

Understanding Your Long-Term Care Options

**Retirement Homes
Long-Term Care Homes
Convalescent Care
Short-Stay Respite**



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Understanding Your Long-Term Care Options

Home and Community Care Support Services Central East provides a single point of access for people of all ages to several home and community care services. We offer in-home and school health care services, information and referral to community agencies, as well as admission to long-term care homes. Patients being assessed for long-term care must meet the eligibility requirements (see Eligibility Criteria, page 8).

Facing the decision that you can no longer manage to live in your own home is never easy. Home and Community Care Support Services Central East has prepared this package to help you and your family explore and make decisions that best meet your needs.

There are different types of options available to you, with varying admission procedures and fee structures. This package contains detailed information about the services and types of care provided in the various long-term care homes within the Central East region.

While you are waiting for admission into a long-term care home, Home and Community Care Support Services Central East can provide support to you and your family. Our services are paid for by the Ministry of Long-Term Care, and include a range of in-home health care services and specialized programs.

The long-term care process can be emotionally stressful and sometimes cause strain to relationships. The emotional and health care needs of the caregiver are equally important and should be considered when moving through the process of transitioning to long-term care. Home and Community Care Support Services Central East offers a program for caregivers called Powerful Tools for Caregivers. This workshop series helps caregivers:

- Understand the importance of self-care
- Manage difficult emotions like guilt, anger and depression
- Identify and reduce personal stress
- Learn effective communication skills to express needs and concerns
- Master caregiving decisions

For more information about this program or to register for a workshop please go to www.ceselfmanagement.ca or call 1-866-971-5545

To ensure that you have explored all options, please read the following package thoroughly. Additional information sheets are attached. Please do not hesitate to contact your Home and Community Care Support Services Central East care coordinator for more information.

Placement Options

Retirement Homes

Retirement homes are privately owned and operated. They are suitable for seniors who are independent but may still require some assistance. They can provide you with housekeeping, meals, and laundry. They may also provide assistance with bathing, dressing, medications, and general support and supervision. You apply directly to a retirement home for admission. Accommodation costs are not regulated and do vary.

When considering a retirement home, you should ask for a tour and discuss your individual care requirements and any extra services that you may require with the administrator.

For your convenience, a list of retirement homes can be obtained from your care coordinator or by visiting The Ontario Retirement Home Regulatory Authority website at **www.rhra.ca**.

Long-Term Care Homes

If you can no longer manage while receiving services at home/in a retirement home or supportive housing setting, it may be time to consider long-term care. Care coordinators can help you and your family through the process of applying for admission to any long-term care home in Ontario.

long-term care homes are publicly funded and operated by the Ministry of Health and Long-Term Care. They can provide health care and services to you when your needs cannot be met within the community. Available services include:

- Nursing and personal care
- Assistance with activities of daily living
- Treatment and medication administration
- Meals
- Laundry services
- Social/recreational programs

long-term care homes are licensed and regularly inspected by the Ministry of Health and Long-Term Care. Standards of care are governed by provincial legislation to ensure that the care, programs, and services offered by long-term care homes are of the highest quality.

Smoking is not permitted in any of the long-term care homes in the Central East region. You may smoke outside provided you are independently mobile, do not require supervision to ensure safety, and when smoking, you are no closer than nine (9) metres to the long-term care home. Some long-term care homes have restricted smoking to a designated outdoor smoking area.

Additional Programs Available Within Long-Term Care Homes

Convalescent Care

Following surgery or serious illness, you may not require hospital care, but you may not yet be ready to safely return home. Convalescent care provides care to people who require specific medical and therapeutic services in a supportive environment.

If your doctor has said your health condition is stable and you do not need to be in the hospital, convalescent care may be a good solution. The same eligibility criteria as admission to a long-term care home applies for convalescent care beds. Convalescent care is not intended to serve individuals needing complex continuing care or palliative care.

Convalescent care is usually provided to you for 30 to 45 days, up to a maximum of 90 days per calendar year. A care coordinator from Home and Community Care Support Services Central East can provide more information about this program and your eligibility.

