



Bill Innes,
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Welcome to **PARTNERS**

Progress through Partnerships is one of 4 key Strategic Directions at NSM CCAC. We describe this direction as: "Collaborating with health and community partners, in concert with the Local Health Integration Network, to optimize clients' health, well-being and autonomy."

In this issue of Partners, you will read many examples of where different organizations and initiatives have been or plan to be successful through a partnership arrangement.

Long gone is the time where we can afford to operate in individual silos if we are to truly make a difference for those we serve. We are all connected and each of us and our respective organizations can do better if we work as a team, focused on creating client/patient/resident systems and services.

It is only through strong relationships built on trust and a willingness to both lead and follow that our health system will be sustainable and operating at high quality. To our many partners, thank you!

Inside this issue:

Behavioural Support Systems Project	1
Health Care Connect Update	2
Volunteer Opportunities Resulting from Home's Partnership	2
Opening of the Hospice House	3
Partnership Leads to Successful Launch of Hospice House	4
& much more.....	

Behavioural Support Systems Project

It is widely recognized that we have the responsibility as a system to improve our capacity to meet the needs of Ontarians with behaviours associated with complex and challenging mental health, dementia or other neurological conditions living in Long-Term Care Homes or in independent living settings. These behaviours have far reaching effects on individuals and organizations in all aspects of the health care system.

We need to do this to create environments where residents can be cared for appropriately and with dignity and respect. These environments must also be in place where staff can feel safe as they work to the best of their ability to deliver quality care. As we improve in these areas there will also be benefits for the system as a whole through reduced waits for appropriate long-term care beds, a reduction in unnecessary hospital visits and decreased ALC days in acute care.

On January 14, 2010, Kenneth Deane, Deputy Ministry, Ministry of Health and Long-Term Care and Bernie Blais, Chief Executive Office, North Simcoe Muskoka Local Health Integration Network announced the start of an important initiative called the Behavioural Support Systems (BSS) project which will be lead by the North Simcoe Muskoka LHIN in partnership with the Alzheimer Knowledge Exchange and supported by the Ontario Health Quality Council. To read more on this announcement, visit the North Simcoe Muskoka LHIN website at www.nsmhlin.on.ca, under the Health Service Providers tab.

Health Care Connect Update

As many of you are aware, the Ministry of Health and Long-Term Care launched Health Care Connect in February 2009, the province wide program designed to help people without a regular family physician or nurse practitioner find one in their community.

In the first ten months of operation, over 37,000 patients have registered for the program. Over 18,000 patients have been matched to a provider thus far. The provincial average match rate is approximately 49%. Close to 80% of complex-vulnerable patients have been matched, demonstrating that the program is performing as designed.

For more information on the Health Care Connect Program, visit www.ontario.ca/healthcareconnect.

Volunteering Opportunities Resulting from Home's Partnership

A partnership between a Barrie Long-Term Care Home and a local community-service agency is resulting in residents engaging with more people in the community while providing enriching volunteer opportunities.

For the past four and a half years, Roberta Place and Simcoe Community Services, an organization advocating on behalf of people who have disabilities, have had a partnership that sees people connected with the agency visit the home to spend time with people, as well as setting tables, folding towels, assisting in the home's hair salon and working in the home's garden.

About 17 people who receive supports from Simcoe Community Services visit Roberta Place two to three times every week to volunteer their time.

Sheila MacDonald, the co-ordinator of volunteer services at the Jarlette Health Services-owned Long-Term Care Home, says everyone is benefitting from this partnership.

"These fabulous volunteers have become more like family and we rely on their help for so many activities that we just can't imagine life without them," says MacDonald. "The benefit to the residents has been that they get to see new people every day."

MacDonald says people from Simcoe Community Services were a major help establishing the home's garden this past summer. This has proven to be a great success because residents now have fresh-from-the-garden vegetables with their meals during the season.

The partnership consists of more than just people from Simcoe Community Services helping out around the home and spending time chatting with residents. There is also a component of fun to the partnership through a monthly games program, MacDonald notes.

