Session Information

Session #504 - Assisting seniors in housing

Moderator: Leah Davis

Saturday, November 15th from 1:30PM-3:00PM

Agenda

• Seniors in CityHousing Hamilton and the Broader Community
• Need for Supports
• Tenant Engagement at CityHousing Hamilton
  o Programs and Activities for Seniors
• Value in Supports
• Questions/Comments
Supporting our Seniors

“CHH is invested in improving our community through active participation and collaboration. Over the past three years, we have have joined efforts with 90 community partners and seen the development of more than 25 tenant groups, including Step-By-Step (the tenant advisory group).”

- Matt Bowen, Manager, Tenant Engagement
Seniors in CityHousing Hamilton and the Broader Community

CHH Mandate

We provide affordable housing that is safe, well maintained, cost effective and that supports the diverse needs of our many communities.
CHH Housing Portfolio

• We are the fourth largest provider of social housing in Ontario, with approximately 7,100 rental units.
• We provide affordable housing to seniors, singles and families.

CHH Unit Types

- Commercial: 67.24%
- Assisted Living: 0.033%
- Single/Semi: 1.05%
- Townhouse: 6.98%
- Apartments: 24.41%
Senior Demographics in Hamilton

The number of seniors aged 75+ is estimated to reach 42,907 in 2015, which will represent 36% of the total HNHB LHIN population.
Our Population

- We house an aging tenant population that is in need of basic supports to maintain their tenancy.
- An increasing number of seniors require mental health and addictions supports.

Our Role

- We provide housing for tenants who are able to live independently.
- CHH is not supportive housing under HSA, 2011.
- We receive no funding for support services.
Need for Support

• In Ontario, between **17 and 30%** of aging adults (65+) have some form of mental health.

• This means that between **289,000** and **680,000** older adults are affected by mental health issues in Ontario.

Canadian Mental Health Association (2010): “Mental Health and Addictions Issues for Older Adults: Opening the Doors to a Strategic Framework”
Need for Support

• There are currently a lack of adequate supports for older populations.

• Research shows that issues commonly associated with normal aging are, in reality, preventable and treatable.

Canadian Mental Health Association (2010): “Mental Health and Addictions Issues for Older Adults: Opening the Doors to a Strategic Framework”

Need for Support

• CHH sees the value and need for proactive responses to issues facing our aging tenant population.

• These are facilitated through our Tenant Engagement and Support Services team.

• Many supports target our senior population.
Tenant Engagement at CityHousing Hamilton

- Annual General Meetings
- Housing Matters Newsletters
- Tenant Supports referrals, 1 on 1, etc.
- Tenant Associations
- Forms
- Summer Recreation
- Annual Picnic
- Wellness Programs
- Community Gardens
- Case Management
- Have Your Say Events
- Step by Step our Tenant Stakeholder Reference Group
- Office Hours of Property Managers and Community Relations Workers
- Tenant-Led Groups
<table>
<thead>
<tr>
<th>Role</th>
<th>Description</th>
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<tbody>
<tr>
<td>Community Relations Worker</td>
<td>CRWs work co-operatively with tenants to maintain residence and enhance their quality of life. CRWs provide information on community resources and assist with referrals to outside agencies. They advocate for tenants and assist with eviction prevention strategies.</td>
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<tr>
<td>Community Development Coordinator</td>
<td>CDCs work cooperatively with tenant groups and CHH staff to enhance relationships, build capacity and a sense of community. They craft social, cultural, recreational, and educational activities and programs with tenant groups.</td>
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<tr>
<td>On-site Support Worker (ROOFS)</td>
<td>OSWs offer targeted support to tenants affected by mental health and addiction. They work cooperatively with tenants to maintain residence and enhance their quality of life. OSWs provide tenants with information on resources and assist with referrals to outside agencies.</td>
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<td>Recreation Coordinator</td>
<td>Recreation Coordinators provide safe opportunities for recreation and leisure and promote a healthy lifestyle for all tenants. They work cooperatively with outside agencies to bring wellness activities and initiatives to our tenants in an accessible and affordable manner.</td>
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In 2013, CHH formalized a **strategy** to **engage tenants** and **build resilient neighbourhoods**. It was built upon **5 key pillars** and increases **community**, interaction between stakeholders, commitment to action, creative solutions, and **participant satisfaction**.

- Matt Bowen,
  Manager, Tenant Engagement
Through engagement, we are able to provide supports to our tenants – supports that they *want* and *need*.

Here’s what that looks like...
Activities and Events for Seniors

CHH Annual Summer Picnic
Holiday Events

BBQ at First Place
Leadership Forum

Tenant Associations, Tenant Groups & Tenant-Led Programs
Tenant-Led Café at 155 Park

Two members of Step by Step attending an AGM
Presentation by The Martinique Tenant Association

Community Gardens
395 Mohawk

at 13 of our seniors’ buildings

Supporting our Seniors
with 129 of our seniors participating
2014 Terra Award Recipient

Have Your Say Events
First Place
Annual General Meetings

30 Sanford
## 2013 vs. 2014 Annual General Meetings: How Do We Measure Up?

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<thead>
<tr>
<th></th>
<th>2013</th>
<th>2014</th>
<th>Growth Percentage</th>
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<tbody>
<tr>
<td>Number of Meetings Held</td>
<td>41</td>
<td>43*</td>
<td>4.9%</td>
</tr>
<tr>
<td>Number of Tenants That Attended</td>
<td>1493</td>
<td>2424</td>
<td>62.4%</td>
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<tr>
<td>Number of Meals Served</td>
<td>1800</td>
<td>3652</td>
<td>102.9%</td>
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<tr>
<td>Number of Pages of Minutes</td>
<td>200</td>
<td>281</td>
<td>40.5%</td>
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<tr>
<td>Number of Staff Hours</td>
<td>530</td>
<td>649</td>
<td>22.5%</td>
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*Meetings added at Millwood-Dodolink & Cranbrook Greendale Properties
Volunteer Opportunities

Seniors residing at First Place have many volunteer opportunities. There are currently 65 active volunteers.
Volunteers are involved in many roles, including:
• Tenant organization
• Chapel helpers
• Program convenors
• Special event helpers
• Office helpers
• Friendly visitors
50 New Homes for Seniors
690 Stonechurch

The Wellness Program
• offers **18 programs** at **10** of our senior buildings
• opened in **3 new locations** in 2014
• **over 700** Wellness cardholders
LIHN funding has been vital to the Wellness Program...

- bringing services and supports to seniors
- growing the program to reach more individuals each year
Partner: McMaster University and CHAP-EMS

Focus: cardiovascular, diabetes, and falls risk assessment + empowering residents

Goal: improve building residents’ health + reduce use of emergency services & healthcare costs
Value in Supports
Value in Supports

All of these supports combined increase the spectrum of aid available to our senior tenants.

This is crucial to the wellbeing of our seniors.

Value in Supports

By engaging our tenants, we are able to provide them with more supports, in turn improving their quality of life while residing in CHH.
Value in Supports

These efforts help us to ensure that CityHousing Hamilton is the best possible place for our tenants to live.