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Champlain
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Centre d'accès
aux soins
communautaires
de Champlain

Connections

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Message from the CEO

Welcome to Connections, our electronic newsletter which salutes the remarkable partnerships we enjoy with our various stakeholders and features an overview of recent accomplishments.

This year is a special time in our organization's history with the celebration of our fifth anniversary as the Champlain CCAC. Thanks to our hard-working staff and collaboration with our partners, we are able to fulfill our promise to be quality care connectors.

In this issue, you'll learn about positive advances, including a new pilot project with our Community Support Services partners to coordinate Adult Day Programs across the region. You'll also read about the success results of both our Respite and Relief program and Aging in Place partnerships.

As we celebrate this important milestone year at the Champlain CCAC, we look forward to strengthening our relationships and working closely with you to provide quality care to our clients.

Gilles Lanteigne
CEO, Champlain CCAC

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Respite and Relief Program

There are 12 health care professionals in Canada certified by Elder Mediation Canada – and two of them work with the Champlain Community Care Access Centre (CCAC) to provide support in the Eastern Counties. Through the Champlain CCAC's Respite and Relief Program, these professionals are ensuring that elderly clients with dementia, their families and caregivers, receive the support they need – to help them stay in their homes and avoid premature hospitalization or institutionalization. In the past three years, 216 clients have been helped through the program. The goal is to expand the program as a pilot in the Ottawa area.

Elder mediators bring everyone in a client's circle of care together to talk and create a more viable plan or support system. "My job is to support the caregiver, to bring relief, and to try and reduce the chance of a crisis situation occurring," explains Josée Johnson, a Registered Nurse, Champlain CCAC Case Manager and Facilitator who is just completing her Elder Mediation certification. "We try to fill in the gaps that the caregiver identifies, which can be anything from transportation needs to something as simple as who will cut the grass."

"We can help start the conversation and engage everyone," adds Teresa Rivera-Mildenhall, Manager of Client Services and Certified Elder Mediator. "Through these conversations, new information and new opportunities arise. The burden of care is shared and everyone is supported and empowered to work together."

For example, in one case, the group decided to set up a family Facebook page to share information. The interactive technology engaged the grandchildren and those living out-of-town felt more involved.

Shelley Vaillancourt, the Executive Director of the Alzheimer Society of Cornwall, presented the original program concept to the Champlain CCAC. She says the program provides an incredible opportunity.

"It helps everyone see through the same window to contribute as best they can," she says. "It's clearly about communities and here in the Champlain region, we have one of the best as all of the agencies and organizations work together to provide support and care.

"This program is very innovative," notes Elizabeth Sterritt, a Certified Elder Mediator who provides training in Elder Mediation to the Champlain CCAC. "The mediators need to juggle a lot of opinions and ideas around the table and conflicts can arise that they must deal with. They are trained to strategize and help the group make decisions that support the client and the primary caregivers. The result is a self-directed action plan."

Elder Mediation Canada (EMC) applauds the Champlain CCAC for its very progressive program. "It is creative, innovative, responsive and very timely in terms of what the Alzheimer Society is calling an epidemic of dementia," sums up EMC President Dr. Patricia Donihee. "There are very few programs that are as sensitive to the client, caregiver and family's needs. This is not a cookie cutter approach. It is absolutely unique in its approach."

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Adult Day Programs unite through new partnership

An innovative partnership is underway between the Champlain CCAC and our Community Support Services partners (CSS) which provide Adult Day Programs across the Champlain region.

As of April 2012, a project will bring together 26 partner agencies to pilot a coordinated access system for clients wishing to participate in Adult Day Programs. Access to Adult Day Programs will be coordinated by the Champlain CCAC in collaboration with the Community Support Services agencies that offer day programs. There are 39 Adult Day Program sites across the Champlain region.

Adult Day Programs provide a day away (or part of the day) for isolated and frail elderly persons, including those with Alzheimer disease and/or a related disorder, who live in the community. Adult Day Programs offer an integrated support service which provides supervised programming in a group setting for individuals who require close monitoring and assistance with personal activities. Adult Day Programs assist the participants to achieve and maintain their maximum level of functioning and to prevent early or inappropriate institutionalization. The programs also provide much needed respite and information/support for caregivers. Components of Adult Day Programs include planned social and recreational activities, meals, assistance with activities of daily living and may include some health care services including personal care.

By developing a coordinated access process, the partnership between Adult Day Programs and CCAC across Champlain will connect the 26 agencies to CCAC and streamline access, maintain accurate wait lists and raise the visibility of all Adult Day Programs.

"We have worked closely for more than a year and a half to create a new system that will not only benefit our clients and create more effective communication, but also build stronger partnerships across the region," says Sylvie Lemaire, Manager, Projects & Planning, at the Champlain CCAC.

Ultimately, the goal is to build on a solid network of providers that leverages the knowledge and resources of each organization while providing outstanding client care.

"Our goal in working together is to provide easier access for clients and their caregivers to our programs," says Cristina DiTomaso, Program Manager, Community Support Services, with the Western Ottawa Community Resource Centre. "We want to offer Adult Day Programs to individuals earlier in their trajectory of care. We are working together with the Champlain CCAC to ensure a more timely access from the time of request for service to admission into one of the 39 Adult Day Program sites across Champlain. The client and the caregiver are at the centre of the development of this coordinated access to Adult Day Programs."

