

North East CCAC news

MARCH 2010

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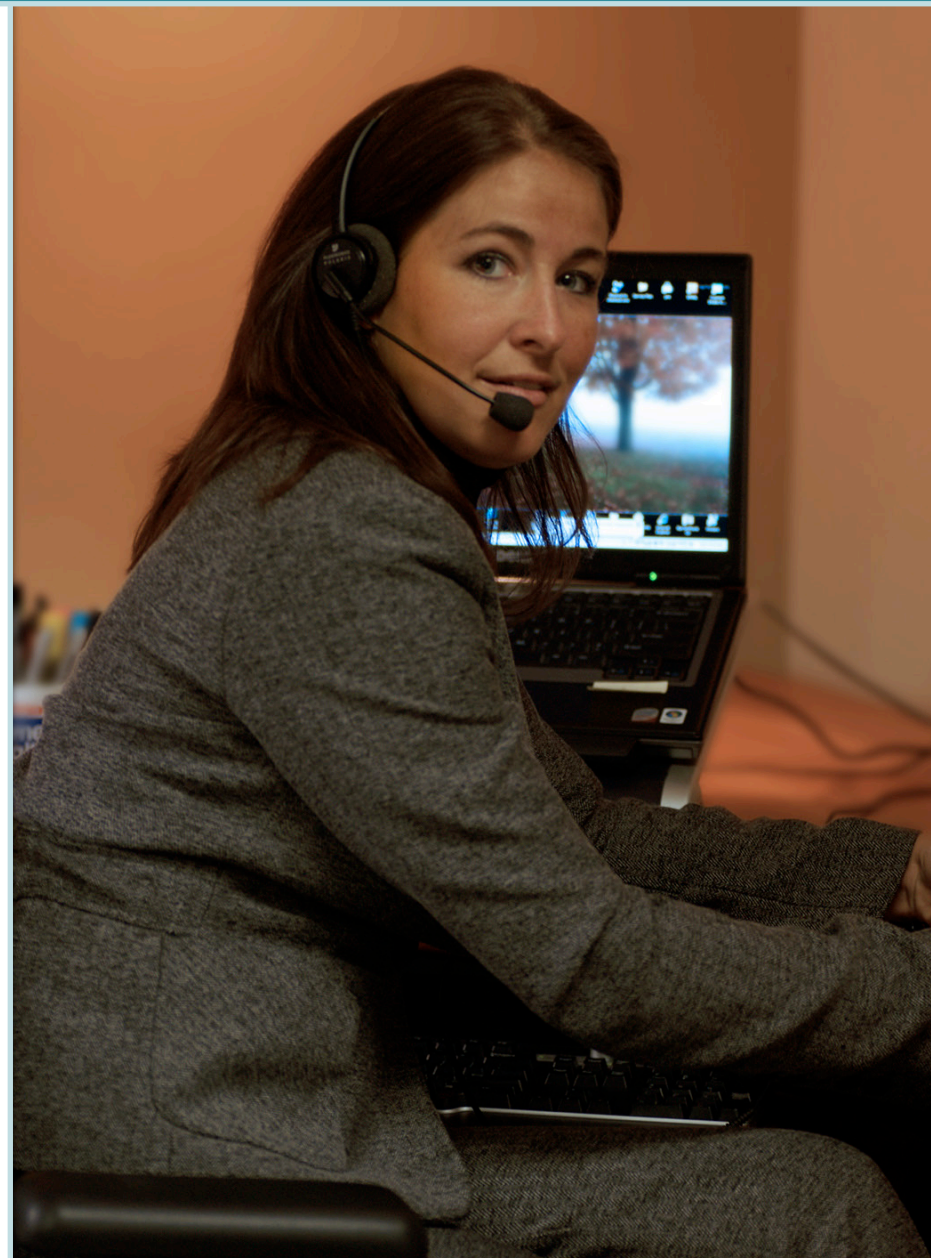


North East

ccac cacc

Community
Care Access
Centre

Centre d'accès
aux soins
communautaires
du Nord-Est



2010 BIOETHICS CONFERENCE



Guest speaker, Prof. Paul Williams, Ph.D. presents "Caring for the Caregiver: Information Care and Resource Allocation". Prof. Williams is Co-Chair of the Canadian Research Network for Care in the Community (CRNCC).

