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STAFF BULLETIN
January 2014

Team approach to care enables Londoner to celebrate milestone in her own home

For Jean Grove, December 1 marked a very special occasion. It started like any other day; she got up in the apartment she shares with her son Ron, got dressed with the help of her personal support worker Crescent Donaldson and ate a nice breakfast. But later that day, Jean's family began arriving at her London residence. They came from near and far because on December 1, Jean Grove turned 100 years old.

"It doesn't feel any different at all, really," said the modest centenarian about the rare milestone. "I'm just happy to be celebrating it at home."

South West CCAC Care Coordinator Hilary Franklin has been partnering with Jean and Ron for six years. She says it's the team approach to care that has enabled Jean to remain at home with such great success. "We've co-created a service plan together and it's working great," she said. "Jean is doing really well at home."

Under the co-created plan, Jean receives daily support from a Personal Support Worker for things like dressing and



Jean Grove, above, with her birthday card from the Queen, and at left with her son Ron, Care Coordinator Hilary Franklin and Personal Support Worker Crescent Donaldson



bathing. She says it's a big help, and appreciates getting to know the workers. "They're very good," she said. "I see Crescent the most."

The help frees Ron up to handle other tasks like getting groceries, cooking meals and doing laundry. While he's happy to do whatever is necessary for his mother, he's also grateful for the additional support.

"It relieves a lot of work for me and helps give me a bit of a break," he said. "I can't say enough about the CCAC. It's a great organization and I've recommended it to a couple friends in similar situations."

Jean's care plan is reviewed regularly. In the past it included other elements, including occupational therapy support after Jean suffered a fall. "We review things together and adjust when necessary," said Hilary. "Putting the right supports in place at the right time is what we do. It's paramount to success."

There's no denying Jean's success. In celebration of her 100th birthday, she received congratulatory notes from local MPPs, the Governor General of Canada, Prime Minister Stephen Harper and even the Queen. She hand wrote thank you notes to each sender. "They probably weren't expecting it, but that's the way I like to do things," she said.

And to what does she attribute her remarkable longevity?

"I don't smoke and I haven't had a drink for quite some time," she said. "There's no secret, it's just clean living."

In the next two decades in Ontario

THE NUMBER OF
CENTENARIANS
WILL TRIPLE





A Message from Sandra Coleman, CEO South West CCAC

Rising to the challenge

It's a phrase I used in August while we dealt with funding and delivery model changes to physiotherapy, and a mere five months later it seems only too appropriate to use it again. What an incredibly busy couple of months! On top of our regular December and January workloads we have once again had to tackle a variety of additional challenges – striking personal support workers, severe weather, flooding at a long-term care home, the potential sale and then closure of a community retirement home – and much of it during the holiday season.

But in every instance, those involved in this added work showed tremendous professionalism and selflessness, and did whatever was necessary to protect and care for our patients. I want to take this opportunity to once again express my enormous gratitude to all of you for your unwavering dedication. When things got tough, you rose to the challenge.

During the SEIU strike, our Care Coordinators worked daily with Red Cross Care Partners to help ensure all patients who needed a visit got one; management and staff at the local CCAC offices planned for and dealt with picketers and disruptions in order to continue with business as usual;

Corporate Services acted quickly to set up an information hotline for patients; and numerous staff members, management and senior leaders participated in planning teleconferences with our partners (often several per day) to help us navigate an ever-evolving situation. My special thanks to Kris Bannerman and Jane Clement-Spurr who handled new referrals to Red Cross Care Partners and worked with all of our provider partners to ensure those patients received care.

Mere days after the strike ended, much of the South West region was hit with ice storms and plunged into -40 degree weather, with some homes left for days without power. Yet the devoted staff and management at all of our offices braved the snow and cold to continue providing high-quality care to our patients, on time and on schedule.

In early January, when flooding from a burst pipe forced more than 30 elderly residents from their long-term care home in Tillsonburg at 3 a.m., our staff immediately jumped into action to help coordinate alternative places for residents to stay. Incredibly, all displaced residents had new temporary homes by breakfast.