For more information, please contact Sylvie Lemaire at 613-745-8124 ext. 5849 or Cristina DiTomaso at 613-591-3686 ext. 313.

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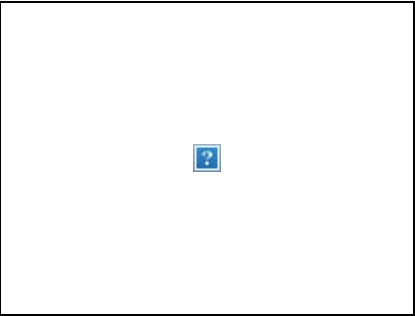
Happy at Home: Aging In Place Program Ensures Health and Well-Being for At-Risk Elderly

When Case Manager Cathy Maclure visits Georgette Connolly during a routine check-in, she finds her watching a soap opera. Pretty Boy, her blue budgie, makes it vocally clear he is present. With a smile, Georgette invites Cathy in to her small, tidy, one-bedroom apartment that is filled with warmth, from the hand-made curtains her daughter sewed and a framed picture of the East coast painted by her granddaughter, to the many photos of family, past and present, that surround her.

As a Case Manager for the Champlain Community Care Access Centre (CCAC), Cathy is checking on the state of Georgette's health, which is not 100 percent. She has chronic back problems, diabetes, and balance issues – but she is able to live at home thanks in part to the Aging in Place Program (AIP), and that keeps her happy.

"I grew up just down the street from here," says Georgette, who turned 91 in February. "And I walk with my walker to the hairdresser, just over there, under the bridge. Even in the winter. I am very thankful for this program. I can't imagine being anywhere else but here. This is my home, where my heart is, where I want to be."

AIP was created in 2007 in response to a growing need for an integrated mix of services for seniors living in select Ottawa Community Housing (OCH) Apartments. The goal with the new program was to reduce ER visits and hospitalization of its elderly population and provide support to clients to live healthier lives, so they could remain safely in their homes for a longer period of time.



Four years after its inception, AIP continues to work towards reducing the number of elderly patients in OCH building who use the ER. For example, ambulance transfers to ERs went from 757 in 2008-2009 to 640 in 2010-2011. Data also shows a slowing turnover rate in the 11 AIP buildings, which demonstrates that residents are truly “aging at home.”

“These results show AIP is effective,” says Gilles Lanteigne, CEO of the Champlain CCAC. “We are very pleased with the positive impact this program has had on the elderly patient population in these 11 buildings.”

[Click here to read more.](#)

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In the News

United Way Celebrates Paeds Pilot Project

A Champlain CCAC paediatrics pilot project has received recognition by the United Way for its exceptional work with children with a wide range of physical, cognitive and/or developmental disabilities.

The Developmental Services Worker (DSW) project was the recipient of the United Way's "2011 Growing Up Great – Safe and Caring Environments" Award during a luncheon on November 28, 2011. The "Growing Up Great" award recognizes outstanding individuals, organizations and programs in Ottawa that have worked to help children and youth grow up great.



“These awards are the first of such kind to be presented in Ottawa and for this project to be the initial recipient is quite an honour,” says Allison Budge, Manager, Client Services. “It was fabulous to hear that the Champlain CCAC has been recognized for the inception of the project and Saint Elizabeth Health Care (SEHC) for their dedication to meeting the needs of these families.”

The project has been a partnership between SECH, Algonquin College and the Champlain CCAC. The goal was to evaluate the effectiveness and impact of integrating a DSW into the home care setting for stable, medically complex children who have been traditionally serviced by shift nursing.

The project was able to bring the unique nature of the developmental focus and incorporate it into individual care plans within the home setting, while meeting health care needs of the child. Other contributions made by the DSWs included optimizing client/family independence, using a variety of communication tools and educating the interdisciplinary team about developmental issues.

“The project has certainly been a success in meeting gaps in nursing services at home and the parents have been most pleased with the services received,” says Allison. “Parents continue to speak of the value of this new team player and a success such as this certainly deserves to be celebrated!”

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No Thanks, We're Fine: Supporting Families Living with Dementia

A compelling video featuring caregivers to people with dementia appealing to their fellow caregivers to seek support and take respite. [Click here](#) for more information.

New diabetes resources available on Champlain Healthline

Thanks to partnerships with a number of our community organizations, new diabetes resources with enhanced information and additional education programs are now available on Champlain Healthline.

A bilingual web portal, the Champlain Healthline is a one-stop site for health and social service information in the Champlain region. This innovative website helps users to make informed choices and decisions and provides information about health care facilities and professionals; support groups; home health care; clinic and classes; health careers; and news and events. It also covers topics such as healthy aging, disease and chronic disease management, women's health, mental illness and end of life care.

“We have worked closely with our partners, including the Champlain Diabetes Regional Coordination Centre and Living Healthy Champlain, to provide valuable resources for our case managers, clients and the public,” says Ilsa Eustice, Manager, Client Services.

These new resources include information and educational programming about gestational diabetes, pre-diabetes, Type 1 (juvenile diabetes), Type 2 diabetes, footcare and workshops about chronic disease self-management.

[Click here](#) for more information.

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