

# Tips for Individuals & Caregivers: Home Support & Services

## HOW TO ARRANGE HOME CARE AND ACCESS TO COMMUNITY SERVICES

Home and Community Care Support Services organizations provide patient care including home care and long-term care home placement services and facilitate access to community services.

To start this process:

### 1. Call your Home and Community Care Support Services organization

You will be introduced to a case manager or care coordinator.

To contact your Home and Community Care Support Services organization:

- [use your postal code online](#)
- call [310-2222](tel:310-2222)

### 2. Check if you qualify for government-funded services

Your case manager will determine if you qualify. If you do not qualify, you may be able to receive services through community agencies, which may require a co-payment.

You can arrange and pay for services through a private company. Your local Home and Community Care Support Services organization can help you find services in your community.

### 3. Tell the case manager about your needs

Your case manager will tell you what services your Home and Community Care Support Services organization can provide and what is available in your community. Government-funded services are delivered by health professionals and personal support workers who are under contract with your Home and Community Care Support Services organization.

### 4. Arrange a home visit

Your case manager will need to visit your home to assess your health.

If you qualify, your case manager will create a customized home care plan that meets your specific needs. If your needs change, your case manager can reassess your health and adjust your plan of care.

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## 5. Apply for care

If you qualify for government-funded care, Home and Community Care Support Services organizations will coordinate your application and select the provider for you.

To arrange private care, you must contact the service provider directly.

### *If you do not qualify*

If you do not qualify for government-funded services and believe that you should, you can appeal the Home and Community Care Support Services organization's decision through the Ontario Health Services Appeal and Review Board (HSARB). You can also contact the Board if a service you previously received has stopped or been reduced.

**Contact HSARB:** [416-327-8512](tel:416-327-8512) (Toronto area) or [Toll-free: 1-866-282-2179](tel:1-866-282-2179)

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## ADDITIONAL RESOURCES

- Home and Community Care - [www.ontario.ca/page/homecare-seniors](http://www.ontario.ca/page/homecare-seniors)
- Find Home and Community Care - [healthcareathome.ca/](http://healthcareathome.ca/)
- Home Health and Community Supports for South East Ontario - [www.southeasthealthline.ca/listCategories.aspx?id=10012](http://www.southeasthealthline.ca/listCategories.aspx?id=10012)
- Home and Community Care Support Services – South East - [www.southeasthealthline.ca/listServices.aspx?id=10121](http://www.southeasthealthline.ca/listServices.aspx?id=10121)
- Seniors – South East - [southeasthealthline.ca/listCategories.aspx?id=10019](http://southeasthealthline.ca/listCategories.aspx?id=10019)
- Programs & Services by Alzheimer Society - [alzheimer.ca/sites/default/files/documents/programs\\_and\\_services\\_e.pdf](http://alzheimer.ca/sites/default/files/documents/programs_and_services_e.pdf)
- Respite Care for People Living with Dementia - [southeasthealthline.ca/listServices.aspx?id=10930](http://southeasthealthline.ca/listServices.aspx?id=10930)
- Alzheimer Society Programs and Services - [alzheimer.ca/on/en/help-support/programs-services](http://alzheimer.ca/on/en/help-support/programs-services)
- Local Alzheimer Society – [alzheimer.ca/on/en/about-us/find-your-local-alzheimer-society](http://alzheimer.ca/on/en/about-us/find-your-local-alzheimer-society)  
or call 1-800-616-8816

## Tips for Individuals & Caregivers: Home Support & Services

- Long-term Care ACTION Line: Toll-free: 1-866-434-0144  
Hours of operation: 8:30 a.m. to 7:00 p.m., 7 days a week
- Telehealth Ontario - 1-866-797-0000 or Toll-free TTY at 1-866-797-0007
- In an emergency situation, please **call 911** immediately
- Ontario Drug Benefit Plan – [www.ontario.ca/page/get-coverage-prescription-drugs](http://www.ontario.ca/page/get-coverage-prescription-drugs)

## REFERENCES

1. Alzheimer Society of Canada. (2017). *Programs & Services*. Retrieved from [alzheimer.ca/sites/default/files/documents/programs\\_and\\_services\\_e.pdf](http://alzheimer.ca/sites/default/files/documents/programs_and_services_e.pdf)
2. Government of Ontario. (2021). *Home and community care*. Retrieved from [www.ontario.ca/page/homecare-seniors](http://www.ontario.ca/page/homecare-seniors)
3. Home and Community Care Services. (2021). *Care in the community*. Retrieved from [healthcareathome.ca/southeast/en/Getting-Care/Getting-Care-in-Community](http://healthcareathome.ca/southeast/en/Getting-Care/Getting-Care-in-Community)