"(This program) allows lots of fun and interaction with the residents—sometimes we use the Wii system or bowling, bingo or board games—whatever intrigues the group at that time," she says.

Opening of Hospice House

Opened in December 2009 as the first of its kind in the North Simcoe Muskoka LHIN, Hospice House is a ten-bed residential centre that operates 24 hours a day. Staffed by a professional palliative care team from Saint Elizabeth Health Care and many trained volunteers, the residential hospice provides care to individuals and their families in a home-like caring environment.

"It's not just about how you want to die," says Saint Elizabeth Health Care palliative nurse Mona Desroches, "It's about how you want to live until death comes."

Faith Orlando, Hospice Simcoe's Resource Development Manager, is passionate about the environment the Hospice provides. "It's about comfort, choice, dignity and care. This whole place has been built by neighbours for neighbours, and it's meant to feel like a home away from home", she says.

In the first year, Hospice House will serve 130 Simcoe County residents, and 650 of their family members, at no cost to them.

"Our vision is to honour the human face of health care," said Jennifer Berry, Regional Director of the Saint Elizabeth Health Care Service Delivery Centre. "Palliative care is deep within our hearts and our efforts are focused on helping patients manage their pain and anxiety. We know palliative care at home is exhausting for families, and this is a wonderful alternative for them. It just feels good in this facility."

Partnership Leads to Successful Launch of Hospice House

Partner has several definitions in the Webster's Dictionary and at first glance, one associated with another especially in an action, would seemingly define the partnership between CCAC and Hospice Simcoe as the two organizations came together to open Hospice House for December 2009.

There was a plan of action quickly put into place and professionals from CCAC lent their expertise from technological support to the fire safety plan, and everything else in between that it takes to safely open a new 10-bed-residential Hospice. The list was long, the hours were longer but the time line could not be stretched.

There was a goal set that had to be reached. Hospice House had to open; it was time to offer this incredible service to the Simcoe County Community. And the goal was attained. On December 3, 2009, the doors opened and Hospice House accepted the first resident into a safe, inclusive, warm environment. In the first four weeks of being open, 15 residents and their families are sharing the last moments of life at 336 Penetanguishene Road, Barrie.

Simcoe County will never again open the first residential hospice; Hospice House is now a part of the palliative care landscape. The partnership between CCAC and Hospice Simcoe strengthened through this historic time. After this four month marathon we understand this new relationship differently. It is best said as the fourth definition in Websters...one of the heavy timbers that strengthen a ship's deck to support a mast—usually used in plural. To the team at CCAC, on behalf of the Board of Directors, Staff Team, Volunteers and Residents of Simcoe we offer our gratitude for your unlimited dedication and expertise as Hospice Simcoe opened Hospice House.

To Bill Innes, CEO, NSM CCAC, Michele Pauze, Interim Executive Director, Cindy Brunelle, Interim Manager Residential Care, Allison Bayer, Financial Analyst, Tanya French- Office Services Coordinator, Lee Miller Director, IT Services, thank you, each of you. Your actions are living proof that through a commitment to affect change, you truly can strengthen a community.

Article submitted by: Faith Orlando, Manager Resource Development, on behalf of the Hospice Staff Team and Board of Directors.

First Link™ Connects you to Community When it Counts

First Link™ continues to build strong ties with community partners while connecting clients to resources as early as possible. As a direct result of these partnerships, referrals to the First Link™ program continue to grow.

In response to the influx of referrals to the First Link™ program, the Alzheimer Societies of Greater Simcoe County, Muskoka and North East Simcoe County launched a number of First Link™ Learning Series in this region during the fall. The Learning Series was a tremendous success and participant feedback was heartwarming.

The five courses in the First Link™ Learning Series are progressive. Each course builds upon the other to provide participants with a comprehensive overview of dementia, coping strategies, resources and support systems. These sessions are offered in a comfortable and relaxed environment with the intention of providing the participants an opportunity to learn and share with others who are affected by dementia.

