



FOR IMMEDIATE RELEASE

## **Central East Community Care Access Centre officially opens Alternate Care Setting**

Oshawa, ON August 9, 2011 – The Central East Community Care Access Centre (Central East CCAC) officially opened its Alternate Care Setting (ACS) today in Oshawa. Officiating at the ribbon-cutting ceremony was Jerry Ouellette, Member of Provincial Parliament for the Oshawa riding.

“With these ACSs we are changing the dynamics in health care and the way we provide services,” remarked Jerry Ouellette as he presented a plaque to the Central East CCAC to celebrate the official opening of the ACS in Oshawa.

Central East CCAC client, Ken Cartwright, Central East LHIN Board Chair Wayne Gladstone and Central East LHIN CEO Deborah Hammons, Barry Neil Central East CCAC Board Chair, Peggy Vokins Central East CCAC Board Member and Central East CCAC CEO Don Ford were also in attendance.

“Today’s celebration is a perfect example of innovative and collaborative solutions that are leading to timely access to high quality, health care services for the residents of Durham Region and all of the Central East LHIN,” said Wayne Gladstone at the official opening of the ACS.

Through the Alternate Care Setting, the Central East CCAC provides an alternative mode of access to health care for clients in the Durham Region. Central East CCAC Case Managers help clients and their families navigate through the complexities of the health care environment. They assess risks, identify priorities, design creative service plans, monitor for continuing eligibility and manage a diverse mix of caseloads. Case Managers conduct face-to-face assessments in clients' homes and work to connect clients to available or alternative resources in the community. Those clients who require nursing services and are ambulatory are connected with an ACS rather than being treated in-home.

“This ACS in Oshawa is very convenient and accessible. The professional attitude and conduct of the nurses is second to none. They are very considerate and compassionate with their treatments and I am always greeted with a smile,” said Ken Cartwright, a Central East CCAC client who receives treatment at the ACS in Oshawa on a daily basis.

The ACS provides nursing services to ambulatory clients in one convenient location and is open seven days a week from 8:30 a.m. to 8:30 p.m. to facilitate appointments that fit with clients’ schedules. ACS nurses provide treatment and will work with clients and their families to achieve their health care goals. They also help promote and support a client’s independence; they teach clients and their families to manage their own care on an ongoing basis.



In addition to the outstanding care provided by the ACS nurses, clients will benefit from: scheduled appointments, one convenient location with parking that is close to community amenities, and most importantly, clients will not have to wait at home for a nurse to arrive.

The ACS in Oshawa is another way the Central East CCAC is demonstrating its commitment to continuous improvement and delivering quality care that meet clients' needs. In addition to the Oshawa location, another ACS is currently operational in Peterborough and will be moving location in September. A new ACS officially opened in Lindsay on June 3, 2011 and two new ACS clinics will also be opening in Scarborough later this year.

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*The Central East Community Care Access Centre (CCAC) is a single point of access to connect people to the most appropriate quality in-home and community based health care services that meet clients' individual needs. The CCAC works to ensure clients receive the right care in the right place, at the right time.*

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