

COVID-19

Information and Services

Guide

**For Older Adults and
Family/Friend Caregivers
in the Central East
Region of Ontario**



COVID-19: A Guide to Information and Services for Older Adults and Family/Friend Caregivers in the Central East Region of Ontario

Background

In collaboration with community members, older adults, family/friend caregivers, and advocates for vulnerable older adults, this brief guide was created to support the current needs of older adults and family/friend caregivers in the Central East Region of Ontario (Northumberland County, Peterborough City and County, Haliburton County and City of Kawartha Lakes, Durham, and Scarborough).

Although this guide is not an exhaustive list of information and services, after conducting a rapid needs assessment through conversations with community advisors, the following topics outlined in this guide are considered to be the most important to share with older adults and family/friend caregivers, right now.

What We Know About Our Region

The Central East Region of Ontario is home to a diverse group of older adults. Approximately 15% of people over 65 years of age need some help to remain living at home. There are approximately 67,000 older adults in the Region who may be considered frail. Frailty leaves older adults vulnerable to worsening health during the COVID-19 crisis. Social isolation and limited services can have a severe impact on the lives of many people. Older adults in the Region may or may not have access to the internet at home, or own a smart phone. Communication is of the utmost importance right now, and so we have been encouraged by our community to create as many ways as possible to share up-to-date information with one another.

How to Use this Guide

This guide is for older adults and family/friend caregivers living at home or other setting who live with frailty or complex health problems. This guide outlines a list of support and services for older adults and family/friend caregivers that can be accessed by phone or by internet. All websites and telephone numbers are embedded in this guide and are also listed, by topic, in the appendix of this guide. Please share freely with your networks.

If you have received this guide as a printed copy and wish to access this guide online, please visit:
www.seniorscarenetwork.ca

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Chapter 1

Finding the Right Supports in My Community

Older adults and family/friend caregivers tell us that they want to be able to access “one phone number” or “one organization” in times of stress or crisis. Although there are many different services across the Region and numbers that you can call, the following list has been created to streamline some of those services for you. The following organizations offer a wide range of support and services for older adults and family/friend caregivers, and these organizations can be contacted by telephone or online.

We heard:

“I just want one number to call and someone to help me figure out what is available in my area.”

211 Ontario Community Supports

211 Ontario can connect you with the following programs and services in your area. Some services may include: Mental health services to manage the stress and anxiety caused by COVID-19, financial services related to the pressure of self-isolation, employment insurance information, and services that will help you get groceries or run errands.

TO CONTACT:

-  **Telephone:**
Call or text the number **2-1-1** day or night from your landline or cellular telephone.
-  **Online:**
[211 Ontario](#).
-  **Online Live Chat** available
Monday to Friday
7:00 am to 9:00 pm.

Ontario Caregiver Organization

The Ontario Caregiver Organization has resources for family/friend caregivers, including:

- Caregiver mental health support
- Caregiver support group
- Finding support in your area and signing up to be a volunteer

To find support or volunteer, please visit the [Caregiving Communities](#) page.

[Caregiver Tips and Resources](#) page contains additional information and resources.

TO CONTACT:

 **Online:**
[Ontario Caregiver Organization](#) website.

 **Online Live Chat** is also available Monday to Friday from 7:00 am to 9:00 pm.

 **Telephone:**
OCO hosts a 24/7 Caregiver Helpline, connecting you to a Community Resource Specialist:
1-833-416-2273

Community Care

Community Care is a not-for-profit service operating throughout many local agencies across the Central East Region of Ontario. Community Care includes qualified staff and volunteers who provide a variety of important support programs. Although some services have been reduced due to COVID-19, there are a number of services that are still supporting the essential needs of older adults and caregivers.

Hours are typically Monday to Friday from 8:30 a.m. to 4:30 p.m. Services may include:

- Volunteer telephone security checks
- Frozen meal delivery (for a fee)
- Essential medical transportation for appointments (dialysis, chemotherapy, etc.) (case by case basis)
- Meal box delivery (e.g. Durham)
- Connecting you to other local groups and services that are offered in your community and meet your current needs

TO CONTACT:

Each Community Care agency may have different services. You are encouraged to connect with your local Community Care to see what is available at this time.

[Community Care Northumberland:](#)
705-653-0955

[Community Care Peterborough:](#)
705-742-7067

[Haliburton Highland Health Services:](#)
705 457-2941

[Community Care Kawartha Lakes:](#)
1-800-461-0327

[Community Care Durham:](#)
1-888-255-6680

[Durham Region Community Services Support Line:](#)
1-888-332-3133

[Scarborough Ontario Health Team COVID-19 Community Support Line:](#)
1-888-834-8776

Home and Community Care Central East Local Health Integration Network

If you are looking to find health care services that can be done in your own home, or in the community, or if you are interested in learning more about supported living programs or long-term care options, home and community care at the Central East Local Health Integration Network can help.

TO CONTACT:

 **Telephone:**
1-800-263-3877

 **Online:**
Visit the [Central East Home and Community Care](#) website.

You can also find a number of different community services near you through the [Central East Healthline](#) website.

Ontario Community Support Association

Older adults and family/friend caregivers can access delivery services related to meals, groceries, medicine and other essential items.

TO CONTACT:

 **Telephone:**
Contact **211** at any time by dialing **2-1-1**, **1-877-330-3213** (toll free) or **1-888-340-1001** for TTY service.

 **Online:**
Visit the [Ontario Community Support Association](#) website.

Alzheimer Society

The Alzheimer Society can help you if you are a person living with dementia or a caregiver of a person living with dementia. The Alzheimer Society can provide you with information, resources, education, support and counselling related to dementia. Contact your local Alzheimer Society to find out about available programs and services during COVID-19.

TO CONTACT:

[Alzheimer Society of Peterborough, Kawartha Lakes, Northumberland and Haliburton:](#)

705-748-5131

[Alzheimer Society of Durham Region:](#)

1-888-301-1106

[Alzheimer Society of Toronto:](#)

416-322-6560

Elder Abuse Ontario

Elder Abuse Ontario has trained counsellors who can provide safety planning and supportive counselling for older adults who are being abused or at-risk for abuse. Family members and service providers can also call for information about community services. The Seniors Safety Line provides contact and referral information for local agencies across the province that can assist in cases of elder abuse.

There are different types of elder abuse:

Financial Abuse: Defined as taking advantage of an older adult for a monetary or personal gain. Scam/fraud calls can happen during COVID-19. Be skeptical if you get calls from people you do not know and do not give financial information over the phone during unsolicited calls.

If you have questions about fraud or telephone scams, you can contact the Ontario Securities Commission:
1-877-785-1555.

Psychological Abuse: Defined as any action that lessens a person's sense of identity, dignity and self-worth. Examples of this could be hurtful words, or threats.

Physical Abuse: Defined as any act of violence or rough handling that may or may not result in physical injury but causes physical discomfort or pain.

Sexual Abuse: Defined as any sexual behaviour directed toward an older adult without that person's full knowledge or consent.

Neglect: Defined as not meeting the basic needs of the older person.

Active: (intentional) neglect is the deliberate withholding of care or basic necessities of life to an older adult. Passive (unintentional) neglect is the failure to provide proper care to an older adult due to lack of knowledge, experience / ability or unaware of how to access local services.

TO CONTACT:

 **Online:**
[Elder Abuse Ontario](#) website.

 **Telephone:**
Seniors Safety Line
1-866-299-1011

Elder Abuse Ontario has a [Help for Seniors](#) page on their website.

Complete List of Websites and Telephone Numbers in Chapter 1

Organization	Website	Telephone Number
211 Ontario Community Supports	https://211ontario.ca/	2-1-1
211 Ontario Live Chat	https://211ontario.ca/chat/	2-1-1
Ontario Caregiver Organization (OCO)	https://ontariocaregiver.ca/covid-19/	1-833-416-2273
OCO Caregiver Tips and Resources	https://ontariocaregiver.ca/covid-19/	1-833-416-2273
Ontario Caregiver Online Live Chat	https://ontariocaregiver.ca/find-support/helpline/	1-833-416-2273
Ontario Caregiver Organization Communities	https://ontariocaregiver.ca/caregivingcommunities/	1-833-416-2273
Community Care Northumberland	https://www.commcare.ca/index.html	705-653-0955
Community Care Peterborough	https://www.commcareptbo.org/	705-742-7067
Haliburton Highland Health Services	https://www.hhhs.ca/community-support-services	705 457-2941
Community Care Kawartha Lakes	https://www.ccckl.ca/	1-800-461-0327
Community Care Durham	http://communitycaredurham.on.ca/	1-888-255-6680
Durham Region Community Services Support Line	http://communitycaredurham.on.ca/wp-content/uploads/2020/05/Community-Support-Line-Flyer-1-scaled.jpg?fbclid=IwAR0e49Z8DDXioapLzD-v6Im-ZG850g4pSPR1v_DjFi2Jetn-OLAIGtKoaftOc	1-888-332-3133
Scarborough Ontario Health Team COVID-19 Community Support Line:	https://www.tcare.ca/cmsAdmin/uploads/Scarborough-OHT-COVID-Response.pdf	1-888-834-8776
Home and Community Care Central East Local Health Integration Network	https://www.centraleasthealthline.ca/	1-800-263-3877
Ontario Community Support Association	www.ontariocommunitysupport.ca	2-1-1 or 1-877-330-3213 (toll free) or 1-888-340-1001 for TTY service
Alzheimer Society of Peterborough, Kawartha Lakes, Northumberland and Haliburton	https://alzheimer.ca/en/pklnh	705-748-5131
Alzheimer Society of Durham Region	https://alzheimer.ca/en/durham	1-888-301-1106
Alzheimer Society of Toronto	https://alz.to/	416-322-6560
Elder Abuse Ontario	http://www.eapon.ca/	1-866-299-1011
Elder Abuse Ontario Help for Seniors	http://www.eapon.ca/what-is-elder-abuse/help-for-seniors/	1-866-299-1011

Chapter 2

Caring for Yourself

COVID-19 has created a very challenging time for older adults and family/friend caregivers. Doing a good job of caring for yourself can support your overall health. It is important that you know how to care for yourself during times of stress, and there are many organizations out there who are ready to help and support you. We will get through this together.

We heard:

“Older adults and caregivers are feeling anxious right now and have lots of questions.”

Older adults, especially those living with underlying health conditions, have been identified as more vulnerable to COVID-19. Being told that you are “at high risk” or “vulnerable” can be scary. COVID-19 can impact older adults, and this may include anxiety and stress, anger, confusion, and/or loneliness.

There are many things that older adults can do at home to support their mental health independently, or with the support of a family/friend caregiver.

