

Community Care News

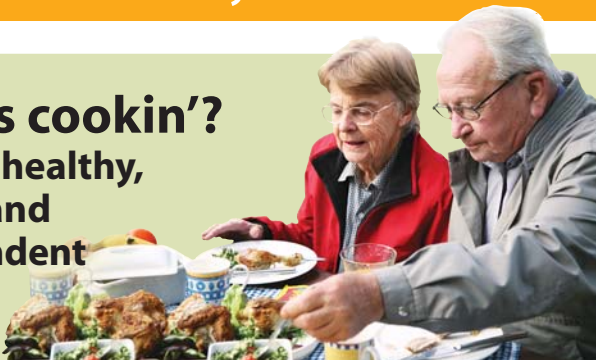
A newsletter about wellness and community care from the South West CCAC

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Comfortable and Safe at Home

The South West Community Care Access Centre is your partner in community care

Welcome

to the second edition of **Community Care News**.

The South West CCAC serves more than 50,000 clients each year across a region that stretches from Tobermory to Long Point. This newsletter is one way to connect with the people and communities we serve. It's full of news about community care and information you can use to stay safe and well. If you have any suggestions or comments, please let us know by contacting your local South West CCAC office (see page 2).

For information at your fingertips.

thehealthline.ca



South West Community Care Access Centre
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www.sw.ccac-ont.ca

Elizabeth is 85. Her husband Norm is 82. He has early-stage Alzheimer's disease. Elizabeth has arthritis and takes medication for high blood pressure and osteoporosis. So far, Elizabeth and Norm are managing in their own apartment, but Elizabeth is getting tired. She worries that she may have to place Norm in a long-term care home soon.

The South West Community Care Access Centre (South West CCAC) supports people like Elizabeth and Norm. We help our clients to live safely in their own homes, surrounded by familiar people and belongings. We provide at-home nursing, personal support, therapy, equipment and other services. We also connect people to support services in their community.

on their own. The case managers will carefully assess and monitor clients and arrange extra support and respite for caregivers. "Our clients want to stay at home as long as they can," says Donna Ladouceur, the South West CCAC's Senior Director Client Services. "By getting involved earlier and putting more services in the home, we can make that happen."

Home at Last, another new project, will ease the transition from hospital to home. It will provide seniors with a ride home from the hospital and help when they get there. In Huron and Perth counties, a program called Wellness for Seniors will encourage seniors to exercise at home and together in community settings. The program will track their progress in building physical strength.

Other projects include supportive housing for seniors and a stroke rehabilitation program that provides more at-home therapy.

Partners with our community

These are welcome additions to the great services that the South West CCAC and other groups are already providing. But we can't do it all ourselves. We count on our clients and our community to work in partnership with us. In this newsletter you'll read about some of the ways you can help yourself stay healthy and safe at home. Check out our stories on protecting yourself from telephone fraud, using the Internet, eating well for one or two, and handling emergencies.

If you'd like to know more about any of the Aging at Home projects or have other suggestions or comments, talk to a South West CCAC case manager (for an office near you, see page 2). Working together, we can make care better and help more people stay safe and comfortable at home.

"Our clients want to stay at home as long as they can. By getting involved earlier and putting some services in the home, we can make that happen."

*Donna Ladouceur, South West CCAC
Senior Director Client Services*

New ideas in community care

In recent years, more people have begun to understand how important community care is. Last year the Ontario government announced its Aging at Home strategy – a three-year, \$700 million initiative to help seniors live full lives in their own homes and communities. The South West will receive \$25 million to develop new ways to support people at home. The South West CCAC and its partners are already involved in several projects.

Safe at Home, for example, is designed for people like Elizabeth and Norm who need a little extra help.

South West CCAC case managers will identify clients who are having trouble managing



Partners in Care

A message from Sandra Coleman, Executive Director, South West Community Care Access Centre

When the South West CCAC was created in January 2007, we looked for a touchstone on which to build our new organization. We discovered it in an approach called Client-Driven Care.

What is Client-Driven Care?
It's a way of working with clients and families that fosters warm, human relationships. It's a partnership based on mutual respect and dignity. It's an approach that builds on clients' strengths and expertise. It's respect for their wisdom and experience. It's the client, at the centre of everything we do.

