

Connecting people to care



Our Vision

"Outstanding care in the Champlain region, every person,
every day, every community"

Our Mission

To deliver a seamless experience through
the health system, for people in our diverse communities, by
providing equitable access, individualized care coordination
and quality health care.



Awards and Recognition



3

French Language Designation



At your service! À votre service!

4

Client Satisfaction

93.5 %
 of clients
 report a positive
 experience



5

Supporting
 more clients
 with more
 complex needs



In 2013–2014 our clients totalled:


 59,126



$\frac{3}{5}$

were over
the age
of 65



33.4%
 had high care needs

24%
 of our clients were over 85

6

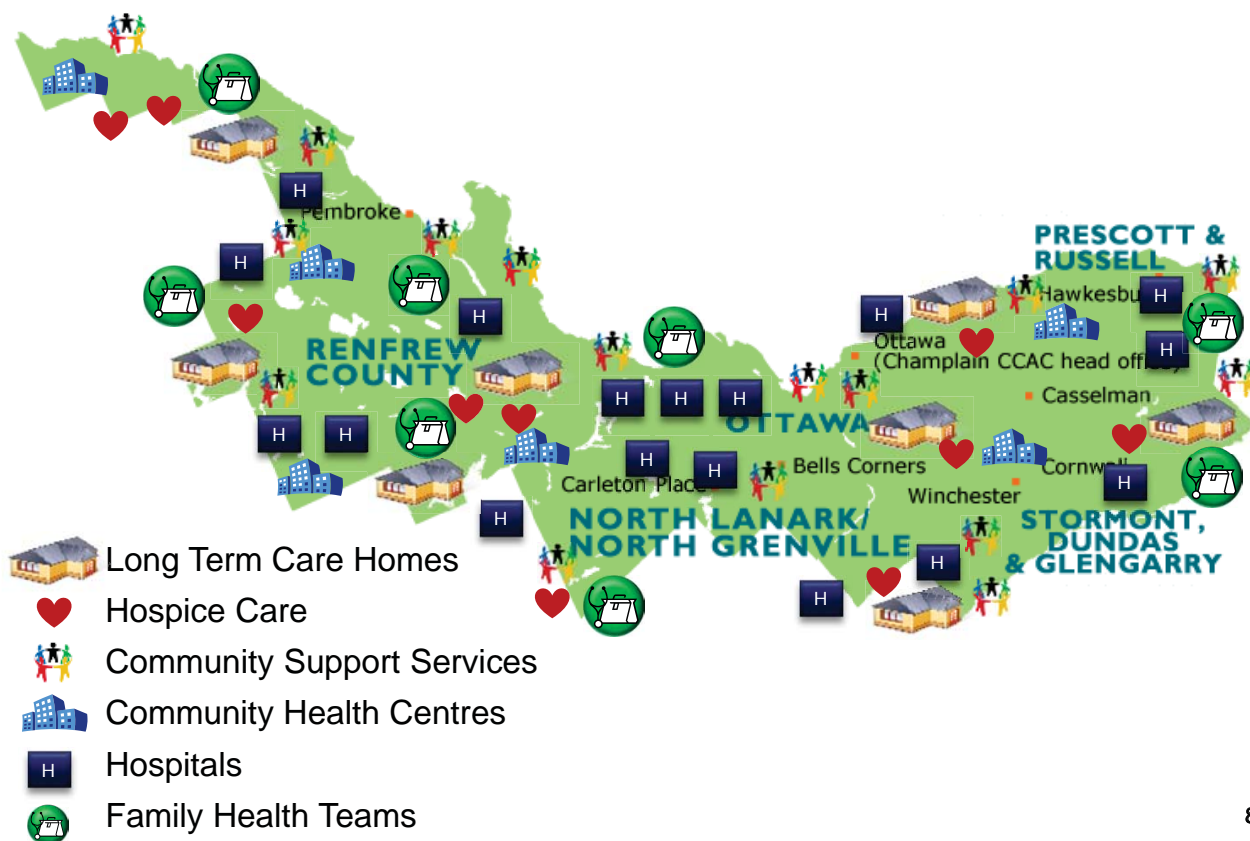
Connecting people of all ages

The Champlain CCAC :

- Provides services to facilitate care of clients to remain safe & independent at home
- Connects clients to resources available in the community
- Assesses and determines eligibility for long-term care, respite care, adult day programs, assisted living services for high risk seniors
- Helps find primary care



Our Presence in the Community



Our People: Professional, Qualified and Caring



Champlain CCAC staff are dedicated nurses, therapists and other health care professionals.

