

# **Overview of Home and Community Care Support Services Central**

COMMUNITY INFORMATION SHARING | MARCH / APRIL 2022

# Home and Community Care Support Services

## Contact Us

905-895-1240

416-222-2241

Toll-free: 1-888-470-2222

TTY: 416-222-0876

310-2222

Email: [info.referral@hccontario.ca](mailto:info.referral@hccontario.ca)

Website: [www.healthcareathome.ca/central](http://www.healthcareathome.ca/central)

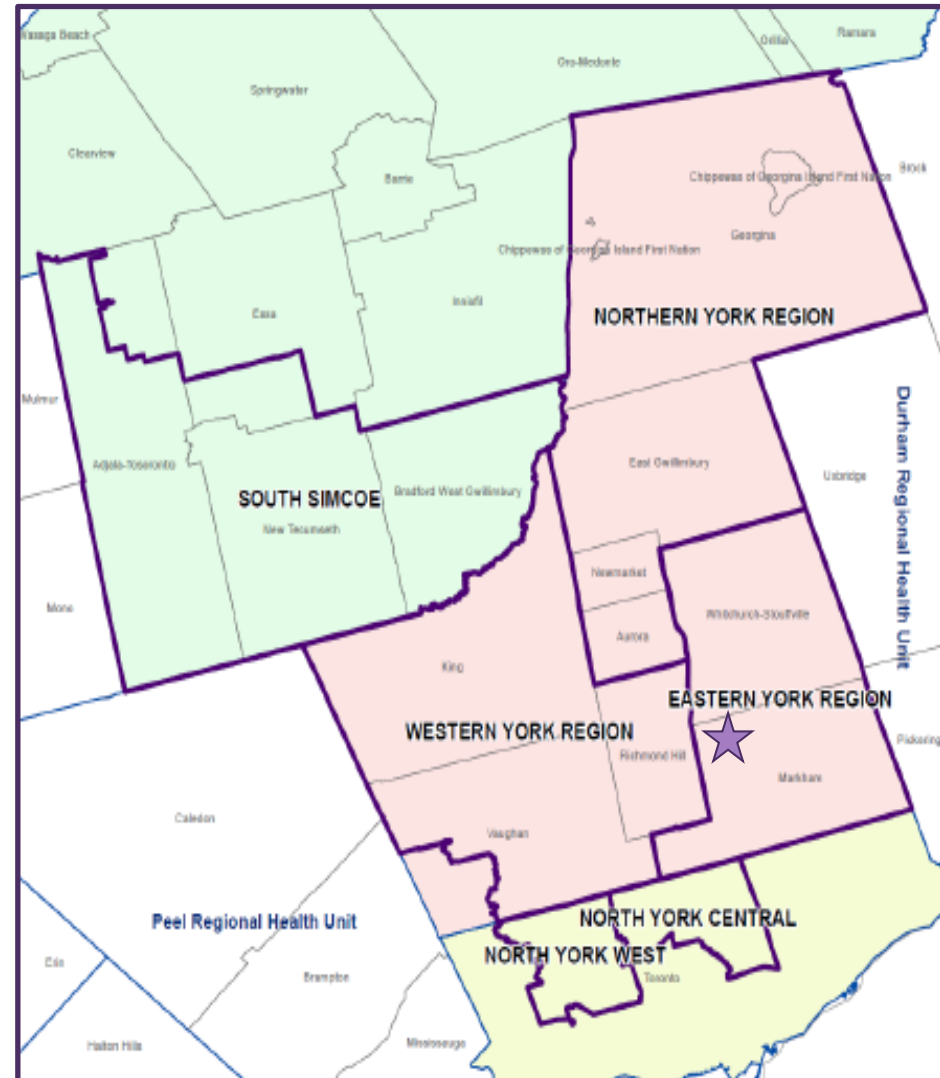
## Main Office

11 Allstate Parkway, Suite 500  
Markham, ON L3R 2B2

## Community Locations

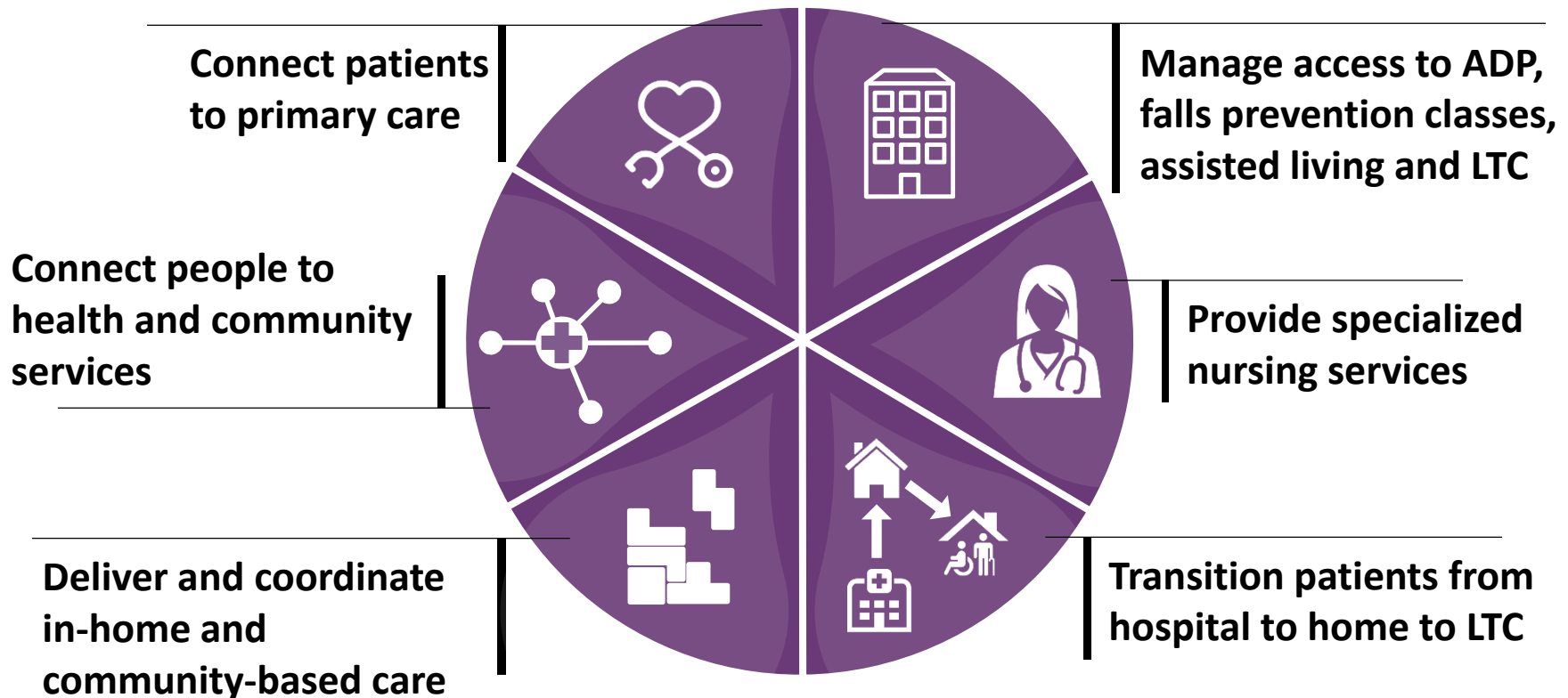
\*Community clinic locations

\*Our staff work onsite at local hospitals



# Finding Patients the Health Care and Community Supports They Need

## What do we do?



# About Home and Community Care – 2020/21

**Number of patients served**

**82,801**

**Number of patients who receive Home and Community Care services on any given day**

**12,560**

**Patients able to come home directly from hospital as a result of Home and Community Care services**

**36,061**

**Hours of personal support provided**

**4,659,242**

**Nursing care services provided through our seven community clinics**

**115,622**

**People placed into long-term care**

**1,520**

**Hours