

A Guide for Individuals and Primary Care Providers

# COMMUNITY SUPPORT SERVICES

## Help & Information

### FOR INDIVIDUALS AND CAREGIVERS

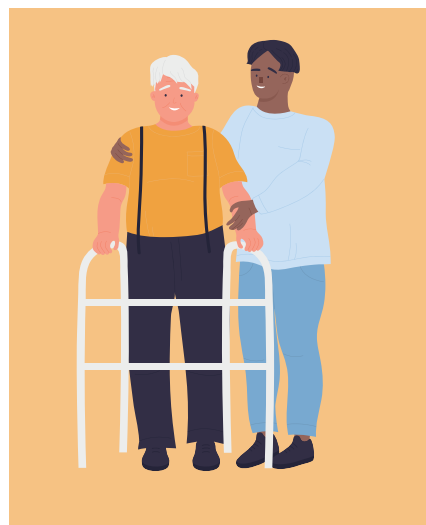
**Toll-Free:** 8-1-1

**TTY:** 1-866-797-0007

**Online:** [Ontario.ca/Health811](https://Ontario.ca/Health811)

### FOR HEALTH PROFESSIONALS

To make a web-based referral  
to North East Service Providers  
visit [NorthEastSupport.ca](https://NorthEastSupport.ca)



North East Ontario Home &  
Community Care

United in our Commitment to Care

Soins communautaire et à  
domicile du Nord-Est de l'Ontario  
Unis dans notre engagement

Ontario 

# OVERVIEW

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**A resource for individuals, caregivers and health professionals. Learn about and connect with community support services that help you, a friend, or people, stay independent and healthy.**

The Community Support Services (CSS) sector is made up of not-for-profit agencies working to help their clients live independently in the community and striving to improve the quality of their life.

There are CSS agencies across Northeastern Ontario funded by Ontario Health - North. Some of these agencies may rely on volunteers and fundraising to support the work they provide in communities. Ontario Health - North supports a group of providers called the North East Regional HCC Network who meet regularly to work on ways to improve access to services and create a more coordinated system of community-based care for Northerners.

