



*Connecting you
with care*



ANNUAL REPORT TO THE COMMUNITY

April 1, 2012—March 31, 2013

wwccac.org/annualreport

Our Unwavering Commitment To Connect You To Care In Your Community

You and your family have and continue to be our first priority. Our care coordinators, located throughout the health system, help connect you to personalized care in our community. In order to do this our team is located in and works with – community service agencies, hospitals, family doctors, schools and long-term care homes. We know it can be difficult to find the care you need, when you need it. We are here to help you get connected to the care you need.

You have told us you want to stay in your home as long as possible – we connect you to and provide you with home care services. **You have told us** you need support when you are discharged from hospital – we support you for a safe transition home. **You have told us** your child with mental health and addiction challenges needs school support – our specialized nurses are now providing support to students, families and schools.

I encourage you to read our report to the community to see first hand our commitment to provide you with Outstanding Care – Every Person, Every Day.



Michael Delisle, Board Chair

VISION STATEMENT: *Outstanding Care - Every Person, Every Day*

Personalized Care Is At The Heart Of Our New 3 Year Plan



Gordon Milak
Chief Executive Officer

As the incoming CEO, I am inspired by the organization's new 3 year plan. The plan provides you with: Personalized care to meet your unique needs; Care that improves your overall health; and Connections to care that you need, when and where you need it. You will learn more about our plan during the upcoming year.

Having recently moved into the area, I look forward to becoming involved in the local community. I know Waterloo Wellington is a highly regarded community, and as your new WWCCAC CEO I commit to build upon the community strengths. As an organization we are committed to create a home and community care experience that helps you achieve the health you deserve.

MISSION STATEMENT:

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.

Community Care Access Centres (CCACs) get people the care they need to stay well, heal at home, and stay safely in their homes longer. When home is no longer a choice, we help people make the change to other living arrangements.

CCAC care coordinators are dedicated health professionals. Through home visits and regular check-ins, they help decide the right care and supports for patients. They work closely with family doctors, hospitals, community groups and others to support patients through their journey. They also work hand-in-hand with patients and caregivers to understand the challenges they face and co-create ways to deal with them.



"As your community-volunteer Board of Directors, we bring our skills and community voice to our governance role."

In 2012-2013 we served 36,966 people – an increase of about 1,000 over the previous year. When asked, 92% said they were satisfied with the care they received.

Helping You Prepare For Discharge From Hospital

Home is where most people wish to stay and be cared for. WWCCAC care coordinators are on site at local hospitals to assess patient care needs as they prepare to be discharged from hospital.



The hospital care coordinators help you determine the best care setting. Immediately after discharge from hospital some people are transferred to another care setting such as complex continuing care, rehabilitation care, and convalescent care to continue to prepare to return home.

WWCCAC and hospitals work together to ensure that people who no longer need hospital care are provided with the support they need to return home.



We helped
13,035 people
in their
transition
from
hospital.

Only 6 years ago, **21%** of patients were waiting in hospitals unnecessarily (ALC – Alternate Level of Care). As of the end of March 2013, **12%** of patients were waiting in hospitals unnecessarily.

Rapid Response Nurses

Rapid Response Nurses work closely with people discharged from hospital who are at high risk of coming back to the emergency department. These nurses ensure the person is connected to their primary care physician and help them understand their illness, symptoms, medications and hospital discharge plan.

The nurses will also help arrange follow-up medical appointments.





Providing Care In The Home

WWCCAC care coordinators work closely with you and your family to determine the support required to keep you safely in your home. Through our contracted service providers we provide nursing, therapy services (speech language, physiotherapy, social work, occupational therapy, dietetics), and personal support care (e.g., bathing, dressing, caregiver support).

“It is far and away the more rational option for the health care system to pay for care at home than to keep people in very expensive acute or long-term care beds.” –Premier Kathleen Wynne

Greg’s Story

Greg is 71 years old and lives with a developmental disability related to a bout of meningitis as a child. In addition to the cognitive impairment, Greg suffers some physical impairment that limits his independence. Greg lives in his childhood home with his sister, Fran, who is his primary caregiver. As Greg and Fran age and enter their senior years, it has become more difficult for Fran to care for Greg. In 2002, they approached the CCAC for help and after the appropriate assessments, Greg began to receive 2 hours of Personal Support Work visits per week, primarily for bathing. Greg’s care coordinator, Marion Thirsk, works closely with Greg and Fran to ensure his care needs are being met. Recently, Greg required a total hip replacement. While in hospital,



**“The care Greg receives from the WWCCAC allows him to stay in our home and maintain his independence.”
–Fran Walton, sister**

Greg was assessed by a CCAC hospital care coordinator, James Prange, in consultation with the hospital occupational therapist, to determine Greg’s needs as he transitioned back home. Upon discharge from hospital, Greg’s twice weekly Personal Support Work visits resumed and post-operative physiotherapy and wound care were added.

Greg is just one of the 14,000 people we are serving on any given day in Waterloo Wellington.

