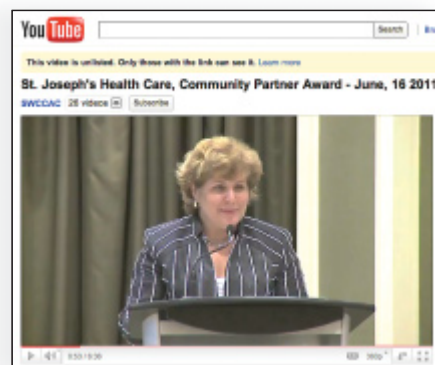




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Volume 5 Issue 5 June 2011 **STAFF BULLETIN**



Dr. Gillian Kernaghan, CEO of St. Joseph's Health Care London presented the 2011 Community Partner of Distinction Award to the South West CCAC.

[Click here to view the Award Presentation.](#)



## Celebrating Partnership

### South West CCAC team receives special award from St. Joseph's Health Care London

"It was an honour to be recognized for our hard work and willingness to work collaboratively. It's great to know that what we do on a day to day basis is appreciated by our hospital partners."

That's Lorna Kroh, a case manager at St. Joseph's Hospital in London. She's talking about her reaction to the 2011 Community Partner of Distinction Award presented to the South West CCAC at the St. Joseph's Annual General Meeting in June.

The award recognizes the work of CCAC team members at St. Joseph's Hospital, the Regional Mental Health program, and Parkwood Hospital. "The South West CCAC is a longstanding and vital partner in programs and services across St. Joe's," said Dr. Gillian Kernaghan, CEO of St. Joseph's Health Care London, in presenting the award. "They truly live the CCAC mission of providing outstanding care – every person, every day." She made special mention of the Transitional Care Unit at Parkwood Hospital, collaboration around changes to the mental health system, and ongoing efforts to facilitate care and discharge "at the right place and the right time."

"It's all about relationship building," says Bonnie Thompson, manager of the St. Joe's team. "It's about CCAC staff members being on the ground, being visible, and listening and responding to concerns. Ultimately it's about showing that we can be trusted to do what we say we're going to do. The case managers do a great job."

Sandra Lally is also a case manager at the hospital. "It's almost like there's a hotline to our office here," she says. "If hospital staffers have any questions, they're very quick to call us and we follow up. And we're very proactive too."

Before coming to St. Joe's, Kroh played a key role in the launch of the innovative transitional care unit at Parkwood Hospital. "Communication is very important in partnership," she says. "So is responding in a timely manner, following through, and having mutual respect." Lally adds that St. Joe's is a special environment, "just like a big family."

Left to right: Sandra Coleman, CEO; Jean Peacock, Board Secretary; Linda Luckas, CM at Parkwood Hospital; Gord Milak, Senior Director, Performance Management & Accountability; Sandra Lally, CM at St. Joe's Hospital; Lorna Kroh, CM at St. Joe's Hospital; Bonnie Thompson, Client Services Manager; Jennifer Hoffman, CM at Parkwood Hospital; Ann Rickwood, Client Services Manager; Claude Lanfronconi, Board Treasurer; Donna Ladouceur, Senior Director, Client Services; Susan Schellenberger, CM at Regional Mental Health and Sherry Fletcher, Regional Manager, Client Services





## A Message from Sandra Coleman, CEO South West CCAC

### A Fond Farewell

I've often written in this space about the extraordinary achievements and contributions of CCAC staff members. I've reflected on the many ways you live the principles of Client-Driven Care and enact the CCAC mission, work collaboratively, and care for one another. You inspire and motivate me.

There is another group of individuals who also make a huge difference in our organization, and who inspire and motivate me – our CCAC Board of Directors.

Our board members are deeply committed leaders with exceptional skills, experience and knowledge. They could choose many different ways to contribute to their communities, yet they choose to volunteer their time, energy, creativity and expertise to make home care better. In addition to regular board and committee meetings, they participate in community engagement activities, attend Heroes in the Home, attend various LHIN and

provincial meetings, and represent us and our work wherever they go. They support us, and hold us to a high standard. They connect us with the people and communities we serve.

This year, we recognize the inaugural Chair of the South West CCAC Board, Evelyn Harris-Williams, as she steps down from her leadership position.

