

1 in the know

at Toronto Central CCAC

1 Resource Matching and Referral

In September hospitals began to refer clients directly to the community using this new system. Benefits include enhancing communication and collaboration between health care providers during the referral process, improving the efficiency of referral processes and matching clients to the most appropriate resources at the time of referral. By October 31, over 2,500 clients had been successfully referred. With the collaborative efforts of our partners, RM&R supports our goals of getting people home and keeping people home.

2 Every Dollar Counts Campaign

Our staff and key stakeholders have worked together over the past year to ensure direct client service remains the focus of our economic plan. This ongoing campaign is producing excellent suggestions from everyone and we're very pleased with the results. Suggestions being implemented include: monthly audits of acute best practices; caseload review and reassessment; focus on education and self-care for clients; falls prevention and medication management.



Inner City Access Program

Putting its vision **"Outstanding care – every person, every day"** into practice, the CCAC developed a new initiative designed to improve access to health and support services for citizens who are under-housed and who have difficulty accessing health care services. As their complex health and social needs cannot be met by any single agency, an integrated and collaborative team-based approach within the community sector is needed.



The Inner City Access Program is a partnership with the Fred Victor Centre, Women's Residence, Homes First and Inner City Health Associates. Launched in mid-April the pilot project will run for 18 months.

Community Pandemic

As a part of their pandemic planning and preparedness work, the Toronto Central LHIN asked Camille Orridge, Chief Executive Officer, Toronto Central Community Care Access Centre (CCAC), to lead the *Community Pandemic Flu Planning Group*. Their mandate is to:

- work with community and long-term care agencies to assess their readiness
- support planning and coordination within and among organizations, and
- identify any system issues within and between these sectors that the Toronto Central LHIN can help resolve.

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Toronto Central

ccac

Community
Care Access
Centre

casc

Centre d'accès
aux soins
communautaires
du Centre-Toronto

in100X

This publication is produced to inform health partners, service providers and the community.

The Community Pandemic Flu Planning Group has membership from the Toronto Central CCAC, community support agencies, mental health and addiction agencies, CHCs and LTC homes. To support this mandate, we facilitated Town Hall Meetings to:

- serve as an opportunity for community organizations to plan for a pandemic;
- determine how H1N1 affected clients will be served;
- develop and coordinate plans in response to the hospital surge plans for acute care; and
- identify key questions and gaps that affect their pandemic planning and development.

All information will be communicated with the acute sector and the LHIN and MOHTLC.

New Office Opened

We are pleased to announce the opening of our office in the east end of the city. This new space at 2494 Danforth Avenue (near Main) is home to our staff who serve the neighbouring communities and hospitals.

Toronto Central CCAC currently offers meeting space at our West and Central offices, free of charge to our community health and social services partners, and will soon be adding the East office. Visit our website at www.toronto.ccac-ont.ca for room booking details (under the Partners tab).

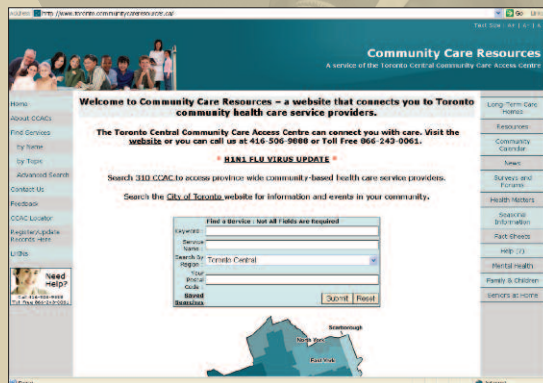
Community Resources at Your Fingertips: What's New on CCR?

Fall is here! Children are back to school, flu season is right around the corner, the leaves are falling and the weather is getting cooler. To prepare for the season, check out **CCR's Seasonal Information** for safety tips to help you deal with the seasonal changes that autumn brings. Visit us at www.toronto.communitycareresources.ca.

CCR offers our clients, service providers, employees and the public a comprehensive list of services throughout the Toronto Central and Central CCAC regions.

Special features include:

- Calendar where members of the community can share details of events and seminars;
- Long-Term Care options – information, descriptions, videos of homes and easy to use step-by-step guides;
- Trusted links to seasonal information, government services and websites;
- News articles, research and more.



Specialized Program to Support Palliative Clients

An inter-professional team-based approach to client care provides exceptional palliative expertise, and links clients to community resources including hospice services and palliative care units. Teams include primary care coordinators, home visiting physicians, nurses, personal support workers, social workers, hospice workers and consultation from occupational and physical therapy and pharmacy as client needs dictate. This team-based approach helps minimize clients' symptoms and supports caregivers and families.

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