



HEROES IN THE HOME

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COMMUNITY NEWSLETTER SOUTH WEST COMMUNITY CARE ACCESS CENTRE

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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
- Less than 3.5% of our budget is spent on administration, or just under 7% including IT and facilities
- 92.5% of all patients discharged from hospital get their first nursing visit within 5 days and 91% get their first PSW visit within 5 days

FLOYD AND OLIVE

WANT TO REMAIN AT HOME, TOGETHER FOR AS LONG AS THEY CAN

When Floyd and Olive, got married five years ago, Olive moved from Toronto to Listowel. Both were experiencing good health and lived independently in their own home. Floyd was admitted to hospital in the summer of 2013 and again in the spring of 2014. He received CCAC support for short periods of time upon both hospital discharges.

Last fall, Floyd was hospitalized again after multiple mini strokes. Floyd was also experiencing some mild dementia and lower back/abdomen pain. He decided not to pursue further tests. During Floyd's fall 2014 hospital stay, they discussed long-term care with their CCAC Care Coordinator but both Floyd and Olive wanted to stay together – they asked for other options. Specifically, Floyd as a palliative patient, expressed his wish to remain in his home for end-of-life care.

With help from their family and friends, Floyd and Olive renovated



a granny suite for themselves. Their home is bright and comfortable with great thought put into accessibility supports. They are very happy living there.

CCAC also coordinated a comprehensive care plan with a number of elements including Nursing, Occupational Therapy, Personal Support, and community services. Floyd and Olive continue to meet with their Care Coordinator in person and by phone to ensure that their care plan is continuing to meet their needs.

DID YOU KNOW...

That the South West CCAC works with partners across the healthcare system? From family doctors to hospitals to Meals on Wheels, we will help you get the care you need.



FOLLOW US AT:
@southwestccac



A MESSAGE FROM SANDRA

SANDRA COLEMAN, CEO SOUTH WEST CCAC



SOUTH WEST CCAC CONNECTING YOU WITH CARE

If you need information about these services and programs or others in your community, we are here to help you. Phone lines are open 7 days per week from 8:00am to 8:00pm.

www.SouthWesthealthline.ca is available 24 hours/day.

TELEHOMECARE

Do you have Chronic Obstructive Pulmonary Disease [COPD] or Chronic Heart Failure [CHF]? We are here to help with Nurses who will help you to monitor and manage your symptoms through the use of medical equipment in your own home.

SOUTH WEST SELF MANAGEMENT

We can help you learn how to manage your chronic disease to help you stay healthier in your home. Free workshops are available.

Connecting people with the care they need in their homes.

Home and Community Care is receiving a great deal of attention these days; it seems like this important topic is on everyone's radar. People in communities across Ontario are telling us, loud and clear, that they wish to remain in their homes as they age and their health becomes more complicated.

We are listening and working with government and health system partners to make it possible. We are developing new programs and technology and contributing to provincial reports that focus on system level changes. To learn more about our work in this area, please visit www.HealthCareAtHome.ca

Today, we are able to care for people in their homes who, five years ago, would have most likely had to move to long-term care.

Among the many highlights for our team at the South West CCAC this past year was learning that we received the highest patient satisfaction results in the province. This accomplishment becomes even more meaningful for us when we stop to consider that we:

- connected more than 60,000 people with the health care services they needed.
- coordinated care for more people with more complex needs than ever before.
- helped patients avoid just under 200,000 hospital days with Home First supports that enabled them to remain at home instead of hospital or long-term care.



*At the South West CCAC, our team is excited about the future and will remain focused on our vision of **outstanding care, every person - every day.***

HOW TO CONTACT US....

Toll free: 1-800-811-5146 or 310-CCAC
Website: www.HealthCareAtHome.ca/southwest
Mailing Address: 356 Oxford Street West, London, ON, N6H 1T3
Office Locations: Owen Sound, Hanover, Seaforth, Stratford, Woodstock, St. Thomas, London



SERVICES AVAILABLE THROUGH THE CCAC

YOUR CARE COORDINATOR WILL WORK WITH YOU AND YOUR CAREGIVERS TO DETERMINE WHAT HELP YOU NEED AT HOME.

PARTNERING WITH COMMUNITY SERVICE

Some of these organizations are not for profit and rely on volunteers while others employ full time staff to support people in the community. In some cases, there is a nominal fee for services.

When more than one organization offers the same services, your Care Coordinator will help you decide which organization(s) will be most suited to your needs.

THE SERVICES IN YOUR COMMUNITY MAY INCLUDE:

- Meal delivery
- Homemaking and home help
- Caregiver relief
- Transportation services
- Community dining
- Friendly visiting
- Adult Day Programs

You can learn more about these services in your community by talking to your Care Coordinator, or searching www.SouthWesthealthline.ca

CCACs provide a wide-range of health-care services and resources to support you at home, at school or in the community. Through personal visits and regular check-ins, we help determine the right care and health supports for you and get you the care you need.

SERVICES INCLUDE:

- Care coordination
- Nursing care
- Personal support to help with day-to-day activities
- Support to help you feel better and do more, including physiotherapy, occupational therapy, speech-language therapy and nutritional counselling
- Social work, for practical and emotional support during difficult times
- Medical supplies and short-term help with medical equipment
- Connections to community support services
- Connections to primary care, including help to find a family doctor
- Connections to rehabilitation, complex continuing care, assisted living and supportive housing facilities, adult day programs, long-term care homes and residential hospices
- Support for children with disabilities and children and youth with mental health and addiction challenges

There are services available in your community that are able to support people with many different needs.

All CCAC services are funded by the Ministry of Health and Long-Term Care through the Local Health Integration Network. There is no cost to you for direct CCAC services.

