

# Northumberland's Volunteer Peer Support Initiative

## WrapAround for Older Adults



**Presented by**

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**SUPPORTED BY**  
**CommunityCare**  
NORTHUMBERLAND

# Ontario Health Team of Northumberland (OHT-N) Projects

- **Volunteer Peer Support (VPS)** - This initiative will match trained volunteers with people in our community who require informal support, broadening their social network and assisting them to navigate and access the health care services they need.
- **Community Paramedicine Program**- The OHT-N has partnered with Northumberland Paramedics to expand the reach of the Community Paramedicine program, supporting more people who are frail/elderly, live in rural areas, are experiencing mental health and addictions challenges, or are experiencing homelessness. Leveraging the skills and training of Northumberland Paramedics, the Community Paramedicine program provides proactive services for patients who use 9-1-1 services due to system gaps/challenges/ access to community care, such as onsite assessments and remote patient monitoring.
- **Rural Outreach Clinics** - Multiple OHT-N partners will bring services to rural community locations to reduce barriers to care experienced by patients in small, rural areas, such as access, transportation and outreach challenges. The Colborne Rural Outreach Clinic, opened April 6, 2021. Located at 34 Victoria St. in Colborne

*The population served, as well as the scope of services provided, will expand over time.*



# Goal of the VPS Initiative

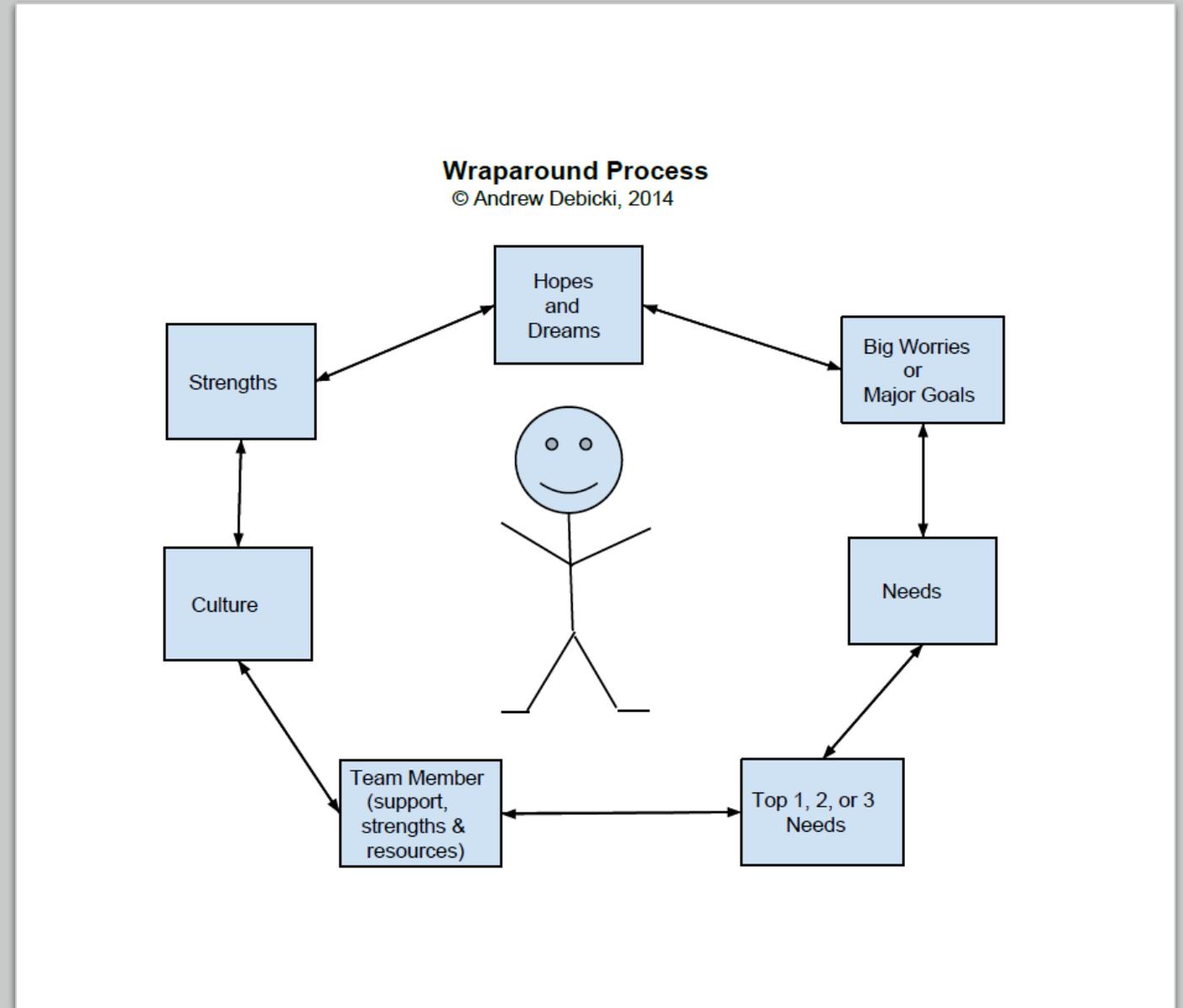
- The OHT-N Volunteer Peer Support initiative will match skilled volunteers with vulnerable older adults experiencing persistent complex problems and conditions.
- The volunteers will be trained (*4-Day Comprehensive Training Sessions*) to deliver a consistent and prescribed method of support, known as WrapAround.
- The older adult and the volunteers will work together, using the High-Fidelity WrapAround method, to form a team of support around the older adult. These teams will support the older adult to battle social isolation and build on their strengths to find ways to address their needs and goals.
- It is expected that older adults who participate in a WrapAround process will have developed greater capacity to navigate the service systems and be less reliant on the service systems, due to their larger, informal, social support circle.

