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North East
Community Care Access Centre **CCAC**

CASC Centre d'accès aux soins communautaires
du Nord-Est

Bringing Health Care Home

Kirkland Lake North Bay Sault Ste. Marie Sudbury Timmins



QUARTERLY NEWSLETTER

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 Ontario

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Message from the Chair



Tom Trainor
Chair, Board of Directors

The North East Community Care Access Centre (CCAC) Board and staff played an integral part in organizing and participating in events throughout the North East since January - from volunteer charity events and client information booths to private engagements for community partners and conferences for the larger health care community. From April to November 2007, the Board of Directors held its regular monthly meeting in each of the five main branches of the North East CCAC as well as Parry Sound. Continental Breakfast/Meet and Greet events took place for stakeholders, service providers, community partners, groups and organizations in each area the Board visited. The response has been fantastic and the turnout has been quite impressive.

These networking events are a win-win for everyone. Our staff and partners appreciate hearing firsthand about the developments and changes which are taking place at the North East CCAC. The Board members and senior staff take this opportunity to hear any concerns and success stories directly from the community stakeholders. It is very important to stay connected with our communities. We look forward to continue hosting and participating in different networking events regularly as we travel in the North East.

A handwritten signature in black ink, appearing to read "Tom Trainor".

Message from the Executive Director



Richard Joly
Executive Director

During the last few months, the 14 Community Care Access Centres (CCAC) in the Province worked to develop a common mission and vision that is truly reflective of our new system. I am proud to present these to you in this Fall Newsletter on page 4. These bold statements offer an exciting glimpse into the future of community care.

From the common CCAC Mission and Vision messages, the North East CCAC proceeded with the development of values statements specific to our organization. These values should be and will be at the foundation of all our decisions and actions. These values can overcome the challenges of our geography and unify the North East and they will permit us to continue to grow and move forward as we provide client-centered care.

These are very exciting times for the North East CCAC. Together with our devoted staff and strong community partnerships, we will ensure that the patient remain the most important person in the health care system!

A handwritten signature in black ink, appearing to read "Richard Joly".

Mission, Vision and Values

A common Mission and Vision for the 14 Community Care Access Centres (CCACs) in Ontario has been adopted by the CCAC Board Chairs and Executive Directors.

OUR MISSION

Our passion is health; our strength is our people and our partners; and our promise is compassionate care.

On a day to day basis, we are:

- an easy to use gateway to information and high quality health services;
- an innovator seeking to optimize people's health, well being and autonomy;
- an integrator partnering with others to reduce the barriers to access, respect diversity and improve the care experience of people across the health care continuum;
- an employer of choice that believes in the remarkable capacity of our people to continuously learn and make a difference;
- an open communicator who promotes positive relationships; and
- a steward of public resources that is openly accountable and contributes to a sustainable health system.

OUR VISION

To be recognized across the country as Centres of Excellence for integrative community services and health information by 2017.

OUR VALUES

Equity and Fairness - To the best of our ability we provide, in a timely manner, ease of access to necessary services regardless of where clients live. We apply the same rules to all.

Client-focus, empowerment and self-determination - You are at the centre – your health – your family, your community.

Compassion - We serve with our hearts.

Accountability - We are transparent.

Respect - We accommodate cultural, demographic, linguistic needs in pursuit of health and wellness.

Integrity - We are responsible and accountable for living our values.

Fiscal responsibility - We are stewards who are openly accountable and contributing to sustainability.

Excellence in care - We are competent, friendly, flexible and trustworthy in our dealings with clients and the community.

Innovation - We welcome fresh ideas from our staff, clients and board members.

Sustainability - We assure continuity of services for families, grandparents, children and grandchildren.



