Connecting you with care
Votre lien aux soins

ccac  casc
Community Care Access Centre  Centre d’accès aux soins communautaires

Bringing Health Care to your Home and Community
Who we are

Your Community Care Access Centre (CCAC) connects you with the care you need, at home and in your community:

- We can help you stay in your own home longer by providing care in your home and by coordinating care in your community, including specialized support services.
- We can provide you with information about long-term care options and help you with this transition if it becomes too difficult for you to live independently at home.
- We can connect you with other health and social services information to support you in living independently.

There are 14 CCACs in communities across Ontario that are funded by Local Health Integration Networks through the Ministry of Health and Long-Term Care (MOHLTC). This means that, through your tax dollars, CCAC advice and services are covered by OHIP.

Each CCAC is staffed by caring and knowledgeable professionals who will assess your needs, determine your requirements for care, answer your questions and develop a customized care plan that meets your individual needs. Then, if services are provided to you by your CCAC, we’ll arrange for quality health care professionals – nurses, physiotherapists, social workers, registered dieticians, occupational therapists, speech therapists and personal support workers – to provide a range of care and supportive services.

Vision
Outstanding care – every person, every day.

Mission
To deliver a seamless experience through the health system for people in our diverse communities, providing equitable access, individualized care coordination and quality health care.
Champlain CCAC

The Champlain CCAC covers an area of 18,000 square kilometres in Eastern Ontario.

The Champlain CCAC serves 56,000 clients per year.

Connecting you to Care

Are you or a loved one having difficulty keeping up with day-to-day living at home? Maybe meal preparation is becoming too much to manage. Perhaps you need assistance with bathing and dressing. Or maybe you require the services of a professional such as a physiotherapist, social worker, or nurse.

Many people think they don’t have choices when it starts to become a challenge to stay at home – that moving into a long-term care home is their only option. But that’s not necessarily true. Your CCAC offers a wide range of options that include connecting you to care that may help you stay in your own home for longer.

Furthermore, anyone can make a referral to a CCAC – you, a family member, a caregiver, a friend, your physician or another health care professional.
Care in Your Community

You can take advantage of a variety of support services available in your community, whether you’re receiving care in your home, or managing on your own. For example:

- Meal delivery and dining programs;
- Homemaking and home help;
- Caregiver relief;
- Transportation services;
- Community dining;
- Friendly visiting;
- Supportive housing;
- Adult day programs

You, or your loved one, can participate in adult day programs that provide a supervised, protective setting. These programs may include recreational activities, exercise programs, and educational discussions about relevant health care topics. These programs can provide an opportunity for a break for caregivers as well.

Community Clinics

Many CCACs have community clinics where regulated health care providers will provide you with treatment that will address your specific health care needs. This may include IV therapy, wound care, rehabilitation, etc. Please note that these are different than “walk-in medical clinics”.

In other words, a visit to your local CCAC clinic is not a first step – a visit is made by referral from your CCAC, as part of your care plan, and by appointment only. Your CCAC case manager will arrange your first visit at the clinic. This will include a confirmation of the date and time.
Long-Term Care Options

There may come a time when it becomes too much of a challenge to stay in your own home. Two choices you may consider are retirement homes and long-term care homes.

**Retirement Homes**

If you think it would be safer for you to live in an environment that enables you to maintain your independence and provides you with some assistance with services such as meals, laundry and housekeeping, a retirement home may be the right choice.

Retirement homes are privately owned and operated, and do not receive funding or licensing from the MOHLTC. Each retirement home offers different services, so you will need to discuss what you need and the costs with the home’s administrator. Ask the retirement home administrator for the *Care Home Information* package, which you are entitled to receive in accordance with the *Tenant Protection Act*.

Your CCAC can provide you with information about the retirement homes in your area, and help you decide if you need the higher level of support offered by long-term care homes.

**Long-Term Care Homes**

Long-term care homes provide a wide range of services for people who can no longer live independently. These include:

- Nursing and personal care;
- Regular and emergency medical care by the on-call physician;
- Treatment and medication administration;
- Assistance with activities of daily living;
- 24-hour supervision;
- Room and board, including laundry services (special diets are also accommodated);
- Social and recreational programs, pastoral services.

All long-term care homes are funded by the MOHLTC and governed by legislated standards.
Information and Referral

Champlainhealthline.ca helps Champlain residents make informed choices about their health care and social well-being by putting accurate and up-to-date information at their fingertips.

The innovative web site connects users to information on health and social services, health care facilities, health care professionals, support groups, home health care, clinics and classes, chronic disease self management resources, and local health careers, news and events. All information on the site is available in English and French.

www.champlainhealthline.ca

310-CCAC (2222) and www.310ccac.ca

310-CCAC is a provincial phone number and web database that connects Ontarians with health information, support, and resources in their communities.

Dialling 310-CCAC anywhere in the province will connect callers with the nearest CCAC. Specially trained bilingual information specialists will answer questions or direct callers to the appropriate resources. The 310-CCAC telephone service is available from 8:00 a.m. to 8:00 p.m., seven days a week.

Health Care Connect

The Health Care Connect program helps Ontarians without a family health care provider to find one.

To register for Health Care Connect, call Telehealth at 1-800-445-1822 or visit www.health.gov.on.ca. Telephone services are available Monday to Friday, 9:00 a.m. to 5:00 p.m., in English and French, with 120 other languages available online.
CCAC Contacts

Your Case Manager is:

_____________________________________________________________________________________________________

Telephone:

_____________________________________________________________________________________________________

Type of Service:

_____________________________________________________________________________________________________

Agency Name:

_____________________________________________________________________________________________________

Agency Telephone Number:

_____________________________________________________________________________________________________

Your Privacy

CCACs protect the privacy of your personal health information in accordance with the Ontario Personal Health Information Protection Act. Your knowledge and consent are required for the collection and use of personal health information. We use this information to determine your eligibility for our services and share it only with those who need to know about it to deliver the health services you need.

You can view our privacy statement on our web site at www.champlain.ccac-ont.ca.
Contact us at 310-CCAC (2222) or visit our web site

www.champlain.ccac-ont.ca
www.champlainhealthline.ca