# Expected Impact of the Volunteer Peer Support Program

- Increased capacity of patients/families/caregivers to participate in their own care planning and self-care to complement services provided by formal health and social service teams
- Improved experience of vulnerable individuals and families by providing volunteer-based supports to contribute to timely access and more effective transitions
- A new referral option for primary care providers/health care teams to refer to
- Community and inter-personal connections that mitigate social isolation and loneliness which can contribute to system delays through unnecessary, repeat and frequent use of primary care/ED/EMS services and can prolong hospital stays
- Increased capacity of both health and social service systems to offer a more seamless experience for patients/families/caregivers by contributing to early referral/connection/access and providing support for patients/families/caregivers during service changes and health transitions
- Increased rich volunteer opportunities across the County

# The WrapAround Process

- An older adults/family driven, team based and holistic planning process that develops one individualized and integrated plan.
- Builds on the strengths of the older adult and their team members
- Develops strategies that the entire team takes on to effectively address the needs identified by the older adult on a daily basis.
- This process blends the older adult's formal services and natural supports into one team that work together to support the implementation of the older adults plan.



# How Does The WrapAround Process Work?

- The team brainstorms strategies or options that build on the strengths and resources of the older adult and their team
- Key to the success of WrapAround is that the older adult pick who will be on their team, what they want to work on, the strategies that they want in their Action Plan and how fast they want to work on that plan.
- The older adult's team meets on average at least once a month to both develop and then review their Action Plan.
- It is important to track success with respect to the plan put in place to address the needs that the older adult has identified.
- One of the primary reasons that the WrapAround process has been so successful is that it makes the necessary shift from collaboration to integration
- Another reason for its success is that the service system supports the local community and the neighborhood that the older adult lives in to get involved and take charge of this initiative