Bringing Health Care Home

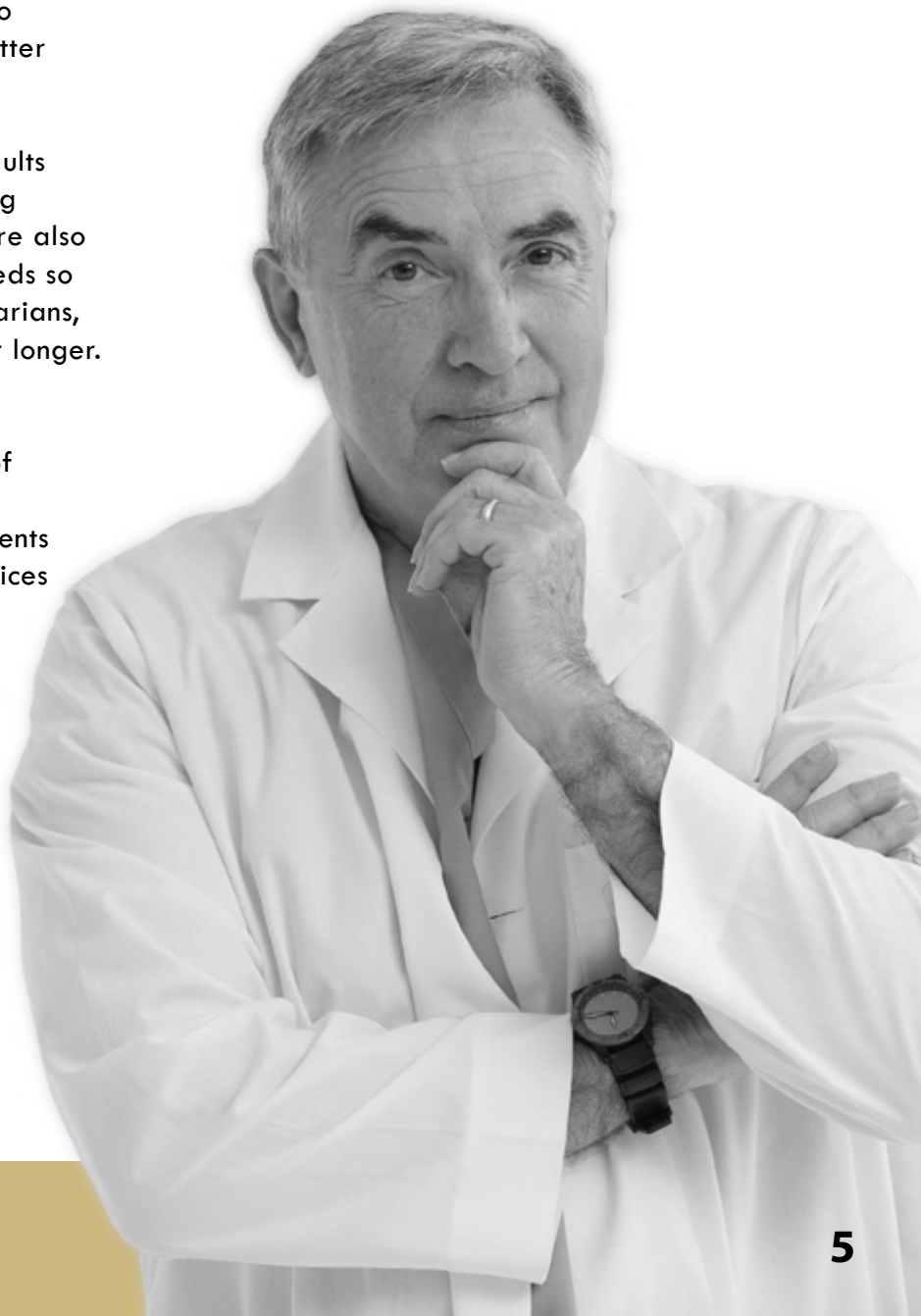
Each day, CCACs in Ontario help approximately 185,000 people obtain the health care, personal support and related social services they need to remain in their homes longer, or to recuperate after a hospital stay. Our clients come first, and by helping them stay at home, we ensure that they receive the best health services with the highest possible quality of life at a cost that is much lower than providing institutional care.

Our budget of \$1.6 billion provincially allows us to assist more than 500,000 Ontarians each year. As a cost-efficient, one-stop service helping people obtain the help they need at home, CCACs have become the cornerstone of a sustainable health care system for our province. We continue to evolve as the health care system does, to better serve our clients.

Investing in home care helps children and adults spend less time in hospital while still receiving high-quality care and attention. Supports are also provided for children with special health needs so that they can attend school. For elderly Ontarians, it means the ability to live independently for longer.

When clients contact the North East CCAC for assistance, they are accessing a wealth of information and resources. CCAC staff can provide information and referrals to help clients access these services as well as support services available in the community such as food delivery, adult day programs and house-cleaning. CCAC Case Managers can assist elderly clients by providing them with information about long-term care homes across the province (funded and regulated by the Ministry of Health and Long-Term Care), determining suitability and eligibility for placement and helping them to complete the application process. CCAC staff can help clients consider the best way to balance their needs. They are respectful of the client's choices and rely on client consent.

CCACs work in partnership with doctors, hospitals, long-term care homes, school boards, community services agencies, and health service providers. CCACs are looking for innovative ways to prevent hospital admissions and reduce the length of hospital stays. This will relieve pressure and ensure that the increasing health care needs of the growing and aging population are addressed at the right place at the right time. Working in partnership respects diversity, promotes access to services, and improves the care experience of people across the health care continuum.



