

# Connecting You With Home and Community Care Services

## Who We Are

Home and Community Care Support Services Central East is one of 14 Home and Community Care Support Services in Ontario that work within communities to connect you with quality in-home and community-based services. We can provide you with information, direct access to Home Care Contracted Service Providers, and many other comprehensive services.

## What We Do

**Home and Community Care Support Services Central East** can provide acute, rehabilitation, maintenance, and end-of-life services to you in your home. We can help you come home from the hospital sooner or we can provide you with information about long-term care options if it becomes too difficult for you to live independently at home. We strive to make sure you receive the care you need when you need it and help you to enjoy the best possible quality of life.

## Role of the Home and Community Support Services Care Coordinator or Direct Clinical Nurse

Our caring and knowledgeable staff works with you and your family so that together we can develop a customized care plan that meets your individual needs. Our expertise, in-depth assessment process, and strong community partnerships ensure that you will feel supported through your entire care journey.

## Our Services

In addition to the services we offer, we can also provide you with information about a wide range of other services available in your community. For services that are not provided by Home and Community Care Support Services Central East, you will be required to directly contact the agencies to request further assistance.

## Who Is Eligible?

To receive in-home services from Home and Community Care Support Services Central East, you must have:

- A valid Ontario Health Card
- Needs that cannot be met on an outpatient basis
- A medical condition that can be adequately treated in your home

## Referrals to Service

- Have you recently been released from hospital after surgery or a serious illness?
- Does your neighbour need a little extra help to manage at home?
- Does your child need the support of a health professional at home or in school?
- Are you, or someone you know, no longer safe living alone and ready to move into a long-term care home?

Referrals for Home and Community Care Support Services Central East services can be made by you or, with your consent, a family member, caregiver, friend, physician or other health care professional. When you or your designate contact Home and Community Care Support Services Central East, you can speak with a care coordinator about the help you need.

## Information and Referral

If you are not eligible for our services, or if Home and Community Care Support Services Central East is unable to provide services to meet all your needs, we can let you know about alternate services available in your community. These may include:

- Some adult day programs
- Meal delivery services
- Transportation assistance

## In-Home Services

Services that are provided to you or someone you care about within your home include:

- Nursing
- Physiotherapy
- Occupational therapy
- Speech-language therapy
- Social work
- Dietetics
- Medical supplies and equipment
- Personal support (bathing, dressing, etc.)

## Specialized Programs

We can also offer specialized programs that help meet specific health needs such as:

- Centralized Diabetes Intakes
- Health Care Connect
- Children/School Health Support Services
- Mental Health and Addictions Nursing for Youth
- Palliative Care (care at the end of life)
- Telehomecare
- Self-Management Programs

## Placement into Long-Term Care Homes

When living independently is no longer possible, we can assist and coordinate applications to long-term care homes in your area and across Ontario.

A Home and Community Care Support Services Central East Care Coordinator can:

- Provide information about long-term care homes
- Provide assistance in the application process
- Determine eligibility for placement

## Children/School Health Support Services

If you are a student, the **School Health Support Services** program can provide services to assist with medical and/or rehabilitation needs that are beyond the range and responsibilities of school staff. Through this program you will be able to attend school along with your peers.

The **Children's In-Home Services** program provides services to children/youth up to 18 years of age while in their home.

## Home and Community Care Support Services Central East Branches

<b>Lindsay / Haliburton</b>	<b>705-324-9165</b>
<b>Peterborough / Campbellford</b>	<b>705-743-2212</b>
<b>Port Hope</b>	<b>905-885-6600</b>
<b>Scarborough</b>	<b>416-750-2444</b>
<b>Whitby</b>	<b>905-430-3308</b>
<b>Toll-free</b>	<b>800-263-3877</b>
<b>TTY Line</b>	<b>877-743-7939</b>

## Centraleasthealthline.ca

Wherever you live in Ontario, to find health care and community-based services, call 310-2222 or 310-2272 for service in French, or visit [www.centraleasthealthline.ca](http://www.centraleasthealthline.ca).

[www.healthcareathome.ca/centraleast](http://www.healthcareathome.ca/centraleast)