

Bringing Care Home

The South West CCAC Staff Bulletin

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Deirdre's Cat

The South West CCAC has implemented several Aging at Home projects, and they're making a difference in the lives of clients

Deirdre is in her 80s and has multiple health issues. Although she has a daughter in England, she remains living alone in Canada so that she can care for her 16-year-old cat. Recently she was admitted to hospital in a very confused state. She was transferred to the psychiatric floor for assessment. Her medications were modified and a case manager on the Geriatric Resource Team suggested that she would be a good candidate for a new CCAC program, Safe at Home. Funded under Ontario's Aging at Home initiative, the program provides enhanced services for seniors to help them stay healthy and live safely in their own homes.

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It was a good choice for Deirdre. Still somewhat confused when she first got home, she had all-night personal support for seven nights, then every other night for another three nights. She now manages with a daily personal support service.

Case Manager Lori Henderson says Deirdre is a real success story. "I thought she might have to at least move to a retirement home," Lori says, "but she's doing well on her own. We're planning a team meeting at her home to see what we've resolved and what we need to put in place from here on."

Deirdre is one of more than 400 clients across the South West who have benefited from Safe at Home since it launched in August. Gwen Vanderheyden, Regional Client Services Manager (Hospitals), is delighted by the program's success. "Safe at Home allows case managers the flexibility to be proactive and creative," she says. "Instead of black and white thinking, they can think about the needs of specific clients, and decide what fits best."

Safe at Home provides enhanced clinical assessment by a nurse practitioner, access to Geriatric Resource Team case managers, increased medical monitoring by an RN or RPN, and increased service maximums for home care services. Designed for clients who are at risk of admission to long-term care or hospitalization, the program enables case managers to develop comprehensive care plans and take a proactive approach to care.



Safe at Home is one of several programs funded through the Aging at Home initiative currently under way in the South West. Wait at Home, for example, provides extra services so that clients in hospital can be discharged home while waiting for space in a long-term care home. Home at Last links clients with community services so that they can get home from hospital sooner.

Gwen says that learning how to use all the new programs can be challenging for CCAC staff. But she adds that it's deeply satisfying to be able to do more and better. "It's all about the clients. Case managers have new tools in their tool kit, so they can sit one-on-one with a client and their family and suggest different things to try. I'm glad that we now have the ability to say, 'Yes, we can continue to support this client.'"



A Message from
Sandra Coleman, Executive Director,
South West CCAC

Looking Ahead

If December is a time for quiet reflection on the past year, then January is the natural time to look ahead. It's the season when psychics make their predictions and the rest of us make our resolutions. We peer into the future, wondering what opportunities and challenges the year will bring.

The great French writer Antoine de Saint-Exupery once wrote, "As for the future, your task is not to foresee, but to enable it."

How true that is for those of us who work in community care. Yes, the health care system is changing around us, and we must respond to those changes. But we also have an opportunity to enable the future, by working together to find innovative new ways to deliver care.

There are many issues we could tackle,

but to be effective we must focus our efforts. In the year ahead, the South West CCAC will focus on two priorities identified by the Ontario government – reducing Alternate Level of Care (ALC) patients in acute care hospitals, and supporting Family Health Teams as they meet the challenge of primary care reform.

It's clear from Minister David Caplan's announcement in mid-December that we have a strong mandate to be innovative and expand our role in the health care system. To move forward, we must open our minds. We must dream, create, share ideas, listen to other perspectives, and have the courage to pursue our vision.

Working together in new ways, I believe that we can enable a future where more seniors can live safely in their own homes and communities, where hospital wait times are reduced, and where everyone has access to high quality primary care. We can enable a future where clients and families collaborate with health professionals to achieve their full potential.

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your task is
not to foresee,
but to enable it."

Antoine
de Saint-Exupery

CALL FOR NOMINATIONS



Client-Driven
CARE 

Nominations Open for Client-Driven Care Awards of Distinction

The **deadline** is noon on February 6,
so don't delay!

At the South West CCAC we are all committed to delivering Client-Driven Care. It's a philosophy and approach that fosters partnership, teamwork, mutual respect and shared goals. The 2009 Client-Driven Care Awards of Distinction recognize outstanding achievement in advancing the vision of Client-Driven Care.