The first learning series *First Steps for People with Dementia and Caregivers* is a four session series which helps individuals newly diagnosed with dementia and their caregivers understand their diagnosis and the changes they experience. The series offers participants an opportunity to share and connect with others embarking on a similar journey.

All three Alzheimer Society Chapters hosted the *First Steps for People with Dementia and Caregivers* in this region. The comments and feedback from both Persons with Dementia and their Caregivers was encouraging and validates the importance of the early referral to the First Link™ program in order to access support and education as early as possible through their journey with dementia.

To learn more about the next available First link™ Learning Series in your community contact the Alzheimer Society of Greater Simcoe County at 705-722-1066, Alzheimer Society of Muskoka at 705-645-5621 and the Alzheimer Society of North East Simcoe County (Orillia) 705-329-9090.

We Want to Hear From You

This newsletter is designed to share, inform, and inspire its' readers about initiatives and partnerships within the North Simcoe Muskoka area.

If you have information you would like us to incorporate in Partners, please feel free to forward it to North Simcoe Muskoka CCAC's Communications Advisor, Jamie Irving at Jamie.Irving@nsm.ccac-ont.ca or call her at 705-726-0039 Ext. 2210.



My Guide for Living with Dementia

The North Simcoe Muskoka Dementia Network (which includes committed membership from the North Simcoe Muskoka Community Care Access Centre) is pleased to announce the recent printing of its online resource for persons and families living with dementia.

My Guide for Living with Dementia is a communication, information and care planning tool that can enhance communication for the person with dementia and their partners in care and provide tips for planning for the future.

My Guide for Living with Dementia is available for download (free of charge) at www.dementianetworksc.org/myguide.

With the financial support of Casino Rama's Wellness Fund, full-colour hard copies of the Guide will soon be available for sale. Watch for order information soon to be released by the North Simcoe Muskoka Dementia Network.

Improving Quality of Life Through Standardized Research Based Wound Care

Wound care continues to be a challenging and expensive enterprise both in Ontario and across the country.

The North Simcoe Muskoka Local Health Integration Network (LHIN) is committed to innovation and collaboration that improves health outcomes for its population. Health Outcomes Worldwide (HOW) has partnered with the North Simcoe Muskoka LHIN to assist in providing an efficient, cost-effective and sustainable integrated approach to wound care that will achieve excellence in patient outcomes, as well as considering the best use of the available resources.

The North Simcoe Muskoka LHIN Leadership Council supports the development, implementation and monitoring of standardized wound care protocols based on research and best practice across the North Simcoe Muskoka LHIN.

Health Outcomes Worldwide began work with the North Simcoe Muskoka LHIN and its stakeholders, commencing with a kick off meeting on February 4, 2010, where stakeholders gathered to hear about an evidence-based strategy for wound care management which included both outcome measurement and program evaluation components.

Health Outcomes Worldwide will assist the North Simcoe Muskoka LHIN to gain a deeper awareness of the current health system and whom it serves, as well as a greater understanding of the distribution of wounds in relation to the client population. Sector specific tools may be employed to track key indicators that will demonstrate achievement of patient, system and economic outcomes, all the while increasing the accountability for all stakeholder/partners within the North Simcoe Muskoka LHIN.



In this photo: Corrine McIsaac, President & CEO, Health Outcomes Worldwide (left), Joanne vanRennes, Strategy Project Manager, North Simcoe Muskoka CCAC (right).

Studies point to underuse of appropriate research based knowledge in clinical practice.

- 30%-40% of clients do not receive care according to current evidence
- 20%-25% of care is not needed and may be harmful

The Senior Lead for all aspects of this project is Corrine McIsaac. Corrine will provide senior management and support to all project milestones and deliverables.

Locally, the Wound Care Strategy Project Manager will be Joanne vanRennes. As Project Manager, Joanne will be the link for all stakeholders, ensuring that all phases of the project are achieved, and will be responsible for planning and coordinating all project activities.