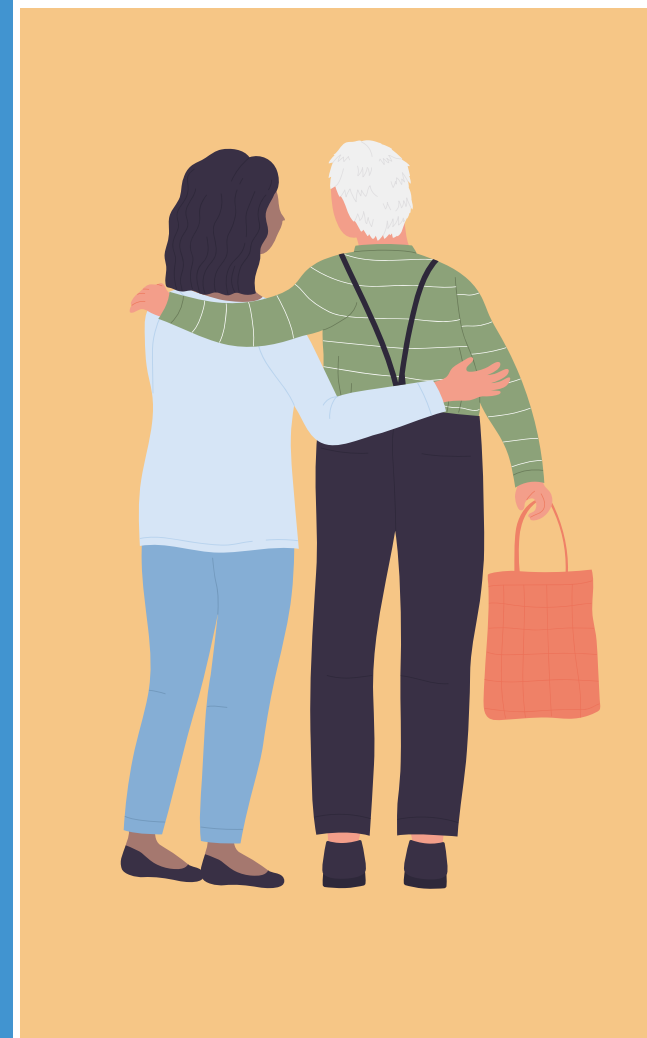
# SERVICES

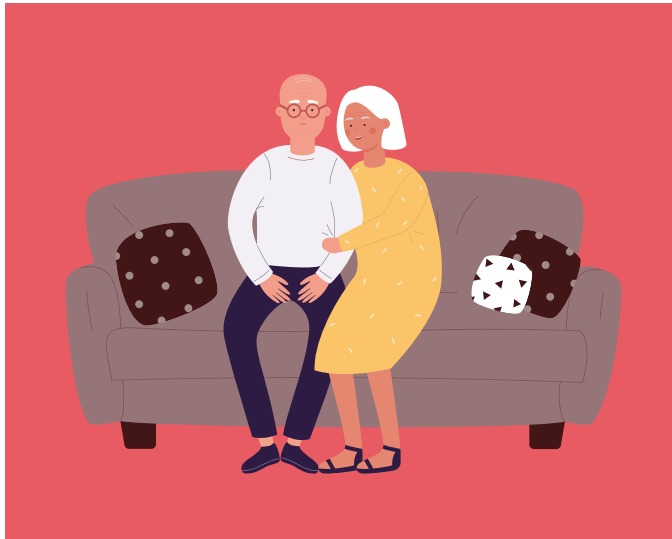
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Services supporting Northerners include help with:

- ✓ Activities of Daily Living
- ✓ Health & Disability Counselling
- ✓ Health Care Support
- ✓ Meal Services
- ✓ Supportive Housing
- ✓ Day Programs
- ✓ Hospice & Palliative Care
- ✓ Caregiver & Respite Support
- ✓ Outreach/Education
- ✓ Assisted Living
- ✓ Transportation Services

**Note:** There may be a fee associated with some services.





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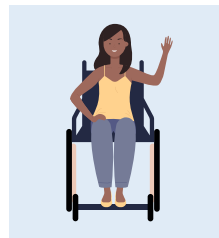
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# DISABILITIES



## ACQUIRED BRAIN INJURY SERVICES

Acquired Brain Injury Services provide specialized community-based rehabilitation services established on an individualized basis to adults who have experienced an Acquired Brain Injury. The goal of this service is to assist individuals in re-learning or introducing necessary strategies that will support the individual in regaining their highest possible level of functioning based on areas impacted by the injury. Areas of support can include assistance within one's home and/or community focusing on behavioural, cognitive, social, physical, emotional and activities of daily living with the ultimate goal of maximizing one's level of independence. Services are offered across the spectrum of Day services, Outreach, Assisted Living both within Supportive Housing and Congregate Care settings.

Day Services provide individuals an opportunity to participate in a variety of group sessions in a structured environment which focus on brain injury education, support, recreational and socialization.

Outreach services are provided in the client's home, work or community to work with staff to practice strategies or relearn tasks to enhance one's independence.

Assisted Living Services are provided to clients who are living in a supportive housing setting or congregate care setting who require assistance which is available on a 24-hour basis.

Services include independence training, behavioural management and follow through on client specific programs developed by a professional service. In addition to rehabilitation services may also assist with various aspects of personal support.

## ASSISTED LIVING FOR ADULTS WITH PHYSICAL DISABILITIES

The goal of this service is to help people with physical disabilities — people who are able to direct their own care — to live independently. We work with the client to develop individualized services and create appropriate care plans that reflect the unique individuality of the person. These customized services are provided in housing locations that promote opportunities for social interaction with others. Clients are able to influence provider decisions about housing and support services. Some of the services available include assistance with personal care, mobility and activities of daily living including assistance with homemaking, laundry, shopping, meal planning and preparation, etc. Services are available 24/7 both scheduled and unscheduled. Frequency of visits is dependent on individual client care plans.

## DEAF/HARD OF HEARING SERVICES

Services include counselling and support for deaf, deafened or hard of hearing clients and their families. Services may also include education, assistance and advocacy for individuals with hearing loss. Assistance may be provided in completing third party applications, finding housing, advocating for communication access and providing various communication tips and coping strategies. Some services are home-based.

## INDEPENDENCE TRAINING AND REHABILITATIVE SERVICES

This program is available to persons who have a permanent physical disability. Each client works with a rehabilitation specialist to develop an individual service plan. Service plans are designed to attain independence within the home and community through specific, measurable and time sensitive goals. Programs are developed on an individual basis and are client-centred. Programs and services may include independent living assessments, physical activities, life skills training, aqua-fitness, horticulture, and collective kitchen, etc.

