



HOME

Central West CCAC Report to Our Community 2012-2013



Central West
ccac casc
Community
Care Access
Centre
Centre d'accès
aux soins
communautaires
du Centre-Ouest



Ontario
Central West Local Health
Integration Network



Message from the Board Chair and CEO



What makes a place “home” is different for everyone, but it’s rarely the building itself.

In the spring of 2013, we asked local residents what “home” meant to them. What they told us was both simple and profound: “home” is a feeling of independence when you come through the door. It’s what’s familiar. It’s the family, friends, neighbours and pets with whom we share our lives. The responses we received inspired this year’s report and can be found throughout its pages – we hope you enjoy reading the comments as much as we enjoyed capturing them.

As a Community Care Access Centre (CCAC), we are committed to helping people live as fully as possible, for as long as possible, in their homes. We are honoured to be of service when people need care, support and guidance to:

- remain safely at home with the support of health and other care professionals
- leave the hospital and recover at home
- attend school
- transition to long-term care or supportive housing
- find a family doctor or nurse practitioner
- avoid visiting the emergency department, when possible
- find services in their community that support healthy, independent living
- die with dignity, in the setting of their choice

We are humbled to know that we are touching the lives of tens of thousands of people by enabling them to live, and, if they wish, die in the comfort of their own homes, or in the most appropriate setting for their needs.

Wherever in Central West you call home, the Central West CCAC is here to help you stay healthy, independent and safe. Thank you for allowing us to be part of your journey.

Carmine Domanico
Board Chair
Central West CCAC

Cathy Hecimovich
Chief Executive Officer
Central West CCAC

Table of Contents

What Does “Home” Mean to You?_____	4
Heroes in the Home _____	5
Staying Independent at Home: Betty’s Story __	7
Supporting Student Mental Health _____	8
“A Joy and an Inspiration:” Marcus’ Story ____	9
Working with primary care to meet patients’ needs in the home: Elizabeth’s Story _____	11
<i>Home First:</i> Helping People Return Home from the Hospital _____	12
“His Foremost Wish Was to Remain at Home:” Geoffrey & Jean’s Story _____	13
A Commitment to Quality _____	14
Connecting With People at Home _____	15
A New “Home:” Support for Families Considering Long-Term Care Options _____	16
Providing Behavioural Supports for Residents of Long-Term Care Homes _____	17
About the Central West CCAC _____	18
Fiscal Accountability & Statistics _____	19

Our Vision

Outstanding care – every person, every day.

Our Mission

To deliver a seamless experience through the health system for people in our diverse communities, providing equitable access, individualized care coordination and quality health care.

Our Values

Our patients come first. We demonstrate this commitment through active listening, showing compassion, encouraging independence, acting as advocates, and facilitating access to quality care.

Respect is critical to all good relationships. It underscores all our interactions with patients, staff and community partners.

Learning environments are empowering. We explore and adopt new ideas to improve our practice.

Diversity is an asset. It creates a richness of experience and an appreciation of other possibilities.

We are accountable. We strive for consistency, fairness, and optimal outcomes through the wise use of resources and the measurement of results.

Board of Directors



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(to September 10, 2012)



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(to February 5, 2013)



Wanda Yorke,
Board Member

What Does “Home” Mean to You?



The Ledson Family

What does “home” mean to you?

“To me, home means that I can live in a place that I have lived in for a long time. This may mean that I need some help to stay there. I am familiar with this place and its surrounds.”

Barbara Boers

It’s a question most people never ask themselves. But sometimes, a change in health prompts some reflection about what’s most important. More often than not, people tell us that they would prefer to live independently at home for as long as possible. The reasons are as varied as the people themselves: a garden, a pet, a sense of independence, proximity to grandchildren, or something else entirely. Earlier this year, we reached out to our community with a simple question: “What does ‘home’ mean to you?” The responses came via Twitter, in conversations, and over email, and they all helped to shape this report. One respondent even wrote us a poem:

What does “home” mean?

Home is everything to me,

It is where I really want to be,

Where I fit in and can just be me.

My favourite things are always there,

Along with memories that I share.