Research shows that Client-Driven Care produces good results. It's also an approach that makes our work much more enjoyable and satisfying.

Recently, the South West CCAC set four strategic goals. First and foremost, we committed ourselves to providing "effective, high quality Client-Driven Care." Another goal is to "work well with partners." This, of course, includes our clients. We also want the South West CCAC to be "a great place to work" and to "use resources wisely." These goals fit with Client-Driven Care, too.

We count on our clients to help us serve them better. If you are receiving service from the South West CCAC, share your goals and concerns with your case manager or care provider. Tell us if your condition changes. Let us know if you have to miss an appointment. Share your ideas. We are always available by phone (see contact numbers, below).

Remember, with Client-Driven Care, you're in the driver's seat.



Client-Driven Care
... a partnership based
on mutual respect
and dignity



News from the Neighbourhood

Community care is getting better and better

You Like Us!

In a recent third-party survey, our clients told us that they are very happy with the service they are receiving from the South West CCAC. Of those surveyed, 97% rated their satisfaction with service good or excellent. Even better, more than 98% rated their satisfaction with outcomes as good or excellent. Compared to other CCACs in Ontario, the South West CCAC was the highest performer in the overall client satisfaction category and several others.

By the Numbers

- It was an excellent year at the South West CCAC. Among our key achievements:
- We spent 93% of our funding on direct client service.
 - We served more than 50,000 clients.
 - We provided more than two million hours of service.
 - We increased the number of clients receiving extra care after hip and knee surgery, support for peritoneal dialysis, acute care at home, and support to die at home, exceeding the Ministry of Health and Long-Term Care guidelines in each area
 - We participated in eight research projects to make care better.
 - We partnered with 20 hospitals, 67 service providers, 74 long-term care homes, and 16 Family Health Teams, and many others across the South West.

Making Diabetes Care Better

Did you know that for people with diabetes a 1% reduction in blood sugar has been linked to a 14% reduction in heart attacks and a 21% reduction in deaths related to diabetes complications?

Partnerships for Health is an exciting new project that will find ways to keep patients with diabetes healthier by treating them sooner, closer to home and earlier in the course of the disease. The project will bring together family doctors, home care, community health providers, hospitals and specialists and encourage patients to manage their own health. The pilot is starting in three Family Health Teams, but if successful, will have an impact on care across the region.

Taking a Closer Look at Long-Term Care Homes

The Ontario government is serious about improving the quality of life and care for people living in long-term care homes. The government commissioned a report by Shirlee Sharkey, Chief Executive Officer, Saint Elizabeth Health Care, and is now moving to implement many of her recommendations, including public reporting of health outcomes and resident satisfaction. For more, visit www.health.gov.on.ca.



South West CCAC CONTACT INFORMATION

No matter where you live in the South West region any CCAC office can help you with information and initiate services. Local offices coordinate your services.

London (Head Office)

Tel.: 519 473 2222
Toll-Free: 1 800 811 5146
TTY: 519 473 9626
or 1 800 811 5147

Owen Sound

Tel.: 519 371 2112
Toll-Free: 1 888 371 2112

St. Thomas

Tel.: 519 631 9907
Toll-Free: 1 800 563 3098

Seaforth

Tel.: 519 527 0000
Toll-Free: 1 800 267 0535

Stratford

Tel.: 519 273 2222
Toll-Free: 1 800 269 3683

Strathroy

Tel.: 519 245 3233
Toll-Free: 1 800 265 6235

Walkerton

Tel.: 519 881 1181
Toll-Free: 1 888 371 2112

Woodstock

Tel.: 519 539 1284
Toll-Free: 1 800 561 5490

www.sw.ccac-ont.ca

TLC in LTC Homes

Long-term care homes welcome short-stay visitors

Even if a senior is managing well at home, there may be times when a little extra care is needed. In addition to providing a permanent home for people with high care needs, long-term care homes are a good option for short stays.

For example, someone may be recovering from an illness, injury or surgery and not be quite strong enough to manage independently. A one or two-week stay in a long-term care home will give that person a chance to build up strength. Or, perhaps a caregiver – a spouse or other family member providing care on a regular basis – needs a break.

