

# In the Nick of Time!

## Wellness Checks Success Stories

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### West Region



A senior tenant was found in the nick of time as he had fallen in his home minutes before his Wellness Check. A Community Service Coordinator (CSC) and Superintendent were able to call EMS immediately for life-saving care, where the tenant was able to get the care he needed for recovery.

Community Service Coordinators (CSCs) were able to identify several vulnerable tenants that were having trouble accessing food during the Provincial stay-at-home order. Staff were able to connect these tenants to local food banks and service providers.



Staff were unable to contact a tenant living in Jamestown and had suggested an in-person follow up with CSU. CSU had discovered that the tenant had passed away and left behind two children ages 17 and 13. The children did not have any income, food or next of kin. TCHC staff connected the children to supports and are now working with the Children's Aid Society to apply for OW.

### Central Region



A tenant was recently released home from the hospital recovering from COVID-19. At a Wellness Check, it was noted that he had no food or money on him as he had been in the hospital for some time and felt too weak to go out and order food. Staff were able to connect him to on-site supports and deliver groceries to him.

A senior tenant had expressed some concerns regarding her being the primary caregiver for her older husband with mid-stage Dementia. TCHC staff had offered to connect her with health and social supports such as the TCLHIN and Woodgreen. The tenants expressed gratitude and appreciation for their efforts.



A senior tenant in his mid-80s was living alone without supports. He was thankful for the Wellness Check, and after engaging in some conversation with him staff were able to connect him to the Community Corner for their lunch program and also referred him to HMNS to assist with housekeeping.

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### East Region




After three unsuccessful attempts to contact this tenant by phone, staff members conducted a door knock at his residence. When present, it was evident that he was struggling to meet his basic health and social needs. Staff offered community connections and resources such as the LHIN, local Health Care Providers, Red Cross and nearby food banks. His medicines are now being delivered to his unit and he is receiving home services for his post-surgery treatment, with continued CSC support.

During a Wellness Check, a tenant had expressed her concerns regarding her health issues. She was not familiar with service providers specializing in pain management. Staff referred her to a local pain management clinic, along with subsidized transportation programs to take her to and from her appointments.

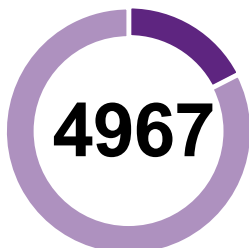


Staff were able to assist several tenants who were having issues accessing food. One tenant in specific typically had her children visit her with groceries, but due to lockdown restrictions they were no longer allowed to come by. Staff were able to recommend several food banks to the tenant and connect her with the Gordonridge tenant-led food program, where meals are delivered to her home several times a week.

 **6017** Wellness Checks were conducted in 2021.



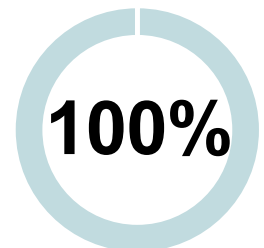
Tenants were connected to additional supports.



Tenants required no follow-up.



Tenants had follow-up Wellness Checks with 416 and CSU staff.



Completion of tenant connections.