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du Sud-Ouest

STAFF BULLETIN March 2013

SAVE THE DATE Monday, May 6, 2013

Growing Together through Partnership

Featuring Keynote Speaker

Dr. Samir Sinha, Expert Lead, Ontario's Senior Strategy

Sites Owen Sound (for Grey Bruce teams),
Seaforth (for Huron, Perth and Oxford teams) and
London (for London, Middlesex and Elgin teams)

Time 9:00 a.m. to 3:00 p.m. (including lunch)

Watch for more details shortly.



Letting the Sun In

The new Owen Sound office dazzles

On a bright Monday morning in early March Owen Sound staff members arrived at their new offices in the Owen Sound Medical Building, delighted to find them fully furnished and functional.

It was the happy ending to months of anticipation, and weeks of preparation. "Staff members were awesome," says Michelle Summers, Client Services Manager, who played a key role in the move. "Everyone pitched in, packed, purged and shredded. The move went extremely smoothly."

Movers quietly began to move furniture from the old facility throughout February. The final push came on the weekend of March 2, when IT and facilities staff, Summers, and a handful of other staff members unpacked and got everything in place. By Monday the workstations were all ready to go, the kitchen was fully equipped, and even the health and safety bulletin boards were assembled.



Cindy Weber, CSA (left), and Jennifer Lobban, CSA (right) enjoying the sunshine from their desks in the new Owen Sound office.

all had smiles and excited looks on their faces," says Summers. "The building is very professional and polished, the work stations are comfortable, the office is bright and fresh, and there are no issues with uneven floors or poor lighting." She notes that the new office has an improved layout, with team assistants facing inward in their pods to facilitate team work.

"The new space is beautiful," says Jennifer Lobban, Client Services Assistant, who helped get things set up on the Sunday of the move. "The view is extraordinary—we look right out over the harbour. There's so much natural light, it just lifts your mood. It makes you want to come to work!"

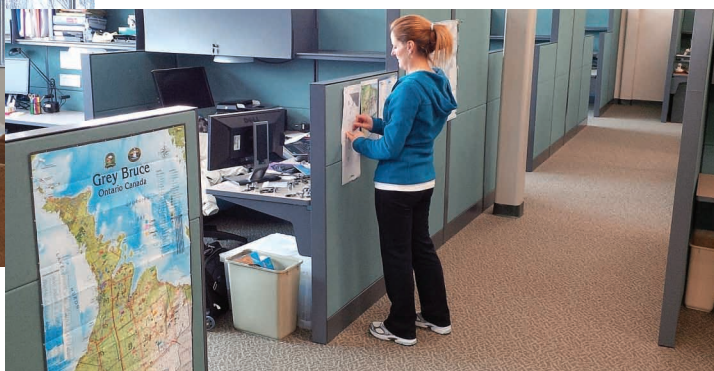
"I watched people come in on Monday morning, and they

The one small fly in the ointment? The dazzling sunshine that pours in through the large windows! Blinds are on order, so some staff members have taken to wearing sunglasses on bright days.

Summers agrees that the new office is "uplifting," adding that after a recent afternoon of stressful calls, she spent a few minutes gazing out a window. "It's very calming, and really brings a different perspective into the office."



From bare walls to a warm and welcoming office in Owen Sound





Growing Together

A Message from Sandra Coleman,
CEO South West CCAC

The Ontario legislature is divided on many issues, but there's one thing all parties seem to agree on: more home care.

Of course, each party has its own vision for how home care should be expanded. But all recognize that with an aging population and an over-burdened health system, home care is the best hope for a sustainable system. Of course, home is where most people would prefer to recuperate and live.

It's clear, then, that our sector will grow in the coming years. There will be plenty of work for all of us. But that's no cause for complacency. The people of Ontario expect a lot from us in return for the resources invested in home care. We must become better at what we do, providing outstanding care to the people we serve, and good value to the health system.

As we have often said, partnership is the key to achieving these goals. It is only by working in new and better ways

with our care providers, community support service agencies, primary care and hospital partners, and others that we can serve more clients better and more efficiently. That's why we've chosen the theme "Growing Together through Partnership" as the theme for our spring event on May 6.

