

HEROES IN THE HOME

A newsletter for South West CCAC Clients and their Families

CCAC Celebrates Qualities and Quality

Record number recognized at 2010 Heroes in the Home program



"If you listen to the stories here tonight, you'll hear about qualities like respect, compassion, going above and beyond, always having a smile. It's these qualities of the people providing community care that are at the heart of the quality of community care."

That's Sandra Coleman, CEO of the South West CCAC, speaking at one of the CCAC's Heroes in the Home events, hosted by the CCAC in partnership with thehealthline.ca.

In 2010, Heroes events were held in Mitchell, Woodstock, Owen Sound and London during October and November. In all, some 450 people — both professionals and volunteer care providers — were honoured. "These events inspire us," says Coleman. "They give us the energy and passion we need to go forward and improve the quality of health care."

The events are deeply meaningful for the nominees, nominators, and friends and family who attend. Nominees are called up individually, their stories are told, and each one is presented with a Caregiver Recognition Award. There are lots of hugs, kisses, tears and smiles.

The stories are truly remarkable. Luz Duque was nominated by her teenage daughter, who wrote that her mother was "the major source of strength in my life, and therefore a main reason I conquered leukemia." Jack Houle was honoured by an elderly friend, who wrote:

"Every morning Jack comes to get my breakfast and the medications I require, and through the day he sees that I have my groceries, mail and food preparation for lunch and dinner ... My doctor said that it is Jack's continual support that keeps me in my home."

Many professional care providers were also honoured. Personal support worker (PSW) Mary Jane LePine was recognized for being a "most dedicated and sincere person who always puts her clients first." Her nominator, Jeanette Cronkwright, wrote: "Mary Jane does her job with love, pride and respect, while showing compassion, encouragement and dedication. Any family who has Mary Jane at their door has an angel in a PSW uniform." Fellow PSW Solomon Meskel was described as "a friendly and caring supporter who goes out of his way to make everything work." His nominators, the family of 97 year-old Byron DuCharme, credit Meskel with helping DuCharme recover from hospital stays and remain living on his own in his family home. "Father is always anxious for Solomon to arrive," the nomination read. "It not only brightens his day, but gives him the confidence required to remain independent, knowing that the happy, smiling face of Solomon is once again entering his little kingdom."

Damon Gyurics was nominated by his client Sieg Petri, who has MS. He wrote that ...continued on page 2

View 2010 Heroes in the Home video at
www.youtube.com/user/swccac





A Message from Board Chair Mary Lapaine and
CEO Sandra Coleman

Home Sweet Home

Where do you feel most comfortable?

Chances are, it's in your own home, surrounded by your things and the people you know and love.

At the South West CCAC, we're committed to helping people stay at home as long as possible. When illness, injury or disability make it difficult for you to manage at home, we provide support and care.

Eventually some people need the 24-hour care provided by a long-term care (nursing) home. When the time comes, the CCAC helps them find the right home.

CCACs and LHINs across Ontario have adopted a philosophy of "Home First." The idea of Home First is to help you get home after a stay in hospital, and provide services to keep you there as long as possible.

Why is Home First so important? First, because hospitals aren't good places for people to spend a lot of time. Once you've been treated, you'll get better and stay better in your home.

Secondly, moving from your home to a long-term care home or other housing is a big decision — and it's not a good idea to make big decisions when you're in hospital. It's better to go home and think about your options in a place where you feel confident and comfortable.

How will we make the Home First philosophy a reality? By being there in the hospital, helping to plan for when you leave. By working with the hospital staff, your family, your doctor, community agencies and others to ensure that the right people are ready to help you when you get

home. By staying in touch with you, and changing your care as circumstances change. (On page 5 you'll read about two projects that show Home First in action.)

Above all, we'll make Home First a reality by working in partnership with you — by listening to you and building on your strengths. Working together, we'll ensure you stay "home sweet home" as long as possible.

You like us!

The Client and Caregiver Experience Evaluation shows the South West CCAC is providing outstanding care

The 2010 Client and Caregiver Experience Evaluation (CCEE) is in, and the South West CCAC has excellent results.

The CCEE is a survey conducted across Ontario that asks clients and caregivers about their experiences with CCACs. It is designed to help CCACs better understand and respond to the needs of clients and the friends and family members who care for them.

The South West CCAC led the province in four indicators, and was higher than the provincial average in every one. Nine out of ten clients rated their satisfaction with our services as good or excellent.

