

Appendix B - Ontario Seniors Dental Care Program Service Delivery

Since its inception, the demand for OSDCP has exceeded capacity, resulting in waitlists for seniors in need of treatment. In 2023, Public Health secured additional one-time funding from the Ministry of Health to partner with community dental providers for more timely dental access for waitlisted seniors. As a result, the waitlist was reduced from 24 months to 16 months by the end of 2023.

With the completion of the capital project in Wellesley in 2024, seniors enrolled in the OSDCP can now receive dental services at one of three community health centres (Langs in Cambridge, Community Healthcaring in Kitchener, and Woolwich in Wellesley) as their long-term dental care provider. Other community dental provider partnerships are focused on addressing emergency/urgent dental needs in the absence of additional provincial funding to further reduce regional waitlists.

Community Health Centers – Service Delivery Data

Indicator	2023	2024 (Jan-Jun)
Total number of completed appointments	2942	1541
Total number of new client intake appointments	255	50
Total number of emergency appointments	144	106
Total number of preventive service appointments	1392	833
Total number of client referrals to specialist or denturist services	587	276

Community Dental Provider Partners – Service Delivery Data

Indicator	2023 (Aug-Dec)	2024 (Jan-Jun)
Total number of new client intake appointments	307	-*
Total number of emergency appointments	95	17

**No new client intake in the absence of additional provincial funding*

As of June 30, 2024, there are 1238 seniors on the Regional waitlist. The average wait time to access services is approximately 22 months. Seniors on the waitlist experiencing emergencies can be seen for an appointment within 1-2 business days. If additional provincial funds become available in 2024, partner community dental providers can be utilized to a greater degree (beyond emergencies/urgent services) to continue to reduce the waitlist for seniors in this program.