Short-Stay Respite

Short-stay respite is designed to support family caregivers by providing relief from their caregiving responsibilities. Respite care is generally planned in advance. The maximum length of stay is 60 days at a time, up to a maximum of 90 days per calendar year. Admission to the short-stay program can be made through Home and Community Care Support Services Central East by calling your care coordinator.

Applying for Placement into a Long-Term Care Home

To begin the application process for admission to a long-term care home, please contact your local Home and Community Care Support Services Central East branch. An experienced care coordinator will help you and your family through the process. They can provide information and support that will allow you and your family to make decisions that best meet your needs.

Branch	Contact
Peterborough (includes Port Hope, Campbellford, Lindsay, and Haliburton areas)	705-743-2212
Scarborough	416-750-2444
Whitby	905-430-3308
Toll free	1-800-263-3877



Eligibility Criteria

A Home and Community Care Support Services Central East Care Coordinator must assess and determine your eligibility for long-term care. In order to be eligible for admission to a long-term care home in Ontario, you must be 18 years or older, have a valid Ontario health card, and you must have health care needs that can be met in a long-term care home. You must also need either nursing care, assistance with activities of daily living, on-site supervision, or monitoring at frequent intervals throughout the day to ensure your safety and well-being.

Also, to be eligible for admission to a long-term care home in Ontario, it must be determined that the publicly funded community-based services, including retirement/supportive housing, convalescent care or other caregiving, support or companionship arrangements available to you are not sufficient to meet your needs.

If you do not meet the eligibility criteria, Home and Community Care Support Services Central East will notify you in writing and assist you in locating alternative services as well as make appropriate referrals on your behalf with your consent.

While Home and Community Care Support Services Central East determines your eligibility for admission, each long-term care home has the right to approve your application based on their ability to meet your needs. You will be notified in writing by the long-term care home if your application for admission is not accepted.

Accommodations for a Spouse

Once you have been admitted to a long-term care home, your spouse or partner may be admitted in order to live with you.

Your spouse or partner must be at least 18 years of age, have a valid Ontario health card, and have health care needs that can be met in a long-term care home.

Spouses or partners of residents of a long-term care home whose individual health care needs meet the eligibility criteria may qualify for a special "spousal priority" to re-unite with their spouse or partner in the long-term care home.

Varying health care needs may prevent you from sharing accommodations with your spouse or partner. For instance, either you or your spouse or partner may require a special care unit and the other may not. Keep this in mind when touring long-term care homes and meeting with your care coordinator. More information about Spousal Co-payment for Accommodation is available on page 14 of this booklet.

Veterans Affairs

The Ministry of Health and Long-Term Care, in collaboration with Veterans Affairs Canada, has established priority access beds for veterans in selected long-term care homes. Eligibility for this program is determined by Veterans Affairs Canada. Please inform your care coordinator if you are a veteran. Once Veterans Affairs Canada has determined that you are eligible, you can be placed on a waiting list for these beds.

Veterans Affairs Canada may also subsidize the residence co-payment under certain circumstances. Check with your Veterans Affairs Canada office for more information.

Contact Veterans Affairs Canada at 1-866-522-2122 (toll-free) Monday to Friday, 8:30 to 4:30, local time.



The Application Process

When you think it is time to apply to a long-term care home, A Home and Community Care Support Services Central East Care Coordinator will come to your home or the hospital to assess your health care needs and determine if you are eligible.

To apply to a long-term care home, the following information is required:

Consent and Capacity

The decision to be admitted to a long-term care home, like treatment decisions for medical care, requires the voluntary and informed consent of a capable person. In the case of admission to a long-term care home, you are considered capable if you understand all the information that is needed to make a decision to be admitted into a long-term care home, as well as the consequences of either making or not making that decision.

A capacity evaluation will determine if you are capable of making the decision. *The Health Care Consent Act, 1996*, states that the evaluator must be a qualified health practitioner (e.g., physician, nurse, social worker). To protect your individual rights, the law presumes you are capable unless determined otherwise.

Evaluators are required to advise applicants if they are found incapable and to inform you of your right to appeal the finding. A review by the Consent and Capacity Board may uphold or overturn the decision.

If the applicant is found to be incapable with respect to the decision for admission into a long-term care home, consent may be given or refused by your substitute decision-maker.

