



# Overview of Ontario Health atHome

Exceptional care – wherever you call home

Date: Jan 26/26 | Presenter: Karen Mackenzie

# 651,850+

Patients served  
annually



Every month, care coordinators collectively have **344,560+** active patients on their caseloads.

# By The Numbers

- Provide **27,490+** nursing visits, **4,200+** therapy visits and **100,570+** PSW service hours every day
- Transition **28,750+** patients to long-term care homes annually
- Administer **1.2M+** patient visits at nursing clinics annually
- Contract services from **100+** service provider organizations



# Helping Patients and Families

We help patients, families and caregivers when they need services, support and guidance to:



Remain safely at home with the support of health and other care professionals



Leave the hospital and recover at home



Find a family doctor or nurse practitioner



Transition to long-term care or supportive housing



Avoid visiting the emergency department, when possible



Find community services that support healthy, independent living



Die with dignity, in the setting of their choice

# Home and Community Care Eligibility

To be eligible, you must have:

- A valid Ontario Health Insurance Plan card
- Health care needs that cannot be met on an outpatient basis
- A need for a least one professional or personal support service
- A medical condition that can be treated wherever the patient calls home or at one of our community nursing clinics.





# Care coordination

Working together to coordinate patient-centred care and services.

## Our care coordinators:

- Are regulated health care professionals
- Visit patients in home, hospital or school
- Evaluate each patient's care needs and develop a customized care plan
- Coordinate services that ensure the most appropriate levels of care, rehabilitation and independence

# Home and community care services may include:

- Care coordination
- Nursing
- Personal support
- Physiotherapy, occupational therapy, speech and language therapy
- Social work
- Dietetics



# In the Community

## **Community-based services\*:**

- Meal delivery services
- Friendly visiting
- Transportation services
- Adult day programs – help patients remain in their home longer
- Links2Care

\*Co-payment required for most community-based services

## **More comprehensive support:**

- Supportive housing/assisted living
- Retirement homes
- Short stay respite: In long-term care home/retirement home/community setting
- Long-term care: When all community options have been exhausted and individual requires 24-hour nursing and personal care

# In the Community: Community Nursing Clinics

- Over 140 community nursing clinics providing free, high-quality, specialized nursing care
- By appointment only
- Many have extended operating hours



# Palliative Care

- **Palliative care team** supports pain and symptom management at home, including support to die at home
- **Direct care**, future planning and connects you with appropriate resources
  - Palliative programs
  - Pain and symptom management
  - Information about respite care, visiting volunteers, wellness programs, hospice day programs and hospice residences
  - Education, counseling and emotional support
  - Bereavement support and community resources



## In the hospital

### Care coordinators partner with hospital staff to:

- Assess your health care needs
- Arrange for your post-hospital care
- Answer questions and explain choices

### Specialized program: Rapid Response Nurses

- Visit patient in the home within 24 hours of discharge
- Help high-risk patients avoid re-admission
- Ensure follow-up appointments are scheduled

# When living independently is no longer possible

## The care coordinator will:

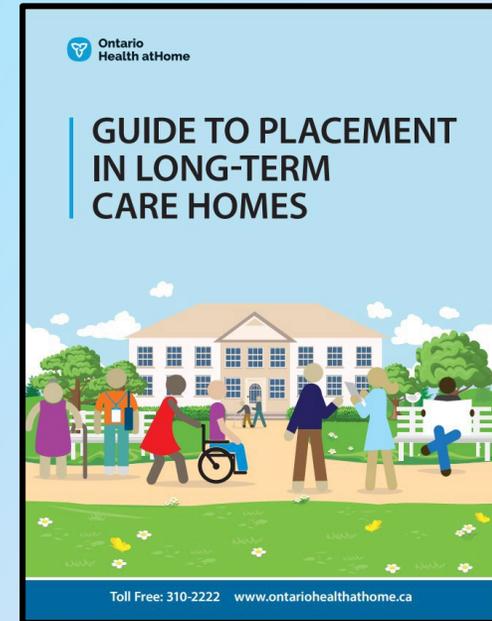
- Explain other options – such as supportive housing, assisted living and retirement homes
- Discuss long-term care options and help with the application form
- Assist in accessing home and community care services, as well as other community support services to help the patient manage until admission to long-term care is arranged
- Arrange for convalescent care
- Arrange for respite care (short stay)

# Long-Term Care

Long-term care can be an appropriate option for people who require 24-hour nursing and personal care.

## Ontario's Long-Term Care at a Glance:

- 624 long-term care homes and 80,481 long-term care beds in Ontario
- Licensed and funded by Ministry of Long-Term Care
- Governed by legislated standards and inspected annually



### For more information

Our long-term care booklet is complete with information to support our patients and families to understand their options and navigate the placement process. You can find this on our website.

# Long-Term Care Homes



## **Provide a wide range of services for people who can no longer live independently**

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

# Applying for Long-Term Care

Ontario Health atHome is your first step

Our care coordinators will:

- Discuss your long-term care options
- Assess your health care needs to determine if you are eligible
- Help with the application process
- If you are deemed ineligible, you have the legal right to appeal

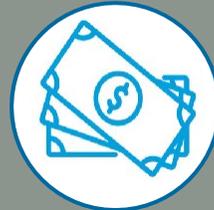


# Long-Term Care Home Accommodation Charges



## Co-Payment

- Ministry of Long-Term Care pays for the care you receive
- You pay for accommodation



## Rates

- Change annually
- Standardized across Ontario



## Rate Reduction

- Based on income
- Not available for semi-private or private rooms

# Get in touch

# We are Here to Help

**Anyone can refer** another person to Ontario Health atHome.

You can call us about yourself, or on behalf of a family member, friend or neighbour who needs support.