Organized by the Sudbury Manitoulin Community Ethics Network (SMCEN), the 2010 Bioethics Conference took place February 3, 2010 at Cambrian College's eDome in Sudbury. This year's conference theme was "Ethics and the Allocation of Health Care Resources".

Conference host and facilitator Dr. Paolo Biondi welcomed 4 guest speakers from NOSM West / Thunder Bay Regional Hospital, the Canadian Health Services Research Group, the CRNCC and the North East LHIN. Health care professionals of various disciplines including palliative care, long-term care, the Alzheimer's Society, mental health specialists, hospital board members and community care case managers travelled from across the North East to attend the conference. A well-known Ethicist from Sudbury, Msgr. Noël Simard, joined the guest speakers for an evening panel discussion open to the public. The panel focussed on "Ethical implications in Health Care: Who gets What?".

BOARD OF DIRECTORS



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(Treasurer)**
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Parry Sound



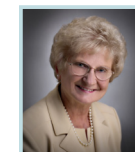
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South Porcupine



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Birch Island

IMPROVING ACCESSIBILITY TO CLIENTS



As a trusted care connector, the North East CCAC is committed to Outstanding care – every person every day. In keeping with this vision and provincial direction for all CCACs, the North East CCAC will be providing access to clients and referral sources from 8:00 a.m. to 8:00 p.m., seven days per week.

This new direction clearly demonstrates the need and value of North East CCAC services and responsiveness to clients and referral sources. In April 2009, the North East CCAC took its first step to improving accessibility to clients with the launch of 310-CCAC, an information and referral service in which live CCAC representatives were made available 8:00 a.m. to 8:00 p.m., seven days per week.

This new initiative is the next step following the 310-CCAC phone line launch. Callers will now be greeted by a CCAC representative when they dial any of the main reception lines during the new hours. Previously, clients who called any of the North East CCAC offices after hours (4:30 p.m. or 5:00 p.m. depending on the location) were greeted by a third party answering service and/or an answering machine.

“This new direction for the Access Team is a big step in standardizing our services across the North East” said Kerby Bechard, Director, Client Services. “With our advancements in technology, including the Client Health Related Information System (CHRIS) we implemented in 2009, we are now in a position to make ourselves more accessible to our clients in North Eastern Ontario. ”

The implementation plan for extended hours of Access will be done in two phases:

Phase 1 - Tuesday, June 1st - The North East CCAC will begin providing access from 8:00 a.m. to 8:00 p.m., Monday to Friday, with weekend access 8:00 a.m. to 4:00 p.m.

Phase 2 – Wednesday, September 1st – The North East CCAC will begin providing access from 8:00 a.m. to 8:00 p.m., seven days per week including statutory holidays (excluding Christmas Day).

The North East CCAC is a performance driven organization whose passion is health, whose strength is their people, and whose promise is compassionate care.

INTEGRATED CLIENT CARE PROJECT

The Integrated Client Care Project (ICCP) is a multi-year initiative designed to further Ontario's understanding of how best to achieve value for clients/patients through specialization, integration and coordination. There are five client care groupings being addressed: wound care, palliative care, frail elderly (75+ with two or more clinical conditions), chronic disease management and medically fragile children. The goal of the ICCP is to improve the quality of service to our clients through more effective service delivery, improved work satisfaction for staff, and better value for the millions of dollars we spend each year on home care and community-based services.

In December 2009, the North East CCAC was chosen as one of four (4) Community Care Access Centres (CCAC) to take part in the early implementation of the ICCP specific to wound care for lower leg ulcers. The Sudbury Branch will be the test site. The project is a partnership between the CCAC and a primary service provider selected through a rigorous and objective evaluation process. Other service providers may also be engaged as the project progresses.

The ICCP is an exciting opportunity for the health sector; putting people first, building on strengths, learning new skills and eliminating activities that do not add value to the system



– just because we've always done them that way. It supports and encourages the creation of a quality improvement culture, and enhances quality of life for our clients. An improvement team is being established, involving front line staff from both CCAC and the service provider agencies. More information will follow once the team and improvement plan have been developed. Bayshore is the chosen service provider we will be working with.