Short stays in long-term care homes are arranged through the South West Community Care Access Centre and cost approximately \$35 a day. That includes full services such as nursing, personal care and all meals. Individuals can indicate which long-term care homes they would prefer for their short stay.

To find out more, contact a case manager or call your local South West CCAC office (see page 2).



What's cookin'?

Good food will help you stay healthy, strong and independent.

"It doesn't matter what age we are, balanced meals give us the energy and nutrition we need."

That's Laurel Hevenor-Vallance, Executive Director of Meals on Wheels in London. It's a service delivering prepared meals to seniors in their homes.

Laurel is right: eating well contri-

butes to brain power, can keep you from getting run down and sick, helps you recover better from illness or injury, and helps you cope with chronic health problems.

When helping people plan meals for one or two, Paula Blagrave, a registered dietician operating Nutrition Basics in Listowel, often recommends single or small size frozen convenience foods from the grocery store several times a week.

"Many prepared foods have been made with heart healthy ingredients, have reduced salt and fat, and added fibre," Paula says. "They certainly do give a person a balanced, easy-to-prepare meal."

Meals on Wheels is another option. For a small fee, you get a fresh, ready-to-eat meal delivered to your

home several times a week or frozen dinners to put in your freezer for later. And seniors should not forget about group dining programs, many with transportation from home, where they can socialize too. A South West CCAC case manager will help you find information about these programs.

Many seniors must ask:

- **What is the salt, fat and fibre content of my meal?**
- **How easy is the food to chew or digest?**
- **Can I move around the kitchen comfortably or work easily with cooking utensils?**

Further advice for eating well:

- **Eat smaller, more frequent portions.**
- **Drink lots of water.**
- **Have some meal replacement drinks on hand for times when you can't consume a meal.**
- **Make pretty – set your table, and put your meal on a colourful plate.**

Listening to YOU

The South West CCAC partners with clients

At the South West CCAC, we know that you are the expert on you. That's why we turn to our clients and communities to help us make our services the best they can be.

Last fall the South West CCAC undertook a community engagement strategy – an opportunity to hear from our clients and community partners so that we can shape our programs and services to meet their needs. In addition to confirming the South West CCAC's strategic directions (see Sandra Coleman's message, page 2), participants raised issues such as transportation, respite care, and quality and consistency of care. The input will fuel further improvements at the South West CCAC.

Other community engagement sessions will take place this fall

at South West CCAC offices in Owen Sound (October 2), Stratford (October 21), Woodstock (October 30) and London (November 13) from 1:30 pm to 3:00 pm. For information about the community engagement sessions call Susan McLean at 519 641 5521 or 1 800 811 5146.

You'll also want to attend your area's inaugural Heroes in the Home awards ceremony, planned for the same dates in each city (see sidebar, right, for times and locations).

Heroes in the Home is an exciting new program that celebrates the very best in community care. The program recognizes caregivers

who are professionals and non-professionals (including volunteers, family members or friends), and who touch the lives of people across our region with kindness and caring. It is thanks to these dedicated individuals that many South West CCAC clients are able to live full lives in their communities, despite the limitations of age, illness or disability.

Please take time to think about people who have made a difference in your life or the life of someone you care about, and consider making a nomination. By helping us recognize excellence, you are setting the bar high for community care in our region.

The deadline for nominations is September 10, 2008.



Heroes in the Home Ceremonies 4:00 pm to 5:30 pm

Grey and Bruce counties
Oct 2 • St. Mary's Church,
554-15th Street East, Owen Sound

Perth and Huron counties
Oct 21 • Spruce Lodge (Auditorium)
643 West Gore Street, Stratford

Oxford and Norfolk counties
Oct 30 • Woodstock District
Community Complex (Goff Hall)
381 Finkle Street, Woodstock

Elgin and Middlesex counties
Nov 13 • Nichols Arena (Auditorium)
799 Homeview Road, London

For a nomination form, contact Lori Gonsalves at 519 641 5448 or 1 800 811 5146, or visit our website at www.sw.ccac-ont.ca.



Telephone Fraud

Steps to stay safe

Recently, several South West CCAC clients have received phone calls from people claiming to be from "home care." In fact, the callers had nothing to do with the South West CCAC. There's a good chance they were hoping to take advantage of an unsuspecting senior.

