

North East CCAC news

JULY 2009

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North East

ccac cacc

Community
Care Access
Centre

Centre d'accès
aux soins
communautaires
du Nord-Est



North East CCAC Holds Annual General Meeting

The North East CCAC Board of Directors held its monthly meeting in conjunction with its 2009 Annual General Meeting in June. At the meetings, the Board welcomed two new Board members: Mariette Sutherland from Birch Island and Margo McMillan from South Porcupine.

The Board also elected their new Board Officers for the 2009-10 year. Congratulations to the following executive members of the Board on their acclamation.

Tom Trainor (Chair)
 Ron Farrell (Vice - Chair)
 Anthony Rossi (Treasurer)
 Adele Quaiattini (Secretary)



BOARD OF DIRECTORS



Tom Trainor
(Chair)
Mindemoya



Ron Farrell
(Vice Chair)
North Bay



Christopher FitzGerald
Sault Ste. Marie



Margo McMillan
South Porcupine



Helen Miller
Kirkland Lake



Beverley Polowy
South Porcupine



Diane Poulin
Kapuskasing



Adele Quaiattini
(Secretary)
Sudbury



Anthony Rossi
(Treasurer)
Sault Ste. Marie



Mariette Sutherland
Birch Island



Gerri Walker
Parry Sound



David Youmans
Tilden Lake

Regional Advisory Panel on Addictions and Mental Health (RAP)

Earlier this year, the North East CCAC was invited to join the Northeast Mental Health and Addiction System Regional Advisory Panel (RAP). The panel was created by the North East LHIN and the North East Mental Health Centre (NEMHC), recognizing the need for both regional and local mental health providers to be able to communicate and engage in coordinated planning and to work within the North East LHIN's Integration Strategy, including the expectation of community engagement.

The Regional Advisory Panel (RAP) is designed to improve the overall functioning of addictions and mental health services in the North East region. It will provide authoritative and informed advice to the NELHIN on regional services and issues.

The panel will operate through task forces comprised of appropriately qualified individuals drawn from throughout the region, with staff support organized and deployed to ensure effective use of all participants' time.

At their meeting in June, the recently formed RAP approved the panel's Terms of Reference and the Terms for three task forces, including:

- The location of 31 specialized mental health beds;
- Access to specialized regional mental health beds; and
- Discharge solutions for Alternate Level of Care (ALC) mental health patients.



Terms for the remaining task forces will be received and approved at a subsequent meeting, including:

- Addictions and mental health system capacity balancing and investment priorities;
- Education and training/quality and safety improvement;
- Mental health and addictions system resource reallocation needs and options.

The North East CCAC will continue to be an active participant in the RAP and will keep you updated on our involvement moving forward.

HEALTH CARE CONNECT: HELPING YOU FIND A FAMILY HEALTH CARE PROVIDER



Are you in need of a family health care provider? Health Care Connect can help. Health Care Connect is a program that will help people without a regular health care provider find one in their community. The program identifies doctors or nurse practitioners who are accepting patients and links them with people who are in need of a family health care provider.

How can you take advantage? It's quite simple. You are but a phone call away from joining the program. When you call 1-800-445-1822, you will speak to a Patient Assistant

Representative (PAR) who will ask you a short series of questions and sign you up for the program. The PAR will enter your information directly into an electronic database and a program which uses an automated system to prioritize registrants for referral to a provider based upon their need for health care services. Once you have joined the program, a North East CCAC Care Connector will be assigned to help you find a health care provider in your area.

Priority is given to individuals with greater health needs and the program does not guarantee that a family health care provider will be found. Therefore, despite being enrolled in the program, we encourage you to continue your own search for a provider while you wait for a referral through the program. If at any time your contact information changes or if your health status changes, be sure to get in touch with your North East CCAC Care Connector. Should you have any additional questions on the Health Care Connect program you can visit the Ministry of Health website at <http://www.health.gov.on.ca/ms/healthcareconnect/public/index.html> or call 1-800-445-1822.

Our Care Connectors will:

- Connect you according to priority with an appropriate family physician.
- Provide information regarding the referral process as required.
- Provide information to assist you in accessing alternative community resources if required (e.g. walk-in clinics, after-hour clinics, urgent care centers, etc.)



SENIORS' INFORMATION LINE

PARTNERING TO IMPROVE SENIORS' ACCESS TO INFORMATION

Seniors represent over 60 % of the 16, 000 clients served on any given day at the North East CCAC. As such, the North East CCAC has continued to seek out unique initiatives with their local partners to enhance the quality of our services so as to better serve our aging population.

