



Brant CCAC Annual Report to the Community - Fiscal Year 2001/2002

274 Colborne Street, Brantford, ON N3T 2H5

March 31, 2002

Your Community Care Access Centre

- ♦ The Brant Community Care Access Centre (Brant CCAC) provides access to home care service, information about community services, professional health and support services at home or at school, admission to permanent or short-term beds in Long-Term Care Facilities, and eligibility for Day Programs.
- ♦ The Brant CCAC is easy to contact. If you, a family member, or a friend need home care services, you can call the office seven days a week, 8:30 a.m. - 7:00 p.m., Monday-Friday and 8:30 a.m. - 4:30 p.m., weekends and holidays, by dialing (519) 759-7752 or toll free 1-866-759-7752.
- ♦ The Brant CCAC helps the elderly, people with disabilities, and those who are seriously ill to stay in the comfort of their own homes for as long as possible.
- ♦ The Brant CCAC will help find a home for your loved one when living independently is no longer a safe option.



- ♦ The Brant CCAC ensures health care for children with special medical needs attending publicly funded schools.
- ♦ The Brant CCAC helps people of all ages return to their homes earlier following surgery or a hospital stay.
- ♦ The Brant CCAC provides service to approximately 2,500 clients each month. Each month in Ontario, over 170,000 people receive home care services through their local Community Care Access Centre.

Doing the Right Things Right

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Message from the Board Chair



The Board of Directors of the Brant CCAC.
Left to right: Mary Wratten, Carol Overmars, Vice Chair, Diane Finley, Chair, and Carole Taylor, Executive Director.

Absent: Mabel Dougherty

The past year at the Brant CCAC has seen many beginnings. With the Community Care Access Corporations Act 2001, a new stage in the development of Ontario's long-term and home care system was launched. The goal of this broadsweeping reform is to ensure that everyone in Ontario has equal access to a consistently high level of long-term care.

As a result of the legislation, a new Board of Directors was appointed through Orders in Council in February. The varied background of the Board's members provides a broad range of perspectives that will ensure responsible decision making in the best interests of our clients and our community.

Executive Director Pat Davies retired in July, and we would like to thank her for her many years of dedicated service to this community. Our new Executive Director, Carole Taylor, brings a wealth of experience in managing home care in Ontario, Quebec and England.

We at the Brant CCAC are looking forward to the many initiatives that have been established by the Ministry of Health and Long-Term Care to standardize the services of CCAC's at a high level across the province. 136 new long-term care beds are being opened in Brant County, and the process to access them is being streamlined. Case managers will have new accountability for the services that they provide, and new computerized information systems will reduce administration and paperwork.

To further improve relationships with our provider agencies, a Community Advisory Council will be launched by autumn.

Throughout this Annual Report you will find more detail about all of these programs. We are excited about the changes because we believe that they will enable the Brant CCAC staff to provide better, more efficient service to our clients in a timely manner.

All of these efforts are being made with the aim of doing the right things for our clients.

We look forward to serving you even better in the years to come.

Ms. Diane Dennis Finley, Chair, Board of Directors

Board of Directors

All of our Board meetings are open to the public.

Meetings take place at the Brant CCAC, 274 Colborne St, Brantford, Ontario.

For more information and dates call 759-7040

Ext. 222

Message from the Executive Director

It is with a keen sense of anticipation that I write my first annual report as Executive Director of the Brant Community Care Access Centre (CCAC). My first year has been a very busy one, with a number of profound changes occurring at the CCAC. The first was taking over the helm following the retirement of Pat Davies, July 2001. During Pat's sixteen capable years of service, she steered the organization through many changes, including the transfer from the Home Care Program and Placement Services to the formation of the Brant CCAC in 1997.