Any questions regarding this initiative may be directed to Joanne vanRennes at 705-721-8010 ext 2433.

AODA Customer Service is the Law

Did you notice that customer service improved on January 1, 2010? Probably not, but many people with disabilities know that legislation entitled *Accessibility for Ontarians with Disabilities (AODA)* became law in the province of Ontario in June 2005. The goal of this legislation is to make the province of Ontario fully accessible by 2025. The first area considered was customer service and it became law on January 1, 2010 for Public Sector organizations within Ontario. The objective of the customer service standard is to ensure that all Ontarians receive the same level of customer Service. It should be noted, with pride, that Ontario is the only province within Canada to have dealt with accessibility through legislation.

"Accessible customer service is about learning how to communicate with someone who has a disability and, most importantly, it is about being willing to help."

– Madeleine Meilleur
Minister of Community and Social Services

Those businesses covered under the public sector include all levels of government, educational institutions, hospitals and other medical institutions as well as other related businesses. These businesses will have introduced new policies and procedures into their business environment that clearly and definitely state how they will provide customer service to people with disabilities to ensure that the service levels for both disabled and able Ontarians is the same. Beyond policy wording, those businesses deemed public sector were to develop a procedure for handling complaints relating to accessibility; a policy on service dogs and on allowing support workers to attend their client on their premises; train all staff & volunteers on communicating effectively with people with disabilities as well as on using any assistive technologies they might have for communicating with people with disabilities.

Equitable customer service may not seem like a stretch to many. However, examples of poor

customer service to people with disabilities abound and that must change. The majority of us never have to consider whether or not we can enter a building, whether the server in a restaurant will be comfortable interacting with us or if in fact we would feel comfortable in that environment but for close to 20% of Ontarians who have disabilities, these feelings are real.

Quick Facts

- More than 1.8 million Ontarians have a disability and this number is quickly rising as the population ages.
- By 2017, for the first time, Ontarians aged 65 and over will account for a large share of the population than children aged 0-14.
- Canadians with disabilities spend \$25 billion every year and influence the spending decisions of 12 to 15 million other customers.

Simcoe County Association for the Physically Disabled (S.C.A.P.D.) has a long history of promoting accessibility as it reflects in greater independence and community participation for people with disabilities. We offer AODA overview consulting, and provide customer service training to enable businesses to be compliant and would be pleased to assist any business organization in these areas.

Keep your eyes and ears open – changes to customer services levels that are as significant as this have to be felt, seen, heard and experienced by people with disabilities and all of us should see the difference. If people with disabilities are not satisfied by their treatment at any public sector business, they should file a formal complaint and if you see inequity in service levels, speak up.

For information or to discuss this matter further contact Marion Tizzard at S.C.A.P.D. via 737-3263 x 266 or via email mtizzard@scapd.on.ca

Georgian Bay General Hospital

Georgian Bay General Hospital is the name chosen by a community-wide vote to mark the official integration of the Midland and Penetanguishene partners of the former North Simcoe Hospital Alliance.

The new name became official in December and marked the one-year anniversary of the formal union of the communities' two hospitals.

"To say the last year has been an eventful one in the hospital's history really is an understatement," Mr. Heinrich said. "Just one year ago the new corporation emerged from the integration of two historically significant centres; the first board was named and the new organization was faced with a projected \$1.6 million deficit.

"There are about 1,000 reasons why this hospital was able to meet these challenges and still maintain the high quality of patient care we pride ourselves on – our staff, all 650 of them, our volunteers all 250 of them and our physicians, all 50 of them - are committed to our patients and by extension our community and I think that was very evident throughout the last year," Mr. Heinrich added.

Giving the new hospital a name when it became one was a commitment made by the Ministry of Health and Long-Term Care appointed supervisor Dr. Kevin Smith at the insistence of staff and community members when the integration process was underway.

The process began in August and was facilitated by Greg Neath, President of Regal Giftware Canada and branding expert, the 19-member committee was very inclusive to be representative of the diversity of the communities served by the hospital.