Bringing Health Care Home
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An Introduction to The Champlain CCAC

We understand that the healthcare system can be difficult to navigate on your own and some guidance can go a long way to ease your journey. Our goal at the Champlain Community Care Access Centre (CCAC) is to provide access to a wide range of healthcare and community services. From new parents to seniors, we strive to make it easier for everybody across eastern Ontario to access the care they need.

About the Champlain CCAC

The Champlain Community Care Access Centre (CCAC) is one of the largest health service providers in eastern Ontario, connecting people to care in a region covering over 18,000 sq. km.

Every year, the Champlain CCAC assists thousands of people in diverse communities to navigate a complex health system. The CCAC supports clients in a variety of settings through injury, illness and the complications of aging or disability by connecting them to community based services and other resources. Our Client Care Coordination teams help develop care plans for people of all ages, focused
on maintaining independence and dignity at home. When required, the CCAC also provides guidance through the application and admission processes to long-term care facilities.

Champlain CCAC at a Glance

- Founded in 2007
- One of 14 CCACs in Ontario
- Funded by the Champlain Local Health Integration Network (LHIN) through the Ontario Ministry of Health and Long-Term Care
- Serves over 54,000 clients per year
- Delivers healthcare services in homes, clinics and schools
- Connects people to other healthcare organizations within the community
- Open 8:00 a.m. to 8:00 p.m., 365 days a year
Who Can Access Champlain CCAC Services?

We want people in eastern Ontario to be connected to the care they require. The CCAC is there to assess your needs and make sure you receive services to meet those needs.

You can be referred to us by a family member, friend, caregiver, physician or healthcare professional. Or you can contact us yourself by calling 310-CCAC (2222) or 1-800-538-0520, where you’ll be connected with an Information and Referral Specialist.

Our vision:
Outstanding care in the Champlain region, every person, every day, every community.

Our mission:
To deliver a seamless experience through the health system by providing equitable access, individualized care coordination and quality health care.
What to Expect from the Champlain CCAC

Our caring and knowledgeable professionals—called Care Coordinators—will assess your needs, determine your requirements for care, answer any questions you might have, and develop a customized care plan that meets your individual requirements.

Based on your assessed needs, your Care Coordinator will then arrange for contracted service providers and healthcare professionals to provide a range of care and supportive services to help you experience the best possible quality of life. Your Champlain CCAC Care Coordinator will also check in with you regularly and adjust your care plan if your needs change.

What Services Does the Champlain CCAC Offer?

Care in Your Community

We can work with you to create a customized care plan for your day-to-day healthcare needs. We can also arrange for providers in your community to deliver the following services to you, either in your own home or a nearby nursing clinic.
Champlain CCAC Services Include:

- Nursing
- Personal support (help with activities of daily living such as bathing)
- Physiotherapy
- Occupational therapy
- Nutritional counselling
- Speech therapy
- Social work
- Medical supplies and equipment
- Geriatric assessments

To receive these services you require an Ontario health card.

**Nursing clinics**

Not everyone will need to receive their care at home. We have several nursing clinics across the region where you can receive IV therapy, wound care and other treatments. Your Champlain CCAC Care Coordinator will help you access these services.

In addition, we can help connect you to other services such as:

- Supportive housing
- Adult day programs
- Hospice care
- Caregiver support groups
- Rehabilitation
- Meal delivery and community dining
- Transportation services
- Friendly visiting
- Housekeeping and home maintenance
Alternatives to Staying at Home

If it becomes increasingly difficult to live independently at home, we can help you weigh your options. Depending on your needs, we’ll assist you:

- Explore opportunities to improve your independence in restorative, transitional or convalescent care settings.
- Provide short-term relief in a respite environment.
- Identify a retirement residence, assisted-living environment or long-term care home.

How to Find a Physician or Nurse Practitioner

The Champlain CCAC manages Ontario’s Health Care Connect program in Champlain region. Our staff, help people without a primary healthcare provider to find a practitioner in their community. The program links people in need with doctors or nurse practitioners who are accepting new patients.

Our commitment to privacy:

We protect your personal information in accordance with Ontario’s Personal Health Information Protection Act. View our privacy statement online at www.champlainccac.ca.
How to Contact Us

Head office:
4200 Labelle Street, Suite 100
Ottawa, ON K1J 1J8

Branch locations:
• Bells Corners
• Carleton Place
• Casselman
• Cornwall
• Hawkesbury
• Pembroke
• Renfrew
• Winchester

Champlain CCAC employees are also based in numerous other sites throughout the region, including hospitals, community agencies, and health care centres.

For more information: Call us at 310-CCAC (2222), or 1 800 538-0520 or visit us online at: www.champlainccac.ca.

Champlain Healthline: For even more information about health and social services, healthcare facilities, support groups, home care, clinic and chronic disease self-management, visit the Champlain Healthline website at: www.champlainhealthline.ca.