**Call us at 310-2222**

**8:30 a.m. – 8:30 p.m. seven days a week**

When you call, a member of our team will begin by asking you a few questions to better understand how we can help you.



# Community Resources Available to You

Find accurate, up-to-date information about health services in your community by visiting [thehealthline.ca](https://thehealthline.ca)

The screenshot shows the website's search interface. At the top left is the logo 'thehealthline.ca' and at the top right is a 'FRANÇAIS' link. Below the logo is a search bar with the text 'Find local health and community services across Ontario:' and a placeholder 'Enter your city or postal code'. To the left of the map is a list of 7 regions: 1. Erie St. Clair, 2. South West, 3. Waterloo Wellington, 4. Hamilton Niagara Haldimand Brant, 5. Central West, 6. Mississauga Halton, and 7. Toronto Central. To the right of the map is a list of 7 regions: 8. Central, 9. Central East, 10. South East, 11. Champlain, 12. North Simcoe Muskoka, 13. North East, and 14. North West. The map itself shows the outline of Ontario with these regions numbered 1 through 14.



Health and community **services** in your region



**Easy search** – by topic, geography, keyword



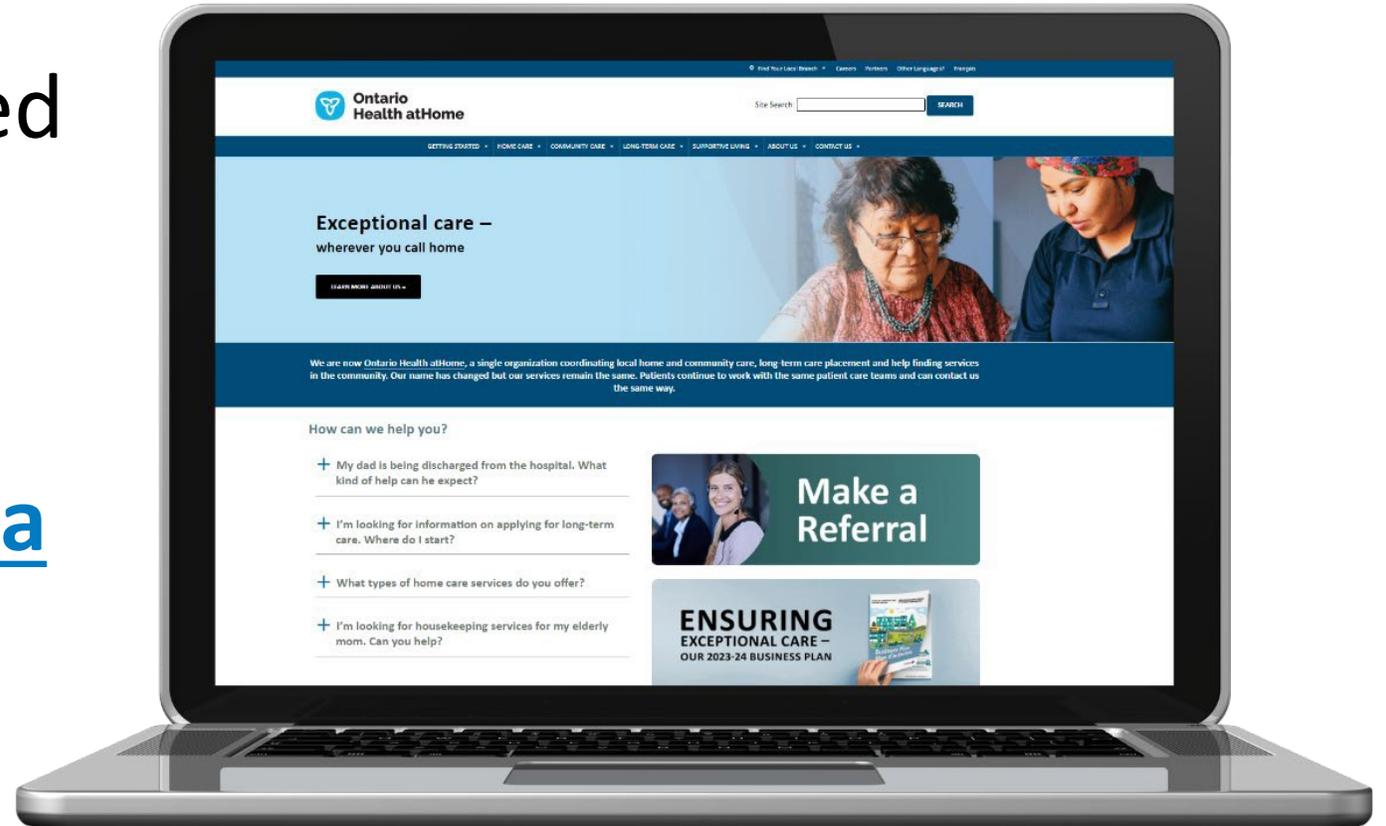
Information on **news and events**



**Provincial database** of over 50,000 services

# Resources Available to You

Find everything you need to know about getting started with Ontario Health atHome at [ontariohealthathome.ca](https://ontariohealthathome.ca)





## MISSION

Helping everyone to be healthier at home through connected, accessible, patient-centred care.

## VISION

Exceptional care – wherever you call home.

## VALUES

Collaboration. Respect.  
Integrity. Excellence.

# Thank you for your feedback!

[ontariohealthathome.ca](https://ontariohealthathome.ca)

310-2222