It’s comfort, peace and all I’ve known

About the place I call my home.

Home is everything to me,

Where I am loved for being me,

Where sisters, brothers, family

Stand together in support of me.

Where daughters, sons and even pets

Provide the means for me to rest.

Where my deepest love will always be,

Home is everything to me.

It is where I really want to be

When Time is slowly creeping away

Home is where I want to stay.

Bonnie Ledson, Caledon
Mother of three, grandmother to eight

Heroes in the Home

Every day, ordinary people go to extraordinary lengths to improve the lives of those limited by age, illness and disability. To pay tribute to these caregivers, in 2012 the Central West CCAC proudly launched its first *Heroes in the Home* Caregiver Recognition Awards.

The program invites residents to nominate outstanding caregivers who, through their efforts, help others remain independent at home. Any volunteer or professional caregiver can be nominated for the award: a family member, friend, care coordinator, nurse, therapist, or other health care worker.

On October 30th, 2012, our 118 local caregiver nominees were honoured with recognition awards at the inaugural *Heroes in the Home* awards ceremony.

“The *Heroes in the Home* program gives us an opportunity to recognize the immeasurable role that caregivers play in helping others stay healthy and safe at home for as long as possible,” said Cathy Hecimovich, Chief Executive Officer.

“Many of our nominees were surprised to be attending our ceremony, as they do not consider themselves to be ‘heroes;’ they see themselves as caring for a loved one or helping people who need assistance. This program allows us to showcase their contributions, which do, in fact, make a tremendous difference.”

Given the program’s overwhelming success, nominations for *Heroes in the Home* will again open in the Fall of 2013.



“The Heroes in the Home program gives us an opportunity to recognize the immeasurable role that caregivers play in helping others stay healthy and safe at home for as long as possible.”



Hear what “home” means to people in our community.



“Ultimately, helping Betty remain at home has been a joint effort of her family, her doctor, the CCAC, in-home care professionals, community services such as Telecheck, and others.”

Betty and Jan

Staying Independent at Home: Betty’s Story

The eldest of five children, Betty Keats is used to being in control of her own destiny. “I’m bossy,” she laughs. “After all, I am the oldest, you know.”

So when the 88 year old began showing signs of memory impairment and confusion, both her family and care team became worried. Telecheck, a LHIN-funded agency that checks in with seniors through regular phone calls, contacted Betty’s CCAC care coordinator, Candace, to share their observations. “I immediately visited Betty at home,” recalls Candace, “and, although I had called to say I was coming, by the time I arrived Betty didn’t remember our call. It was evident that her needs were changing.”

Candace confirmed that Betty had been spending much of her time on the sofa, not getting dressed, and skipping meals and medications. Her daughter and sisters were concerned about Betty being at home, but “Betty was very clear,” says Candace. “She was adamant that home was where she wanted to be. So her care plan was focussed on how we could achieve that without jeopardizing her safety or health.”

With input from Betty, her family, and her doctor, Candace revised Betty’s care plan to meet her evolving

needs. She arranged for Betty’s personal support worker (PSW) to visit twice a day and remind Betty to take her medications, assist her with dressing, bathing, and eating, and encourage her to stand and walk – a challenge made more difficult due to Betty’s significant foot pain. Telecheck began calling twice a day, and Candace arranged for Betty to receive in-home nursing and lab services. Candace also referred Betty to the Alzheimer’s Society and is helping her find transportation so she can return to playing Bridge at her local Seniors Centre.

When asked what staying at home means to her, Betty’s response is immediate. “It gives me independence and I can make decisions for myself,” she says. “I don’t have to depend on someone else to make a decision for me.”

Jan agrees. “I am glad that we were able to start things early enough that mom could still be a part of it. It’s her life I want her to be able to make as many choices as possible until she gets to the point where she can’t,” Jan explains. “At this stage, it gives her an opportunity to say ‘yes’ or ‘no.’” And her mother, the “bossy” eldest of five, wouldn’t have it any other way.



Candace, CCAC care coordinator



Hear Betty’s story.

Supporting Student Mental Health



What does “home” mean to you?

“‘Home’ means having the most important people (my family) close.”

