

North East CCAC news

SEPTEMBER 2009

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North East

ccac casc

Community
Care Access
Centre

Centre d'accès
aux soins
communautaires
du Nord-Est



MAISON VALE INCO HOSPICE CELEBRATES ANNIVERSARY

The North East CCAC would like to congratulate Maison VALE INCO Hospice on their 1 year anniversary. The Sudbury Hospice is a bilingual non-profit community organization dedicated to providing residential hospice palliative care in the Sudbury-Manitoulin Districts.

To celebrate the occasion, a time capsule filled with mementoes, letters, photographs and testimonies about the impact Maison VALE INCO Hospice has had on the community in a single year was buried in the lawn at the residential hospice on Tuesday to mark its first anniversary.

The capsule will be opened September 1st, 2028, when the hospice marks its 20th anniversary.



Placing the Time capsule (L to R) - Gérald C. LaJeunesse, Léo Therrien, Elaine Klym, Rick Bartolucci (MPP) Back row (L to R) - France Gélinas (MPP), Mike Maloney (RBC), Geoffrey Lougheed, Gerry Lougheed Jr., Mgr Noël Simard, Jean Cousineau

BOARD OF DIRECTORS



**Tom Trainor
(Chair)**
Mindemoya



**Ron Farrell
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Kapuskasing



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Sudbury



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(Treasurer)**
Sault Ste. Marie



Mariette Sutherland
Birch Island



Gerri Walker
Parry Sound



David Youmans
North Bay

School Health Support Services

Schools across the country opened their doors to students in September. The North East CCAC is also doing its part to ensure that children get the best education possible. The North East CCAC offers services that are designed to help children with special health needs participate as fully as possible in school life. The North East CCAC arranges professional services including nursing, nutritional counselling, occupational therapy, physiotherapy and speech-language therapy for children who require assistance at school.



Community Care Access Centre (CCAC) school services are provided to children/youth in publicly funded and private schools and to children/youths who are being home schooled to assist them in pursuing their education. The student must require the services in order to be able to attend school, participate in school routines and receive instruction, including receiving satisfactory instruction at home. In the absence of school services, the child's/youth's school attendance, instruction or participation would be significantly disrupted.

CCAC school services include professional school services and personal support school services. Professional school services are provided to children/youths in publicly funded and private schools and to children/youths who are being home schooled. CCAC personal support school services are only provided to children/youths in private schools and to children/youths who are being home schooled.

If your child or someone you know has health needs that may impact their ability to learn at school, you are encouraged to call your local CCAC to see if they are eligible to receive these services. Your local CCAC office can be reached by dialling 310-CCAC from anywhere in the province. The 310-CCAC line is staffed 7 days a week, 12 hours a day from 8:00 a.m. to 8:00 p.m.

Did you know?

The North East CCAC offers services that are designed to help children with special health needs participate as fully as possible in school life.

THE NORTH EAST CCAC: AN EMPLOYER OF CHOICE

Are you looking for employment that is both rewarding and challenging? The North East CCAC offers unique settings in which staff have the opportunity to achieve personal and professional goals while helping those in need. Our Vision **"Outstanding care – every person, every day"** is a direct result of the dedicated North East CCAC staff.

Recently, CCACs across Ontario participated in an Employee Engagement Survey. The survey was conducted to assess the level of engagement throughout the organization. Engagement is when employees are motivated to help the organization succeed and know what to do in order to make it successful. The North East CCAC had the most engaged workforce province-wide. Highlights of the results include:

- The North East CCAC had a response rate of 85%, the highest among all the CCACs that participated in the survey.
- 69% of employees rated work-life as favourable at the North East CCAC.
- The level of engagement at the North East CCAC was the highest among all the CCACs that participated in the survey.
- Employees indicated that the North East CCAC strengths were in the areas of customer focus, work-life, and trust and ethics.
- 78% agreed that the work arrangements at the North East CCAC are flexible enough to meet their needs.



Recognizing the need for continuous improvement, the North East CCAC is actively responding to employee feedback and taking action.

The North East CCAC also has plenty of incentives for workers such as a 100% company paid benefit plan, defined benefit pension plan, four weeks' vacation to start, competitive remuneration and many professional development opportunities. If hired into a full-time position, Occupational Therapists, Physiotherapists and Speech Language Pathologists may apply to the Rehabilitation Professionals Incentive Grant Program and receive up to \$15,000. This grant is offered to assist in the recruitment and retention of rehabilitation professionals in Ministry of Health and Long-Term Care funded agencies located in Northern Ontario.