In order to further enhance services provided to seniors, the North East CCAC has recently partnered with the Greater City of Sudbury and the ParkSide Older Adult Center to adopt the ParkSide Seniors' Information Line. The Seniors' Information Line evolved from a Health and Wellness Symposium held in June 2006, organized by the City of Greater Sudbury Mayor and Council's Roundtable on Seniors' Issues and the Greater Sudbury Police Services. The goal of the symposium was to bring together seniors and service providers to address needs and gaps. The Seniors' Information Line addresses one of those needs: to provide seniors with easy access to information on a variety of subjects from health care services to social support groups.

Suzanne, aged 62, knows firsthand how the Seniors' Information Line can help seniors and answer their questions. "A co-worker told me about the line. She had to call about a personal matter months ago and was very happy with the service she received. I've been having problems with a certain agency in regards to obtaining medical coverage. The Seniors' Information Line has been there for me so much when I would have just given up. If it weren't for them I would probably have had a nervous breakdown". Since calling the line, Suzanne has improved her quality of life in the comfort of her own home. "It's been great. I'm not as stressed because I know I have someone to rely on. Even if it's just to talk or vent they're there to listen, and sometimes that is

better than an actual solution to the problem. Anyone who is looking for information should be calling. The staff will do anything and everything to help. They always take the time for you."

As leaders in the community, the North East CCAC and the City of Greater Sudbury recognized the importance key partnerships can play in enhancing services to the growing elderly population. By combining the resources of both the North East CCAC and the ParkSide Older Adult Center, seniors in the City of Greater Sudbury area now have a wealth of information at their disposal. Thanks to this initiative, the line is now staffed by highly skilled, bilingual Team Assistants from 8:00 a.m. to 8:00 p.m., seven days a week by calling 705-673-3636. Those who call after hours will be able to leave messages that will be followed up on first thing the next day.

This partnership is a great example of how an active community partnership can lead to better overall services. Both the North East CCAC and the City of Greater Sudbury are looking forward to the success of the Seniors' Information Line initiative being a catalyst in creating new partnerships and inspiring other communities to follow suit.

705-673-3636

7 days a week

8:00 a.m. to 8:00 p.m.

FEATURED BRANCH - Parry Sound

Our Team

- Over 15 employees
- 10 Case Managers

Our Clients

- We serve approximately 650 clients on any given day
- Languages - 91% English, 3% French, 6% Other
- Approximately 52% of our clients are ages 65+ and 33% are 18 and under

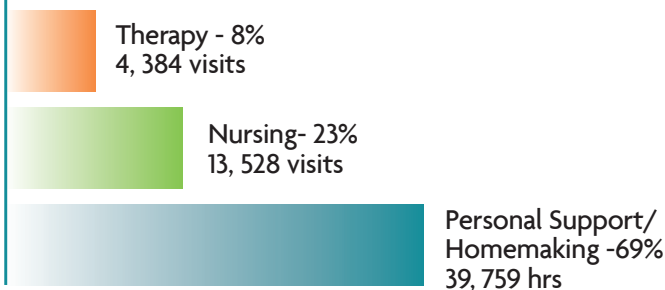
Our Partners

- Eleven (11) contracted service providers
- North East Local Health Integration Network (LHIN) - Funder
- West Parry Sound Health Centre
- Two (2) Long-Term Care (LTC) Homes

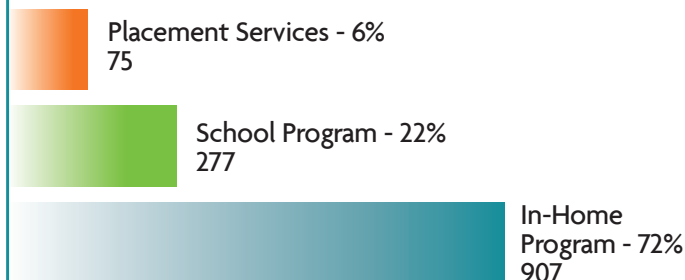
Our Service Area

- Located on the shores of Georgian Bay. The catchment area is bordered by the French River in the north, Magnetawan to the east, MacTier to the south, and the Georgian Bay archipelago to the west.
- We serve a population of over 40, 000 people across 9, 000 square kilometres.

Service Volumes 2008-09



Caseload by program 2008-09



ACROSS THE NORTH EAST CCAC



Clockwise from left:

CHRIS Champions, Wendy and Pauline during CHRIS 'GO LIVE' in Kirkland Lake.

North East CCAC Board Members and Executive Team attend a presentation at the 2009 Annual General Meeting.

North East CCAC Sudbury Branch enjoy a spring BBQ hosted by the Social Club.





