



Connecting you with care  
*Votre lien aux soins*

South West  
**CCAC** **CASC**  
Community  
Care Access  
Centre  
Centre d'accès  
aux soins  
communautaires  
du Sud-Ouest

**STAFF BULLETIN**

Volume 4 Issue 4 May 2010



Left to right: Dale Breault, Angela Parker, Tanya Pinnell and Wendy Badgerow at I&R

## Connecting People with Care through Information

### Information and Referral is an important CCAC service

“We’re helping people to help themselves.”

That’s how Dale Breault sums up her role as a Client Service Assistant (CSA) on the London Access Team.

Breault has been at the South West CCAC and its predecessor for more than 20 years. She took on her current role dedicated to Information and Referral in 2002. “Most times in this job you get a thank-you from the people you talk with,” she says.

Breault and her three colleagues are Information and Referral specialists. They are the first point of contact for people calling the South West CCAC for information to help them get connected to the care they need. Available from 8:00 am to 8:00 pm, they handle more than 1,500 calls a week. Their job is to get enough information from the callers to figure out what they need – anything from the phone number for community services to a referral to the triage case manager for assessment for in home services.

“Our CSAs know what questions to ask,” says Sherri McRobert, Client Services Manager for Access in London. “Some clients don’t really know what they’re calling for — many times they’re very desperate and need some kind of help. The CSAs establish a trusting relationship with them over the phone and that often opens the floodgates.”

Breault says each call is unique and each interaction personal. “A call can start one way and end up going in a

very different direction. You never know until you’re into the conversation.”

Breault is always on the look-out for information that might be helpful to her callers. She combs the daily newspaper, often clipping out articles to post on her bulletin board or place in a special file folder. The CCAC’s [www.thehealthline.ca](http://www.thehealthline.ca) is an important source of up-to-date information, and 310CCAC is useful for calls from outside the South West. She and her colleagues also meet with representatives of community support agencies. “I have information all over my desk,” she says. “And every call is a learning opportunity – not just for the caller but also for us.”

The Information and Referral role has evolved, Breault says. Now when she and her team members talk to someone who may need CCAC services, they enter information about the caller directly into the CHRIS system, helping to make an effective referral to the triage case manager.

McRobert has no doubt that Breault and the rest of the team are doing a great job. “They often get calls from people who are very anxious and sometimes angry,” she says. “That’s not easy, but they are empathetic and good listeners. At the end of the call, the caller will often say ‘Thank you very much. I’ve called many different places but couldn’t get the answers you’ve given me today.’”

**To “meet” Dale and Sherri click here.**

[www.youtube.com/user/SWCCAC](http://www.youtube.com/user/SWCCAC)



in this  
**ISSUE:**

Swing your Partner + WHAT’S THE BUZZ + Leading Together + Client-Driven Care Nominees +  
Community Grand Rounds Launched + Staff Moments and Celebrations



A Message from  
Sandra Coleman  
CEO, South West CCAC

## Swing your Partner

If you've ever watched shows like *So You Think You Can Dance*, you know how important it is to have the right partner. In dancing, you and your partner must be attuned to one another, sometimes moving together and sometimes separately but always knowing what the other's role is.

In health care, we still have a lot to learn about partnership. Increasingly, though, we are recognizing that for our system to be sustainable in the long term, we must work with partners across the care continuum. Let's face it, that's not always easy. Other organizations have different cultures and processes. We don't always have strong relationships with people outside our own organization.

But we all share the same goal: to keep our clients and patients well, and to support and care for them with skill and compassion when they become ill.

The theme of our annual all-staff meeting on June 10 is *Leading Together*. That simple phrase captures the potential of partnership in health care. By working with partners we can be more innovative. We can develop new and better ways to deliver care that wraps around clients. We can remove institutional barriers that get in the way of positive change. We can lead the way in improving and re-shaping our health system.

On June 10, we will capture the potential of partnership by spending the morning at Health Fairs in each of the four locations — Woodstock, London, Stratford and Owen Sound. We will explore the programs and services offered by local community support agencies through the lens of specific client scenarios.

