



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

Volume 5 Issue 1 Summer 2014



HEROES IN THE HOME

A bulletin for patients and families of the South West CCAC

Helping Joseph stay at home

Care Coordinator enables patient to achieve his goal



Care Coordinator Jennifer Morris and patient Joseph McCann share a laugh.

Joseph McCann wanted to stay living at home with his mother for as long as possible. The 30-year-old Londoner has Cerebral Palsy, and needs regular care from a variety of professionals on a daily basis. Last year, when the challenges of staying at home began to accumulate, South West CCAC Care Coordinator Jennifer Morris stepped in to help make sure those challenges were overcome, and that home was exactly where Joseph would be able to stay.

"Joseph wanted to live with his Mom, with family," said Morris. "We can all relate to that, so I helped them put in place everything that was necessary for him to be able to stay where he most wanted to be."

Morris worked with an occupational therapist and McCann's mother to identify

ways to make the McCann home more wheelchair-friendly. "They put in a track lift, renovated the bedroom and put in a whole new bathroom," said Morris. "Then I worked with Joseph, his Mom, an occupational therapist and a personal support worker to develop a solid care plan. They've got the best possible setup right now."

CCAC Care Coordinators like Morris are highly skilled health-care professionals who play a critical role in the lives of the people for whom they help provide care. Capable of providing unique support to patients of all ages in all stages of health, a Care Coordinator is a patient's very own dedicated home and community care expert.

Care Coordinators listen to concerns, and work with patients, families and caregivers to

develop a care plan designed specifically to meet each individual's unique needs. "We really talk about a lot of stuff," said McCann, smiling.

As in McCann's case, Care Coordinators then bring together other professionals including nurses, therapists, personal support workers, specialists, family doctors and pharmacists to form a circle of care, and lead the team to ensure patients' goals are met.

"We're familiar with, and connected to, every community, every service and every part of the health-care system," said Morris. "No matter what type of care or support our patients need, we know how to get it for them."

Each month, South West Care Coordinators:

- help more than 3,200 patients get from hospital to home
- help more than 250 patients find long-term care accommodations
- receive more than 3,500 referrals for home care
- provide services to more than 25,000 patients

As regulated health professionals, Care Coordinators work directly with patients in hospitals, doctors' offices, communities, schools and in patients' homes.

"Regardless of what setting we're working in, we always approach the model of care collaboratively to develop a shared understanding and co-create ways to achieve outcomes," said Morris. "We understand our patients' needs, listen to what they want to achieve, and help ensure they meet their objectives."

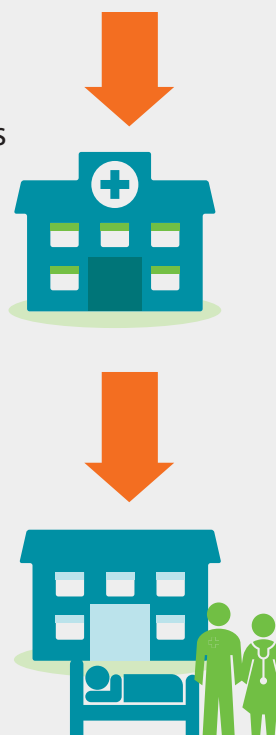
Joseph is a great example of what Care Coordinators do every day, said Morris. "Joseph wanted to stay living at home. I simply worked with him and his family to make it easier for that to happen."

Getting you home and community care

The South West CCAC can connect you with a wide variety of supports and services, including:

- Care coordination
- Nursing
- Physiotherapy
- Occupational therapy
- Speech language therapy
- Social work
- Supports at school
- In-home personal support
- Home making and home maintenance services
- Nutritional counselling
- Meal delivery services
- Finding a family doctor
- Adult day programs
- Medical equipment and supplies
- Caregiver support services
- Supportive housing and assisted living
- Long-term care
- Financial assistance and advice
- Friendly visiting services
- Falls prevention and exercise classes
- Chronic disease self-management supports
- Transportation services

Call the South West CCAC at **310-2222** to talk to an information specialist today!





