

## Currently.....

Social isolation is linked to poor health and poor quality end of life. 25% of seniors live alone.

**Caregiver burnout** is a key contributor to trips to the emergency room in the last stages of life.

65.3 % of decedents in WW who receive palliative care have an ED visit in the last 30 days of their life (provincial average = 62.3%)

Avoiding ED visits alone in the last month of care could save the Ontario healthcare system an estimated **\$11.1M/year**



## Currently.....

Seniors account for 75% of deaths each year. Based on the aging population, it is predicted that there will be a 58% increase in the number of deaths in WW from 2015 (5,392 deaths) to 2030 (8,527 deaths).

50% of Ontarians do not receive palliative care. With the anticipated increasing demand, how are we going to support high quality end of life experiences for our residents?



# What is a Compassionate Communities Approach?

A Compassionate Communities Approach is a public health, “whole of community” approach to engage communities in being more aware and supportive of the needs of those living with life limiting illnesses and their caregivers.

It empowers to communities to be partners in making death and dying a part of wellness



## WHY?

- Social isolation is linked to poor health and poor quality end of life. 25% of seniors live alone.
- 50% of Ontarians do not receive palliative care.
- Caregiver burnout is a key contributor to trips to the ED in the last stages of life
- There will be a 58% increase in the number of deaths in WW by 2030

**How are we going to support high quality end of life experiences for our residents?**

## WHAT?

**Compassionate Communities Approach**

**Contribute to a Compassionate Communities Charter**

**Attain a Canadian Compassionate Company Designation**

**How  
Organizations  
Might Contribute**



# A Compassionate Community

*Public health is what we, as a society, do collectively to assure the conditions for people to be “healthy”. Any issue affecting a society that has a prevalence, an impact on society, preventable suffering, effective interventions and equity issues, should be considered a public health issue. Given the universality of death, dying, loss and bereavement, palliative care is increasingly being seen around the world as a true public health issue. Much of the world has already mobilized around palliative care as a public health issue and a theory of practice to do so, has been articulated and embraced. This theory of practice that helps us mobilize on palliative care as a public health issue is known internationally as the ‘Compassionate Cities’ or ‘Compassionate Communities’ model*

**Pallium Canada**



# A Compassionate Community

A public health palliative care approach that recognizes limits to health care service provision and broadens the responsibility of palliative care from a few highly trained specialists to a community that considers palliative and end-of-life care to be “everybody’s business”

It’s a whole-of-community approach to enhancing access to palliative care by placing the emphasis on community development and partnerships across all sectors to empower communities to be an active partner in death, dying, loss and bereavement.

***It’s a social movement!***



# A Compassionate Community – “Whole-of-Community” Approach

ThePublic  
Municipalities  
PlacesOfWorship  
Patients  
BoardsOfHealthPublicHealth Clinicians Companies  
Corporations PrimaryCareCaregivers  
Hospitals HealthCareOrganizations  
Volunteers Media  
ServiceClubs

