 2. Supports/initiates activities of/with tenant association
  - 3. Liaises with service providers
  - 4. Drop-in/resource centre open 4 days a week (with volunteers)
  
- C. Tenant Association:
  - 1. Participates in program management, activities
  
- D. Home Care Case Manager:
  - 1. Participates in program management
  
- E. Steering Committee:
  - 1. Composed of tenants, service providers, program co-ordinator  
(for list of participants, see *Program Support* section)

F. Evaluation:

1. Regular evaluation to determine if objectives are being met

(Two independent evaluations conducted for the Trillium Foundation indicate that the *Vieillir chez soi* project has successfully met its objectives)

The *Vieillir chez soi* program provides a successful model that helps seniors age in place, thereby reducing the costs of long term care placement (the alternative if seniors cannot live independently in Ottawa-Carleton Housing). The success of the program at 160 Charlotte St. (and previously at 445 Richmond Rd. - another Ottawa-Carleton Housing building) means that it can (and should) be replicated at other public housing seniors locations. Ottawa-Carleton Housing has endorsed the *Vieillir chez soi* program as consistent with its own Strategic Plan to help seniors to age in place.

## ***Vieillir chez soi*** **Program Bibliography**

Aging in Place: Needs and Realities in Ottawa-Carleton

Proceedings of a Seniors Housing Forum co-sponsored by the Housing Registries Office, Planning Department RMOC and the Council on Aging of Ottawa-Carleton  
September 1990

Council on Aging - Ottawa-Carleton

Development of a Service Co-ordination and Tenant Support Model for Seniors  
Ottawa-Carleton Regional Housing Authority and the Council on Aging Ottawa-Carleton

1992

Council on Aging - Ottawa-Carleton

Evaluation of the Aging in Place Pilot Project - Final Report

Flett Consulting Group/Social Data Research Ltd.

1996

Council on Aging - Ottawa-Carleton

*Vieillir chez soi* Project Initial Assessment Report

Rosa Maria Ricart Aguirre (for the Trillium Foundation)

November 1998

Council on Aging - Ottawa-Carleton

*Vieillir chez soi* Project Phase 2 Assessment Report

Rosa Maria Ricart Aguirre (for the Trillium Foundation)

January 2000

Council on Aging - Ottawa-Carleton

(Copies of these reports are available from the Council on Aging - Ottawa-Carleton at 789-3577 x21, fax 789-4406, or by mail to Ste. 299-1, 75 Bruyère St., Ottawa K1N 5C7)

# ***Vieillir chez soi*** **(Aging in Place)** **A Demonstrated Success!**

*Vieillir chez soi* is a demonstration project at an Ottawa-Carleton Housing seniors= building at 160 Charlotte Street. Begun in 1997 and funded by the Trillium Foundation, it houses a project co-ordinator and resource centre in a seniors= building of 216 residents. It is based on the ideas generated by a 1990 Seniors Housing Conference - *Aging in Place: Needs and Realities in Ottawa-Carleton B* that was sponsored by the Housing Registries Office, the Region=s Planning Department, and the Council on Aging. That conference identified 35 challenges to seniors aging in place (in their own homes) and made 57 recommendations, including developing a model to provide support services so that seniors could continue to live independently. That in turn led to the 1992 report *Development of a Service Co-ordination and Tenant Support Model for Seniors* by the Council on Aging and the Ottawa-Carleton Regional Housing Authority, which outlined a model to co-ordinate health and social services to low-income seniors, so that they could Aage in place@ safely. This culminated with the development of a pilot project, first at 445 Richmond Road (another Ottawa-Carleton Housing seniors building) and then at 160 Charlotte Street. Two independent evaluations conducted for the Trillium Foundation have determined that the *Vieillir chez soi* (AAging in Place@) pilot project is an unqualified success. Now, as funding for the pilot project comes to an end, the challenge of converting it into ongoing service begins.

Jacynthe Mayer, the project co-ordinator, says that the key to *Vieillir chez soi*=s success has been the participation of health and social service agencies. AWe have help from the Community Care Access Centre, Public Health, Centre de jour Guigues, Le Patro, Magie des lettres, Ottawa-Carleton Housing, VHA and Service d=entraide communautaire. We provide more than information and referral, we work with the tenants to identify their needs and help solve problems. The seniors really appreciate having someone to turn to for help.@

The Council on Aging is a non-profit, voluntary, bilingual United Way agency dedicated to enhancing the quality of life for all seniors. Its *Fact Book on Aging 1999* indicates that the number of seniors in Ottawa-Carleton (over 82,000 now) will increase from one-in-ten residents to *one-in-five* by the year 2031. Clearly, supporting seniors aging in place will become important in the years ahead.

The Council on Aging will be approaching the new City of Ottawa to convert *Vieillir chez soi* from a pilot project into an ongoing service, with possible expansion in the future to other seniors= buildings, in order to help seniors continue to live independently successfully. For more information please call 789-3577.