*Carole Taylor,
R.N., B.A., M.Ed., C.H.E.
Executive Director*

Another significant change that occurred during the year was the passing of the Community Care Access Corporations Act 2001, December 2002. The new Act gives CCACs a clearer sense of direction and defined performance standards, and indicators that will guide our daily operations and service delivery. "Our government is committed to building a strong community care system where the right people are able to access the right services at the right time," Helen Johns, Associate Minister of Health said. "We are embarking upon a new phase in how CCACs will do business as they move forward with improved accountability and consistency to better serve the people of Ontario."

It is important to note that during this period of change our clients will continue to access our services in the usual manner. I am happy to report that the CCAC mandate has not changed, and we will continue to offer a simplified point of access to Ontario's long-term care system. More specifically, CCACs will continue to:

- ◆ Arrange for visiting health and personal support services in people's homes,
- ◆ Authorize services for special needs children in schools,
- ◆ Manage admissions to long-term care facilities, and
- ◆ Provide information and referral to the public about other community agencies and the services that they offer.

We only have to pick up the paper or turn on the radio to hear that health care costs are rising. The community health sector has also been affected by these escalating costs.

During the year, and indeed whilst preparing this year's budget, we examined all areas of the budget to ensure fiscal accountability and that services continued to be provided to people with the greatest need. Services were reviewed and some staffing positions eliminated. We also assessed a number of alternate service delivery models. This resulted in the decision to implement a new service delivery model. I am pleased to say, because of the resulting savings of this model, we will be able to serve more clients than would have been possible otherwise.

As previously mentioned, this year has been busy. I would therefore, like to thank each staff member for their commitment, dedication, and hard work. Their ability to cope with all the changes occurring in the community health care sector is amazing.

It is evident that this coming year will also be extremely busy and full of change. I know that the management and staff at the Brant CCAC look forward to continuing to serve the residents of Brantford and Brant County during the coming year.

Statement of Revenue and Expenses

REVENUE:

Province of Ontario Grant	\$14,186,681
Other	\$62,139
TOTAL Revenue	\$14,248,820

EXPENSES:

Salaries & Benefits	\$3,844,954
Medical Supplies & Equipment	\$728,419
Purchased Client Services	\$8,625,535
Administration & Other	\$525,937
TOTAL Expenses	\$13,724,845
Excess of Revenue Over Expenses	\$523,975

Expenditures Per Service	Amount	Service Statistics
Case Management	\$3,361,822	7,148 cases
Homemaking	\$4,040,412	218,629 hours
Nursing	\$4,443,522	92,789 visits
Physiotherapy	\$589,203	8,318 visits
Occupational Therapy	\$421,477	4,702 visits
Speech Therapy	\$197,512	2,390 visits
Social Work	\$163,527	1,347 visits
Dietetics	\$177,141	1,840 visits
Placement Services Assessments	\$286,314	539 clients
Community & Facility Palliative Care Education	\$24,645	66 people
Pain & Symptom Management	\$19,270	31 consultations
TOTAL	\$13,724,845	

Financial Picture for the Year April 1, 2001—March 31, 2002

"You went beyond the call of duty by stopping at my mom's house to re-assess her and I truly appreciate the way you "got things" done when they needed to happen".

