

Home and Community Care Support Services South East

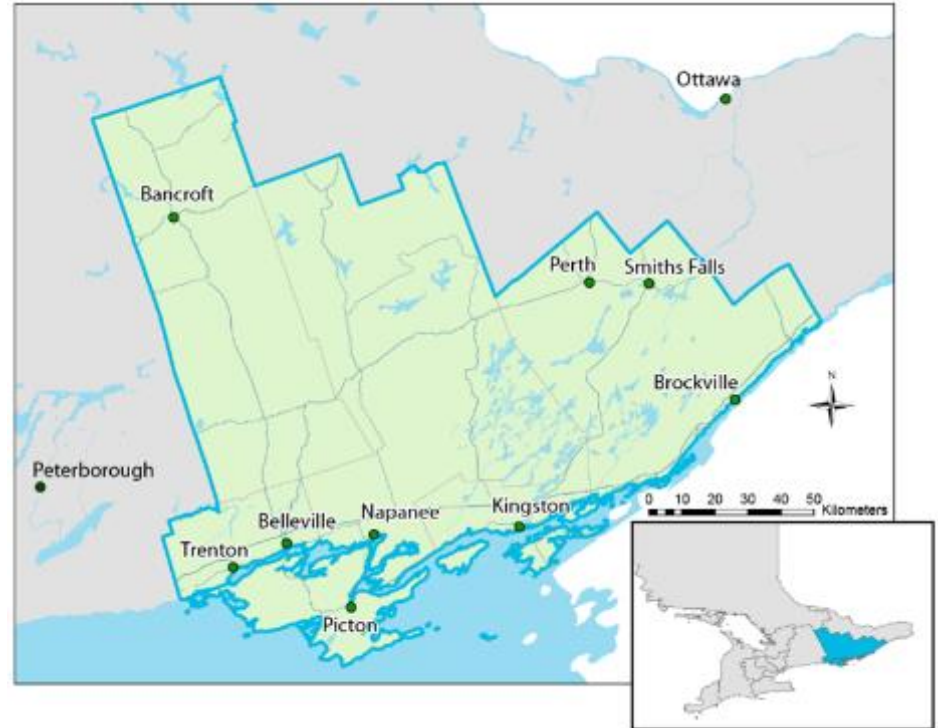
Presenter name(s) | Date

South East Geography and Population Overview

18,254 square kilometres,
spanning the Highway 401
corridor from Brighton, through
Belleville, Kingston and
Brockville to Prescott, and
extending to the north beyond
Smiths Falls and Bancroft

503,020 residents in 2018

55% living in rural areas



South East Region

We have the oldest population in the province, and our older population will grow substantially in the near future:



In 2018, we had an estimated **115,140 people ages 65+**

This age group made up **22.9%** of our population in 2018. This was **higher** than the 16.5% seen provincially



In 10 years, this is projected to increase to **29.5%** of our population. There will be nearly **40,000 more people** ages 65 and over - a 34% increase



Nearly half of our population ages 12 and over have **one or more chronic conditions** as of 2015-16; the **2nd highest rate** in the province

South East:
80.6 years

versus

Ontario:
82.3 years

We live nearly two years less on average compared to the province overall

Our Accountability

Home and Community Care Support Services
is funded through the Government of Ontario's Ministry of Health



Ministry of Health
Minister Christine Elliott



Ministry of Long-Term Care
Minister Rod Phillips

What is Home and Community Care Support Services?

- Non-profit crown agency legislated and funded by Ontario Ministry of Health
- Mandate to provide home care, long-term care placement and connect people to community support services across the province
- 14 geographically spread agencies operating as one organization
- One Board of Directors and one CEO cross-appointed to all 14 organizations in July 2021

Our Role Within the Health Care System

- Support patients with personal, fundamental care needs that impact autonomy, health, well-being and dignity
- Provide comfort and reassurance to caregivers and families
- Enable individuals to live at home according to their wishes, where recovery, healing and comfort can be optimized – (i.e. people feel better and get better faster at home)
- Help to avoid hospital admissions and enable safe discharge of patients from hospital
- Provide health care professionals with opportunity to serve patients and communities in unique and varied ways

Our name has changed – but services and contact information remain the same!

