



2020 to 2023 Business Plan

Service: Adult Day Programs

\$0.00

Cost per day for the average rate payer (2020 to 2023)

0.00%

Percentage of the 2020 to 2023 City of London Net Property Tax Supported Budget

Who we are:

- The Adult Day Program (ADP) operates five days a week and provides services to the frail elderly and those with a range of physical impairments who require close monitoring and assistance with personal activities (e.g. hygiene, dressing, leisure).

What we do:

- ADP enables individuals in the community to participate in a social setting that encompasses mental and physical well-being in a safe, structured and supportive environment.
- ADP services assist the participants to achieve and maintain their maximum level of functioning/ independence, prevent early or inappropriate institutionalization, and provide respite and access to information for their significant others.

Why we do it:

- **Traditional** – Municipalities provide a range of services for seniors.

The following table provides an overview of the budget for this service:

Budget Summary (\$000's)	2020	2021	2022	2023	2020 to 2023 TOTAL
Gross Operating Expenditures	\$599	\$601	\$603	\$604	\$2,407
Other Revenues	-\$576	-\$576	-\$576	-\$576	-\$2,304
Net Tax Levy Supported Operating Budget	\$23	\$25	\$27	\$28	\$103
Total Capital Expenditures	\$0	\$0	\$0	\$0	\$0
Full-Time Equivalents (FTE's)	3.6	3.6	3.6	3.6	N/A

Reflects 2020 to 2023 Council Approved Budget – January 12, 2021.

The following section provides an overview of the key activities the service plans to undertake from 2020 to 2023 to implement the Corporation's 2019 to 2023 Strategic Plan, as well as an overview of the risks and challenges the service is anticipated to experience during this period:

Service Highlights 2020 to 2023

- CARF Accreditation – was achieved in June 2019 and will be renewed in the summer of 2022. The Adult Day Program & Wellness Centre will continue to take part in an accreditation survey that assists service providers in improving the quality of their services, demonstrating value, and meeting internationally recognized organizational and program standards. The accreditation process applies sets of standards to service areas and business practices during an on-site survey. Accreditation is an ongoing process, signaling to the public that a service provider is committed to continuously improving services, encouraging feedback, and serving the community. Accreditation also demonstrates a provider's commitment to enhance its performance, manage its risk, and distinguish its service delivery. We will be planning to repeat our current 3 Year Excellence Standard when we are revisited by CARF in June 2022.
- Wellness Initiatives – Annually the Recreation Coordinators will continue to create a Wellness Series schedule. Each month corresponds to a theme (selected by client feedback) that provides education, guests specialists to speak and provide tips and tools to improved care and wellness that can be implemented both in the Adult Day Program and taken into their homes. This is also shared with the caregivers and highlighted in the monthly newsletter. Daily exercise programs are an option in the Adult Day Program.

Risks and Challenges Anticipated in 2020 to 2023

- Increasing types of care needs – The demand for increased care levels will probably continue to challenge the level of care that the Adult Day Program can currently provide: that is the limit to the number of clients who need medical assistance or help eating or transferring that our staffing can provide. We will continue to carefully assess all new clients to ensure the quality of our service and the safety of clients and staff.
- Our service will continue to fall short of demand – the South West Local Health Integration Network (SWLHIN) controls the number of places we provide and the demand in London will continue to grow (wait list in September 2019 was 125).
- On March 16, 2020 the program was closed as a result of the COVID19 pandemic. It is unknown at this time when the program will re-open.

The service directly supports the following components of the Corporation’s 2019 to 2023 Strategic Plan:

Strengthening Our Community

Londoners have access to the supports they need to be successful.

Expected Result: Increase opportunities for individuals & families

Strategy:

- Provide respite for caregivers in the form of time away from direct care provision.

Metric	2019	2020	2021	2022	2023
# of visits (Days of Service).	7,500	8,000	8,000	8,000	8,000

Expected Result: Increase opportunities for individuals & families.

Strategy:

- Allow Londoners to age well, stay healthy and stay in their homes longer.

Metric	2019	2020	2021	2022	2023
% of clients satisfied with the program.	90%	90%	90%	90%	90%

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