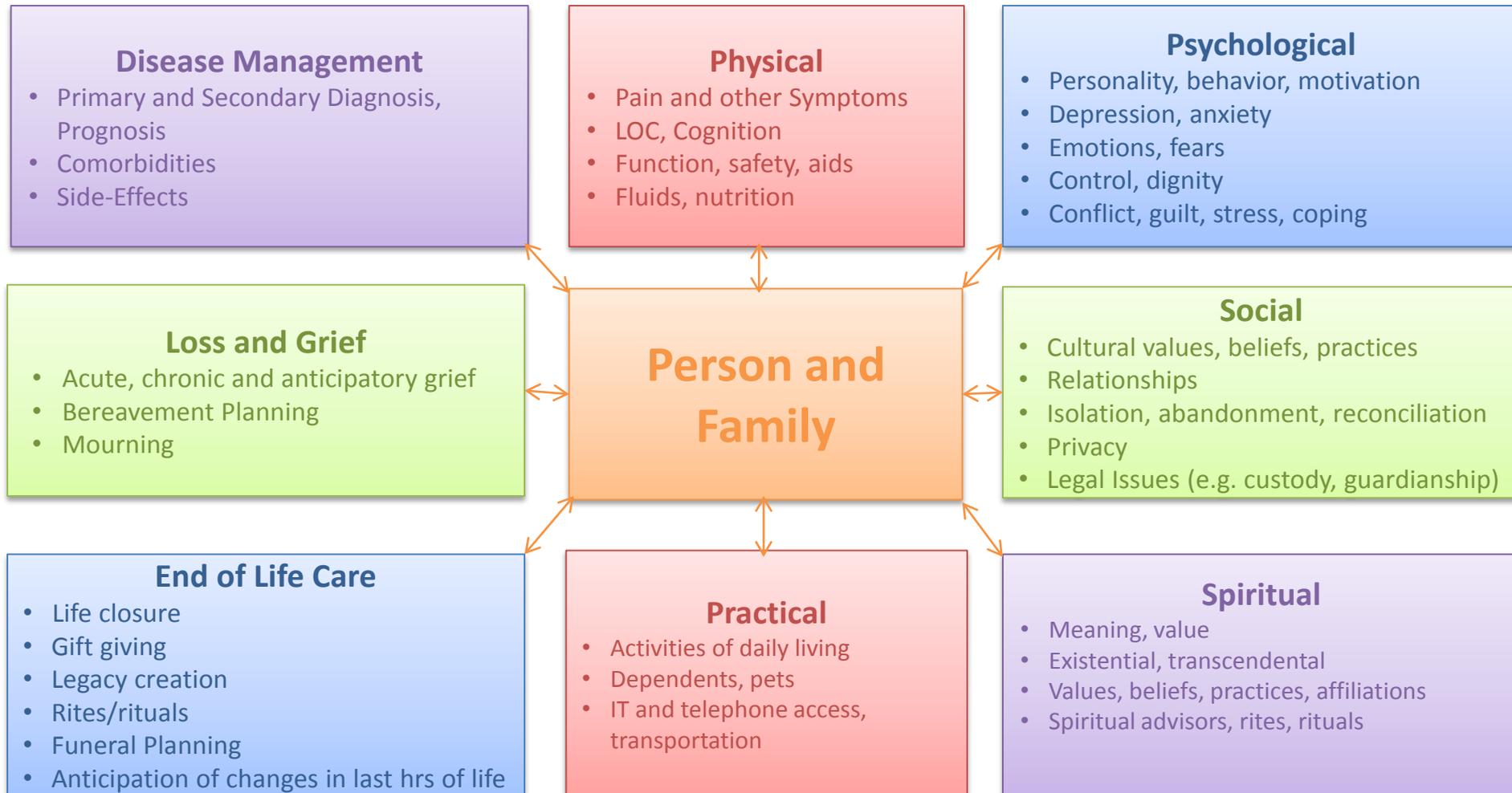
# A Compassionate Community

- Partners health agencies and the community to address isolation and caregiver burnout
- Goes beyond illness - involves the well, and wellness
- It's about engaging communities in a '*palliative approach to care*':
  - Supporting the holistic needs of individuals (and their caregivers) who are living with life limiting illnesses
  - Preparing for and supporting individualized end of life experiences
  - Supporting grief and bereavement





# What is a Palliative Approach to Care?



# Compassionate Communities:

Recognize that all natural cycles of sickness and health, birth and death, and love and loss occur every day

Recognize that care for one another at times of crisis and loss is not simply a task solely for health and social services but is everyone's responsibility.

Publicly encourage, facilitate, support and celebrate wellness in the face of life-threatening and life-limiting illness, chronic disability, frailty, aging and dementia, death in childhood, grief and bereavement.

Care for one another during life's most testing moments and experiences



# How Organizations Can Contribute to a 'Compassionate Communities Approach'

- Embed this concept into health and well-being boards/initiatives
- Attain Compassionate Company Designation
  - Your company has a HR policy that lays out a Compassionate Care Leave Benefit (CCLB) endorsing the job protected family medical Employment Insurance benefit currently at 26 weeks.
  - Your employees' jobs are protected while they are off on the CCLB program.
  - Compassionate Care leave could provide employees with income top-up of benefits over and above the job protected family medical EI benefits leave offered through the provinces and the Federal EI program
  - Your company has a caregiver accommodation policy that allows for support and flexibility within economic reason
  - Your company will promote Advance Care Planning (ACP) using resources and tools at [www.advancecareplanning.ca](http://www.advancecareplanning.ca) or create their own materials.
- Embed Advance Care Planning into work wellness & community programs
- Partner on development of a Compassionate City Charter

# A 'Compassionate Community' Charter

- A framework for action amongst funder, researchers, policy makers, community groups, patients, caregivers, front-line providers, businesses, programs and services (private and public)
- Represents a commitment by the city and community to take a view of health and wellbeing which embraces social empathy
- Articulates how communities can support those living with advanced illness, those caring and important to them, and the bereaved
- Includes tools to measure outcomes including mortality risk, quality of life, self-reported health, connection to others/community, personal well-being, experience with care



# The Compassionate City Charter – An Example

Through the auspices of the Mayor's office or equivalent body, a compassionate city will by public marketing and advertising, by use of the city's network and influences, through collaboration and co-operation, in partnership with social media and its own offices – develop and support the following 13 social changes to the cities key institutions and activities.

