

# Seniors' WrapAround Program



# Health Centre Vision

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“Building opportunities for healthy and inclusive communities.”

# LIHC Mission

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We provide inclusive and equitable health and social services to those who experience **barriers to care**, and we foster the **active participation** of individuals and the communities that we serve.+

# Immigrant Seniors in Canada

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- “ People aged 65 or older in the Canadian population rose from 8% in 1960 to 15% in 2011; by 2036, the figure is expected to be at least 23%
- “ According to the 2006 Census, 30% of seniors in Canada and 43% of seniors in Ontario are immigrants
- “ Since 20% of overall population in Canada are immigrants, the proportion of seniors among immigrants is 10 percent more than the figure for the overall population in Canada

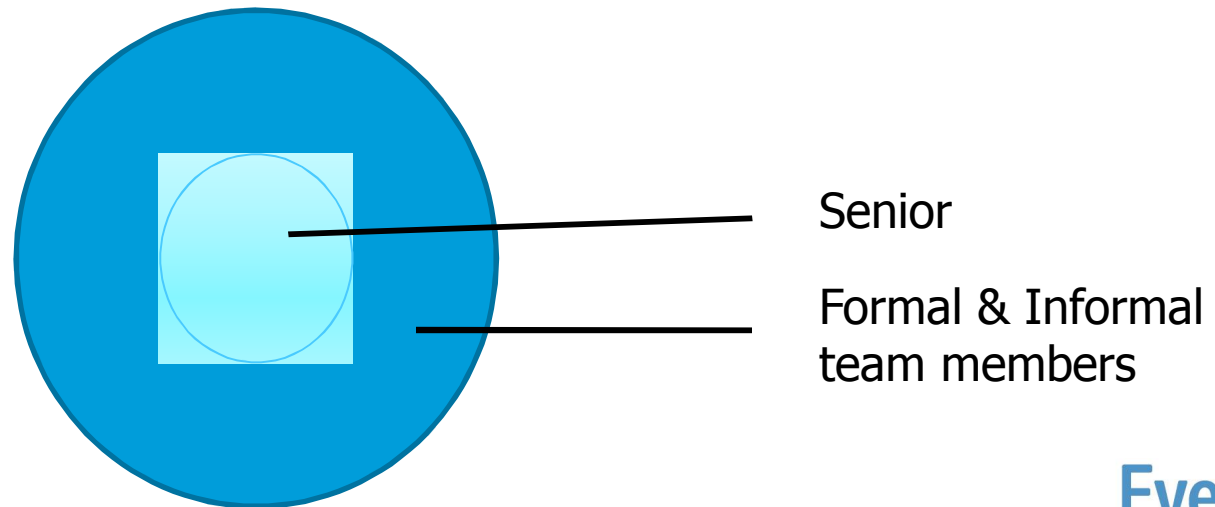
Health Reports, Vol. 25, no. 10, pp. 15-22, October 2014 • Statistics Canada, Catalogue no. 82-003-X Use of acute care hospital services by immigrant seniors in Ontario: A linkage study • Research Article

Ng, E., Lai, D.W.L., Lai, Rudner, A.T., & Orpana, H. (February 2012) “What do we know about immigrant seniors aging in Canada? A demographic, socio-economic and health profile.” *CERIS Working Papers*, 88-90.

# Seniors' WrapAround Program

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A team-based process addressing the immigrant and francophone seniors' needs in a culturally appropriate plan where the participants' **voice and choice** is the most important principle