674,000

Patients served across the
province last year

Every month, care coordinators
collectively have **400,000** active
patients on their caseloads



What We Offer

- Care coordination
- Nursing
- Personal support
- Long-term care placement
- Physiotherapy
- Occupational therapy
- Nutritional counselling
- Speech therapy
- Social work
- Medical supplies and equipment
- Respite care
- Information and referral
- Facilitated access to community support services

Specialized Services

- Palliative nurse practitioners
- Rapid response nurses
- Wound care specialists
- Assisted living services and referrals
- Geriatric assessment
- ...and more!

Service Provider Organizations



Deliver frontline care to our patients

We have contracts and accountability agreements with service provider organizations who deliver frontline care to our patients



Provide a variety of high quality care services

Services provided include nursing, personal support and therapy



In-homes and communities

Services are delivered in the home and community settings including clinics and schools

We maintain oversight of these services to ensure quality and an optimal patient experience

Role of the Care Coordinator

- Care Coordinators are dedicated nurses, occupational therapists, physiotherapists, social workers and other health care professionals who work directly with patients, their families and caregivers, to help people get the care they need by providing assessments and system navigation
- Act as the single point of contact for the coordination and ongoing support as the patient's condition and needs change for those patients who receive care in their communities or at home
- Caring and knowledgeable staff work to develop a customized care plan that meets the individual's needs
- Our expertise, and in-depth assessment process along with strong partnerships support patients through their entire health care journey

Long-Term Care Placements

When living independently is no longer possible, we can assist and coordinate applications to long-term care homes in your area and across Ontario

Home and Community Care Support Services Care Coordinators can:

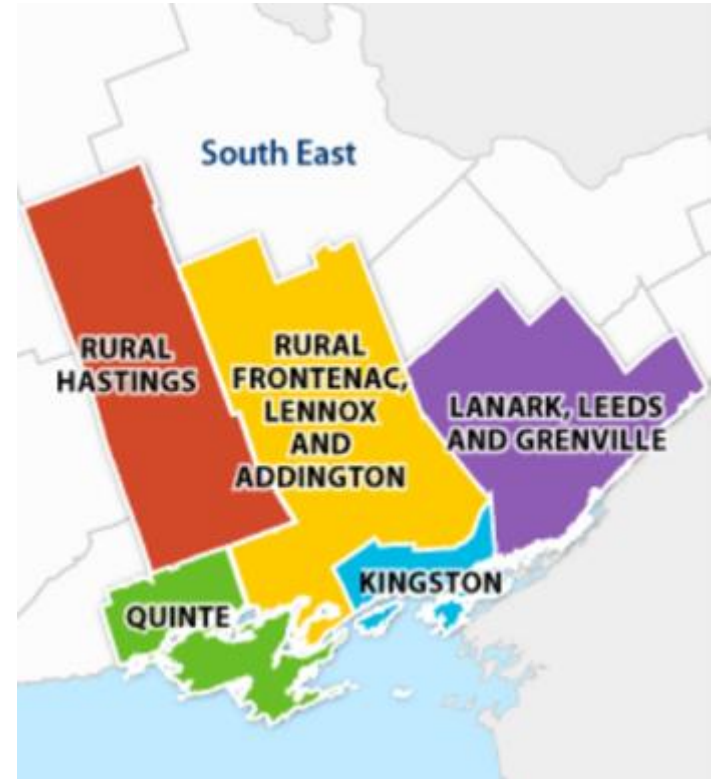
- Provide information about long-term care and other senior housing options
- Determine eligibility for admission to a long-term care home
- Provide assistance in the application process

Health Care Connect

- Refers people who do not have a doctor to a family health care provider who is accepting new patients
- Once registered, program participants are assigned to a Care Connector
- Care Connectors work with family doctors and nurse practitioners who are accepting new patients
- Register [online](#) or call 1-800-445-1822

SouthEastHealthline.ca

- Supports system navigation
- Comprehensive directory with more than 4,000 health and support service listings serving the South East region
- Search by keyword, topic or alphabetically
- Filter by sub-region, town or postal code
- Find health events and job postings
- Browse specialized health resource sites for stroke, fall prevention, vascular health, rehabilitation, behaviours, palliative care and more