of in-home respite provided to support patients with complex needs and their families**

**92,164**

**Youth supported in schools through our Mental Health and Addictions Nurses**

**509**

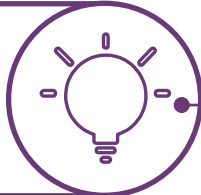
# Our Staff



## Care coordinators

(nurses, social workers, occupational therapists and physiotherapists and other health care professionals)

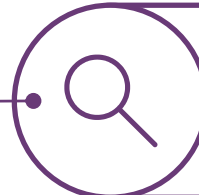
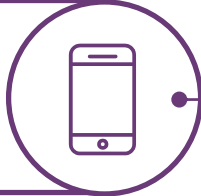
Help patients understand their **options**



**Manage the delivery of in-home**  
(home-visits and regular check-ins)



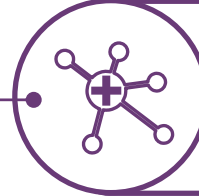
Act as **main point of contact**



**Identify** health and social needs



Work with patients, families and caregivers to create **personalized care plans**



**Connect** patients with community resources



**Work in partnership** with family doctors, hospitals, LTC homes and community organizations

# Our typical patients may be . . .

- Recovering from surgery or illness
- Returning home from hospital or rehabilitation
- Suffering from a chronic or terminal condition
- A senior who can no longer live safely at home
- A child with special health needs
- Someone looking for information about health or community care options



