

## CCAC Update

The new Board of the Ottawa CCAC is now in place, and on Friday 22 March a move was made to new premises, a move that had been planned before the new regime took over. The phone number has not changed. (745-8124)

The new policies that the Board will adopt, are characterised by the memo that was issued on 5 April:

OTTAWA COMMUNITY CARE ACCESS CENTRE

### MEMORANDUM

**DATE:** April 5, 2002

**TO:** Community Partners

**FROM.:** Shauna Graham, Director, Client Services

Linda Belanger, Manager, Personal Support Services

**SUBJECT: New Guidelines for CCAC Personal Support Services (PSS)**

Effective April 5th, all Personal Support Services clients - current and on the waitlist - will be reassessed by CCAC case managers using the new guidelines below:

**Housekeeping will be provided in situations related to safety and hygiene only.**

- CCAC is no longer able to provide assistance with tasks such as shopping, meal preparation, basic laundry, vacuuming, washing floors, dusting, mending/ironing and cleaning stove/fridge
- CCAC will continue offering personal care for bathing, grooming, feeding, toileting assistance, and care for clients who are unsafe when left alone

Case Managers will negotiate the care plan with each client, and each client will have a one month notice period. During this time, Case Managers will provide assistance to clients to access private housekeeping services.

As of April 5th, 2002, all new clients being admitted to CCAC services will receive housekeeping only if it fits within the new guidelines. Starting April 8th, case managers will reassess all clients presently receiving Personal Support/Homemaking. The assessment process will be completed by the end of May.

If you need further clarification, please contact Sylvie St. Denis, 745-8124 (5902); [sylvie.st.denis@ottawa.ccac-ont.ca](mailto:sylvie.st.denis@ottawa.ccac-ont.ca).

While we have been expecting something like this, its blunt, across-the-board severity has come as a shock. We, the Social Action Committee, are extremely concerned about the impact that this will have on Chapter members and others, currently receiving, or hoping to receive, such services. A monitoring program is therefore being set up, run by the IFS Manager, Laurie Cucheran-Morris, to record the effects of any service reductions on our members. The Chapter has joined with other organizations such as the Huntington Society, the ALS Society, the Alzheimer Society, the Canadian Diabetes Association and the Parkinson Society, to form a coalition that will monitor on a broader scale, and if sufficient evidence is collected, joint representation will be made to the Government. The City is now considering its options to respond to any cuts, having been apprised of the situation by its Health Advisory Committee.

If your service is reduced for any reason following your assessment, please contact Laurie Cucheran-Morris (728-1583, extension 106), telling her how much and what types of service you were receiving prior to the cutbacks, the extent of the cutbacks, and what effect this has had on your daily living. If you are denied service that is necessary for your hygiene and safety, then it is essential that you inform Laurie as soon as possible.

It would appear that home-making services, which have been available for a long time before CCACs came into existence, are being summarily curtailed.

Please send your comments on this situation to your local MPP, and the Minister of Health and Long Term Care, Tony Clement:

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