Specialized Services In The Community

Specialized Care For Seniors

Seniors who require more intensive support related to their memory and other age related care needs have access to a team of specialists to assist them and their family through the Specialized Geriatrics Services team.



Elder Abuse Response Team

An elder abuse team, in partnership with the Waterloo Regional Police Service, responds to reports of abuse and seniors who may have been taken advantage of.

Palliative Care

Specialized palliative care teams are in place to support people dying at home. These teams consist of nurses, physicians, spiritual care providers, social workers, personal support workers, therapists, and nurse practitioners.

Helping People Make Decisions About Long-term Care

Moving to long-term care is one of the most difficult decisions a person and their family will make. Our care coordinators and placement staff work closely with you and your family to make informed decisions about long-term care when your care needs can no longer be met at home.

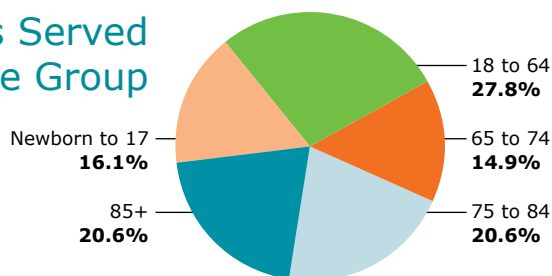
We helped 1,624 people
find a long term care home.



Supporting Children And Youth

We recognize the family as the child's primary care giver. We provide services in order to support you in your efforts to provide care. CCAC services assist families to care for children with complex medical conditions at home, as well as support school-age children with health and rehabilitation needs to attend school. Our role is to assist the family to provide care and support to the child in order to improve the child's skills and maximize his/her independence and health.

Clients Served
by Age Group



"Last year was a tumultuous one for young Kitchener resident 'Kayla'. After many years of living with her grandmother, she moved back in with her mother, changed cities and schools and, after months of self-harming, wound up in hospital. She was only 11. By January, Kayla was back at home, but refused to take her medication regularly after being teased for it by her peers and even members of her extended family. In February, the 7th-grader started meeting regularly with one of the new mental health and addiction nurses assigned to work with each school board throughout Ontario. "Since then, we've literally done a 180. She's like an entirely different kid," her mother says." – **Toronto Star, May 7, 2013**



Mental Health And Addiction Nurses (MHAN)

Mental Health and Addiction Nurses work with students, their parents and the school to ensure that students suffering from mental health and addiction challenges receive the medical support needed to continue to be successful with their academic studies.

Working With Your Doctor To Provide The Best Care Possible

Primary Care

Your family doctor is the health care provider you turn to first with your health concerns. Our care coordinators have a close working relationship with your family physician to support you and your care needs. As a care team our goal is to ensure you have the best health possible. We know how important it is to you that the people involved in your care are working together.

“The familiarity of one's own home, when there is adequate social and family support, WWCCAC maintains health in a holistic sense, a greater sense of well being and safety. The supports that WWCCAC provides for safe bathing, safe hygiene, skin care, and monitoring, are essential for frail people to maintain their comfortable home environments.” – Dr. Jean Skillman, Family Physician

Need A Family Doctor?

If you do not currently have a family doctor, the Health Care Connect program can help.

Through the program, your health care needs are assessed and you are then registered in a system to be linked to an available primary care physician or nurse practitioner in your community.



Visit **wwccac.org/hcc**
and get registered today!

Our Partners

Thank you to family and friend caregivers for the MANY non-paid hours of care to support your loved one at home.

Clients	36,966
Informal Caregivers	MANY
Contracted Service Providers <i>(includes contracted and over-flow agencies)</i>	20
Family Health Teams	14
Hospitals	10
Long-term Care Homes	35
Physicians	850+
Community Support Services	43
Schools	268

Since 2009, over 8,000 people in Waterloo Wellington have been connected with a primary care provider through Health Care Connect.

Over the past
year we received

7,000

community requests
for assistance
through our
Information and
Referral Centre.

Answering Your Questions And Connecting You To Care

Information And Referral

Through our Information and
Referral Department (I&R), we
help you find the community

health services available in your community to meet your specific
needs.

Our specially-trained I&R staff listen carefully to your concerns and
questions and direct you to the appropriate services within your
community.

The I&R staff may also refer you to our Intake Department if it is
determined that CCAC-funded services may be required to meet
your care needs.

You can reach our I&R staff by calling 310 CCAC (2222).



wwhealthline.ca

"Your Online Connection to Better Health"

The Waterloo Wellington Healthline, provided free of charge to the residents of
Waterloo Wellington, contains over 2,500 health-related listings located in Waterloo
Region and Wellington County as well as health news, events and job listings.

You can search by category, keyword, postal code, or alphabetically to find the
information you are looking for. You can also filter results to specific
geographic areas.

The Waterloo Wellington Healthline is designed for you, your family and health care
providers to connect you with community health and social services to help you
achieve the health you deserve.