Substitute Decision-Maker

The substitute decision-maker is determined by legislation in the following order:

- Guardian of the Person, (court ordered)
- Power of Attorney - Personal Care
- Board-appointed representative
- Spouse or partner
- Child or parent
- Brother or sister
- Any other relative
- Relative by marriage or adoption

The Application Process *(continued)*

Guidelines for Substitute Decision-Making

If you are the authorized substitute decision-maker for an incapable person, the *Health Care Consent Act, 1996*, outlines the following principles for making a decision about admission to a long-term care home:

- Give or refuse consent in accordance with relevant wishes expressed while the person was capable. If you do not know the person's prior capable wishes applicable to the circumstances, or if it is impossible to comply with the wish, you shall act in the incapable person's best interests.
- In deciding what the incapable person's best interests are, you shall consider:
 - i. the values and beliefs that you know the person held when capable;
 - ii. any wishes expressed by the person with respect to admission to a long-term care home; and the following factors:
 - the impact of admission to the long-term care home on the quality of the person's life;
 - the impact of not being admitted to the long-term care home on the quality of the person's life;
 - whether the benefit the person is expected to obtain from admission to the long-term care home outweighs the risk of negative consequences to him or her;
 - whether a course of action that is less restrictive than admission to the long-term care home is available and is appropriate in the circumstances.

If you are a substitute decision-maker, before giving or refusing consent for admission to a long-term care home on behalf of an incapable person, you are entitled to receive all of the information required in order to make the decision.

Health Assessment

This form can be filled out by your family doctor, a registered nurse, or a nurse practitioner. It is important for Home and Community Care Support Services Central East to have your most up-to-date medical information to assist with determining eligibility. This will ensure that your medical needs can be met by the long-term care homes you have chosen. You do not have to pay for a health assessment form to be completed.

Home Choice Form

We strongly recommend that you and a family member tour each long-term care home you're considering before making a decision. Virtual tours of all 68 Central East long-term care homes are available on our website: **www.healthcareathome.ca/centraleast**. A long-term care home checklist is included in this package, please number your choices. Make sure you sign and date the form.

Choosing a Long-Term Care Home

The application process includes the selection of your preferred long-term care homes. Once you are deemed eligible, an application is made to the long-term care homes you have selected.

You may select up to five (5) long-term care homes anywhere in Ontario. Your position on the waiting list for the long-term care homes you have selected is determined by the dates when Home and Community Care Support Services Central East received your choices and established your eligibility. Admission to a long-term care home depends on prioritization of needs according to provincial criteria.

If your health status changes while you are at home, please inform your care coordinator. Your situation will be re-assessed to determine your priority for placement.

Provincial regulations require that you accept the first bed offered in any of the long-term care homes that you have selected. If you refuse a bed offer, your name will be removed from all long-term care home waiting lists. You will be able to re-apply in 12 weeks or sooner if there is a significant change in your condition. It is very important that you select long-term care homes that you are prepared to move into. If you accept a long-term care bed that is not your preferred choice, you will remain on the waiting list for your other home(s), with the same position date on the waiting list.

Waiting for placement into a long-term care home from hospital is not ideal, however if you are in the hospital and are unable to return home to wait for placement, you may select five (5) long-term care homes in Ontario. When choosing your homes, the care coordinator will provide you with information regarding the estimated wait times for the homes to assist you in making decisions that will facilitate your placement from hospital as soon as possible. Choosing some long-term care homes with a shorter wait time is always recommended in order for you to move to a long-term care home in a timely manner. A care coordinator will work with the hospital team to ensure a smooth transition into a long-term care home.

Cost of Care in a Long-Term Care Home

The Ministry of Long-Term Care pays for the health care you receive, but you must pay for the accommodation costs of the long-term care home. Accommodation rates are adjusted annually by the Ministry of Health and Long-Term Care and are the same throughout Ontario. Please see the attached Accommodation Rate Sheet.

Rate Reduction

A rate reduction may be available to you if you are applying for basic accommodation and have a limited annual income. Your Home and Community Care Support Services Central East Care Coordinator will provide you with the appropriate paperwork. You must provide the completed paperwork to the long-term care home upon admission. Once you are admitted to a long-term care home, your application will be processed and the reduction is retroactive to the date of your admission. A Comfort Allowance is set annually by the Ministry of Long-Term Care to allow an individual some spending money to cover personal needs such as clothing and haircuts. This application is reviewed annually.