Of course, partnership is not only about how we interact with external organizations: it's also about how we work with one another. In the afternoon we will celebrate our internal partnership successes through the Client-Driven Care (CDC) and Years of Service awards.

I look forward to speaking to you by video link on June 10, and sharing with you the potential of partnership.

*PS Our budget funding has not been confirmed for next year. All cost containment remains but we hope to hear in June.*

## WHAT'S THE BUZZ?



### Heroes in the Home Goes Provincial

Good ideas have a way of catching on. That's certainly true of Heroes in the Home (HITH) the South West CCAC's unique and very successful recognition program.

Recently the Champlain CCAC held its first ever HITH events. More than 115 nominations were received, and participant and media response was very positive. "Thank you very much for developing and being willing to share a program that is incredibly meaningful, moving and worthwhile," wrote Joanna Filion, Senior Manager, Communications for Champlain. "One recipient told me that she was so happy to see so many people recognized, because as a caregiver she often feels alone. She now feels there is a network of people there who can relate to her and support her through a difficult time."

HITH has also struck a chord with the Haldimand Norfolk Hamilton Brantford and Mississauga Halton CCACs. Both organizations are planning to hold Heroes events over the next few months.

**The South West CCAC will be announcing its third annual Heroes in the Home events shortly, to take place in fall 2010. Start thinking about the exceptional people you'd like to nominate and watch for the CALL FOR NOMINATIONS.**

### CCAC Home to Diabetes Regional Coordination Centre

As part of the Ontario government's \$700 million diabetes strategy, 14 Regional Coordination Centres are being set up across the province. The South West Diabetes Regional Coordination Centre (RCC) will be hosted by the South West CCAC.

"The main focus of our work will be to partner with all the health care providers caring for those with diabetes," says Nancy Dool-Kontio, Senior Director of Strategic Planning and Integration. "We'll be helping them bring clarity to their roles, ensure consistency in service delivery, identify any gaps in service, and improve hand-offs between parts of the health system."

Catherine Statton will lead the RCC as Regional Administrator. Statton holds a BSc from the University of Toronto and has specialty training as a cardiology technologist and exercise physiologist. Catherine brings experience from a number of different roles including as the Coordinator of the Diabetes Program and the Lead of the Evidence Based Care Program.

Dr. Gordon Schacter will serve as Primary Care Lead for the Centre. Dr. Schacter holds a BSc and MD from the UWO, and has been practicing family medicine in London since 1995. He is actively involved in continuing medical education development and clinical research studies, and has participated in several advisory boards for the pharmaceutical industry.

"We'll be examining what's going on in our LHIN, looking for care gaps, and facilitating improvement in the overall management of diabetes," says Dr. Schacter. "Ultimately our goal is for people to live healthier and longer lives."

# Client-Driven Care in Action

## Team Awards NOMINEES

Strathroy In House case managers **Sharon Girling** and **Karie Nugent** demonstrate strong empowerment skills for caregivers, clients and providers.

Business Intelligence team members **Nupsee Hardeep-Sadra, Jim McNair, Rob Ikeda, Danielle Thuss, Paula Henderson, Kim Irwin, Sini Raulic, Steve White** and **Hilary Halliday** understand that the work they do impacts the work others need to accomplish.

Central Provider Support members **Angela Diacon, Rebecca Gregor, Angela Howlett, Leah Mason, Gail McDougall, Mary McIntyre, Kim Peckham, Betty Radinovich, Michelle Silverthorn, Val Van Dyk, Dawn Wood, Callyn Vandersleen** and **Diane Edmunds** triage issues, questions and concerns with professionalism and dedication.

Help for Haiti's **Pat Roesner** and **Leah King** created a forum that brought the Stratford site together to bring focus to the caring felt and that needed tangible expression.

Huron and Perth CHRIS Champions **Betty MacDonald, Jennifer Millian, Pat Roesner, Karen Gibb, Connie Vandersleen** and **Vicki Harkness** were the first group of front line staff involved with CHRIS training, embracing the role and giving 110%.

