

Health and Healthy Living
Programs and Resources
available to
Adults and Seniors
in Ottawa Carleton

prepared for
St Mark's Anglican Church

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St Mark the Evangelist

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Finding a Family Doctor

Health Care Connect If you need a family doctor in Ontario, Health Care Connect can help. A program developed by the Ministry of Health and Long-Term Care, Health Care Connect is a publicly-accessible website and phone service that helps people through the process of finding a family doctor or nurse practitioner who is accepting new patients.

<http://healthcareathome.ca/champlain/en/Getting-Care/Getting-a-Family-Doctor>

Primary Care Outreach to Seniors (PCO)

The Primary Care Outreach to Seniors program works in collaboration with health professionals and other agencies to reduce isolation and support high risk seniors (aged 65 and above) living at home. This seamless care model strives to help improve the overall health of these seniors in order to reduce the number of emergency visits and hospital admissions. The program is offered at no cost to the client, and is available in English, French and a variety of other languages with the assistance of a cultural interpreter.

Through a shared care approach, a registered nurse and community health worker are able to visit vulnerable seniors in their homes to provide support with their care and link them to appropriate community resources to assist them with their various needs, enabling seniors to maintain their health and independence.

Referrals are accepted from any source for eligible seniors aged 65 and older who may be isolated and at risk of hospitalization. To inquire about this program, please call 1-844-726-5115.

Referral forms are available from the link below, and can be faxed to 613-739-8196.

<http://www.seochc.on.ca/programs-services/primary-care-outreach-to-frail-seniors-pco/>

Falls Prevention

The Champlain Falls Prevention Strategy aims to reduce the frequency, severity and impact of preventable falls among older adults living in the region. The strategy was developed by the Champlain Falls Prevention Steering Committee, in collaboration with hospitals, primary care, community support services, the Champlain Community Care Access Centre and Public Health Units.

The following resources are intended to help health care practitioners assess the risk of falls, while providing an updated list of falls prevention programs, exercise classes, physiotherapy and community programs related to falls prevention.

Falls Prevention Programs

These are evidence-based programs with a falls prevention focus, including assessments and/or interventions that may be accompanied by physiotherapy services and educational classes on falls prevention.

West End Integrated Falls Prevention Program (WEIFPP)

A multi-disciplinary (Registered nurse, Occupational therapist, Physiotherapist, Rehabilitation assistant) assessment and intervention in-home service aimed at finding the root cause of the falls (risk identification) and assisting the client to make changes to address risks identified.

Eligibility and details are on Champlainhealthline.ca.

Stand Up Falls Prevention Program

An evidence-based program intended to prevent falls and injuries among independent seniors who live in the community and are concerned about falling or about their balance.

Offered as a group program that lasts 12 weeks consisting of: group exercises, exercises at home, education and discussion sessions

Includes both an educational component provided by Public Health and physiotherapy exercises provided by certified staff

Not ideal for seniors who have difficulty exercising while standing up or who have serious health problems

Open to the public for those 65 and over, and is free of charge

Better Strength, Better Balance

Group exercise program for adults aged 65+

Strength and balance exercises led by a certified fitness instructor

Tips on how to prevent falls

No cost to participate

Offered twice a week for 12 weeks.

This is a beginner level class for those wishing to improve strength and balance

The program is offered in winter, spring and fall

To register or for more information, please call Ottawa Public Health at 613-580-6744 (TTY 613-580-9656) or visit

<http://ottawa.ca/en/residents/public-health/healthy-living/better-strength-better-balance-exercise-program>

Exercise Classes <http://www.champlainhealthline.ca/libraryContent.aspx?id=2051>

The exercise classes listed below are open to the public and free of charge for adults 65 years and over. Each class is led by a trained non-physiotherapist instructor for a duration of 30 minutes. Classes may include the following components of fitness:

- Cardiorespiratory exercise
- Range of motion
- Endurance
- Functional fitness training
- Muscle strength
- Balance and flexibility training

Most classes are offered at level 1. Based on the participants' physical capabilities, the exercise class is adapted:

Level 1 – a 30 minute class including accelerated cardiovascular activity, range of motion, strength training, flexibility training. (sitting chair exercise class)

Level 2 - a 30 minute class including accelerated cardiovascular activity, range of motion, strength training with resistance tubing, Isometric strength training with balls, flexibility training and balance training. (sitting chair and standing class)

Level 3 - Retirement Homes' dementia floor—a 30 minute class including deep diaphragmatic breathing exercises, minimum to moderate cardiovascular activity, range of motion, and flexibility training (sitting chair exercises)

The following exercise classes are open to the public. These exercise classes are free of charge to seniors through the Champlain LHIN funding. The provider for the exercise classes is Family Physio for all sites.

