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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 Parry Sound Sault Ste. Marie Sudbury Timmins



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Board of Directors

Tom Trainor (Chair) Mindemoya	Christopher FitzGerald Sault Ste. Marie	Gerri Walker Parry Sound	Helen Miller Kirkland Lake
Jacqueline De Luca Timmins	Adele Quaiattini Sudbury	David Youmans Tilden Lake	Beverley Polowy South Porcupine
Ron Farrell (Vice Chair) North Bay	Anthony Rossi Sault Ste. Marie	Douglas Graham Mindemoya	Diane Poulin Kapuskasing

Message from the Chair



Tom Trainor
Chair, Board of Directors

On behalf of the Board of Directors, I would like to express how proud the Board is of our dedicated and loyal staff. The relocation of the Head Office and the Sudbury branch is complete and the grand opening was an overwhelming success. This transition could not have happened without a great deal of effort and patience on the part of all staff.

The North East CCAC has much to celebrate: a new head office space, strong community partnerships, a vibrant board of directors and an engaged and enthusiastic staff. Recently we launched our Vision, Mission, Values and Strategic Plan, the road map of the North East CCAC for the next three years.

These are very exciting times for the North East CCAC and the entire health care system. Our Vision, Mission, Values and Strategic Plan have set the course for the future. Together with our devoted staff and community partnerships, we will ensure that we continue building a health care system that truly makes a positive difference in people's lives.

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Message from the Executive Director



Richard Joly
Executive Director
executive.director@ne.ccac-ont.ca

Recognizing the crucial role that CCAC's have in the Province's efforts to provide better access to health care, the new Minister of Health and Long Term Care, David Caplan shared with the CCAC Executive Directors and Board Members four key priorities that will directly impact the North East CCAC: reducing ER wait times, access to family health care, chronic disease management and e-health.

The North East CCAC continuously strives to be a trusted system connector, innovator, integrator, employer of choice, open communicator and accountable steward of public resources. We will continue to move forward and make important advancements in the health care sector at both the provincial level and in North Eastern Ontario, as we implement our Mission, Vision and Values.

Finally, in keeping with our policy of open and transparent communications, I found it was important for staff and stakeholders to have a vehicle in which to communicate directly with me. Therefore, you can now contact me directly by e-mailing your inquiries, comments and or questions to: **executive.director@ne.ccac-ont.ca**

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NORTH EAST CCAC OFFICIAL OPENING

The North East Community Care Access Centre (North East CCAC) held its new office Official Opening on Friday September 12th, effectively kicking off a new chapter for the organization. The new office space, which houses over 140 staff of both the North East CCAC Head Office and Sudbury Branch, is located in the Rainbow Centre at 40 Elm Street in Sudbury, ON. On hand to assist with the Opening was the Honourable Rick Bartolucci, MPP for Sudbury and Minister of Community Safety and Correctional Services, John Rodriguez, Mayor of the City of Greater Sudbury, Mathilde Gravelle-Bazinet, Chair of the North East Local Health Integration Network and many other prominent members of the community.



The North East CCAC enjoyed a full house for their official opening which included several dignitaries such as the Honourable Rick Bartolucci, MPP for Sudbury and Minister of Community Safety and Correctional Services, John Rodriguez, Mayor of the City of Greater Sudbury and Mathilde Gravelle-Bazinet, Chair of the North East Local Health Integration Network.

partnerships is with the Ontario Telemedicine Network (OTN), our new 'office mate'. OTN will be sharing office space with the CCAC and we offer them a warm welcome. Collaboration is and will continue to be a priority for the North East CCAC."

"The North East CCAC is confident that our new location will foster enhanced opportunities for collaboration and partnerships."