To read more about the achievements of the South West CCAC, read our Annual Report under publications at www.sw.ccac-ont.ca.



Celebrating Quality ...continued from page 1

Damon's "caring and good-hearted nature" and "cheery and upbeat personality" had helped him realize that life was still worth living to the full. Gyurics appreciated the recognition, but says his work is a labour of love. "I do it mainly because of the clients," he says. "I have such a good time visiting them. Sieg is a fantastic person and I'm very happy to be able to open doors and make his life better."

Case manager Gwen Vaughn nominated Gloria Henricks, a personal support worker in the Woodstock area. "It is really a pattern that Gloria's name keeps coming up," she says. "Every client says she is just great, knows what to do, is always smiling and pleasant. She puts

them at ease and makes her presence in their homes a positive thing."

Heroes in the Home events are also a way for CCAC Board Members, the media and others to see the good work of community care in action. In fact, Heroes in the Home has proved so successful that similar programs are now offered in 6 other CCACs across Ontario.

Vaughn believes events like Heroes in the Home are important to maintaining the quality of community care. "When someone is going about their job day in and day out with a positive attitude and making a difference in the home, we need to recognize and celebrate that."

Recognizing the Value of CCAC Case Management

Nancy Brubacher is one of several South West CCAC case managers recognized through the Heroes in the Home program

When Nancy Brubacher was called up to receive her Heroes in the Home award last fall, she whispered to CCAC CEO Sandra Coleman, "I think I'm going to cry." Coleman replied, "You should cry!"

It was certainly a moment for joyful tears. Brubacher has been a case manager with the South West CCAC for almost ten years. Community case managers work with clients to assess their needs, understand their preferences, and work with them to plan care that helps them remain safely at home. Brubacher works primarily with seniors in several seniors apartment complexes and retirement homes. That's where she met Nita Turford.

Turford cares for her husband who has advanced Alzheimer disease. Says Brubacher, "Understandably, Nita needs a lot of support and encouragement. She often phones me when she doesn't know where to turn. I try to help with a few suggestions, and she's very appreciative of that." Thanks to Brubacher, the Turfords get regular visits from the local Alzheimer society, and personal support and nursing through the CCAC.

When Turford first asked Brubacher about the nomination, Brubacher suggested that she nominate one of her personal support workers instead. "Nita said, 'No, I want to nominate you. I enjoy you coming so much,'" recalls Brubacher. "It was great to get that kind of recognition from a client."

Brubacher thoroughly enjoyed her experience at the Heroes in the Home event. "As professionals we hear the complaints more often than the positives. It's really nice to know that what we're doing makes a difference." She adds: "I get paid for my job, but there are so many people, like Nita, who are caregivers to family members, and it's wonderful for them to be recognized too."

HEROES IN THE HOME

**Nominations
for 2011
Caregiver
Recognition
Awards
NOW OPEN**

"A hero is an ordinary individual who finds the strength to persevere and endure in spite of overwhelming obstacles."

— *Christopher Reeve*
(the actor who played Superman)

Remember Superman? He was a superhero with amazing powers, but he was also Clark Kent, an ordinary person living an ordinary life. When there was someone who needed saving, he stepped into a phone booth and came out transformed.

Every year the South West CCAC, in partnership with thehealthline.ca, celebrates Heroes in the Home. Like Superman, our heroes are ordinary people who step up when someone needs care and support. They too have amazing powers. The power of persistence. The ability to empathize. The strength to keep smiling even when times are tough. Like Superman, they go about their work, 24 hours a day, seven days a week, largely unrecognized.

If there's a hero in your life, this is your chance to say thank-you in a very special way. Any caregiver who provides care in the home can be nominated – a family member, friend, community volunteer, support worker, case manager, nurse, therapist or other health care professional. All nominees will receive a Certificate of Recognition and be honoured during special awards ceremonies recognizing their caregiving relationship (see page one).

It's easy to make a nomination. Go to www.heroesinthehome.thehealthline.ca and submit your nomination online. Or complete the one-page form included in this newsletter and submit it to your local South West CCAC office.