To find out more about the North East CCAC and to view current job opportunities visit our website at www.ne.ccac-ont.ca.

NEW REGULATORY AMENDMENTS

NEW PROVISIONS TAKE EFFECT SEPTEMBER 18, 2009

In August 2009, The Ministry of Health and Long-Term Care (MOHLTC) introduced new regulatory amendments to the Long-Term Care Act (LTCA) and the Community Care Access Corporations Act (CCAC Act) to enable an enhanced mandate for CCACs and innovation in service provision. As part of their new direction, the MOHLTC's role is to provide overall direction and leadership for the health care system, with a focus on planning and guiding resources to bring value to the health care system. As a result, the MOHLTC has more involvement in the development of legislation, regulations, standards, policies, and directives to support the overall strategic direction of the provincial health system.



The following are some of the new regulatory provisions under the LTCA:

- Expanded current eligibility criteria for receipt of professional services;
- Expanded locations where care can be provided;
- Expanded types of service providers who may provide professional services;
- New professional services to be provided to Long-Term Care Home residents;
- New protections for service providers;
- The amendments incorporate all of the community support services funded by the MOHLTC;
- General amendments to provide additional clarity.

The following are some of the new regulatory provisions under the CCAC Act:

- Provides the CCAC with the authority to play an enhanced role as System Navigator;
- CCACs will be required to perform certain case management functions when placing persons into chronic care or rehabilitation beds, adult day programs or supportive housing programs.

All the new provisions listed above are effective September 18th, 2009. For more information on the new regulations and the LTCA and CCAC Act please visit the MOHLTC website at www.health.gov.on.ca.

FEATURED BRANCH - Sudbury

Our Team

- Over 115 employees
- 62 Case Managers

Our Clients

- We serve approximately 4, 400 clients on any given day
- Languages - 65% English, 27% French, 8% Other
- Approximately 62% of our clients are ages 65+ and 18% are 18 and under

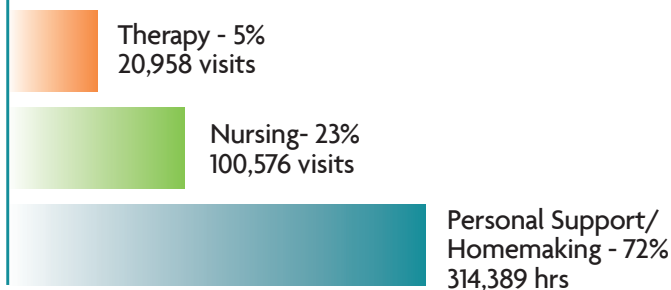
Our Partners

- Thirty (30) contracted service providers
- North East Local Health Integration Network (LHIN) - Funder
- Six (6) hospitals
- Eleven (11) Long-Term Care (LTC) Homes

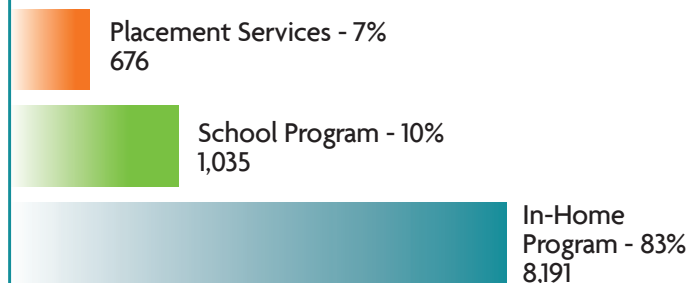
Our Service Area

- Located in Northeastern Ontario and covering the districts of Manitoulin and Sudbury
- 80% of the population lives in the City of Greater Sudbury
- We serve a population of over 190, 000 people across 46, 000 square kilometres.

Service Volumes 2008-09



Caseload by program 2008-09



ACROSS THE NORTH EAST CCAC



Clockwise from left:

Angele and Sharon are all smiles during the Client Health Related Information System (CHRIS) 'Go live' launch in Timmins.

Timmins intake staff take a breather from the CHRIS 'Go Live' launch to pose for a team picture.

The North East CCAC Parry Sound Branch celebrated their new office Official Opening on September 10th.





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
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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