Long-Term Care Action Line

Earlier this year, the Long-Term Care (LTC) Action Line was expanded to include home care complaints. While clients are encouraged to work directly with their CCAC and/or service provider, some may be reluctant to do so. The expanded service, other than the formal North East CCAC complaints process, offers these individuals an additional option to address their concerns by having their complaints heard by an independent third-party - an Independent Complaints Facilitator (ICF).

The Independent Complaint Facilitator will:

- Listen to CCAC client concerns or complaints about CCAC services
- Work with clients to address their complaints
- Mediate disputes between clients and their CCAC and/or service provider agency/staff
- Assist CCAC staff to identify and develop innovative approaches to support clients

All communications between the CCAC client and the facilitator are strictly confidential. Facilitators are only permitted to share information with the consent of the CCAC client – and then only with those persons directly involved with addressing the complaint (e.g. the CCAC and/or service provider staff).

Facilitators work independently from the CCACs and do not have the authority to make decisions on, or recommend:

- CCAC services
- Increases in service levels authorized by CCACs
- The provision of alternative services not provided by CCACs, or
- Changes in CCAC policies or procedures

For these reasons, CCAC clients may wish to follow the formal CCAC complaints process. CCAC clients who work with facilitators retain all their legal rights to use the formal CCAC complaints process at any time. Where there is a conflict between the facilitator process and the formal CCAC complaints process, the formal process will prevail.

To access the expanded Long-Term Care ACTION Line,
please call:

**1-866-876-7658 or
416-326-6777**
(outside of Ontario)

For TTY services, call
**1-800-387-5559 or
416-327-4282**
(outside of Ontario)

Case managers have introduced the expanded service of the LTC Action Line as part of their intake/reassessment discussions with clients. Please contact your Case Manager if you have any questions.

Circuit Santé

The North East Community Care Access Centre (CCAC) launched its new website for French-language health care services. Circuit Santé (www.circuitsante.ca) provides health care professionals and the public access to information on over 300 institutions, organizations and private practices that provide French-language health care services between Parry Sound and Hearst. Details on services available in specific areas can be found thanks to Circuit Santé's search engine.

This North East CCAC initiative is part of the health care service regionalization process going on in the province. It also fits into the priorities set by the Ontario government's plan for building a dependable public health care system, namely:

- To provide better access to doctors, nurses and other health care professionals;
- To keep Ontarians healthy.

"Identifying health care services available in French in our region can be a challenge for many Francophones", explained Richard Joly, Executive Director of the North East CCAC. "Thanks to Circuit Santé, health care professionals and citizens will now be able to find the services and care they need."

Organizations and individuals offering services in French and who wish to be part of the Circuit Santé database are encouraged to communicate with our Information & Referral staff at 1-800-461-2919 (705-522-3460), extension 403 or by using the registration form located on the website www.circuitsante.ca.

"Thanks to Circuit Santé, health care professionals and citizens will now be able to find the services and care they need." - Richard Joly, North East CCAC Executive Director



Rotary Club of Sudbury Sunrisers

North East Community Care Access Centre's (CCAC) Richard Joly was named President of the Rotary Club of Sudbury Sunrisers on July 1st, 2007.

SUDBURY - The Rotary Club of Sudbury Sunrisers is part of Rotary International, a volunteer service organization and global network with approximately 1.2 million members worldwide and more than 32,000 clubs in over 200 countries. The Rotary Club meets weekly and encourages the participation of business and professional leaders who are interested in providing volunteer humanitarian services.

"I am very excited to lead the Rotary Club of Sudbury Sunrisers in community service projects and membership development," said Mr. Joly "The community will benefit from the commitment, expertise and enthusiasm of our members." Mr. Joly, the Executive Director of the North East CCAC, is a respected community leader in the health care sector and is committed to service excellence. With this appointment, Mr. Joly will continue to develop the club's successful service projects as well as explore other innovative and dynamic service ideas.



Rotary Shares is the 2007-2008 slogan for Rotary International

Alzheimer's Coffee Break

SAULT STE. MARIE - As part of the fundraiser for the Annual Alzheimer Coffee Break, Claire Bennardo of the Sault Ste. Marie branch of the North East CCAC developed the second edition of a wonderful cookbook "A Myriad of Memorable Munchies and Other Marvelous Morsels" sold to North East Community Care Access Centre staff in Sault Ste. Marie. Over the past decade the Sault Ste. Marie office has raised over \$4500 from the Coffee Breaks plus over \$1000 from the first edition of the "Memorable Munchies and Other Marvelous Morsels" cookbook.