Statement Of Operations

(Audited statements for the year ended March 31, 2013)

REVENUE

LHIN/Ministry of Health and Long-Term Care	\$ 116,292,318
Interest income	94,563
Miscellaneous income	1,678,912
Donations	21,668
Total revenue	118,087,461

EXPENSES

Salaries and wages	24,115,603
Employee benefits	6,541,774
Training	159,356
Travel	343,594
Building occupancy	1,673,258
Office expenses	772,949
Other operating expenses	3,131,570
Supplies and equipment	6,052,641
Funding provided to assist clients	7,356
Purchased client services	72,547,330
Amortization	302,755
Total expenses	115,648,186
Excess (deficiency) of revenue over expenses before other items	2,439,275
Other revenue (expense)	
Early retirement benefits	(147,255)
Sick leave benefits recovery	20,607
	(126,648)
Excess (deficiency) of revenue over expenses before operational funding repayable	2,312,627
Operational funding repaid/repayable	(2,438,980)
Excess (deficiency) of revenue over expenses for the year	\$ (126,353)

Balance Sheet

(as at March 31, 2013)

ASSETS

Current Assets

Cash	\$ 7,400,005
Accounts receivable	1,676,179
Prepaid expenses	593,744
	9,669,928

Capital Assets	555,561
	\$10,225,489

LIABILITIES

Current Liabilities

Accounts payable and accrued liabilities	\$ 6,181,832
eHealth Connections Project	1,244,714
Operational funding repayable	1,918,979
Deferred revenue	198,975
Current portion of early retirement benefits	143,921
Current portion of sick leave benefits	4,168
	9,692,589

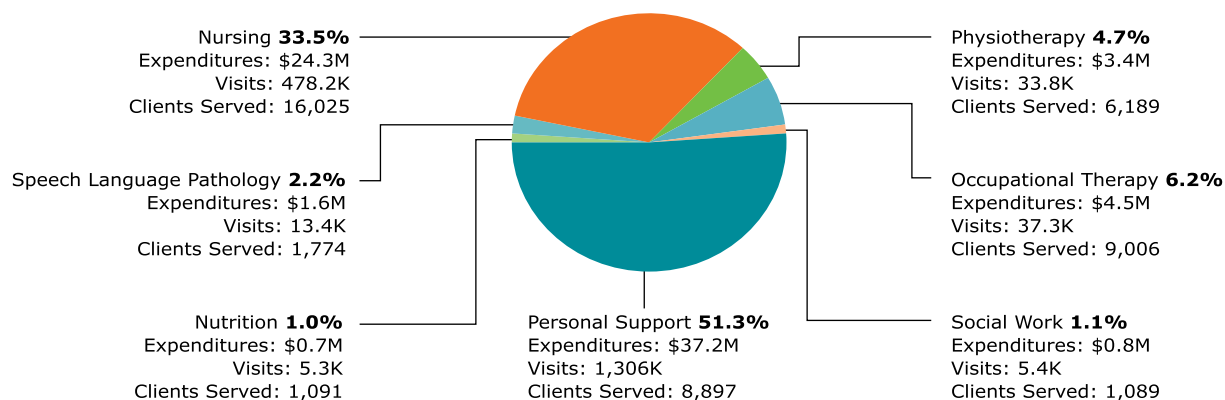
Long-term Liabilities

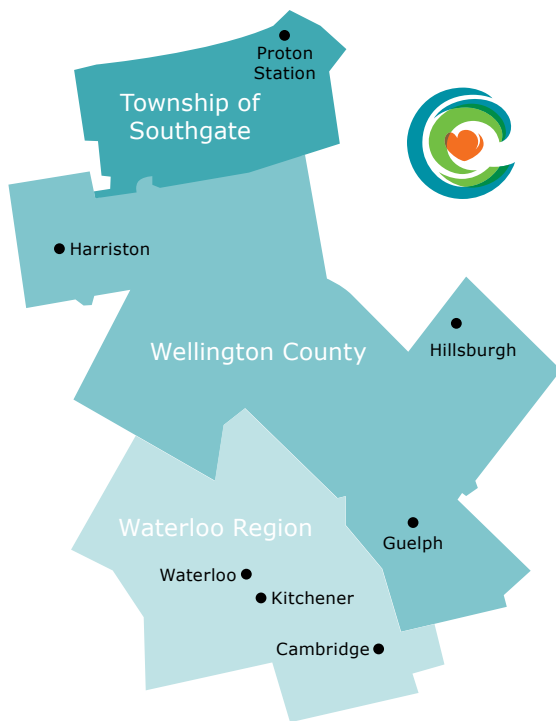
Early retirement benefits	408,392
Sick leave benefits	40,081
	10,141,062

Fund Balances

Internally restricted	763,892
Unrestricted	(679,465)
	84,427
	\$10,225,489

Purchased Client Services





For residents in Waterloo Region:

519 748 2222

888 883 3313

Wellington County and the
Township of Southgate:

519 823 2550

800 265 8338

wwccac.org

310 CCAC (2222)

wwhealthline.ca



Outstanding Care—Every Person, Every Day