The World Health Organization suggests:

- maintaining social connections by phone or computer
- keeping physically active (taking a walk inside or outside)
- keeping to routines or creating new ones (taking the dog for a walk)
- engaging in activities which give a sense of achievement (preparing your garden or cleaning up around your residence)

Managing Mental Wellness

There are a number of telephone and online resources available to help us cope with the challenging mental and emotional aspects of COVID-19:

- Access [Four County Crisis](#) if you're in crisis and need someone to talk to over the phone: **1-866-995-9933**.
- Also, the [Ontario Caregiver Organization](#) hosts a 24/7 Caregiver Helpline: **1-833-416-2273**.
- [Coping with Stress and Anxiety during COVID-19](#) is a resource from the Centre for Addictions and Mental Health.
- [Caregiving Strategies](#) includes many resources for caregivers and older adults living with frailty produced by the Regional Geriatric Programs of Ontario.
- You can download the [Caregiving Strategies Caring for the Caregiver](#) chapter to read online or print. Please note that this chapter was created before the COVID-19 pandemic, so some strategies may need to be adapted to promote physical distancing.
- Access [Mental Health and Addictions Resources](#) and free counselling from Wellness Together Canada. You can access these same resources, 24 hours a day, by calling: **1-866-585-0445**.

Practicing Mindfulness Meditation (Videos)

Research has demonstrated that practicing mindfulness can reduce stress, emotional exhaustion, and can improve life, your relationships, and job satisfaction. Some exercise practices you may already participate in include mindfulness, such as yoga, tai chi, and qi gong. But you can also practice mindfulness meditation from your home using guided meditation videos, many of which can be found on the internet for free.

MINDFULNESS VIDEOS:

Mindfulness Practice #1 (11:46 minutes): [Grounding Exercise](#) to connect to the present and let go of thoughts.

Mindfulness Practice #2 (17:04 minutes): [Clouds in the Sky](#) exercise, to develop skills in observing thoughts/emotions and recognize them. Helpful to reduce worries and anxiety.

Mindfulness Practice #3 (7:05 minutes): [Loving-Kindness](#) exercise promotes psychological resilience by practicing loving-kindness.

Complete List of Websites and Telephone Numbers in Chapter 2

Organization	Website	Telephone Number
Four County Crisis	https://cmhahkpr.ca/programs-services/four-county-crisis/	1-866-995-9933
Ontario Caregiver Organization	https://ontariocaregiver.ca/	1-833-416-2273
Centre for Addictions and Mental Health (CAMH) Coping with Stress and Anxiety	https://www.camh.ca/en/health-info/mental-health-and-covid-19#coping	n/a
Caregiving Strategies	https://rgps.on.ca/caregiving-strategies/	n/a
“Caring for the Caregiver” chapter	https://rgps.on.ca/caregiving-strategies/caring-for-the-caregiver/	n/a
Wellness Together Canada	https://homewoodhealth.com/corporate/covid-19-resources	1-866-585-0445
Mindfulness Practice #1	https://youtu.be/kLdPRq1vX4Q	n/a
Mindfulness Practice #2	https://youtu.be/JyFqi6e9ZgY	n/a
Mindfulness Practice #3	https://youtu.be/xGn_8TsZvn4	n/a

Chapter 3

Food Security

COVID-19 has created challenges on how older adults and family/friend caregivers are getting their groceries. If you have to go out to get groceries, the following section will highlight some important information and resources that may help if you are facing barriers with getting the food you need.

We heard:

“How do older adults without computers or smart phones make food orders?”

Understanding Food Delivery and Ordering if You Don't Have a Computer

[211 Ontario](#) can connect you with services that will help you get groceries (including at low cost, with delivery, even if you do not have a credit card). To contact 211 Ontario by telephone, call or text the number 2-1-1 from your landline or cellular telephone, day or night.

Call your local grocery store to find out what services they are providing now. Some deliver and accept payment before or after ordering. Some are also offering “seniors’ hours” reserved only for older adults (aged 65 or older) to do their shopping.

You can also call your local community care, as they may be able to help link you to the most appropriate service:

[Community Care Northumberland:](#)
705-653-0955

[Community Care Peterborough:](#)
705-742-7067

[Haliburton Highland Health Services:](#)
705 457-2941

[Community Care Kawartha Lakes:](#)
1-800-461-0327

[Community Care Durham:](#)
1-888-255-6680

[Durham Region Community Services Support Line:](#)
1-888-255-6680

[Scarborough Ontario Health Team COVID-19 Community Support Line:](#)
1-888-834-8776

Shopping Online

Many grocery stores and other local food programs have made it easy to order food online. It is a fast way of finding out information and service availability. Some businesses deliver and some have food pick up at the front doors. You are encouraged to order online before you have completely run out of supplies. Sometimes it is taking stores up to seven days to place your order. Go online or call your local grocer and see if you can place an online order. If your regular store doesn't meet your current needs, look at several options in your neighborhood. Most of the time, you will need a credit card to complete your order.

What to do When I Bring Groceries into My Residence?

CBC Radio-Canada has created [a short video](#) to explain the four simple steps to handle your groceries safely:

1. Wash your hands with soap and water as soon as you have brought the food into your home.
2. Clean surfaces with soap and warm water (e.g. your counter). You can also use a cloth to wipe down food containers if you wish to.
3. You can rinse your fruits and vegetables under cool water as you normally would.
4. Wash your hands again with warm water and soap (don't forget your fingernails).

Nutrition Resources for Older Adults, Including Those Living with Frailty and their Caregivers

The Regional Geriatric Programs of Ontario's [Caregiving Strategies Nutrition Chapter](#) has information on nutrition related to older adults living with frailty. Please note that this chapter was created as a guide for caregivers of older adults living with frailty before the COVID-19 pandemic. Therefore, some strategies offered in this chapter may require further adaptation due to physical distancing.

Complete List of Websites and Telephone Numbers in Chapter 3

Organization	Website	Telephone Number
211 Ontario Community Supports	https://211ontario.ca/	2-1-1
Community Care Northumberland	https://www.commcare.ca/index.html	705-653-0955
Community Care Peterborough	https://www.commcareptbo.org/	705-742-7067
Haliburton Highland Health Services	https://www.hhhs.ca/community-support-services	705-457-2941
Community Care Kawartha Lakes	https://www.ccckl.ca/	1-800-461-0327
Community Care Durham	http://communitycaredurham.on.ca/	1-888-255-6680
Durham Region Community Services Support Line	http://communitycaredurham.on.ca/wp-content/uploads/2020/05/Community-Support-Line-Flyer-1-scaled.jpg?fbclid=IwAR0e49Z8DDXioapLzD-v6Im-ZG850g4pSPR1v_DjFi2JetrnOLAIGt-KoaftOc	1-888-332-3133
Scarborough Ontario Health Team COVID-19 Community Support Line	https://www.tcare.ca/cmsAdmin/uploads/Scarborough-OHT-COVID-Response.pdf	1-888-834-8776
CBC Radio-Canada video	https://www.cbc.ca/news/health/coronavirus-grocery-shopping-online-1.5516983	n/a
Caregiving Strategies	https://rgps.on.ca/caregiving-strategies/	n/a
Caregiving Strategies Nutrition Chapter	https://rgps.on.ca/caregiving-strategies/nutrition/	n/a

Chapter 4

Getting Prescription Medications

COVID-19 has created some challenges on how older adults and family/friend caregivers are getting their essential medications. The following section has been adapted from the [Ontario College of Pharmacists](#) and will highlight some important information and resources if you are facing barriers with getting the medications you need.

We heard:

“What do older adults and/or family and friend caregivers need to know about getting medications during COVID-19?”

How to Work with your Pharmacy during COVID-19

The Canadian Pharmacists Association has developed a [1-minute video](#) to help explain how pharmacies are working to ensure that everyone has access to their medications.

Important Things to Know about the pharmacy during the COVID-19:

- Pharmacies will be instituting screening of patients for COVID-19 using active screening (by phone or at the counter) and passive screening (posters/signs).
- If you are ill or screen positive, but require medication, please call your pharmacy and speak to them about options for obtaining your medication.
- If you require a refill of your medication but cannot get to your doctor's office for an appointment, or if you are self-isolating, contact your local pharmacy to speak with your pharmacist (they may be able to help you renew your medication).
- Pharmacies will be able to provide a 30 day supply of your medications at one time.
- You are encouraged to provide as much notice as possible to your pharmacy about your medication needs and in advance of your need for a medication refill.

Complete List of Websites and Telephone Numbers in Chapter 4

Organization	Website	Telephone Number
Ontario College of Pharmacists	https://www.ocpinfo.com/	n/a
Canadian Pharmacists Association video	https://www.youtube.com/watch?v=-YP3-9y6ADBw&feature=youtu.be	n/a

Chapter 5

Transportation

This section provides a list of supports for people who do not have access to a car or currently rely on a driving service. Getting around your community to gather essential items is challenging right now. There may be services that can help you. You are strongly encouraged to stay at home if you are an older adult and especially if you have any underlying chronic health conditions (e.g. heart disease, hypertension, diabetes, chronic respiratory diseases, and cancer).

We heard:

“How do I get the things I need if I don’t have my own vehicle during COVID-19?”

211 Ontario Community Supports

211 Ontario can connect you with services that will help you run errands.

TO CONTACT:



Online:

[211 Ontario.](#)



[Online Live Chat](#) is also available

Monday to Friday from 7:00 am to 9:00 pm.



Telephone:

Call or text the number **2-1-1** day or night from your landline or cellular telephone.

Community Care

You can also call your local Community Care, as they may be able to link you to the most appropriate driving service.

TO CONTACT:

[Community Care Northumberland:](#)
705-653-0955

[Community Care Peterborough:](#)
705-742-7067

[Haliburton Highland Health Services:](#)
705-457-2941

[Community Care Kawartha Lakes:](#)
1-800-461-0327

[Community Care Durham:](#)
1-888-255-6680

[Durham Region Community Services Support Line:](#)
1-888-332-3133

[Scarborough Ontario Health Team COVID-19 Community Support Line:](#)
1-888-834-8776

Complete List of Websites and Telephone Numbers in Chapter 5

Organization	Website	Telephone Number
211 Ontario Community Supports	https://211ontario.ca/	2-1-1
211 Ontario Live Chat	https://211ontario.ca/chat/	2-1-1
Community Care Northumberland	https://www.commcare.ca/index.html	705-653-0955
Community Care Peterborough	https://www.commcareptbo.org/	705-742-7067
Haliburton Highland Health Services	https://www.hhhs.ca/community-support-services	705-457-2941
Community Care Kawartha Lakes	https://www.ccckl.ca/	1-800-461-0327
Community Care Durham	http://communitycaredurham.on.ca/	1-888-255-6680
Durham Region Community Services Support Line	http://communitycaredurham.on.ca/wp-content/uploads/2020/05/Community-Support-Line-Flyer-1-scaled.jpg?fbclid=IwAR0e49Z8DDXioapLzDv6Im-ZG850g4pSPR1v_DjFi2Jetn0LAIGtKoaft0c	1-888-332-3133
Scarborough Ontario Health Team COVID-19 Community Support Line	https://www.tcare.ca/cmsAdmin/uploads/Scarborough-OHT-COVID-Response.pdf	1-888-834-8776

Chapter 6

Dementia Supports, Services and Resources during COVID-19

In order to provide a streamlined approach to access the best and most up to date information and support related to dementia in the Central East Region, you are encouraged to contact your local Alzheimer Society chapter. They are updating their services and information daily, and will be able to support your needs by phone or online.

