THE RESPITE AND RELIEF PROGRAM

Creating a Circle of Care

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Champlain
BRIEF HISTORY...

Beginnings

- Initiated in 2008, implemented in April 2009
- Region: Eastern Counties, Ontario

Partnerships

- Funders:
  Ministry of Health and Long Term Care – Champlain Local Health Integrated Network (LHIN)
- Collaborative Team:
  Alzheimer Society
  Canadian Mental Health Association (Apr ‘08 – Mar ‘11)
  Tri-County Mental Health
  Champlain Community Care Access Centre (Administrator)
PROGRAM INITIATIVE

Our Vision:
- Empower caregivers to self-direct their respite needs.

Our Approach:
- Elder Mediation
  - Specialized Education

Our Goals:
- To create a circle of care
- Prevent premature admission to LTCF (Dementia client)
- Prevent hospital visits and or admission (Caregiver)
Champlain CCAC Territory
ELIGIBILITY CRITERIA

Client:
- Has valid Ontario Health Insurance
- Resides within Stormont, Dundas, Glengarry, and Prescott, Russell or Akwesasne, Ontario catchments

Caregiver:
- Cares for a person with Alzheimer disease or a related dementia at home or in a retirement home
- Receives standard orientation by referring agency
- Is willing to journey with the mediator towards the creation of a circle of care
REFERRAL PROCESS (Present)

Referral to the Respite and Relief Program

EXTERNAL SOURCE
INTAKE DEPARTMENT

Active file at CCAC:
Client already assigned to CM

Accepts Services from CCAC
Client assigned to CM

Task/communication report is sent to Professionals involved

Client redirected to district CM when intervention is done

INTERNAL SOURCE:
REFERRAL FROM CM

New client: No CM

Declines Services from CCAC
Client assigned to Mediator

Respite/Relief Mediator

Champlain
ROLE OF THE MEDIATOR

- **Purpose**
  Builds a relationship of trust with the families to unite a caregiver’s support network into a common position

- **Builds partnerships**
  Collaborates with caseworkers, case managers and community partners
MEDIATOR: KEY FUNCTIONS

- Abides by the Elder Mediation Code of Ethics
- Resolves issues before a crisis situation occurs
- Utilizes focused conversation and mediation skills pro-actively to achieve goals.
- Acts as a neutral, impartial third party and fosters links between caregiver, client, circle of care, and CCAC.
- Assists parties in exploring issues resulting from a diagnosis of dementia.
- Helps people in preserving and/or restoring their relationship.
- Empowers the Senior to remain in their home.
FUNDING

Relief fund is accessible to:

- Decrease caregiver burden
- Increase informal supports
- Identify & support non-conventional needs
PROGRAM INDICATORS

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WHAT HAVE WE LEARNED?

Through the program the mediator provides an holistic approach to dementia clients and their families.

- Invites Caregivers to become engaged in the process of identifying their needs and taking charge of their life direction.

- Elicits collaborative communication to ensure clarity and consistency in the output of messages to all parties.

- Responds to the needs of families by creating a unique care plan that increases informal support while preserving relationships.

- Respects the Seniors’ wish to remain at home.
FUTURE VISION

- Roll out the program across Champlain
  - Phase I: Ottawa
  - Phase II: Renfrew Counties
- Standardize Program Processes
  - Referrals (Screening Tool)
  - Infopath (health care system data)
  - Pre-Mediation Assessment
    - Genogram
    - Echo Map
  - Agreement to Mediate
  - Mediation: Action Plan
  - Follow-up Process
  - Communication Report (link between multi-disciplinary team)
  - Finance Process (agreed Service Plans)
  - Client Satisfaction Survey
QUESTIONS?

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