To learn more about the ICCP visit www.ccac-ont.ca.

WORKING TOGETHER TO PREVENT VIOLENCE AND HARASSMENT IN THE WORKPLACE

Effective June 15, 2010, [Bill 168, the Occupational Health and Safety Amendment Act \(Violence and Harassment in the Workplace\)](#), 2009 amends the Occupational Health and Safety Act (OHSA) to impose new obligations with respect to workplace violence and harassment.

The North East CCAC will be required to:

1. Establish workplace violence and harassment policies;
2. Implement workplace violence and harassment programs;
3. Develop and implement a workplace violence risk assessment to identify workplace hazards in the physical work environment and in work practices;
4. Provide employee training and instruction on the workplace violence and harassment policies and programs;
5. Take steps to protect employees against domestic violence in the workplace;
6. Disclose information to co-workers about a person with a 'history of violent behaviour' if the worker could expect to encounter that person at work and there is a risk of workplace violence likely to expose the worker to physical injury.

In order to address the amendments outlined in the Act, the Human Resources Team will be reviewing the existing Health and Safety Program to include the new requirements. All employees will be required to receive training consistent with that delivered by the Ontario Association of Community Care Access Centres. We will work with our unions and Joint Occupational Health and Safety Committee members and

representatives to ensure the program is implemented, followed and receives continuous feedback and evaluation.

The prevention of workplace violence and harassment is about working with each other in an environment of respect and tolerance. We hope to enhance employee knowledge that workplace violence and harassment are not normal conditions of the job and there is zero tolerance for it. We also want to empower employees to be respectful to one another, to clients and external service providers and provide employees in domestic violence situations support and protection where reasonable.

The Human Resources Team has started the process of compliance with these new requirements and will be communicating the next steps with stakeholders in the near future. As an employer who values its employees, the North East CCAC sees this as an opportunity to equip our staff with new tools and resources to better protect themselves and the people they care about against workplace violence, harassment and domestic violence.

To learn more about the Occupational Health and Safety Act please visit the Ministry of Labour website at www.labour.gov.on.ca.

SERVICE AREA

The North East CCAC provides services in the districts of Algoma, Cochrane, Manitoulin, Nipissing, Parry Sound, Sudbury and Timiskaming.

- Our CCAC boundaries represent 42% of Ontario's land mass;
- We serve a population of over 556,000 people across 411,000 square kilometres.



ACROSS THE NORTH EAST CCAC

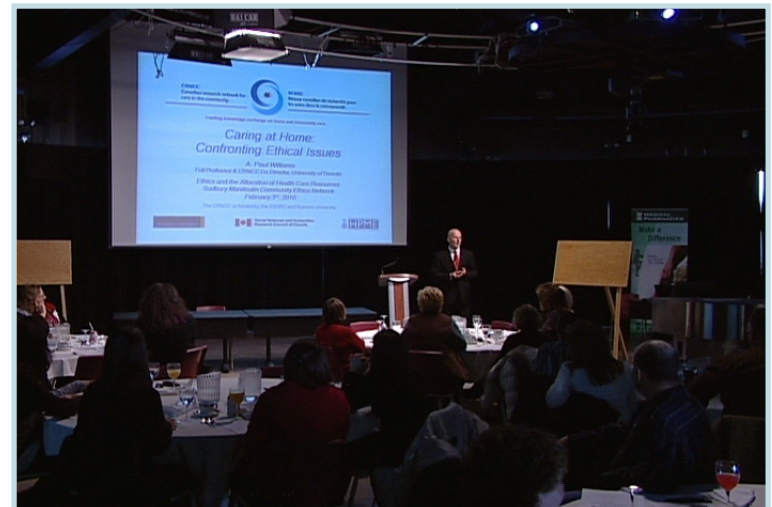


Clockwise from left:

Olympia, the Kirkland Lake Branch spirit mascot is hard at work, taking the calls reporting medals won by our Canadians.

Sudbury Branch and Head Office show their red/white as they cheer on Canada.

2010 Bioethics Conference in Sudbury, ON.





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