

Who To Call for Help

We know that sometimes things may not go as planned, and sometimes you may have questions about your care or your loved one's care after hours. Should any of the following situations arise while you are receiving care at home through the Mississauga Halton CCAC, please follow the instructions on whom to call for help.

I have an emergency.

Medical: Call 9-1-1

Disaster (e.g. severe weather, power outage, etc.): Follow your disaster plan. If you do not have a plan, you can:

- Ask a family member or friend to help you make one.
- Visit the Public Safety Canada's "Get Prepared" website to download its [Emergency Preparedness Guide](http://www.getprepared.gc.ca). (www.getprepared.gc.ca)
- Ask your care coordinator for a hard copy of the *Emergency Preparedness Guide*.

I have an urgent question about my care, but it is late at night or a weekend.

Your action: Your Mississauga Halton CCAC care coordinator works from 8:30 a.m. to 4:30 p.m., Monday to Friday. If you need to speak to a care coordinator urgently after hours, please call 905-855-9090 and another care coordinator can assist you. If you leave a message and need immediate assistance, our on-call manager or care coordinator will return your call within one hour.

My care provider did not show up at the scheduled time.

Your action: Call your service provider. Their phone number is listed on your care plan, which can be found in section one of your **My Story binder**. Your provider can arrange for someone to come immediately if you have urgent needs, or they can schedule a make-up visit for another time. Your provider will also inform the CCAC that a visit has been missed, so it is recorded on your health record.

If you do not hear back from your service provider within 30 minutes, call your Mississauga Halton CCAC care coordinator.

If you continue to have concerns about missed service provider visits, please contact your Mississauga Halton CCAC care coordinator.

I cannot remember the date or time of my next scheduled visit with my care providers.

Your action: Call your service provider.

I have a problem with my medical equipment.

Your action: Call your service provider.

I don't think my provider is giving me the best care he or she could.

Your action: Call your Mississauga Halton CCAC care coordinator if you have concerns about the quality of service you are receiving from your home care providers.