

# HOME AND COMMUNITY CARE SUPPORT SERVICES

## Home and Community Care Support Services Announces the Appointment of a New Board of Directors

**Chair of the Board, Joe Parker welcomes a new team to support stability and improvements to the delivery of home care by the Home and Community Care Support Services organizations.**

**TORONTO, Jul 28, 2021** – Home and Community Care Support Services is pleased to announce the appointment of a new Board of Directors, effective July 1. This highly skilled and diverse group will oversee Ontario’s Home and Community Care Support Services organizations and support the continued provision of high-quality home care services with a cohesive provincial vision in support of the government’s plan to modernize home and community care.

Home and Community Care Support Services are responsible for home care delivery, long-term care home placement and facilitating access to community services. It has a focused mandate to improve the delivery of home care as part of the government’s plan to build an integrated, connected health care system centred on the needs of patients through Ontario Health Teams.

Under the leadership of Joe Parker, Chair of the Board, we welcome the new Home and Community Care Support Services Board of Directors: Carol Annett, Anne Campbell, Eugene Cawthray, Mike Dibden, Stephan Plourde and Glenna Raymond.

“It is my pleasure to introduce such a talented and accomplished group of leaders to our team,” says Joe Parker, Chair of the Board of Directors for Home and Community Care Support Services. “Their collective experience will help us provide strong governance and a stable foundation for the delivery of home care for patients. I look forward to working with this exemplary group of leaders to ensure that Ontarians receive the home care services they need where and when they need them.”

“Our government continues to take thoughtful, gradual steps to modernize home and community care and allow for the seamless coordination of services for patients. Home and Community Care Support Services is key to these efforts, and I am pleased to welcome the new Board of Directors in this exciting journey,” said Christine Elliott, Deputy Premier and Minister of Health. “The diverse experiences of our new Board will ensure Home and Community Care Support Services is well-positioned to provide a stable foundation and ensure continuity of care as we continue to work with our health sector partners to build a better, connected health care system and end hallway health care.”

This new Board of Directors is cross appointed to all 14 Home and Community Care Support Services organizations to ensure continuity of services across the province.

### QUICK FACTS

- On April 1, 2021, the 14 Local Health Integration Networks began operating under a new business name, Home and Community Care Support Services, to reflect a singular mandate to deliver home care and long-term care placement services and to provide referrals to community services.

- The Home and Community Care Support Services organizations are Crown agencies that deliver over 100,000 patient visits every day.
- This renewed governance for home care is part of the government's plan to modernize home and community care as part of an integrated health care system providing coordinated care for patients through Ontario Health Teams. Ontario Health Teams will work together to understand a patient's full health care history, directly connect them to the different types of care they need and help patients 24/7 in navigating the health care system.
- There are no changes to how patients and caregivers access home and community care services.
- For information and referrals related to home and community care and long-term care home placement, patients can continue to call 310-2222 (English) or 310-2272 (French), no area code is required.

## **BACKGROUND**

**Carol Annett** has a track record of accomplishments in the health care and social service sectors in various clinical, leadership and consulting roles. She was recently CEO of VHA Home HealthCare, a large not for profit home care provider in Ontario. Carol worked in acute and long term care facilities, community-based organizations, and she has served as the Executive Director of a children's mental health centre.

Active in her local community as a volunteer, Carol is a mentor for students in Schulich's MBA Program, a Peer Surveyor for Accreditation Canada, and has served on various governance boards. She is currently a Director on the Sunnybrook Health Sciences Centre Board and previously on the Ontario Community Support Association, AC Nursing and Health Services and Canadian Feed the Children boards.

Carol holds a Masters of Social Work from the University of Toronto and a Masters of Business Administration from York University's Schulich School of Business.

**Anne Campbell, RN, BScN, MN** has 43 years of progressive leadership in healthcare with experience in patient care, education, project management and corporate planning. She has led transformational projects related to care delivery, professional practice, and culture shifts on person-centered care.

Anne was the Vice President of Partnerships and Chief Nurse Executive at the Huron Perth Healthcare Alliance with responsibility for Patient Care Services and Nursing Practice.

Anne has a passion for inspiring and motivating health professionals to design a preferred future where the voice of the patient, family and staff engage in continuous improvement to co-create the way we deliver care.

Anne holds an RN Diploma from Conestoga College, a BScN from Ryerson University and an MSN from Athabasca University.

