

- ☐ **Central** – 905 895 1240
- ☐ **Central East** – 905 430 8084
- ☐ **Central West** – 905 796 0040
- ☐ **Champlain** – 613 745 5525
- ☐ **Erie St. Clair** – 519 436 2222
- ☐ **Hamilton Niagara Haldimand Brant** – 905 523 8600
- ☐ **Mississauga Halton** – 905 855 9090
- ☐ **North East** – 705 522 3460
- ☐ **North Simcoe Muskoka** – 705 721 8010
- ☐ **North West** – 807 345 7339
- ☐ **South East** – 613 544 8200
- ☐ **South West** – 519 473 2222
- ☐ **Toronto Central** – 416 506 9888
- ☐ **Waterloo Wellington** – 519 748 2222

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### Returning home from the hospital

While you are in hospital, a Care Coordinator will work with you and your family to assess your needs and develop a care plan that meets your health care goals. We will work with you and your family to arrange the necessary services for you to return home safely.

After leaving the hospital, you will be contacted by a Care Coordinator who serves your community to ensure the services you are receiving are appropriate for your changing health care needs. At that time, we will give you more information about Home and Community care and the services we provide. We will also inform you of your rights and responsibilities as a client.

### Helping in the community

We provide you with help to remain independently in your home, and connect you with local supports.

*If you are:*

- going home from the hospital;
- experiencing challenges at home managing your day-to-day health care needs;
- need help recovering from surgery or illness, or
- living with a long-term health condition.

We can help you by connecting you to the service that is right for you. This may include services that are fully funded by the government and those that require a fee.

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### How we can help you

- work with you, your family and your caregivers to make sure you are well taken care of;
- discuss all your care options and arrange your services for you;
- monitor your progress regularly and adjust your services as your needs change;
- help you plan for long-term care if living at home is no longer a possibility, *and*
- be your main contact.

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### Your Privacy

We are committed to protecting your privacy and personal information. Your knowledge and consent are required for the collection, use or sharing of personal information. Your verbal consent allows us to share information with our staff, doctors, and other members of your health care team. It also allows us to monitor and evaluate the care you receive.

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### Your safety

We understand that safety is always a concern when you are allowing health care workers into your home.

#### *We will:*

- always pre-arrange visits, and will often call shortly before arriving, *and*
- always carry identification with name and photograph.

#### *For your safety:*

- always inspect the identification of any stranger who comes to your door;
- never let anyone into your home if you suspect they are not who they say they are;
- keep your credit cards, bank cards, cash and other valuables safely hidden or locked away in your home, and
- never give anyone your PIN number

One contact number  
**310-2222**  
for all of Ontario

Information about Home and Community Care:  
[www.healthcareathome.ca](http://www.healthcareathome.ca)

Information about resources in the community:  
[TorontoCentralhealthline.ca](http://TorontoCentralhealthline.ca)