



South East
CCAC **CASC**
 Community Care Access Centre
 Centre d'accès aux soins communautaires



CCAC Equivalent Healthcare Across Canada

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<p>ALBERTA</p>	<p>Alberta Health Services http://www.albertahealthservices.ca/590.asp</p>	<p><i>Alberta Health Services Corporate Office 700 Manulife Place 10180 - 101 St. Edmonton, Alberta T5J 3S4</i></p> <p>Phone: 780-342-2000 Fax: 780-342-2060</p>	<p>How do I access long-term care? In order to access a senior's living option, including long-term care, you need to undergo an assessment by a Home Care Registered Nurse*.</p> <p>You can access Alberta Health Services Home Care services if you:</p> <ul style="list-style-type: none"> Live in Alberta Have an Alberta Health Care number, or Have applied for and are eligible to receive Alberta Health Care coverage <p>To get more information on seniors living options or to book an assessment, contact the local Home Care Program, talk to your family doctor or call HEALTHLink Alberta Toll-Free 1-866-408-5465.</p> <p>* In some parts of the province, other allied health-care professionals (i.e. physical therapists, occupational therapists, social workers) also complete assessments.</p>



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<p>BRITISH COLUMBIA</p>	<p>Ministry of Health Services http://www.health.gov.bc.ca</p>	<p><i>MINISTRY OF HEALTH SERVICES</i> <i>1515 BLANSHARD STREET</i> <i>VICTORIA BC V8W 3C8</i></p> <p>Home and Community Care In Victoria call: 250 387-6121 In Vancouver call: 604 660-2421 Elsewhere in B.C. call: 1 800 663-7867 Outside B.C. call: 604 660-2421</p>	<p>British Columbia Health Authorities-6 Home and community care services provide a range of health care and support services for eligible residents who have acute, chronic, palliative or rehabilitative health care needs. These services are designed to complement and supplement, but not replace, the efforts of individuals to care for themselves with the assistance of family, friends and community.</p> <p>In-home services, for eligible clients, include home care nursing, rehabilitation, home support and palliative care. Community-based services include adult day programs, meal programs, as well as assisted living, residential care services and hospice care. Case management services are provided in both the home and community.</p> <p>Home and community care services:</p> <ul style="list-style-type: none"> • support clients to remain independent and in their own homes for as long as possible; • provide services at home to clients who would otherwise require admission to hospital or would stay longer in hospital; • provide assisted living and residential care



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<p>British Columbia (Contd)</p>			<p>services to clients who can no longer be supported in their homes; and</p> <ul style="list-style-type: none"> provide services that support people who are nearing the end of their life, and their families, at home or in a hospice. <p>A Guide to Your Care</p>
<p>MANITOBA</p>	<p>Manitoba Health http://www.gov.mb.ca/health/homecare/guide.pdf</p>	<p><i>Manitoba Home Care Program</i> <i>Contact Community Information:</i> 287-8827 in Winnipeg or 1-866-266-4636 Manitoba Health Client Services: 786-7101 in Winnipeg or 1-800-392-1207 300 Carlton Street, Winnipeg, MB R3B 3M9</p>	<p>The Regional Health Authorities (RHA's) have operational responsibility for Home Care including planning, delivery and ongoing management of the services. The RHA's are responsible for: accepting referrals and determining eligibility for home care services, based on a multi-disciplinary assessment; developing a plan of care which takes into account the needs of the individual and family as well as available community resources determining the amount and type of services to be provided by home care securing, scheduling and supervising the appropriate resources to meet home care service requirements; developing and maintaining a "pool" of service providers and resources to ensure continuity in the availability of resources;</p>



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Manitoba (Contd)			<p>establishing quality assurance processes for ongoing care planning, monitoring and evaluation of services, including documentation of regional policies and procedures;</p> <p>managing the personal care home placement process for individuals whose care can no longer be provided in the community;</p> <p>developing and maintaining liaisons with other components of the health care system.</p>
NEW BRUNSWICK	<p>Home Health Care http://www.gnb.ca/0051/index-e.asp</p>	<p><i>HSBC Place 520 King Street Fredericton, New Brunswick E3B 6G3</i></p> <p>New Brunswick Extra-Mural Program General Information: Phone: 506- 457-4800 Fax: 506- 453-5243</p>	<p>The Extra-Mural Program is established within the Regional Health Authorities. It provides quality home health care services to eligible residents when their needs can be met safely in the community.</p> <p>eligibility criteria:</p> <ul style="list-style-type: none"> has a valid New Brunswick Medicare Card (or is in the process of receiving one); has an identifiable health care or functional need that can be addressed through the Program's services; has a need that requires the provision of health care services in the individual's natural environment; has a natural environment that is suitable for the care and service to be provided, both for the