How lucky we were to have Evelyn guiding us in the early years! Her experience, knowledge, wisdom and warmth helped to shape first the Elgin CCAC and then the South West CCAC. Evelyn also served on the OACCAC Board, and for the past two years was Chair of the OACCAC Conference Planning Committee. On your behalf, I thank her for everything she has contributed to our growth and development. The Board presented Evelyn with a stained glass Client-Driven Care Award of Distinction in recognition of her leadership.

Also on your behalf, I welcome Mary Lapaine, who is stepping into the Chair's role. You'll read more about Mary in the article below.

At the South West CCAC, we are truly a team, and our Directors are important and valued players. Next time you have a chance to meet a member of the Board, be sure to say "Thank-you." We wouldn't be the great organization we are without them.



## Welcoming New Chair Mary Lapaine

"CCACs will be the cornerstones of our health system in the future," says Mary Lapaine, incoming Chair of the South West CCAC Board.

"We've shown that it's cheaper and more effective to care for people at home, and it's certainly 100% better for the client."

**"We're going to see some very dramatic changes in health care over the next few years, and CCACs are going to play a huge role,..."**

Mary Lapaine owned and operated a family hotel business in Goderich for many years. She was an active member of the Goderich community, serving on the local hospital board for many years. She was Regional Chair for the Ontario Hospital Association for seven years, and served on the Peter George Commission looking into medical

human resources in Ontario. Later she served as Chair of the OHA and the Canadian Health Care Association. She is a founding member of the South West CCAC Board.

Lapaine is excited to be working closely with CEO Sandra Coleman and the South West CCAC senior leadership team. "It's a wonderful group of people and an outstanding organization," she says. "I don't know if I would have taken on this job if I didn't feel so strongly about the capabilities of this management team and all the staff who work here at the CCAC."

The strength and the commitment of the Board was also a deciding factor for Lapaine. "We're going to see some very dramatic changes in health care over the next few years, and CCACs are going to play a huge role," she says. "Our Board will have to be very resilient and agile to move forward on those changes. Knowing the high calibre of our Board members, I know the Board will lead the way."



# All Together Now

## The June 1 All-Staff Meeting promoted partnership and celebrated excellence

You don't have to be together to be together. That was the lesson of this year's All-Staff Meeting, held simultaneously in Stratford, Owen Sound and London. Despite the distances separating CCAC staff members, everyone participated in learning and partnership activities, and everyone felt part of the CCAC family.

Technology enabled staffers in the three locations to see and hear a presentation by CEO Sandra Coleman, and a forum discussion involving Christina Bisenz, CEO Ontario Long-Term Care Association, Gail Kaufman-Carlin, recent past Chair of the Ontario Association of Non-Profit Homes and Services, and Mary Lynn Priestap, former South West CCAC Regional Manager.

An innovative "Myth Buster" exercise helped CCAC staff members interact with representatives from local long-term care homes. Of the participants from long-term care homes, 100% rated the event as very good or excellent, and said they would attend a similar event in the future.

Of the participants from long-term care homes, 100% rated the event as very good or excellent, and said they would attend a similar event in the future. CCAC staff members were also very positive: 82% said the event was "a good use of their time," and 95% said they have "a good understanding of how best to support clients and families making the transition to long-term care."

Among the comments:

- "Great opportunity to put a face to a name and interact with case managers and placement coordinators, and to identify opportunities for improvements in relationship building."
- "Nice to meet and speak with CCAC staff face-to-face."
- "Great interaction!"
- "Well done – annually would be great."
- "Excellent networking opportunities."

## In the afternoon, the Client-Driven Care Awards and Years of Service Awards were presented in each site.

Among those honoured:

**Team Recipient: Partnerships for Health Case Management Team**

Karin Burrows  
Jacquie McGregor  
Tracy Hartley  
Jane McNalty  
Leigh Anne Boese  
Bonnie Salomons  
Heather McCallum  
Sherrie Rastel  
Diane Dodge  
Christy Winegarden  
Joanne De Brabandere  
Connie Vandersleen  
Melody Williams  
Janette Diebel  
Micah McArthur  
Sandra De Corte  
Jean Fitzmaurice  
Nancy Walker  
Janette McClean

Sandy Coulter  
Caroline McWhinney  
Nancy McCartney  
Mary Ducharme  
Margareth Richards  
Joyce Edwards  
Sherri Zavitz  
Deborah Zirk  
Suzana Krstic  
Kelly Lewis  
Carolyn Coqu  
Leah Fink  
Krista Doan

**Individual Award Recipients:**

Marilyn Zehr  
Iolanda Locker  
Barb Modesto

To see a video of the event click here.