Richard Joly, North East CCAC Executive Director addresses the crowd

The new location will have a significant impact on the visibility and accessibility of the North East CCAC for clients and partners. Tom Trainor, Chair of the North East CCAC Board of Directors, emphasizes the importance of the new office. "The North East CCAC is confident that our new location will foster enhanced opportunities for collaboration and partnerships. One of these

"The North East CCAC is a trusted system connector, innovator, integrator, employer of choice and accountable steward of public resources," said Richard Joly, Executive Director of the North East CCAC. "As we continue to move forward and make important advancements in the health care sector at both the provincial level and in North Eastern Ontario, we will continue implementing our Mission, Vision and Values in order to continue helping people in need of health care obtain the care they need and deserve in their homes or within their communities in a safe and secure manner."

JACKIE DELUCA RECEIVES SPECIAL HONOURS



Back: Christopher P. FitzGerald , North East CCAC Board member, Tom Trainor, North East CCAC Board Chair
Front: Richard Joly, North East CCAC Executive Director, Jackie De Luca North East CCAC Board member

Jackie De Luca, North East Community Care Access Centre (North East CCAC) Board Member was awarded two special honours these past few months. At the fourth annual Ontario Association of Community Care Access Centres (OACCAC) Awards for Excellence banquet held in June, Jackie was awarded a special Individual Volunteer Exemplary Service Recognition Award. Then, as part of the North East CCAC's Opening Ceremony celebrations September 12th, the North East CCAC dedicated the main boardroom the Jackie De Luca Boardroom in honour of the long time CCAC board member.

Jackie has been a governance leader on the Board of Directors of the Community Care Access Centre (CCAC) for ten years. Prior to joining the North East CCAC Board of Directors, Jackie started as a board member on the Cochrane District CCAC where she was eventually elected as Vice-Chair and then Chair of the Cochrane District CCAC. Jackie's passion for the CCAC shone through particularly during the recent transitional years when she served on the OACCAC provincial Governance Committee.

A registered nurse and teacher, Jackie has twenty nine years of experience working within the educational field. Between 1964 and 1993, Ms. DeLuca taught at three secondary schools, setting up special education departments at Timmins High Vocational School, Roland Michener Secondary School and École secondaire Thériault. The Timmins native was also a Department Head of Special Education at École secondaire Thériault for thirteen years.

Over the years, Jackie has contributed significantly to the Health Industry, working the TB clinics across the Cochrane area and serving on the Porcupine Health Unit Board. Jackie was a Municipal Councilor for the City of Timmins from 1988-1994.

OACCAC AWARDS OF EXCELLENCE

NORTH EAST CCAC AWARD NOMINEE

Alternate Venue of Care Project

Front row - starting at left side: Nadia Longo, Grt. Northern Retirement Home, Hazel Robinson, Case Manager, NECCAC, Linda Watts, SAH, Charlene Romiti, Manager, Client Services NECCAC

Back row – starting at left side: Karen Mattila, NECCAC, Fran Lewis, Case Manager, NECCAC

Absent from picture: Kerby Bechard, Senior Manager Client Services & Quality (West), Shelley Masters, We Care, Patti Jo Garside, Case Manager NECCAC



JAME BAY EVACUATION

Hurricane season. We've all seen and heard it before. When will they hit? Where will they hit? Who will be affected? How will residents react? These hurricanes leave nothing but destruction and leave local residents scrambling for a place to live, their homes destroyed and their families scattered. Far removed from these major natural events, most Northern Ontario residents can only image what it would be like to be forced to evacuate one's home, leaving everything behind, in some cases separated from their family and not knowing when they would be able to return home. However, it doesn't take a major hurricane to force people from their homes and we need only to look to our neighbours bordering the Albany River for supporting evidence.

Far removed from the major hurricanes and storms that ravage the South East coast of North America, the residents of James Bay are fighting their own battle against a natural disaster of their own. This past spring, river flow levels along the Albany River triggered mass evacuations in Kashechewan due to flooding. This involved evacuation of vulnerable individuals plus general community members from Fort Albany First Nations and Attawapiskat. Although some residents were able to depart on planes, in more isolated regions where the community was completely isolated due to the flooding of local airport runways, residents were evacuated using Canadian Forces helicopters. For residents of Kashechewan, this was the third time in a span of one year that they were forced to evacuate their homes.