We work directly with patients in:

- hospitals
- schools
- doctor's offices
- communities
- and at home

9

What does the Care Coordinator do?

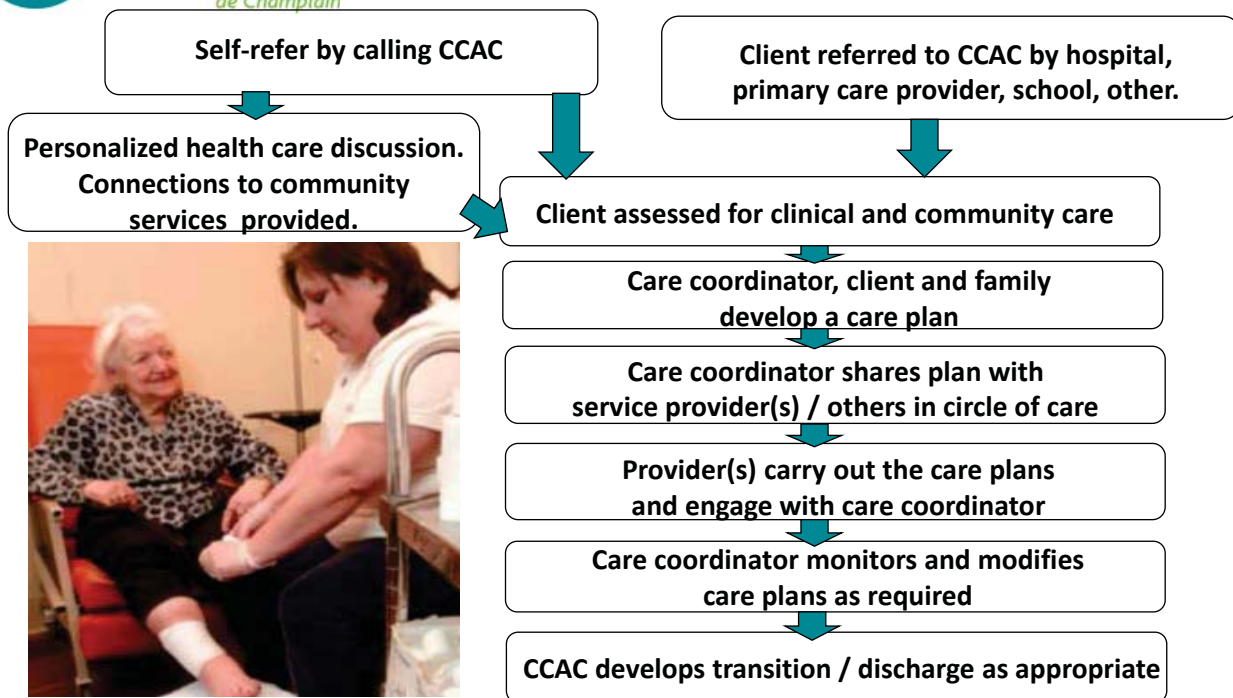
- Provides essential care coordination/case management service
- Assesses clients to determine care needs (using provincially-mandated standardized assessment and screening tools)
- Monitors each client's care plan
- Helps clients "connect" with various care and services
- May be located in hospitals, in the community or in primary care practices



The Champlain CCAC has made a huge difference to my family. It means that my parents can both stay in their home—probably for a very long time.
 - Lorraine McInnis-Osborne, Kanata, Ontario