Any financial issues or arrangements that you may have should be discussed with the long-term care home staff.



Financial Supports to Assist Admission

Receiving Provincial Income Assistance

Upon admission to a long-term care home, if you are receiving provincial income assistance (Ontario Works benefit or Ontario Disability Support Program benefit), you can apply for a rate reduction. This will assist in covering the cost of a basic accommodation and still leave you with a Comfort Allowance. This application is completed upon your admission and once processed, it will be retroactive to the date of your admission.

Married Resident - Both Spouses Over 65 Years Old

When you or your spouse are a resident in a long-term care home and one of you lives in the community, either you or your spouse may apply for an exceptional circumstances reduction. The purpose of the reduction is to assist the spouse who lives in the community with their living expenses. Proof of income for both you and your spouse, as well as proof that all sources of income have been exhausted, is required.

Spousal Co-payment for Accommodation

All two-bed rooms occupied by spouses, including those defined as semi-private, are now defined as standard rooms. While living in these rooms, spouses will be charged only up to the maximum of basic accommodation co-payment.

If spouses are sharing a room and cannot afford the basic accommodation co-payment, both spouses are eligible to apply for rate reduction.

When one spouse no longer occupies a bed in the shared two-bed room, other options are available which can be discussed with a Home and Community Care Support Services Central East Care Coordinator and/or long-term care home administrator.

Married Resident - One Spouse Under 65 Years Old

If you or your spouse are under the age of 65, and either you or your spouse have been admitted to a long-term care home, the Ministry of Long-Term Care policies regarding rate reductions differ depending on your situation.

If you are living in a long-term care home and are under the age of 65, and have little or no income, you may apply for an exceptional circumstances reduction, based on your income only.

If you are under the age of 65 and live in the community, and your spouse lives in a long-term care home, have little or no income left to support yourself after paying long-term care home fees, and are between the ages of 60 and 64, you may be eligible for the Spouse's Allowance. If you are under the age of 60, you may qualify for provincial income assistance and should apply.

Maximizing Income on Involuntary Separation

Financial support may be available when you or your spouse is admitted to a long-term care home, or when both you and your spouse are admitted to a long-term care home, but do not share the same room. If both you and your spouse are over the age of 65, and either or both of you have limited income, an application should be made immediately for involuntary separation. This can be done through the Old Age Security (OAS) office. The OAS office will consider the separation as strictly financial and will review each income separately.

To apply for involuntary separation, you and your spouse must be living separately, with either you or your spouse living in a dwelling that is not maintained by the other, due to reasons beyond your control. The application cannot be completed until after you or your spouse is permanently admitted to a long-term care home.

Federal Income Security Programs for Seniors

Old Age Security Pension

The Old Age Security (OAS) pension is a monthly payment available to most Canadians aged 65 or older. You must apply to OAS to receive this benefit. You can apply for the OAS pension six months before your 65th birthday.

Guaranteed Income Supplement

The Guaranteed Income Supplement (GIS) is a monthly benefit paid to OAS pension recipients who have little or no income in addition to OAS. The GIS is based on your annual income. You must initially apply for the GIS and then you can usually automatically renew it when completing your income tax return.

Spouse's Allowance

The Spouse's Allowance is paid to a person who is between 60 and 64 years of age, and who is either a spouse, widow or widower of an OAS pensioner. To receive the Spouse's Allowance, you must have lived in Canada for at least 10 years after turning age 18. The Spouse's Allowance is based on your income. If either you or your spouse is an OAS pensioner, the Spouse's Allowance can increase your combined income to the guaranteed annual income for a couple. If you are a widow or widower, the Spouse's Allowance will increase your income to the federal guaranteed income. The Spouse's Allowance is reduced on a sliding scale, depending on whether other income is received.

