



2024 to 2027 Business Plan

Service: Adult Day Programs

\$0.20

Annual cost for the
average rate payer
(2024 to 2027)

0.01%

Of the 2024 to 2027
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)	2024	2025	2026	2027	2024 to 2027 TOTAL
Gross Operating Expenditures	\$771	\$776	\$777	\$778	\$3,102
Other Revenues	-\$726	-\$730	-\$730	-\$730	-\$2,915
Net Tax Levy Supported Operating Budget	\$45	\$46	\$47	\$49	\$187
Total Capital Expenditures	\$0	\$0	\$0	\$0	\$0
Full-Time Equivalents (FTE's)	4.2	4.2	4.2	4.2	N/A

Reflects 2024 to 2027 adopted City budget as of December 1, 2025

Linkage to the 2023 to 2027 Strategic Plan

This service supports the following Strategic Areas of Focus in the 2023 to 2027 Strategic Plan:



**Reconciliation, Equity,
Accessibility, and
Inclusion**



**Economic Growth, Culture,
and Prosperity**



**Housing and
Homelessness**



**Mobility and
Transportation**



Wellbeing and Safety



**Climate Action and
Sustainable Growth**



**Safe London for Women,
Girls, and Gender-Diverse
and Trans People**



Well-Run City

Environmental, Socio-economic Equity and Governance (ESG) Considerations

Environmental, Socio-economic Equity and Governance Profile for this service:

Environmental:

- The Dearness Home Adult Day Program Service does not anticipate any changes or additional environmental impacts over the budget term of 2024-2027.

Socio-economic Equity:

- Maintaining the program permits care-givers from all demographics to have respite from that responsibility and provides the opportunity for them to work or perform other essential tasks.
- Maintaining the program supports Londoners from all demographics to age well, stay healthy, and stay in their homes longer.

Governance:

- Maintaining the established program serves a distinct need in the community and demonstrates ongoing commitment to do so.
- Measuring the days of service to clients provides feedback on the utilization of the program over time.
- Measuring the satisfaction of clients with the program provides opportunity for improvement and a view of the success of the program over time.

The following section provides an overview of the key activities the service plans to undertake from 2024 to 2027 to implement the Corporation's 2023 to 2027 Strategic Plan, as well as an overview of the risks and challenges the service is anticipated to experience during this period:

Service Highlights 2024 to 2027

- CARF Accreditation (Well-Run City) - Accreditation was maintained in December 2022 and further renewed in the summer of 2025. 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.

- Wellness Initiatives (Well-Run City & Wellbeing and Safety) - Annually, the Recreation Coordinators will continue to create a Wellness Series schedule. Each month corresponds to a theme (selected by client feedback) regarding which the program provides education, specialist guest speakers, and tips and tools to improve care and wellness. This learning can then be implemented in the Adult Day Program and taken home of the clients. These topics are 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 2024 to 2027

- Due to the aging population, the limited availability of long-term care beds, and a greater emphasis on care in the community, the demand for seniors' care is set to accelerate. As a result, it is likely the wait list for the Adult Day Program will continue to grow and outweigh available program spaces (our waitlist in November 2023 was 97).
- The care needs of those applying to attend the Adult Day Program show an increasing number of comorbidities however, the number of clients for whom we can provide assistance is limited by the funded staffing level. Program managers will continue to assess all new clients to ensure the quality of service and safety of clients and staff.
- The capacity of the Adult Day Program is 32 clients. Currently, in conjunction with our funding and fellow ADP networks in our sector, most programs have reduced capacity during the recovery period post pandemic. Presently, we serve 28 clients due to limited capacity issues with our transit provider, as well as the aforementioned increase in client care needs. Dearness will work to address these shared issues with Ontario Health and other Adult Day Programs in the City.
- Public health measures may create restrictions that reduces or pause service, as has been the case during the COVID-19 pandemic.
- Despite low user and transit fees for the Adult Day Program, the increased global inflationary pressures may escalate the number of clients who could benefit from more days in the program but can no longer afford to purchase them.

Other reference information and links:

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