A Message from CEO Sandra Coleman

The importance of home and community care

It has been a busy spring for Ontario's CCACs and the home and community care sector. In addition to the fantastic work we have all been undertaking, some of which you will read about in this bulletin, we have also been taking part in an increased amount of public discussion regarding home and community care.

There have been columns written and articles published, there has been discussion at Queen's Park, and there has been a review of the *Local Health System Integration Act*, in which CCACs have been active participants. Ontario's CCACs have always been eager to discuss how to further improve the quality and value of home and community care.

In the South West we have continued with improvements and innovation. The results have been nothing short of amazing. Home First is now implemented in every hospital in the South West. Thanks to this approach to care:

- 800 people with complex needs are able to stay in their own homes each month
- 50% fewer people are waiting in hospital for long-term care placement (ALC-LTC)

- Since September 2011, Home First has saved the health-care system more than \$10 million
- We also now have Care Coordinators on site with more than 600 physicians, and we continue to hear from patients and family members about how pleased they are with the outstanding care we provide each day.

Feedback like this shows how important home and community care is to patients.

But this care is also important to the health-care system itself. Because of CCACs, there is a single point of access and accountability for home care in every community in Ontario. CCACs have systems in place that enable more than 650,000 people of all ages to be supported at home and in their communities each year, instead of in already crowded hospitals.

Home and community care, as a sector, is evolving. We welcome that evolution, and we look forward to taking part in

further informed discussions with partners and stakeholders to ensure this vitally important sector continues to perform at the highest caliber, and continues to provide the best possible care to every patient, every day.



Elizabeth's husband, Bob, suffers from a rare form of dementia. The following is an excerpt from a letter Elizabeth sent to say thank you for the tremendous care the CCAC provides people living at home with dementia.

The South West CCAC has been working with us for the past 18 months, assessing Bob's needs, arranging for day program and short-term respite care through the VON Perth-Huron Branch, and setting the wheels in motion for further in-home care and eventual entry to a suitable long-term care facility.

Far from being an impersonal or bureaucratic service, the CCAC provides a personal ongoing Care Coordinator, in our case, Jaynie. Jaynie meets with Bob in our home, conducting periodic assessments of his situation with great tact and skill. She is always no further than a telephone call away from me when questions arise concerning Bob's care. Without doubt, this is the most effective way of coordinating in-home services that I can imagine. I should also mention that this greatly reduces the stress and worry of a person such as myself.

– Elizabeth

South West CCAC by the Numbers

- **60,000 patients** are cared for every year, or **1 in every 17 people** in the region
- more than **2.5 million in-home visits** are made by the South West CCAC
- **94%** of CCAC patients are **satisfied or very satisfied** with their care
- Used **increased funding** to raise number of people cared for at home by 11 per cent in 2013/2014
- **less than 4%** of our budget is spent on administration, with another 4% on IT and facilities, for less than **8% overall**
- 95% of patients discharged from hospital get their **first nursing visit within 5 days** and 90% get their first PSW visit within 5 days

Ontario's CCACs committed to quality



Ontario's CCACs are committed to the continual improvement of all aspects of their work in order to keep adding value to the province's health-care system. The fourth-annual CCAC Quality Report, entitled *How We Care*, tells the story of how the province's 14 CCACs are progressing on their commitments to improving quality of care, patient

experience and patient safety in homes and communities across the province. The 2012-13 fiscal year saw Ontario's residents benefit greatly from the province's CCACs. Collectively they:

- supported more than 650,000 Ontarians with home and community care
- helped bring 192,000 patients home from hospital
- cared for more than 300,000 seniors at home
- delivered health services at school to 82,000 children and youth
- provided end-of-life care in the home to 25,000 Ontarians

The CCACs' focus on continuous quality improvement has led to some tremendous outcomes.

