

A. INTRODUCTION

Community Care Access Centres, or CCACs, are comprised of 14 organizations across the province to manage local health care. They are legislated by the Ontario Ministry of Health and Long-Term Care, and are funded by Local Health Integration Networks (LHINs).

CCACs serve as connectors to home care, long-term care destinations, and other services in the community. Each CCAC is staffed by health care professionals who will assess individual needs, determine best requirements for care, and develop customized care plans. CCACs arrange for appropriate health care professionals, including nurses, physiotherapists, social workers, registered dietitians, occupational therapists, speech therapists and personal support workers.

Anyone can call a CCAC – individuals and their family members, caregivers, friends, physicians, and other health care professionals.

B. SERVICES

Community Care Access Centres offer three levels of service: providing care at home; coordinating care in the community, including specialized services; and providing information about long-term care options when it becomes too difficult to live independently at home.

1. Care At Home

For those having difficulty with day-to-day living at home or need the services of a professional but do not require moving into a Long-Term Care facility, CCACs provide support within one's home. CCAC staff will conduct a health care assessment, develop a customized care plan that meets an individual's specific needs, and communicate regularly with the individual and adjust the plan as necessary.

In-home services include: nursing, personal support (help with bathing, dressing, etc.), physiotherapy, occupational therapy, speech & language therapy, social work, nutritional counselling, and the provision of medical supplies and equipment.

2. Care in the Community

CCACs provide information about services available in the community including: support services, specialized services, school health support services, and community clinics. There is generally a fee associated with community services, but subsidies are available based on eligibility requirements.

Support services include:

- Meal delivery and dining programs
- Homemaking and home help
- Caregiver relief
- Transportation services
- Community dining
- Friendly visiting
- Supportive housing
- Adult day programs that provide a supervised, protective setting, including: recreational activities, exercise programs, and educational discussions about relevant health care topics.

Specialized services for those with specific health needs include:

- Acquired brain injury
- Mental health and addictions
- Convalescent care
- Alzheimer's disease and related dementias
- Stroke recovery

School Health Support services for children with health needs that impact their ability to learn at school include:

- Physiotherapy
- Occupational Therapy
- Speech Therapy
- Nursing

3. Long-Term Care

When it becomes too much of a challenge to stay in one's own home, CCACs offer services on two choices related to Long-Term Care: Retirement Homes and Long-Term Care Facilities.

CCACs provide information about retirement homes in a geographical area and help decide if one needs the higher level of support offered by Long-Term Care Homes. Retirement homes are privately owned and operated, and do not receive funding or licensing from the Ministry of Health and Long-Term Care.

If one needs to consider a long-term care facility, CCACs will provide information and coordinate the admission process. One cannot apply directly for long-term care. CCACs will assist with information, carry out an assessment to determine eligibility, provide financial information, and offer a placement in a chosen Long-Term Home.

These Homes have short-stay programs for up to 60 days at a time, to a maximum of 90 days during a calendar year, are funded by the Ministry of Health and Long-Term Care and governed by legislated standards.

C. CONTACT INFORMATION

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| Erie St. Clair | 1.519.436.2222 |
| South West | 1.519.473.2222 |
| Waterloo-Wellington | 1.519.748.2222 |
| Hamilton Niagara Haldimand Brant | 1.519.759.7752 |
| Central West | 1.905.796.0040 |
| Mississauga Halton | 1.905.855.9090 |
| Toronto Central | 1.416.506.9888 |
| Central | 1.905.895.1240 |
| Central East | 1.905.430.3308 |
| South East | 1.613.332.2444 |
| Champlain | 1.613.745.5525 |
| North Simcoe Muskoka | 1.705.721.8010 |
| North East | 1.705.522.3461 |
| North West | 1.807.345.7339 |

For further information on Community Care Access Centres in Ontario:

Call 310-CCAC (310-2222) or visit www.ccac-ont.ca