In response to such an emergency, the North East CCAC worked diligently around the clock to ensure that vulnerable residents were properly assessed and had access to proper medical attention. In collaboration with the Emergency Management Unit of the Ministry of Health and Long-Term Care, the North East CCAC was one of the lead agencies coordinating the care and placement of the vulnerable clients to Long-Term Care



Homes, hospitals and other receiving facilities in several host communities throughout the North East.

In some cases, the North East CCAC was able to assist in determining the appropriate care setting prior to the flight departure reducing and effectively eliminating the wait time at the destination. Many clients with medical care needs that could be met in a community setting were assessed on arrival in the host communities so necessary health services were put in place. Service provider agencies and other community partners were very responsive and did an outstanding job of meeting client needs.

"Because of your dedication, teamwork, and quick action, we ensured that the most vulnerable in the Kashechewan, Fort Albany, and Attawapiskat First Nations continued to receive the care they needed during the evacuation"

Taken from a letter of thanks to the North East CCAC on behalf of George Smitherman, Former Minister of Health & Long-Term Care

"The North East CCAC staff has proven once again that their dedication and exceptional client service are second to none," said Mr. Richard Joly, Executive Director. "During this time of crisis, they have risen up to the challenge and successfully coordinated the necessary care for a number of highly vulnerable individuals in a very short span of time."



MINISTRY FUNDING



The Ontario Ministry of Health announced a comprehensive \$109 million strategy and funding to address fundamental issues facing hospitals in dealing with emergency room wait times and patients requiring alternate levels of care.

A major factor causing long emergency room (ER) wait times is the high number of alternate level of care (ALC) patients occupying acute care hospital beds, making it difficult to admit patients from the ER to hospital. ALC patients are unable to be discharged because the appropriate level of care they require is not always available. Today's announcement is making much more of that care available.

Ontario's \$109 million investment includes :

- \$39.5 Million for a Performance Fund targeting Ontario's 23 poorest performing emergency rooms, IT enhancements and coaching teams to enhance hospital efficiency
- \$38.5 million for increased home care personal support and homemaking services and enhanced integration between hospitals and Community Care Access Centres
- \$22 million in new priority funding for Ontario's 14 Local Health Integration Networks (LHINs) to invest in local solutions to further address ALC pressures
- \$4.5 million for dedicated nurses to care for patients who arrive at ERs by ambulance to ease ambulance offload delays
- \$4.5 million for new nurse-led outreach teams to provide more care to patients in Long-Term Care homes to avoid transfers to the ER



QUICK FACTS

- There are 163 emergency rooms in the province, with 2.8 million people making 5.25 million visits to these ERs each year.
- The Ontario Hospital Association indicates that seniors who are awaiting access to appropriate care elsewhere, occupy 18.6 per cent of hospitals beds in the province; 58 per cent are waiting for Long-Term Care (LTC) home placement.
- Nearly 60 per cent of LTC homes in the province have more than 50 residents sent to hospital each year.

PARRY SOUND BRANCH

In June, the North East CCAC announced the transfer of the West Parry Sound Health Centre (WPSHC) CCAC program to the North East CCAC. Under the re-alignment, CCAC services previously operating under the WPSHC will now be provided by the North East CCAC Parry Sound Branch.

Over the past year, the province has successfully re-aligned 41 of its 42 CCACs across Ontario into 14 CCACs by aligning them within Local Health Integration Networks (LHIN) boundaries.

The WPSHC Board of Directors approved a motion to transfer the WPSHC CCAC services to the North East CCAC during their meeting in December 2007. Subsequently, the North East CCAC Board of Directors approved the proposed transfer in early January 2008, and the North East Local Health Integration Network approved the integration in April.

