

# HOME AND COMMUNITY CARE SUPPORT SERVICES

## Toronto Central

### What we do

We provide care and services to patients through a partnership with other service provider agencies. We help people of all ages explore and choose from a wide range of health and social services so that they can live independently at home for as long as possible. Our Care Coordinators are dedicated nurses, social workers, occupational therapists, physiotherapists, and other health care professionals who have clinical expertise in health assessment and care planning.

#### Our Care Coordinators:

- Manage the delivery of in-home care through personal visits and regular check-ins
- Work in partnership with family doctors, hospitals, long-term care homes, schools, and community organizations
- Act as the main point of contact for a wide range of care and services
- Work with patients, families, and caregivers to identify patients' health and social needs and create personalized care plans
- Teach patients and their families or caregivers how to manage health conditions so that they can be more independent, if possible
- Connect patients with community resources that support health and independence

### Home Care Services may include:

- Nursing
- Personal support
- Physiotherapy, occupational therapy, speech language pathology, and social work
- Diet and nutrition counselling
- Medical equipment and supplies (*additional fees may apply*)

### Specialized nursing care

We know that some patients have more intense needs than others and that they may need the support of a specialized care nurse if they want to live independently. These nurses can help people manage chronic health conditions such as heart failure or chronic obstructive pulmonary disease and have expertise in palliative care and mental health and addictions.

### Community clinics

Specially-trained nurses provide care in our community clinics for patients requiring services such as:

- Intravenous therapy (IV)
- Wound care
- Injections

Clinic visits are by referral and appointment. Patients are expected to attend the clinic in-person for nursing care. Any exceptions will be discussed with the patient and their Care Coordinator.



## When living independently is no longer possible

Our Care Coordinators assess patients' health and explore options with them, including assisted living facilities, or long-term care homes. If a patient is eligible for long-term care, the Care Coordinator will:

- Explain the admission process
- Help the patient complete their application
- Connect the patient with care in the community until admission to a long-term care home is arranged

## Privacy

Your privacy is important to us.

Home and Community Care Support Services Toronto Central is subject to the requirements of the *Personal Health Information Protection Act, 2004* (PHIPA), which mandates that we must protect the privacy of your personal health information.

We are committed to the principles set out in PHIPA. As part of our commitment, we believe that our patients should know what personal health information we collect, how we use it, how we protect it, and how to contact us.



## Contact Us:

Get in touch with us for information about, and referral to, other health and community resources.

### Main Office:

250 Dundas St W. Suite 305  
Toronto, ON M5T 2Z5

### By telephone or TTY:

**Tel:** 416-506-9888

**Toll Free:** 1-866-243-0061

**TTY:** Call 711 (for the hearing and speech impaired)

### Email us at:

[Information.Referral@tc.lhins.on.ca](mailto:Information.Referral@tc.lhins.on.ca)

### Visit our website at:

[healthcareathome.ca/torontocentral](http://healthcareathome.ca/torontocentral)

### For health and community services, visit:

[torontocentralhealthline.ca](http://torontocentralhealthline.ca)