<http://www.youtube.com/watch?v=ebE4VQWEUdE>

"It worked!" says Donna Ladouceur, Senior Director Client Services, who led the event in London. "We shared a common experience, but without the travel. It was good for the CCAC, for our partners, and for the planet."

## On a Personal Note...

### Happy Retirement

#### Congratulations to Dr. Carol McWilliam

Dr. McWilliam is a long-time UWO Faculty of Nursing researcher in the field of in-home care delivery, working with the CCAC and its predecessors as far back as 1990, as the principle investigator in conducting several studies involving our clients. Through this evidence-based practice of building Client-Driven Care partnerships with our clients and service provider partners, Dr. McWilliam's research has shown many benefits to our clients of using the principles of Client-Driven Care and being committed to the development of health promoting relationships and improving client independence and quality of life.

Dr. McWilliam was presented with the CCAC's Client-Driven Care Award of Distinction, a stained glass piece as pictured above, and from which our annual CDC Awards of Distinction are based. It symbolizes the Client in the centre circle surrounded by the CCAC Care Team. The sharing of the power of the triangle acts as a catalyst, which causes a reaction of shards of light shooting out from the pyramid. This reaction causes the different colours to all flow together to create a beautiful, living whole, greater than the sum of its parts.

Thank you, Dr. McWilliam, for making a difference in our lives, our partners, and foremost, our clients – every person, every day.



#### Building Partnerships and Supporting Our New Hospital

On May 29, 2011 (left to right) Gwen Vaughan, CM Woodstock; Dianne Blair, Pace HomeCare Services; Pam Vanhooydonk, Woodstock General Hospital and Angela McCann, Community CSA participated in the Dairy Capital 5K run in Woodstock in support of the new Woodstock General Hospital site.



#### Fundraiser

On June 10, for the sixth year in a row, staff members from the South West CCAC Stratford site participated in the Cancer Society's Perth Relay for Life fundraiser in Upper Queen Park in Stratford. The team had a beautiful night to sleep underneath the stars and raised more than \$1,200.00. Overall, the event raised nearly \$187,000.00.

The team: Darlene Alexander, AA (right); Angie Muir-Hughes CM (centre); Pat Roesner, CSA; Colleen Klingenberg, CSA; Sarah Racher, CSA; Sarah McDevitt, NP; Jane Rundle, CSM; Sheila's Sister Marg VanBakel, Huron Perth Catholic District School Board (HPCDSB); Sheila's sister-in-law Patsy Crowley, HPCDSB and Team Captain Sheila Rolph, CSA (left).

*A special thanks for all the support from the Stratford site staff.*

#### Congratulations to Janette McClean

On May 31<sup>st</sup>, staff in Huron met at the Anchor Pub in Wingham to celebrate Janette McClean's retirement. Janette has worked for the South West CCAC for over 11 years. *We wish her all the best.*



#### UWO Alumni Picnic

Western The 71<sup>st</sup> Elgin County Alumni Dinner Picnic was held at Nancy Tolman's home on June 8, 2011 with 125 people in attendance.

Left to right: Nancy Tolman and Steve Peters, Liberal MPP for Elgin-Middlesex-London.



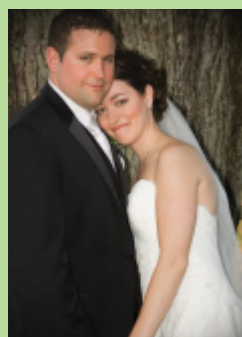
### Welcome New Staff

**Elgin** Catherine Cook-Ghesquire, CSA and Amanda Morrow, CM  
**Grey Bruce** Sarah Gurney and Elaine Palmer, CMs  
**Huron** Jennifer Damsma, CSA

**London** Melissa Dovigi, Martha Mallory, Molly Anne Murphy, Kathryn Sossi and Darryl Tabor, CMs; Shawn Alan Smith, Improvement Coach, QPI; Kate Kingswell, Executive Assistant; Ashley Lehman, Manager, Quality and Risk; Daryll Eedy, Financial Analyst

**Oxford** Lori-Ann Morris, CM

**Perth** Amie Rae-Stachyra and Shannon Thompson, CMs



#### Wedding Bells

Family and close friends celebrated with Kendra Moyse, CSA at the Elgin office, as she and her sweetheart Clayton Gillick were married on Saturday, May 7, 2011 at the Frome United church. *Best wishes to the newlyweds!*