

News Release

For Immediate Release
October 20, 2016

Caregiver Respite Program in the Mississauga Halton LHIN Awarded the 2016 Minister's Medal Honouring Excellence in Health Quality and Safety

NEWS

Oakville (October 20, 2016) – The Caregiver Respite Program in the Mississauga Halton Local Health Integration Network (LHIN) was recognized today for improving services and supports that enable caregivers to care for their loved ones and also take care of themselves.



Left to right: Dr. Joshua Tepper, HQO; Andreas Laupacis, HQO; Allison Price, Links2Care; Karen Heffernan, AbleLiving-Thrive Group; Janice Cox, Caregiver Volunteer; Kim Piller, Mississauga Halton LHIN; The Honourable Eric Hoskins, Ministry of Health and Long-Term Care; Lisa Gammage, Nucleus Independent Living; Carole Beauvais, Nucleus Independent Living; Graeme Goebelle, Mississauga Halton LHIN; Brenda Enright, Home Instead Senior Care; Scott Johnson, Home Instead Senior Care

The program's improvement team was awarded the Minister's Medal Honouring Excellence in Health Quality and Safety by Minister of Health and Long-Term Care the Honourable Eric Hoskins at Health Quality Transformation 2016 on October 20, 2016. The Minister's Medal provides an opportunity to recognize system champions who place the patient at the centre of the circle of care and have demonstrated exceptional work in collaboration and achieved sustainable results, while promoting system value and quality in the health care system.

The integrated Caregiver Respite Program, developed through several partnering organizations and caregivers, has transformed fragmented and siloed services into care that is coordinated and integrated for those caring for loved ones at home. The doorway to everything you need to know about taking care of your personal needs while knowing your loved one's care is in the best of hands, the respite program offers five services: emergency respite; out-of-home respite (short stay); adult day respite (day, evening and bathing service); in-home respite and caregiver counseling; and knowledge exchange and support. Caregivers can access all five services. In-home respite hours are based on assessed need and can be used by the caregiver as the caregiver chooses.

The program has a centralized intake which makes it easy to access services. Once admitted, respite advisors counsel and educate on the services available to the caregiver and coordinate entry into one or more services.

Through the [Mississauga Halton LHIN Regional Learning Centre](#), educators provide in-class or in-home education to caregivers in areas such as positioning, turning, feeding and changing dressings to enable caregivers to feel supported in their care. Educators also train and educate respite provider staff in a variety of caring skills for those with dementia, Alzheimer's, difficult behaviors, etc.

The Mississauga Halton LHIN was also recognized for its Caregiver Respite Program with the prestigious 3M Health Care Quality Team Award in the category of Quality Improvement Initiative Across a Health System. 3M's national awards ceremony held in Ottawa on June 7, 2016 encourages and recognizes innovation in health services.

QUOTES

"Mississauga Halton's Caregiver Respite Program is an excellent example of health care professionals working to deliver care in a way that is person-focused – making care available that will truly have an enormous impact on families' lives. This program demonstrates how Ontario's health care professionals continue to use innovation, collaboration and compassion to continually improve the care they provide to their patients and their caregivers."

— **Dr. Eric Hoskins, Minister of Health and Long-Term Care**

“The Mississauga Halton LHIN embodies the Ontario government’s ‘patients first’ approach to health care and it comes as no surprise that their Caregiver Respite Program has been recognized for excellence with the team award for the Minister’s Medal. The Caregiver Respite Program is a particularly important program, providing valuable services and support to patients and their loved ones in their time of need. I offer my sincere congratulations to them on winning this award.”

— **Kevin Flynn, MPP Oakville**

“We are so pleased that the Caregiver Respite Program has been honoured with the Minister’s Medal. It recognizes the thousands of caregivers and families who have been touched by this program. Congratulations to the exceptional team who have made this program a reality, recognizing the fundamental role caregivers play in our health care system and the need to support and empower them.”

— **Graeme Goebelle, Board Chair, Mississauga Halton LHIN**

“The Caregiver Respite Program recognizes the important role caregivers play within our health care system. Through strong partnerships, this comprehensive program unites our community around the common goal of supporting caregivers with services tailored to their needs. Nucleus is proud of its role in the ongoing development of this valuable program and is excited that respite services will have a higher profile as a result of this prestigious award.”

— **Carole Beauvais, CEO, Nucleus Independent Living**

QUICK FACTS

- This is the second Mississauga Halton LHIN program that has won the Minister’s Medal. The [Supports for Daily Living Program](#) won the inaugural Minister’s Medal in 2013.
- The Minister’s Medal is a competitive, annual program designed to recognize the excellent work that health care providers do every day.
- This year marked the fourth year of the Minister’s Medal program.
- The medals are awarded to one individual and one team whose work exemplifies a patient-centred approach, collaboration, improvement in outcomes, sustainability and value for quality of care in the health system.
- There were 87 applications this year for the medal.

QUESTIONS ABOUT THE CAREGIVER RESPITE PROGRAM?

- To learn more about the Caregiver Respite Program and to discuss whether or not this is the right option for you, connect with a Respite Advisor at 905-829-7002, by email at respiteadvisor@centralregistry.ca or by visiting www.mhlhinrespiteprogram.com. The client (the caregiver) can access the program directly, or via referral from their physician or CCAC.

- [Ministry of Health and Long-Term Care: 2016 Minister's Medal Winners](#)
- [Video: Weaving a Mosaic of Support: Caregiver Respite in the Mississauga Halton LHIN](#)
- [Report to the Community 2016: Building Connections](#)

CAREGIVER RESPITE PROGRAM IMPROVEMENT TEAM

- AbleLiving -Thrive Group
- Alzheimer's Society of Peel
- Caregiver Volunteer
- Home Instead
- Links2Care
- Mississauga Halton LHIN
- Nucleus Independent Living

MISSISSAUGA HALTON LHIN

The Mississauga Halton LHIN brings together local health care partners from a number of sectors including hospitals, community care and support services, mental health and addictions, community health centres, long-term care and primary care to develop innovative, collaborative solutions to improve access and enhance the experience of patients and clients.

The Mississauga Halton LHIN has a clear, achievable regional plan to improve the local health care system that reflects the needs of the local community and the realities of the local service environment. The Mississauga Halton LHIN is responsible for planning, coordinating, monitoring and funding (\$1.46 billion) 73 health service providers who deliver programs and services to the over 1.2 million people living in the Mississauga Halton LHIN communities of Oakville, Milton, Halton Hills, Mississauga and South Etobicoke.

MEDIA CONTACTS

For more information or to arrange interviews, please contact:

Maureen Buchanan | Senior Lead, Communications | Mississauga Halton LHIN
T: 905-337-8060; Cell: 416-818-3087 | maureen.buchanan@lhins.on.ca

Andrea Szokolcai | Communication Specialist | Mississauga Halton LHIN
T: 905-337-7131 ext.269 | andrea.szokolcai@lhins.on.ca