We heard:

“How do I get the help I need if I am caring for a person living with dementia?”

Alzheimer Society

The Alzheimer Society can help you if you are an older adult living with dementia or a family/friend caregiver of a person with dementia. The Alzheimer Society can provide you with information, resources, education, support and counselling related to dementia. Contact your local Alzheimer Society to find out about available programs and services during COVID-19.

TO CONTACT:

[Alzheimer Society of Peterborough, Kawartha Lakes, Northumberland and Haliburton:](#)

705-748-5131

[Alzheimer Society of Durham Region:](#)

1-888-301-1106

[Alzheimer Society of Toronto:](#)

416-322-6560

Online Resources related to Dementia and Behavioural Supports

- [Caring for someone with dementia during the COVID-19 pandemic](#) was created by St. Elizabeth Health Care, and provides some tips and information to help if you are currently caring for someone with dementia.
- Dementiability has created a list of [COVID-19 Resources](#), including books for persons with dementia and activities.
- [BrainXchange](#) and Behavioural Supports Ontario have developed many resources related to dementia and behavioural supports.

Complete List of Websites and Telephone Numbers in Chapter 6

Organization	Website	Telephone Number
Alzheimer Society of Peterborough, Kawartha Lakes, Northumberland and Haliburton	https://alzheimer.ca/en/pklnh	705-748-5131
Alzheimer Society of Durham Region	https://alzheimer.ca/en/durham	1-888-301-1106
Alzheimer Society of Toronto	https://alz.to/	416-322-6560
Caring for someone with dementia during the COVID-19 pandemic	https://elizz.com/caregiver-resources/caring-for-someone-with-dementia-during-the-covid-19-pandemic/	n/a
COVID-19 Resources (books for persons with dementia, activities to support behaviours and more)	https://www.dementiability.com/COVID-19-Resources	n/a
BrainXchange and Behavioural Supports Ontario	https://brainxchange.ca/COVID-19.aspx	n/a

Chapter 7

Staying Connected, Social Engagement and Reducing Isolation

As a result of COVID-19, there are many local initiatives that are finding creative ways to reduce the negative impact of social isolation among older adults. Physical distancing is encouraged, but this does not have to lead to social isolation! The first section in this chapter is adapted material from the Regional Geriatric Programs of Ontario, [Caregiving Strategies Handbook](#) (2019).

We heard:

“How do I reduce feelings of loneliness brought on by COVID-19 and physical distancing?”

Did you Know?

- COVID-19 has increased the social isolation of vulnerable older adults and their family/friend caregivers.
- Depending on the person, social isolation can lead to loneliness.
- Being socially engaged in meaningful activities can make a person feel less lonely.
- Loneliness can lead to depression, and poor health.
- Depression is one of the most common mental health issues that impact older adults.
- Many caregivers also experience isolation, loneliness, and depression..
- There are services in the community that can help!
- Communities are adjusting their services to make sure older adults do not lose their connections with family, friends, support and services.
- We can all do our part to reach out and care for each other during this time.

As a result of COVID-19, you are challenged to think creatively about social engagement (RGPO, 2020, Caregiving Strategies).

Ask Yourself or the Person you are Caring for:

What activities do you normally enjoy and who do you usually enjoy spending time with? This can lead to a better ability to adapt with new creative ideas during COVID-19.

Be Creative: In this case, being creative means considering all opportunities for social engagement within the rules of COVID-19, and stopping the spread of infection. Examples can include, connecting by phone once daily, waving at the end of the driveway, connecting virtually over the computer, reading a book and then discussing favourite parts over the phone, reminiscing about pleasant memories from the past, writing letters or emails to someone.

Have a Plan if You May Need Help: Some communities have established new ways of identifying if someone may need urgent help. Make a plan with a person that you trust (caregiver, friend/neighbour, or health professional) to check on you in a way that works for you. One example is to place a coloured sheet of paper in your window or

on your front door where it is visible from the street or driveway. Green paper says, “I am good today”, yellow paper says, “I need your help with something, but it is not urgent”, and red paper says, “I need your help urgently”. The person who you plan this strategy with can quickly see how you are doing and respond. You can come up with any window communication strategy that works for you (you may even choose to hang a scarf in the window or use the window blinds/curtains to communicate quickly to someone you trust outside). You could have any visual indicator that works for you. Bottom line is to be sure to have discussed this plan with at least one other person that you trust who is able to drive by and check on you daily and knows what your window signs mean.

Keep it Simple: Social engagement does not mean that there has to be a lot of talking. Allowing time for silence and reflection helps thoughts to develop and the conversation to build. Ask open ended questions and see where the conversation goes.

Social Engagement Resources

Call your local Community Care agency to see if they do friendly phone calls or telephone check-ins:

[Community Care Northumberland:](#)
705-653-0955

[Community Care Kawartha Lakes:](#)
1-800-461-0327

[Scarborough Ontario Health Team COVID-19 Community Support Line:](#)
416-750-9885

[Community Care Peterborough:](#)
705-742-7067

[Community Care Durham:](#)
1-888-255-6680

The [Durham Public Health](#) website also includes a number of support suggestions.

[Haliburton Highland Health Services:](#)
705 457-2941

[Durham Region Community Services Support Line:](#)
1-888-332-3133

Social Engagement Resources for Caregivers

If you're a caregiver, the [Ontario Caregiver Organization](#) hosts a 24/7 Caregiver Helpline: **1-833-416-2273**

The Regional Geriatric Programs of Ontario have created a [Caregiving Strategies Social Engagement](#) chapter. Please note that this chapter was created as a guide for caregivers of older adults living with frailty before the COVID-19 pandemic, and some strategies may require further adaptation due to physical distancing. This chapter includes a [Three Item Loneliness Scale](#) for older adults and caregivers to assess loneliness at home.

Complete List of Websites and Telephone Numbers in Chapter 7

Organization	Website	Telephone Number
Caregiving Strategies	https://rgps.on.ca/caregiving-strategies/	n/a
Community Care Northumberland	https://www.commcare.ca/index.html	705-653-0955
Community Care Peterborough	https://www.commcareptbo.org/	705-742-7067
Haliburton Highland Health Services	https://www.hhhs.ca/community-support-services	705-457-2941
Community Care Kawartha Lakes	https://www.ccckl.ca/	1-800-461-0327
Community Care Durham	http://communitycaredurham.on.ca/	1-888-255-6680
Durham Region Community Services Support Line	http://communitycaredurham.on.ca/wp-content/uploads/2020/05/Community-Support-Line-Flyer-1-scaled.jpg?fbclid=IwAR0e49Z8DDXioapLzDv6lm-ZG850g4pSPR1v	1-888-332-3133
Scarborough Ontario Health Team COVID-19 Community Support Line	https://www.tcare.ca/cmsAdmin/uploads/Scarborough-OHT-COVID-Response.pdf	1-888-834-8776
Durham Public Health	https://www.durham.ca/en/regional-government/covid-19-community-resources.aspx#Health-and-Wellness	905-668-7711
Ontario Caregiver Organization	https://ontariocaregiver.ca/	1-833-416-2273
Caregiving Strategies Social Engagement chapter	https://rgps.on.ca/caregiving-strategies/social-engagement/	n/a
Three Item Loneliness Scale	http://rgpson.mydev.ca/wp-content/uploads/2019/10/Three-Item-Loneliness-Scale.pdf	n/a

Chapter 8

Staying Active during COVID-19

Having to stay home can create challenges for maintaining your physical activity. It is important to stay active, even if you are confined to your residence or less able to get out for a walk outdoors.

Thankfully, the Regional Geriatric Program of Toronto (2020) has created an easy resource to follow for older adults to “Stretch, Lift, or Tap (SLoT) How Older Adults Can Stay Active Indoors during the COVID-19 Pandemic”.

We heard:

“How do I stay active during COVID-19 and physical distancing?”

Stretch, Lift, or Tap (SLoT) How Older Adults Can Stay Active Indoors during the COVID-19 Pandemic

If you are currently using SLoT at home, or plan to use this tool as a result of COVID-19, the RGP of Toronto wants to hear from you! Starting on June 1, 2020, the RGP of Toronto is accepting feedback about the impact of using this tool to add more movement into everyday activities. Your feedback is important and will result in tool improvements that support family/friend caregivers of older adults across Ontario. For more information about SLoT or to provide feedback about your personal use of this tool at home, contact the RGP of Toronto.

Email:

info@rgptoronto.ca

Telephone:

416-480-6026

Included with permission from Wendy Zeh and The Regional Geriatric Program of Toronto.

Stretch, Lift, or Tap (SLoT)



HOW OLDER ADULTS CAN STAY ACTIVE INDOORS DURING THE COVID-19 PANDEMIC

Older adults can lose 1-5% of muscle mass each day if they are not physically active¹. If you are unable to leave your living space because of illness, disability, or public health measures it is important to think creatively about how to keep moving. No matter what your mobility level is, there are lots of ways to stay active indoors!

1

Make a list of the things you do on a daily basis.



You can include things such as meal time, bathing, watching TV, reading, or phoning friends.

4

Keep track of your progress on a calendar or diary.



It can be motivating to see your accomplishments. Make note of how you feel too! Extra movement can have positive effects on your overall physical and mental health.

2

Think about how to SLoT more movement into each activity on your list.



SLoT refers to the actions Stretch, Lift, or Tap. Turn over this page for ideas on how to do this.

5

Ask friends or family to keep you accountable.



A phone call with friends or family might encourage you to keep moving. Better yet – encourage them to do the same!

3

Start small.

Pick 1-3 extra movements to add during the coming week. Add more movements each week.

6

Use our mobility games to keep the fun going. Click below.

[VIRTUAL CHARADES](#)

[SLoT ACROSS CANADA](#)



Visit www.rgptoronto.ca for more resources



Stretch, Lift, or Tap (SLoT)



Ideas * for how you can SLoT more movement in your day

STRETCH.