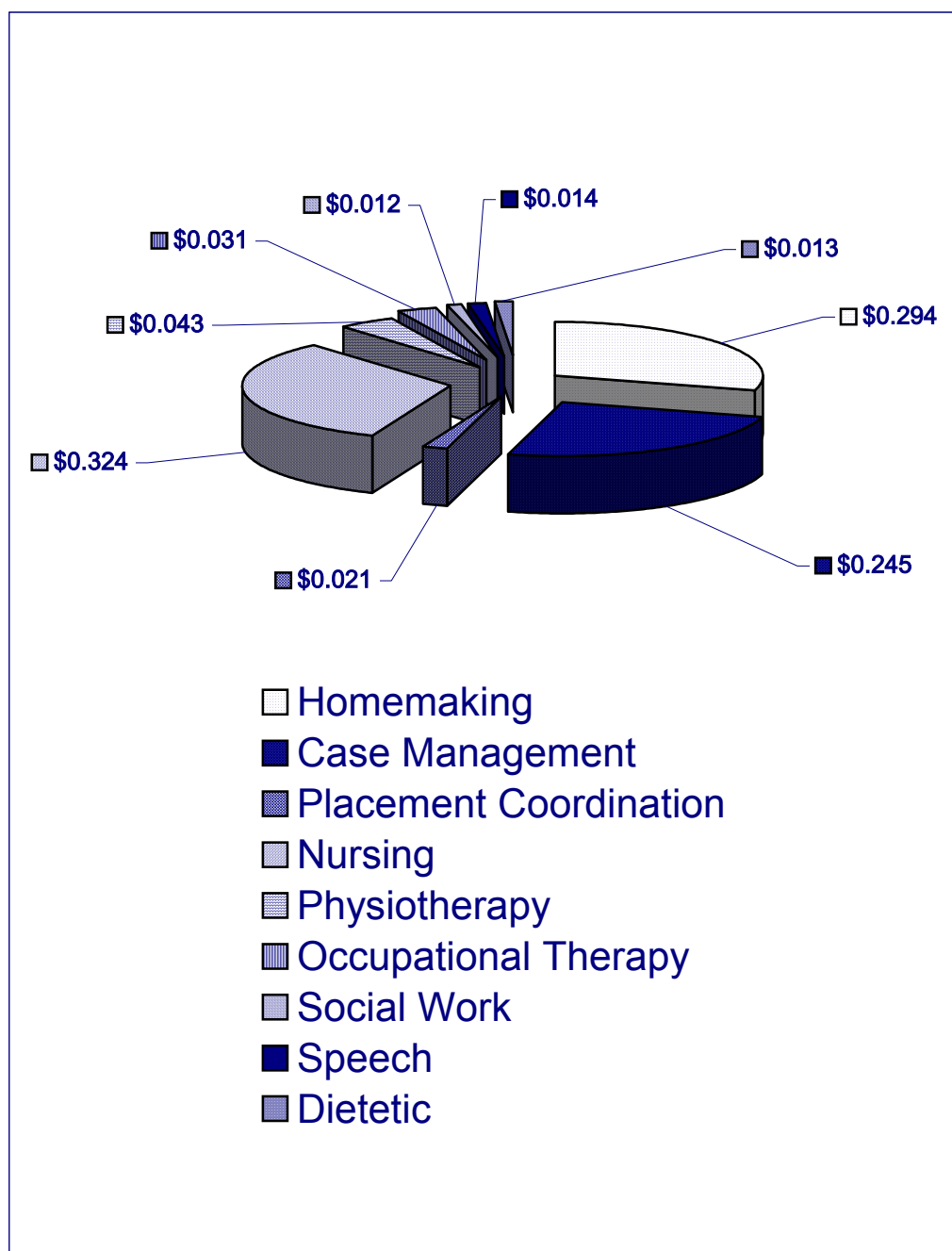
D. Casey

A copy of the Audited Financial Statement is available upon request

The following graph is a breakdown of every dollar spent by the Brant Community Care Access Centre.

Administration costs are 3.8 per cent of the total expenditures and have been included as a component of each service program area.

Total Expenditures: \$13,724,845



"Just a quick note to thank you for all of your help over the past few months. Our little family has been through a lot, making us truly appreciate the support of family and friends. We consider you one of our supportive friends!"

S. Tokarczyk

What's to Come

The Brant CCAC staff are very busy serving between 2,000 and 2,100 people on any given day. On an annual basis we serve 6,422 clients. Like any other publicly funded organization, we must be vigilant and continuously look for ways to improve. This year, the government has legislated a number of changes that will help CCACs demonstrate our accountability for the public dollars awarded to us, and to meet the challenges and changing world of home care in Ontario.

CCAC case managers play a vital role in the delivery of health care services across the province and are pivotal to the provision of home care services in Ontario. They are individual clients and authorizing services.