# ***Vieillir chez soi***

## **Un succès retentissant!**

*Vieillir chez soi* est un projet-pilote qui se déroule dans un immeuble pour aînés de la Société d'habitation d'Ottawa-Carleton, situé au 160 de la rue Charlotte. Le projet, lancé en 1997 et financé par la Fondation Trillium, regroupe une coordonnatrice de projet et un centre de jour dans un bâtiment où habitent 216 aînés. Il a été mis sur pied à la suite des idées proposées à l'occasion d'une conférence sur le logement des personnes âgées tenue en 1990 - *Aging in Place: Needs and Realities in Ottawa-Carleton* - qui avait été commanditée par le Bureau des registres de logements, le Service de l'urbanisme de la Région et le Conseil sur le vieillissement. Au cours de cette conférence, 35 obstacles à l'autonomie des aînés avaient été cernés et 57 recommandations avaient été présentées, notamment sur l'élaboration d'un modèle visant à procurer des services de soutien pour aider les aînés à maintenir leur autonomie. Puis, en 1992, le CSV et la Commission régionale de logement d'Ottawa-Carleton ont rédigé un rapport intitulé *Développement d'un modèle de coordination des services et de support des résidents aînés*, qui indiquait les grandes lignes d'un modèle visant à coordonner les services sociaux et les services de santé pour aider les personnes âgées à faible revenu à \* vieillir chez elles + en toute sécurité. Ce rapport a mené à la mise sur pied d'un projet-pilote, d'abord situé au 445 du chemin Richmond (un autre bâtiment pour les aînés appartenant à la Société d'habitation), puis au 160 Charlotte. Des évaluations distinctes ont toutes conclu que *Vieillir chez soi* est une véritable réussite. Comme le financement du projet-pilote est maintenant épuisé, des efforts pour transformer le projet en service continu doivent être déployés.

Jacynthe Mayer, coordonnatrice du projet, indique que la clé du succès de *Vieillir chez soi* a été la participation des organismes de services sociaux et de santé. \* Nous avons reçu de l'aide du Centre d'accès aux soins communautaires, du Service de la santé publique, Centre de jour Guigues, Le Patro, Magie des lettres, de la Société d'habitation d'Ottawa-Carleton, VHA et du Service d'entraide communautaire. Nous offrons beaucoup plus que des renseignements et de l'aiguillage, nous aidons les résidents à définir leurs besoins et à régler leurs problèmes. Les aînés sont très reconnaissants d'avoir une personne-ressource à qui demander de l'aide.+

Le Conseil sur le vieillissement est un organisme bilingue sans but lucratif voué à l'amélioration de la qualité de vie de toutes les personnes âgées d'Ottawa-Carleton. Son *Recueil statistique sur le vieillissement 1999* indique que le nombre d'aînés dans Ottawa-Carleton (82 000 maintenant) augmentera d'un sur dix à un sur cinq par l'an 2031. C'est évident qu'appuyer les aînés qui choisissent de vieillir chez eux sera important pour l'avenir.

Le CSV demandera à la nouvelle Ville d'Ottawa de faire de ce projet un service continu et de l'implanter dans d'autres bâtiments. Pour obtenir des renseignements veuillez composer 35 167789



*Motion approved by Ottawa-Carleton Housing Board (June 5, 2000)*

WHEREAS demographic data (1996 census) indicates that Ottawa-Carleton has a significant population of seniors (80,000 aged 65 and over; 33,700 aged 75 and over);

WHEREAS demographic trends indicate that the number of seniors in Ottawa-Carleton is expected to increase significantly over the next 30 years, from one-in-ten residents today to *one-in-five* residents by 2031;

WHEREAS Ottawa-Carleton Housing has supported the development of programs to support seniors aging in place, through the 1990 Forum *Aging in Place: Needs and Realities in Ottawa-Carleton* (sponsored by the Council on Aging), the 1992 report *Development of a Service Co-ordination and Tenant Support Model for Seniors* (co-sponsored by the Council on Aging and Ottawa-Carleton Regional Housing Authority), and the pilot project *Vieillir chez soi (Aging in Place)* at 160 Charlotte St. (a Council on Aging pilot project in an Ottawa-Carleton Housing seniors= building, funded since 1998 through the Trillium Foundation);

WHEREAS two independent evaluations of the *Vieillir chez soi* pilot project have endorsed it as a means of supporting seniors aging in place and living independently;

AND WHEREAS Ottawa-Carleton Housing has identified aging in place as a key strategic issue in its Strategic Plan: A5. **Aging in Place.** *Issue:* Need to develop programs which support independent living for our senior tenants and provide supported housing options for low-income seniors in the Region. @;

THEREFORE BE IT RESOLVED THAT:

Ottawa-Carleton Housing support the Council on Aging=s request to the new City of Ottawa to adopt the *Vieillir chez soi* project as an on-going service, and to investigate expanding it (where possible) to other seniors buildings.

*CARRIED, June 5, 2000*