

# Contact Us

## SOUTH EAST COMMUNITY CARE ACCESS CENTRE

### Hours of operation:

Administration: Mon-Fri 8:30am-4:30pm

Inquiries: Daily 8am-8pm

Fax referrals to Community Access Team 1-866-839-7299

For general CCAC inquiries, contact us toll free at 310-2222 (CCAC) – no area code required. This will call the office nearest to where you are calling from or you can contact your local office directly:

**Bancroft Office** 1 Manor Lane Bancroft, ON K0L 1C0

Tel: 613 332 2444 Toll Free: 800 717 2344

**Belleville Office** 470 Dundas Street East Belleville, ON K8N 1G1

Tel: 613 966 3530 Toll Free: 800 668 0901

**Brockville Office** 555 California Ave., Unit #1, Bag Service 7000, Brockville, ON K6V 7K6

Tel: 613 283 8012 Toll Free: 800 267 6041

**Kingston office** 1471 John Counter Blvd, Suite 200 Kingston, ON K7M 8S8

Tel: 613 544 7090 Toll Free: 800 869 8828

**Northbrook Office** 12309 Highway #41 Northbrook ON K0H 2G0

Tel: 613 336 8310 Toll Free: 866 363 7785

**Selby Office** 114 Pleasant Drive Selby, ON K0K 2Z0

Tel: 613 388 2488 Toll Free: 866 412 6250

**Smiths Falls Office** 52 Abbott St. N., Unit 1 Smiths Falls, ON K7A 1W3

Tel: 613 283 8012 Toll Free: 800 267 6041

### Make an electronic referral

You can contact us or make a request for an assessment for services on the Contact Us page of our public website at [healthcareathome.ca/southeast/en/Contact-Us](http://healthcareathome.ca/southeast/en/Contact-Us)

### Frequently Asked Questions

Our Frequently Asked Questions (FAQ) page provides answers to common questions about CCACs, our role and our services. We update this section regularly so we recommend you check back from time to time. [Visit FAQs](#)

**Services available to eligible patients may include:**

- Nursing
- Nurse practitioner
- Personal support
- Physiotherapy and occupational therapy
- Speech and language therapy
- Social work
- Nutrition and food counselling (dietitians)
- Palliative care
- Medical supplies and equipment
- Access to long-term care homes
- Access to supported living (adult day programs, supportive housing, retirement homes and assisted living)
- Health support in the school
- Specialized services for people living with specific health conditions
- Referral to other community supports

**Other specialized services for patients may include:**

- Care Connect – helping people find a family doctor
- Home at Last – special program to help people leaving the hospital settle in at home
- Mental Health and Addictions School Program – mental health nurses working within the school system
- Access to assisted living and supportive housing
- Access to respite care and convalescent care (short term stays and adult day programs)
- Access to long-term care homes, rehabilitation and complex continuing care beds

**[Information and Referral](#)** - [thehealthline.ca](http://thehealthline.ca) provides online access to health care information and services in Ontario, or call the referral phone service at 310-2222 (CCAC) - in English or 310-2272 (CASC) - in French

**[Children's Health Services](#)** - Special health services for children in both the home and school environment \* supports children when health care provision is essential to a student's participation and development in school programs \* services are provided within public, private or home-based schools \* services available to eligible clients may include, care coordination and system access including information and referral \* nursing \* personal support \* physiotherapy and occupational therapy \* speech-language therapy

**[Health Care Connect](#)** - Refers people who do not have a doctor to a family health care provider who may be accepting new patients \* once registered, program participants are assigned to a Care Connector employed by the Community Care Access Centre \* Care Connectors work with family doctors and nurse practitioners who are accepting new patients

**Home First From Hospital** - Safe return home begins at the time of admission to hospital \* one of our care coordinators visit you while in hospital, upon referral, to discuss health care needs \* works together with you and hospital team to arrange for support and services to return home safely once hospital treatment is complete \* will make every effort to ensure that if long-term care choices are necessary that the decisions can be made at home without pressure \* once home the care coordinator will answer questions and work to ensure the services being received are the right ones to meet the clients changing needs

**In-Home Services** - Health care services to eligible clients in their own home \* Services may include: Nursing \* Nurse Practitioner \* Physiotherapy and occupational therapy \* Nutritional Counselling/Dietetics \* Speech/Language therapy \* social work \* personal support \* medical supplies and equipment \* connecting to other community support services and agencies

**Long Term Care** - If you, or the person you care for need more help than can be provided in the community \* Care Coordinator's will help you investigate alternatives such as retirement homes, long-term care homes \* convalescent care for a period of recovery and respite/short-term care

**Mental Health and Addictions School Program** - Assessments, interventions and support to students and families with mental health and or addiction issues \* consultation to school staff in regards to mental health and/or addiction issues as appropriate \* students considered for this program are affiliated with publicly-funded elementary and secondary schools

**Nursing Clinics** - Nursing clinics located throughout the South East region provide nursing care to out-patients by addressing the specific health-care needs of CCAC patients such as IV therapy, wound care, or rehabilitation therapy \* staffed by nurses \* operated on contract by third party health care provider agencies

### **Hospice Palliative Care Nurse Practitioners**

Hospice Palliative Care Nurse Practitioners connect, support and care for patients who have a life-limiting illness. Our nurses help people and families understand their options and provide support.