

## Home and Community Care Support Services Central and the people we serve

Home and Community Care Support Services Central serves nearly 1.9 million people who reside in the highly diverse communities of South Simcoe, York Region, North York and areas of northern Toronto.

We work closely with primary care providers, hospitals, long-term care homes, community support agencies, mental health and addictions providers and community health centres to promote easy access to care.

### We welcome your feedback

We are committed to providing high quality home and community care that is accessible to everyone who lives in our communities. If you have any questions or concerns about your care, services or privacy, please speak with your care coordinator.

Contact information is provided on the back panel of this brochure.



## CONTACT US

### Home and Community Care Support Services Central

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Suite 500  
Markham, ON L3R 9T8

### By telephone or TTY:

**905-895-1240**

**416-222-2241**

**1-888-470-2222**

**TTY: 416-222-0876**

**310-2222** (area code not required)

Visit our website at  
**[healthcareathome.ca/central](http://healthcareathome.ca/central)**

For health and community services, visit

**[centralhealthline.ca](http://centralhealthline.ca)**

Follow us on

 **[@HCCSS\\_Central](https://twitter.com/HCCSS_Central)**

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# HOME AND COMMUNITY CARE

Delivering and coordinating services to support you at home



## Who we are

Home and Community Care Support Services Central is one of 14 Home and Community Care Support Services organizations in Ontario with a focused mandate to deliver local health care services such as home and community care and long-term care home placement.

## What we do

We provide care and services to patients returning home after a hospital stay. We also help people of all ages explore and choose from a wide range of health and social services, so they can live independently at home for as long as possible.

Our care coordinators are dedicated nurses, social workers, occupational therapists and physiotherapists and other health care professionals who have the clinical expertise in health assessment and care planning.

Our care coordinators will:

- Visit patients in hospital, at home, or in schools and other community settings
- Identify health and social needs and help patients understand their options
- Work with patients, families and caregivers to create personalized care plans
- Act as the main point of contact for a wide range of care and services
- Work in partnership with family doctors, hospitals, long-term care homes and community organizations
- Manage the delivery of in-home care through personal visits and regular check-ins
- Connect patients with community resources that support health and independence

## In-home health care may include

- Nursing
- Personal support
- Physiotherapy
- Occupational therapy
- Speech and language therapy

## Direct nursing services

We also provide direct nursing care through mental health and addictions nurses in schools, rapid response nurses to help at-risk seniors return home from hospital safely and quickly, and nurse practitioners linking home care teams and primary care for patients with serious, life-limiting illnesses.

## Convalescent and short-term care

These options are available to assist individuals recovering from illness or hospitalization, and to offer caregivers a much-needed break.



## Community clinics

Specially trained nurses provide care in seven community clinics for patients requiring:

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

Clinic visits are by referral and appointment only.

## Health and community resources

Call us or visit [centralhealthline.ca](http://centralhealthline.ca) for information about, and referral to, other health and community resources, such as:

- Meal delivery
- Transportation
- Respite care

We provide access – including assessment, eligibility and waitlist management – to a range of community resources, such as adult day programs and assisted living.

## When living independently is no longer possible

A care coordinator will assess your health and work with you to explore options, such as a retirement residence, assisted living, or a long-term care home. If you are eligible for long-term care, the care coordinator will:

- Explain the admission process
- Assist you with completing an application
- Connect you with care in the community to help you manage until admission is arranged