- Put toiletries further away and reach out for them
- Move your arms from side to side while drying your back with a towel
- Move your arm or leg up high before putting on an item of clothing
- Set the table for a meal – stretching to reach different parts of the table
- Stretch your arms wide when folding a large towel or bed sheet

LIFT.

- Do arm curls with a shampoo bottle while bathing
- Put away one clean dish at a time on a shelf above you
- Lift a vegetable or a can of soup to assist with meal prep
- Lift clothing out of the washer or dryer
- Sitting on the edge of your bed, shuffle your bottom along the length of the bed before getting dressed
- Toss a salad with salad tongs or servers (seated or standing)
- Lift a container of water to water a plant
- Lift a water jug out of the fridge and pour a drink

OR

TAP.

- While sitting, tap your toes on a bath mat to dry the soles of your feet after a bath
- Tap your toes on the floor while the kettle is boiling
- Tap your shoulders with the tips of your fingers while your food is being cooked or reheated
- Tap your hands or toes every time you take a medication
- Tap your toes on the floor while sitting on the toilet
- Tap your hands on a table while listening to music
- Fluff pillows by tapping them to even them out

Your Ideas:

***This content is not intended to replace the advice of a physician or other qualified healthcare providers.**

Additionally, the Regional Geriatric Programs of Ontario have created a [Caregiving Strategies Staying Active](#) chapter. Please note that this chapter was created as a guide for caregivers of older adults living with frailty before the COVID-19 pandemic, and some strategies may require further adaptation due to physical distancing.

Complete List of Websites and Telephone Numbers in Chapter 8

Organization	Website	Telephone Number
Caregiving Strategies Staying Active chapter	https://rgps.on.ca/caregiving-strategies/staying-active/	416-480-6026
Regional Geriatric Program of Toronto	https://www.rgptoronto.ca/	n/a

Financial Support for Older Adults

As a result of COVID-19, many older adults have concerns about finances right now. This section highlights the organizations that can help walk you through the challenges related to finances during COVID-19.

We heard:

"How do I find support for financial pressures related to COVID-19?"

211 Ontario Community Supports

211 Ontario can connect you with financial services related to the pressure of self-isolation.

TO CONTACT:

-  **Telephone:**
Call or text the number **2-1-1** day or night from your landline or cellular telephone.
-  **Online:**
[211 Ontario](#).
-  **Online Live Chat** available
Monday to Friday
7:00 am to 9:00 pm.

Government of Canada Supporting Older Adults

The Government of Canada has posted several initiatives to [support individuals](#) and older adults in Canada on their website.

Complete List of Websites and Telephone Numbers in Chapter 9

Organization	Website	Telephone Number
211 Ontario Community Supports	https://211ontario.ca/	2-1-1
211 Ontario Live Chat	https://211ontario.ca/chat/	2-1-1
Government of Canada, Support for Individuals	https://www.canada.ca/enw/department-finance/economic-response-plan.html?topic=ex-col-faq	n/a

Chapter 8

Creating a Plan

As a result of COVID-19, many older adults and caregivers are asking themselves, “What if I get sick?” It is often challenging to think about creating back up plans and personal goals of care in a time of crisis. This section outlines some information and resources for you to consider in the event that you or the person you care for becomes sick. Although many people find it uncomfortable to think about the worst case scenario, some do find it helpful to be prepared. Having these uncomfortable conversations now, may eliminate emotional stress later.

We heard:

“I think it is important for older adults and caregivers to have contingency plans and to be prepared, just in case.”

Speak Up Ontario

Speak Up Ontario (2020) “is an initiative of Hospice Palliative Care Ontario to improve awareness of Health Care Consent and Advance Care Planning in the Province of Ontario”. The [Speak Up Ontario](#) (2020) website provides information, tools, and resources specific to Ontario and the legal context of Health Care Consent and Advance Care Planning.

This is what Speak Up Ontario wants Ontario Citizens to Know (Source: Speak Up Ontario, 2020):

A person's health can change without warning.

If you became ill, you cannot predict if someone will have to speak to health professionals for you.

In Ontario, there are laws about who can make health care decisions for you and when they can do that if you ever became mentally incapable of speaking up for yourself.

You are encouraged to browse the Speak Up Ontario resources and have Advance Care Planning conversations with someone you trust or your substitute decision maker.

Your Substitute Decision Maker is a person that knows what is important to you. This person knows what quality of life means to you and what your wishes and values are.

A Substitute Decision Maker needs to know enough about you in order to “step into your shoes” during a health crisis and make health decisions for you that you would make for yourself if you were able.

Advance Care Planning conversations can feel uncomfortable to some people, but having these conversations before a health crisis with your family or friends can leave you more prepared in time of need.

To contact:

TO CONTACT:



Telephone:

For individuals and caregivers, call Nav Dhillon at
1-800-349-3111 Ext. 31



Online:

[Speak Up Ontario](#)

has many online resources, including resources related to [Health Care Consent, Advance Care Planning, Goals of Care Discussions, and Substitute Decision Makers](#).

Speak Up Ontario (2020) has also created COVID-19 Resources for Individuals and Families.

Engaging in Advance Care Planning for COVID-19 is an educational resource that explains Advance Care Planning and why it is important.

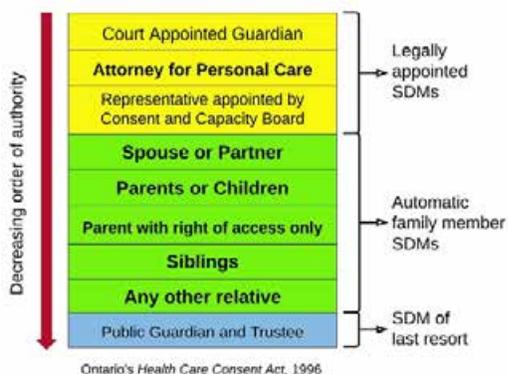


Engaging in Advance Care Planning for COVID-19

The 2019 Novel Coronavirus (COVID-19) pandemic has left many feeling afraid and uncertain about what will happen next and this is understandable. During so much uncertainty, something you can control while you are still mentally capable, is who would make health care decisions for you if you can't speak for yourself. The best time to plan for future healthcare choices is before a medical crisis occurs. It is more important than ever that your [Substitute Decision Maker\(s\) \(SDM\(s\)\)](#), family and healthcare team understand what matters most to you in the event that you become seriously ill.

Why is this important now?

In Ontario, Advance Care Planning involves two steps. In the **first step** you identify who will be your Substitute Decision Maker(s) or SDM(s). There are two ways to identify who would be your SDM in Ontario:



1. The Health Care Consent Act provides a [hierarchy](#) (ranked listing) of your possible automatic SDMs (see illustration) The individual(s) highest on this list who meets the requirements to be a SDM in Ontario is your automatic SDM. **You don't have to do anything to have this automatic SDM** make decisions for you when you are mentally incapable of doing so because this SDM has the right to act for you by this law.

Or if you prefer to have someone else other than your automatic SDM then:

2. **You can choose** and name a person, or more than one person, to act as **your SDM** by preparing a document called a [Power of Attorney for Personal Care \(POAPC\)](#). This legal document can be done with the assistance of a lawyer or you may do it yourself accessing the document on the [Ontario attorney general website](#).

In the **second step** you have important conversations with your SDM(s) and others to share information about what's important to you, your wishes, values and beliefs, and anything else that you think will help your SDM(s) understand how you would like to be cared for. Having a conversation before a medical crisis occurs allows time for reflection about how a serious illness may impact your health and your life.

It helps you:

- Think about your values and goals
- Reflect on healthcare choices you may have to make if you become severely ill
- Consider the person(s) who can make decisions for you if you cannot make them yourself, and
- Talk with this person(s) and other family or friends about your goals, values, and preferences for medical or personal care if you were to become ill

Who should you include in this discussion?

These discussions must be with your SDM(s) and other loved ones who can support your SDM(s) at a time of

Included with permissions from Nav Dhillon and Speak Up Ontario.

crisis. It's important that your SDM knows what's important to you – what quality of life means to you – this prepares them to step into your shoes if needed and make future health care decisions that you would make for yourself. It's not about specific health care decisions or treatments, it's about sharing an understanding of what values and wishes can inform future health care decisions.

It is important that your SDM(s) is someone who is willing to:

- Accept this role
- Talk with you about your goals, values, and preferences
- Follow your decisions (even if they do not agree with them), and
- Make decisions in difficult moments (such as stressful times, differing opinions, crisis situations)

Is your SDM prepared for their role?

There's no way to tell if a sudden illness, such as COVID-19, could leave you unable to make your own decisions. Your future SDM(S), supported by your family may need to make decisions about health and personal care. By sharing what is important to you ahead of time, your SDM, family, and healthcare team will know what matters most to you and will use this information to guide health care decisions for you.

Some ideas to prompt conversations are:

"My doctor called to talk about the risk of becoming very sick if I were to become infected with coronavirus and encouraged me to think about what's important to me; about my future care and asked me to have a conversation with you. Can we talk?"

"I've been thinking about my risk of becoming very sick if I were to become infected with coronavirus and hoped we could talk about what's important to me. Can we talk?"

*"If I were to become very sick, I would like you to know about: _____
my biggest worries/fears are, how my beliefs or faith can be met if I'm seriously ill, what is comfort to me etc."*

"I heard that X got sick and ended up in the intensive care unit. His daughter had to make decisions about his health care. It made me realize that I need to talk to you about this..."

Let's keep the conversation going

These can be difficult things to talk about especially in these uncertain times. Think of these conversations as a gift of knowledge to those close to you who may need to act as your SDM. Knowing what matters most to you will support them to be in the best position to speak on your behalf. Having these discussions means your SDM may not be left to struggle with the possible guilt and anxiety of having to guess about what decisions you would have wanted them to make.

Don't be surprised if your health care provider reaches out to you to discuss your health and the risks with COVID-19. You may also wish to reach out to your health care provider to learn more and start a discussion.

For more information about Advance Care Planning in ON you can visit: [Speak Up ON: Resources for Individuals and Families](#) or access the [Advance Care Planning Workbook: Ontario Edition](#)

To access up to date information about the 2019 Coronavirus (COVID-19) you can visit: [Public Health Ontario COVID-19](#)

Adapted from Speak UP Ontario Advance Care Planning resource materials - www.speakupontario.ca
And Respecting Choices COVID resources for Proactive Planning and Healthcare Agent © Copyright 2019-2020

Information for a Substitute Decision Maker is an additional resource created by Speak Up Ontario (2020) that explains the importance of Substitute Decision Makers, and why it is important to consider health and personal care wishes of the person before a health crisis occurs.