And finally, as the complex process of a change in ownership took place at an Aylmer retirement home, our amazing staff worked tirelessly to pull partners together and provide additional supports to the home's residents that enabled them to stay there safely as long as possible. When the home recently closed, we continued our support, and helped residents transition to other locations.

It is amazing work. It is inspiring work. You have set the bar incredibly high, and I thank you for that. It is truly an honour to lead such a caring, dedicated group of people. Thank you all!

Human Resources and Organizational Development

* This is the third in a five-part series on the main South West CCAC teams

TEAM NAME Human Resources and Organizational Development (HROD)

TEAM LEADER Jacqueline Mockler

MAIN AREAS OF RESPONSIBILITY

Employee Engagement

- Promoting a culture of Client-Driven Care
- Communicating regularly with staff to foster a great place to work while creating and enabling a culture of engagement throughout the organization
- Leveraging organizational strengths and addressing opportunities for improvement by leading employee surveys, following up on results
- Planning, organizing, leading and evaluating HROD strategies and programs to enable staff to better deliver Client-Driven Care

Employee/Labour Relations

- Ensuring effective employee/labour relations that align with the South West CCAC's mission and vision
- Fostering relationships with staff and union partners founded on the values in the compass
- Ensuring the proper organizational framework, compensation and performance management to enable outstanding care for patients

- Ensuring all statutory and labour relations requirements are met

Recruitment

- Attracting exceptional talent to the organization to help achieve current and future organizational needs
- Developing onboarding process to help new staff transition to the organization and achieve success

Workforce Planning

- Applying and deploying resources appropriately and regularly evaluating staff resourcing needs

Health, Safety and Wellness

- Developing leading practices, policies and programs to ensure a healthy, safe workplace with a culture of wellness

STAFF NUMBER 16 – 1 Senior Leader, 2 Regional Managers of HROD, 1 HR Manager, 3 Managers of Education and Training, 3 HR Coordinators, 2 HR Assistants, 3 Schedulers and 1 Executive Assistant.

INTERESTING FACTS HROD completed 93 new hires in 2013 and 238 internal postings for 2012-13. The resignation turnover rate in 2012-13 for full-time staff was less than 3 per cent. 568 staff completed the Client-Driven Care refresher.



Jacqueline Mockler

Client-Driven Care recipients announced

The annual Client-Driven Care Awards of Distinction recognize staff nominated by their peers for outstanding commitment to the development of health-promoting relationships and empowered people.

This year's recipients are

Jennifer Morris, Care Coordinator on the Complex Team – Individual Client Services

Jennifer listens to her patients' concerns, offers suggestions and helps families to co-create solutions based on the needs of the individuals. She works closely with CSSAs, drawing on her networking skills to advocate for patient access to community agencies or hospital supports, and shares her knowledge with the team and others to ensure patients receive the best care possible.

Kim Irwin, Health Records Supervisor – Individual Other

Kim connects with her team and cross portfolio colleagues in a timely and efficient customer-focused manner. Excelling in service delivery is essential to Kim and the data and reports required to support this excellence are a critical component she brings to working group tables. She is a true team player, trusted by all.

Bonita Thompson, Client Services Manager - Individual Leadership

Bonita is well known for her compassion and high energy level.

She is always courteous and helpful to others and is highly respected by her peers. Bonita consistently puts the interest of patients first and works with team members and service providers to effectively meet the individual needs of our complex patients.

Sheila Nother, Care Coordinator on the LHSC - UH Team – Individual Citizenship

Sheila is a committed fundraiser for individuals affected by breast cancer and mental health issues through her work with the Canadian Breast Cancer Foundation and with Street Connection. Funds raised are used to support research and to help recipients with basic needs to support their daily living. To date, Sheila has raised \$12,000 for the Canadian Breast Cancer Foundation and approximately \$4,000 for Street Connection.

