



THE RESPITE AND RELIEF PROGRAM

Creating a Circle of Care

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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)

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PROGRAM INITIATIVE

Our Vision:

- Empower caregivers to self-direct their respite needs.

Our Approach:

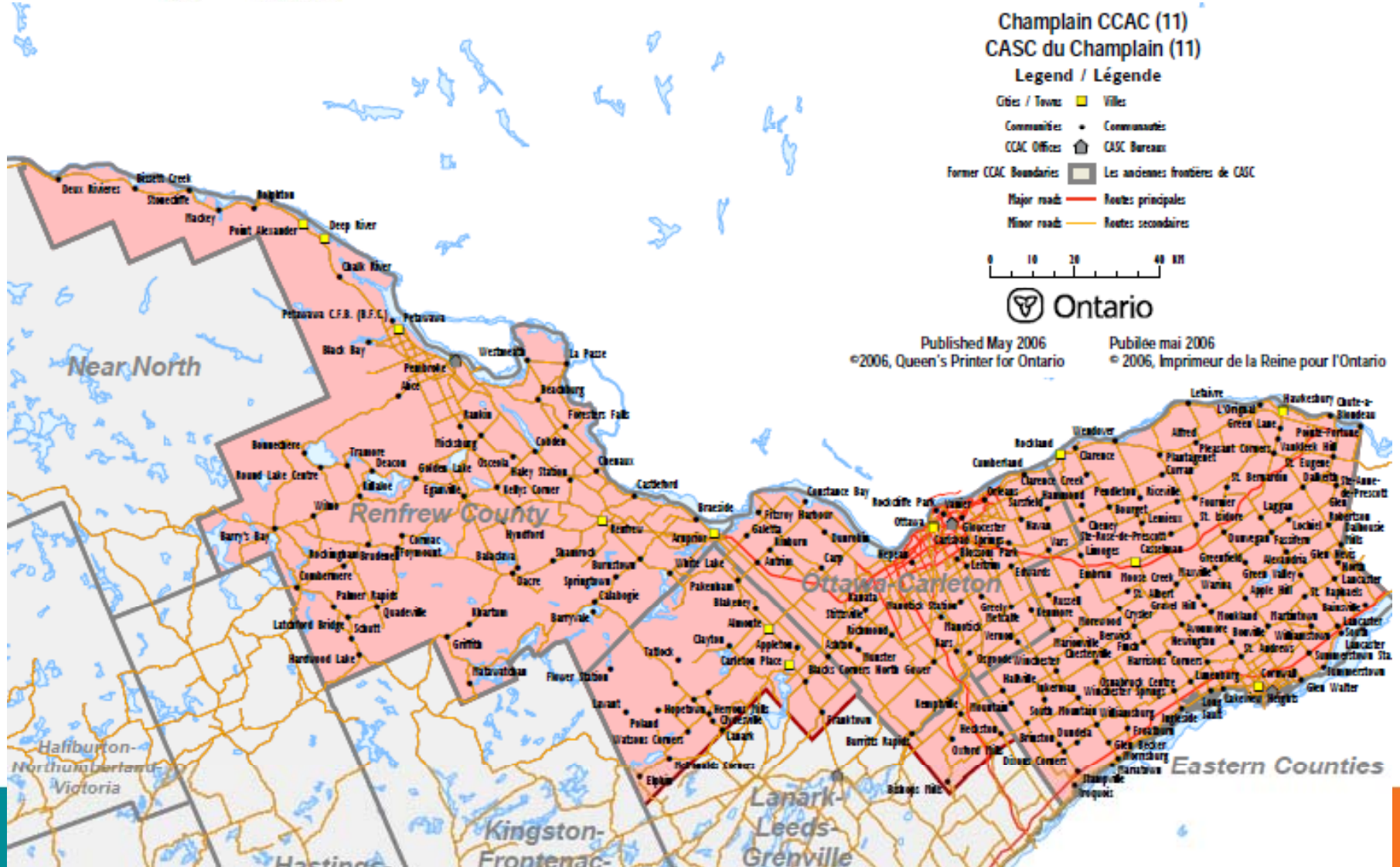
- Elder Mediation
 - Specialized Education