The London Elgin Children's Services team of **Carol Hernandez, Fran McKinnel, France Riviere-Quintanilla, Chris Bannerman, Rosalie Markman, Kendra Moyse, Allison Stoner, Holly Fenn, Janice Ross-Greenside, Brenda Hoffman, Lynn Sutherland, Caroline McWhinney, Tabitha Carey, Brigitte LaForce, Sujata Coyle, Carol Ristmae** and **Maeve Harris Armstrong** work in a multitude of venues with diverse populations, sharing experience, and honouring each other's knowledge and skills.

## Individual Awards – CS NOMINEES

**Katherine Gelinis** is compassionate and caring, and never judges her clients. She creates plans with her clients that meet their physical, emotional and financial needs.

**Sherry Funston** is the epitome of professionalism. Whether dealing with clients and their families or colleagues, her approach and style reflects the CDC vision.

**Janet Nanni** creatively assists others in resolving unique client situations. Janet draws on the strengths of her team in developing strategies to promote CDC.

**Petey Noble** is warm, open and genuinely caring. Every client, family member, service provider and coworker is treated with caring, dignity and respect.

**Sheila Rolph's** way of being is open, caring and outward focused. She is able to put herself in another's shoes. Sheila goes the extra mile with professionalism, grace and excellence in her work and interactions.

## Individual Awards – NON CS NOMINEES

**Angelo D'Alessandro's** "quiet" professionalism and commitment to support others reflects a commitment to excellence.

**Linda Suplat** understands how important IT is to enable CMs and CSAs. She always answers IT questions promptly and with a smile, is courteous and respectful.

## Leadership Awards NOMINEES

**Peggy (Margaret) Callaghan** demonstrated her leadership qualities as a CHRIS champion. Her creative ideas and positive attitude were an incredible force in meeting goals.

**Anita Cole** is a systems thinker. She sees the positive impact on improved relationships, communication and care connection with our community partners and puts the CDC concept into practice daily.

**Carla Crowther** has clear and quick insight into problems and issues and is excellent at brainstorming and developing creative plans to assist staff in complex client situations.

**Ingrid Hicks** demonstrated a positive attitude when faced with the many deadlines of the CHRIS implementation. She is always cheerful, courteous and respectful of others.

**Barb Modesto** nurtures staff to grow and learn. She expects excellence when it comes to quality client care. Barb continually guides her team to deliver *outstanding care – every person, every day.*

**Carolyn Sheculski** worked tirelessly to ensure knowledge transfer during the CHRIS deployment. She worked collaboratively with members to ensure they felt supported and to ensure staff and team members' needs were met.



## Leading Together Almost Here!

**All-Staff  
EVENT  
JUNE 10, 2010**

The countdown is on for Leading Together, the innovative annual all-staff meeting that will bring the South West CCAC together virtually on June 10.

The day will begin at 9:30 am with a video presentation from Sandra Coleman, always an energizing and inspiring speaker, and welcoming remarks from Mike Barrett of the South West LHIN. That will be followed by a short presentation on Adult Day Programs and the Health Fair. During the Fair, CCAC staff will visit displays by local community support agencies seeking solutions to challenges posed in hypothetical client scenarios. Everyone will be asked to come up with a plan of action based on the resources presented at the Fair, and there will be prizes for teams that complete more than one scenario!

After a light lunch, the afternoon session will feature the celebration of CDC and Years of Service Awards.

"Our annual get-together is always a very special time," says Megan Allen-Lamb, Senior Director Human Resources and Organizational Development. "This year, although we won't be physically together, I know we will be together in the spirit of CDC."

RSVP to your local host: London and Elgin, Mary Haynes; Walkerton and Owen Sound, Deb Wilson, Woodstock, Stratford, and Seaforth, Justin Henry





## Successfully Launched

The first of several planned Community Grand Rounds were held in Owen Sound, Walkerton, Seaforth, Stratford, Woodstock, London and St. Thomas on May 4. Nearly 80 people attended the six sessions, more than 50 of them from provider agencies.