# Home and Community Care services may include



# Community Clinics



Specialized **nursing care for mobile patients** requiring:

- IV therapy
- Injections
- Wound care
- Post surgical care



**Seven convenient locations**

Alliston	Richmond Hill
Newmarket	Humber
Markham	Fairview
Vaughan	

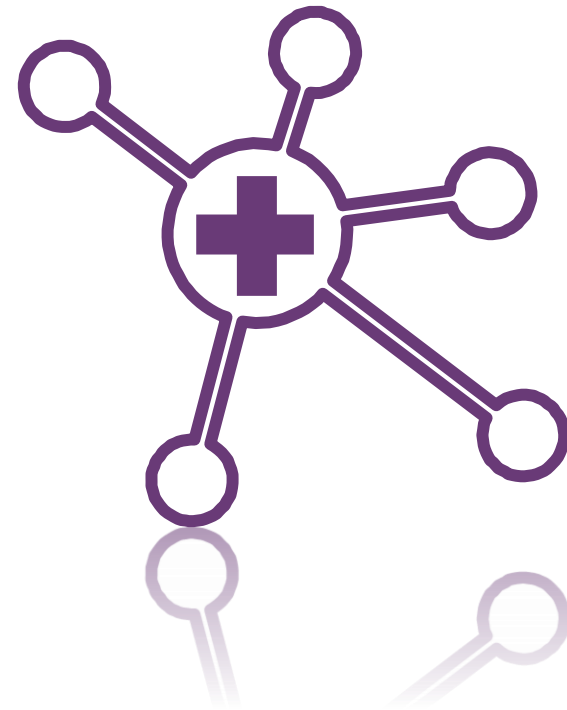
- Visits by **referral and appointment**
- **Open 8 am to 8 pm, 7 days a week**





# How to make a referral to Home and Community Care

- **Anyone can make a referral**
  - Family member
  - Friend
  - Doctor
  - Hospital
  - Pharmacist
  - Yourself



# Centralhealthline.ca

**Centralhealthline.ca** | R | R+ | R++ | SUBMIT CONTENT | YOUR LHIN | FRANÇAIS | HELP | CLIPBOARD [0]

Search...

**Central** | North York | Etobicoke | York - Toronto | **York Region** | South Simcoe

HEALTH SERVICES | HEALTH CAREERS | HEALTH NEWS | HEALTH EVENTS | HEALTH RESOURCES

**HEALTH SERVICES FOR CENTRAL** | March 21, 2018

**Health Care Options**

- ▶ Health Care Facilities
- ▶ Health Care Professions
- ▶ Home Health and Community Supports
- ▶ Public Health

**Health Topics**

- ▶ Abuse and Sexual Assault
- ▶ Addictions
- ▶ Diseases and Conditions
- ▶ End-of-Life Care
- ▶ Environmental and Workplace Health
- ▶ Mental Health
- ▶ People with Disabilities
- ▶ Residential Care
- ▶ Sexual and Reproductive Health

**Your Health**

- ▶ Children and Parenting
- ▶ Indigenous Communities
- ▶ Men
- ▶ Seniors
- ▶ Women
- ▶ Youth

**Making Choices**

- ▶ Basic Needs and Social Supports
- ▶ Blood, Organ and Tissue Donations
- ▶ Health Coverage and Care Planning
- ▶ Healthy Living
- ▶ Information Services
- ▶ Legal Services

**Services by Location**  
Search by Location

**Services Listed Alphabetically**  
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

**NEWS**

Wednesday March 21, 2018  
Making Prescription Drugs Free for People 65 and Over

Friday March 16, 2018  
Seniors Health Forum offers valuable tips for healthy living

Thursday March 8, 2018

**EVENTS**

Wednesday March 21, 2018  
Preparing for Your Emergency Room Visit - Toronto

Wednesday March 21, 2018  
Bridge Group For Women By Women - RICHMOND HILL

Friday March 23, 2018

**CAREERS**

There are no new career listings

Central  
SOUTH SIMCOE  
YORK REGION  
ETOBICOKE  
NORTH YORK  
YORK-TORONTO

Find services in other areas

Non-Emergency Medical Services  
Explore health and community services in your neighbourhood.