## MEAL PROGRAMS

**\*Also offered for Seniors**

Meals on Wheels is a community support service designed to support the nutritional needs of individuals who would otherwise be unable to access healthy meals on their own. Services include the delivery of hot or frozen meals and side dishes to clients on a regular basis. Meal programs are delivered mainly by community volunteers, who also provide a regular social contact to the client and a security check on the individual.

Congregate Dining, Diner's Clubs and Wheels to Meals Programs are social events that include a healthy meal component. Clients of Meals on Wheels and other support service programs are encouraged to attend the events in order to engage the individual in social interaction, public education, and learn about healthy eating habits. Funded congregate dining events are held on a regular basis throughout the North East.

***There is usually a fee for services.***



## OUTREACH ATTENDANT CARE FOR ADULTS WITH PHYSICAL DISABILITIES

The goal of this service is to help people with physical disabilities — people who are able to direct their own care — to live independently. We work with the client to develop individualized services and create appropriate care plans that reflect the unique individuality of the person. These customized services are provided in the client's own home that promote opportunities for social interaction with others. Clients are able to influence provider decisions about housing and support services. Some of the services available include assistance with personal care, mobility and activities of daily living, including assistance with shopping, meal planning and preparation, etc. Services are available by prescheduled appointment. Frequency of visits is dependent on individual client care plans.

## PERSONAL EMERGENCY RESPONSE SERVICE

*\*Also offered for Seniors*

Clients are provided with an electronic device for use in their home so that a client can communicate, in an emergency 24 hours a day, with an agency who can summon emergency help. There is usually a fee for use of the device and service. ***There is usually a fee for use of the device and service.***

## RESPITE SERVICES

*\*Also offered for Seniors*

Respite services are available in the client's home or in an agency's respite units. Trained support staff are available to assist with personal care needs and activities of daily living. This is a non-medical service for persons needing short-term care, when respite or caregiver relief is temporarily needed.

## RIDES AND TRANSPORTATION

*\*Also offered for Seniors*

Rides and transportation can be provided to eligible clients in order to attend medical appointments, shopping outings and to various social activities and programs. Transportation may be provided by an agency's staff or volunteers using private cars, agency vehicles or public transportation. In some cases, a client will be assisted to walk to the destination. This service is only available in various locations for those requiring a bus with lift device and is available to seniors and adults with mobility disabilities.

***There is usually a fee for service.***

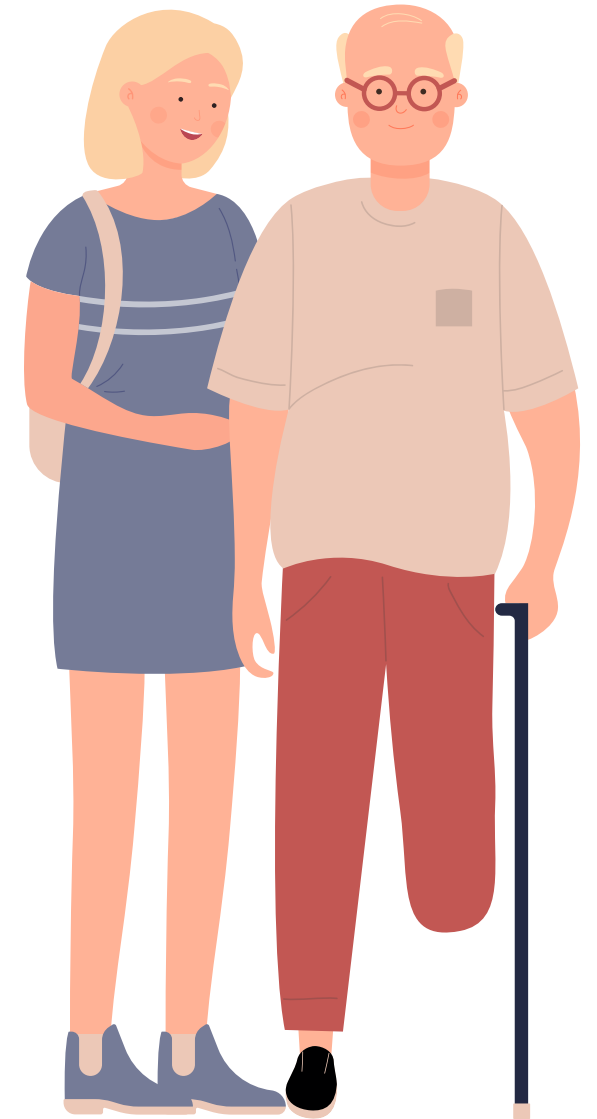
## STROKE SERVICES

*\*Also offered for Seniors*

Post Stroke Transitional Programs offer a range of stroke specific services including, assessment, therapy, education, socialization and recreation. Post Stroke Navigators assist the client to find services needed to re-engage in the community. In some programs, a transitional unit may be available for individuals transitioning from hospital to home or when caregiver relief is needed. Other services such as physical activity programs and support groups are also available.