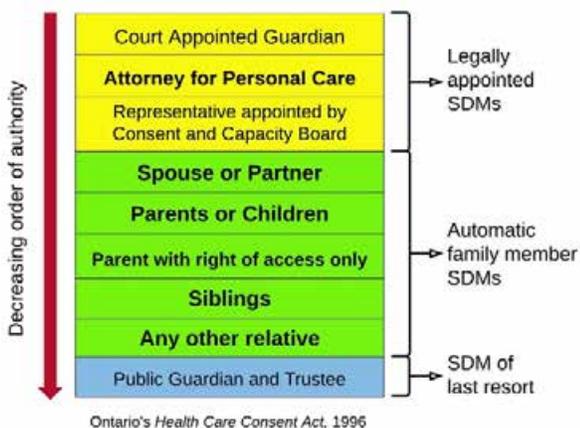
Information for a Substitute Decision Maker for COVID-19

This information is intended to support you to understand the role and responsibilities of the [Substitute Decision Maker \(SDM\)](#). Under Ontario Law, a doctor must get consent from the patient or their SDM(s) for any health care decisions, consent does not come from a piece of paper, it must come from a person so being prepared for this role is essential.

During so much uncertainty amid the COVID-19 pandemic, we can all consider what is important to us if we were to become seriously ill. The best time to consider future health or personal care wishes is before a medical crisis occurs. It is more important than ever that a Substitute Decision Maker(s) (SDM(s), family and healthcare team understand what matters most in the event that a person becomes seriously ill, is unable to speak for themselves and decision-making transfers to the SDM(s).

[Advance care planning](#) in Ontario involves two steps, one is reflecting on and sharing what is important to us if our health were to change. (e.g. values, wishes & goals) and the second step is to identify and prepare our SDM(s). If you are someone’s SDM, (or future SDM) do you know the health care wishes and goals of that the person well enough to use that information to guide decision making if they became very ill with the COVID-19 infection?

What is a Substitute Decision Maker (SDM)?



A SDM is the person who makes healthcare decisions for you when you’re no longer mentally capable to make them for yourself. The Health Care Consent Act provides a [hierarchy](#) (ranked listing) of your possible automatic SDMs (see illustration) **Or** if you prefer to have someone else other than your automatic SDM, then you can choose and name a person, or more than one person, to act as your SDM. You would do this by preparing a document called a [Power of Attorney for Personal Care \(POAPC\)](#). This legal document can be done with the assistance of a lawyer or you may do it yourself accessing the document on the [Ontario attorney general website](#).

When does an SDM start to make decisions?

An SDM will only make healthcare decisions for a person if they are not mentally capable of making them for themselves. There’s no way to tell if a sudden illness, such as COVID-19, could leave a person unable to make their own decisions but in the event that a person become too sick to make these decisions, a SDM(s), supported by the family may need to make decisions about health and personal care.

How do I know if I’m ready to be a SDM?

Acting on behalf of someone else if needed to make future health care decisions is an important role.

You should be able to answer yes to all of these questions:

- Am I 16 years of age or older?
- Am I willing to accept this role?

- Am I willing to talk with the person about their goals, values and wishes?
- Can I follow the person's wishes and preferences? (even if I do not agree with them)
- Am I able to make decisions at difficult moments? (under stress, differing opinions, crisis)
- Can I be available when decisions need to be made?

How can I prepare to be a SDM?

Engage in conversations about what matters most to the person.

It's important for future SDMs to have conversations to find out what's important to those you'd be making decision for – what quality of life means to them. This will prepare you to step into their shoes if needed and make future health care decisions that they would have made for yourselves. Health can change without warning. You may need to suddenly make complex health and personal care decisions such as may be the case if the person became seriously ill with COVID-19. By having conversations and learning more about what is important to your family member you would be prepared to consider and apply those wishes, values and beliefs to decisions being asked.

Ideas to prompt conversations are:

"Has your doctor shared about the risk of becoming very sick if you were to become infected with Coronavirus? Can we talk?"

"Have you thought about what is happening with the COVID virus and if you were to become very ill in light of all your other health worries? Can we talk about about what's important to you; your future care?"

"I've been thinking about what would happen if you were to become very sick with the Coronavirus and hoped we could talk about what's important to you. Can we talk?"

"If you were to become very ill, I would like you to know about your biggest worries or fears are in this situation, how your beliefs or faith can be met, what would be comfort to you etc."

Making decisions as an SDM requires that you are willing to learn about the persons wishes, about what they value; be willing to ask questions and learn about their health in light of serious illness with coronavirus and engage with the health care team to understand the benefits and burdens of treatment in the context of the person's medical condition. Learning, sharing and understanding is preparation for a time when you may be called on to make decisions on behalf of another person.

Let's keep the conversation going

Healthcare providers may reach out to individuals to discuss their health and the risks with COVID-19 and individuals can also reach out to their health care provider to talk about their health situation. It would be important for you to be included in these opportunities as the future SDM.

These conversations can be challenging especially in these uncertain times. Think of these discussions as a gift of knowledge to you who may be required to act as the SDM. Knowing what matters most will support and guide you to be in the best position to speak on and represent the person's values, goals and wishes.

For more information about Advance Care Planning and the role of the Substitute Decision Maker you can visit:

[Speak Up ON: Resources for Individuals and Families](#)

To access up to date information about the 2019 Coronavirus (COVID-19) you can visit: [Public Health Ontario COVID-19](#)

Adapted April 2020 from Speak Up Ontario Advance Care Planning resource materials - www.speakupontario.ca [And Respecting Choices COVID resources for Proactive Planning and Healthcare Agent](#) © Copyright 2019-2020

Having a Back Up Plan

The [Ontario Caregiver Organization](#) has created a template for caregivers to create a backup plan, in case they get sick. To find out more about the Caregiver Contingency Plan, call the caregiver 24/7 Caregiver Helpline: **1-833-416-2273**

They have created [an easy to use template](#) to help you to begin creating your own backup plan.

Should I or My Family Member Leave Long-Term Care during COVID-19 and Live with Family?

Because older adults are particularly vulnerable to infection from COVID-19, this has presented some major challenges for Long Term Care homes and other seniors' residences. Many homes have experienced outbreaks and people are worried about their loved ones.

Across Canada, new [infection prevention and control guidance](#) has been recommended for Long Term Care Homes, retirement residences and seniors' facilities to prevent contact with and spread of COVID-19. Some examples of these new guidelines include:

- Restricting visitors and volunteers.
- Screening all staff and any essential visitor before and after entering a residence.
- Prohibiting staff with symptoms from coming to work.
- Wearing masks and other personal protective equipment, like face shields, gowns, and gloves.
- Limiting employees to working in a single facility.
- Cancelling any non-essential outings and maintaining physical distance during meals.

By now you may have heard that some caregivers are asking to take their family member or friend out of a Long Term Care facility so that they can care for them at home. If you are considering this, the Ottawa Hospital Research Institute (2020) has developed a [5-page decision tool](#) is meant to be used by family/ friend caregivers to help in the decision making process.

To review this guide, please see the next page. This document has been used with permission.



During the COVID-19 pandemic, should I or my family member go to live with family or stay in the long-term care or nursing home?

It can be hard to decide about leaving a long-term care or nursing home during the pandemic. Working through the 6 steps of this decision aid can help prepare you and your loved ones to better discuss your options with your/your family member's care providers.

This decision aid is for you if: Check one

You live in an Ontario long-term care or nursing home because your care needs could not be safely met in the community. Due to the COVID-19 pandemic you are thinking about going to live with family* and are deemed capable of making your own decisions about place of care.

Source: <https://www.ontario.ca/page/about-long-term-care>

You are a legal substitute decision maker (e.g. have power of attorney for personal care) for a family member living in an Ontario long-term care or nursing home who has been assessed as incapable of making decisions about place of care. Due the COVID-19 pandemic, you are thinking about taking your family member to live in the community with family*.

Source: <https://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/incapacity/poa.php>

You are a family member who is affected by this decision. As you use this decision aid, keep in mind that the resident or legal substitute decision maker is responsible for requesting a formal discharge from the long-term care or nursing home and for the discharged resident's care, safety and well-being.

Source: <https://www.ontario.ca/laws/regulation/r20083>

Step 1: Why are you thinking of leaving your/your family member's current place of care?

Why?

For how long?

Step 2: What care is required and who can provide it in the family home?

Before deciding, you need to know what care needs to be given in the family home. Speak to a registered nurse or doctor to get the details about the required amount of care such as:

- monitoring personal safety and wellbeing 24 hours a day,
- personal care needs (e.g. moving/transferring, toileting/ incontinence care, eating/drinking, hygiene, oral care, dressing, grooming),
- medicines, treatments, dietary needs, social needs and other medical, nursing care needs

When you have the details, list each care item and think about the steps to ensure that this care can be given in the family home. Beside each care item, identify **who** has the skills to give it, **how many people** are needed to give it (e.g. 2 people to transfer to chair), and **how often** it is given during a 24-hour day. For how many weeks can people give care? Can it be given until it's time to return to the long-term care or nursing home? Do you need outside home care workers (e.g., privately hired or government-funded through the Local Health Integration Network (LHIN))? Are they available?

Source: <https://www.ontario.ca/laws/regulation/r20083>

*This decision aid refers to a family home, but some may be thinking about going to a friend's home.

Step 3: Is the family home safe and can the required care needs be given there?

Check yes, no, or n/a (does not apply)

Can the required care that your doctor/nurse identified be given until re-admission?

Can someone be home 24 hours a day to check for safety and wellbeing?	Yes	No	N/A
Can the daily help that is needed with personal support be given (e.g. moving/transferring, toileting/ incontinence care, eating/drinking, hygiene, oral care, dressing, grooming)?	Yes	No	N/A
Can medications be given at the right dose and time each day?	Yes	No	N/A
Can other needed care that your doctor/nurse identified be given?	Yes	No	N/A
Can you or your family access either government-funded or private care workers to fill in any potential gaps?	Yes	No	N/A
Can you get access to a doctor or nurse if you/your family member's medical needs change?	Yes	No	

Can you/ your family member be self-isolated* for the first 2 weeks to prevent COVID-19 spread?

Do you and your family know the rules for self-isolating and agree to stay self-isolated for 2 weeks? https://www.ontario.ca/page/2019-novel-coronavirus#section-10	Yes	No	N/A
Will you/your family member have a separate bedroom to self-isolate?	Yes	No	N/A
Will you/your family member have a separate bathroom or a shared bathroom that can be disinfected before/after use?	Yes	No	N/A
Is there adequate protection and supplies available for the 2-week self-isolation period and beyond (masks, gloves, hand sanitizer, cleaning products)?	Yes	No	N/A

Are there other safety features in the family's home?