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

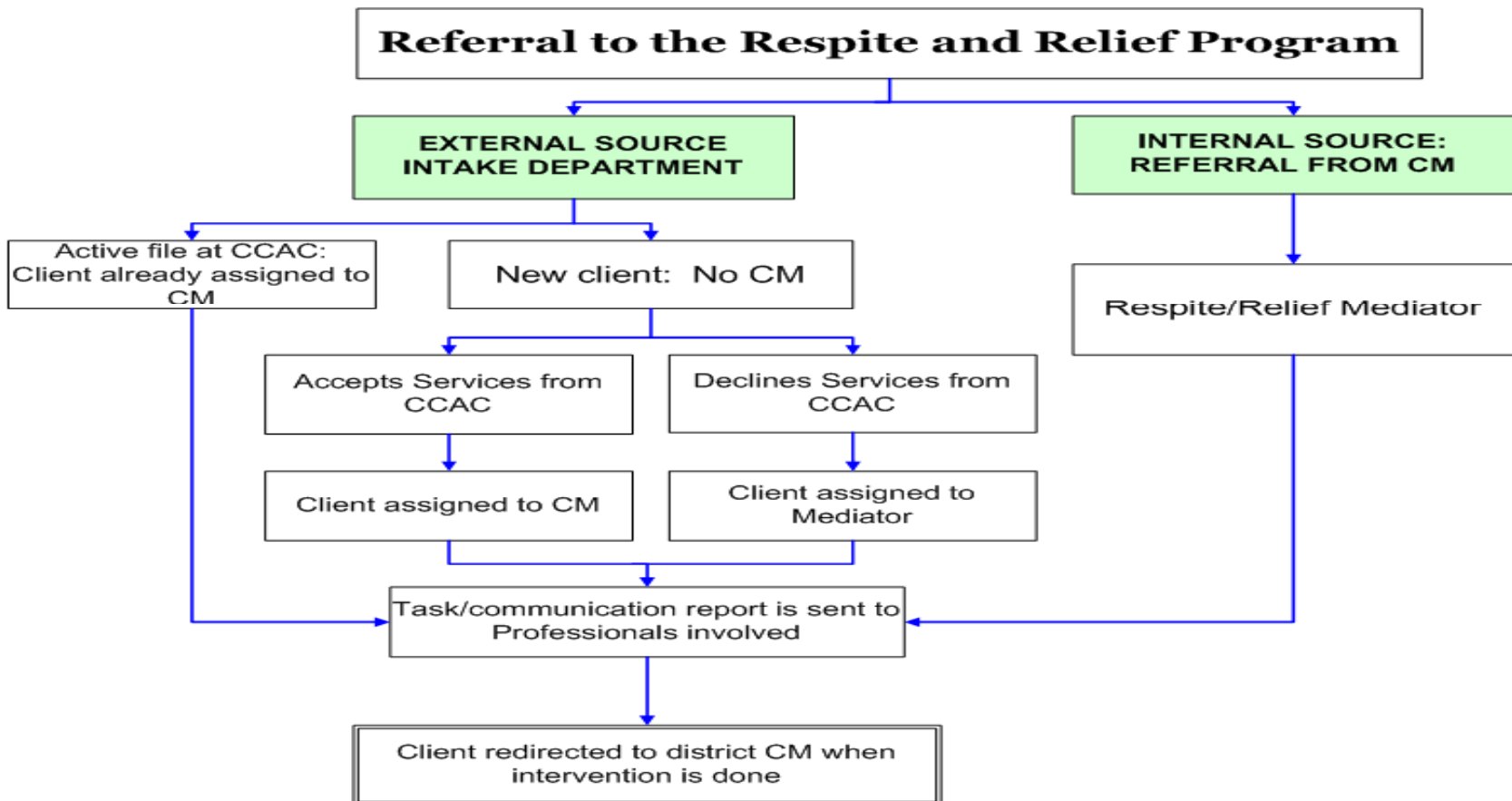
Client:

- 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)





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.