Since 2009-2010:

- Personal support services provided to patients with high care needs have risen 23%
- 18% more patients are going home from hospital with support
- 37% fewer people are going to long-term care
- Readmission rates to Emergency Departments for CCAC patients referred from hospital have fallen from 14.5% to 8.1%

To learn more about the CCACs' commitment to quality care, read the 2012-2013 CCAC Quality Report online at healthcareathome.ca/southwest

>> **Our Performance**
>> **Quality Improvement**

The South West Community Care Access Centre is accredited with exemplary standing, the highest possible rating from Accreditation Canada.



Is your home safe?

Use the following tips and recommendations to go through your home, room by room, to ensure each living space is as comfortable and safe as possible.

Bedroom

- Have nightlights to light your way if you get up at night
- Keep a flashlight by your bedside
- Arrange furniture to ensure a clear passage between the bed and door

Kitchen

- Keep a fire extinguisher near the stove
- Have a smoke alarm installed
- Store heavy items in lower cupboards
- Keep a stable step stool close by to safely reach higher items
- Ensure all chemicals and cleaners are labeled and stored out of the reach of children and pets

Living Room

- Allow enough space to move around furniture safely and easily
- Ensure all furniture and tables are sturdy
- Secure all loose rugs and mats

Bathroom

- Install non-slip mats in tubs and showers
- Install hand rails in tubs and showers
- Ensure hot water is set to the recommended temperature of 49° Celsius (120° Fahrenheit)

Stairways

- Ensure all stairways have strong, reliable hand rails
- Keep indoor steps free of clutter
- Keep outdoor steps free of leaves, snow and other debris
- Ensure staircases are lit with lights controllable at both ends
- Ensure any carpets on stairs are secured

Caregiver exchange – resources at your fing



If you are helping to provide care for a friend, relative or loved one who is facing a chronic disease or serious illness, you're not alone. An estimated 7 million Canadians are caring for a loved one on a daily basis. It's estimated that caregivers contribute \$5 billion annually in unpaid labour to our health-care system.

But, in the process of looking after others, it is important to take care of yourself. Burnout and stress are very real side effects of your essential caregiving role.

It's why thehealthline.ca Information Network, in partnership with CCACs, has

launched a province-wide resource, caregiverexchange.ca, to help caregivers find the information and support they need, and to encourage them to share concerns and strategies with one another.

"We know how important caregivers are in supporting our patients to stay well, get better, and stay in their own homes and communities," said South West CCAC Director of Client Services, Donna Ladouceur. "This new provincial resource will put information and ideas at their fingertips, and will help them feel better supported."

Caregiverexchange.ca enables caregivers to:

- Find out about events, support groups and information sessions designed for them
- Download and print resources about a wide variety of topics, including long-term care, end-of-life care and care provided by local CCACs
- Read up on local, regional and national news and issues relating to caregiving
- Comment on anything they read

The caregiverexchange.ca blog tells stories and shares information on a weekly basis.

Visit caregiverexchange.ca today to begin taking care of yourself, so you can continue taking care of your loved one.

SHOW YOUR HERO YOU CARE



Nominations for the 2014 Heroes in the Home Caregiver Recognition Program are NOW OPEN!

Your hero may be a family member or a cherished friend, a neighbour or a community volunteer. Perhaps they are a Nurse, Care Coordinator, Therapist or Personal Support Worker. Regardless of who your hero is, he or she is an ordinary person who does extraordinary things to help you stay safe and live the life you want to live.

Show your hero you care and that you appreciate the tremendous difference they make in your life by nominating them for the 2014 Heroes in the Home Caregiver Recognition Program.

Heroes in the Home is an annual celebration sponsored by the South West Community Care Access Centre (CCAC) and SouthWesthealthline.ca to honour those special individuals who go above and beyond in helping care for a loved one. Any caregiver who provides care in the home can be nominated, and all nominees will receive a certificate of recognition during a special celebration in the fall.

To honour your hero, send in this completed form, or visit www.healthcareathome.ca/southwest/en/Who-We-Are/heroes-in-the-home to submit your nomination online.



