
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 dollar and, for many people, our simple comforts are as acutely needed as all other components of the Health Care System

Community Support Services

- 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

- 18,000 clients
 - 175,000 of volunteer hours/year
 - 600 paid staff: full time and part time
 - \$17,000,000 MOH<C funding
 - Total Annual Budgets - \$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
 - Reduce stress and lower the burden for families and primary caregivers
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Key Benefits of CSS

- 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 and 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
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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 project
 - Home At Last pilot
 - Collaborative care planning
 - Increased accessible appropriate housing
 - Build better navigation system for clients
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Integrated Solutions

- Integrated model of health service delivery that includes CSS and all sectors
 - Health Human Resources 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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