I'm very excited that Dr. Samir Sinha, architect of Ontario's new Seniors Strategy, will be our keynote speaker. Dr. Sinha is a dynamic speaker with a fresh and challenging vision for health care in Ontario. I may not agree with everything he is suggesting, but I certainly welcome the opportunity to hear from and engage with him. Events will happen at three sites, in Owen Sound, Seaforth and London. We'll be inviting representatives of care provider and community support agencies to join us.

Partnership isn't always easy. It calls on all of us to let go of our sense of 'ownership,' to respect the expertise of others, to share knowledge freely, to listen with respect, and to collaborate in innovative ways. On May 6 we will have an opportunity to get to know our partners better, and to explore ways to improve the quality of our partnerships. I look forward to seeing you there.



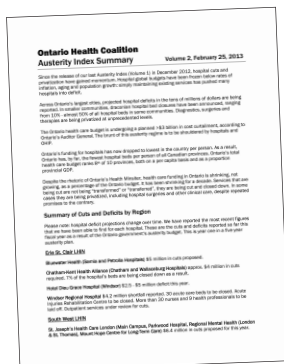
WHAT'S THE BUZZ?



Stats Can Reports on Home Care

Among the findings in a recent report based on data from the 2009 Canadian Community Health Survey-Healthy Aging:

- 25% of people aged 65 or older (just over 1 million Canadians) reported that they had received formal and/or informal home care in the past 12 months.
- More women (30%) than men (18%) received home care.
- More than half of seniors who reported receiving home care indicated that it had been provided exclusively by informal sources such as family friends and neighbours.
- Close to 180,000 seniors reported they had at least one unmet need for professional home care services.



ONA and OHC Release "Austerity Index"

On February 25, the Ontario Health Coalition and the Ontario Nurses Association released a report suggesting that spending on health care has been reduced by more than \$3 billion, and that promised funding growth in home and community care has not been provided. In response, Minister Deb Matthews defended the government's plan to grow

investment in home and community care, saying, "Closing some hospital beds is now a fact of life, but that's not a bad thing because if we are getting people home and providing care for them at home, then sometimes it's appropriate to close a bed."

Family Caregiver Leave Extended

The Ontario government has introduced legislation that if passed, will provide unpaid job-protected leave for employees while they care for sick or injured loved ones or cope with the illness or loss of a child.

The proposed legislation will provide job-protected leaves of up to eight weeks for caregivers to care for a spouse, parent, child, grandparent, sibling or other dependent relative. In addition, the legislation would provide extended leaves for parents with a critically ill or missing child, and to recover from the loss of a child as a result of a crime.

"When a family member is sick, home is where they want to be," said Deb Matthews, Minister of Health and Long-Term Care, of the move. "Being cared for at home can enhance recovery from illness or injury and reduce strain on our hospitals, and is overall more comfortable for patients. The proposed leaves provide support to caregivers so that they in turn can support their loved one."



Imagine... a world without paper!

CCAC introduces a range of new e-Health enablers

When Darlene Bogie, Regional Manager Quality, started working in home care 25 years ago, she received referrals from London hospitals by phone, and then filled out a form in pen, using carbon paper to make two copies. These days, she's an enthusiastic believer in the value of the CCAC's many e-Health enablers. "E-health enablers make our processes more streamlined, and that in turn improves access, response time and the overall client experience," she says. "We can receive a referral and get service started within four hours – that was unheard of in the past."

Kim Irwin, Health Records Supervisor, also remembers a time before computers, and like Bogie, embraces the efficiencies of e-Health enablers. "Health care has changed dramatically in the last 20 years," she says. "Now we're moving to the point where we have one electronic record per client, and everyone who needs access to client information has it. That's a huge step."

Irwin says the implementation of DocuShare last summer was an important foundational piece that enables the CCAC to move forward with additional enablers this spring. "Before DocuShare, our sites were at different stages with the implementation of electronic files. Now we're all at the same place. All the databases are linked through CHRIS, so it's much easier to find the right information." DocuShare, she adds, means more efficiency and less risk of errors or misplaced documents.

Already, CCAC staff members are enjoying the greater efficiency of making referrals to care providers electroni-

cally, rather than printing and faxing them. In April, a new CHRIS release will enable the CCAC to share RAI assessment data electronically with care providers and long-term care homes. Another big step will be electronic referral to long-term care homes and enhanced electronic referral to community support services. "I think our partners are hungry for this," Bogie says. "They're ready to move further into the electronic age."