NEW Coming soon!

Heart Wise Exercise Programs

The Champlain CCAC is pleased to announce that it has joined with the University of Ottawa Heart Institute's Heart Wise Exercise and Family Physio to provide FREE, LHIN funded, exercise classes for older adults including (but not limited to) those living with Diabetes, Parkinson's and those who have experienced a stroke.

All Heart Wise Exercise Programs:

- Encourage regular, daily aerobic exercise
- Include a warm up cool down, and self-monitoring
- Allow participants to exercise at a safe level and offers options to modify intensity
- Include participants with chronic health conditions - physician approval may be required
- Offer health screening for all participants
- Have a documented emergency plan known to all exercise leaders (CPR, telephone access, AED)

The one hour classes will be adapted to match the physical capabilities of all participants.

Physiotherapy

Eligibility for Champlain CCAC Physiotherapy Services

Champlain Community Care Access Centre (CCAC) physiotherapy services are provided to Ontario residents in their own home including supportive housing and retirement homes. The services are to support housebound clients and those clients who cannot access the required treatment or assessment elsewhere. In-home physiotherapy service is focused on helping a client recover and stabilize their physical functioning as much as possible. Once a client has reached a point where they are stable, the physiotherapist may suggest a different service or combination of services or teach the resident/caregiver a program that will help the client to continue to maintain their independence and achieve

their goals. Residents will be linked to alternate community resources such as Community Health Centres and out-patient clinics, where appropriate.

Publicly-Funded Physiotherapy Clinics

Ontario residents can access physiotherapy in publicly-funded clinics for medically necessary physiotherapy. Services funded under the program include assessment(s), diagnosis and treatment to improve, develop or rehabilitate physical function and/or promote mobility when that has been lost or impaired as a result of a debilitating event or disease, pain, injury or surgical procedure.

To be eligible for publicly-funded physiotherapy, patients must have a valid Ontario health card and a referral from their physician or nurse practitioner and be:

- age 65 or older;
- age 19 or younger;
- any age if discharged from hospital after an overnight stay for a condition requiring physiotherapy;
- a recipient of Ontario Works or the Ontario Disability Support Program (with or without a valid Ontario health care

Specialized Geriatric Services

Geriatric services provide health care specifically related to aging, in particular the frail elderly who have multiple health problems or who have difficulty managing on their own.

<http://www.champlainhealthline.ca/libraryContent.aspx?id=20585>

On this website you will find:

- When to Refer to Geriatrics
- View list of specialized geriatric services
- Regional Geriatric Program of Eastern Ontario (RGPEO) - Falls Prevention page
- Staying Independent Checklist - A self-assessment tool for seniors
- Falls Prevention Algorithm - For health care practitioners

Two Geriatric Assessment Outreach Teams cover the Ottawa region

[http://www.rgpeo.com/en/health-care-practitioners/rgpeo-specialized-geriatric-services/in-the-community-\(out-patient\)/geriatric-assessment-outreach-teams.aspx](http://www.rgpeo.com/en/health-care-practitioners/rgpeo-specialized-geriatric-services/in-the-community-(out-patient)/geriatric-assessment-outreach-teams.aspx)

Areas served by the East and West Outreach Teams are as follows:

East Team Region:
East of Bronson Avenue and the Rideau River in the South end

Tel: 613 562 6362
Fax: 613 562 6373

West Team Region:
West of Bronson Avenue and the Rideau River in the South end

Tel: 613 721 0041
Fax: 613 820 6659

The Geriatric Assessor (nurse, occupational therapist, physiotherapist or social worker) completes an initial multi-dimensional screening assessment incorporating aspects of physical, cognitive and psychosocial status, functional abilities and environmental factors.

The average visit lasts approximately 2 hours. Collaboration with the client (and family/caregivers where applicable) helps to identify needs and determine appropriate action.

Champlain CCAC (community care access centre)

If you feel that you or your family member need health-care support at home, at school or in the community, the Champlain CCAC can open the door to a world of options and opportunities. See more information at

<http://healthcareathome.ca/champlain/en/Getting-Care/getting-started#sthash.Mr0Y0KF1.dpuf>

Call 310-2222 to access Champlain CCAC services.