10

A Client Journey



11

Our services

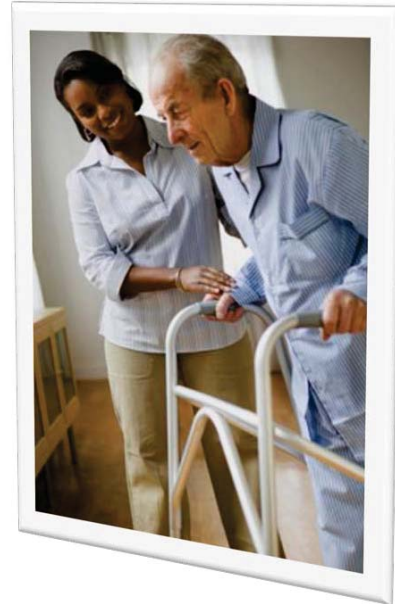
- Care coordination
- Nursing
- Personal support
- Physiotherapy
- Occupational therapy
- Nutritional counselling
- Speech therapy
- Social work
- Medical supplies and equipment
- Respite care



12

To access CCAC services

- Clients must have a valid Ontario Health Card
- Care must be able to be provided safely at home
- Specific criteria for day programs, long-term care



13

To access our services

- Self-referral
- Referral by a physician, family member or friend
- Referral by a community agency, hospital, emergency department or another CCAC
- Client consent required if referred by a second or third party



14

Specialized Services

- Palliative Nurse Practitioners
- Palliative Care Team
- School Health Support Services
- Pediatric Care
- Placement Coordination Services
- Rapid Response Nurses
- Mental Health and Addictions Nurses
- Wound Care Specialist
- Information and Referral
- Long-Term Care, Assisted Living



15

Support and Resources in the Community

CCAC also connects people to other services:

- | | |
|-------------------------------------|---|
| • Adult day programs | community dining |
| • Caregiver support groups | • Rehabilitation |
| • Friendly visits | • Supportive housing/Assisted Living Services |
| • Hospice care | • Transportation services |
| • Housekeeping and home maintenance | |
| • Meal delivery and | |

16

Adult Day Services

- Adult Day Programs provide individual programming in a supervised group setting
- They support clients with high care needs and typically serve the frail elderly and/or individuals with progressive cognitive disorders such as dementia
- They enable clients to leave home to socialize with their peers and achieve their maximum level of functioning
- Enable families to have much needed respite
- Participation can delay or prevent placement to a long-term care facility

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17

Adult Day Program eligibility

- Client must have a valid Ontario Health Card number
- Must be 18 years of age or older
- Must require ADP as a result of a physical illness, disability and/or acquired brain injury
- Must be able to function safely in a group setting and have needs that can be met by the program staff

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18

ADP resources within Champlain

- Over 40 agencies including 3 designated for clients with Acquired Brain Injury, provide a variety of programs which may include:
- Planned social, recreational and physical activities
- Meals
- Personal support/ attendant care
- Hair care and foot care (may be additional cost)
- Some programs provide transportation to and from their sites

Assisted Living Services- High Risk Seniors

The Assisted Living Services program meets the needs of high risk seniors who can reside at home but require the availability of personal support and home making on a 24 hours basis.

Services include:

- 24hr urgent (non-medical) /on-call response
- security checks or reassurance services
- 24hr pre-scheduled services (7 days per week, 365 days per year)(personal support and homemaking), and
- Care coordination

Service details

Personal Support Services:

- dressing, personal hygiene, assistance with mobility, assisting and monitoring medication, and other routine activities of daily living.
- 24/7, Scheduled and unscheduled basis

Homemaking services:

- Shopping, housecleaning, meal preparation, laundry
- 24/7, Scheduled and unscheduled basis

Safety, security checks and reassurance services – reducing isolation

- 24/7, Scheduled and unscheduled basis

Care Coordination

- Assessment of needs, develop, review, evaluation and revision of plan of service
- Regular and ongoing communication with partners/other providers

