



# Haldimand-Norfolk Community Care Access Centre Annual Report – 2001/02

## How to Contact Us

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### Office Hours:

8:30 to 4:30 Mon.-Fri.

### On the Web:

[www.hnccac.on.ca](http://www.hnccac.on.ca)

### Mission:

The Haldimand-Norfolk Community Care Access Centre provides information, long term placement, referral to community health care and support services to help all those in need live the highest quality of life possible.

### Vision:

Haldimand-Norfolk CCAC, partnering with clients and our rural and urban communities, will provide a bridge to quality care. As an innovative leader in rural health, we will establish industry standards in service provision, research and education. Client well-being and independence will guide our partnering and leadership initiatives.

**HNCCAC services are funded 100% by the Province of Ontario, Ministry of Health and Long-Term Care**

**Haldimand-Norfolk Community Care Access Centre (HNCCAC) offers a single point of access to Ontario's long-term care system. More specifically, HNCCAC, along with the other 42 CCACs in Ontario:**

- arranges for health & personal support services in people's homes;
- authorizes and arranges services for special needs children in schools;
- manages all admissions to long-term care facilities; and
- provides information and referrals to the public about other community agencies and services.

### Services require that the person in need of help:

- has a valid Ontario Health Card;
- is a resident of Haldimand-Norfolk;
- has needs that cannot be met on an outpatient basis;
- can be treated at home;
- has needs that require at least one of the following:
  - ◊ occupational therapy, physiotherapy, nursing, speech language pathology, social work, nutrition and personal support (bathing, dressing, feeding, toileting);
- Can be expected to make progress toward goals determined by an HNCCAC Case Manager; and
- has physician support.

### The Board of Directors

The Haldimand-Norfolk CCAC is governed by a volunteer Board of Directors who are appointed through an Order-In-Council by the Lieutenant Governor of Ontario.

The Board members for 2002–2003 are (from left to right):

Larry Horwood, from Simcoe  
John Elgersma, Chair—from Cayuga  
Sylvia Bittman, from Selkirk  
Bruce Hunter, from York (missing from photo)



Board meetings are open to the public and are generally held the third (3rd) Tuesday of each month in the Boardroom of the HNCCAC.  
Call (519) 426-7400, Ext. 3302 for actual date and time of meetings.

## Message from John Elgersma, HNCCAC Board Chair

In February, 2002, with the introduction of Bill 130, *The Community Care Access Corporation Act, 2001*, the Board of Directors underwent a major change in membership and governance accountability. The new Board, management and staff would like to thank the outgoing Board of Directors for their many years of dedicated work for the residents of Haldimand and Norfolk.

Everyone at the CCAC was saddened this year with the passing of the Executive Director, Mary Anne Baker, on May 12, 2002. Mary Anne dedicated 21 years of her life ensuring the residents of Haldimand and Norfolk received quality health care at home. She is greatly missed by staff and clients alike.

Despite a challenging year with many changes, the organization was successful in managing operations within the funding provided by the Ministry of Health and Long-Term Care. The Board of Directors would like to thank the Management Team and staff for their continued dedication to excellence and fiscal accountability.

## Looking Back - Barb Clendenning, Interim Executive Director

CCACs are no strangers to change and 2001-02 was no exception for Haldimand-Norfolk Community Care Access Centre (HNCCAC). The biggest change came with the introduction of the *Community Care Access Corporation Act, 2001*. This legislation impacts governance, management and operations of HNCCAC with the goal of fulfilling the vision for long-term care in the Province of Ontario by providing the right service to the right people at the right time.

In addition to embarking on CCAC Reform initiatives, HNCCAC had many accomplishments designed to promote quality service to the residents of Haldimand and Norfolk:

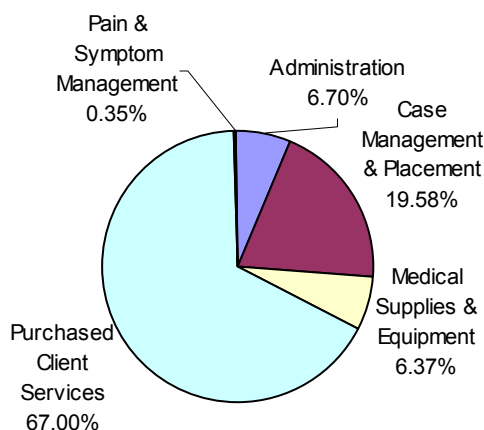
- Client satisfaction with HNCCAC service delivery was acknowledged by 92% of clients who returned client feedback postcards.
- HNCCAC held it's 1st Annual Health Fair in conjunction with the Annual Meeting and staff recognition evening, to promote the services of HNCCAC to the public.
- The HNCCAC Client Services Department was reorganized to improve the delivery of service to clients.
- Preparation for HNCCAC accreditation in 2003 by the Canadian Council on Health Services Accreditation began with the implementation of education for staff and Board, establishment of accreditation teams and review of the standards.
- HNCCAC continued to work on various initiatives with community partners including the East Haldimand Hospice, the Heart and Stroke Regional Stroke Strategy and a partnership with Simcoe Composite School to provide students an opportunity to understand issues in community health care.

The management and staff look forward to many new and exciting changes upcoming in 2002-03.

## 2001-2002 Financial Summary (audited)

Revenue from Ministry of Health and Long-Term Care - \$12,179,456

EXPENDITURES 2001/2002



PURCHASED CLIENT SERVICES 2001/2002

