

# Enabling Aging in Place Promising Practices: Naturally Occurring Retirement Communities (NORCs)



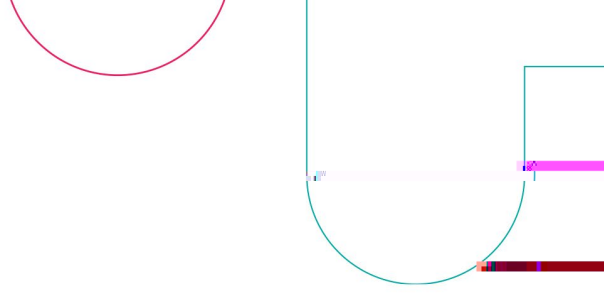
*The following promising practice*

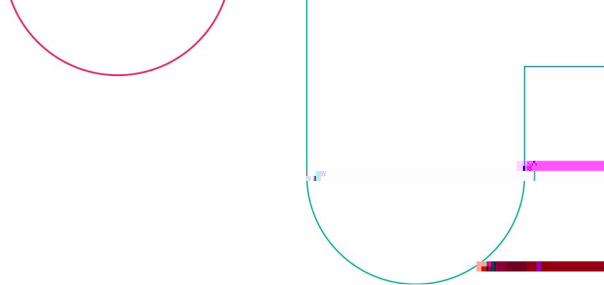


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The NORC nurse practitioner:

- provides enhanced assessment and acts as a point of escalation where needed
- collaborates with the NORC team to create tailored care plans
- makes referrals and supports access to necessary services and resources when needed and in consultation with primary care, if available
- provides transitional care for individuals who do not have or cannot access a family physician

Older adults with high needs may be linked to a wide range of community programs and services that can respond to their individual needs – for example:

- Crisis Outreach Services for Seniors
- falls prevention and home assessments
- financial support and credit counselling
- Toronto Grace – Remote Care Monitoring
- Toronto Paramedic Community Paramedicine (TPS-CP)
- primary care – Telemedicine Impact Plus
- palliative care
- poison control
- Specialized Program for Interdivisional Enhanced Responsiveness to Vulnerability from Mental Health
- expedited access to assistive devices

As of summer 2023, there were 16 Ambassador Model sites and three Staffed Model sites. UHN expects to include a third delivery model in 2024–2025. The Fixed Site Model is expected to include the components of the Staffed Model with the addition of dedicated spaces for community building, programs and services.

## Enabling Aging in Place Principles

Person-centredness is a core philosophy of HEC's Enabling Aging in Place program. All the principles must be implemented in a person-centred way and reflect a deep understanding of community assets and needs of older adults and their caregivers.

Access to specialized healthcare services	Access to social and community support	Access to system navigation support
Programs improve access to services for older adults and caregivers, living in community to promote all forms of aging in place.		

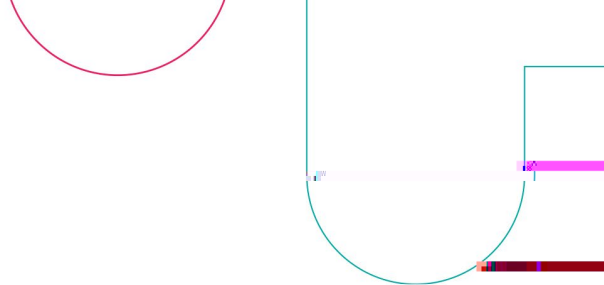
The following reflects how the UHN NORC Model fulfils HEC's Enabling Aging in Place program principles:

Access to specialized healthcare services – The UHN NORC Model provides a continuum of integrated health and social care with a strong focus on upstream prevention and self-management and comprehensive access to one-on-one health and social care. (UHN, 2015)









Synergistic partnerships: Establish collaborative and synergistic partnerships with formal and informal service providers and the management of NORC buildings to integrate existing services, delivery models and mandates.

Diverse perspectives: Bring together diverse expertise and perspectives, and provide training to ensure individuals are aware of aging in place broadly and the issues and challenges people face as they age.

Team-based approach: A one-team approach, where the NORC coordinators, ICLs and NPs collaborate and meet regularly, creates an agile, responsive model to meet an older adult's needs.

## Key challenges

Digital literacy: Healthcare system siloes, inequity and inaccessibility remain major barriers for older