How to Access Our Services

- Anyone can contact us between 8 a.m. and 8 p.m., seven days per week, to make a referral or request an assessment for services and/or long-term care home placement
- Patients must have a valid Ontario Health Card and provide consent
- Anyone can also call for information on community services or visit www.SouthEastHealthline.ca

Home and Community Care Support Services South East Offices

Bancroft

Toll-free: 800-717-2344

Brockville and Smiths Falls

Toll-free: 800-267-6041

Belleville

Toll-free: 800-668-0901

Kingston and Napanee

Toll-free: 800-869-8828

Changes Due to COVID-19

- Offering virtual (video or telephone) and in-person visits/assessments; Respecting patient, family and caregiver preferences
- Personal protective equipment (PPE) – masks and eye protection, other PPE as needed
- Daily screening for all staff; patients, families and their caregivers
- Mandatory COVID-19 Vaccination Policy

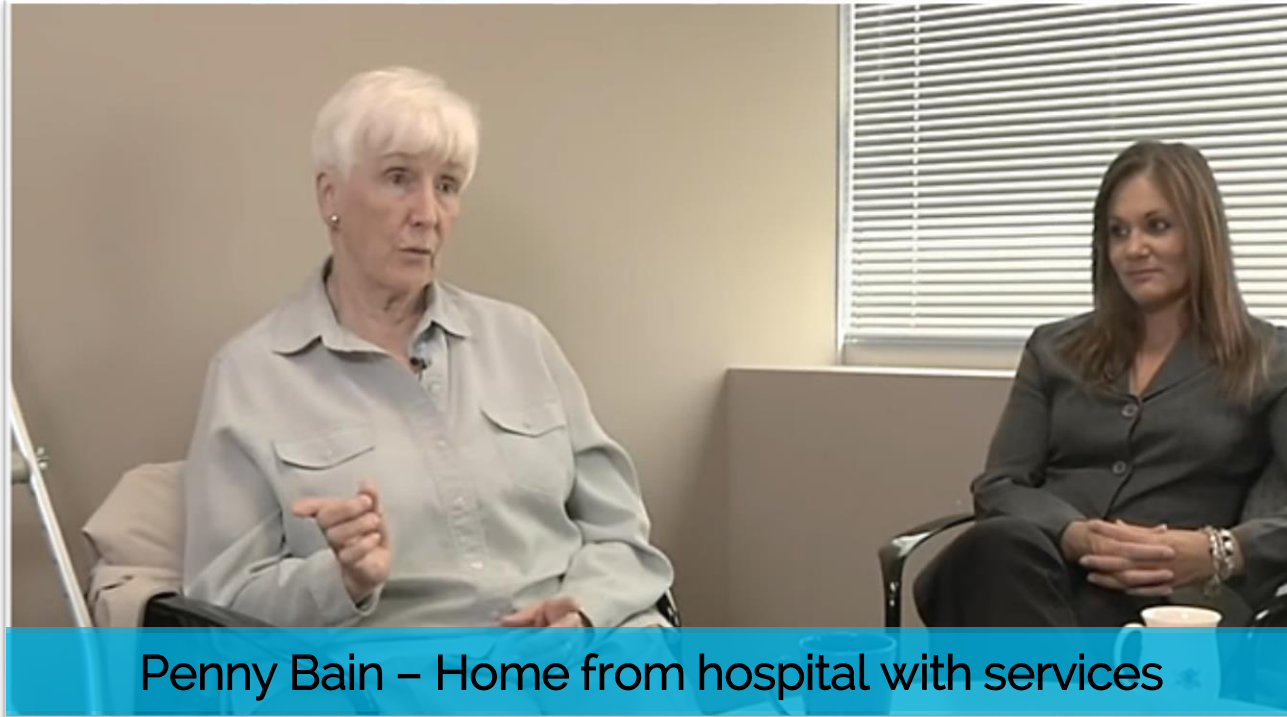
Our Commitment to the Patient Voice

Our work is guided by leading clinical practices *and* lived experiences of Ontarians



We gain insights from direct feedback, surveys, and engagements with patients, caregivers, family, providers, working groups, and more.

Patient Story



Penny Bain - Home from hospital with services



Questions?