CELEBRATION EVENTS (3:30 pm - 5:00 pm)

Wednesday, October 8, 2014 Grey and Bruce Counties
Stone Tree Golf and Fitness Club, 318087 Hwy 6 & 10, Owen Sound

Wednesday, October 22, 2014 London/Middlesex and Elgin Counties
Hellenic Community Centre, 133 Southdale Rd W, London

Wednesday, November 12, 2014 Perth, Huron, Oxford and Norfolk Counties
Stratford Rotary Complex, 353 McCarthy Rd, Stratford



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Family Caregivers Bill passed

The Ontario Government has strengthened job security for family caregivers by creating new job-protected leaves, including:

- **Family Caregiver Leave:** up to eight weeks unpaid, job-protected leave for employees to provide care or support to a family member with a serious medical condition
- **Critically Ill Child Care Leave:** up to 37 weeks unpaid, job-protected leave for employees to provide care to a critically ill child

Visit www.news.ontario.ca and search for *Family Caregivers Bill* to learn more.

Seniors Scene connects seniors with supports

A unique print publication filled with local health-care information and resources specifically for seniors will soon be available from your CCAC Care Coordinator and in your local CCAC office.

Sponsored by the South West CACC and southwesthealthline.ca, Seniors Scene lists programs and services designed to help seniors stay healthy, stay active and deal with any unexpected health issues that may arise. Three editions have been created for the South West – one each for Grey and Bruce counties, Huron, Perth and Oxford counties and London/Middlesex and Elgin counties – in order to ensure the information is as locally specific as possible.

“We wanted to provide the senior citizens of the South West with a resource that listed services right in their own community to help them live as independently as possible,” said Client Services Senior Director Donna Ladouceur. “This is a resource that is going to add tremendous value to the lives of our seniors, their family members and caregivers.”

The specific information contained in the booklets was selected and categorized from thousands of records that exist online at southwesthealthline.ca. Seniors will be able to easily find information and resources in a number of categories



including health and wellness, active living, medical equipment and supplies, finances and employment.

“This is a unique subset of information available to the public online at southwesthealthline.ca,” said southwesthealthline manager Lisa Misurak. “We’ve done the information searching on behalf of the region’s seniors, and published all the relevant information in hard copy booklet, since we know that is a format they prefer.”

Talk to your Care Coordinator or visit your local South West CCAC office today to receive your free copy.



NOMINATION FORM 2014 Caregiver Recognition Program



A caregiver can be anyone – a family member, friend, community volunteer, support worker, care coordinator, 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 celebration in their region. Please visit www.healthcareathome.ca/southwest/en/Who-We-Are/heroes-in-the-home to submit your nomination online 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 the date indicated below.

☐ **For Grey and Bruce Counties**
Teresa Zohorsky
Heroes in the Home
South West CCAC
1415 1st Avenue West
Suite 3009
Owen Sound, ON N4K 4K8
Tel: 519-377-4599
Fax: 519-376-9944
Email: teresa.zohorsky@thehealthline.ca

Submit your nomination no later than Friday, September 5, 2014
Event date: Wednesday, October 8

☐ **For London/Middlesex and Elgin Counties**
Melinda Zack
Heroes in the Home
thehealthline.ca
630 Colborne Street, Suite 201
London, ON N6B 2V2
Tel: 519-660-5911
Fax: 519-433-9188
Email: melinda.zack@thehealthline.ca

Submit your nomination no later than Friday, September 19, 2014
Event date: Wednesday, October 22

SouthWesthealthline.ca

☐ **For Perth, Huron, Oxford and Norfolk Counties**
Barbara Hagarty
Heroes in the Home
c/o The United Centre
32 Erie Sreet
Stratford, ON N5A 2M4
Tel: 519-271-7730 ext. 229
Fax: 519-273-9350
Email: Barbara.hagarty@thehealthline.ca

Submit your nomination no later than Friday, October 10, 2014
Event date: Wednesday, November 12



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