

Services to Help People Remain Healthy at Home

Community Care Access Centres (CCAC) – CCACs provide one-stop access with health and personal support services to help people live independently in their homes. The CCAC also helps children with health needs attend school and assists seniors making the transition to a long-term care home or other residential care option. The South East CCAC provides access to care for residents across all of South Eastern Ontario.

Home Care Services – Home care assist people in maintaining their health and independence at home

There are four main types of home care services:

- 1) Visiting health professionals- Care in the home is provided by nurses, physiotherapists, occupational therapists, social workers, speech language pathologists and dieticians.
- 2) Personal care and support – Services to help eligible clients with their activities of daily living, such as personal hygiene, eating and escorting to appointments
- 3) Homemaking – Services to help you with routine household activities, such as meal preparation, shopping, laundry and light housekeeping
- 4) Community Support Services – Services to help you live safely and independently at home. These services can help you with transportation, meals, help at home, social and recreational services

Services can be arranged through the CCAC. Home Care Services may be funded through the government, by donation to voluntary organizations, by private insurance, or by the client receiving the service.

SMILE – Seniors Managing Independent Living Easily makes it possible for more seniors to remain in their own homes who are frail and elderly. These seniors receive help with activities that are essential to daily living.. This functional support program is managed regionally by VON Canada and includes meals, routine housekeeping, shopping, laundry, running errands, transportation for health care appointments and seasonal outdoor chores.

Long-Term Care Homes – When living independently is no longer possible a long-term care home or other residential care option such as a retirement home can provide the extra care and security that may be needed. The CCAC is the point of access for all long-term care homes (formerly called “nursing homes”). The CCAC can help with enhanced home-based care to help people manage while they wait for a long-term care home placement. There are 14 long-term care homes in Hastings and Prince Edward Counties.

Community Support Services – Community support is intended for seniors, or people with disabilities who prefer to stay at home. Services can be offered at the client’s home or in the community and are provided by a number of different agencies across our region. Some examples the community support services available in our region include:

- Adult Day Programs – Available for seniors with dementia or Alzheimer’s. These programs are provided through Personal Support Workers and volunteers at locations across the region. The program allows respite for caregivers while the senior is in a safe and controlled environment. Assessment and referral is through the South East CCAC
- Meals on Wheels – Meals can be hot and/or frozen depending on the agency set-up and are delivered by volunteers to the clients home
- In-Home Respite – This service brings someone to a client’s own home to provide help with needed services (e.g., personal support), allowing a family caregiver to have a break, complete errands or attend a medical appointment
- Volunteer Transportation – Medical based transportation is provided by agencies through volunteers using their own vehicles.
- Home Maintenance or Home Making – This service can be provided through a volunteer or another company to provide house cleaning, laundry, driveway shoveling, grass cutting, etc
- Footcare – Agencies provide a designated space and equipment for a footcare nurse to see clients on an appointment basis
- Congregate Dining – Also called Diners Club, provides a meal once a week or month in a group setting, such as a church or town hall.

Convalescent Care Beds – Some Long-Term Care Homes offer convalescent care beds, on a short stay basis, for individuals recuperating after surgery or illness. The Lennox & Addington County General Hospital in Napanee has a 22-bed long-term care home that is available for convalescent care for eligible patients from across the region

Better Access in the South East LHIN

What community services are available in your Health Link?