## VISION LOSS SERVICES

Services for individuals who are blind or partially sighted are provided by specialists in adaptive technology, independent travel, activities of daily living, and low vision. These services are customized based on the goals and needs of the person with vision loss and can be delivered in the home, community, and/or workplace. The focus of service is to assist the person who is blind or partially sighted gain the skills and knowledge to maintain their independence and confidence.



# SENIORS



## ADULT DAY PROGRAMS

Adult Day Programs promote a healthy, active lifestyle for at-risk seniors by providing participants with therapeutic social and recreational activities. All programming is provided in a safe, supported environment and qualified staff are able to assist with light personal care. These programs are appropriate for seniors who are frail, lonely, and isolated, as well as those participants who have been diagnosed with Alzheimer's disease or other cognitive impairment. The goal of the program is to maintain the participants' optimum level of intellectual, physical and social capability, and to provide respite and support to the caregiver. *There is usually a fee for service.*

## ALZHEIMER DEMENTIA SERVICES

Services are designed to improve the lives of the clients with Alzheimer's disease and other dementias. Services are also designed to assist and support families and caregivers through behavioral support, support groups, education, day programs and respite services.

## ASSISTED LIVING FOR HIGH RISK SENIORS

Assisted Living services help address the needs of high risk seniors who are able to reside at home

and require the availability of personal support and homemaking services on a 24 hour-basis. Some of the services available include assistance with personal care, and activities of daily living including shopping, meal planning and preparation, etc. Services are available in a client's home or within buildings in the community which have designated Assisted Living units. Services can be both scheduled and unscheduled and are available 24/7. Frequency of visits is dependent on individual client care plans.

## FRIENDLY VISITING, TELEPHONE REASSURANCE AND SOCIAL SAFETY CHECK

Clients are contacted by a service provider on a regular basis to check on their health, safety and social needs. Clients may be isolated seniors, adults with physical disabilities, person with Alzheimer's disease or other forms of dementia. Contact can be through a phone call or face to face visit. Face to face visits are done at the client's home. Volunteers may also perform shopping or take the client out for daily activities such as banking or a social event.

## HOMEMAKING AND HOME MAINTENANCE

The homemaking service will assist clients living at home with shopping, light housekeeping, meal preparation, caring for children, laundry and training others to perform these activities. The client is responsible for the direct costs such of groceries and there may also be a user fee for these services.

Home maintenance and repair can be provided through individual workers. Generally, the job is beyond what a client's capability to undertake or arrange for themselves and when friends or family are unavailable. Services can be done regularly, occasionally or one time only basis. Examples include heavy house cleaning, snow shovelling, and washing outside windows. *There is usually a fee for service.*

## MEAL PROGRAMS

*\*Also offered for Disabilities*

Meals on Wheels is a community support service designed to support the nutritional needs of individuals who would otherwise be unable to access healthy meals on their own. Services include the delivery of hot or frozen meals and side dishes to clients on a regular basis. Meal programs are delivered mainly by community volunteers, who also provide a regular social contact to the client and a security check on the individual.

Congregate Dining, Diner's Clubs and Wheels to Meals Programs are social events that include a healthy meal component. Clients of Meals on Wheels and other support service programs are encouraged to attend the events in order to engage the individual in social

interaction, public education, and learn about healthy eating habits. Funded congregate dining events are held on a regular basis throughout the North East. *There is usually a fee for services.*

## PERSONAL EMERGENCY RESPONSE SERVICES

*\*Also offered for Disabilities*

Clients are provided with an electronic device for use in their home so that a client can communicate, in an emergency 24 hours a day, with an agency who can summon emergency help. *There is usually a fee for use of the device and service.*

## PERSONAL SUPPORT SERVICES - LOW ACUITY

The goal of this service is to help seniors — to remain living independently in their own home. Personal Support Workers work directly with the client to develop individualized services and create appropriate care plans that reflect the unique individuality of the person. Some of the services available include assistance with personal care, and activities of daily living, and may include assistance with shopping, meal planning and preparation, etc. Services are available by prescheduled appointment. Frequency of visits is dependent on individual client care plans.