“Since the approved proposal for transfer, the North East CCAC has been committed to ensuring a seamless transition for clients and staff in Parry Sound and area” said Richard Joly, Executive Director of the North East CCAC. “We welcome the WPSHC CCAC staff to the North East CCAC family, and we look forward to providing seamless, timely, appropriate, improved client services and business practices throughout the North East. One of the North East CCAC’s core values is to be equitable and fair. The North East CCAC strives to deliver, to the best of our ability, in a timely manner, ease of access to necessary services regardless of where clients live.”

Under the agreed upon transfer, the CCAC portion of the WPSHC became part of the North East CCAC which extends from West Parry Sound in the south, east to the North Bay area, west to Sault Ste. Marie, and north to the Timmins and James Bay area. The newly formed Parry Sound Branch becomes the sixth branch operating within the North East CCAC joining Kirkland Lake, North Bay, Sault Ste. Marie, Sudbury and Timmins.

CATHY BAILEY NAMED CHAIR OF CMA ONTARIO



Cathy Bailey, North East CCAC Senior Manager of Finance and Administration, has been named Chair of the Board for CMA Ontario (Certified Management of Accountants of Ontario).

CMA's are strategic and financial management professionals who combine accounting expertise with professional management skills to provide leadership, innovation, and an integrating perspective to organizational decision-making. There are 24,000 CMA members in Ontario and 50,000 members across Canada and around the world. CMA Ontario is governed by a board of 17 provincial certified members elected by the membership and 2 public representatives appointed by the Board.

Cathy first joined the CMA Ontario Board in 2001 and has participated in and chaired various committees during her tenure. Prior to joining the North East CCAC in May 2007, Cathy worked as the Director of Financial Services for the Northeastern Ontario Medical Education Corporation (2003-2007), Director of Finance for YMCA Sudbury (2000-2003) and Senior Manager of Assurance Services with KPMG (1988-2000). Congratulations Cathy!!

EVENTS!!

NORTH EAST CCAC HEALTH CARE CONNECTIONS EVENT

The North East CCAC launched its first annual Health Care Connections Event in conjunction with its Official Opening of the Head Office and Sudbury Branch. The event was held on September 12th and 13th, 2008 at the Rainbow Centre, 40 Elm St, in downtown Sudbury, ON.

The objective of the Health Care Connections event was to showcase the health and community services available to the Sudbury community as well as to highlight the collaboration between the North East CCAC and its partners.

"The North East CCAC recognizes that partnerships and collaborations are vital to a healthy community and we wanted to celebrate these relationships during our Official Opening" said Richard Joly, North East CCAC Executive Director.

Approximately thirty different organizations were present with kiosks, demonstrations and information booths throughout the Rainbow Centre near the North East CCAC office.

TIMMINS HEALTH FAIR



On June 19, 2008, the North East Community Care Access Centre Timmins Branch, Bayshore Home Health, Red Cross Community Health Services and VON Porcupine sponsored a very successful Health Care Awareness Day.

The special event helped increase awareness of health care services that are available within the community. Thanks to all who made this event such a success!!



NORTH EAST CCAC E.D. RECEIVES 40 UNDER 40 AWARD

TOP 40 UNDER FORTY



Congratulations to North East CCAC Executive Director Richard Joly who was a recipient of a "40 under Forty" award.