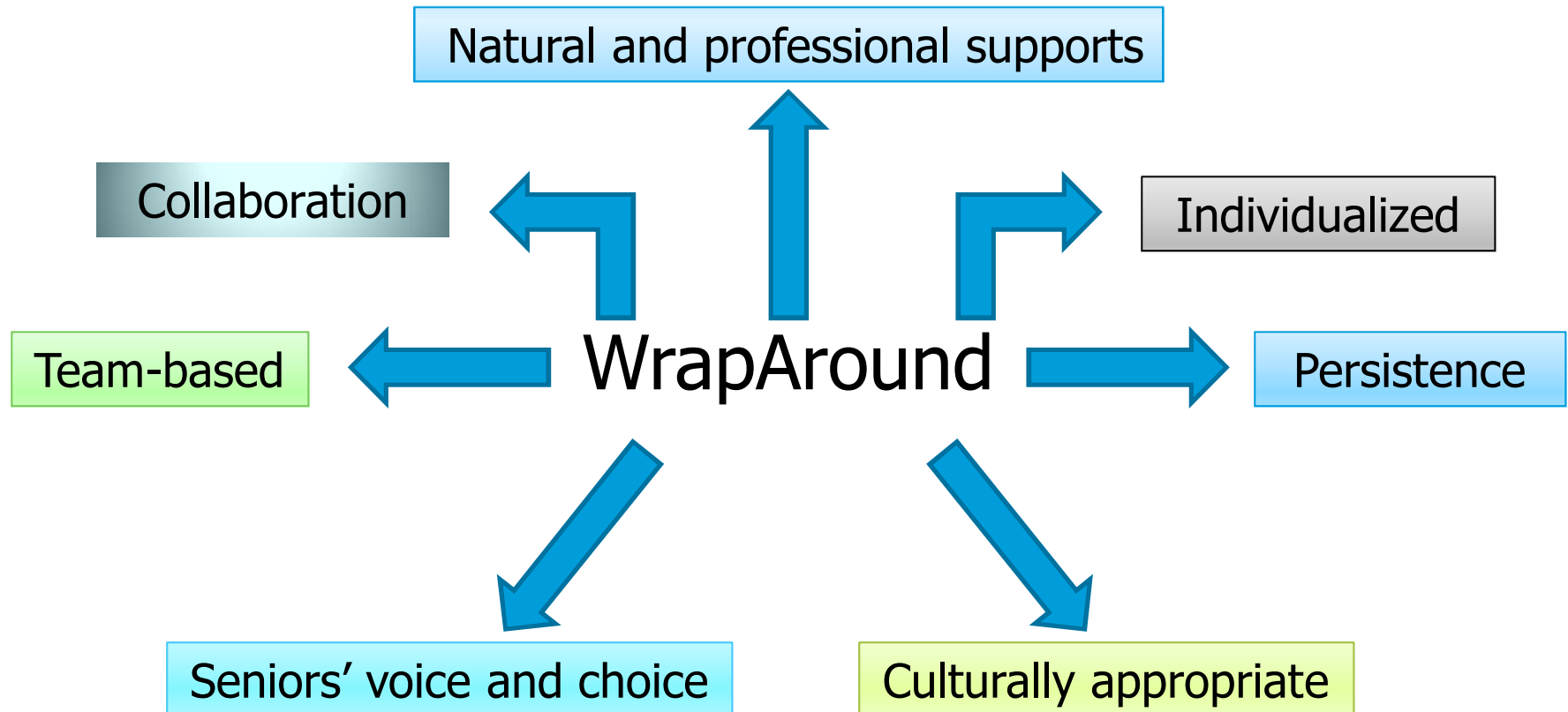
## Life Domains

Family	Financial
Language	Spiritual
Residence	Safety
Neighbourhood	Educational
Social	Vocational
Cultural	Health



**Every  
One  
Matters.**

# Principles



# WrapAround Facilitator Role

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- “ Supports the client to use and learn the skills to develop their own plans, access their own resources, and to be as independent as possible
- “ Has the responsibility to bring together different service providers and natural supports that the client chooses as team members
- “ Assess client and caregiver’s needs and to guide them and their teams to appropriate resources and services
- “ Advocate on their behalf and/or liaising with other service providers
- “ Help the family developing capacity to address their emerging need
- “ Develop a partnership with the family to work through challenges to make changes in their lives



# WrapAround Facilitator Role

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- “ A WrapAround Facilitator is not an interpreter
- “ Facilitators are not decision makers, the client is the decision maker
- “ Facilitators do not provide resources and services directly

# Who Are Our Clients?

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- Immigrant and Francophone seniors, aged 55+ living in Canada at least 2 years and no matter for how long a client have lived in Canada
- Living at home alone or with their families
- With few community or social supports
- Isolated
- Experiencing lack of knowledge of health and social services available for them due to cultural and language barriers
- Wishing to remain at home rather than in long term care
- Complex needs in several life domains (health, housing, financial, emotional, social, educational, safety, legal and spiritual challenges)



# WrapAround Program

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## LIHC. London, ON. 2014

Number of clients	241
At least 2 chronic diseases (Diabetes, Hypertension, Cancer, COPD, Arthritis, Stroke, among others)	241

# Spoken Language of WA clients

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Albanian	French	Mandarin
Arabic	German	Nepali
Bantu	Hindi	Persian
Bengali	Hungarian	Polish
Bosnian	Indo-European	Portuguese
Croatian	Karen	Spanish
English	Kurdish	Tibetan
Tigrinya	Urdu	Vietnamese

# Country of Origin WA clients

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Bhutan	El Salvador	Lebanon
Bosnia & Herzegovinia	Iraq	Sudan
Canada	Syria	Costa Rica
Colombia	Afghanistan	Hungary
China	Egypt	Croatia
Eritrea	Finland	Cambodia
Austria	Indonesia	Israel
India	Ireland	Poland

# How Does WrapAround Work?

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1) Senior is partnered with WA facilitator

2) Facilitator helps senior to identify needs and strengths

3) Senior chooses natural and professional team members



4) Team makes a plan based on identified needs with approval of senior

5) Once senior and team have learned how to access appropriate resources, the file is closed. If senior's situation changes or new issues arise, the file can be re-opened

# Benefits of WrapAround

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- “ Honors the senior’s wishes and supports him/her to achieve them
- “ Helps to access and use community resources effectively
- “ Senior gaining knowledge about wellness and healthy living
- “ Assists seniors to live with dignity in their own homes for as long as possible
- “ Respect for values, culture, expertise
- “ Blending perspectives/collaboration
- “ Service/support strategies that “fit”
- “ Improved resilience and quality of life
- “ Increased resources and capacity for coping, planning, and problem solving

# Making a Difference in Seniors' Lives

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"My life is totally different now. I got the connection with the Elborn College, UWO, they assessed my hearing and donated to me hearing aids, which reduce my isolation after many years dealing with a hearing loss. It has improved my relationship with my family."

