

Health Care in Ontario: Finding Home Care

For many people, a time comes when they need help to keep living in their own homes. What should you do if you or a loved one needs home care? This fact sheet is a good place to start. You'll learn here about many of the home care services you can get in Ontario. We've organized the information on these pages into two sections:

- How home care works
- How to arrange home care services

You can find this fact sheet online in more languages at www.ontario.ca/healthcarebasics. Click on the "Information in Other Languages" button. The online version will also give you links to learn more about getting medical care in Ontario.

How home care works

1. What is home care?

Home care services help people maintain their health and independence at home. Many of these services are funded by the Ontario government.

2. What kind of services can I get through home care?

This list sums up four main types of home care services:

[Visiting Health Professional Services](#)

These services can help you after a stay in hospital, or if you need help due to illness or injury.

Who can help: if you qualify, your local [Community Care Access Centre](#) (CCAC) can arrange for you to receive care from nurses, physiotherapists, occupational therapists, social workers, speech-language pathologists, and dieticians.

How they can help you:

- assess your needs
- plan and provide care, or
- teach you to care for yourself

You may also receive supplies and equipment that you need.

Personal Care and Support

These services can help you with many daily living activities.

Who can help: if you qualify, your local [Community Care Access Centre](#) (CCAC) can help you find someone to help. These people are often called personal support workers, health care aides, personal care workers, or attendants.

How they can help you:

- help you with personal hygiene care, such as washing and bathing, mouth care, hair care, preventative skin care, routine hand or foot care
- help transfer or settle you into chairs, vehicles or beds
- help you dress and undress
- help you with eating
- help you with toileting
- escort you to appointments

Homemaking

Homemaking services help you with routine household activities.

Who can help: if you qualify, your local [Community Care Access Centre](#) (CCAC) can help you find a person or company to provide these services.

How they can help you:

- menu planning and meal preparation
- shopping
- light housecleaning and laundry
- paying bills or banking

Community Support Services

These services help you live safely and independently at home.

Who can help you: you can find these services through non-profit corporations or private companies.

How they can help you:

- transportation
- meals
- caregiver help
- home help
- day programs
- social and recreational services

3. Who pays for home care services?

Home care services are funded in many different ways:

by the government (Ontario and/or municipal governments)

- by donations to voluntary organizations (who often deliver these types of services)
- by your private insurance or benefit plans (for example, private health insurance)
- by you (for example, when you pay for services yourself)

Many people who want to stay in their own homes will arrange a mix of services funded in a number of different ways.

How to arrange home care services

4. How do I find home care services for myself or a loved one?

Your local [Community Care Access Centre](#) (CCAC) will help you:

- identify your care needs
- explore the services that will best meet your needs and situation
- gather information about who can provide these services to you
- set up the services you request

To take the first step, [find a CCAC near you](#).

5. How can I find out if I qualify for government-funded home care?

You will need to contact your local [Community Care Access Centre](#) (CCAC). Your centre will determine if you qualify for government-funded home care. To take the first step, [find a CCAC near you](#).

6. How do I get help if I do not qualify for government funding?

You will have to pay for the services you need. You can apply directly to the people or companies that you choose. Your local [Community Care Access Centre](#) (CCAC) can help you find services. To take the first step, [find a CCAC near you](#).

7. I have questions about using the health care system in Ontario. Who can I call?

Contact ServiceOntario, INFOline between 8:30 am to 5:00 pm. Staff will be able to help you in English, French and 20 other languages. Call:

- 1-866-532-3161
- TTY 1-800-387-5559
- In Toronto, TTY 416-327-4282.