



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

September 2012

# HEROES IN THE HOME

A newsletter for South West CCAC Clients and their Families

## Partners in Safety

Clients, caregivers and the CCAC work together to ensure that home is a safe and comfortable place to receive care.

Delia, 73, has shared the same cosy apartment with her cat Jeremy for the past ten years. She is very happy to get back to her home after having a total hip replacement surgery. But with limited mobility, she sees the apartment through new eyes. That little rug in front of the window where Jeremy likes to sleep could slip her up when she's walking with crutches, so she puts it away. She adds a nightlight in the hall to help her find her way safely to the bathroom at night. She posts a list of emergency contacts on the fridge, along with the Community Care Access Centre (CCAC) VIP phone number that puts her directly in touch with her care team. She lists all her medications and uses a dosette box to organize them.

When her personal support worker visits, she puts Jeremy into his crate.

Delia knows that safety



at home is a partnership between clients, friends and family, CCAC care coordinators, and care providers like nurses, personal support workers and physiotherapists. "It's our goal to empower clients to stay safe," says Gord Milak, CCAC Senior Director, Performance Management and Accountability. "Clients and their family and friends are critical members of the care team, and we're here to support them to stay in their homes. If everyone is focused on safety, we all win."

In hospitals, safety is built into the environment and equipment used. With community care, each home is unique, and presents its own potential safety risks. Be sure to talk to your CCAC care coordinator about ways to make your home safer, for you and for your care providers.

### Here are some tips:

- Be sure you have a 72-hour emergency plan in place in case of bad weather or other disruptions to service. Know what to do if your care provider can't reach you. There's information in the *Record in the Home* binder, or at [www.getprepared.gc.ca](http://www.getprepared.gc.ca) on how to develop a plan.
- Put your South West CCAC VIP phone number magnet on the fridge. The number connects you directly to your CCAC team. Please call if you have any concerns.
- Keep a list of all medications you take, with dosage and timing, close at hand. Ask your care coordinator if you have any questions about your medications.
- Read through the Handwashing Tips on page 9 of "The South West Community Care Access Centre and You" brochure in the *Record in the Home*. Ask everyone coming into your home to provide care if they have washed their hands.
- Create a clean, uncluttered space in your home where care can be provided safely.
- Get the flu shot.
- When your providers are visiting, contain your pets so they don't interrupt care.
- Remove scatter rugs and clear clutter, so that you can move easily and safely around your home.
- Never smoke while a care provider is in your home.
- Arrange to have your front steps and walk cleared of snow.

Above all, remember that safety is a partnership. Working together, we can all stay safe and healthy at home.



A Message from CEO Sandra Coleman

## Care Coordination: Helping you stay well and get better

Alice is 86. She fell in May and fractured her left shoulder and pelvis. She was in hospital until July and still had trouble getting around.

In the past, Alice would probably have stayed in hospital until a space opened up in a long-term care home. But thanks to our new "Home First" approach and enhanced care plans Alice was able to go home with 24-hour care.

Alice's story is just one example of the value of care coordination and home care. The CCAC's care coordinators (also called case managers) are highly-trained professionals who work with clients to understand their needs and goals, and then develop a plan to meet them. They understand your medical situation, and they know what's available in your community to help. They can connect you with the care you need, whether it's a personal support worker

in your home on a regular basis, visits to our nursing clinics, a connection to an Adult Day Program or Meals on Wheels, or a range of other services. Care coordinators help you get home from hospital, find a new place to live, and navigate our complex health system. They are a source of knowledge and support as you make decisions about your future.

Care coordinators are among those we recognize through the South West CCAC's *Heroes in the Homes* award program (see pages 3 and 4). They are indeed heroes – people with special "powers" (knowledge, skills and experience!) to deliver outstanding care, every person, every day.

Be sure to keep communication open and work in partnership with your care coordinator. Let him or her know immediately if you have any questions or concerns about your care.

## Community Care News

**The South West CCAC is always looking for better ways to deliver care in your home and community. Here are some of the latest developments.**



### eShift Recognized

The CCAC's innovative eShift program, which enables personal support workers to provide overnight care for complex clients by linking them through smartphone technology to a nurse, was recently selected as an Accreditation Canada "Leading Practice." eShift is currently available in London and Middlesex, Elgin, Grey and Bruce counties, and will soon spread across the region.

### More Nurses

In May the Ontario government created hundreds of new nursing positions in home and community care. There are now 11 nurses working in schools across the South West helping to identify and support students with mental health or addiction issues. Shortly the CCAC will be hiring 13 rapid response nurses, who will visit patients in their homes within 24 hours of being discharged from hospital.



Photo: QMI Agency

### Helping People get Home Sooner

The CCAC's new "Home First" philosophy, which has the goal of getting patients home from hospital before they make any decisions about long-term care, has been very successful and will continue to spread across the region. In early September, the *London Free Press* did a feature story on the new approach, profiling client Moira Beaune, a 67-year-old with cystic fibrosis and muscular dystrophy who was able to get home from hospital despite her challenges. "It is so much nicer to be at home," Beaune told the reporter.







