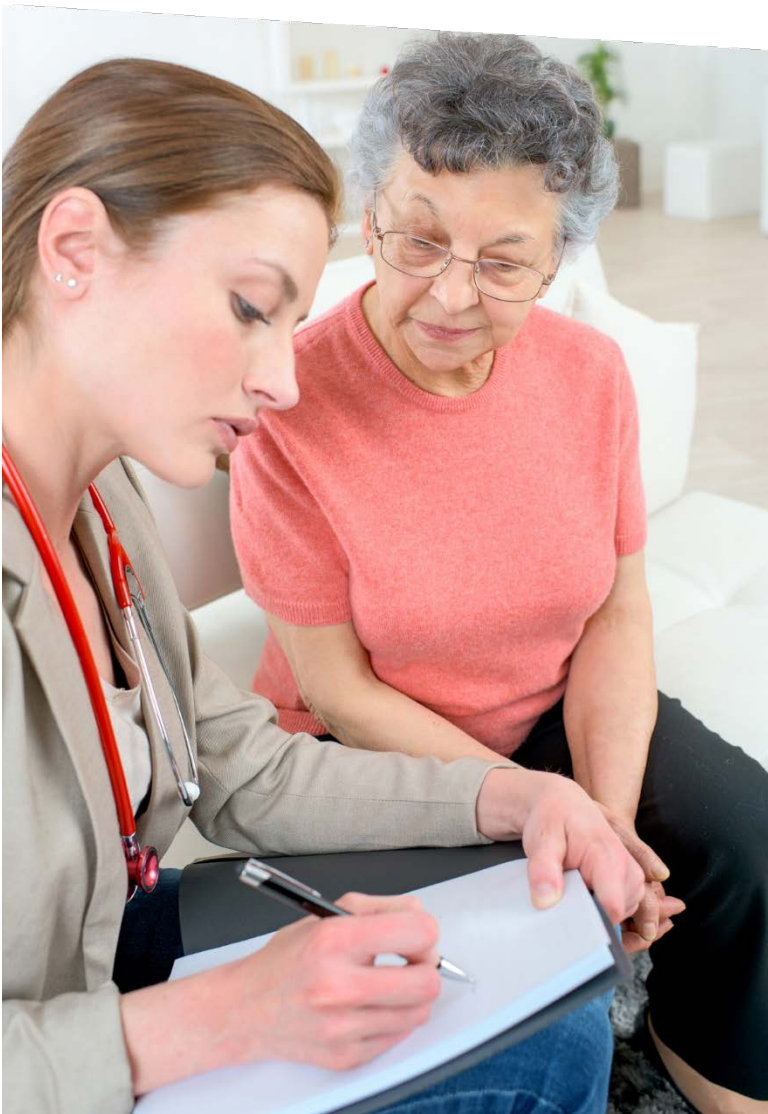


Coordinating Care

In Your Home - In Your Community



Coordinating Care

Locating and accessing the health care services you need in a timely manner may be difficult at times. With more programs and services available than ever before, today's health care system can seem overwhelming.

Home and Community Care Support Services North West can help you navigate the various aspects of the health care system so that you receive the right services in the right location in a timely manner. We offer a central point of access to the local health care system. We can provide you with information on all health care and social services available to you, connect you to these services, and coordinate multiple services from a number of different providers.

Our Role

Home and Community Care Support Services North West helps people obtain health care and social services in their homes, their community and in Long-Term Care Homes. We:

- Provide the public with information and referrals regarding the North West LHIN's services, Long-Term Care Homes and other health-related organizations and social services available to them.
- Assess people's needs and arrange for health and personal support services in their homes.
- Manage all admissions to Long-Term Care Homes and other settings.
- Authorize and arrange health services for children at home or at school.



Our Services

The services coordinated by the North West LHIN include:

- Information and referral services
- Home care services
- Caregiver support and respite services
- Access to adult day programs
- Placement in Long-Term Care Homes
- Children's health services

The North West LHIN purchases services from health care organizations to provide the assistance needed by people in their homes, schools or Long-Term Care Homes.