Dorota Azzopardi

In 2012 the Central West CCAC hired five mental health and addictions nurses as part of *Open Minds, Healthy Minds: Ontario’s Comprehensive Mental Health and Addictions Strategy*.

Collaborating closely with school boards, mental health agencies and other key partners, the nurses work directly with students who struggle with mental health and addictions issues, as well as their teachers and families.

“These specialized nurses help students in a number of ways,” says Donna Sherman, nurse leader at the CCAC, “including by educating them about their medications, building ‘safety plans’ for young people contemplating suicide, and teaching coping skills. The nurses also help students transition back to the classroom after a hospital stay. We are here to listen, support, and help.”

The Central West CCAC works directly with the Peel District and Dufferin-Peel Catholic District school boards to help best meet the needs of their students. Here’s what local schools are saying about the program:

“This process has been swift and extremely helpful for these complex cases, both for the students and their families.”

“All students have felt comfortable working with [the nurse], and parents have also found her really helpful.”

“A Joy and an Inspiration:” Marcus’ Story



Marcus Mejia and his twin brother Joshua were born on June 5, 2008. While Joshua was born in good health, Marcus was born without part of his brain due to complications during the pregnancy. Blind, hearing impaired and unable to speak, he faced a variety of complex challenges, including seizures, erratic sleep patterns, and a significant risk of choking.

“When I first met Marcus, I was struck by the complexity of his needs,” says Ruth Kun, his CCAC care coordinator. “To ensure Marcus could breathe properly, he required oxygen and frequent suctioning, was fed through a tube and received chest physiotherapy multiple times a day. I also arranged for a nurse and personal support worker (PSW) to visit Marcus daily, and

for an occupational therapist to determine what specialized equipment he needed to stay safe.”

Through the efforts of his multiple care providers, Marcus’ family focussed on helping him experience the highest possible quality of life. When they began preparing him to attend school, Ruth worked with his school board, hospitals, and ErinoakKids Treatment Centre to ensure he had a hospital bed, appropriate washroom and supportive chair at school, as well as additional equipment to help him avoid further seizures.

Sadly, Marcus passed away on August 25, 2012. At the request of his family and with the support of CCAC services, he was able to spend his final days with his family at home.

“Marcus was a joy and an inspiration to everyone who had the privilege to know him,” Ruth says. “He was greatly loved and is missed very much.”

Marcus with his siblings and grandparents.





What does “home” mean to you?

“Everything. It means the world, really...”

Elizabeth Patriquin

“It’s where you feel comfortable.”

Denise Eves, Elizabeth’s granddaughter

Working with primary care to meet patients’ needs in the home: Elizabeth’s Story



Michelle Warnock,
CCAC care coordinator

“In-home and community care is a huge value to both patients and their doctors,” says primary care physician Dr. Susan Hayward. “People are most comfortable and most happy in their homes; if you take that away, oftentimes their health degenerates. If we can keep people in their homes surrounded by their family and loved ones, they do much better.”

That’s certainly been the case with Elizabeth Patriquin, an 85 year-old patient of Dr. Hayward and CCAC Care Coordinator Michelle Warnock. As a care coordinator working with the Queens Square Family Health Team, Michelle meets with Dr. Hayward every six weeks to review their shared patients, including Elizabeth. Through their focussed collaboration, the two are ensuring that Elizabeth is able to remain in the home she shares with her granddaughter and their beloved dogs, despite her complex health conditions.

“I first met Elizabeth when she was discharged from the hospital following a heart attack,” notes Michelle. “She was quite ill, but also eager to return home. To help her meet that goal, I assessed her needs and developed a care plan that included in-home nursing, personal support, physiotherapy and occupational therapy. Despite the fact that she was on oxygen when I met her,

she did so well that she eventually no longer needed CCAC support.”

Two years later, Elizabeth returned to the hospital with further health issues – and Michelle was again there to support her transition home. She also continued to work closely with Dr. Hayward, who describes the CCAC as her “eyes on the ground,” gathering valuable information about how patients are coping once they leave her office.

