

## **Section 6**

### **Community Care Access Centres**

#### **The Role of the Community Care Access Centre**

The first number to call when becoming a Caregiver is the Community Care Access Centre which corresponds to the Care-Receiver's geographic location.

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|--|--------------|
| • Toronto Community Care Access Centre           | 416-506-9888 |
| • East York Access Centre for Community Services | 416-423-3559 |
| • Etobicoke & York Community Care Access Centre  |              |
| - Etobicoke Site                                 | 416-626-2222 |
| - York Site                                      | 416-780-1919 |
| • North York Community Care Access Centre        | 416-222-2241 |
| • Scarborough Community Care Access Centre       | 416-750-2444 |

Community Care Access Centres (CCAC) are non-profit agencies, funded by the provincial government, responsible for assisting people to find in-home and community care, and to find placement in long-term care facilities.

The Community Care Access Centres:

- Plan, coordinate and ensure delivery of a full range of in-home services to support clients and their caregivers. This may include respite care/nursing, occupational therapy and physiotherapy, bathing assistance with personal care, toileting, dressing, shaving, etc.
- Provide information and referral to a wide range of community-based health and support services
- Provide health support services for children in Toronto schools
- Provide palliative care
- Provide special services for persons with Acquired Brain Injury (ABI)

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- Help clients with their applications and admission to long-term care facilities in Ontario
- Serve people regardless of age, diagnosis or financial circumstances

A Care Plan is a written document that outlines how a person should be cared for in order to maximize independence, and physical and mental health.

Clients may self refer or referral may be by someone else (family member, friend, doctor, hospital discharge planner).

A person must be eligible and complete an application for admission to a long-term care facility. The CCAC Care Coordinator will assist with this process.

### **Six Steps in Admission Process to Long-Term Care Facilities:**

1. Contact the local Community Care Access Centre
2. Receive initial information from Placement Co-ordinator or Intake Worker
3. Visit from Care Coordinator/Case Manager for assessment
4. Determination of eligibility for admission by the Community Care Access Centre
5. Application completed if eligible and sent to specific facilities of choice
6. The applicant is admitted to a facility or placed on a waiting list

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### List of Application Forms and Documents

1. Consent form
2. Application form
3. Medical form
4. Functional Assessment
5. Social Assessment
6. Facility Choice sheet

These forms are all completed by medical professionals or a certified social worker, together with the patient/SDM.

A long-term care bed is only considered available when you have applied for admission to a long-term care facility:

- a Community Care Access Centre has decided that the individual is eligible for a bed
- the facility has accepted the patient
- a long-term care facility has offered a bed and
- the individual has accepted the offer

Health Card Numbers will be verified by the CCAC and applicants may be asked to produce a Health Card and evidence of Canadian citizenship or landed immigrant status as a convention refugee in special circumstances.

In a crisis situation, the CCAC will place the individual in the first available bed in a long-term care facility, but the individual's name will still remain on the waiting list. If a bed for a patient in the community is refused, the applicant will be removed from all waiting lists. An application cannot be resubmitted for 6 months unless the patient's condition changes. When a bed becomes available at a higher choice facility, they can be transferred from the placement where placed

**LHINS - Ontario Local Health Integration Networks**

**TORONTO CENTRAL LHIN** is responsible for planning, co-ordinating and funding key health-care services in the Greater Toronto Area for approximately 1.14 million people.

**LHINS** funds 177 health-service providers including:

- hospitals
- the Toronto CCAC
- community support services
- community health centres
- mental health and addiction services
- long-term care homes

**LHINS** also provides special health services to a large number of Ontarians who live in other LHINS.

Find your closest LHINS - maps are available on their website indicating location, address and telephone numbers.

[www.lhins.on.ca](http://www.lhins.on.ca)

**LHINS INITIATIVES:**

**HOME FIRST:** A partnership between the Toronto Central Community Care Access Centre, hospitals and community agencies.

Home First is helping patients to safely return home from hospitals and long-term care.

**AGING AT HOME:** was launched in 2008/09 to expand seniors' access to home-care and community support services and create locally-driven approaches to enhance seniors' independence and respond to different care needs. Over 11,000 seniors have benefitted from this initiative improving the well-being of caregivers, families and communities and generating new ways of caring for older adults.

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## **Your Notes - Section 6**

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