OFFICE DIRECTORY

Head Office

40 rue Elm Street,
Suite 41-C/bureau 41-C
Sudbury ON P3C 1S8
1-800-461-2919
Tel/Tél 705-522-3461
TTY/ATS 1-866-369-3113
Fax/Téléc 705-522-8018

Kirkland Lake Branch

111, prom. Burnside Drive
Kirkland Lake ON P2N 3P9
1-888-602-2222
Tel/Tél 705-567-2222
Fax/Téléc 705-567-9407

Englehart Satellite

PO Box 98 / C.P. 98
55, rue Third Street
Englehart ON POJ 1H0
1-888-602-2222
Tel/Tél 705-544-2222
Fax/Téléc 705-544-8778

Haileybury Satellite

240, av. Georgina Avenue
Suite 112 / bureau 112
Haileybury ON POJ 1K0
1-888-602-2222
Tel/Tél 705-672-2222
Fax/Téléc 705-672-3887

North Bay Branch

1164, av. Devonshire Avenue
North Bay ON P1B 6X7
1-888-533-2222
Tel/Tél 705-476-2222
Fax/Téléc 705-474-0080

Burk's Falls Satellite

162, rue Huston Street
Burk's Falls, ON P0A 1C0
1-888-724-0511
Tel/Tél 705-382-3631
Fax/Téléc 705-382-2498

School Health

945, chemin Stockdale Road
North Bay ON P1B 9S5
Tel/Tél 705-476-5437
Fax/Téléc 705-474-0127

Sturgeon Falls Satellite

209, rue Main Street
Suite 101 / bureau 101
Sturgeon Falls ON P2B 1P3
Tel/Tél 705-753-4000
Fax/Téléc 705-753-0390

Parry Sound Branch

70, rue Joseph Street
Unit 105-106 / bureau 105-106
Parry Sound ON P2A 2G5
1-800-440-6762
Tel/Tél: 705-773-4602
Fax/Téléc: 705-773-4056

Sault Ste. Marie Branch

390, rue Bay Street
2nd Floor / 2^e étage
Sault Ste. Marie ON P6A 1X2
1-800-668-7705
Tel/Tél 705-949-1650
Fax/Téléc 705-949-1663

Blind River Satellite

PO Box 636 / C.P. 636
1, chemin Industrial Park Road East/Est
Room 101 / bureau 101
Blind River ON P0R 1B0
Tel/Tél 705-356-1331
Fax/Téléc 705-356-1034

Elliot Lake Satellite

Elliot Lake Oak Centre
9, boul. Oakland Boulevard
Elliot Lake ON P5A 2T1
Tel/Tél 705-461-9329
Fax/Téléc 705-461-1759

Wawa Satellite

17, chemin Government Road
Wawa ON P0S 1K0
Tel/Tél 705-856-7018
Fax/Téléc 705-856-1776

Sudbury Branch

40 rue Elm Street,
Suite 41-C/bureau 41-C
Sudbury ON P3C 1S8
1-800-461-2919
Tel/Tél 705-522-3461
TTY/ATS 1-866-369-3113
Fax/Téléc 705-522-3855

Espanola Satellite

825, prom. McKinnon Drive
Espanola ON P5E 1R4
1-800-370-0952
Tel/Tél 705-869-3790
TTY/ATS 1-866-369-3113
Fax/Téléc 705-869-3793

Timmins Branch

330, av. Second Avenue
Suite 101 / bureau 101
Timmins ON P4N 8A4
1-888-668-2222
Tel/Tél 705-267-7766
Fax/Téléc 705-267-7795

Cochrane / Smooth Rock Falls Satellite

PO Box 1750 / C.P. 1750
144, rue 3rd Street
Cochrane ON P0L 1C0
Tel/Tél 705-272-2626
Fax/Téléc 705-272-2600

Matheson / Iroquois Falls Satellite

PO Box 968 / C.P. 968
215, prom. Ambridge Drive
Iroquois Falls ON P0K 1G0
1-888-273-1611
Tel/Tél 705-232-5123
Fax/Téléc 705-232-7200

Hearst Satellite

PO Box 547 / C.P. 547
1403B, rue Edward Street
Hearst ON P0L 1N0
Tel/Tél 705-362-6633
Fax/Téléc 705-362-6635

Moosonee Satellite

PO Box 57 / C.P. 57
48, rue Revillion Street
Moosonee ON P0L 1Y0
Tel/Tél 705-336-2233
Fax/Téléc 705-336-2919

Kapuskasing Satellite

Hôpital Sensenbrenner Hospital
101, cr. Progress Crescent
Kapuskasing ON P5N 3H5
Tel/Tél 705-337-4075
Fax/Téléc 705-337-4080