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21

ALS-HRS eligibility criteria

- Client must be high risk senior (60+)
- Client **MUST** be in private dwelling within a specific limited geographic – no retirement homes
- Or ...client would be willing to re-locate to a 'village' setting which provides services on site
- Other eligibility criteria are reviewed by the assessing CCAC care coordinators, including whether the client meets the profile of a 'High Risk Senior'
- The client must be able to remain home safely between visits
- The client is not on a waiting list for a Long Term Care Home

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22

ALS-HRS Resources within Champlain

- 13 provider agencies cover 21 geographic areas of service including 3 village sites
- Total of 617 spaces within this program
- Access is centralized through a CCAC application process, however, clients can be referred from several sources

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23

Long-Term Care

Champlain CCAC Care Coordinators help:

- Inform clients and caregivers about their Long-Term Care options
- Ensure each client's specific care and lifestyle needs can be met in a Long-Term Care Home
- Determine the best place for them to receive care should Long-Term Care not fit their needs

Long Term Care Homes within Champlain

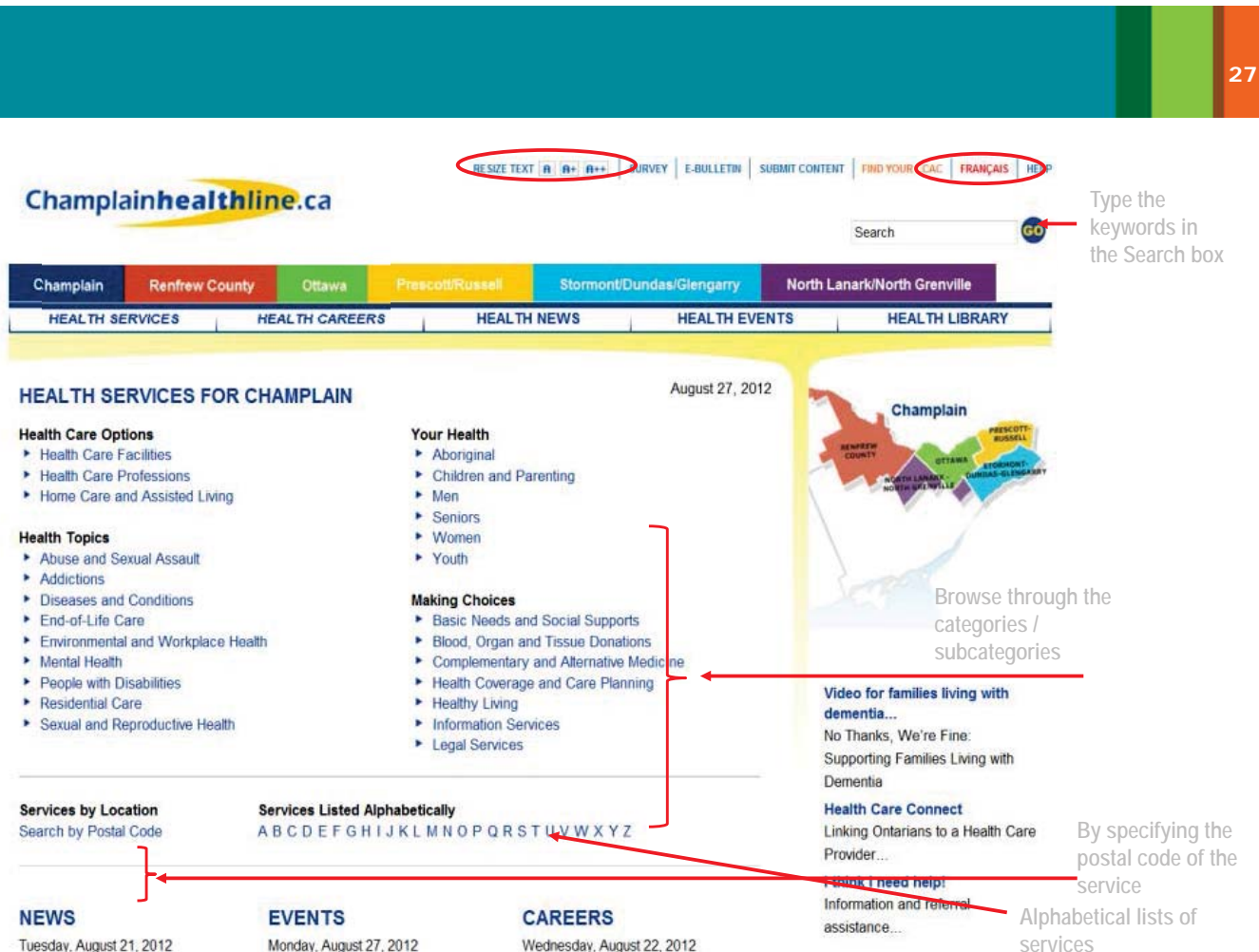
- There are 59 LTCHs within Champlain
- Some offer Short Stay respite options
- 3 LTC Homes have received cultural designation from the Ministry and 1 has cultural (Linguistic) designation
 - Italian – Villa Marconi
 - Jewish – Hillel Lodge
 - Asian – Glebe (one unit)
 - Deaf unit- Glebe
- Tsi Ion Kwan onh So:te – Aboriginal home

