Providing the Community with Care
Our History

January 25, 1996, Minister of Health and Long-Term Care announced creation of CCACs

The Champlain CCAC comprises the former Community Care Access Centres of the Eastern Counties, Lanark, Leeds & Grenville, Renfrew County and Ottawa.

Each CCAC is 100% funded by the Ministry of Health and Long Term Care.
Vision
Outstanding care – every person, every day

Mission
To deliver a seamless experience through the health system for people in our diverse communities, providing equitable access, individualized care coordination & quality health care
The Role of the CCAC

CCAC mandate is to be a “single point of access” for community health services, Adult Day Services (ADS), admissions to LTC facilities and referrals to other community services

Manage services, equipment and supplies to those requiring help in the community

Coordinate placement needs

Provide information services
Who Qualifies

Ontario residents who possess a valid Ontario Health Card

People who can receive care safely at home

People who require day away services

People who need long-term care
How Do Clients Get Services

Self-referred by calling the CCAC

Referred by physicians, family or friends

Referred by other community agencies, hospitals, other CCACs
Services

- Case Management

- Professional Health Services
  Nursing, nutritional counseling, occupational therapy, physiotherapy, speech therapy, and social work

- Support Services
  Personal support, respite care, medical supplies, equipment, and medication
Special needs services

- Palliative care
- School health support services

Placement Coordination Services

- Single access point to long-term care facilities
Other Services

Health Care Connect
Helps people who are without a family health care provider to find one

www.health.gov.on.ca/ms/healthcareconnect/public
1-800-445-1822

Champlain Healthline
Connects you with local health care services as well as health careers, new and events
Acts as a resource for both clients and Case Managers and other health care providers

Geriatric Assessment referrals
The Role of the Palliative Care Case Manager:

- Meet with client, family, and caregivers both at time of transfer to the team and on going as required to assess client needs and understand their goals

- Develop a care plan to ensure that clients have appropriate service to meet their care needs and their own goals of care

- Refer, co-ordinate, and reassess the services as clients’ needs change

- Liaise with other health care providers, Physicians, and multidisciplinary team members
Services: Case Management

- Assist clients and their families with end of life care planning
- Support clients and their families in their choice of place and type of care
- Community linkages for information and referral to alternate sources of care
- Focus on what really needs to be done
End of Life Care Options:

- Home
- Hospices
- Palliative Care Units
- Hospital
Questions:

• How do we help each other?

• Do you have any guidance to us on how to access a mental health care provider if a client is not connected?
Mental Health - Champlain Region

Poor mental health can impact all aspects of your life. Mental illness refers to patterns of behaviour or emotions associated with some level of distress, suffering or impairment. If you think you or someone you care about has a mental illness, the organizations found through these links can help.

See also Psychiatrists, Psychologists and Addictions.

- Affective Disorders
- Alzheimer Disease & Related Dementias
- Anger Management
- Bereavement
- Community Mental Health Programs
- Consent, Capacity & Patient's Rights
- Counselling - Personal, Family & Couple
- Crisis Intervention
- Dementia
- Depression
- Eating Disorders
- Housing & Residential Care for People with Mental Illness
Providing the Community with Care

613 745 5525
or
310-CCAC (2222)

www.champlain.ccac-ont.ca

www.champlainhealthline.ca