Service Canada

Service Canada Centres are full service centres offering a mix of information and transactional services. **Scheduled Outreach Sites** offer the same services on a scheduled basis. For more details on any of the federal programs, including when the service centres are open, call 800-O-CANADA (800-622-6232) or visit the **Service Canada Centre** website at: www.servicecanada.gc.ca

Other Income Assistance Options for Seniors

Some private medical plans may offer assistance with the cost of placement into a long-term care home. Check with your group medical insurance plan to determine if you are eligible for assistance.

What to Look For in a Long-Term Care Home

Like neighbourhoods, each long-term care home has a unique atmosphere. It is important to consider if the “feel” of the long-term care home is right for you and if they can meet your specific health care needs. You should visit several long-term care homes prior to making your choice(s) as well as visit their website. Virtual tour videos for all 68 long-term care homes in the Central East region are available on the Home and Community Care Support Services Central East website at www.healthcareathome.ca/centraleast. The long-term care home checklist included with this package will assist you during your visits.

When a Long-Term Care Bed Becomes Available

The Long-Term Care Bed Offer

A home and Community Care Support Services Central East Care Coordinator will contact you or your substitute decision-maker when an appropriate bed becomes available in one of your chosen long-term care homes. It is important for Home and Community Care Support Services Central East to have all telephone numbers and information regarding times when you or your substitute decision-maker may be away.

When you are offered a bed in a long-term care home, it is required that you respond within 24 hours. If you do not respond within the 24-hour timeframe, this will be considered a bed refusal and bed refusal regulations will be in effect (see **If you decide to turn down a bed offer** on page 18 for more information).

If you are residing in the community and you accept the long-term care bed offer, you should be prepared to move the following day. If you accept a bed in a long-term care home that is not your first choice, you have the option of remaining on the waiting list for your preferred long-term care home(s) while you reside in that initial long-term care home.

When a Long-Term Care Bed Becomes Available *(continued)*

If you decide to turn down a bed offer at any of the long-term care homes you have applied to, your name will be removed from all waiting lists. If you are in your own home or other type of accommodation in the community, you may re-apply in 12 weeks or sooner if there is a change in your condition. If you are in a long-term care home, you will also be removed from all long-term care home waiting lists if a bed in another long-term care home is offered and you refuse, but there is no time limit on when you may re-apply.

If you are in the hospital and are unable to return home to wait for placement, be prepared to accept the first long-term care bed of your choice when offered. Again, this will be a secondary placement until a vacancy becomes available in your preferred long-term care home. Home and Community Care Support Services Central East and the hospital team may assist you with arranging your transportation to a long-term care home.

If you accept a long-term care bed but are unable to arrange immediate admission, you can hold the bed for up to five (5) days (a daily accommodation fee is applied).

If, after 5 days, you decide not to be admitted, you must still pay the charges for that 5 day period in which the bed was held. For daily accommodation rates, please refer to the attached Accommodation Rate Sheet.



Admission Day

What to Expect

When you tour the long-term care (long-term care) home of your choice, you should inquire about their admission process, as they may vary. If you still have questions, you can ask your care coordinator.

On the day of your admission, the long-term care home will contact your family doctor for confirmation of your medical orders. The long-term care home will obtain all prescribed medications from their pharmacy. A doctor is required to visit and examine you within seven (7) days of your arrival. You should ask your doctor if he or she will continue your care after admission to a long-term care home.

You and your family will be given an orientation of the long-term care home's procedures and you will be asked to sign a Standard Admission Contract. You will also be advised about the Resident and Family Councils. If you would like, arrangements can be made with the long-term care home to sign a Standard Admission Contract prior to the day of your admission.

The following documents will be required on admission day:

- Ontario health card
- Social Insurance Number card
- Any other health insurance cards (e.g., Blue Cross)
- Copy of Notice of Income Tax Assessment (if requiring a rate reduction)
- Copy of Power of Attorney for Property and Personal Care (if available)
- Copy of Advance Directives (if completed)
- Blank void cheque or bank account number of your financial institution

What to Take

On the day of admission, take things that you will need immediately. The rest of your clothes and non-essential items can be brought once you have settled in.

Clothes: nightwear, socks, panty hose, undergarments, dresses, pants, tops, shirts, and sweaters. All clothes should be machine-washable. Jogging suits are warm, easy to care for, and stand up to many washings. Most long-term care homes DO NOT arrange for dry cleaning. The long-term care home will label your clothes for you, with the exception of short-stay admissions.

