



Working Together for Quality 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.



Champlain CCAC

Champlain CCAC at a Glance



 **59,126**
clients annually

 **2,492,295**
hours of personal support
work

 **647,559**
units of nursing

 **700**
employees

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Maximizing Health Care Dollars



Delivering services at home or close to home is significantly more cost effective:



Home
\$45/day



Long-term care
\$135/day



Hospital
\$450/day

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Focusing on Higher Needs Clients

Prioritizing care to higher needs,
higher risk clients



In 2013-2014:

33.4%
of our clients had
high care needs

24%
of our clients
were over 85

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Profile: Higher Needs Clients

**Common characteristics of higher
needs/complex clients:**

- Unstable medical conditions (3+ diseases)
- Frequent hospitalizations, visits to emergency
- Need help with personal care, daily activities
- At high risk for institutionalization
- Caregiver burnout is common

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Client Satisfaction

93.5 %
of clients
report a positive
experience



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Our Presence in the Community



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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

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Our services

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



Specialized Services

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



What does the Care Coordinator do?

- Provides essential care coordination/case management service
- Assesses patients to determine care needs (using provincially-mandated standardized assessment and screening tools)
- Monitors each patient's care plan
- Helps patients "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



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Support and Resources in the Community

CCAC also connects people to other services:

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

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Adult Day Services

- Enables clients to leave the home to attend a supervised program
- Enables clients to socialize with their peers and achieve their maximum level of functioning
- Can delay or prevent placement to a long-term care facility
- Enables families to have much needed respite

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
- Placement to Long-Term Care from hospital has decreased from 50% in 2011 to 30% currently

ASSESSMENT

- A Care Coordinator will complete an assessment of the client applying to move to LTC to determine if client eligible to apply for LTC
- Family physician will have to complete a Health Assessment
 - If you are assessed as ineligible-CCAC will provide you with information for other alternatives
 - Appeal process available

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ELIGIBILITY

- 18 years and over
- Valid Ontario Health Card
- Care needs that can be met in a long term care facility

You must need one of the following:

- Nursing care 24 hours a day
- Assistance with activities of daily living (i.e. bathing, eating, dressing etc.)
- Daily on site supervision or monitoring at frequent intervals during the day
- No government funded community programs available/ sufficient to meet your needs

Couples: People who wish to join an eligible spouse /partner do not need to meet eligibility criteria. A spouse who is independent can apply at the same time as partner who is eligible *but will not be admitted to a LTC home until their spouse is admitted.*

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CONSENT

- Capable client or SDM/POA has to complete and sign an application for determination of eligibility (consent)
- To be an SDM the person must be
 - 16 years of age or over
 - Available
 - Apparently capable of making a decision
 - Willing to make a decision

Admission

The Bed Offer (*When you are offered a place*):

- Quick decision: 24 hours to respond
- What are:
 - Bed Hold days?
 - Bed Refusal Regulations?

Discussions at the time of admission:

- Date
- Time
- Necessary Hospital arrangements

To access our services

- Clients must have a valid Ontario Health Card
- 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

A Commitment to Transparency

Information available on our website:

- Wait times for home/school care services
- Quality Improvement Plans, progress reports
- Client and caregiver survey results, complaints
- Board expenses; Board meeting materials (agendas, reports, minutes); Board committees meeting materials
- Executive compensation and expenses



Other Resources

Champlainhealthline.ca

RESIZE TEXT | IN | OUT | SURVEY | E-BULLETTIN | SUBMIT CONTENT | FIND YOUR CCAC | FRANÇAIS | HELP

Search GO

Type the keywords in the Search box

Champlain | Renfrew County | Ottawa | Prescott/Russell | Stormont/Dundas/Glengarry | North Lanark/North Grenville

HEALTH SERVICES | HEALTH CAREERS | HEALTH NEWS | HEALTH EVENTS | HEALTH LIBRARY

HEALTH SERVICES FOR CHAMPLAIN

August 27, 2012

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

Services by Location

Search by Postal Code

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 Listed Alphabetically

ABCDEFGHIJKLMNOPQRSTUVWXYZ

NEWS
Tuesday, August 21, 2012

EVENTS
Monday, August 27, 2012

CAREERS
Wednesday, August 22, 2012

Champlain

Browse through the categories / subcategories

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...

Don't need help!
Information and referral assistance...

By specifying the postal code of the service

Alphabetical lists of services

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WWW.CHAMPLAINHEALTHLINE.CA
WWW.LIGNESANTECHAMPLAIN.CA

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Champlainhealthline.ca RE SIZE TEXT | FR | FR++ | SUBMIT CONTENT | FIND YOUR CCAC | FRANÇAIS | HELP
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[Map View](#) | [Printer View](#)

Long-Term Care Homes - Renfrew County

Long-Term Care Homes (also known as homes for the aged and nursing homes) are subsidized residential facilities that provide care to individuals who are unable to live independently in the community as they require the availability of 24-hour nursing care and supervision within a secure setting. In general, Long-Term Care (LTC) Homes provide typically **higher** levels of personal care and support than can be provided in the home or offered by Retirement Homes or through Supportive Housing options. Some LTC Homes also offer short-term respite care.

Information about the application and admission process to Long-Term Care Homes is provided by the Community Care Access Centre.
[Download the Long-Term Care Regulations Frequently Asked Questions \(FAQs\)](#)

The Ontario Ministry of Health and Long-Term Care monitors the quality of care in Long Term Care Homes www.health.gov.on.ca or www.e-laws.gov.on.ca and sets the rates for accommodation co-payment.

Resident co-payment rates are provided on the following link
http://www.health.gov.on.ca/en/public/programs/ltc/docs/ltc_home_co-payment_rates.pdf

[Concerned Friends of Ontario Citizens in Care Facilities](#) provides advocacy to LTCH residents.

The Alzheimer Society of Ottawa and Renfrew County developed 'Transition to Long-Term Care' a free interactive e-learning resource which could be valuable for anyone preparing to move a loved-one into a Long-Term Care Home.

These services are located in Renfrew County [View contact information](#)

- ▶ [Bonnechere Manor](#)
- ▶ [Caressant Care Cobden - Nursing and Retirement Home](#)
- ▶ [Four Seasons Lodge](#)
- ▶ [Grove Amprior and District Nursing Home \(The\)](#)
- ▶ [Groves Park Lodge - Long Term Care Home](#)
- ▶ [Marianhill Long-Term Care and Community Support Services](#)
- ▶ [Miramichi Lodge - Pembroke](#)
- ▶ [North Renfrew Long Term Care Services - Deep River](#)
- ▶ [Valley Manor Nursing Home](#)



Find services in other areas

[caregiver
exchange.ca](http://caregiverexchange.ca)

[Brain Injury Awareness Month](#)

[Long-Term Care Homes Virtual Video Tours](#)

[Exercise Classes for Seniors](#)

[CCAC Nursing Clinics](#)

[Falls Prevention](#)

[Mental Health](#)

Other resources on Champlainhealthline.ca

[Stroke Resources](#)

[Falls Prevention](#)

[Long-Term Care Homes Virtual Video Tours](#)

[Diabetes Resources](#)

[Primary Health Care Desktop Resource Guides](#)

[Calendar of Physical Activity across Champlain](#)

[caregiver
exchange.ca](http://caregiverexchange.ca)

[Living with a Chronic Disease Self Management Resources](#)

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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



Thank you - Merci