



Aging at Home Bulletin

Hamilton Niagara Haldimand Brant Local Health Integration Network

(also serving the communities of Burlington and Norfolk)

Special Edition on Funding for Year One Initiatives
July 2008

Let's Celebrate

More resources are flowing to programs and services that assist seniors to live healthy and independent lives at home. The Hamilton Niagara Haldimand Brant Local Health Integration Network (HNHB LHIN) has recently allocated more than seven million dollars to initiatives designed to support people at home in their local communities as they get older. This seven million dollars is part of \$60 million that will flow to our LHIN communities over the next three years, as part of the Aging at Home strategy of the Ministry of Health and Long-Term Care.

This three year strategy will undoubtedly have a positive impact for seniors in our communities as well as their caregivers. The projects rolling out in year one are only the beginning; and a very exciting beginning.



We will continue to work with seniors, seniors-to-be, and providers, as well as community organizations and service groups to ensure that projects in years two and three build on the momentum that has been created over the past several months.

This bulletin summarizes the 32 initiatives funded by our Board of local community members for 2008-2009 as part of the Aging at Home strategy.

Please join us in celebrating the exciting work being done in our LHIN to assist seniors to live healthy and independent lives at home.

*Juanita G. Gledhill,
Chair of the Board of Directors
Hamilton Niagara Haldimand Brant
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The Process

Year One

Minister George Smitherman, from the Ministry of Health and Long-Term Care, announced the Aging at Home strategy in August 2007. The local implementation process in the HNHB LHIN was guided by the outcomes of a Roundtable held in September.



More than 125 proposals were submitted to the LHIN in response to a call for Aging at Home strategies in November, 2007. Subsequently, 45 organizations were invited by the LHIN in

January 2008 to submit a service plan. In February 2008, 32 were approved in principle for funding, pending a review of legislative, policy, and regulatory requirements for implementation. All service plans that were approved will be funded in 2008-2009.

For the most part, Year 1 funding was directed towards long standing wait lists for services, especially caregiver support, strengthening supports for persons discharged from hospital to community, and keeping seniors socially connected to people and community.

Years Two and Three

Looking ahead, planning is underway to assess how coordinated transportation, supports in the home, access to information, and safety and security measures - for example, falls prevention - can together offer people choices for healthy, safe, and independent living as they get older.



Future Aging at Home proposals will be assessed not only for their fit with healthy aging requirements but as well for their intent to employ underemployed persons in their communities, create volunteer opportunities for newcomers and young people, and engage partners for health improvement.

“Supporting independence in the community is in everyone’s interest, as it allows older people to continue living where the vast majority of us want to be – in our homes and neighborhoods.”

from the report “Developing a system of non medical home support for British Columbians: A Background Paper” prepared by the BC Ministry of Labour and Citizen’s Services, 2008



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A Look at our Population: Older and Wiser

Our population is aging. At present, 15.8% of HNHB LHIN's population is age 65 or over (208,035 people). By 2016, seniors will comprise 17.5% of the population (263,005 people). By 2032, one in every four people or 25% will be over 65 (404,574 people).

The senior population is racially, culturally, and linguistically diverse. Many were



born outside Canada and hold values and beliefs different than people born in Canada. English is not the first language for many (21%), and for some within this group, English is not their

second language either. Today, 28% of seniors live alone, and many face social isolation and shrinking social networks. A significant number of seniors (10%) in the HNHB LHIN live in poverty.

The following table shows the population of seniors in each area of our LHIN.

Area	Population
Hamilton	75,400
Niagara	74,185
Burlington	25,355
Brant	18,205
Norfolk	8,880
Haldimand	6,090
LHIN-wide	208,035

Source: Statistics Canada 2006 Census

Healthy Aging and Independent Living: What Matters?

It takes a village to raise a child and it takes a community to support healthy aging and independent living.

Health care is an important component to healthy aging, yet wellness is also a function of being connected to people and community, having a place to live, and access to the right information about services and other supports when one needs them.

The Aging at Home strategy encourages us to imagine person-centred communities built and organized to support health, choice, and independence.