AWARD CEREMONIES (3:30 pm – 5:00 pm)

October 20, 2011 for London/Middlesex and Elgin Counties, Greek Canadian Community Centre, 965 Sarnia Rd, London

October 27, 2011 for Grey and Bruce Counties, Stone Tree Golf and Fitness Club, 318087 Hwy 6 & 10, Owen Sound

November 3, 2011 for Perth, Huron, Oxford and Norfolk Counties, Rotary Complex, 353 McCarthy Rd, Stratford





NOMINATION FORM Caregiver Recognition Awards

Help us celebrate a special Caregiver in your life.

Nominate someone for a Caregiver Recognition Award online at www.heroesinthehome.thehealthline.ca or complete this form and submit it via fax, mail or email to the most appropriate location below.

CAREGIVER NOMINEE (first and last name)

AGENCY (IF APPLICABLE)

ADDRESS

CITY

POSTAL CODE

TELEPHONE

EMAIL

☐ The nominee has consented to be nominated for this award and has given permission for his/her story, including photos and/or video, to be shared publicly.

This Caregiver has been nominated by:

NOMINATOR (first and last name)

AGENCY (IF APPLICABLE)

ADDRESS

CITY

POSTAL CODE

TELEPHONE

EMAIL

To whom does the Caregiver provide care? (Please include care recipient's name and their relationship to the Caregiver, eg. son, nurse, etc.)

NAME OF CARE RECIPIENT

RELATIONSHIP TO CAREGIVER

Briefly describe why this Caregiver should receive this honour.

Please indicate which location applies to the person you are nominating and send this form via fax, mail or email to the office in your area by **September 23, 2011** to:

☐ **For Perth and Huron Counties**
Barbara Hagarty, fax: 519-273-2139
SW CCAC, 65 Lorne Avenue East,
Stratford, ON N5A 6S4
tel: 519-273-2222, ext. 5968
barbara.hagarty@thehealthline.ca

☐ **For Oxford and Norfolk Counties**
Barbara Hagarty, fax: 519-539-0065
SW CCAC, 1147 Dundas Street,
Woodstock, ON N4S 8W3
tel: 519-539-1284, ext. 5968
barbara.hagarty@thehealthline.ca

☐ **For London/Middlesex and Elgin Counties**
Natalie Schembri, fax: 519-433-9188
SW CCAC, 356 Oxford Street West,
London, ON N6H 1T3
tel: 519-660-5913
natalie.schembri@thehealthline.ca

☐ **For Grey and Bruce Counties**
Teresa Zohorsky, fax: 519-376-9944
SW CCAC, 255 18th Street West,
Owen Sound, ON N4K 6Y1
tel: 519-371-2112, ext. 5397; toll free 1 888-371-2112
teresa.zohorsky@thehealthline.ca

Help When it Counts

The High-Risk Seniors project supports people to stay at home

Ernie and Clarabell McLaughlin have been married for more than 65 years. Recently Clarabell became ill and was admitted to hospital. Today she's home again with Ernie, thanks to the innovative High-Risk Seniors pilot project, part of the CCAC's Home First approach.

The project provides people like the McLaughlins with more support, care and services, with the goal of keeping them at home as long as possible.

Diane Dodge is a CCAC Intensive Case Manager working with the High-Risk Seniors project. "The biggest plus is that with the extra amount of support, people like the McLaughlins are able to stay home and don't have to go into long-term care," she says. "It's wonderful to see all the clients and their families so well served, and to see fewer admissions to hospital and trips to emerg."

Eunice Marshall Telford had a stroke last July, but she too is living at home with her husband Chester, thanks



to the project. "We were offered a bed in long-term care," says Chester, "but we turned it down because we were getting along so well under this program."

The High-Risk Seniors pilot project was launched in November 2010. Since then 50 clients who would otherwise have gone to long-term care have been served, and all have remained at home.

To meet the McLaughlins and Telfords, to learn more about the High-Risk Seniors pilot project and to watch the video see our Annual Report under publications at www.sw.ccac-ont.ca.



Technology that Cares

A new eShift program supports families caring for a dying person at home

"There were times when I would get very tired. But eShift made a huge difference. My wife was getting good service at night, and I was giving her better service during the day."

That's Terry Blackman of Thornbury, Ontario. He was the primary caregiver for his wife Vicky, who died at home in May 2011.



The eShift program provides personal support workers (PSWs) with specialized training to prepare them for bedside care of clients at the end of life. Each PSW inputs information about the client's condition throughout the night, using a wireless smart phone. The information is transmitted to a nurse, who monitors at a distance. As a result, PSWs are able to provide overnight care for clients like Vicky, and caregivers like Terry can get a good night's sleep and be ready to provide care throughout the day.