Application for Long Term Care Homes

- Applications for Long Term Care Homes are processed through the CCAC
- Relevant Legislation which governs Placement activities are:
 - Long Term Care Homes Act 2007
 - Long Term Care Regulations
 - Health Care Consent Act 1996

Other Resources

27



The screenshot shows the Champlainhealthline.ca website interface. Key features and annotations include:

- Navigation Bar:** Includes links for RESIZE TEXT, a language selector (English/Français), and a search box. A red circle highlights the language selector, and a red arrow points to the search box with the text "Type the keywords in the Search box".
- Location Tabs:** Tabs for Champlain, Renfrew County, Ottawa, Prescott/Russell, Stormont/Dundas/Glengarry, and North Lanark/North Grenville. A red arrow points to the "Champlain" tab with the text "Browse through the categories / subcategories".
- Health Services for Champlain:**
 - Health Care Options:** Health Care Facilities, Health Care Professions, Home Care and Assisted Living.
 - Health Topics:** Abuse and Sexual Assault, Addictions, Diseases and Conditions, End-of-Life Care, Environmental and Workplace Health, Mental Health, People with Disabilities, Residential Care, Sexual and Reproductive Health.
 - Your Health:** Aboriginal, Children and Parenting, Men, Seniors, Women, Youth.
 - Making Choices:** Basic Needs and Social Supports, Blood, Organ and Tissue Donations, Complementary and Alternative Medicine, Health Coverage and Care Planning, Healthy Living, Information Services, Legal Services.
- Services by Location:** Search by Postal Code.
- Services Listed Alphabetically:** A-Z list of services.
- News, Events, Careers:** Sections for Tuesday, August 21, 2012; Monday, August 27, 2012; and Wednesday, August 22, 2012.
- Additional Resources:**
 - Video for families living with dementia...** No Thanks, We're Fine: Supporting Families Living with Dementia.
 - Health Care Connect:** Linking Ontarians to a Health Care Provider...
 - Need I need help?** Information and referral assistance...

Red arrows and text boxes provide guidance on how to navigate the website, such as "By specifying the postal code of the service" and "Alphabetical lists of services".

28

Health Care Connect

- Refers Ontarians who don't have a physician to a family health care provider
- Unattached patients must:
 - ✓ have a valid OHIP card
 - ✓ complete a health questionnaire
- Register with the program by calling 1-800-445-1822 or at www.ontario.ca/healthcareconnect
- Priority is given to individuals with greater health needs

29

Contacting CCAC

One provincial number:

310-2222 (English)

310-2272 (French)

**Automatically connects you to a bilingual
CCAC Information & Referral Specialist**

CCAC website:

ChamplainCCAC.ca

or ChamplainCASC.ca

30



Thank you - Merci