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Funded Initiatives

An Overview of the Initiatives funded for 2008-09

Initiative	One Time*	Program**	Total
Right Care, Right Place	\$	\$	\$
Expansion of Friendly Calling from Dundas Community Services	18,000	75,961	93,961
Expanded Homemaking Services from the Community Support Services of Niagara	24,000	126,336	150,336
A Manager of Volunteers at the Glanbrook Home Support Program	7,281	52,806	60,087
Extended Hours and Days for the Adult Day Program in Port Colborne		102,336	102,336
A New Day Program for People with Dementia at Meadowlands	48,732	148,977	197,709
More Days of Service for Three Adult Day Programs through Haldimand-Norfolk Community Senior Support Services	14,700	66,611	81,311
One More Day of the Adult Day Program at Kiwanis Boys' and Girls' Club	3,000	34,372	37,372
Staff to Help Seniors with Complex Needs Participate in Day Programming at Shalom Village	13,200	78,630	91,830
A New Day Program for People with Early Stage Dementia through John Noble	4,430	15,319	19,749
Day Program Expanded to Include the Weekend at Macassa Lodge		86,389	86,389
Home to Stay Program through the HNHB Community Care Access Centre (CCAC)	9,300	601,392	610,692
Mental Health Support from Young to Old	2,500	102,439	57,165
A Centre for Specialized Community Supports called the Haldimand Abilities Centre	115,000	378,346	493,346
An Advance Practice Nurse for the Regional Municipality of Niagara		86,831	86,381
A Transitional Care Team for Frail Seniors through the HNHB CCAC	2,225	471,108	473,333
Expanded Aphasia Services across the LHIN	20,000	391,633	411,633
Reassessment for Seniors with Mobility and Seating Aids	51,790	142,390	194,180
Increased Services for Reserve Aboriginals	18,483	86,325	104,808
Total	\$352,641	\$3,048,201	\$3,352,618

* One Time funding refers to minor capital and start up expenses. **Program funding refers to operational dollars, including program expansion and enhancements, and pilots.



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Funded Initiatives

An Overview of the Initiatives funded for 2008-09

Initiative	One Time*	Program**	Total
Access	\$	\$	\$
Hearing Care Counselling at Canadian Hearing Society	50,960	320,687	371,647
LHIN-wide First Link for People with Dementia through the Alzheimer Society	22,400	416,887	439,287
Assistance with Diogenes Syndrome through Catholic Family Services		115,187	115,187
Gatekeepers Expanded to LHIN-wide	12,298	24,167	36,465
Total	\$85,658	\$876,928	\$962,586
Transportation			
Drivers and Two Vans for Port Colborne and Fort Erie	100,000	82,875	182,875
A Van for Aboriginal Seniors through De dwa da dehs nye's Aboriginal Health Centre	59,574	42,141	101,715
Total	\$159,574	\$125,016	\$284,590
Eight Vans and Support Funding across the LHIN	<i>provided directly by the MOHLTC</i>		
Basic Needs			
Increased Services for Seniors in Supportive Housing Units through Catholic Family Services of Hamilton	4,000	504,966	508,966
A Variety of Housing Supports for Urban Aboriginal Seniors through Urban Native Homes	101,000	175,200	276,200
Total	\$105,000	\$680,166	\$785,166
Caregiver Support			
The Powerhouse Project for Young Carers	39,500	272,761	312,261
Expansion of Overnight Weekend Program at John Noble	8,470	33,135	41,605
Overnight Respite Care through VON Hamilton	2,356	266,482	268,838
Three New Respite Beds for People with Disabilities in Brant	100,000	288,990	388,990
Enhanced Respite Companion Program through the Region of Niagara		199,810	199,810
Total	\$150,326	\$1,061,178	\$1,211,504
Wellness			
Life Enrichment Program through the Canadian Red Cross	5,600	48,936	54,536
Total	\$5,600	\$48,936	\$54,536

* One Time funding refers to minor capital and start up expenses. ** Program funding refers to operational dollars, including program expansion and enhancements, and pilots.



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Right Care, Right Place

Assist Persons to Live Independently in the Community

Timely access to support and care, and confidence in that support and care is critical if people are going to be able to stay at home in their chosen communities. This means that programs and services need to be organized to serve “lower care” clients – those for whom staying healthy is a priority for coping with the aging process. The following initiatives work to provide the right care at the right time and place to assist people to live independently in the community.



Expansion of Friendly Calling from Dundas Community Services \$93,961

Through this expansion, isolated seniors will receive friendly calls from people with developmental disabilities. This unique pairing will increase the safety and socialization of seniors, as well as provide meaningful activity for Community Living clients.