"In the past clients sometimes had to go back to hospital in the end stages, just because families could not support them in the way they felt they should," says Lorraine Garland, a registered nurse with the eShift program. "This program allows for the family to be fully supported, and gives them the opportunity to keep their loved ones home until their last days of life."

In 2010-2011, more than 40 clients were supported to die at home through eShift. Plans are in place to expand the program across the South West in coming months.

To meet Terry and Vicky, to learn more about the eShift program and to watch the video, see our Annual Report under publications at www.sw.ccac-ont.ca.



Our Annual Report, *Report to the Community 2010-2011, Quality through Partnership* is now online. Go to www.sw.ccac-ont.ca, under publications to read more.



Getting a Line on Health Services

thehealthline.ca is a treasure trove of valuable information – dig in!

Looking for the nearest Adult Day Program or Walk-In Clinic? Wondering which long-term care home might be best for your loved one? Interested in tips on caregiving or managing a chronic disease? Want a list of pharmacies?

For these and many other questions, turn to www.thehealthline.ca, a website that lists a wide range of health services across the South West. Thehealthline.ca listings are always accurate and up to date. In fact, the CCAC uses it to find health services information!

Thehealthline.ca is easy to use. From the home page you can search by key word or topic, alphabetically, by county or by postal code. In addition to the 1,500-plus listings, there are health news and events, a health library, and a range of “mini-sites” with specialized information about everything from children’s mental health to palliative care.

thehealthline.ca

Looking for health information online?

KEEP THESE TIPS IN MIND:

1. **KNOW THE SOURCE.** Begin your search with a reliable, credible source, like thehealthline.ca. Check out the “About Us” link to find out about the organization.
2. **GET A SECOND (AND THIRD) OPINION.** Compare information from several credible sites and verify what you find on the Internet with other reliable sources, such as advice from your health team.
3. **MAKE SURE IT’S UP-TO-DATE.** Ensure the site has been reviewed and updated recently, or move on to another source.
4. **PAUSE BEFORE GIVING PERSONAL INFORMATION.** If the site asks you to sign up or become a member, make sure the hosting organization will not share your information with third parties.
5. **SOUND TOO GOOD TO BE TRUE?** Steer clear of sites that make health claims that promote “miracle” or “breakthrough” cures.

For information about health and social services across the South West visit www.thehealthline.ca.

For more information about the CCAC visit www.sw.ccac-ont.ca or call **310-CCAC** (2222).



Connecting you with care
Votre lien aux soins

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

PUBLICATIONS MAIL
AGREEMENT NO.
41509531

RETURN UNDELIVERABLE
ITEMS TO
South West CCAC
356 Oxford St. W., London
ON N6H 1T3

Now We're Talking

The CCAC asks clients and families about the transition to Long-Term Care

How does the CCAC know whether the care we provide meets the needs of you, our clients and families? Simply by asking.

Each year, the South West CCAC Board talks to clients, caregivers and system partners to find out how we're doing and how we can improve. This year, the focus was on the transition from community to long-term care. The project included journals that caregivers were encouraged to keep as they moved through their journey, and personal interviews, in person or by telephone, with clients and caregivers.

“One of the things we were reminded of was the huge emotional impact,” says Nancy Dool-Kontio, Senior Director, Strategic Planning & Integration. “This is a major life decision, for the client and the caregiver.” Clients and caregivers were generally positive about the support they received from the CCAC, and many praised the case managers they had contact with.

The results were discussed at the June 1 all-staff meeting (go to www.youtube.com/user/swccac to view the all-staff meeting video). Dool-Kontio believes the project will be the catalyst for positive change. “I’m hopeful that in future more of these major decisions will be made from home. We must continue to integrate the emotional needs of clients and caregivers into the support we provide.”



Sharing the Care, Easing the Burden

The Share the Care™ model provides a road map for taking a group of friends, neighbours and co-workers, and turning them into a caregiving team for someone with a serious illness. The model was developed in the U.S. by a group of women who came together to care for a mutual friend with terminal cancer. “You don’t need any formal training to be part of a Share the Care™ team,” says Ruta Pocius, Regional Coordinator of caregiverexchange.ca. “All it takes is a real interest in helping someone you know.”

There are now five Share the Care™ stations across the south west to provide materials, answer questions, and help you get your Share the Care™ team started. For information go to www.caregiverexchange.ca.