The Home First Implementation Team

The Implementation Team has inspired outstanding collaboration between the South West CCAC and hospital and community partners with an intentional focus on client-driven care, resulting in hundreds of patients successfully transferring home. The team continually solves unique challenges by bringing new ideas forward, and applies progressive and innovative approaches to improving quality of service, relationships with system partners and health outcomes for patients.

Presentations will take place at our spring staff event. Congratulations to this year's recipients!

Mental Health and Addictions Nurses at work in schools

Nearly one in five Ontario children under the age of 19 experiences a mental, emotional or behavioral disorder. Seventy per cent of mental health problems have their onset during childhood or adolescence. The statistics are startling.

The Mental Health and Addictions Nurses (MHAN), now working in schools across the South West, are helping ensure children with mental health issues get the help they need, as quickly and effectively as possible.

The MHAN program is a partnership between the Ministries of Health and Long-Term Care, Children and Youth, and Education, implemented by Ontario's Community Care Access Centres. In the South West, nurses began working in schools in December 2012 and are now in every school in the region.

The program works in partnership with school boards. Boards determine the criteria for referral and student populations they want nurses to work with, and each board has a Mental Health Lead who works closely with the nurses.

Issues faced by children referred to the program are diverse, said Melody Boyd, manager of the Intensive Home Care Team, which includes the MHANs. "They range from anxiety, emotional disturbance, suicidal ideation and depression, to family dynamics and abuse, mood disorders, and addiction," she said.

The nurses are trained to approach each situation holistically. "They know about medications and side effects, and are trained in therapeutic interventions such as cognitive behavioural therapy, grief counselling, suicide prevention and crisis intervention," said Boyd.

Recently, a nurse helped a student with an anxiety disorder by having the student record his thoughts for a period of time. The nurse then challenged the negative thought patterns, helping the student to achieve improved feelings of well-being and, ultimately, better success at school.

Nurses also help educate students and educators about mental health promotion and resiliency building skills, and meet regularly to work in partnership with mental health providers in the surrounding community.

Initial response to the program from school partners has been very positive, with many reporting that students were more stable and practicing coping strategies more effectively, said Boyd.

"And most importantly, this team's work makes it possible for these students to stay in school."



Occupational HEALTH AND SAFETY

Slips, Trips and Falls

Slips, trips and falls are some of the leading causes of lost-time injuries at work in Ontario. According to the Workplace Safety and Insurance Board (WSIB), 80 workers are injured every day because of a fall. The number of slip, trip and fall related incidents increases during winter months, but with the right approach, these can be minimized.

To prevent a slip, trip or fall it's important to recognize, control and report hazards. Common hazards include, slippery surfaces, seasonal hazards such as rain, snow or ice, spills, changes in walkway surfaces, unsecured mats, poor lighting, clutter in walkways, exposed cords, unsuitable footwear and not paying attention. Controlling these hazards can be as simple as wiping up spills, straightening wrinkled mats, removing clutter, tucking away cords and changing your footwear. Other controls include monitoring weather conditions and taking extra precautions when there is ice, snow and rain, being cautious when walkways change and constantly being aware of your environment.

One of the most important things you can do is to report any slips, trips or falls no matter where they occur in the workplace. If an employee slips, trips or falls in the workplace and no one sees it do you still have to report it? Yes! It's very important to report all incidents. It allows hazards to be identified, controlled or eliminated. Health and safety in the workplace is everyone's responsibility and recognizing, controlling and reporting hazards ensures we are all safe.



SNAPS

Recognizing what we all do so well.

Kristin Bishop, CC at LHSC's Victoria Hospital has come up with a way for her team members to recognize each other's hard work: write down a quick compliment and toss it in a dedicated coffee cup. She calls them SNAPS. Each Friday, Bishop compiles the SNAPS and emails them to the team. Examples:

- S** Stacey makes the juggling act look easy.
- S** Preet, you're amazing lil' mama. We don't know where you get the energy!
- S** Cathy, so glad you are here to help out.
- S** Eileen! Would be chaos without you.
- S** Catharine, will you be my CC? You're great.
- S** Dale. Welcome! So Lucky to have your energy here!
- S** Val, your hard work is so very appreciated.