“Since Michele and the CCAC have been involved,” Dr. Hayward says, “I think Elizabeth’s health has been more stable ... there is someone going in and checking in on her and letting me know about it before it becomes a crisis, so that I can do something [for Elizabeth] as an outpatient and follow her, as opposed to her having to go to the emergency department.”

Elizabeth’s granddaughter, Denise, is grateful for the support. “I can’t say enough thanks to everyone who has been a part of this: Dr. Hayward, Michelle, everyone ... every time I have called with an issue or didn’t understand something that was going on, they have always been there and assured me that everything was going to be okay. I can’t say ‘thanks’ enough to them.”



Learn how the CCAC and primary care providers partner for patients.

Home First: Helping People Return Home from the Hospital

If given the choice, most people prefer to receive care, recover from an illness and manage their health from the comfort of their own homes. It's an understandable desire – and the reason the Central West CCAC has adopted a *Home First* philosophy of care.

"*Home First* is all about helping people return home from the hospital whenever possible. From the day someone arrives in the hospital, CCAC and hospital staff will work them and their family to begin planning for a safe return home once hospital care is no longer required," says Karyn Lumsden, vice president of client services, Central West CCAC. "Many people recover much more quickly, comfortably and effectively at home than they would from a hospital bed."

Recovering at home also has other benefits: it helps decrease the risk of developing an infection or losing strength while in the hospital, and it allows people to make decisions about their future care in a comfortable, familiar environment. Once home, patients and their families continue to be supported by a CCAC care coordinator, who can suggest the best possible combination of in-home and community care to help keep them at home indefinitely.

As an added benefit, "one in five people who thought they would need long-term care after leaving the hospital have surprised themselves by remaining at home an additional year or longer," Karyn says. "We are passionate about helping people go home first."



What does "home" mean to you?

"Home means INDEPENDENT living. I am used to my surrounds, my wife, garden, pet cat, meals, neighbours... I come and go as I want. With the help of Central West CCAC I am still able to do this. And this keeps me out of the hospital."

Donald Campbell

"His Foremost Wish Was to Remain at Home:" Geoffrey & Jean's Story

A family man, businessman, traveller, volunteer, and sports enthusiast, Geoffrey Benson was facing a life-threatening illness when he was referred to the Central West CCAC in 2012. Following his death, Geoffrey's widow, Jean, wrote a letter to the Central West Local Health Integration Network (LHIN) about her experience with the CCAC and its partners. Following is some of Jean's message:



I write, rather belatedly, to congratulate your organization, particularly the Central West CCAC, on the wonderful palliative care given to my husband, Geoffrey Benson. His foremost wish was that he remain at home throughout his illness. I, for my part, wanted to be able to give him all the care he needed so that he could remain comfortably in his own home.

I could never have done this on my own. Both of us were amazed and gratified that our tax dollars made available all the services Geoff needed through the Central West CCAC.

Our thoughtful occupational therapist made available a wheelchair for walks outside ... a pole was provided in the bathroom while he could still shower and a commode, walker, and finally a hospital bed were promptly provided as soon as the need arose, and also a special mattress to guard against bed sores.

The Bayshore nurses who came more frequently as the need arose – daily in the last few weeks – were so dependable and compassionate, recognizing needs that would make Geoff more comfortable. Also, they dealt sensitively with his questions about his condition. They gave me clear directions for

his day-to-day care between visits, helping me so that I could give medication between visits as necessary. All the nurses were of a high calibre ... when the end finally came, peacefully in his sleep I am thankful to say, Yasmin was a wonderful support for me. She was the compassionate presence I needed when I realized that my dearest husband of almost 60 years had finally reached the end of his journey with me.

I also want to acknowledge the invaluable help given by the personal support workers of Closing the Gap, HLO Health Services. These compassionate people lightened my load as a 24/7 caregiver enormously. They daily bathed and cared for Geoff's comfort and did whatever light household chores they noticed I needed as well as giving me some relief by sitting with Geoff ...

Before Geoff was diagnosed with cancer, we had no idea that the organizations I have mentioned existed. Their services were invaluable to us and deserve our sincere thanks.

Sincerely,
Jean Benson



Listen to Geoffrey and Jean's journey.