Expanded Homemaking Services from the Community Support Services of Niagara \$150,336

Seniors and their caregivers will get assistance with routine household duties with this expansion of services in Niagara. A small subsidy will be offered to low-income seniors to offset the user fees.

A Manager of Volunteers at the Glanbrook Home Support Program \$60,087

The new manager of volunteers will recruit, screen, train, and supervise people who can offer services such as home maintenance, house cleaning, and hand and foot care to seniors in Glanbrook. The volunteers will enhance the range of services offered and increase the number of clients served.



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Right Care, Right Place

Assist Persons to Live Independently in the Community

Extended Hours and Days for the Adult Day Program in Port Colborne \$102,336

Port Colborne seniors with high needs will have more access to day programming. The adult day program will expand both their weekday hours and add Saturday to their schedule. This increase in hours will support the needs of working caregivers in Port Colborne.

A New Day Program for People with Dementia at Meadowlands \$197,709

Seniors with dementia on Hamilton's West Mountain will have access to a new adult day program, five days a week, at Meadowlands.



More Days of Service for 3 Adult Day Programs through Haldimand-Norfolk Community Senior Support Services \$81,311

Frail seniors and seniors with dementia will have expanded access to adult day programs. Three existing programs will be expanded each by one day of service in Caledonia, Dunnville, and Simcoe. Also a new caregiver initiative and case finding for early intervention will be implemented.

One More Day of the Adult Day Program at Kiwanis Boys' and Girls' Club \$37,372

Seniors in Hamilton's East End will have one more day of programming, expanding from four days to five.

"This funding will increase our capacity to help adults living in the community discover, build, and reaffirm their skills and independence."

Staff to Help Seniors with Complex Needs Participate in Day Programming at Shalom Village \$91,830

Seniors with complex needs will have increased staff support to participate in the adult day program in Hamilton. Also, the increase in staff will enable the program to expand from four to five days.

A New Day Program for People with Early Stage Dementia through John Noble \$19,749

Brant seniors with early stage dementia will have access to a day program, two days a week, at John Noble Home.

"My wife loves her day program - and it gives me a much needed break."

Day Program Expanded to Include the Weekend at Macassa Lodge \$86,389

Seniors with dementia will have weekend access to an adult day program at Macassa Lodge, on the Hamilton Mountain.



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Right Care, Right Place

Assist Persons to Live Independently in the Community

Home to Stay Program through the HNHB CCAC \$610,692

Across the LHIN, seniors will have up to one month of coordinated community and professional services to help them avoid hospitalization.

Seniors who are unable to remain at home without additional support and seniors who could be discharged from hospital, if an appropriate level of care was available, will be eligible. The program provides a single point of entry and common assessment process. For residents in Burlington, a wheelchair accessible van will be available to drive seniors home from hospital and to follow up medical tests and appointments.



Mental Health Support from Young to Old \$57,165

In Hamilton, seniors with mental health issues who need help with daily activities such as laundry, shopping, and housekeeping will get assistance from younger people who also have mental health issues. The project will train people who are receiving intensive case management services to provide support to adults over the age of 55 who are also receiving intensive case management services.

"We believe that the idea of peers supporting each other will enrich the lives of both the younger provider and the older recipient."

Four intensive mental health case management organizations have come together to develop this pilot.

A Centre for Specialized Community Supports called the Haldimand Abilities Centre \$493,346

Seniors, and people with dementia, acquired brain injury, and/or disabilities will have access to the newly developed Haldimand Abilities Centre. This Centre will provide programs and a flexible informed network of support across multiple sectors. As part of the project, clients will have access to transportation (through a new van) that can bring them to the programs and services that best meet their needs. Staff will receive cross-sector training that will enhance the communities' capacity to support its aging population.

"This will make best use of scarce resources in Haldimand County and will provide leadership in planning for community health support in this area."

The project is an innovative partnership between the Alzheimer's Society, the CNIB, Brain Injury Services, and the Haldimand Community Support Centre.



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Right Care, Right Place

Assist Persons to Live Independently in the Community

An Advance Practice Nurse for the Regional Municipality of Niagara \$86,381

The advance practice nurse will work with two other nurses in 31 long-term care homes in Niagara to help prevent emergency department and inpatient admissions. The three will also work to speed up people's return to the long-term care home after being in the hospital for acute care. The addition of this nurse will extend the regular services offered by the advance practice nurses to include the evenings and weekends.