The final step, scheduled for June, is electronic referral to complex continuing care and rehab hospital beds. At that point, the CCAC will be virtually paperless.

Bogie understands that not everyone shares her enthusiasm for new technology, but says that the "pain" of change is worth the "gain" of new technologies that make care better. "This is about quality improvement," she says. "It's about making us leaner so that we are spending more time with our clients and less on administrative details. That's what we all want."

\$how me the money

Payroll works hard to provide exceptional customer service

It's one of those things you rarely think about – every two weeks, your pay is deposited in your bank account, almost like magic. And that's exactly how the people in Payroll want you to feel.

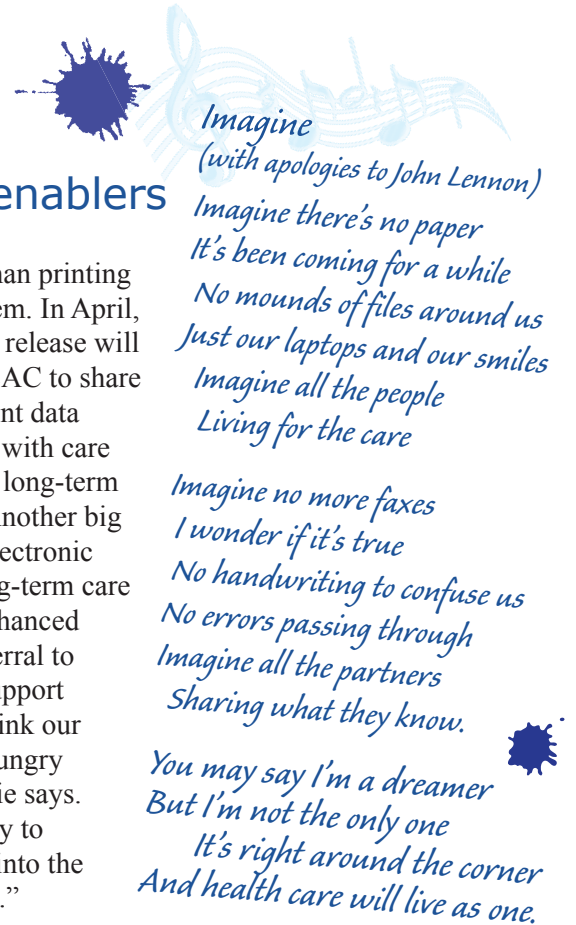
"We make sure that employees get paid correctly and on time, so it's not something they have to worry about," says Ron Hoogkamp, Manager of Finance and Payroll. "We make it as easy as possible, so they can focus on providing great care."

Hoogkamp and his team of Wendy McLean, Cynthia Fodor, Candy Mitchell and Dwayne Weaver are responsible for

preparing bi-weekly pay for nearly 800 employees of the South West CCAC and the Thames Valley Family Health Team.

"No two days are ever the same," says Hoogkamp. "It's 'go, go, go,' deadline-oriented work — high pressure but very exciting." McLean relishes the variety and breadth of her work. "We deal with different situations all the time, and get to meet lots of people," she says. "And we're problem solvers – we help people."

Although the payroll system is largely automated, the team does a lot of validating, checking and reconciling to ensure that everything comes out right. Of course, mistakes can happen. McLean encourages anyone with a question or concern about their pay to use the designated email account or call. "We're a very service-oriented department," says Hoogkamp, "and we're always trying to make service better."



Occupational HEALTH AND SAFETY

Learning to be Resilient

The CCAC is committed to supporting the wellness of our employees. We offer workshops on a variety of topics throughout the year. You can also find a wealth of information at www.fseap.ca, as part of the Healthy Living Program resources.

Family Services Employee Assistance Program is providing workshops titled "Bouncing Back: Strategies for Building Resilience" at locations across the South West CCAC. See the Events Calendar for the dates and times. If you can't make the workshops, here are some resiliency strategies that you can apply at work and beyond:

- 1) **Acknowledge feelings** – Get the inside out!
- 2) **Accept what you can't change** – You are in control of your own thoughts: make your thoughts and actions goal-directed. Commit to the change. Stay in the present.
- 3) **Change what you can, choose to adapt** – Maintain flexibility in dealing with situations. Think of another option that is positive, hopeful and creates meaning for you. Choose a response that fits with your values.
- 4) **Embrace the positive** – Choose to look at the bright side.
- 5) **Use mindfulness to check in with yourself** – If you're being reactive and negative, calm yourself and give yourself time to reflect on the situation. Seek clarification, ask questions to better understand changes and then engage in acceptance. Become part of the process.