A Commitment to Quality

Honouring the Voices of Patients and Caregivers

Our patients and their caregivers regularly share feedback with us in multiple ways, including through home visits, focus groups, and formal surveys.

Between April and December 2012, 1,254 people who received care through the Central West CCAC were surveyed about their experiences with our organization. While the results were encouraging (nine out of ten surveyed had a positive experience), our vision of *outstanding care – every person, every day* compels us to do even better. In 2012, we also began reaching out through interactive *telephone town halls*, in which we invited questions and feedback from thousands of members of our community.

Patient feedback helps us continuously improve the care we provide – and we will continue to solicit, at every opportunity, the thoughts and opinions that matter the most: yours.



Central West Receives Perfect Score in Quality Review

In November 2012, the Central West CCAC achieved Accreditation with Exemplary Standing, the highest distinction awarded by Accreditation Canada. The designation was received following a rigorous on-site review of all operations, during which the CCAC met 100% of 363 standards pertaining to all aspects of health care. The independent external review also included feedback from patients, community partners, service providers and community organizations.

"We are relentlessly committed to providing safe, effective, high-quality care," says Cathy Hecimovich, Chief Executive Officer, Central West CCAC. "That's why we chose to pursue accreditation. We are proud to have built a culture of excellence that truly benefits patients, and to see that reflected in our results is gratifying."

"We are committed, with our service providers, to strengthening quality in home care. This work, Contract Management Excellence, is informed by the voices of almost 4,000 patients and caregivers."

Connecting With People at Home



Reliable Health Care Information from the Comfort of Home

In the fall of 2012, the Central West CCAC launched www.CentralWestHealthline.ca, an innovative new website that brings accurate, up-to-date information about health services to the fingertips of residents and care providers across the Central West region.

With 1,500 records of health care resources, organizations and programs serving residents of Brampton, Caledon, Malton, Etobicoke, and Dufferin County, the site has become a popular resource in our community. Almost 8,000 people visited www.CentralWestHealthline.ca between September 2012 and March 2013, viewing over 58,000 pages of information.

Behind the scenes, two dedicated staff members ensure that the site's information remains accurate and reliable. "Our goal is to empower people by providing information that is accessible to anyone, anywhere, at any time," says Maria Giergont, CCAC information and referral specialist. Her colleague, Yolanda Vaz, agrees. "We often hear how much the CCAC has helped, particularly when people need services but don't know where to start," Yolanda notes. "It's an honour to serve our community in this manner."



Connecting People With Care

"I am so glad to finally have a family doctor. It's such a relief."

That's a sentiment CCAC care connectors hear often as they link people needing primary care with family doctors and nurse practitioners in their community. "I loved that my care connector was a nurse, and that she was so understanding," said a recently-connected resident. "She really cared, and I trusted her right away. The service she provided was amazing."

Since Ontario launched *Health Care Connect* in 2009, the Central West CCAC has connected almost 9,400 local people with family doctors and nurse practitioners. To access *Health Care Connect*, simply call 1-800-445-1822 or visit www.ontario.ca/healthcareconnect.

CentralWesthealthline.ca

A New “Home:” Support for Families Considering Long-Term Care Options

What does “home” mean to you?

“Home is 530 square feet of heaven.”

Sharon Reid



When independent living is no longer possible, CCACs can help people transition to a new kind of “home” – a long-term care facility offering the required services and supports, including 24/7 nursing care.

“We are here to help families navigate their health care options,” says Cathy Hecimovich, CEO, Central West CCAC. “When those options include long-term care, we help people understand which homes may best meet their needs and help keep them safe while they prepare to transition to their new home.”

Choosing a long-term care home, however, can be an overwhelming process. There are many factors to consider, including an individual’s care requirements, needs, and personal preferences, as well as the physical location of the home. To give families one more piece of information to assist in the decision-making process, in October 2012 the Central West CCAC began publishing wait times for the 23 long-term care homes located in our community. The data is updated monthly and published online at www.cw.ccac-ont.ca.