Assistive Devices: wheelchairs, walkers, and braces. Please label all assistive devices before taking them to the long-term care home.

Toiletries: hairbrush, comb, deodorant, shampoo, toothbrush, razor, etc.

Glasses and Dentures: If possible, engrave your first initial and last name on all glasses and dentures.

Personal Items: You may wish to take pictures and familiar articles, such as a favourite afghan or bedspread, to personalize your room. Please check with the long-term care home before bringing any furniture items or electrical appliances (e.g., radios or televisions). All personal items must be labelled. Earphones or a headset may be required for radios and televisions if you are sharing a room.

The following items should **NOT** be taken with you:

- Large sums of money (some long-term care homes may offer banking services)
- Precious jewelry, figurines, artwork, and family heirlooms
- Food that is not kept in closed containers
- Sharp objects such as scissors

After You Move In

Moves are always difficult and require a period of adjustment. No place will be like your own home, therefore some compromise will be necessary. However, it can also be a time of new beginnings, new friends, and new interests.

If a problem arises, it is best if you and/or your family member discuss it with the long-term care home staff as soon as possible. Hopefully, together, you can find a solution. If you still have a concern, please contact a Home and Community Care Support Services Central East Care Coordinator who will connect you to a Compliance Duty Inspector at the Ministry of Health and Long-Term Care.

Long-Term Care ACTION Line

Quality care matters.

If you want more information, have a concern or want to register a complaint about a long-term care home, call this toll-free number:

1-866-434-0144

7 days a week 8:30 a.m. - 7:00 p.m.

Long-Term Care Homes in the Central East region

Scarborough Branch *(see Scarborough region map on page 24)*

1. Tendercare Living Centre Scarborough
2. Mon Sheong Long-Term Care Centre Scarborough
3. Yee Hong Centre for Geriatric Care
4. Yee Hong Centre - Scarborough Finch
5. Seven Oaks Home for the Aged
6. Extendicare Rouge Valley
7. Altamont Care Community
8. Tony Stacey Centre for Veterans Care
9. Ehatare Long-Term Care Facility
10. Extendicare Scarborough
11. Shepherd Lodge Long-Term Care Facility
12. Fieldstone Commons Care Community
13. Revera Long-Term Care Kennedy Lodge
14. The Wexford Residence Long-Term Care Facility
15. Hellenic Home for the Aged
16. Bendale Acres - Long-Term Care Facility
17. Rockcliffe Care Community
18. Trilogy Long-Term Care
19. Extendicare Guildwood
20. Craiglee Long-Term Care Facility
21. Midland Gardens Care Community
22. Ina Grafton Gage Home (Scarborough)

Whitby Branch *(see Durham Region map on page 25)*

1. Bay Ridges Long-Term Care Centre
2. Orchard Villa - Pickering
3. Ballycliffe Lodge
4. Winbourne Park Long-Term Care Centre
5. Fairview Lodge
6. The Village of Taunton Mills
7. Lakeridge Gardens
8. Thornton View
9. Extendicare Oshawa
10. Hillsdale Estates
11. Hillsdale Terraces
12. The Wynfield
13. Glen Hill Terrace
14. Glen Hill Strathaven

15. Fosterbrooke Long-Term Care Facility
16. Reachview Village Uxbridge
17. Port Perry Place
18. Bon Air Residence
19. Lakeview Manor

Haliburton Branch *(see Haliburton region map on page 26)*

1. Extendicare Haliburton
2. Haliburton Highlands Health Services, Highland Wood
3. Hyland Crest Senior Citizen's Home

Lindsay Branch *(see City of Kawartha Lakes region map on page 26)*

4. Fenelon Court Long-Term Care Centre
5. Case Manor Care Community
6. Pinecrest Nursing Home
7. Extendicare Kawartha Lakes
8. Caressant Care Lindsay
9. Caressant Care on McLaughlin
10. Frost Manor Long-Term Care Facility
11. Victoria Manor for the Aged

Peterborough Branch *(see Peterborough region map on page 26)*

12. Extendicare Lakefield
13. Riverview Manor
14. Fairhaven
15. Extendicare Peterborough
16. St. Joseph's at Fleming
17. Springdale County Manor
18. Centennial Place Long-Term Care Centre
19. Pleasant Meadow Manor

