

Connecting you with Home and Community Care Services

Home and Community Care Support Services South East is one of 14 Home and Community Care Support Services organizations in Ontario that work within communities to connect patients with quality in-home and community-based services, including long-term care placement.

What We Do

We can provide acute, rehabilitative, maintenance, and end-of-life care and services at home and in the community. We can help you return home from the hospital sooner, receive care in a clinic, or provide information about long-term care options if it becomes too difficult 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.

Eligibility

To receive home and community care services you must have:

- A valid Ontario Health card;
- Needs that cannot be met on an outpatient basis; and
- 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 can be made by you, or with your consent, by a family member, caregiver, friend, physician or other health care professional. When you or your designate contact Home and Community Care Support Services South East, you can speak with a care coordinator about the help you need and also receive information about alternative services available in your community, such as adult day programs, meal delivery services and transportation assistance.

Role of the Care Coordinator

Care coordinators are dedicated nurses, occupational therapists, social workers, and other health care professionals who work directly with patients, their families and caregivers, to ensure that people get the care they need. Our caring and knowledgeable staff work to develop a customized care plan that meets the individual's needs. Our expertise, and in-depth assessment process, along with strong partnerships, support patients through their entire health care journey.

Role of the Direct Clinical Nurse

We offer specialized home and community care programs using nursing care to enhance patient health outcomes. Direct care nurses including Mental Health and Addictions Nurses for at-risk-school-aged children, and Rapid Response Nurses to prevent patient hospitalizations. Nurse Practitioners, through palliative and long-term

care programs, also provide enhanced care – diagnosing and managing disease while helping patients stay in their homes.

In-Home Services

Home and community care services that may be 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 home and community care programs that help meet specific health needs such as:

- Assistance with self-management
- Children’s programs
- Health Care Connect (helping people find a family physician)
- Mental health and addictions for youth
- Palliative and end-of-life care

Long-Term Care Home Placement

When living independently is no longer possible, we can assist you by coordinating applications to long-term care homes in your area or elsewhere across Ontario. A care coordinator can:

- Provide information about long-term care homes and other senior housing options;
- Determine eligibility for placement; and
- Provide assistance with the application process.

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.

Contact Us

If you require additional information, you can contact us by phone at **310-2222** (no area code required), which will automatically connect you to the nearest Home and Community Care Support Services office from your calling location. Alternatively, you can call us at any of the offices noted below:

- Bancroft: 1-800-717-2344
- Belleville: 1-800-668-0901
- Brockville and Smiths Falls: 1-800-267-6041
- Kingston and Napanee: 1-800-869-8828

Visit [HealthCareAtHome.ca/SouthEast](https://www.healthcareathome.ca/SouthEast) for more information including patient resources.

To access a comprehensive directory of health care and community services available throughout the region, visit [SouthEastHealthline.ca](https://www.SouthEastHealthline.ca).