## RESPIRE SERVICES

### \* Also offered for Disabilities

Respite services are available in the client's home or in an agency's respite units. Trained support staff are available to assist with personal care needs and activities of daily living. is a non-medical service for persons needing short-term care, when respite or caregiver relief is temporarily needed.

## RIDES AND TRANSPORTATION

### \* Also offered for Disabilities

Rides and transportation can be provided to eligible clients in order to attend medical appointments, shopping outings and to various social activities and programs. Transportation may be provided by an agency's staff or volunteers using private cars, agency vehicles or public transportation. In some cases, a client will be assisted to walk to the destination. This service is only available in various locations for those requiring a bus with lift device and is available to seniors and adults with mobility disabilities.

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## STROKE SERVICES

### \* Also offered for Disabilities

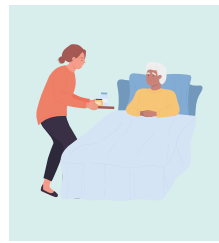
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Promoting a healthy, active lifestyle for at-risk seniors by providing participants with therapeutic social and recreational activities.



# PALLIATIVE



## HOSPICE PALLIATIVE CARE

The goal of this service is to provide nursing and personal support services to residents with a terminal illness staying in a Residential Hospice. The Hospice helps families realize their full potential to live even when they are dying, by attending to their physical, psycho-social, spiritual, and practical needs.

## VOLUNTEER HOSPICE SERVICES

Volunteer Hospice Palliative Care is a community-based organization that provides support to individuals living with a progressive, life-limiting illness. Support is provided to the service recipient in a variety of settings, including where the individual lives or in a homelike setting. The goal is to enhance the quality of life of the individual and the well-being of anyone that is impacted by the person's illness or death.

Services such as psychosocial supports, grief and bereavement support, spiritual care, caregiver support, outreach/shared care teams, and end-of-life care are also provided.



# PROFESSIONAL SERVICES



## HEALTHY EATING

Including help to assess eating habits and create a healthy eating plan.

## HOME HEALTHCARE SUPPLIES

Including dressings, walking aids, braces, cushions.

## NURSING CARE

Including help to take medications, change bandages and clean wounds, recover from an injury or health problem, check your health, create a care plan.

## OCCUPATIONAL THERAPY

Including help to make day-to-day activities easier and make it easier to move around in your home.

## PHYSIOTHERAPY

Including help for back pain, mobility problems, blood circulation, pain relief and relaxation.

## SOCIAL WORK

Including help for caregivers to cope and manage stress, help for families to address conflicts.

## SPEECH-LANGUAGE THERAPY

Including stroke recovery for seniors who have difficulty speaking or understanding speech.



# HOW TO ACCESS SERVICES:

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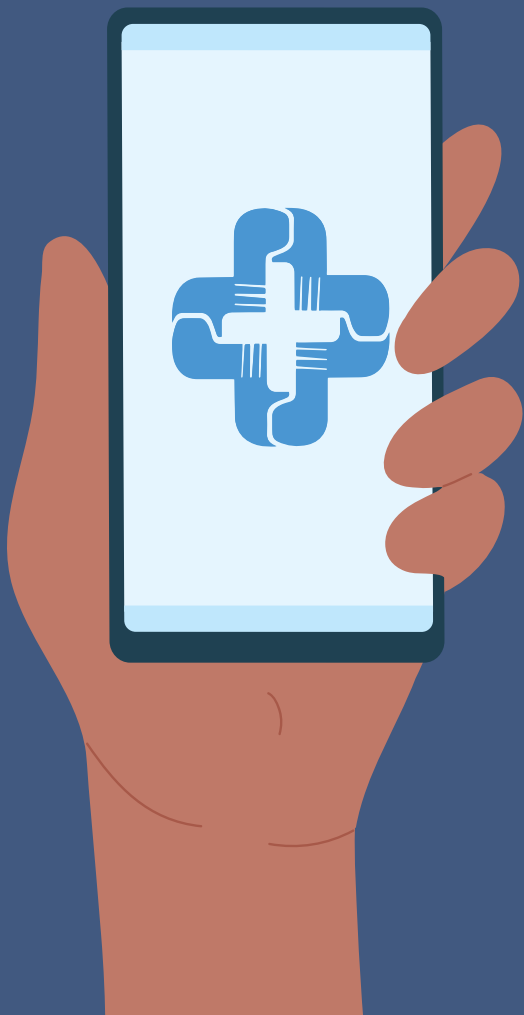
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