A Transitional Care Team for Frail Seniors through the HNHB CCAC \$473,333

Across the LHIN, frail seniors will receive help moving from hospital to home from a transitional care team. This team will include case managers, nurses, geriatricians and administrative support, as well as additional support from physiotherapists, occupational therapists, and other community support services, as needed.



Expanded Aphasia Services across the LHIN \$411,633

After discharge from the hospital, seniors with language difficulties, usually due to a stroke or acquired brain injury, will have access to community based services to help them reacquire speech or learn strategies to adjust. Caregivers of people with aphasia will also receive support to help them adjust their expectations and reduce their frustrations. Four organizations have collaborated to develop this program.

Reassessment for Seniors with Mobility and Seating Aids \$194,180

Hamilton seniors who participate in adult day programs who also have equipment to aid them with sitting down or moving around will be regularly re-assessed to ensure the best fit and function of the device. This assessment will help reduce the number of seniors who without knowing the reason, experience problems that arise when the device fits poorly



Increased Services for Reserve Aboriginals \$104,808

Elders at Six Nations will receive increased services including better access to physiotherapy, social service support in abusive situations, and a paid driver to provide more access to transportation to the adult day centre.

"The additional staff will also help address issues of social deprivation, residential school issues, elder abuse, and will facilitate an elder abuse roundtable."



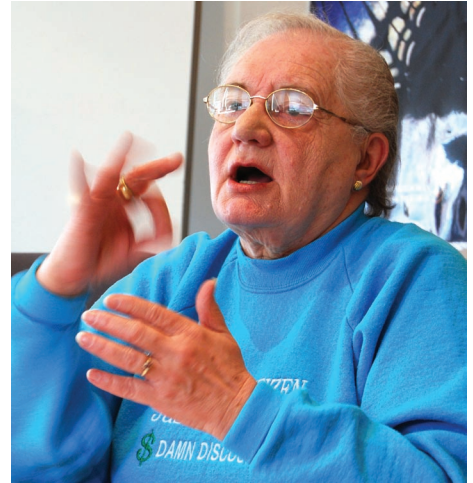
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Access

Ensure People have Access to their Communities

It is not an easy task figuring out what supports are available for independent living. It's hard to know what exists and where. It is not easy to know who to call and what questions to ask to figure out the right supports. Transportation to get to services and social and recreational opportunities may or may not be available. The following initiatives work to ensure people have access to their communities.



"I have a lot of information. But I need someone to help me figure out what is best for me."

Hearing Care Counselling at the Canadian Hearing Society \$371,647

People who are culturally deaf, orally deaf, hard of hearing, and deafened will have expanded hearing care counselling LHIN-wide. This counselling will facilitate seniors' access to the full range of community resources and services, and will encourage constructive social networks.

Assistance with Diogenes Syndrome through Catholic Family Services \$115,187

Hamilton seniors who live in or are at-risk of severe self-neglect known as Diogenes Syndrome (hoarding) will have access to a team of case managers. The team plans with the client and the community to improve the health status and living conditions of the senior. The funding provides two additional case coordinators.

"The quality of life of seniors with Diogenes has improved significantly due to interventions of the team over the last two years."

LHIN-wide First Link for People with Dementia through the Alzheimer Society \$439,287

Everyone affected by Alzheimer's, or a related dementia, will have access to coordinators and counsellors who will link people with dementia to programs through the Alzheimer's Society. Emphasis is placed on screening for early recognition and referral.

Gatekeepers Expanded to LHIN-wide \$36,465

This innovative outreach approach trains people who regularly come in contact with older adults (for example, bank tellers, postal workers, and retail staff) to recognize possible signs of risk, and to connect adults with a network of community based service providers. The funding provides a dedicated coordinator to recruit and train people across the LHIN.

Transportation

Help People get Around their Communities

Transportation is one of the top three health system challenges for residents of our LHIN in both urban and rural communities. Solutions to these challenges will require a shared approach. No single agency or community service group can meet the transportation needs that an aging population requires. As a result, programs throughout the HNHB LHIN have received funding to support transportation initiatives.



Drivers and Two Accessible Vans for Port Colborne and Fort Erie **\$182,875**

Seniors in Fort Erie and Port Colborne will have access to drivers and two accessible vans to provide transportation to medical appointments, shopping, social and recreational activities, community health centres, and for compassionate rides (for example to visit a spouse in the hospital).

