

Information and Referral Services



When You Need Help

Have you recently been released from the hospital after surgery or a serious illness and need assistance with your daily activities? Does your child need health care support at home or in school? Are you caring for an individual and need a break from your day-to-day responsibilities? Do you have a parent who can no longer live on his or her own? Often, people need assistance with their daily lives, but they don't know where to turn for help.

Home and Community Care Support Services North West helps people obtain health care and social services in their homes, their community and in Long-Term Care Homes. An important part of our mandate is to provide information and referrals that connect people with the health and social services they need. Our staff members have a comprehensive knowledge of health and social services available in the community, and we work in partnership with providers across the entire health care system.



Contact Information

Office Hours: 8:30 a.m. to 4:30 p.m. (Local Time) Monday to Friday

Thunder Bay

961 Alloy Drive, Thunder Bay, ON P7B 5Z8
Tel: 1-807-345-7339
Toll-free: 1-800-626-5406

Kenora

35 Wolsley Street, Suite #3 Kenora, ON P9N 0H8
Tel: 1-807-467-4757
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

Fort Frances

110 Victoria Avenue, Fort Frances, ON P9A 2B7
Tel: 1-807-274-8561
Toll-free: 1-877-661-6621

Disponible en français.

Home and Community Care Support Services North West (Head Office)

975 Alloy Drive, Suite 201
Thunder Bay, Ontario P7B 5Z8
Telephone: 807-684-9425



One-Stop Access

At Home and Community Care Support Services North West, we offer “one-stop access” to information about a broad range of health and social services and other resources available in your community, such as:

- Home and community care services
- Ontario Ministry of Health and Long-Term Care programs
- Health-related organizations
- Long-Term Care Homes
- Supportive housing and senior citizens' apartments
- Mental health programs
- Outpatient programs (i.e. rehabilitation)
- Children's health services
- Palliative and end-of-life care
- Community organizations
- Hospitals and clinics

When you call Home and Community Care Support Services North West, a staff member will talk to you about your situation, answer your questions and let you know what services are available to help you. If you are eligible for services, we will refer you to one of our Community Care Coordinators who will assess your needs, develop a plan for services and coordinate/evaluate these services.

If you are not eligible for services or if we are unable to meet all of your needs, we will provide you with information on other community support services available.

Our Services

The services that are coordinated by Home and Community Care Support Services North West include:

- Information and referral services
- Home care services
- Caregiver support and respite programs
- Access to adult day programs
- Placement in Long-Term Care Homes
- Children's health services

Our services are funded by the Ontario Ministry of Health and Long-Term Care and are available to eligible Ontario residents of all ages. The eligibility requirements for each service are set by the Ministry of Health and Long-Term Care.

Other Community Support Services

In addition to the services coordinated by the Home and Community Care Support Services North West, there may be other services that can be delivered in your home or at various community locations. Some examples of community support services are:

- Housekeeping services
- Meal services
- Transportation
- Caregiver support groups
- Respite services
- Security services (i.e. emergency response, friendly visits)
- Social or recreational programs for all ages

Home and Community Care Support Services North West can provide information and referrals for these community support services, but we do not determine eligibility or service levels. You may pay a fee for community support services.