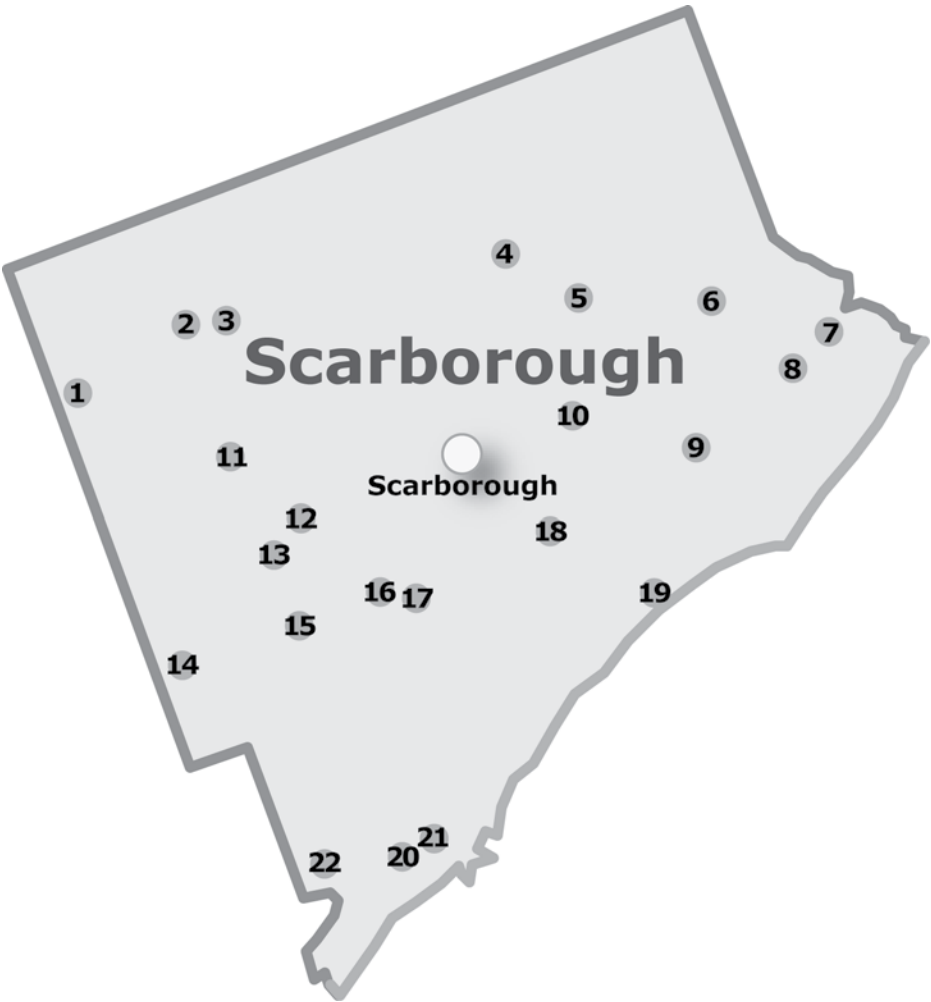
Campbellford Branch *(see Northumberland region map on page 26)*

20. Burnbrae Gardens
21. Warkworth Place

Port Hope Branch *(see Northumberland region map on page 26)*

22. Extendicare Cobourg
23. Streamway Villa
24. Golden Plough Lodge for the Aged
25. Extendicare Port Hope
26. Hope Street Terrace
27. Regency Manor Nursing Home

Scarborough Region



Durham Region



Haliburton,
City of Kawartha Lakes,
Peterborough and
Northumberland
Regions



Home and Community Care Support Services Central East Branch Offices

Lindsay / Haliburton	705-324-9165
Peterborough / Campbellford	705-743-2212
Port Hope	905-885-6600
Scarborough	416-750-2444
Whitby	905-430-3308
Toll free	1-800-263-3877
Chinese Line	416-701-4806
TTY	1-877-743-7939

www.healthcareathome.ca/centraleast
www.centraleasthealthline.ca