This year three Awards will be presented at the All-Staff meeting on March 24

- An individual Award to a staff member in Client Services
- An individual Award to a staff member in another area
- A group Award to a team of staff members in any area

The Awards will be presented to selected recipients during the Rewards and Recognition segment of the All Staff Meeting – "Everything is possible to a willing heart ... Yes we can" – to be held in Stratford on Tuesday, March 24th.

To find out more, see the Call for Nominations posted on the Intranet under News.





Celebrating Years of Service.

South West CCAC

The work of community care professionals is not always easy. It can be emotionally draining and physically demanding. But for those who make it their life's work, the rewards are many – pain eased, anxiety relieved, a family's peace of mind, a client's smile.

When the South West CCAC gathers in Stratford on March 24 for our second annual face-to-face all-staff meeting, we will honour those who have spent many years delivering compassionate and skilled care in our communities. These are women and men who have made a difference in the lives of countless clients and families and provide a model for us all. The individuals listed below will receive a selected gift with thanks when we gather in Stratford.

5 YEARS

Elgin

Jane Cox
Terri Cryderman
Ruthann Ferguson
Peggy Gillespie
Lenore Pumphrey
Michelle Silverthorn

Grey Bruce

Betty Ann Drew
Jane Dunham
Lorna O'Neill
Jenn Ottewell

Huron

Thomas Bedard
Vicki Campbell
Dianne Collyer
Dianne Fox
Laura Johnston
Valerie Presseault

London

Lucy Cotton
Gloria Dalke
Lisa Depencier
Kathleen Faulds
Sherry Fletcher
Cynthia Fodor
Tina Hickey
Meghan Kinahan
Sarah Moffatt
Cheryl Moores
Christine Sewell
Joanne Turnbull
Janet Verberne
Steve White

Oxford

Pamela Bamsey
Stephanie Brett
Brenda Jepson
Vicky Kielesinski
Gail McMillan
Patricia Todd
Michael Williamson

10 YEARS

Elgin

Walter Rogers

Huron

Craig Hennessy

London

Mary Mcalpine
Tracey Ouellette

Oxford

Wendy Bugg
Julie Harde
Mary Joan Kivell

Perth

Sandra Gardiner
Kathy Muir
Cheryl Renecker
Eva Schreiter

15 YEARS

Elgin

Godlief Devaere

Grey Bruce

Lorna Laverne
Lori McKinnon
Marian Septer

London

Margo Miller
Lorraine Odorizzi
Janice Sewell
Elizabeth Uzdravis
Gwen Vanderheyden

Perth

Karen Gibb
Cheryle Harris

We want to recognize everyone celebrating a milestone. If your name isn't on the list and you think you are celebrating a milestone, please email Susan Johnson.

20 YEARS

Grey Bruce

Mary Wilson

Huron

Darlene Bogie
Pamela Gordon

London

Carolyn Coqu
Diane Dodge
Lois Gilchrist
Susan Johnson
Janice Weeks

Oxford

J. Lee Macdonald
Marilyn Pearson
Roelie Veldhuizen

25 YEARS

Grey Bruce

Marlene Muldoon
Cherie Patterson
Lynne Scott

Huron

Linda Reid

London

Katherine Stark

Perth

Janice Scott
Delphine Staley

30 YEARS

Elgin

Cheryl Jermyn

London

Peggy Curnoe

Oxford

Carolyn Dougherty-Hughes

Perth

Nancy Schaff

**Making a
WORLD OF
DIFFERENCE!**
The South West CCAC
hosts a stellar
conference on the
FUTURE OF
COMMUNITY CARE



A hypothetical elderly patient named Esther led to significant improvements in the coordination of care in Sweden.

Inspired by the thought of Esther, health professionals made changes that reduced hospital admissions, decreased the length of hospital stays, and reduced waiting times. Now one of Esther's creators will visit London, Ontario, to share insights from the world-famous project with health care professionals from across the South West.

Sven-Olof Karlsson of the Jönköping County Council, is just one of the outstanding speakers who will participate in Making a World of Difference, a one-day conference focused on exploring the future of community care, to be held February 24 at the Hilton in London.