# The Guiding Principles of WrapAround

<p><b>1. Family/Senior Voice and Choice</b> This affirms that the senior is the expert of their own situations and should be integral to the process.</p>	<p><b>6. Culturally Competent</b> The process respects and builds on the values, preferences, beliefs and culture of the senior.</p>
<p><b>2. Team Based</b> Process is undertaken by a team and should involve individuals who are committed to the senior's wellbeing.</p>	<p><b>7. Individualized</b> All plans are uniquely tailored to fit the senior.</p>
<p><b>3. Natural Supports</b> The model encourages the full participation of individuals drawn from the senior's natural supports and networks.</p>	<p><b>8. Strengths Based</b> The process is built on the strengths, skills, expertise and assets of each senior and family.</p>
<p><b>4. Collaboration</b> Team members work together and share the responsibility of implementing the plan.</p>	<p><b>9. Persistence</b> The team is committed to implementing a plan that reflects the WrapAround principles even in the face of limited system capacity.</p>
<p><b>5. Community Based</b> The plan strives to implement service and support that is accessible to family.</p>	<p><b>10. Outcome Based</b> The team ties goals and objectives to measurable indicators and outcomes. The team is accountable for achieving the goals laid out in the plan.</p>

## LIFE DOMAINS

- Housing
- Safety
- Financial
- Spiritual
- Family
- Social
- Health
- Legal
- Recreation

# The Four Phases of WrapAround

## Four Phases of WrapAround

- 1) **Engagement:** referral made by organization, family member, etc.
  - Listen to their story and reflect it back
  - 2 to 4 meetings to complete the “Strengths/Needs/Culture Discovery”, a list of the participants strengths, culture, hopes and dreams, needs and the people they want on their WrapAround team.
- 2) **Team-Based Planning**
  - 2<sup>nd</sup> and subsequent team meetings held (monthly or as needed)
- 3) **Implementation**
  - Follow up with the participant and each team member after the first team meeting at least once and more often as necessary
  - Continuously reviewing the plan and making changes as needed
- 4) **Transition**
  - When goals have been achieved, start 6 week or 3 month countdown to assist the participant to transition out of WrapAround.
  - Summarize success, do anticipatory planning for future challenges with participant and, in some case, their team members
  - Follow up as necessary and as agreed upon



# How to Access the Volunteer Peer Support Service

## REFERRALS

Individuals can:

- 1) Self-refer
- 2) Be referred by a family, friend or caregiver
- 3) Be referred by a doctor, primary care provider or another community service provider

## ELIGIBILITY CRITERIA

- Older adults residing in Northumberland County, and
- Are experiencing complex and persistent problems/conditions or are caring for someone with multiple complex and persistent problems/conditions, and
- Are agreeable to a WrapAround process, and
- Efforts by service providers have not been able to help the adult to effectively address their needs.

## FEES

There is no fee for the services we provide in the Volunteer Peer Support Program

# Volunteer Recruitment & Training Opportunities

For volunteers interested in becoming WrapAround facilitators, some of the skills and experience the program would consider as helpful for applicants, include:

- Experience supporting seniors (e.g. as friend/family caregiver)
- Other volunteering and volunteer training
- Excellent communication and listening skills
- Ability to form professional and comfortable working relationships with a wide range of people
- Empathetic and caring
- General knowledge of:
  - Community support groups (may include faith communities, senior's programs and centres, service clubs); and
  - Health care services and social services available throughout Northumberland County.



# VOLUNTEER OPPORTUNITY

We are seeking volunteer facilitators who will be trained to deliver a consistent and prescribed method of support using the High-Fidelity WrapAround model.

- ✓ Support vulnerable older adults
- ✓ Develop individualized, strength-based plans
- ✓ Team-based, collaborative environment
- ✓ Flexible volunteer schedule (following a mandatory four-day training course and based on the participant's needs)

## WRAPAROUND TRAINING

**WHEN:** November 3, 4, 9 & 10

**WHERE:** Keeler Centre – Rotary Hall, 80 Division Street, Colborne, ON.

For more information on how to become a Volunteer Facilitator, please visit the OHT-N website at [www.ohtnorthumberland.ca](http://www.ohtnorthumberland.ca)

*OR*

Contact the Program Coordinator, Kelly Peterson:  
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# CONTACT

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