“Ultimately, our role is to help people decide which options may best meet their individual circumstances, and wait times are only one factor. Wait list information is intended to be a resource for families, not a definitive guide to choosing a home,” Cathy notes. “CCAC care coordinators work with families considering long-term care and can help put this information into context.”

In 2012-2013,
the Central West
CCAC helped
4,148
people access
long-term care
homes as a
residential,
caregiver relief or
therapeutic recovery
(convalescent
care) option.

Providing Behavioural Supports for Residents of Long-Term Care Homes

Recognizing that many older adults suffer from mental health, dementia, addictions and other neurological conditions, in 2012 the Central West CCAC developed a program to support seniors with these disorders. Funded by the Behavioural Supports Ontario (BSO) initiative, it aims to enhance health care services for older people with “responsive” behaviours such as acting out physically and verbally, wandering, and resisting care. Between March 2012 and March 2013, the program served 8,022 patients and their families.

“My role is to work with community and acute care agencies, as well as the 23 long-term care homes across our region, to help ensure that staff have the training, information and resources to most effectively support people with these challenging behaviours, as well as their families and the staff who provide care,” says Teresa Judd, BSO director, Central West CCAC. “Last year, 7,310 long-term care and community care staff were trained in supporting residents with responsive behaviours. We are committed to supporting a safe long-term care environment while ensuring that these special older adults are cared for effectively, and with dignity and respect.”

What does “home” mean to you?

“Home means to me a place that is secure (safe), that is comfortable, has easy-to-reach transportation, and is close to my friends, and affordable.”

Joan L. Morrison

“I am a person. I matter. Listen to me. Know me. Support me.”

Patient Value Statement,
Central West Local Health Integration Network (LHIN)



About the Central West CCAC

The Central West Region

The Central West region covers approximately 2,590 square kilometres and includes all of Dufferin County, the northern portion of Peel Region, parts of north-western Toronto, and south-west York Region. We are proud to serve the almost 840,000 people (6.2% of Ontario’s population) who call this area “home.”



Central West CCAC by the Numbers:

2012-2013 Budget:
\$94,095,967

Patients Served:
32,458

Staff members:
248
(full-time equivalent)

CCAC offices in Brampton and Orangeville

Staff located onsite at local hospitals:

- Headwaters Health Care Centre
- William Osler Health System

The Value of Care Coordination

CCAC care coordinators are regulated health care professionals – nurses, physiotherapists, occupational therapists, social workers, and others – with additional, specialized training in coordinating care across the health care system. Care coordinators help their patients get:

the right care: health care from nurses and physiotherapists, for example; services such as personal support; and other supports, including medical equipment and referrals to other organizations that can help

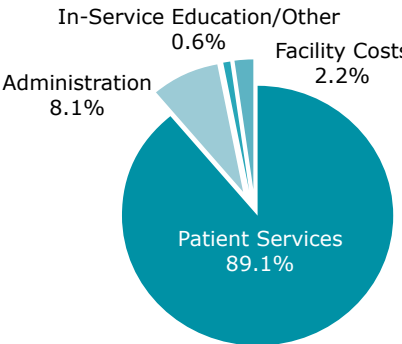
at the right time: when care is required and as a patient’s needs change, their CCAC care plan will change too

in the right place: in-home care, care in the community, long-term care, care at school, hospice care, and care in other settings

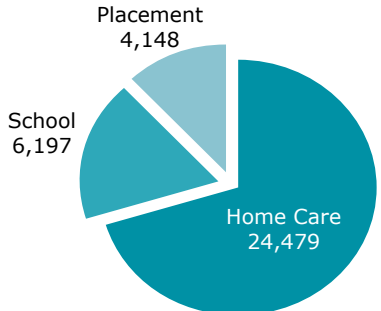
Care coordinators have specialized knowledge about their patients’ challenges, and work in partnership with them to improve their quality of life. After developing a care plan, care coordinators monitor its success and make adjustments, as needed, along the way.