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New Brunswick (Continued)	General Information: (506) 457-4800 Reception: (506) 457-4800 Fax: (506) 453-5243		individual and the service provider; resides within the area serviced is referred by an attending physician or designate professional or agency Professional service providers include: nurses, licensed practical nurses, registered dietitians, respiratory therapists, occupational therapists, physiotherapists, speech language pathologists, rehabilitation aides and social workers. Services offered include: acute care, palliative care, home oxygen program, long term care assessment and rehabilitation services.
NEWFOUNDLAND AND LABRADOR	Health and Community Services http://www.health.gov.nl.ca/health/	<i>Department of Health and Community Services</i> <i>Confederation building, 1st Floor West Block</i> <i>P.O. Box 8700</i> <i>St. John's NL A1B 4J6</i> Health and Community Services St. John's/Avalon Region: 1-866-449-4459 All other areas, including Labrador: 1-800-563-1557	The Board Services Division is responsible for ensuring that Health and Community Services are provided by four regional integrated health authorities . The development of the Department's capital construction improvement plan and the capital equipment plan for health facilities also falls within the Division's mandate



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NOVA SCOTIA	Nova Scotia Department of Health http://www.gov.ns.ca/health	<i>Department of Health</i> <i>PO Box 488</i> <i>Halifax, NS B3J 2R8</i> Continuing Care services 1-800-225-7225. Out of province callers, please call 1-902-424-4288	Continuing Care, a program of the Department of Health, serves people who need ongoing care outside of hospital, either on a long-term or short-term basis. Continuing Care provides access to: <ul style="list-style-type: none"> • Long-term care (Nursing Homes, Residential Care Facilities, and Community Based Options) • Home care • Self Managed Care • Caregiver Allowance • Adult Protection Services • HELP - Bed Loan Program
ONTARIO	Ontario Ministry of Health and Long-Term Care http://www.health.gov.on.ca/english/public/contact/ccac/ccac_mn.html	<i>ServiceOntario INFOline</i> <i>M-1B114, Macdonald Block</i> <i>900 Bay Street</i> <i>Toronto ON M7A 1N3</i> <i>Canada</i> Phone: 1-866-532-3161 Or 310-CCAC (2222)	Health Services Community Care Access Centres There are 14 Community Care Access Centres (CCAC) in Ontario which operate in several branch and site offices across the province. CCACs are the local organizations established by the Ministry to provide access to government-funded home and community services and long-term care homes.



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Ontario (Contd)		Fax: 416-314-8721	<p>CCACs work together, and with physicians, hospital teams and other health care providers to enhance access and co-ordination for people who need care in the community.</p> <p>They help people to :</p> <ul style="list-style-type: none"> -live independently at home -apply for admission to a long-term care home <p>CCACs also provide information about local community support service agencies and can link people to these agencies to arrange services. Anyone can make a referral to a CCAC — an individual requiring service, a family member, caregiver, friend, physician or other health care professional.</p> <p>For locations and more detail about CCACs, please visit their website at www.ccac-ont.ca.</p>
PRINCE EDWARD ISLAND	<p>Prince Edward Island Department of Health http://www.gov.pe.ca/health/dg.inc.php3</p>	<p>Home Care Offices: Souris 17 Knights Lane (Souris Hospital) 902- 687-7096</p>	<p>The PEI Home Care Program provides <i>health care</i> and <i>support services</i> including assessment, care coordination, nursing, personal care, respite, occupational and physical therapies, adult protection, integrated palliative care, community-based dialysis, assessment for nursing home admission and community support services. Home care and support services are provided to</p>



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<p>Prince Edward Island (Contd)</p>		<p>Montague 15 Rosedale Road (Riverview Manor) 902- 838-0786</p> <p>Charlottetown 115 Murchison Lane (Hillsborough Hospital) 902- 368-4790</p> <p>Summerside 310 Brophy Avenue (Wedgewood Manor) 902- 888-8440</p> <p>O'Leary 14 MacKinnon Drive (Community Hospital) 902- 859-8730</p>	<p>individuals based on assessed need and are intended to: help individuals achieve and maintain health and personal independence in the community; and supplement the care and support available from family and friends.</p> <p>Admission to long-term nursing care facilities is based on a coordinated assessment and a priority needs process conducted by committees in each region made up of representatives from hospitals and Home Care, Housing and Long-term Care programs.</p> <p>Most of the residents have multiple complex diagnoses, the most common being dementia, stroke, and diabetes, and all require a high level of nursing care that can no longer be provided at home or in community care facilities.</p>



