

Care in Your Home



North West

ccac **casc**

Community
Care Access
Centre

Centre d'accès
aux soins
communautaires
du Nord-Ouest



Care in Your Home

Home and community support services can help you manage your health care while living in your own home.

At the Community Care Access Centre (CCAC), we provide information on the various home care services that are available and help you access the specific services you need. Our goal is to work with you to build on your strengths so you can improve your quality of life and maximize your independence. We coordinate home health care services that enable people to:

- remain living independently in their own homes for as long as possible;
- return home more quickly from hospital;
- recover from a serious illness, surgical procedure or injury;
- manage disabilities or chronic health problems;
- delay or prevent the need for admission to a hospital or a Long-Term Care Home; or
- obtain end-of-life care.



North West CCAC

Home Care Services

The CCAC purchases services from health care organizations to provide the assistance people need in their homes. You can access a single service or a combination of several services, depending on your care needs. The CCAC's home care services include:

- Information and referral services to make people aware of community organizations and services available to them.
- Visiting health professional services, including nursing, nutritional counselling, occupational therapy, physiotherapy, social work and speech-language therapy. Individuals who receive visiting health professional services may also obtain medical supplies and equipment through the CCAC to assist them with managing safely at home.
- Personal support, including assistance with a variety of daily living activities such as personal hygiene and bathing, dressing and eating.
- Homemaking, such as light housekeeping and laundry, in combination with personal support services.

Accessing Home Care

CCAC services are available to eligible Ontario residents of all ages. Home care services are funded by the Ontario Ministry of Health and Long-Term Care.

Anyone can contact the CCAC for information or to make a referral. The CCAC also receives referrals from physicians, hospitals, community organizations and other community or health care professionals.



Your Community Care Coordinator

When you call the CCAC, you will be assigned a Community Care Coordinator who will:

- assess your health care needs;
- determine your eligibility for CCAC services;
- work with you to develop a plan for services;
- arrange for health and personal support services in your home;
- connect you to other resources and services in your community;
- coordinate/evaluate these services; and
- monitor your progress and adjust your service plan if necessary.

Who is Eligible?

To be eligible for home care services:

- you must have a valid Ontario Health Card;
- you must be physically unable to leave home to receive the necessary health care services;
- you must consent to receiving home care;
- you and your caregivers/significant others must be willing and able to participate in your care;

- your medical condition is such that adequate treatment can be provided at home with the services available through the CCAC; and
- services can be provided in a suitable and safe environment.

Nursing Services

Registered Nurses (RNs) or Registered Practical Nurses (RPNs) can provide direct health care services to you or teach you and/or your caregiver how to meet your health care needs. The following are some examples of the nursing services that may be available through the CCAC:

- care following surgery
- management of an acute or chronic health condition that is unstable
- pain and symptom management
- medication management (including intravenous therapy)
- wound management
- catheter care
- continence care
- insulin initiation
- colostomy care
- post acute cardiac care
- palliative and end-of-life care

Your Community Care Coordinator will assess your needs and determine whether you are eligible for each of these services.



Nutritional Counselling

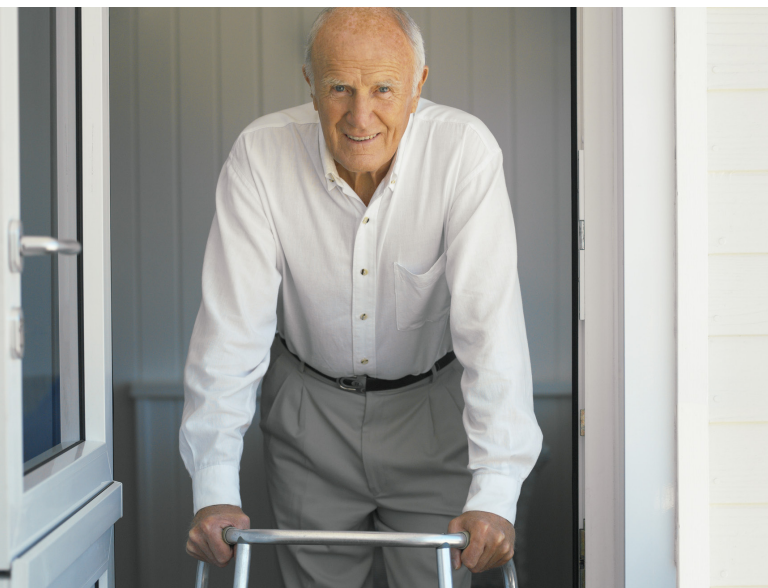
Registered dietitians can assess and determine your nutritional needs, develop an individualized diet plan and teach you and your caregiver how to follow the nutritional plan. Nutritional counselling may be beneficial to people who:

- are receiving cancer treatments
- are dehydrated
- are diabetic
- require tube feedings
- are terminally ill
- have poor wound healing
- are suffering from kidney failure
- have swallowing disorders

Occupational Therapy

Occupational therapists work with people who are having difficulties with their daily activities as a result of changes in their physical or mental health. They help people become more independent in their daily activities, such as bathing, dressing, meal preparation, feeding and mobility. They can also recommend modifications to people's home environments to improve their safety and independence. Services include:

- wheelchair and walker assessments
- assessments of equipment needs and/or adaptive aids
- splinting
- home safety assessments
- assessments of physical and mental abilities
- completion of Assistive Device Program funding applications



Personal Support & Homemaking

Personal support workers and homemakers assist individuals with personal hygiene and routine activities of living, including:

- bathing and dressing
- mobility and transfers
- exercise
- meal preparation and feeding
- caregiver relief
- medication reminders
- laundry
- light housekeeping

In order to receive homemaking services, such as light housekeeping or laundry, you must also be receiving personal support services (i.e. assistance with bathing) from the CCAC.





Physiotherapy

Physiotherapists work with individuals who have physical conditions resulting from pain, illness, accident or injury. Physiotherapy services can help with:

- acute or chronic pain management;
- weakness, stiffness, or reduced range of motion;
- walking or coordination difficulties;
- education and teaching of exercise routines to you and your caregiver.

Social Work

Social workers provide information and counselling to help individuals and their family members cope with the stress, losses or challenges resulting from illness or disability, including:

- adjustments to illness or disability
- palliative and end-of-life care issues
- financial issues
- abuse or neglect problems
- caregiver burnout concerns
- family conflicts
- accommodation needs
- concerns about social isolation



Speech-Language Therapy

Speech-language therapists assist individuals with communication and oral motor problems. They can help with:

- swallowing and/or choking difficulties
- difficulty speaking or understanding language
- little or no communication skills
- problems associated with stroke, brain injuries, neurological conditions, cancer or end-of-life care

Medical Supplies & Equipment

If you receive visiting health professional services through the CCAC, we will cover the cost of medical supplies related to the care we provide. In order to help you manage safely in your home, short-term use of medical equipment, such as a walker, bath bench or hospital bed, may also be covered by the CCAC. If the equipment is required long-term, you are required to rent or purchase it on your own. Your CCAC Community Care Coordinator can advise you about other

Community Support Services

programs and/or financial assistance available.

In addition to the home care services coordinated by the CCAC, there may be other community support services that can be delivered in your home or at various other community locations, such as a community centre. Some examples are:

- Meal services
- Transportation
- Caregiver support and respite services
- Security services (i.e. emergency response, friendly visits)
- Social or recreational programs (i.e. seniors' centres, day programs)
- Supportive or alternative housing



How to Contact Us



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North West Community Care Access Centre

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Kenora

35 Wolsley Street, Suite #3

Kenora, ON P9N 0H8

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Toll-free: 1-877-661-6621

Dryden

6 – 61 King Street

Dryden, ON P8N 1B7

Tel: 1-807-223-5948

Toll-free: 1-877-661-6621

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110 Victoria Avenue

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Disponible en français.

Revised Sept 2014

Ref#G2

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NorthWesthealthline.ca



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