1. Our schools will have annually reviewed policies or guidance documents for dying, death, loss and care.
2. Our workplaces will have annually reviewed policies or guidance documents for dying, death, loss and care.
3. Our trade unions will have annually reviewed policies or guidance documents for dying, death, loss and care.
4. Our places of worship will have at least one dedicated group for end of life care support.



# The Compassionate City Charter

5. Our city's hospices and nursing homes will have a community development program involving local area citizens in end of life care activities and programs.
6. Our city's major museums and art galleries will hold annual exhibitions on the experiences of ageing, dying, death, loss or care.
7. Our city will host an annual peacetime memorial parade representing the major sectors of human loss outside military campaigns – cancer, motor neuron disease, AIDS, child loss, suicide survivors, animal companion loss, widowhood, industrial and vehicle accidents, the loss of emergency workers and all end of life care personnel, etc.
8. Our city will create an incentives scheme to celebrate and highlight the most creative compassionate organization, event, and individual/s. The scheme will take the form of an annual award administered by a committee drawn from the end of life care sector. A 'Mayors Prize' will recognize individual/s for that year who most exemplify the city's values of compassionate care.



# The Compassionate City Charter

9. Our city will work with local social or print media to encourage an annual city-wide short story or art competition that helps raise awareness of ageing, dying, death, loss, or caring.
10. All our compassionate policies and services, and in the policies and practices of our official compassionate partners and alliances, will demonstrate an understanding of how diversity shapes the experience of ageing, dying, death, loss and care – through ethnic, religious, gendered, and sexual identity and through the social experiences of poverty, inequality, and disenfranchisement.
11. Our city will publicly showcase, in print and in social media, our local government policies, services, funding opportunities, partnerships, and public events that address ‘our compassionate concerns’ with living with ageing, life-threatening and life-limiting illness, loss and bereavement, and long term caring. All end of life care-related services within the city limits will be encouraged to distribute this material or these web links



# The Compassionate City Charter

12. All of our compassionate policies and services, and in the policies and practices of our official compassionate partners and alliances, will demonstrate an understanding of how diversity shapes the experience of ageing, dying, death, loss and care – through ethnic, religious, gendered, and sexual identity and through the social experiences of poverty, inequality, and disenfranchisement.
13. We will seek to encourage and to invite evidence that institutions for the homeless and the imprisoned have support plans in place for end of life care and loss and bereavement.
14. Our city will establish and review these targets and goals in the first two years and thereafter will add one more sector annually to our action plans for a compassionate city – e.g. hospitals, further and higher education, charities, community & voluntary organizations, police & emergency services, and so on.

Other examples: Caregiver Day, Neighborhood Compassionate Watch, Death Cafes, Compassionate Schools/Death Education in schools



# Why 'Canadian Compassionate Company' Designation?

- Demonstrates to both existing and potential employees that our organization recognizes the important role of family caregivers and supports them as they inevitably fulfill this role. It ensures our employees know that they will be supported in accessing the benefits.
- Supports completed/current efforts at our organization related to Advance Care Planning
- Supportive of a 'Compassionate Communities Approach' – first of many ways that the WWLHIN can support of a 'whole of community' approach to positioning death and dying as part of wellness & engaging communities to more aware & supportive of the needs of those living with life limiting illnesses and their caregivers.



## Why 'Canadian Compassionate Company' Designation? (Cont'd)

- A HR designation that would enable our organization to advertise as a CCC including use of the Canadian Compassionate Company logo.
- Other Canadian companies that have achieved this designation from the CHPCA since its launch in 2016 include GSK, Human Resources Professionals Association (HRPA), Pfizer Canada, Fidelity Canada.
- A goal for the WW IHPC Regional Program is to support 10 organizations in 2017/18 to attain the CCC designation. Others are expressing interest so far include the WWLHIN, Innisfree/Lisaard, Hospice of Waterloo Region, City of Waterloo.

**For more information**

**<http://www.chpca.net/projects-and-advocacy/ccc.aspx>**



# 'Canadian Compassionate Company' Designation

To attain the designation, organization must achieve 3 of the following 5 requirements:

1. **Your company has a HR policy that lays out a Compassionate Care Leave Benefit (CCLB) endorsing the job protected family medical Employment Insurance benefit currently at 26 weeks.**
2. **Your employees' jobs are protected while they are off on the CCLB program.**
3. Compassionate Care leave could provide employees with income top-up of benefits over and above the job protected family medical EI benefits leave offered through the provinces and the Federal EI program
4. Your company has a caregiver accommodation policy that allows for support and flexibility within economic reason
5. **Your company will promote Advance Care Planning (ACP) using resources and tools at [www.advancecareplanning.ca](http://www.advancecareplanning.ca) or create their own materials.**