Is there a call button or room monitor to call for help?	Yes	No	N/A
Are there grab bars for the bath, shower, toilet for safe bathing and toileting?	Yes	No	N/A
Is the toilet easy to use (e.g., raised toilet seat, arms, and/or commode)?	Yes	No	N/A
Is there space wide enough to rotate a walker or wheelchair in the bathroom and bedroom?	Yes	No	N/A
Is it easy and safe to get into the family home (e.g., no steps, or a ramp)?	Yes	No	N/A
Is it easy and safe to move within the family's home (e.g., no stairs or steps from living area to bedroom)?	Yes	No	N/A
Is the bed easy to get in and out of bed (e.g., partial side rail, hospital bed that can be lowered and raised to prevent back injuries when people help with personal care)? (e.g. hospital beds may be available to rent)	Yes	No	N/A
Can access to the stairs be blocked off to prevent a fall if you/your family member is confused and/or wanders?	Yes	No	N/A

Step 4: Do you know the new rules for discharge and re-admission due to the pandemic?

Source: <https://www.ontario.ca/laws/regulation/r20083>

Before deciding about leaving, you need some facts about Ontario's new COVID-19 pandemic rules. They make it easier and faster for most people to be discharged and re-admitted to the same long-term care or nursing home.

Facts about discharge. Talk to the long-term care or nursing home staff about the formal steps for discharge. Keep in mind that you/your substitute decision maker:

- will need a written report from the long-term care home describing **the required care after discharge**,
- should take all reasonable steps to ensure that all needed care is given after discharge
- are fully responsible for you/your family member's care, safety and well-being after discharge
- need to contact the Local Health Integration Network (LHIN) to assign you a Care Coordinator (who can assess the person's home care needs and arrange government funded home care, if available) before discharge and/or who will help to manage the re-admission.

While away, your long-term care or nursing home is allowed to give your/your family member's room to another person on the waiting list. So, you/your family member may not return to the same room or unit when you decide to return. If your/your family member's absence is more than 3 months, the same care home may not be able to provide the required care if care needs change significantly.

Facts about re-admission. The LHIN Care Coordinator understands the formal steps and will help with the re-admission process. Keep in mind that the steps will depend on how long it has been since discharge:

If discharge was **3 months or less**, your long-term care home or nursing home and LHIN Care Coordinator will approve your re-admission. As a returning resident due to the pandemic, you will be given the highest priority for the next vacant bed that meets your care needs. But if the type of room you will need is not as readily available (e.g. in a specialized dementia unit), there may be a wait until the type of room you require is available.

If discharge was **more than 3 months ago**, your long-term care or nursing home will need information about **changes in your required care needs** to make sure the home still has the right skill sets and physical environment to provide this care. Your LHIN Care Coordinator will assess your needs using faster steps to provide this information.

- If the home **can** provide your required care, it approves re-admission. As a returning resident, you have the highest priority for the next vacant bed. But there may be a wait until the type of room you require is available.
- If the home is **unable** to provide the care you need, your LHIN Care Coordinator will help you find a long-term care or nursing home that can serve your needs as quickly as possible. You/your substitute decision maker have the final say on whether to be admitted to that long-term care or nursing home.

Step 5: Which reasons to choose each option matter most to you?

Possible reasons to choose or avoid each option are shown below. Add others that apply. Show how much each reason matters **to you** using 0 to 5★ stars. '0' means it does **not matter at all**. '5' means it **matters a great deal**. Ask another person to use the stars too.

	Reasons to Choose this Option Benefits / Advantages / Pros	How much it matters to you: 0★ not at all 5★ a great deal		Reasons to Avoid this Option Harms / Disadvantages / Cons	How much it matters to you: 0★ not at all 5★ a great deal	
		Person 1	Person 2		Person 1	Person 2
 <p>Option #1 Stay in long-term care or nursing home</p>	Staff can provide needed care 24 hours a day including for medical emergencies			Possibility of limited staff and services due to pandemic		
	Reduce risk of spreading COVID-19 to family and getting it from family.			Risk of getting COVID-19 from staff or other residents		
	Access to needed safety features, equipment, care supplies, COVID-19 protective supplies.			Possibility of limited methods to prevent/manage COVID-19 outbreak.		
	Feel closer to the residents/staff at the long-term care or nursing home and feel more comfortable with routines and room			Limited or no access to family/friend visitors reduces their practical/emotional support		
	Less risk of burning out my family/friend(s)			Risk/fear of dying alone/not being able to say goodbye		
	List other reasons			List other reasons		
 <p>Option #2 Go to live with family</p>	Reduce risk of resident getting COVID-19 from staff or other residents in the long-term care or nursing home			Risk of bringing COVID-19 into the family home or getting COVID-19 from family or home care workers		
	Family can provide needed care possibly with outside help or services.			Family or outside care workers are unable give needed care until return to long-term care or nursing home		
	Family can manage changes in condition and/or access medical care			Family is unable to manage changes in condition or access medical care		
	Closer to family/friend(s) for emotional support. Feel more reassured and secure.			Family/friend's home needs changes (e.g. grab bars, ramp, blocked stairs). It may be difficult to find someone to make the changes or to pay for them		
	More control over daily routines			Uncertain if/when I can return to long-term care and nursing home		
	List other reasons			List other reasons		

Which option do you prefer? Check one.

Stay in long-term care or nursing home

Go to live with family

I'm not sure

Step 6: What else do you need to make a decision?

6.1 How comfortable you feel making this decision

Check one



Do you know enough about the **benefits and harms** of each option?

Yes No



Are you clear about which benefits and harms **matter most** to you?

Yes No



Do you have enough **support and advice** to make a choice?

Yes No



Do you **feel sure** about the best choice for you?

Yes No

The SURE Test © O'Connor & Légaré, 2008

6.2 What are the next steps?

Check the things you need to do before you make this choice.

I need to discuss the options with _____

I need to learn more about my options _____

Other. Please specify _____

This information is not intended to replace the advice of one's doctor or registered nurse. It was designed to prepare people to discuss options with their long-term care home medical and nursing staff and others. While we have tried to reflect the state of general knowledge in the field and current information from Ontario Canada at the date of publication, and suggested where to get more information, we do not accept responsibility or liability whatsoever for any errors or omissions.

Authors: D Stacey RN, PhD; C Ludwig RN, PhD(c); J Lavoie MSW, RSW; S Sinha MD, DPhil, FRCPC

Contributors: K Babulic BSc(PT), BSc; N Edwards RN (non-practicing), PhD

Decision Aid Format Editor: A O'Connor PhD based on [International Standards](#), the [Ottawa Decision Aid Template](#) and the [Ottawa Personal Decision Guide](#) © 2015, A O'Connor, D Stacey, University of Ottawa, Canada.

Last reviewed: April 15, 2020. **Reading level:** Flesch-Kincaid Grade Level 6.7

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References: 1. Edwards N, Dulai J & Rahman A. (2019). A Scoping Review of Epidemiological, Ergonomic and Longitudinal Cohort Studies Examining the Links between Stair and Bathroom Falls and the Built Environment. *International Journal of Environmental Research and Public Health*. 2. Blanchet R & Edwards N. (2018). A need to improve the assessment of environmental hazards for falls on stairs and in bathrooms: Results of a scoping review. *BMC Geriatrics*. DOI: 10.1186/s12877-018-0958-1. 3. Boland L et al., 2017 Impact of home care versus alternative locations of care on elder health outcomes: an overview of systematic reviews. *BMC Geriatrics* 17;20. 4. Stacey D et al., (2017) [Decision aids for people facing health treatment or screening decisions](#). Cochrane Database Syst Rev. 5. April 2-14, 2020 Canadian media releases relevant to this decision (viewers'/readers' comments). 6. Sources accessed April 15, 2020:

- <https://www.ontario.ca/page/about-long-term-care>
- <https://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/incapacity/poa.php>
- <https://www.ontario.ca/page/2019-novel-coronavirus>
- <https://www.ontario.ca/laws/regulation/r20083>
- <https://www.ontario.ca/page/2019-novel-coronavirus#section-10>
- <http://www.hqontario.ca/Portals/0/Documents/pr/ltc-mohltc-ltcha-guide-phase-1-1206-en.pdf>

Conflicts of interest: Some authors have faced the decision about placing an elderly parent in a long-term care home; no authors are facing the decision about moving a relative from a long-term care or nursing home to live with family.

If You are Thinking of Leaving your Retirement/Assisted Living Facility

The Ottawa Hospital Research Institute (2020) has also developed a [5-step decision tool](#) to help with the decision of whether or not you should leave your retirement residence to go live with family/friend or stay where you are. This document is meant to be used by older adults to help in the decision making process related to leaving your retirement residence. Included with permissions from Dr. Dawn Stacey and the Ottawa Hospital Research Institute. The Ottawa Hospital Research Institute has developed a 5-step decision tool is meant to be used by older adults to help in the decision making process.



During the COVID-19 pandemic, should I go to live elsewhere or stay in my retirement/assisted living home?

The decision about moving from a retirement or assisted living home to the home of family (or a friend) during a pandemic can be difficult. Working through the 5 steps of this decision aid should help prepare you and your loved ones for making this important decision.

This decision aid is for you and/or your family/friend if:

- you live in a retirement home or an assisted living home
- you are thinking about moving to live with family/friend(s) during the COVID-19 pandemic

Where do you live now?

Retirement and Assisted Living Homes are rented private housing for adults/seniors who can live with some or no outside help. In most Canadian provinces/territories, licensed retirement and assisted living homes are subject to the local Landlord/Tenancies Act. Adults in these settings pay for their own care and living costs. Low income adults/seniors may qualify for a subsidized place in some homes. Retirement and assistive living homes typically do not provide access to 24-hour nursing care. There is a range of services and levels of care that can be provided within these homes. For example, some may offer extra services to be purchased such as meals, help with personal care and medicines, toileting care (incontinence care), and dementia care. For some retirement and assistive living homes, it is possible to leave for extended periods of time (e.g. vacation) and keep the room if rent is paid. Most homes, however, are not allowing short stay leaves during the COVID-19 pandemic. Further, if receiving subsidized rent, it may not be permitted to have extended leaves. For more information refer to the contract signed with the retirement or assistive living home and the relevant guidelines for your province or territory (e.g., ontario.ca/page/find-retirement-home).

If you live in a retirement or assisted living home, please continue onto the next section.

Long-term care or nursing homes provide adults with help for most or all daily activities. This includes access to 24-hour nursing and personal care. To qualify, the adults' personal care needs cannot be safely met in the community through government-funded community-based services or their family/friend(s). For more information, see the regulations for your province/territory (e.g. ontario.ca/page/about-long-term-care). **If you live in a long-term care or nursing home, please go to the website (decisionaid.ohri.ca/decaids.html) to obtain the decision aid designed for this type of housing.**

Who is legally responsible to make this decision?

