

Randy Hillier, MPP

Lanark-Frontenac-Lennox and Addington

Dr. Denise Alcock
Board Chair
Champlain CCAC
4200 Labelle St. Suite 100
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Marc Sougavinski,
President
Champlain CCAC
4200 Labelle St. Suite 100
Ottawa ON K1J 1J8

9 August 2016

Dear Dr. Alcock and Mr. Sougavinski ;

I am writing you today to express my significant concern and bewilderment at the arbitrary decision to reduce PSW patient time within the Champlain CCAC, and request an immediate reversal. Once again, I received no notice of changes to services to my constituents by the Champlain CCAC, or I would have immediately provided feedback with my thoughts and concerns.

From the information available, and after meeting with a number of PSWs from the Champlain catchment area, I am at a loss to find a reasonable explanation for this decision. I find the CCAC's explanation provided to Bob Hepburn of the Toronto Star insincere and lacking both substance and merit; any suggestion that cutting many client services to as little as 15 minutes seems less about patient care and more like an underhanded and deceptive method of managing the agency's largess. It appears to be, at best, an abdication of the Champlain CCAC's responsibilities, and at worst, an attempt to transfer the burden of your budgetary deficits on the backs of both PSWs and patients.

My riding of Lanark-Frontenac-Lennox & Addington is serviced by both the Champlain CCAC and the South East CCAC, and while the greater population and largest geographic area is in the South East LHIN, the numbers of complaints I receive from constituents regarding problems with the SE CCAC are barely negligible when compared with the legacy and history of complaints I've received about the Champlain CCAC.

It is my expectation that you reverse the changes you've made to patient visit time, and instead focus on the larger financial problems and find greater efficiencies within administration before diminishing patient services. You might consider starting this by removing those involved with this recent decision from your employ.

I look forward to your timely and thoughtful reply.

Sincerely,



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