Fiscal Accountability & Statistics

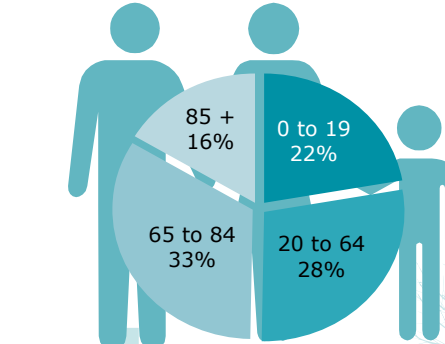
2012-13 Expenditures by Percentage



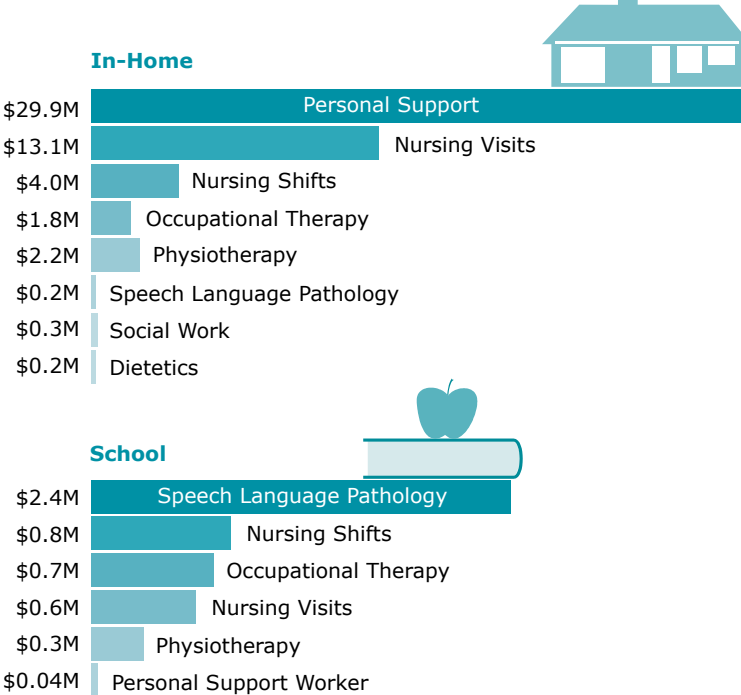
Unique Individuals Served in 2012-13



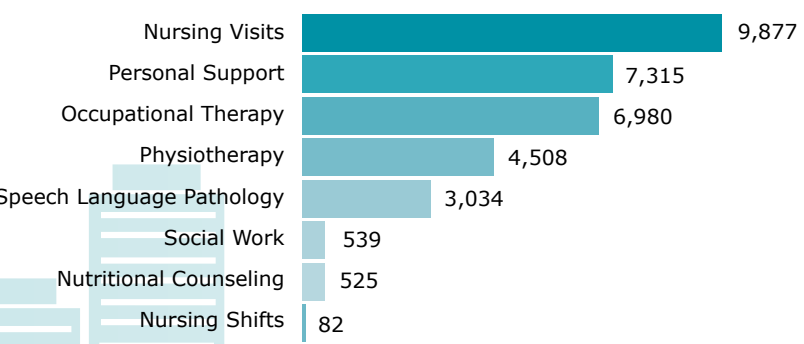
Unique Individuals Served by Age Group in 2012-13



2012-13 Expenditures by Service Type



Individuals Served by Service Type*



* Individuals may receive more than one service

Audited Financials available upon request



The Central West CCAC is here for you.

If you have a question, concern, or need information, help is only a call or click away.

For community resources and information, please call 310-CCAC (2222) or visit www.centralwesthealthline.ca

Contact us:

199 County Court Blvd.
Brampton, Ontario
L6W 4P3
905-796-0040
1-888-733-1177
310-CCAC

Visit us Online: www.cw.ccac-ont.ca

Follow us on Twitter: @CWCCAC

Join us:

For job opportunities, visit www.ccacjobs.ca or email careers@cw.ccac-ont.ca.

Refer to us:

To make a referral to the CCAC or to inquire about services in your community, please call us at 1-888-733-1177.



The Central West CCAC is funded by the Ministry of Health and Long-Term Care through the Central West Local Health Integration Network (LHIN). CCAC advice and services are covered by the Ontario Health Insurance Plan (OHIP). A physician's referral is not required; anyone can refer to the CCAC.