- I can make the decision
- A family member(s) and/or friend(s) who has power of attorney or substitute decision maker
- Other: _____

If you go live with family/friend(s), how long would you plan to stay with them? _____

Step 1: How much help is needed with your daily activities/personal care?

1.1 Check how you have been on average in the past week.

Moving/ Transfers:	I can move about on my own	I use a walker and transfer myself in/out of a chair/bed/car	I need help from 1 person to transfer in/out of a chair/bed/car	I need help from 2 people to transfer in/out of a chair/bed/car	I need help from a lift to move in/out of a chair/bed/ car
Bathing/ Showering:	I can bath/shower on my own	I need help to get in and out of the bath/shower	I need help from 1 person with baths/showers	I need help from 2 people with baths/showers	I need a lift/ chair/other special equipment to have a bath/shower
Toileting	I can go to the toilet on my own	I need to be prompted for toileting	I need help from 1 person to transfer on/off the toilet	I need help from 2 people or a lift to transfer on/off toilet	I cannot use the toilet (uses adult diapers)
Eating and Drinking:	I can eat and drink on my own	I need to be prompted to eat and drink	I need help to eat and drink	I need to be fed	I have a feeding tube
Taking Medicines:	I do not take any medicines	I take medicines at the correct dose and time	I take medicines in pill packs at the right time	Someone helps me take the right dose of medicines and/or supervises me giving myself injections	Someone else gives me my medicines and/or gives me injections (needles)
Memory:	I can remember	I can remember most things	I have some problems with my short-term memory	I cannot remember most things (severe memory loss)	I have trouble remembering where I am and get lost moving room to room
Confusion/ Agitation/ Anger:	I am oriented to the day, time and place	I get confused at times	I get confused, agitated or angry at certain times of the day (during evenings or when asked to bathe or take a shower)	I often have periods of anger, confusion and agitation	I have frequent angry outbursts

1.2 Do you have other specific care needs, special equipment or services? (e.g. oxygen, homecare services such as nursing, personal care, physiotherapy, occupational therapy, dietician) Ask nursing and medical staff/director of care your retirement or assisted living home as well as staff who provide you with your personal care.

Note: if you are receiving home care services at your retirement or assisted living home, you will need to call your regional home care coordinator/case manager to find out whether the government-funded home care that you may need is available and how long you may have to wait for those services to be available at your family/friend(s)' home.

If you need care and supports beyond what your family/friends and government-funded home care can provide, do you have the resources to access additional private care to meet your needs and is private care available?

Step 2: Is your family/friend's home safe and able to meet my personal care needs?

Check Yes, No, or N/A (does not apply)

Can your personal, nursing and medical needs be met 24/7?

Can family/friend(s) provide personal care to meet your needs each day?	Yes	No	N/A
Can family/friend(s) provide your medicines at the right dose and time each day?	Yes	No	N/A
Can family/friend(s) provide hands-on care (toileting) or check-ins during the night?	Yes	No	N/A
Can you be left alone for periods of time in the day?	Yes	No	N/A
Can you get access to a physician or nurse if your medical needs change?	Yes	No	N/A
Can you or your family/friend(s) access either government-funded or private care to fill any potential gaps?	Yes	No	N/A

Can you be self-isolated* for 2 weeks on arrival to prevent potential COVID-19 spread?

Do you/your family/friend(s) know the rules for self-isolating and agree to stay self-isolated for 2 weeks? www.ontario.ca/page/2019-novel-coronavirus#section-10	Yes	No	N/A
Will you have a separate bedroom to self-isolate?	Yes	No	N/A
Will you have a separate bathroom or a shared bathroom that can be sanitized before/after use?	Yes	No	N/A
Is there adequate protection and supplies available for the 2-week self-isolation period (masks, gloves, hand sanitizer, cleaning products)?	Yes	No	N/A

Are there other safety features in your family/friend's home?

Are there grab bars for the bath, shower, toilet to help you safely bathe and toilet?	Yes	No	N/A
Is the toilet easy to use (e.g., raised toilet seat, arms, and/or commode)?	Yes	No	N/A
Is there space wide enough for you to rotate a walker or wheelchair in bathroom and bedroom?	Yes	No	N/A
Is it easy and safe to get into your family/friend's home (e.g., no steps, ramp)?	Yes	No	N/A
Is it easy and safe to move within your family/friend's home (e.g., no stairs or steps from living area to bedroom)?	Yes	No	N/A
Is the bed easy to get in and out of (e.g., partial side rail, hospital bed that can be lowered/raised to prevent back injuries when family/friend help with personal care)? (e.g., hospital beds may be available to rent)	Yes	No	N/A
Can access to the stairs be blocked off to prevent a fall if you are confused or wander?	Yes	No	N/A

***Note: If you go to live with your family/friend(s) and would like to move back to the retirement home or assisted living home, you need to request permission from the home to re-enter and you will likely need to self-isolate for 14-days on re-entry into the retirement or assisted living home.**

Step 3: Which reasons to choose each option matter most to you?

For each option, list any extra benefits and harms. Then, rate each benefit and harms using stars (★) to show how much each one matters to you on a scale from '0' to '5'. '0' means **not at all**. '5' means a great deal. Ask your family/friend(s) to rate how much each matters to them too.

	Reasons to Choose this Option Benefits / Advantages / Pros	How much it matters to you: 0★ not at all 5★ a great deal		Reasons to Avoid this Option Harms / Disadvantages / Cons	How much it matters to you: 0★ not at all 5★ a great deal	
		Person 1	Person 2		Person 1	Person 2
 Option #1 Stay in a retirement home or assisted living home	Help from staff to provide personal care and medicines Have access to staff 24 hours a day for emergencies Reduced risk of spreading COVID-19 to family/friend(s) and getting it from them Have access to safety features, equipment, care supplies (see Step 2 above) Feel closer to the residents/ staff at the retirement/ assisted living home and feel more comfortable with my routines and room Less risk of burning out my family/friend(s) List other reasons			Possibly limited staff and services due to pandemic Limited or no group activities in the retirement/ assisted living home Risk of getting COVID-19 from staff or other residents Possibility of limited methods to prevent/manage COVID-19 outbreak Limited or no access to family/friend visitors reduces your practical and emotional support Risk/fear of dying alone/not being able to say goodbye List other reasons		
 Option #2 Go to live with your family/friend(s)	Reduced risk of getting COVID-19 from staff or other residents in the retirement/ assisted living home. Family/friend(s) can provide needed care possibly with outside help or services My family/friend(s) can manage changes in my condition and/or access medical care Closer to family/friend(s) for emotional support. Feel more reassured and secure More control over daily routines List other reasons			Risk of you bringing COVID-19 into your family/friend's home or getting COVID-19 from family/friend(s) or home care workers Family, friend(s) or outside care workers unable to give needed care until return to retirement/assisted living home Family is unable to manage changes in my condition or access medical care Family/friend's home needs changes (e.g., grab bars, ramp, blocked stairs) and it may be difficult to find someone to make changes or to pay for them (check contract) May lose room at retirement/assisted living home when ready to move back List other reasons		

Which option do you prefer? Check one.

Stay in retirement or assisted living home

Go to live with your family/friend(s)

I'm not sure

Step 4: What else do you need to make a decision?



Who is involved with making this decision?

Who else is involved?	Name:	Name:	Name:
Which option do they prefer?			
Is this person pressuring you?	Yes	No	Yes
			No
How can they support you?			
Who else do you want to involve in making the decision?	Share the decision with... Decide myself after hearing the views of... Someone else decide for me....		



Do you know enough about the **benefits and harms** of each option? Yes No



Are you clear about which benefits and harms **matter most** to you? Yes No



Do you have enough **support** and **advice** to make a choice? Yes No



Do you **feel sure** about the best choice for you? Yes No

The 4-item SURE Test © O'Connor & Légaré, 2008

Step 5: What are the next steps?

Check the things you need to do before you make this choice.

I need to discuss the options with _____

I need to learn more about my options _____

Other. Please specify _____

This information is not intended to replace the advice of your doctor or registered nurse. It was designed to provide information to assist those who are making this decision. While we have tried to reflect the state of general knowledge in the field at the date of publication and suggested where to get more information, we do not accept responsibility or liability whatsoever for any errors or omissions. Last reviewed: April 14, 2020. Flesch Kincaid Grade 7.1.

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Contributors: N Edwards RN(non-practicing), PhD; K Babulic BSc(PT), BSc.

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References: Boland L et al., 2017 Impact of home care versus alternative locations of care on elder health outcomes: an overview of systematic reviews. BMC Geriatrics 17;20; Media releases from Canadian news April 2-8, 2020. Others on request.

Conflicts of interest: Some authors have faced the decision about placing an elderly parent in a long-term care home; one author is facing the decision about moving a relative from a retirement/assisted living home to live with family.

Complete List of Websites and Telephone Numbers in Chapter 10

Organization	Website	Telephone Number
Speak Up Ontario	https://www.speakupontario.ca/	1-800-349-3111 ext 31
Resources for Health Care Consent, Advance Care Planning, Goals of Care Discussions, and Substitute Decision Makers	https://www.speakupontario.ca/resources-for-individuals-and-families/	1-800-349-3111 ext 31
Ontario Caregiver Organization	https://ontariocaregiver.ca/	1-833-416-2273
Caregiver Contingency Plan	https://ontariocaregiver.ca/covid-19/	1-833-416-2273
Government of Canada	https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevent-control-covid-19-long-term-care-homes.html	2-1-1
The Ottawa Hospital Research Institute has developed, “During the COVID-19 pandemic, should I or my family member go to live with family or stay in the long-term care or nursing home?”	https://decisionaid.ohri.ca/decaids.html	n/a
The Ottawa Hospital Research Institute has developed, “Should I go live with family/friend or stay in my retirement/assisted living home?”	https://decisionaid.ohri.ca/decaids.html	n/a

Contact Us

Please feel free to contact Seniors Care Network if you have any questions or comments about this guide.