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

"True heroism consists in being superior to the ills of life, in whatever shape they may challenge us."

– Napoleon Bonaparte

# HEROES IN THE HOME

He shovels your drive and together you solve the world's problems. She helps with your bath, and always brings a smile and a joke. They work as a team to keep you safe and comfortable at home, despite the challenges you face. She encourages you to do your exercises even when you don't feel like it, and then puts the kettle on for tea.

They are family members, friends, neighbours, community volunteers. They are nurses, care coordinators, personal support workers, therapists, social workers. They are **HEROES IN THE HOME** – women and men who provide respectful and compassionate care and support in your home and community. They help in small ways, but they make a big difference.

Each year the South West CCAC, in partnership with thehealthline.ca, celebrates individuals who make a big difference in small ways. If there's a hero in your life – someone who makes it possible for you to maintain your independence – this is your chance to say thank-you in a very special way. Any caregiver who provides care in the home can be nominated. All nominees will receive a Certificate of Recognition and be honoured during special awards ceremonies in November.

**It's easy to make a nomination. Go to [www.heroesinthehome.thehealthline.ca](http://www.heroesinthehome.thehealthline.ca) and submit your nomination online.**



## **AWARD CEREMONIES (3:30 pm - 5:00 pm)**

### **November 13, 2012**

London/Middlesex and Elgin Counties  
Greek Canadian Community Centre  
965 Sarnia Rd, London

### **November 14, 2012**

Grey and Bruce Counties  
Stone Tree Golf and Fitness Club  
31808 Hwy 6 & 10, Owen Sound

### **November 22, 2012**

Perth, Huron, Oxford and  
Norfolk Counties  
Arden Park Hotel  
552 Ontario St., Stratford

Nominate  
someone special  
today.



## NOMINATION FORM

### Caregiver Recognition Awards

Help us celebrate a special Caregiver in your life.

A caregiver can be anyone – a family member, friend, community volunteer, support worker, case manager, nurse therapist or other health care professional. Every 'Hero' will be recognized with a Certificate of Recognition and will be honoured in person during a HEROES IN THE HOME ceremony in their region. Please submit online at **[www.heroesinthehome.thehealthline.ca](http://www.heroesinthehome.thehealthline.ca)**, or send this completed form via fax, email or mail.

CAREGIVER (first and last name) \_\_\_\_\_ AGENCY (if applicable) \_\_\_\_\_

ADDRESS \_\_\_\_\_ CITY \_\_\_\_\_ POSTAL CODE \_\_\_\_\_

TELEPHONE \_\_\_\_\_ EMAIL \_\_\_\_\_

☐ The caregiver has consented to receive this recognition and has given permission for his/her story, including photos and/or video, to be shared publicly.

THIS CAREGIVER HAS BEEN NOMINATED BY (first and last name) \_\_\_\_\_

ADDRESS \_\_\_\_\_ CITY \_\_\_\_\_ POSTAL CODE \_\_\_\_\_

TELEPHONE \_\_\_\_\_ EMAIL \_\_\_\_\_

I, as the nominator, am interested in attending the recognition ceremony ☐ YES ☐ NO

NAME OF THE PERSON BEING CARED FOR (first and last name) \_\_\_\_\_

Briefly describe why this Caregiver should receive this honour. Feel free to continue your story on another page.

---

---

---

---

---

---

---

---

Please indicate which location applies to the caregiver you are nominating and return this form via email, fax, or mail to the office in your area no later than **Friday, October 19, 2012**, to:

☐ **For London/Middlesex and Elgin Counties**  
Sue Cornelius  
[thehealthline.ca](http://thehealthline.ca)  
630 Colborne Street  
Suite 201  
London, ON N6B 2V2  
Tel: 519-660-5911  
Fax: 519-433-9188  
Email: [sue.cornelius@thehealthline.ca](mailto:sue.cornelius@thehealthline.ca)

**Event date:**  
**Tuesday, November 13, 2012**

☐ **For Grey and Bruce Counties**  
Teresa Zohorsky  
South West CCAC  
25 18th Street West  
Owen Sound, ON  
N4K 6Y1  
Tel: 519-374-8008 or  
1-800-811-5146 ext. 5397  
Fax: 519-376-9944  
Email: [teresa.zohorsky@thehealthline.ca](mailto:teresa.zohorsky@thehealthline.ca)

**Event date:**  
**Wednesday, November 14, 2012**

☐ **For Huron, Perth, Oxford and Norfolk Counties**  
Barbara Hagarty  
South West CCAC  
65 Lorne Avenue East  
Stratford, ON N5A 6S4  
Tel: 519-276-3408 or  
1-800-811-5146 ext. 5968  
Fax: 519-273-2139  
Email: [barbara.hagarty@thehealthline.ca](mailto:barbara.hagarty@thehealthline.ca)

**Event date:**  
**Thursday, November 22, 2012**

**[thehealthline.ca](http://thehealthline.ca)**