RURAL HASTINGS - HEALTH LINK

Community Care for Central Hastings
613-473-9009

Community Care for North Hastings
613-332-4700

Mohawks of the Bay of Quinte
613-967-3603

South East CCAC - Bancroft
TF: 1-800-717-2344

QUINTE - HEALTH LINK

Alzheimer Society of Hastings-Prince Edward
613-962-0892

Canadian Hearing Society
613-966-8995 or TTY: 1-877-872-0586

Canadian National Institute for the Blind
613-966-8833

Community Care for South Hastings Inc.
613-969-0130

South East CCAC - Belleville
613-332-2444 or TF: 1-800-668-0901

The Prince Edward County Community Care For Seniors Association
613-476-7493

VON - Victorian Order of Nurses
613-392-4181

RURAL KINGSTON - HEALTH LINK

Land O'Lakes Community Services Corporation
613-336-8934

Northern Frontenac Community Services Corporation
613-279-3151

Southern Frontenac Community Services Corporation
613-376-6477

RIDEAU-TAY - HEALTH LINK

Alzheimer Society of Lanark County
613-264-0307

Community Home Support - Lanark County
613-267-6400

South East CCAC - Smiths Falls
613-283-8012 or TF: 1-800-6041

THOUSAND ISLANDS - HEALTH LINK

Alzheimer Society of Leeds-Grenville
613-345-7392

Community & Primary Health Care - LLG
613-342-4076

South East CCAC - Brockville
613-283-8012 or TF: 1-800-267-6041

KINGSTON - HEALTH LINK

Alzheimer Society of Kingston
613-544-3078

Canadian Hearing Society
613-544-1927 or TTY: 1-877-817-8209

Canadian National Institute for the Blind
613-542-4975

Providence Care
613-549-4164

South East CCAC - Kingston
613-544-7090 or TF: 1-800-869-8828

VON - Victorian Order of Nurses
613-634-0130

SALMON RIVER - HEALTH LINK

Lennox and Addington Seniors Outreach Services Inc.
613-354-6668

South East CCAC - Selby
613-388-2488 or TF: 1-800-412-6250



Adult Day Programs
Available for seniors with dementia or Alzheimer's; provided through a combination of PSW and volunteer's at specific locations across the South East LHIN. Number of days per week and times vary but standard is at least 5-6 hours; this allows respite for caregivers while the senior is in a safe and controlled environment. Assessment and referral, including wait list management, is completed by South East CCAC as part of CCAC expanded role.

Meals on Wheels
Depending on how the agency is set up meals can be hot and/or frozen and are delivered by volunteers to the clients home.

In-Home Respite
This service brings someone to a service recipient's own home to provide help with needed services (e.g. personal support), allowing a regular family caregiver* to take a break. The service may include homemaking, personal care, light housekeeping, attendant care, monitoring, supervision, and/or activation. The provider assists with activities of daily living that normally would be provided by a caregiver. This allows the caregiver a break; often to complete errands such as grocery shopping, medical appointments, etc. In the majority of cases the caregiver is also a senior.

Volunteer Transportation
Medical based transportation is provided by agencies through volunteers using their own vehicles. Trips require prebooking, usually at least 48 hours in advance.

Home Maintenance Home Making
Home maintenance (also called Home Making) refers to the activities required to maintain a residence e.g. cleaning house, doing laundry, shovelling driveway, cutting grass, etc. This service can be provided through a volunteer or 3rd party company depending on the agency policy.

Footcare
Agencies provide a designated space and equipment for an external footcare nurse to see clients on a preset schedule. The agency completes the scheduling and billing of all clients in exchange for a reduced fee for the footcare nurses time. In some rare cases the footcare nurse will do home visits.

Congregate Dining
Congregate dining (also called Diners Club) provides a meal to seniors at specific times; often once a week or month depending on the agency, in a group setting such as a church or town hall.

Alzheimer Societies
Programs and services are focused on education, information and family support for those affected by dementia. The Alzheimer Societies offer education events for people living with Alzheimer's disease and other dementias, caregivers, and health-care professionals.

CNIB
Provides community-based support, knowledge and a national voice to ensure Canadians who are blind or partially sighted have the confidence, skills and opportunities to fully participate in life. (Serves Entire LHIN Region)

SMILE (Seniors Managing Independent Living Easily), makes it possible for more seniors who are frail and elderly, and most at risk of premature institutionalization, to receive help with activities that are essential to daily living, so they can remain in their homes. This long-term functional support program is managed regionally by VON Canada. Services that are covered include: Meals, routine housekeeping, shopping, laundry, running errands, transportation to and from health care appointments, and seasonal outdoor chores. (Provided by VON for entire LHIN region 1-888-866-6647)

CHS
Offers counselling, education, communication devices advice and sales, and employment services for people who are Deaf and hard of hearing. (Serves Entire LHIN Region)

South East CCAC
The South East Community Care Access Centre (CCAC) is mandated to provide community-based health services, Long-Term Care Home Placement Coordination and Information & Referral services to the almost 500,000 residents of the South East. For general CCAC inquiries, contact us toll free at 316-2222 (CCAC) - no area code required. This will call the office nearest to where you are calling from.