Care in the Community

Public Health City of Ottawa <http://ottawa.ca/en/residents/public-health>

Popular topics

(Information and programs/services under each topic can be found on their website)

- Fall prevention for older adults
- Restaurant inspections
- Immunization
- Services in Ottawa to help people quit smoking
- Rural well water drop-off schedule
- Parenting in Ottawa
- Clinics, classes and drop-ins
- Access to dental care
- Better Strength, Better Balance! Exercise Program
- Breastfeeding Supports
- Certified food handler training
- Developmental and Nutritional Screening for young children, birth to 6 years of age
- Prenatal classes/programs offered in Ottawa

Living at home is often a high priority for patients and their families. While in many cases this can be accomplished successfully with the right health-care supports in place, people may also find other assistive community services helpful.

<http://healthcareathome.ca/champlain/en/Getting-Care/Getting-Care-in-Community>

These services can contribute to enhanced independence, enjoyment and relaxation as well as much-needed caregiver support.

For example, community services may include:

- Meal delivery and dining programs
- Homemaking and home help
- Transportation services
- Community dining
- Friendly visits
- People are encourage

- See more at: <http://healthcareathome.ca/champlain/en>

City of Ottawa Programs available to those 50+

http://documents.ottawa.ca/sites/documents.ottawa.ca/files/documents/ss2015_adult50plus_en.pdf

Diabetes information and education

Today, there are 11 million Canadians living with diabetes or prediabetes. Every three minutes, another Canadian is diagnosed. Chances are that diabetes affects you or someone you know.

What is diabetes?

Diabetes is a chronic, often debilitating and sometimes fatal disease, in which the body either cannot produce insulin or cannot properly use the insulin it produces. Insulin is a hormone that controls the amount of glucose (sugar) in the blood. Diabetes leads to high blood sugar levels, which can damage organs, blood vessels and nerves. The body needs insulin to use sugar as an energy source.

Canadian Diabetes Association (CDA) <http://www.diabetes.ca/about-diabetes>

COMMUNITY DIABETES EDUCATION PROGRAM OF OTTAWA

Services include:

- Prediabetes and diabetes groups
- Individual consultations with nurse and/or dietitian
- Insulin starts (in partnership with family physicians and specialists)
- Follow-up/Refresher groups and Living with Insulin groups
- Chiropody/Footcare Services
- Grocery store tours by our Registered Dietitians

To access service complete the online self referral form or call 613-233-6655 to register

Vision Loss and CNIB

<http://www.cnib.ca/en/Pages/default.aspx>

Seeing Beyond Vision Loss

Every 12 minutes, someone in Canada begins to lose their eyesight. But did you know that 75 per cent of vision loss can be prevented?

In this section, you'll find valuable tips to help you protect your eyes from injury, prevent vision loss before it starts, or treat vision loss that may have already begun. You'll also find clear information about any eye condition you may have, and expert answers to common questions about vision health and vision loss.

- Eye Conditions
- Eye Care
- Ask the Expert
- Eye Safety
- Living with Vision Loss

Check out the Vision Health area on the CNIB blog!

Practical support for everyday life

Vision loss doesn't have to mean the loss of independence or quality of life. With the right support, people who are blind or partially sighted can do almost anything.

In this section, you'll find dozens of how-to videos that offer practical tips for doing basic tasks – things like identifying money and using a stove – as well as lots of resources and information on leading an independent life after vision loss.

Also in this section:

- Independent Living
- Learning and Leisure
- Safe Travel

Parkinsons Disease

As of January 1, 2016, Parkinson Society Eastern Ontario and five other Parkinson charities in Canada united to become PARKINSON CANADA. We are the same trusted partner you've known for decades and will continue our commitment of placing the needs of people with Parkinson's first while operating as an efficient and effective health charity.

We will continue to serve you and the local Parkinson's community through our Ottawa office, as well as chapters and support groups, all working together as PARKINSON CANADA, a pan-Canadian organization committed to those living with Parkinson's, along with their families, from coast to coast to coast.

Resources available free of charge from Parkinson Canada – please contact us at psoc@toh.on.ca or 613-722-9238. <http://www.parkinsons.ca/en/>

We also invite you to browse our vast resource lending library, Monday to Friday 8:00 a.m. to 4:00 p.m. at our office at 1-200 Colonnade Road South, Ottawa, ON K2E 7M1.