A Van for Aboriginal Seniors through De dwa da dehs nye's Aboriginal Health Centre **\$101,715**

Urban and rural Aboriginal seniors living off-reserve in Brant County will have access to a van as part of their transportation service. The van will increase their access to culturally appropriate health programs and services.

Eight Vans and Support Funding across the LHIN **Eight Vans + \$200,000**

The Ontario government has bought 100 new Dodge Caravans to provide Ontario seniors with health-related transportation services.

The HNHB LHIN is receiving eight vans.

The Canadian Red Cross Society will manage seven of the vans to provide services in Hamilton (one), Niagara (four), Brantford (one), Burlington (one) and will receive \$175,000 in funding to help support the costs associated with operating the vans. The Community Support Services of Niagara will receive the eighth van and \$25,000 in funding.

"My father needed dialysis treatment three times a week. No transportation was provided by the hospital, so we had to drive him. It became too much for my brother and I, so he was admitted to a nursing home. Immediately the government provided a taxi from the nursing home to the hospital and back. If they had just given us that support while he lived at home, we could have managed."



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Basic Needs

Ensure everyone has food, shelter, and safety

Access to food, housing, safety and security, and the financial means to sustain these requirements, is a fundamental right for all members of society. Loss of sustainable housing, inadequate nutrition, and unsafe environments are risks for poor physical and emotional health, and minimize options for healthy living and independent living.



Increased Services for Seniors in Existing Supportive Housing Units through Catholic Family Services of Hamilton \$508,966

670 seniors will receive an increased basket of services that include case management, personal support, and home-making. These seniors either live in supportive housing units or live in the immediate area and are not eligible for these services under CCAC guidelines.

"In Alberta, they cut your grass, shovel your snow, and have your groceries delivered and put away. I'd love to see something like that here."

"If you are king of the castle, and your castle begins to crumble, where does that leave you?"

A Variety of Housing Supports for Urban Aboriginal Seniors through Urban Native Homes \$276,200

Urban Aboriginal seniors will have better access to housing at Koo gaa da win Manitou (Sheltering the Spirit). This initiative works on several levels. Homeless seniors will get increased support as they transition to supportive housing. A six passenger wheelchair van and driver will help seniors get to medical and related appointments, enabling them to continue to live independently in the community. Modified supports and new appliances will improve accessibility and daily living. A security monitoring system will increase safety and security.



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Caregiver Support

Provide Support to Caregivers

It is estimated that 80% of all care is provided by informal care providers, mostly family members. Informal caregivers – often spouses or children – play a key role in helping older people to remain in their homes and communities. Informal caregivers help with daily activities, monitor and assess needs, provide emotional support, and seek out information and services. The following initiatives work to provide support to caregivers.

Source: *Supporting Independence: Aging Well in British Columbia*, pages 54-55.

The Powerhouse Project for Young Carers \$312,261

Young carers (people under the age of 19 who provide care for a relative who needs assistance with daily living activities) will have access to two multi-function hubs called 'powerhouses.' The powerhouses, to be located in Port Colborne and Hagersville, will provide a variety of services designed to promote the well-being of these young carers through their drop-in programs and their resource services.

"The Powerhouse Project will empower young carers to reclaim some of their lost childhood."



Expansion of the Overnight Weekend Program at John Noble \$41,605

Adults with Alzheimer's and dementia will have access to an overnight stay program every weekend. This is an expansion from the existing bi-weekly program available at John Noble in Brant.

"Respite care provides the opportunity to reduce caregiver's stress levels by providing them time to do whatever they wish. This helps reduce burnout."

Overnight Respite Care through VON Hamilton

\$268,838

People living with late stage Alzheimer's and other dementias will have access to more overnight respite care in Hamilton. Four beds will be expanded from one to seven nights per week.

Three New Respite Beds for People with Disabilities

\$388,990

Aging individuals with a physical and/or cognitive disability who are living at home or persons with a physical and/or cognitive disability who are living with an aging caregiver will have access to three new respite beds to accommodate overnight care. Two beds will be at Participation House in Brantford and one at Community Living Brant.

Enhanced Respite Companion Program through the Region of Niagara \$199,810

People with dementia and related disorders will have continued and enhanced access to in-home companionship and meaningful activity, while their caregivers have respite.



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Wellness

The number one priority for people as they get older is “staying well” and keeping minds and bodies active. Supervised accessible and appropriate active living programs have considerable psychological and physical benefits for seniors of all ages and abilities.