Fraud and scam artists often see seniors as easy targets. Don't be!

TIPS to keep safe:

- **Check out who's calling.** If someone claims to be from the South West CCAC (or another organization you trust) but you aren't sure, hang up and call your local office to check (South West CCAC phone numbers are on page 2).
- **Never give out personal information** (name, address, phone number, etc.) over the phone, unless you're absolutely sure who you're speaking to.
- **Never send money** for a prize offered over the telephone.
- **Never give out your credit card number** over the phone, unless you're absolutely sure who you're speaking to.
- **Never tell anyone your PIN number.**
- **Beware of offers** for things like a really inexpensive vacation or a work-at-home scheme that makes lots of money. If it sounds too good to be true, it probably is!
- **Report suspicious telephone calls** to the police immediately.
- **Never let strangers into your house or apartment**, even if they phone first.

When to go to EMERGENCY

We all know that Emergency Departments are often over-crowded and waits can be long. By some estimates, half of all Emergency Department visits could be dealt with by a family doctor or an Urgent Care Centre. So how do you know when to go to Emergency and when to contact your doctor's office?

First of all, don't take any chances. If you are injured or ill and aren't sure what to do, call 911 or go to the nearest Emergency Department right away.

Go to **Emergency** for:

- Chest pains or tightness
- Severe pain
- Shortness of breath
- Choking or breathing difficulty
- Sudden onset of severe headaches, vision problems, weakness, trouble speaking, dizziness, or numbness in the face, leg or arm

Call your **family physician** or go to **Urgent Care** (if there is a centre in your community) for:

- Infections
- Ear aches
- Eye injuries
- Sprains and strains
- Cuts
- Fever
- Minor burns
- Nose and throat complaints
- Flu-like symptoms
- Abdominal, pelvic or back pain

If you are visiting an Emergency Department or Urgent Care Centre, be sure to **take the following items** with you:

- Your Ontario Health Card
- A current medication list

When you go to Emergency or Urgent Care, you will be welcomed by a triage nurse who will decide how quickly you need treatment. If your concern is not urgent, you may have

to wait. If you begin to feel worse, tell the triage nurse at once.

There are South West CCAC case managers in most Emergency Departments. They can help if you are a South West CCAC client and your home care needs have changed.

For immediate health information and advice 24 hours a day, seven days a week, call Telehealth Ontario, a free telephone service that connects you with a Registered Nurse. He or she can help you decide whether to care for yourself, make an appointment with your doctor, go to a clinic, contact a community service or go to a hospital Emergency Department.

Call Telehealth Ontario at 1 866 797 0000, or TTY: 1 866 797 0007

Surf's Up!

SURF SAFELY

- Ensure that your computer has virus protection software and update it regularly.
- Delete any emails from unknown senders.
- Never open an email attachment from an unknown source.
- If you visit chat rooms or online discussion groups, don't give personal information such as your name, phone number or address.
- If you are shopping online, deal with reputable companies that provide contact information.

For information at your fingertips:

thehealthline.ca

The Internet is full of great health information for seniors

More and more seniors are discovering the Internet. It's a quick and easy source of health and other information. They can search for information on the Internet – or surf, as computer users say – from the comfort and safety of their own homes.

Of course, there is a learning curve for someone getting used to a computer. There are training programs to help seniors get comfortable with technology: check out your local seniors centre or library. Or ask a friend, child or grandchild to show you the ropes. Be prepared for some frustration: it's never easy learning a new skill. But before long, you'll be ready to explore the great information at your fingertips.

Start by going to what's called a search engine, like *Google*. For example, enter "controlling blood pressure" and you'll get more than two million websites offering advice and information!

When you're on a site, you want to be confident it's a reliable one. "There are so many sites out there offering health information," says Lisa Misurak, an information expert and Manager, *thehealthline.ca*. "You need to find out who's providing the information and for what purpose. This is important to ensure that the information you're using is of the highest quality."

At www.thehealthline.ca, there's a special listing for seniors, connecting you to many types of information including adult day programs, healthy aging, geriatric services and more in Southwestern Ontario.