SAULT STE. MARIE GIVES BACK

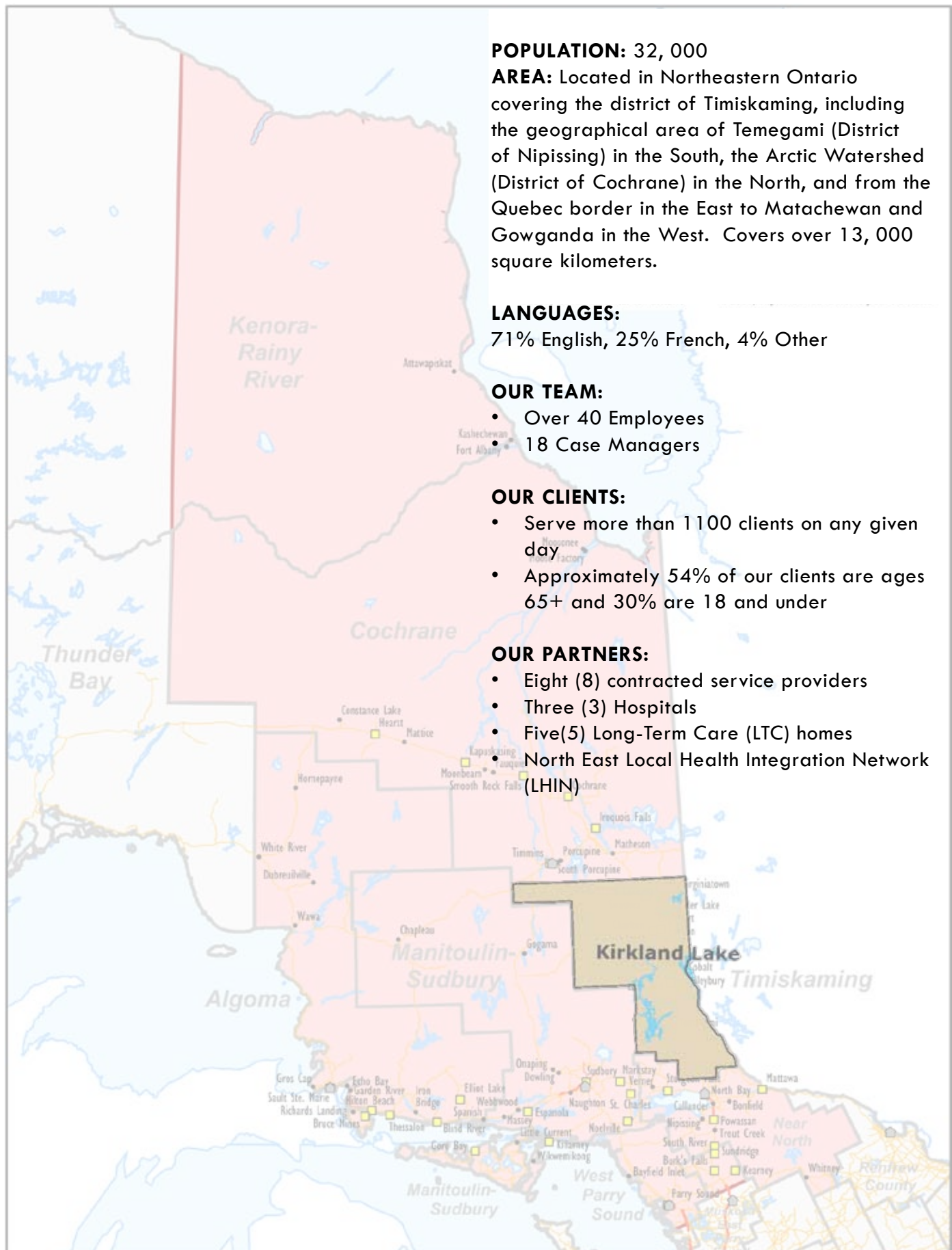
The North East CCAC would like to salute the Sault Ste. Marie Branch for their initiative and commitment to their community.

The Sault Ste. Marie Branch raised over \$4,500.00 during their United Way campaign events in January then, a few months later, staff took part in the Big Bike for Heart and Stroke. The aptly named Cyclones, representing the Sault Ste. Marie Branch, rode the 30-seater bike throughout the downtown area in an effort to raise money for the Heart and Stroke Foundation. This year's fundraising total was \$1,271.00 . Congratulation to all Sault Ste. Marie Branch staff!!

Sault Ste. Marie Cyclones - 2008 Big Bike for the Heart and Stroke Foundation



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