French language Services en Français Fr

Fall Prevention Resources



**5,000+** health and community services in the Central region



**Easy search** – by topic, geography, keyword



Information on **news and events** in the Central region



Linked to **provincial database** of over 50,000 services

# Linking You to the Right Community Support

- Affordable housing alternatives
- Assisted living
- Community agencies
  - Alzheimer's Society
  - CNIB
  - Canadian Hearing Society
- Meals-on-Wheels
- Transportation
- Funding sources
  - Assisted Devices Program (ADP)



# Adult Day Programs

- Day Programs – **social and recreational activities** (provides social interaction, promotes independence and respite for family caregivers)
- For people experiencing **memory loss, communications disorders,** and those with **physical disabilities**
- Accessed through Home and Community Care Support Services; we will:
  - Assess patient's health care needs
  - Determine which program best suits their needs
  - Place patient into an appropriate adult day program



*2020-2021 – helped 572 people access ADP programs*

# Rapid Response Nurses

- Supports patients **after discharge from hospital**
- Eligibility – patients who are medically complex, frail adults, seniors and children
- Roles of Rapid Response Nurse:
  - Visit patient within 24 hours of discharge from hospital
  - Review discharge plan
  - Teach symptom management
  - Complete medication reconciliation
  - Initiate contact with primary care physician

Goal: to prevent hospital and emergency department re-admission



*2020-2021 – provided rapid response nursing to 1,597 individuals*

# Telehomecare

- Health coaching and remote daily monitoring of vital signs (using home-based technology)
- For people with conditions such as chronic heart failure and chronic obstructive pulmonary disease
- Telehomecare nurse works closely with patient's physician and care team – provides reporting



*2020-2021 – 236 patients on Telehomecare program*

# Physiotherapy Services

- **Single point of access** for publically funded in-home physiotherapy (PT) service
- Individuals requesting PT services will be assessed by Home and Community Care Support Services and if appropriate will access service through Home and Community Care
- PT services include:
  - **In-home**
  - **Falls prevention classes**
  - **Group exercise classes**



*2020-2021 – Delivered physiotherapy services to 12,954 people*

# Palliative Care

- **In-home care** to patients with terminal illness who wish to remain home
- Help patients effectively **manage pain**
- Support patients and families with **direct care, future planning** and **linkage** with appropriate resources

**24/7 Palliative Care Crisis Line: 1-844-HERE4ME  
(1-844-437-3463)**

- Streamlined, equitable access to residential hospice beds
- Centralized access to palliative programs, including early support to individuals diagnosed with a life-limiting illness



*2020-2021 – Supported 5,598 palliative patients and their families when they were at their most vulnerable*



# Palliative Nurse Practitioners

- Support patients with **serious, life-limiting illnesses**
- **Provides:**
  - Advanced **clinical assessment** and diagnosis
  - Order lab and diagnostic **tests, prescribe medications** and **pain and symptom management**

# When Living Independently is No Longer Possible

## The care coordinator will:

- Explain other options – such as **supportive housing, assisted living** and **retirement homes**
- Discuss **long-term care (LTC)** options and help with the LTC application form
- Assist in accessing Home and Community Care services, as well as other community support services to help the patient manage until admission to LTC is arranged
- Arrange for convalescent care
- Arrange for respite care (short stay)

# About Ontario's Long-Term Care Homes

- Over **625** LTC Homes in Ontario, and **47** in our region
- **Licensed and funded** by Ontario Ministry of Long-Term Care (MOLTC)
- Governed by **legislated standards**
- **Annual Inspections**
- Inspection **reports publicly posted**



Long-term care **ACTION** line  
**1-866-434-0144**

# Applying for Long-Term Care

## Home and Community Care Support Services is your first step

- **Call 1-888-470-2222**
- **Your care coordinator will:**
  - Discuss your long-term care options
  - Assess your health care needs to determine if you are eligible
  - Help with the application process
- If you are deemed ineligible, you have the legal right to appeal

# Long-Term Care Homes



## Services

- Assistance with personal care and activities of daily living
- Nursing and personal care
- Medical call, including on-call physician services
- 24-hour supervision
- Housekeeping and laundry
- Social and recreational programs
- Pastoral services
- Nutritional care



## Costs

- **Co-payment**
  - MOLTC pays for the care you receive
  - You pay for accommodation
- **Rates**
  - Change annually
  - Standardized across Ontario
- **Rate reduction**
  - Based on income
  - Not available for semi-private or private rooms

# Contact Us

- **Toll-free:** 1-888-470-2222
- **TTY:** 416-222-0876
- **General Email:** [info.referral@hccontario.ca](mailto:info.referral@hccontario.ca)
- **Patient Experience Email:**  
[central.patientexperience@hccontario.ca](mailto:central.patientexperience@hccontario.ca)
- **Website:** [www.healthcareathome.ca/central](http://www.healthcareathome.ca/central)

# Thank you for your attention

## Questions and discussion