Alzheimer's Disease Facts

- Presently there is no known cure for this fatal disease.
- Medications are available to treat some of the symptoms.
- Alzheimer's disease can strike adults at any age, but occurs most commonly in people over 65.
- An estimated 300,000 Canadians over 65 have Alzheimer's disease.

Alzheimer Society of Canada
www.alzheimer.ca

Breakfast with the Premier

SUDBURY - The North East Community Care Access Centre (CCAC) Executive Director and President of the Rotary Club of Sudbury Sunrisers, Richard Joly, hosted a breakfast with Ontario Premier Dalton McGuinty and the Minister of Northern Development and Mines Rick Bartolucci on September 14, 2007.

Ontario Liberal Leader Dalton McGuinty spoke at a Rotary Club breakfast during a campaign stop in Sudbury this fall. The McGuinty government is hoping to improve access to palliative care in Sudbury by investing in a new residential hospice and palliative care centre.



“Palliative care is a very important component of our provincial health care system,” said Health and Long-Term Care Minister George Smitherman. “These services ensure that those in need may traverse this most difficult stage of life with dignity, in comfort and in a caring atmosphere.”

Over 200 individuals attended the Premier’s Breakfast including Tom Trainor, Board Chair of the North East CCAC and Adele Quaiattini, member of the Board of Directors.



“We are on the side of northerners. That’s why we are investing in the improved care and services this new facility will provide,” said Minister of Northern Development and Mines Rick Bartolucci. “Palliative care is an essential part of our health care system and we are pleased to be expanding our service capacity in the Sudbury area.”

Hospice palliative care provides physical, emotional, psychological and practical support to people with a terminal illness. It brings family members, friends, volunteers, physicians, nurses, and other health care professionals together so patients can live their remaining days in dignity and comfort, surrounded by their loved ones.



Relay for Life



NORTH BAY - On the evening of June 15th, 2007 staff from the North Bay branch of the North East Community Care Access Centre (CCAC) “Spent the night together” for the 7th Annual Relay for Life in North Bay, Ontario. The Relay for Life is a unique community event that recognizes individuals who have survived cancer as well as honour those who have lost their life to the disease. The North Bay team raised almost **\$2,000** for Breast Cancer Research at this event!

Canadian Cancer Society
www.cancer.ca

Health Care Awareness Day

TIMMINS - Fun and informative is the best way to describe Health Care Awareness Day held on June 20th, 2007 at the Senior Recreation Centre in Timmins. The Timmins Branch of the North East CCAC in collaboration with 26 other health care agencies celebrated this exciting event by providing information on a variety of topics as well as offering legal advice and computer training for seniors. Approximately 200 caregivers and seniors attended. As the day drew to a close, it was evident by the positive feedback received that Health Care Awareness Day was a success and an event that all could look forward to in the future.



REDUCED WAIT TIMES FOR HIP & KNEE SURGERY

In a news release issued on May 22, 2007, the Ontario Ministry of Health and Long-Term Care reported that the North East has reduced wait times significantly for knee surgery by 280 days per client. Reducing wait times for clients needing hip replacements remains a challenge.

In 2007-2008, the North East CCAC will continue to work with its partner hospitals and the Local Health Integration Network to bring about positive change for clients.

OACCAC Conference

Adapted from the OACCAC Newsletter

The 2007 Ontario Association of Community Care Access Centres (OACCAC) Conference took place from June 6-8th, 2007. This year's theme, "Together We Soar," was most fitting as CCACs take flight into a new era of home and community care. Together, CCACs and community partners continue to make great strides in achieving a true system of health care in the province of Ontario. Over 900 people were in attendance at the conference and over 65 educational sessions were offered.

Minister of Health and Long-Term Care, George Smitherman, opened the 2007 OACCAC Conference with a strong message: Healthcare is moving forward and bringing CCACs along with it. There is ever increasing recognition that people want to be cared for in their homes. The alignment of the CCACs with the boundaries of Local Health Integration Networks (LHIN) has brought with it powerful new tools to construct a health care system that can meet the needs of all Ontarians. With 30% growth in health care funding over the last three years, CCACs have become an integral part of the health care continuum. The government will pledge hundreds of millions of dollars to ensure that citizens of the province get as much care and support as possible so they can stay in their homes and community.

The OACCAC Board of Directors announced Margaret Mottershead as the newly appointed Chief Executive Officer (CEO) for the Association.

The participants of the conference responded to the announcement with a standing ovation. "We have a huge responsibility to deliver services in the community and at home" said Ms. Mottershead.

