



ANNUAL REPORT 2002/2003

76 Victoria Street
Simcoe, Ontario N3Y 1L5
1-800-265-8068 or (519) 426-7400
www.hn.ccac-ont.ca

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

Our 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.

Our 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.

We Value for our clients:

- o Individuality, dignity, religious and cultural beliefs;
- o The client's right to privacy;
- o Participation of the client, caregiver and family;
- o Fairness and equity;
- o Client satisfaction; and
- o Client advocacy.

We Value for our organization:

- o A visible presence in the community;
- o Quality provision of services;
- o Fairness and respect for co-workers;
- o A co-operative team environment;
- o Accountability and cost management; and
- o Innovation, creativity and flexibility in the workplace.

The Board Chair's Report



Fiscal year 2002-2003 was a year of change for the Board of Directors at the Haldimand Norfolk Community Care Access Centre (HNCCAC). Although the fiscal year began on April 1, a newly appointed Board of Directors assumed their positions during the first several months of 2002. New to the Board were Bruce Hunter, Sylvia Bittman and Larry Horwood. Yours truly is the only hold-over from before 2002. I come from Cayuga, Bruce from York, and Sylvia from Selkirk - all residents from Haldimand County. Larry is our only Norfolk County resident, hailing from Simcoe. We are currently looking for two more Board members from Norfolk.

We began the fiscal year on a sad note. In May, Mary Anne Baker, the Executive Director for the past 22 years of the Home Care Program and the HNCCAC, passed away after a courageous struggle with cancer. Mary Anne was an inspirational and an exceptional leader. She is greatly missed at the HNCCAC. *(Continued on page 2)*

At the end of the summer the Board began their search for a new Executive Director, and by January 6, 2003 Megan Allen assumed this position. With the change in both the Executive Director and the Board of Directors, significant adjustments occurred.

The past year saw CCACs in Ontario undergo significant changes in lines of accountability, authority and relationships. We received a new set of Bylaws from the Ministry of Health and Long-Term Care. We signed a Memorandum of Understanding in which accountabilities are outlined for the Minister of Health, Ministry of Health and Long-Term Care, CCAC Executive Directors, CCAC Board Chairs and Boards of Directors. Under the direction of the Ministry of Health and Long-Term Care, we established a Community Advisory Council (CAC). CACs were set up across Ontario by CCACs to focus on improving the delivery and coordination of services to people requiring care when they move from one part of the health and community support system to another. I wish to take this opportunity to thank all the members of our staff at the CCAC. They too, are mastering new technology and face an ever-changing and challenging environment. Hats off, to a brave, cheerful and highly competent group of people who daily respond to the needs of the community in a friendly and professional manner. The Board is particularly pleased about the competent and dynamic leadership of Megan Allen. It is a pleasure to work with her.

As HNCCAC's Board of Directors, we will continue to work to find solutions to meet the needs of residents in a predominantly rural region with limited health care resources. We are committed to providing the best service to our community and meeting the ever increasing need for home health care services.



John Elgersma, Board Chair

Executive Directors Report



It was a challenging year for the Haldimand Norfolk Community Care Access Centre (HNCCAC) and thank you to our extremely dedicated staff, solid management team, and committed Board of Directors our organization took some significant steps forward. As in past years, the organization was pressed to balance the growing demand for services with limited resources. However, providing high-quality services to our clients was our utmost priority and directed our actions in implementing many new initiatives.

Promoting staff well-being was one of our key focuses. As a direct result, access to an Employee Assistance Program was made available for all staff and a Workplace Wellness Committee was developed. To guide this committee in its actions, a workplace wellness survey was conducted by the Haldimand Norfolk Public Health Unit. The results from this survey led to the development of a workplace wellness plan.

Many opportunities were also made available to assist staff in enhancing their computer expertise as new technological advances entered the workplace. Administrative staff consistently excelled in adjusting to many new upgrades to our client database. Case Managers diligently trained and adapted to a new client assessment tool using a laptop computer in the community while Placement Coordinators effectively implemented revised placement regulations. Our Finance staff made every effort to improve billing processes with our contracted service providers.

Looking back over the year, I am amazed by how much our staff achieved in light of all the challenges that faced our organization along with the passing of a wonderful friend and colleague Mary Anne Baker, Executive Director of HNCCAC and the previous Home Care Program from 1981-2002.

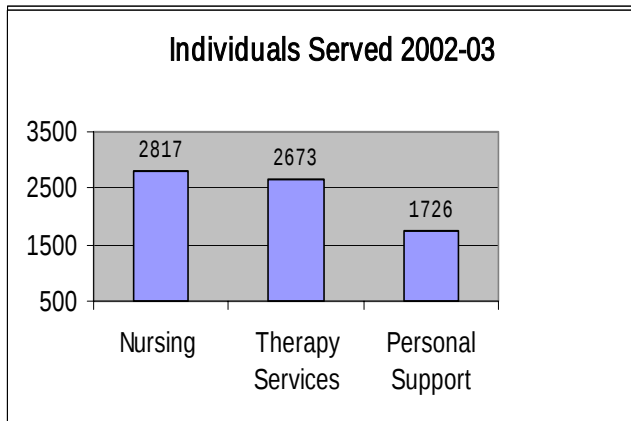
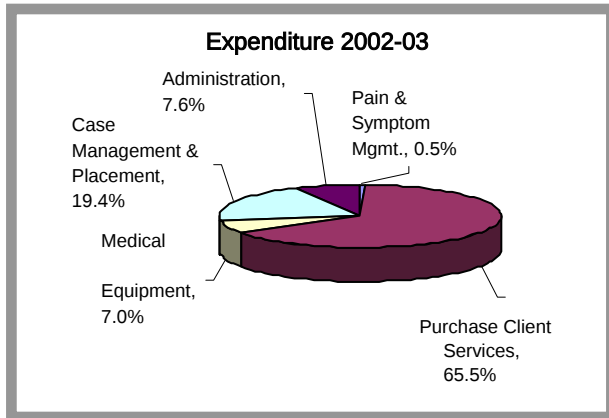
As we look to the future, we must continue to strive forward, provide the best possible care to our clients, and prepare for increased demands for home care services as the population ages and more people choose to remain independent within their homes. In closing, thank you to the staff, management team, and board members of HNCCAC – it has been a sincere pleasure working with all of you.



Megan Allen, Executive Director



2002-2003 Financial Summary (audited)
Revenue from the Ministry of Health and Long-Term Care - \$12,330,258



Information on Service Provision:
HNCCAC Contracted Service Providers in 2002/03

Did you know?

In 2002-2003, the HNCCAC provided:

- 181,878 Hours of Personal Support and Homemaking services
- 107,550 Nursing visits
- 6,937 Physiotherapy visits
- 3,662 Occupational Therapy visits
- 1,293 Speech Therapy visits
- 816 Social Work visits
- 769 Dietetic Counseling visits
- 390 Placements to Long Term-Care Facilities

Contact Us:

**Office Hours: 8:30-4:30pm (M-F) Extended
Hours: 4:30-6:00pm (M-F)
Weekends: 8:30-12:30pm**

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On the Web: www.hn.ccac-ont.ca

Home Support Services ▪ Saint Elizabeth Health Care ▪ Victorian Order of Nurses	Nursing ▪ Care Plus ▪ Brant, Haldimand, Norfolk Victorian Order of Nurses
Therapy ▪ Care Plus ▪ Thera Care ▪ Therapy Specialties	Medical Supplies ▪ Clark's Pharmasave
	Medical Equipment ▪ Professional Mobility

Haldimand-Norfolk Community Care Access Centre
Working together towards your health and independence.