Source: *Aging and Seniors. Public Health agency of Canada*, Chapter 4, Page 3.3

Life Enrichment Program through the Canadian Red Cross \$54,536

Reclusive low income seniors within a senior's complex in St. Catharine's and seniors in eight nearby apartment buildings (527 units) will have access to social, recreational, and well-being programming.

“Reduce costs by helping me stay healthy.”



Measuring Success

The first step towards achieving success is to know what success looks like. For all those involved with the Aging at Home Strategy (AAH) it is important to know that the service provided will succeed at helping seniors stay in their own homes. To this end, our LHIN has worked with those health care providers that received funding under the AAH Strategy to develop specific goals, objectives and ways to measure whether success has been achieved.

The measures chosen focus not only on the number of clients receiving services or the number of services provided, but more importantly on how the service is impacting on the quality of life and health status of the senior.

Being able to measure our success allows us to recognize when a plan or service needs refinements. This type of ‘performance and evaluation’ process will contribute to the collective goal of making a quality local health care system that is responsive to the needs of its citizens, sustainable, and the best it can be.



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Innovation

Thinking outside the box

Twenty percent of the AAH allocation over three years will be directed to innovative activities that promote healthy aging and independent living. That means \$12 million or more will be directed toward innovative projects and programs.

Innovation refers to the introduction of services, programs, service providers, or methods of service delivery that are new, unusual, or in other ways different from those previously used. (Aging at Home Working Group. November 2007).

Examples of innovation might include modification of an existing program for example a) offering a meal in a restaurant rather than a senior centre, or a wellness day program rather than a day program for persons less well; and b) piloting a new program or changing service delivery as in a mobile day program.

Innovation might also apply to changes in policies and procedures and methods of service delivery including eligibility criteria, new partnerships for program expansion, engaging learners, and promoting self management strategies.



Innovative ideas may have been tried on an informal basis, but not formally funded; they can be borrowed from a sector other than health; and, an idea may yet be proven but merits piloting for evaluation. Intuitively, innovation may provoke “that’s a good idea” from consumers, providers, and funders!

When looking at an innovative initiative, the LHIN looks for certain desirable criteria. Does the idea demonstrate collaboration? Does it make effective use of volunteers? Does it employ people who were previously unemployed or underemployed? Does it improve working conditions or increase interest for existing staff? Does it improve

equitable access to care (for example, does it address known barriers, including geographic, economic, cultural diversity?). Has the idea demonstrated effectiveness in an evaluated pilot test or in another jurisdiction, including another LHIN? Can it be expanded to other sites, and will others be able to learn from it?

Innovation will help ensure diversity among the providers and services available to seniors in our LHIN.



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About the Aging at Home Bulletin

The Ministry of Health and Long-Term Care (MOHLTC) launched the Aging at Home strategy in August 2007 to support seniors' independent living and aging at home. As part of that strategy, the MOHLTC is investing more than \$60 million in the Hamilton Niagara Haldimand Brant Local Health Integration Network (HNHB LHIN) over the next three years.

This bulletin aims to keep the community informed about what is happening in the HNHB LHIN regarding the Aging at Home (AAH) strategy. The bulletin is sent to any organization, group, or individual interested in supporting seniors' independent living. If you are, or you know of, an organization or group that would like to be included on our mailing list, please email kathy.gilchrist@lhins.on.ca. Bulletins are available on the HNHB LHIN website at: www.hnhblhin.on.ca under the AAH tab.

To submit or suggest a story idea for an upcoming bulletin, please contact Chandra Rice at chandra.rice@lhins.on.ca or 905.945.4930 x214.



The HNHB LHIN Aging at Home team is working with stakeholders to ensure funding is directed to programs and services that will impact and benefit communities across our LHIN.

This Aging at Home Bulletin is produced by the Hamilton Niagara Haldimand Brant LHIN, one of 14 Local Health Integration Networks. The LHIN is responsible for planning, coordinating, and funding the local health system in this region which spans from Burlington to Fort Erie and from Burford to Cayuga and includes more than 1.3 million residents. The LHIN represents local decision-making; decisions about the organization, coordination, and funding of health services are made closer to home by people who live and work in the LHIN. The health services include community support services, mental health and addictions services, community health centres, the Community Care Access Centre, long-term care homes, and hospital services.

For more information, please regularly check our website www.hnhblhin.on.ca.



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