TO CONTACT:

✉ **Email:**
Seniors Care Network:
info@seniorscarenetwork.ca

📞 **Telephone:**
Seniors Care Network
905-372-6811 ext. 7798

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Pickering Resident and Healthcare Advocate

Joyce Perrin, Bs.N, DHA, CPHQ, FCCHSE, FACHE
Patient Advocate

Anne-Marie Yaraskavitch,
Whitby Resident and Healthcare Advocate

Authors of this guide:

Sarah Dolsen
Knowledge to Practice Specialist,
Seniors Care Network

Stacey Hawkins
Director – Research & Evaluation,
Seniors Care Network

Appendix

List of Organizations in this Guide, Links and Telephone Numbers, in Order of Appearance, by Topic

Finding the Right Supports in My Community

Organization	Website	Telephone Number
211 Ontario Community Supports	https://211ontario.ca/	2-1-1
211 Ontario Live Chat	https://211ontario.ca/chat/	2-1-1
Ontario Caregiver Organization (OCO)	https://ontariocaregiver.ca/covid-19/	1-833-416-2273
OCO Caregiver Tips and Resources	https://ontariocaregiver.ca/covid-19/	1-833-416-2273
Ontario Caregiver Online Live Chat	https://ontariocaregiver.ca/find-support/helpline/	1-833-416-2273
Ontario Caregiver Organization Communities	https://ontariocaregiver.ca/caregivingcommunities/	1-833-416-2273
Community Care Northumberland	https://www.commcare.ca/index.html	705-653-0955
Community Care Peterborough	https://www.commcareptbo.org/	705-742-7067
Haliburton Highland Health Services	https://www.hhhs.ca/community-support-services	705-457-2941
Community Care Kawartha Lakes	https://www.ccckl.ca/	1-800-461-0327
Community Care Durham	http://communitycaredurham.on.ca/	1-888-255-6680
Durham Region Community Services Support Line	http://communitycaredurham.on.ca/wp-content/uploads/2020/05/Community-Support-Line-Flyer-1-scaled.jpg?fbclid=IwAR0e49Z8DDXioapLzDv6Im-ZG850g4pSPR1vDjFi2Jetn0LAIgtKoaftOc	1-888-332-3133
Scarborough Ontario Health Team COVID-19 Community Support Line	https://www.tcare.ca/cmsAdmin/uploads/Scarborough-OHT-COVID-Response.pdf	1-888-834-8776
Home and Community Care Central East Local Health Integration Network	https://healthcareathome.ca/centraleast/en/Contact-Us and https://www.centraleasthealthline.ca/	1-800-263-3877
Ontario Community Support Association	www.ontariocommunitysupport.ca	2-1-1 or 1-877-330-3213 (toll free) or 1-888-340-1001 for TTY service
Alzheimer Society of Peterborough, Kawartha Lakes, Northumberland and Haliburton	https://alzheimer.ca/en/pklnh	705-748-5131
Alzheimer Society of Durham Region	https://alzheimer.ca/en/durham	1-888-301-1106
Alzheimer Society of Toronto	https://alz.to/	416-322-6560
Elder Abuse Ontario	http://www.eapon.ca/	1-866-299-1011
Elder Abuse Ontario Help for Seniors	http://www.eapon.ca/what-is-elder-abuse/help-for-seniors/	1-866-299-1011

Caring For Yourself

Organization	Website	Telephone Number
Four County Crisis	https://cmhahkpr.ca/programs-services/four-county-crisis/	1-866-995-9933
Ontario Caregiver Organization	https://ontariocaregiver.ca/	1-833-416-2273
Centre for Addictions and Mental Health (CAMH) Coping with Stress and Anxiety	https://www.camh.ca/en/health-info/mental-health-and-covid-19#coping	n/a
Caregiving Strategies	https://rgps.on.ca/caregiving-strategies/	n/a
“Caring for the Caregiver” chapter	https://rgps.on.ca/caregiving-strategies/caring-for-the-caregiver/	n/a
Wellness Together Canada	https://homewoodhealth.com/corporate/covid-19-resources	1-866-585-0445
Mindfulness Practice #1	https://youtu.be/kLdPRq1vX4Q	n/a
Mindfulness Practice #2	https://youtu.be/JyFqi6e9ZgY	n/a
Mindfulness Practice #3	https://youtu.be/xGn_8TsZvn4	n/a

Food Security

Organization	Website	Telephone Number
211 Ontario Community Supports	https://211ontario.ca/	2-1-1
Community Care Northumberland	https://www.commcare.ca/index.html	705-653-0955
Community Care Peterborough	https://www.commcareptbo.org/	705-742-7067
Haliburton Highland Health Services	https://www.hhhs.ca/community-support-services	705-457-2941
Community Care Kawartha Lakes	https://www.ccckl.ca/	1-800-461-0327
Community Care Durham	http://communitycaredurham.on.ca/	1-888-255-6680
Durham Region Community Services Support Line	http://communitycaredurham.on.ca/wp-content/uploads/2020/05/Community-Support-Line-Flyer-1-scaled.jpg?fbclid=IwAR0e49Z8DDXioapLzDv6Im-ZG850g4pSPR1v_	1-888-332-3133
Scarborough Ontario Health Team COVID-19 Community Support Line	https://www.tcare.ca/cmsAdmin/uploads/Scarborough-OHT-COVID-Response.pdf	1-888-834-8776
CBC Radio-Canada video	https://www.cbc.ca/news/health/coronavirus-grocery-shopping-online-1.5516983	n/a
Caregiving Strategies	https://rgps.on.ca/caregiving-strategies/	n/a
Caregiving Strategies Nutrition Chapter	https://rgps.on.ca/caregiving-strategies/nutrition/	n/a

Getting Prescription Medications

Organization	Website	Telephone Number
Ontario College of Pharmacists	https://www.ocpinfo.com/	n/a
Canadian Pharmacists Association video	https://www.youtube.com/watch?v=YP3-9y6ADBw&feature=youtu.be	n/a

Transportation

Organization	Website	Telephone Number
211 Ontario Community Supports	https://211ontario.ca/	2-1-1
211 Ontario Live Chat	https://211ontario.ca/chat/	2-1-1
Community Care Northumberland	https://www.commcare.ca/index.html	705-653-0955
Community Care Peterborough	https://www.commcareptbo.org/	705-742-7067
Haliburton Highland Health Services	https://www.hhhs.ca/community-support-services	705-457-2941
Community Care Kawartha Lakes	https://www.ccckl.ca/	1-800-461-0327
Community Care Durham	http://communitycaredurham.on.ca/	1-888-255-6680
Durham Region Community Services Support Line	http://communitycaredurham.on.ca/wp-content/uploads/2020/05/Community-Support-Line-Flyer-1-scaled.jpg?fbclid=IwAR0e49Z8DDXioapLzDv6Im-ZG850g4pSPR1v_	1-888-332-3133
Scarborough Ontario Health Team COVID-19 Community Support Line	https://www.tcare.ca/cmsAdmin/uploads/Scarborough-OHT-COVID-Response.pdf	1-888-834-8776

Dementia Supports , Services and Resources during COVID-19

Organization	Website	Telephone Number
Alzheimer Society of Peterborough, Kawartha Lakes, Northumberland and Haliburton	https://alzheimer.ca/en/pklnh	705-748-5131
Alzheimer Society of Durham Region	https://alzheimer.ca/en/durham	1-888-301-1106
Alzheimer Society of Toronto	https://alz.to/	416-322-6560
Caring for someone with dementia during the COVID-19 pandemic	https://elizz.com/caregiver-resources/caring-for-someone-with-dementia-during-the-covid-19-pandemic/	n/a
COVID-19 Resources (books for persons with dementia, activities to support behaviours and more)	https://www.dementiability.com/COVID-19-Resources	n/a
BrainXchange and Behavioural Supports Ontario	https://brainxchange.ca/COVID-19.aspx	n/a

Staying Connected, Social Engagement and Reducing Isolation

Organization	Website	Telephone Number
Caregiving Strategies	https://rgps.on.ca/caregiving-strategies/	n/a
Community Care Northumberland	https://www.commcare.ca/index.html	705-653-0955
Community Care Peterborough	https://www.commcareptbo.org/	705-742-7067
Haliburton Highland Health Services	https://www.hhhs.ca/community-support-services	705-457-2941
Community Care Kawartha Lakes	https://www.ccckl.ca/	1-800-461-0327
Community Care Durham	http://communitycaredurham.on.ca/	1-888-255-6680
Durham Region Community Services Support Line	http://communitycaredurham.on.ca/wp-content/uploads/2020/05/Community-Support-Line-Flyer-1-scaled.jpg?fbclid=IwAR0e49Z8DDXioapLzDv6Im-ZG85Og4pSPR1vDjFi2JetnOLAIGtKoaftOc	1-888-332-3133
Scarborough Ontario Health Team COVID-19 Community Support Line	https://www.tcare.ca/cmsAdmin/uploads/Scarborough-OHT-COVID-Response.pdf	1-888-834-8776
Durham Public Health	https://www.durham.ca/en/regional-government/covid-19-community-resources.aspx#Health-and-Wellness	905-668-7711
Ontario Caregiver Organization	https://ontariocaregiver.ca/	1-833-416-2273
Caregiving Strategies Social Engagement chapter	https://rgps.on.ca/caregiving-strategies/social-engagement/	n/a
Three Item Loneliness Scale	http://rgpson.mydev.ca/wp-content/uploads/2019/10/Three-Item-Loneliness-Scale.pdf	n/a

Staying Active during COVID-19

Organization	Website	Telephone Number
Caregiving Strategies Staying Active chapter	https://rgps.on.ca/caregiving-strategies/staying-active/	n/a
Regional Geriatric Program of Toronto	https://www.rgptoronto.ca/	n/a

Financial Supports for Older Adults

Organization	Website	Telephone Number
211 Ontario Community Supports	https://211ontario.ca/	2-1-1
211 Ontario Live Chat	https://211ontario.ca/chat/	2-1-1
Government of Canada, Support for Individuals	https://www.canada.ca/en/department-finance/economic-response-plan.html?topic=ex-col-faq	n/a

Creating a Plan

Organization	Website	Telephone Number
Speak Up Ontario	https://www.speakupontario.ca/	1-800-349-3111 ext 31
Resources for Health Care Consent, Advance Care Planning, Goals of Care Discussions, and Substitute Decision Makers	https://www.speakupontario.ca/resources-for-individuals-and-families/	1-800-349-3111 ext 31
Ontario Caregiver Organization	https://ontariocaregiver.ca/	1-833-416-2273
Caregiver Contingency Plan	https://ontariocaregiver.ca/covid-19/	1-833-416-2273
Government of Canada	https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevent-control-covid-19-long-term-care-homes.html	2-1-1
The Ottawa Hospital Research Institute has developed, “During the COVID-19 pandemic, should I or my family member go to live with family or stay in the long-term care or nursing home?”	https://decisionaid.ohri.ca/decaids.html	n/a
The Ottawa Hospital Research Institute has developed, “Should I go live with family/friend or stay in my retirement/assisted living home?”	https://decisionaid.ohri.ca/decaids.html	n/a

Seniors Care Network

c/o 1000 DePalma Drive
Suite 2H-16
Cobourg ON
K9A 5W6

Online:

Email: info@seniorscarenetwork.ca
www.seniorscarenetwork.ca

Telephone:

905-372-6811 ext. 7798