**Eugene Cawthray** is the Founder and Principal of Cawthray & Associates Inc., a management consulting firm specializing in contract negotiations and leadership coaching. He is also the Chairman of the Board for GPC Financial Corporation where he ensures governance compliance with federal regulations and supports business growth in Canadian markets.

Specializing in technology growth, Eugene brings more than 50 years of experience in strategic development and expansion in emerging technology landscapes. A strong advocate for health care, Eugene has volunteered his time to sit on the board of directors for Central Community Care Access Centre, the Central Local Health Integration Network and chaired the Ontario Board for the Canadian National Institute for the Blind.

In addition to completing several postgraduate programs, Eugene holds a Bachelor of Applied Science and Engineering from the University of Toronto.

**Mike Dibden** is the Chief Operating Officer (COO) of IGM Financial Inc. where he has overall accountability for Technology, Client Services, Operations, Cybersecurity, Fund Services, Real Estate and Procurement. He is currently leading an enterprise-wide digital transformation to modernize client and advisor experiences, automate back-office functions, outsource services and update technology to yield significant ongoing savings and drive future growth.

Mike has over 20 years' experience leading global technology and operations teams within the financial services industry. He has held progressively senior leadership positions in the finance and technology sectors, including Senior Vice President of Technology Operations and Wealth Management Technology at CIBC prior to joining IGM.

With a demonstrated commitment to Diversity, Equity and Inclusion, Mike has volunteered as an Executive Sponsor for the Employee Diversity Committee at CIBC, and chaired an employee advocacy group dedicated to promoting green environment initiatives at IGM Financial. His other board appointments include the Central Community Care Access Center (CCAC).

Mike holds a Bachelor of Commerce Degree from the University of Toronto and completed the Directors Education program at Rotman School of Business.

**Stephan Plourde** recently retired as a Colonel in the Canadian Armed Forces and the Chief of Staff for the Canadian Forces Health Services. He led a variety of military healthcare organizations, both in care delivery as well as education and training, in Canada and abroad. In his previous role as CEO of Health Services Group East, Stephan was recognized as a leader in the provision of health care to all Canadian

Armed Forces Personnel in Ontario, Quebec and the Atlantic provinces, where he managed an integrated health system of military hospitals and clinics. Prior to retiring, Stephan contributed to the military support to long-term care facilities in Ontario and Quebec during the initial months of the COVID-19 pandemic.

Active in the health care community, and fluently bilingual, Stephan is a longtime surveyor for Accreditation Canada. He has also volunteered as a mentor for the International Hospital Federation and served on the Board of Directors for the Canadian College of Health Leaders and the Annapolis Valley Community Health Board.

Stephan holds a Masters of Health Sciences from the University of Toronto where he was the recipient of the Robert Wood Johnson Award, selected by the faculty “to the student most likely to make a noteworthy contribution in the field of health services administration.”

**Glenna Raymond** was the inaugural president and CEO of Ontario Shores Centre for Mental Health Sciences (Ontario Shores). Her dedication to quality and safety resulted in Ontario Shores being the recipient of various provincial and national awards for innovation, quality and team leadership.

As a Certified Health Executive (CHE), Glenna’s extensive career includes executive roles in the acute care, mental health and academic setting. She also held leadership roles in clinical services, human resources, professional practice, patient safety and quality and risk management. Glenna has also contributed significantly to work at the Mental Health Commission of Canada on initiatives related to Guidelines for Recovery Oriented Practice.

Dedicated to her community, Glenna has served as director on a number of boards, including Healthcare Insurance Reciprocal of Canada (HIROC), University of Ontario Institute of Technology, Scarborough and Rouge Valley Health Care System, United Way Ajax Pickering and the Central East Regional Specialized Geriatric Services entity.

Glenna holds a BScN from the University of Western Ontario and an MBA from York University.

## **MEDIA CONTACT**

Dave Richie,  
Director, Communications  
226-626-0218  
Dave.Richie@lhins.on.ca

## **About Home and Community Care Support Services**

Home and Community Care Support Services organizations (also known as Local Health Integration Networks) have a focused mandate to deliver local health care services such as home and community care and long-term care home placement. These agencies previously had additional responsibilities for local health system funding and management, but these functions were transferred to and assumed by Ontario Health on April 1, 2021.

Home and Community Care Support Services is dedicated to ensuring the ongoing delivery of local services while Ontario makes changes to improve the health care system to give patients better connected care with health care providers working as one coordinated team in Ontario Health Teams.

Although these agencies are operating under new business names, services and contact information remain the same, including home and community care, long-term care home placement and help finding services and local doctors.