The groups discussed the case of a young disabled client who was "not seen/not found" for several visits. When the attendant care agency got into his apartment after four days, he was found dead. The procedures to ensure immediate follow-up in such instances had not been followed. Policies and procedures, and the *Record in the Home* emergency and back-up plans were reviewed and discussed.

Participants were very positive about the sessions, ranking them highly on every dimension. Perhaps most important, almost everyone said they were likely or very likely to use the information they had learned in their daily practice. Gerald Turmel of Paramed attended the Stratford session and was impressed by the lively discussion. "It's a reminder that all levels of care and service can be involved in any case discussion, since we do work as a team," says Turmel. Paramed has begun scheduling its staff so that as many field staff members as possible can attend future sessions.

"The energy in the room was awesome," says Donnabeth Sweetland, Client Services Manager. "It was so good to hear the various perspectives about the topic. I really felt we were one team trying to talk about one solution."



This product is made from 100% recycled fiber.

## Bored? No way!

The South West CCAC Board of Directors held its annual retreat on May 11. The theme of the day was "Thinking through the Future." The day was facilitated by Brett Richards from Connective Intelligence Inc., who also worked with CCAC staff in 2008. The Board members examined their Thinking-Intentions Profiles and explored how to use Decision Tracks to harness their connective thinking to improve Board effectiveness and performance. They then put their new skills into action with a thinking exercise about the potential role for the CCAC in the future health care system. "Our volunteer Board members give so much," says Cate Patchett, Corporate Liaison, who helped organize the day. "Spending a full day focused on Board effectiveness is just another example of their deep commitment."

If you haven't referred to your TIP profile lately, pull it out, remind yourself of your strengths and opportunities to be green, red and blue, and how to connect with others on your team, knowing their profiles, for effective team work and decision making.



Members of the new Grey Bruce Access teams: Left to right: (front row) Alison Blackwell (CSA), Laura Balletta (CM), Sally McGill (CM) and Jennifer Lobban (CSA); (back row) Cindy Weber (CSA), Carla Crowther (CS Manager), Diane Eastwood (CM) and Helen Gasidlo (CM); Absent: Jean Wilson, Shirley McDougall and Heather Misener (CSAs); Lorna O'Neill, Darlene Turner, Kim Green and Janice Fisher (CMs)

## Birth Announcement

Proud Grandparents Robin (CSA at the Elgin office) and John Smith announce the birth of their adorable grandson Lukas John Gelinis on September 4, 2009, weighting 8 lbs, 8 oz and 21 1/2 inches. Coincidentally – September 4, 1990 is Robin's start date at the CCAC. Congratulations also to proud parents Jaime and Keith Gelinis.



Wendy Smith with her newlywed daughter Kristy Fraleigh

## Wedding Bells

Wendy Smith, Finance Co-ordinator at the London office celebrated the marriage of her daughter Kristy at St. Luke's in the Garden on April 2, 2010. Kristy's husband Robert Fraleigh is a Correctional Officer in London and Kristy is pursuing her career as a Teacher. Congratulations to the happy couple!

## Angel Tree Fund

On April 14, the Oxford office Social Committee invited *To Introduce You To Accessories* (TIUTA) for a fundraiser. They brought jewelry, purses and clothing and the staff got to shop! 15% of her earnings were given back to the Social Committee. A total of \$270 was raised for the Angel Tree Fund.

## Transitional Unit Featured in Hospital News

The May issue of *Hospital News*, a monthly magazine distributed in hospitals and other institutions across Canada, included an article and photo from the Parkwood Hospital Transitional Care Unit (TCU). The TCU is a partnership between the London hospitals and the South West CCAC. "We are very pleased to play such a pivotal role in the admission and discharge process of patients in and out of the TCU," said Sherry Fletcher, regional client services manager, in the article. "The strong relationship we have with our hospital partners has been further enhanced as we've worked together to increase patient flow through the system." Click here to read the article >>>.