Home and Community Care Contact Information

Office Hours: 8:30 a.m. to 4:30 p.m. (Local Time)
Monday to Friday

Thunder Bay

961 Alloy Drive
Thunder Bay, ON P7B 5Z8 Tel:
1-807-345-7339
Toll-free: 1-800-626-5406

Kenora

35 Wolsley Street, Suite #3
Kenora, ON P9N 0H8
Tel: 1-807-467-4757
Toll-free: 1-877-661-6621

Dryden

6 – 61 King Street Dryden,
ON P8N 1B7 Tel: 1-807-
223-5948
Toll-free: 1-877-661-6621

Fort Frances

110 Victoria Avenue
Fort Frances, ON P9A 2B7 Tel:
1-807-274-8561
Toll-free: 1-877-661-6621

Disponible en français.

Home and Community Care Support Services North West (Head Office)

975 Alloy Drive, Suite 201
Thunder Bay, Ontario P7B 5Z8
Telephone: 807-684-9425

Information and Referral Services

An important part of Home and Community Care Support Services North West mandate is to provide information and referrals that connect people with the health care and social services they need. Our Home and Community Care Coordinators have a comprehensive knowledge of health and social services in the community, and we work in partnership with providers across the entire health care system. As a result, we can offer “one-stop access” to information about a broad range of health and social services, such as North West LHIN services, Long-Term Care Homes, supportive housing and senior citizens’ apartments, mental health programs, palliative/end-of-life care, children’s health services and hospitals and clinics.

Care in Your Home

The Home and Community Care Support Services North West helps people obtain home care and community support services that improve the quality of their lives, and allows them to live independently in their own home. Home care services include:

- Information and referral services to make people aware of the community organizations and services available to them, and to help them access and coordinate the services they need.
- Visiting health professional services, including nursing, nutritional counselling, occupational therapy, physiotherapy, social work and speech-language therapy.
- Individuals who receive visiting health professional services may also obtain medical supplies and equipment through the North West LHIN to assist them with managing safely at home.
- Personal support, including assistance with a variety of daily living activities such as hygiene, bathing, dressing and eating.
- Homemaking, such as light housekeeping and laundry, in combination with personal support services.



Long-Term Care Placement

When living at home is no longer possible, Home and Community Care Support Services North West can provide support and information on the various residential options available in the community so people can find the right accommodation for themselves or their family members. We coordinate all applications and admissions to Long-Term Care Homes in Northwestern Ontario. This includes:

- Carrying out a needs assessment and determining an individual’s eligibility for long-term care.
- Coordinating the application process.
- Managing waitlists for Long-Term Care Homes.
- Notifying people when a place becomes available.
- Facilitating the individual’s move into a Long-Term Care Home.

Children’s Health Services

Home and Community Care Support Services North West arranges health and support services for children who require assistance at home or at school. Our services are designed to help children with special health needs participate as fully as possible in both home and school life.

Caregiver Support and Respite Services

Home and Community Care Support Services North West’s respite care services provide a period of relief for people who are responsible for the ongoing care of an individual. Respite can take many different forms according to the needs of each family. For example, our short-stay respite program gives caregivers a break from their responsibilities while their adult family member is temporarily cared for in a Long-Term Care Home or health care facility. We also provide access to adult day programs, which offers social, recreational and physical activities to seniors outside their home, while giving the regular caregiver a break. Respite can also be provided in a person’s own home with the personal support and homemaking services coordinated by Home and Community Care Support Services North West.



Accessing Services

Home and Community Care Support Services North West services are funded by the Ontario Ministry of Health and Long-Term Care and are available to eligible Ontario residents of all ages. The eligibility requirements for each service are set by the Ministry of Health and Long-Term Care.

Anyone can contact Home and Community Care Support Services North West for information or to make a referral. The North West LHIN also receives referrals from physicians, hospitals, community organizations and other community or health care professionals.

Services are arranged by a Home and Community Care Coordinator, who assesses the individual’s needs and determines his/her eligibility for services, develops a plan for services, and coordinates/evaluates these services.

Our Organization

The North West LHIN is a non-profit organization managed by a Board of Directors representing the broad community.

We work in partnership with Long-Term Care Homes, hospitals and other health and social service providers across the health care system.

The North West LHIN has offices throughout Northwestern Ontario.