Also included in the line-up:

- Sholom Glouberman, Philosopher in Residence at Baycrest Centre for Geriatric Care
- Marcus Hollander, a renowned health care policy analyst
- Valerie White, CEO, Department of Seniors, Province of Nova Scotia, and leader of the Strategy for Positive Aging in Nova Scotia
- Margaret MacAdam, co-author of *Care for Frail Elders: Developing Community Solutions*

The invitation-only conference will bring together more than 400 health care leaders from across the South West and will be attended by members of the QILTs, management team and CCAC Board. "This is a rare opportunity to hear from some of the leaders in community care from across Canada and around the world," says Executive Director Sandra Coleman. "It will be a day of professional enlightenment and personal enrichment."

Watch for a complete report in our March and April newsletters.

Welcome to the South West CCAC Family

London: Karla Haist, Data Analyst

Owen Sound/Walkerton: Deborah Stewart, Casual CM; Marina Burrows, PPT Job Share

Stratford: Lisa Wolfkamp and Jennifer Mandel, Casual CMs

St. Thomas: Jodi Woodrich, Casual TA; Melissa Remy and Judy Brown, Casual CMs; Iolanda Locker, Service Desk Tier 1

This is the second in a series of introductions to the South West CCAC board members.

Meet Glen Elliott



Glen Elliott had a 40-year career as a banker, holding senior management positions in human resources and financial management across Canada. A Sauble Beach resident since his retirement in 1989, he was a member of the Grey-Bruce CCAC Board until the creation of the South West CCAC. Sadly Glen's wife Rhoda, a former nurse, recently passed away.

"Health care is important to everyone. When the opportunity arose for me to volunteer in a vibrant organization/delivery system representing care in the home, I grasped the chance. My late spouse was extremely supportive of my volunteer activities and strongly shared the notion of giving back to others."

"What I enjoy most about my role at the CCAC is the opportunity to volunteer with a very dedicated and highly motivated staff, as well as other Board colleagues who bring unique experiences to the table."

When he's not on duty as a Board Member, Glen likes to ski, golf, curl, and travel of which his most memorable trip was to New Zealand.

Best Wishes in 2009!

During holiday season celebrations, recent Elgin office retirees Sharon Underhill (left) and Betty Moser (centre) joined current staff member Sue Evans in expressing best wishes in 2009 to all South West CCAC staff.



Words of Appreciation

We asked you to share your stories of supportive co-workers who helped you adjust when you first joined the South West CCAC. Here is Kayla Basacco's response.



As a co-operative education student at the Woodstock site, I have been mentored by the staff on a daily basis since the beginning of my placement in September. I wish to acknowledge and thank all of the case managers who have allowed me to come along for a visit, and who have shared not only their knowledge, but their stories and experiences. Your caring and compassionate nature and strong focus on the client have taught me many life skills. I also wish to thank all of the team assistants, administrative assistants and other staff members who have allowed me to job shadow or who have helped me out in any way throughout my time here. You are all genuinely kind, caring and supportive of one another, and set a great example not only for me, but for everyone. I know that the health care knowledge I have obtained and the skills I have learned will be very helpful and useful as I pursue a career in nursing. A special thank you goes out to Marilyn Pearson, who has spent countless hours organizing my placement, and Donnabeth Sweetland who has been so supportive throughout the process. You are both great mentors! I will fondly miss all of the staff here when my placement ends in January and could not have wished for a better experience than the one I have had at the South West CCAC.

~ Kayla Basacco



The Soggy Bottom Boys band and groupies (l to r): Craig Hennessy, Ron Hoogkamp, Hilary Halliday, Rob Schonberger, Cam Halliday and Terry Simpkin.

Soggy Bottom Boys

On January 13, 2009 Terry Simpkin, Senior Director, Corporate Services, joined his Soggy Bottom Boys band and played a farewell gig at the London office. Terry said goodbye to the South West CCAC on January 16th to join the Children's Aid Society London-Middlesex as Director of Corporate Services. You'll be sorely missed Terry. Good luck in all you do.

Birth Announcement

Debbie Dixon introduces her first grandchild **Sebastian** Alexandre Chainho, born January 1, 2009 in Halifax, Nova Scotia.



This product is made from 100% recycled fiber.

← 24.5"W →



COMING SOON

CCAC displays are being set-up in hospital emergency departments across the South West. Look for them first in Owen Sound, Southampton and Markdale hospitals.

7'3"H

16"D