
Waterloo Wellington Community Support Services

WWLHIN Presentation

November 19 and 20, 2007

Definition of Community Support Services

We are the community based health service providers that enable individuals and families to Live and Live Well in Waterloo Wellington

We are an extremely efficient use of health care dollars, and for many people our simple comforts are as acutely needed as all other components of the Health Care System

CSS Include:

- Adult day programs
 - Transportation
 - Hospice
 - Attendant Services
 - Meal Services
 - Acquired Brain Injury Services
 - Caregiver Support and Education
 - Home help/Home Maintenance
 - Friendly Visiting
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WWCSS Profile

- # of clients 18,000
 - # of volunteer hours 175,000
 - # of paid staff 600 full time and part time
 - MOH<C funding \$17,000,000
 - Total Budget \$20,000,000
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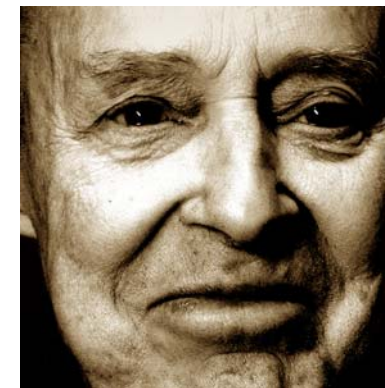
Key Benefits of CSS

- Enable people to remain active and engaged in their community
 - Save the health care system money
 - Contribute to personal autonomy, well-being and self-esteem
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Key Benefits of CSS

- Reduce stress and lowers the burden for families and primary caregivers
 - Deliver flexible services coordinated to the needs of individuals
 - Provide the right service, at the right time at the right cost
 - Build community capacity to provide care
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CSS is Day-to-Day Living & Daily Care



The Health Care Equation

- Hospitals = Acute Care
 - Nursing Homes = Long-Term Care
 - CSS = Daily Care
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Mapping Strengths of CSS to the IHSP Action Plan

The Community Support Services in Waterloo Wellington work collaboratively to align services with the IHSP of the WWLHIN

Moving Forward

OPPORTUNITIES

WWCSS members bring effective representation to COI's

Innovative partnerships and services to address Aging at Home initiative

System Challenges

- Complexity of care provided in the community
 - Aging demographic and ethnic diversity
 - Access to resources both human and financial
 - Lack of awareness and effective use of CSS
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Integrated Solutions

- Balance of Care
 - Home at Last
 - Collaborative care planning
 - Increased accessible appropriate housing
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Integrated Solutions

- Build better navigation system for clients
 - Integrated model of Health Service delivery that includes CSS and all sectors
 - Health Human Resource strategy
 - Communications and marketing strategy that is LHIN wide
 - Inspiring innovative grass roots programs
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An effective Health Care System involves:

- Clients and their primary caregivers
 - Volunteers and donors
 - CSS agencies, Hospitals, CCAC, Long Term Care homes
 - All community partners
 - E-Health and other technology initiatives
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