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QUEBEC	Health Insurance Plan http://www.hc-sc.gc.ca	<i>Health Canada, Quebec Region</i> <i>Guy-Favreau Complex, East Tower</i> <i>200 René-Lévesque Blvd. W.</i> <i>Montreal, QC H2Z 1X4</i> health hotline 8-1-1 450-646-1353 1-800-561-3350	Health and Social Service Centres (CSSSs) the objectives of health and social services centres are the following: To promote health and well-being To bring together the services offered to the public To offer more accessible, better coordinated and seamless services To make it easier for people to move through the health and social services network To ensure better patient management, particularly of the most vulnerable users This free telephone service is available 24 hours a day, 7 days a week.
SASKATCHEWAN	Saskatchewan Health Care System http://www.health.gov.sk.ca/health-system	<i>T.C. Douglas Building</i> <i>3475 Albert Street</i> <i>Regina, Saskatchewan</i> CANADA <i>S4S 6X6</i> General Inquiries – 306- 787-0146 1-800-667-7766	The Saskatchewan health care system is made up of many provincial, regional and local organizations working together to ensure we have healthy people in healthy communities. The Minister of Health oversees the strategic direction of the system. Saskatchewan Health oversees and co-ordinates the delivery of health services in the province. Most services are delivered through the province's



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Saskatchewan (Contd)		(Saskatchewan only)	<p>regional health authorities (health regions), their affiliated organizations, and the Saskatchewan Cancer Agency.</p> <p>Health Care Organizations Affiliated organizations or individuals providing health services by agreement with a health region.</p> <p>Health Regions Map Click on the map for health region information, or see list of communities.</p>
NORTHWEST TERRITORIES	<p>Department of Health and Social Services hsa@gov.nt.ca.</p>	<p><i>Department of Health and Social Services Government of the Northwest Territories P.O. Box 1320 Yellowknife NT X1A 2L9 Canada</i> 1-800-661-0830 Or ph# for each region</p>	<p>Eight Health and Social Services (HSS) Authorities plan, manage and deliver a full spectrum of community and facility-based services for health care and social services:</p> <p>Beaufort-Delta HSS Authority Dehcho HSS Authority Fort Smith HSS Authority Hay River HSS Authority Sahtu HSS Authority Stanton Territorial Health Authority Tlicho Community Services Agency Yellowknife HSS Authority</p> <p>Community health programs include daily drop-in clinics,</p>



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Northwest Territories (Contd)			public health clinics, home care, school health programs and educational programs. Visiting physicians and specialists routinely visit the communities.
NUNAVIK	Health and Social Service http://www.inuulitsivik.ca/cadres_anglais/a_index_e.htm	<i>Inuulitsivik Health Centre (Hudson Bay)</i> Puvirnituaq Qc. JOM 1P0 819-988-2957 <i>Ungava Tulattavik Health Centre (Ungava Bay)</i> C.P. 149, Kuujuaq Qc. JOM 1C0 819-964-2905	Nunavik has two health institutions : the Ungava Tulattavik Health Centre in Kuujuaq and the Inuulitsivik Health Centre in Puvirnituaq. These centres have multiple roles, offering services normally provided by CLSCs (local community service centres), CPEJs (child and youth protection centres), CHs (short-term hospital centres), CHSLDs (extended-care residential hospital centres) and CRJDAs (rehabilitation centres for youths with adjustment difficulties). Further, a reintegration centre opened its doors in Inukjuak in 2000 and offers services to persons with major psychiatric problems. The region also has several community organizations that work in partnership with the regional board among various client groups, such as women, young persons and substance abusers



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YUKON TERRITORY	Yukon Health and Social Services http://www.hss.gov.yk.ca/programs/continuing/	<i>Health and Social Services Government of Yukon</i> Box 2703 Whitehorse, Yukon Y1A 2C6 CANADA 867-667-8324 Toll free (in Yukon): 1-800-661-0408 Continuing Care Branch 867- 667-5945	<p>Yukon's Continuing Care Branch provides Residential, Home Care and Regional Therapy services for the citizens of the Yukon Territory. Continuing Care residential, respite and day programs are accessed by contacting the Admission/Assessment Coordinator at (867) 667-8961 or 456-6806.</p> <p>Home Care services assist clients to live independently in their own homes and are based on the clients assessed health needs. More information</p> <p>The Yukon residential care programs are driven by the home philosophy of care</p> <p>There are three continuing care facilities in the Yukon. Copper Ridge Place and Macaulay Lodge are located in Whitehorse and McDonald Lodge provides care services in Dawson City.</p>