We are by nature resilient, far more than we may realize. You can use these strategies to build self-awareness and boost your "bounce back" ability.



Happy Retirement

Seaforth Care Coordinator, Sharon McClenaghan enjoyed a retirement dinner with her colleagues at the Docks restaurant in Bayfield on March 6th to help celebrate her retirement after 13 years with the CCAC. Best wishes Sharon...

2013 Years of Service Recipients

In the Spring we'll celebrate our Service Awards and CDC Awards of Distinction. We honour these individuals for their many years of delivering compassionate and skilled care in our communities.

30 YEARS	Perth	Connie Vandersleen
25 YEARS	Grey Huron London	Catharina Harrison Donna Harris Carol Barr, Dale Breault, Nancy Johnson, Lorraine McVeigh
20 YEARS	Bruce Elgin Grey Huron London	Patti Boron Donna Laur Denise Simpson Merrilyn McBurney Mary Haynes
15 YEARS	Bruce London	Karen Nunn Mary Fonger, Susan McLean, Janine Smith, Deborah Wilson
10 YEARS	Bruce Elgin Grey London Oxford Perth	Lisa Mackie, Jo-anne Prime June Barbara Muxfeldt, Denise Squires Nancy McCartney, Sally McGill, Darlene Turner Sujata Coyle, Ellen Hanna, Lorna Kroh, Michelle McKellar, Denise Wasko Tina Calic, Arlene Clemence Nancy Brubacher
5 YEARS	Bruce Grey Huron London Oxford Perth	Michelle Fortney, Victoria Gingrich, Tanya St. Onge Janice Fisher, Bernadette Robertson, Rachel Thomson Lisa Blake, Sandra DeCorte, Amy Peeters, Sharon Wolfe Kelly Babirad, Gert Crighton, Angelo D'Alessandro, Diane Edmunds, Andrea Fagan, Jennifer Fazakerley, Hilary Franklin, Shirley Grant, Colin Gray, Eileen Hagan-Wolfe, Justin Henry, Kristie Jenner, Blake Kennedy, Suzana Krstic, Rachel Labonte, Andrew Larson, Linda Luckas, Charito Lumpun-Rabi, Joanna Makinson, Lukasz Maslanka, Terry McKerral, Jim McNair, Gordon Michael Milak, Heather Misener, Candy Mitchell, Ali Nasser, Sheila Margaret Nother, Sini Raulic, Jenny Saucier, Shelly-Lyne Servos, Karrie Southwell, Kristen Vanderhoeven, Dwayne Weaver, Robyn Wright, Cheryl Becker, Terri Carter, Pamela Roberts Leanne Baird, Leah Fink, Diane Simas

The big move

During the week prior to the move to the new Owen Sound office the Walkerton team welcomed their Owen Sound colleagues – with open arms, lots of yummy treats, a pizza luncheon and of course... office Olympics!

Each mid-day there was an Olympic event scheduled with lots of fanfare! The contest was a tie between winners Royce Mahood and Nancy McKague.

It was a great week working together and having the opportunity to do some team building as well as knowledge and information sharing.

From the Walkerton team we would like to send congratulations to our Owen Sound teammates on the move to their beautiful new office.



Left for right, front: Sally McGill, CC and Shirley McDougall, CSA; Back: Diane Becker, CC; Royce Mahood, CC; Bernadette Robertson, CSA; Nancy McKague, CSA; Alison Blackwell, CSA; Elizabeth Di Saverio, CSA; Darlene Thomson, CSA; Serena Russwurm, CSA; Lori McKinnon, CSA; Cindy Weber, CSA and Susan Pfeffer, CSA



Moving on

Lynda Neil, CCC for the West Elgin area is moving to the London office to join the Complex Team as of March 18, 2013. Lynda would like to thank all the staff in the St. Thomas office for the farewell luncheon. She will be missed. We wish her well in her new position.

Left to right: Lynda is enjoying a chat with Godlief Devaere, CCC.