

## PRIVACY

Your privacy is important to us.

The ESC LHIN is subject to the requirements of the *Personal Health Information Protection Act, 2004* (PHIPA), which mandates that we must protect the privacy of your personal health information.

We are committed to the principles set out in PHIPA. As part of our commitment, we believe that our patients should know what personal health information we collect, how we use it, how we protect it, and how to contact us.

For more information, visit our Home and Community Care website at [healthcareathome.ca/eriestclair](http://healthcareathome.ca/eriestclair).



## OUR LOCATIONS:

### Chatham Clinic

462 Riverview Dr.  
Chatham, ON N7M 0N2

### Chatham: Corporate Office

180 Riverview Dr.  
Chatham, ON N7M 5Z8  
P.O. Box 306,  
Chatham, ON N7M 5K4

### Sarnia Office and Clinic

1150 Pontiac Dr.  
Sarnia, ON N7S 3A7

### Windsor Office and Clinic

5415 Tecumseh Rd. E.  
Windsor, ON N8T 1C5

## TELEPHONE OR TTY:

1-888-447-4468

TTY: 519-258-8092

*(for the hearing and speech impaired)*

## EMAIL:

[information.referral@hccontario.ca](mailto:information.referral@hccontario.ca)

## VISIT OUR WEBSITES AT:

[healthcareathome.ca/eriestclair](http://healthcareathome.ca/eriestclair)  
[eriestclairlin.on.ca](http://eriestclairlin.on.ca)

## FOR HEALTH AND COMMUNITY SERVICES, VISIT:

[eriestclairhealthline.ca](http://eriestclairhealthline.ca)

## About Us

Home and Community Care



## What we do

We provide care and services to patients through a partnership with other service provider agencies. We help people of all ages explore and choose from a wide range of health and social services so that they can live independently at home for as long as possible.

Our Care Coordinators are dedicated nurses, social workers, occupational therapists, physiotherapists, and other health care professionals who have clinical expertise in health assessment and care planning.

Our Care Coordinators:

- Manage the delivery of in-home care through personal visits and regular check-ins
- Work in partnership with family doctors, hospitals, long-term care (LTC) homes, schools, and community organizations
- Act as the main point of contact for a wide range of care and services
- Work with patients, families, and caregivers to identify patients' health and social needs and create personalized care plans
- Teach patients and their families or caregivers how to manage health conditions so that they can be more independent, if possible
- Connect patients with community resources that support health and independence

## Home Care Services may include:

- Nursing
- Personal support
- Physiotherapy, occupational therapy, speech language pathology, and social work
- Dietician services
- Medical equipment and supplies

## Specialized nursing care

We know that some patients have more intense needs than others and that they may need the support of a specialized care nurse if they want to live independently. These nurses have expertise in palliative care and mental health and addictions, and can help people manage chronic health conditions such as heart failure or chronic obstructive pulmonary disease.

## Community clinics

Specially-trained nurses provide care in our community clinics for patients requiring services such as:

- Intravenous therapy (IV)
- Wound care
- Injections

Clinic visits are by referral and appointment. Patients are expected to attend the clinic in-person for nursing care. Any exceptions will be discussed with the patient and their Care Coordinator.

## When living independently is no longer possible

Our Care Coordinators assess patients' health and explore options with them, including assisted living facilities, or LTC homes.

If a patient is eligible for LTC, the Care Coordinator will:

- Explain the admission process
- Help the patient complete their application
- Connect the patient with care in the community until admission to an LTC home is arranged



## Health and community resources

Call us at 1-888-447-4468 or visit [www.erieclairhealthline.ca](http://www.erieclairhealthline.ca) for information about, and referral to, other health and community resources.

## Primary health care providers

If you do not have a primary health care provider, we can help you find one. Through Health Care Connect, our Care Connectors work closely with family physicians and primary care practitioners to bring you care closer to home. You can register for Health Care Connect by calling 1-800-445-1822, or online at [www.health.gov.on.ca](http://www.health.gov.on.ca).