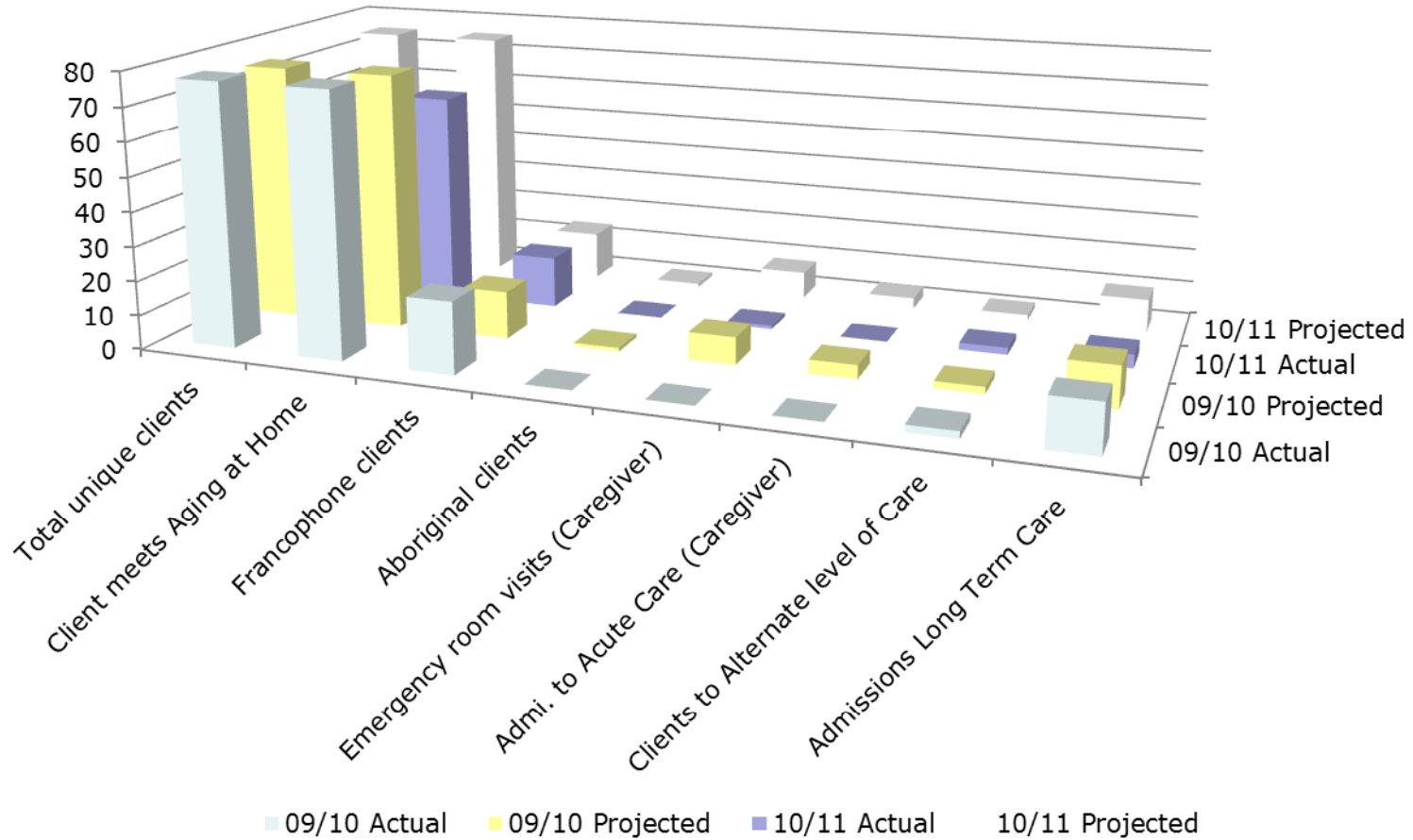
FUNDING



Relief fund is accessible to:

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

PROGRAM INDICATORS





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**

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QUESTIONS?



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