"I am able to volunteer three times a week. I feel more confident and healthy"



# Making a Difference in Seniors' Lives

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"As a therapist working with the Family Service Thames Valley team, I have worked in collaboration with the Seniors WrapAround program. I have observed those clients facing many challenges due to language barriers and in some cases, due to lack of knowledge on how the health and social system works in Canada as well as facing isolation. The WA facilitators are professionals with great knowledge who work towards accomplishing client's goals and improving their quality of life."

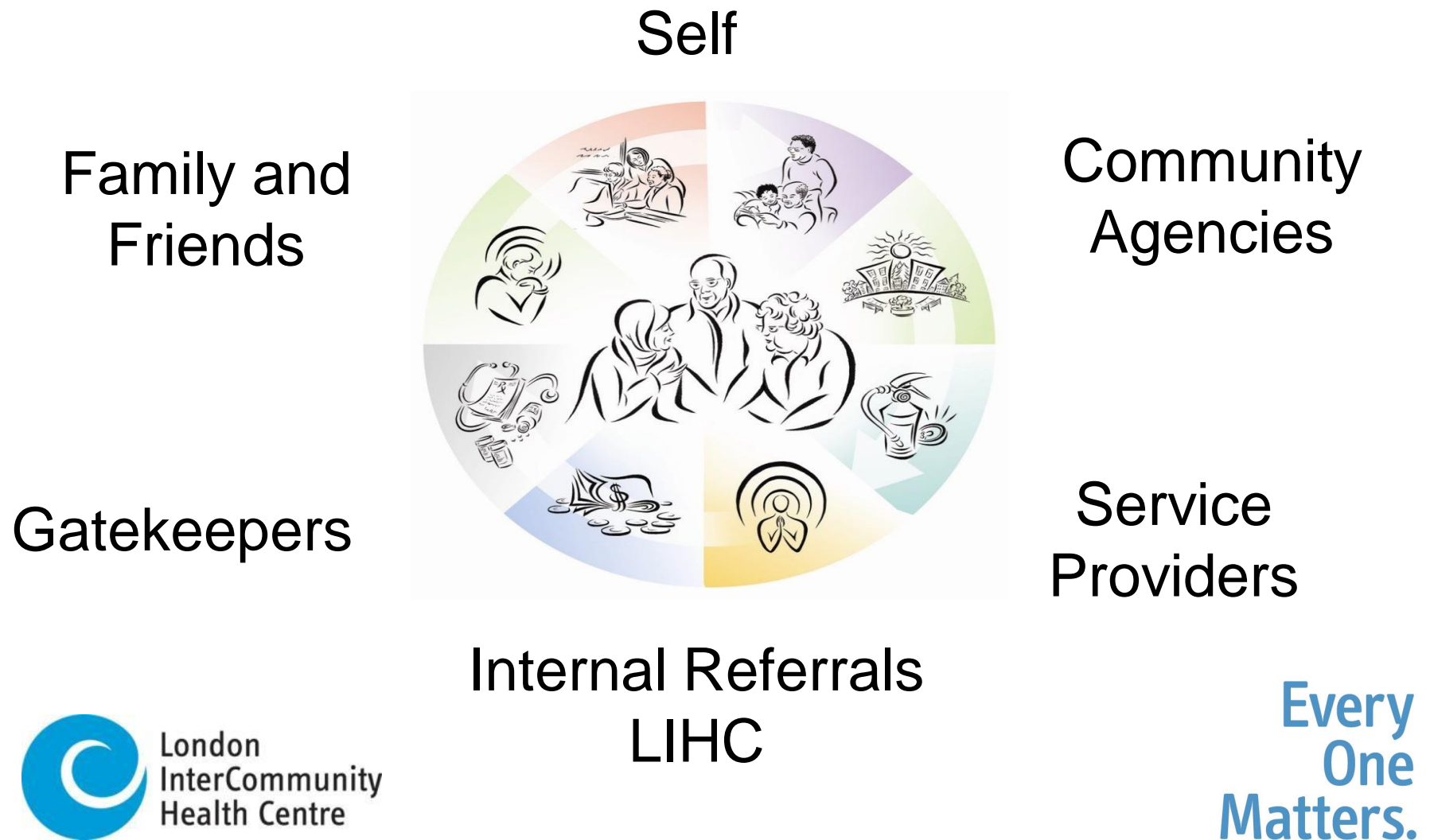
FSTV – Psychotherapist



Every  
One  
Matters.

# Referrals

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# Further Information

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London InterCommunity Health Centre  
Adriana Diaz  
Immigrant and Ethnocultural Team Lead  
(519) 660-0875 x 226

# Questions

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