Keynote speakers Michael Decter and Francesca Grosso, coauthors of the book "Navigating Canada's Health Care - A User Guide to Getting the Care You Need", provided insight into navigating the Canadian health care system. Joe Flower, a health futurist, addressed the crowd on how to become "spectacularly competent". Dr. Bill Crounse, health care industry director for Microsoft Corporation, talked about using Microsoft technologies and solutions for various health care applications and Lorne Elliot, a multi-talented Canadian entertainer, finished off the event with comedy and music.

MTS Allstream was announced as the telecommunications Vendor of Record for the 14 CCACs across Ontario. MTS Allstream's IP Telephony Solution - Voice Over Internet Protocol (VOIP) will provide CCAC staff with increased mobility, improved connectivity, and remote access capability.

Awards for Excellence

The 3rd annual OACCAC Awards for Excellence banquet, recognizing the contributions of our health care partners and CCAC staff in Ontario, had a total of 141 nominees in 4 award categories. The Awards for Excellence ceremony was held in Toronto in June as part of the OACCAC Annual General Meeting.

In August, Lloy Schindeler (Senior Director, Performance Management & Accountability) and Kim Morris (Director, Communications) met with staff from Health Care Pharmacy in Sudbury to congratulate them on their nomination for an OACCAC Award for Excellence. Health Care Pharmacy is the only North Eastern Ontario partner to be nominated for an Award for Excellence in 2007. Specifically, four individuals were recognized for their excellence in service: Dean Blanchard, Yves Fortin, Debbie Boyd and Dereck Gibeault.



Above: North East CCAC staff and board members at the 2007 OACCAC Conference. Photo courtesy of Narvali Digital Photography (Toronto).

Below (Left to Right): Richard Joly (North East CCAC Executive Director), Dean Blanchard (Health Care Pharmacy), Debbie Boyd (Health Care Pharmacy), Dereck Gibeault (Health Care Pharmacy) and Tom Trainor (North East CCAC Board Chair) at the 2007 OACCAC Conference.





Above: Lloy Schindeler (North East CCAC Senior Director, Performance Management & Accountability), left, with staff of Health Care Pharmacy - Nominees for an OACCC Award for Excellence.

Below (Left to Right): Richard Joly (North East CCAC Executive Director), Caroll Fanning (North East CCAC Social Worker) and Tom Trainor (North East CCAC Board Chair). The slogan "CCACs Meeting today's needs – delivering tomorrow's future" was submitted by Caroll Fanning and accepted as the 2008 OACCCAC Conference Theme. Congratulations Caroll!



Community Living, Aging at Home

The government is launching an Aging at Home Strategy that will transform community health care services so that seniors can live healthy, independent lives in their own homes. “Our goal is to open a whole world of opportunity for seniors that will offer new lifestyle choices that are reflective of how Ontario’s seniors truly want to live,” said Minister of Health and Long-Term Care, George Smitherman. “As our population ages, we need to look for innovative solutions that are more responsive to their needs and allow seniors to continue to live in comfort and with respect in their own homes, ideally for the rest of their days.”

As part of a three-year \$700 million strategy, Ontario’s 14 Local Health Integration Networks (LHINs) will lead an initiative that will impact the way services are delivered and help provide more equitable access to health care by matching the needs of the local senior population with the appropriate support services.

The Aging at Home Strategy will offer new possibilities for Ontario’s culturally diverse populations and other community-level organizations, like service clubs and groups of seniors, to help serve themselves. Innovative thinking combined with health care solutions that encourage prevention and health promotion will play a large role in plans to support Ontario’s seniors and their caregivers. “As with the development of residential hospices we are witnessing across the province, government investments in community, like that we are announcing today, find success for many reasons,” said Mr. Smitherman “not least of which is because they leverage the love and support that is on offer from countless community volunteers seeking to make a positive difference in the lives of their fellow citizens.”



Moosonee High-Speed

Lianne Linklater, a North East CCAC Case Manager located in Moosonee, now has access to the case management system, assessment tools and intranet. On June 19th, 2007 Dan Johns, a North East CCAC Information Systems Technical Analyst, completed work to enable Lianne to have a secure high-speed connection. Previously, Lianne was using old equipment and restricted to a slow unsecured dial-up connection intended for checking email. According to Lianne, the new connection “allows me

to use my phone and computer at the same time and will improve my clients’ experience”.

The old equipment was donated to the local youth program which enabled them to connect existing computers to the internet. In a remote community that is only accessible by plane or train this technology gives some under privileged children an opportunity to explore the world!

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