Meet the Board Tim Cronsberry

We want staff to get to know our Board members better. Each month in 2014 we will ask one member to provide answers to three questions of his or her choosing, and will run the answers in the staff bulletin. Questions include topics such as personal interests, motivators and sources of inspiration.

This month's featured Board member is Tim Cronsberry. Tim has spent his career gaining experience in a number of health-care settings and organizations. He joined the Board of Directors in the summer of 2013.

What inspired you to become a Board Member of the CCAC?

When I joined the Board it felt like I was coming home in a way. I had been a Care Coordinator early in my nursing career. Not having been involved in care in the home in many years, I was really excited about the opportunity to contribute again to ensuring the best possible experience for patients. Knowing how incredibly hard CCAC staff work to keep patients safe in their home, I felt very honoured to be chosen to be on the Board and a part of the larger team that makes excellent care in the home possible.

What do you like to do for fun?

I love the outdoors and cherish the time I get to spend in my canoe (that's not nearly enough time unfortunately). The quiet of a lake or river is very relaxing to me, and when I can't get there, walking with my family will do the trick.

What do you enjoy most about your role with CCAC, and how does this fit with your own interests and skills?

I enjoy being constantly impressed with the degree of help and support we provide. I truly believe the CCAC is the jewel of the Ontario health-care system! Being on the Board allows me to bring my experience in health promotion and protection, including infection prevention and control, to the discussion about how to make the CCAC better for everyone. My Board work also helps my work at Public Health Ontario. The focus on quality and safety at the CCAC is teaching me more about how I can contribute to the part of the health-care system where I do my paid work. I hope I can contribute as much as I am getting from the experience of being part of the South West CCAC.

Typhoon Relief South West CACC staff and management rallied around their co-worker and friend Charito Lumpan-Rabi when her family members were among the millions of people affected by Typhoon Haiyan, which hit the Philippines November 8. A total of \$1,130 was raised through staff collections and donations from management. Matching government programs doubled that total to \$2,260, which was donated to UNICEF to help children in the affected region. A bake sale organized by Ria Urbi and Catherine Statton from the cSWO project also raised an additional \$400.

From Charito:

A special thanks to the team for their generosity, Kris Bannerman for organizing the donation, the management for their support, Ria Urbi for holding her bake sale and Sandra Coleman for giving honour to the Filipinos by speaking Tagalog at the December all-staff meeting. This was something very special. Below is a typical response from a Filipino when kindness is shared:

Salamat po sa inyo

(Thank you with respect to you)

Ang kabu-tihan mo ay utang nang puso ko

(Your kindness is a debt of my heart)

Ang dasal ko sa Pang-i-noon ay kapaya-paan

at kaliga-yahan mo (My prayers are with

God for your peace and happiness)

My sincere thanks to all!



A fond farewell

The Owen Sound Social Committee held a potluck lunch for departing CSM Michelle Scime-Summers (left in photo) on January 10, her last day of work. CSA Cindy Weber (right) presented a card to say goodbye and give her our best wishes.



Look Mommy, I'm waving!

Christy Lewylle, Clinical Team CSA at the London office, dad Greg and big sister Rebecca would like to introduce **Hannah Jo-Anne**, born on October 23, 2013.



Fundraising

Staff at the London office collected money to support our Annual Christmas Food Drive. Almost \$900 worth of canned items were purchased. Many participants



Who's having a Super Bowl Party?

St. Thomas Social Club members got together for their Christmas dinner at 'The Top of the Fair' Western Fair on December 20. A good time was had by all and especially for Denise Squires, CSA at the St. Thomas Elgin General Hospital who walked away with the top prize of a 32" TV in the elimination draw.