A change that will have a very positive effect on the efficiency of case management will be the implementation of a provincially linked computer system. One of the more significant impacts of this system will be that clients will only have to tell their medical history once. During the assessment interview, the CCAC case manager will enter the information into their laptop computer. With permission from the client, this information will then be electronically stored or sent to any person or organization linked with the CCAC's private computer network.

In addition, each case manager will be able to more closely monitor service levels within their caseloads to ensure service decisions are fair and appropriate. The improved system will also assist each case manager to ensure that the clients with the greatest need continue to receive the appropriate types and levels of service.

CCACs are also responsible for the assessment and determination of eligibility for entry into Ontario's publicly funded Long-Term Care facilities. There have also been significant changes to this area of our business.

Recent changes to the Long-Term Care facility admission system are designed to ensure that the waiting lists for LTC facilities more accurately reflect the true number of people who intend to enter a facility. Changes to the admission criteria will result in those most in need being served faster and more efficiently. Effective May 1, 2002, CCACs may not place a person's name on more than three Long-Term Care facility waiting lists. As well, if a person refuses any bed offers at any of the facilities for which the applicant is wait-listed, he/she will be taken off all waiting lists.

As part of the Ministry of Health and Long-Term Care's accountability framework, each year a number of CCACs will be reviewed to determine compliance with the new legislation and regulations.

Doing the Right Things Right

"With your assistance, my dad was able to enjoy a wonderful summer in Muskoka, which in hindsight, is now all the more precious to our family."

Name withheld

Thanks to our Partners

No one organization is an island. Without the numerous and wonderful partners that the CCAC works with on a daily basis, no client in Brant County would receive the services that they need.

We are very fortunate in Brant County to have a number of very dedicated and committed members of boards of directors and community leaders who guide and steer their respective organizations in a client focused manner. However, not one organization can make a decision without it having a significant impact upon another.

In an effort to improve the communication between organizations, there are a growing number of initiatives within Brant County and with our neighbouring communities to identify ways in which we can better work together to improve the flow and accessibility of services for our present and potential clients.

The Brant CCAC works closely with many partners in the community. We have always enjoyed an excellent affiliation with colleagues in hospitals, long term-care facilities, and community agencies.

The Information and Referral Service of the Brant CCAC necessitates a thorough knowledge of other agencies, in order to serve our clients and to link them to other organizations as needed.

We would like to take this opportunity to thank all of our partners who have so willingly and capably provided us their services, guidance and support during the past year.



The positive interaction with all our partners will be further enhanced with the establishment of a Community Advisory Council, in 2002. Comprised of various community representatives, this group will serve in an advisory capacity to the Board of Directors.

Mission Statement

The Brant CCAC serves all residents of Brant County and Six Nations and New Credit Reserves as the central point of access to:

- ◆ Community-based health and support services
- ◆ Long-Term Care facilities

We are committed to EXCELLENCE in:

- ◆ The co-ordination and provision of quality care
- ◆ Respecting the individuality of clients, their families, and support systems
- ◆ Advocating for and meeting the individual needs of clients and their caregivers
- ◆ Educating the community, identifying resources, and linking people to services
- ◆ Developing and strengthening community partnerships

thereby striving to achieve and maintain an optimal quality of life for all clients.

Vision Statement

We will be known in our community as the recognized leader in planning, developing, and providing community-based care and services, thereby empowering everyone to achieve the highest quality of life possible.

Value Statement

We Value:

- ◆ And respect the individuality of all people.
- ◆ And recognize our accountability and responsibility to the entire community we serve.
- ◆ Integrity, leadership, innovation, and excellence.
- ◆ Caring, empathy, and compassion.
- ◆ The rights of our clients to make informed decisions.
- ◆ Communication, collaboration, and team work.
- ◆ Knowledge, expertise, and commitment.
- ◆ The contribution of family, friends, and others acting in a caregiver role.