Supports and Services

Parkinson Canada is here to help people living with Parkinson's in Eastern Ontario, along with those who care about them. Our staff can meet with you by phone, in person together or one-on-one to provide information and support.

Contact us today if there's anything we can do. We're here to help.

Arthritis Disease

Your Arthritis Treatment Team

There is no question that the key player in your treatment team is you. You have what may be the most demanding role in your care. You have to learn how to pay close attention to the signals your body is sending and learn everything you can about your disease – what it is, how it can affect you, what role medications and other treatments play; how proper nutrition and exercise can help, and how to balance activities to help reduce fatigue.

Having arthritis isn't easy, but learning as much as you can about your particular type of

arthritis and actively working with your arthritis treatment team are two very effective ways of regaining control over your life. Remember that you're not alone: take advantage of the help, advice, expertise and experience of the members of your treatment team.

<https://arthritis.ca/manage-arthritis/living-well-with-arthritis/your-arthritis-treatment-team>

Office Phone: 613-723-1083 ext 1584 Toll Free Phone 1-800-321-1433 ext 1584

Fax: 613-723-1172

E-Mail info@arthritis.ca

Website: www.arthritis.ca

Billings Bridge Plaza
2269 Riverside Dr, Unit 20
Ottawa, K1H 8K2

Alzheimer's disease

The Alzheimer Society of Ottawa and Renfrew County is the first link to support, education and resources for people living with dementia and their families by providing opportunities to:

- LEARN more about the disease and living well.
- CONNECT with others in similar situations.
- ENGAGE through meaningful activities.

Our program staff are here to support you. If you are unsure about which program would help, have a question or need support, they are just a call away.

To contact the Alzheimer Society: 613-523-4004 (Ottawa) or 1-888-411-2067 (Renfrew County) or info@asorc.org

For more information: www.alzheimer.ca/ottawa

Palliative Hospice Care

Champlain Hospice Palliative Care Program

<http://www.champlainpalliative.ca/en/>

The Regional Hospice Palliative Care Program integrates and coordinates the delivery of end of life care services and is funded by the Champlain Local Health Integrated Network (LHIN). Our goal is to collaborate with health service providers to improve the quality of life for individuals and their loved ones experiencing a life limiting disease.

Contact:

69 Primrose Avenue, Annex C,
St-Vincent Hospital
Ottawa K1R 6M1

Phone: 613-683-3779

Fax: 613-683-3778

<http://www.champlainpalliative.ca/en/hospice-palliative-care-in-champlain/who-provides-palliative-care-in-champlain/city-of-ottawa>

Community Palliative Medicine Associates (CPMA)

CPMA is a group of family physicians and general practitioners with a focused practice in adult palliative medicine outside the hospital setting. The group provides consultations, ongoing symptom management and end of life care for those with progressive life threatening illness. The group welcomes various forms of shared care with family physicians when appropriate.

Services are available 24hours / day 7 days a week.

HOW:

patients are seen on referral by family physicians or specialists

WHERE:

All our work is with patients and families in their homes, other residential settings, or residential hospice (ie May Court).

We generally see people in the following postal code areas: K1Y, K1Z, K2A, K2B, K2C west of Merivale, K2E south of Colonnade, K2G, K2H, K2J, K2K, K2L, K2M, K2R, K2S, K2T, K2V, K2W, K0A, K4M

WHO we are:

Dr. Susan Gick, Dr. Virginia Hurdon, Dr. Lis Cross, Dr. Paul Hacker, Dr. Kamla Swami, Dr. Priscilla Bright

To reach us:

General Inquiry Line: 613-801-0035

Admin Assistant - ext 200

Hospice Care Ottawa

Day Hospice If an individual is still able to get out of the home and can transfer with minimal assistance, our Day Hospice program can provide a day away for him/her and a break for the caregiver.

For information or referrals to our Day Hospice program call 613-591-6002 ext. 23

In-Home Support If the individual is still living at home but not up to going out for 5 hours, hospice provides comfort and practical support through visiting volunteers

Hospice Residential Care If the individual is within the last few weeks/month of life and requires 24 hour care you may wish to consider residential hospice. Patients admitted will have a PPS of 30% or less and are clients of CCAC. Referrals are sent from a health care provider to our regional central triage system hosted at Bruyère.

For information about our Residential Hospice call 613-260-2906 ext. 229

<http://lnk02.com/v/49/053280a374fb33b14b92789638508da52f0ef3320a0668ae>