There may be costs associated with some services such as Meals on Wheels, Adult Day Programs, and housing — check with your Care Coordinator for more information.

DID YOU KNOW....

Your feedback about the draft **Patient Declaration of Values and Expectations** is needed? Find it on our website at www.HealthCareAtHome.ca



ALICIA's EXPERIENCE

South West CCAC
Care Coordinator,
JENN



ALICIA'S FAMILY AND HER CARE COORDINATOR, WORKING TOGETHER TO DEVELOP A CARE PLAN THAT BEST SUITS ALICIA

The oldest of Tracy and Brian's three children, Alicia, is 22 years old and has complex special needs which necessitate 24-hour care. Alicia's parents, Tracy and Brian believe the time will eventually come for Alicia to move into supportive housing but they want to keep her at home with the rest of their family in the Grey/Bruce area for now.

Since Brian and Tracy both work outside of the home and Alicia had finished school in June 2014, they knew they needed to set up a new care plan that would help Alicia transition from childrens' services to adult services.

Alicia's South West CCAC Care Coordinator, Jenn has been working with Alicia and her family for four years. Together they have used **www.TheHealthLine.ca** to research organizations that would provide the care complement and age-appropriate stimulation that Alicia needed.

Participation House in London had not accepted a patient from Grey/Bruce area before, however they were happy to meet with Alicia's parents and Jenn (via Skype) to discuss Alicia's care needs. After a successful meeting for everyone Participation House staff worked to ensure that they had the training they needed specific to Alicia's complex care requirements.

Alicia is now able to access Participation House for respite care on a scheduled



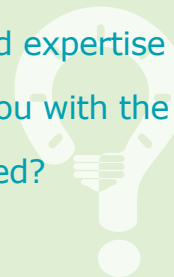
basis which has proven to be a significant element of her care plan.

During her respite stays at Participation House, Alicia's parents and her siblings, Paige and Reese have been able to visit Alicia and feel confident that Alicia is in an age appropriate environment where she is well-cared for.

According to Tracy, "This solution has been a godsend for our family. If it had not been available, we would have had to consider more permanent options and we are just not ready to do that yet."

DID YOU KNOW....

CCAC Care Coordinators are Registered Health Care Professionals with the skills and expertise to provide you with the care you need?



SHOW YOUR HERO YOU CARE



NOMINATIONS FOR THE 2015 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 2015 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.



NOMINATION FORM

2015 Caregiver Recognition Program



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 how you know the person you are nominating (are you family, friends, or are you a client). Also tell us why your caregiver is important to you and why you are nominating them. 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
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☐ **For Perth, Huron, Oxford and Norfolk Counties**
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32 Erie Street
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Tel: 519-271-7730 ext. 229
Fax: 519-273-9350
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☐ **For London/Middlesex and Elgin Counties**
Jennifer Gritke
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London, ON N6B 2V2
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Fax: 519-433-9188
Email: jennifer.gritke@thehealthline.ca

Submit your nomination no later than Friday, September 11, 2015
Event date: Tuesday, October 20

Submit your nomination no later than Friday, September 25, 2015
Event date: Thursday, October 29

Submit your nomination no later than Thursday, October 8, 2015
Event date: Thursday, November 12



SouthWesthealthline.ca

WHAT LIVING ARRANGEMENT IS BEST FOR YOU?



Whenever possible, CCACs start by getting people the care and support they need to stay in their homes. People whose health care needs can be managed at home or who need help with specific day-to-day tasks like bathing, dressing or cooking, may be able to receive support at home through our home care services.

When it becomes necessary to consider alternative living arrangements, CCACs help you and your family understand your options, including: Assisted Living, Supportive Housing, Adult Day Programs, Retirement Homes or Long-Term Care.

ASSISTED LIVING/SUPPORTIVE HOUSING

Services can include personal care, homemaking and an emergency response system. Assisted living programs may be offered in a variety of settings including seniors apartments, social housing buildings or even in a senior's own home in some communities.

ADULT DAY PROGRAMS

Adult Day Programs provide people with the chance to socialize with friends, get out into the community and enjoy new activities. These programs provide a partial or full day of programming outside the home, for frail elderly people who are living alone in the community, including those with Alzheimer's disease and dementia.

RETIREMENT HOMES

Retirement Homes are privately owned and operated. Costs and services vary. Residents pay directly for the care services they choose to receive.

They may provide assistance with housekeeping, meals, bathing, dressing, medications, among other services.

LONG TERM CARE HOMES

Long-term care homes are residential homes that provide ongoing care to patients whose care needs cannot be met in the community.

CCACs ease the move to long-term care by helping people understand the available options and by supporting people to make the decisions about their care.

If you require additional support and you are concerned that staying at home is no longer possible, we recommend you explore all of your options.

www.SouthWesthealthline.ca is a great place to start. Here you will find detailed information including listings, fact sheets, videos and even some virtual tours of the options listed here.

Your Care Coordinator can talk to you and your caregivers about all of the options available to you.

SouthWesthealthline.ca

SouthWesthealthline.ca is a great resource for information about local health and community services to help your clients and patients stay healthy, get well and live independently.

- ▶ Home and Community Care
- ▶ Health Care Professionals
- ▶ French Language Services and Resources 
- ▶ End-of-Life Care Supports
- ▶ News and Events
- ▶ Health Care Facilities
- ▶ Stroke Resources
- ▶ Clinics and Classes
- ▶ Support Groups
- ▶ Social Supports
- ▶ Careers



There are 14 regional sites. Find services across Ontario at thehealthline.ca.



DID YOU KNOW...

That you can find detailed fact sheets and videos about Assisted Living, Supportive Housing, Adult Day Programs and Long-Term Care homes on the **www.SouthWesthealthline.ca** website?



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