
Community Care Access Centres

This fact sheet provides basic information only. It must not take the place of medical advice, diagnosis or treatment. Always talk to a healthcare professional about any health concerns you have, and before you make any changes to your diet, lifestyle or treatment.

Forty-three Community Care Access Centres across the province provide access to home and community health care services for Ontario residents and co-ordinate admission to long-term care facilities.

What are Community Care Access Centres?

Community Care Access Centres offer a point of access to Ontario's long-term care system by:

- assessing and arranging for visiting health and professional services in people's homes;
- assessing, authorizing and arranging for the provision of school health support services for children;
- assessing and managing admissions to long-term care facilities;
- providing information and referrals to the public about other community agencies and services available to them.
- Services coordinated through Community Care Access Centres include nursing, physiotherapy, occupational therapy, speech-language therapy, dietician services, social work, personal support and homemaking.
- Community Care Access Centres services are available to eligible Ontario residents of any age and are fully funded by the Ministry of Health and Long-Term Care.

In-Home Services

- Community Care Access Centres employ case managers who assess client eligibility for visiting health and support services, develop, monitor, adjust service plans as required, and authorize services.
- Community Care Access Centres coordinate access to contracted nursing, physiotherapy, occupational therapy, speech-language therapy, social work, dietetic services, personal support and homemaking services from local agencies.
- Community Care Access Centres provide additional support for clients who receive in-home professional health-services by purchasing or renting medical supplies and dressings, hospital and sickroom equipment, laboratory and diagnostic services.
- Community Care Access Centres arrange for the provision of drug benefits to eligible persons.
- The above services are available on a short-term basis to help people returning home from hospital, to support people through their recovery from an illness or accident, to assist people with disabilities or chronic health problems on a long-term basis and to provide palliative care to the terminally ill.

Admission to Long-Term Care Facilities

- Community Care Access Centres determine eligibility for admission, prioritize and manage the admission process to long term care facilities.
- Community Care Access Centres provide support and information to both applicants and their families prior to and during the admission process.

School Services

- Community Care Access Centres assess and coordinate access to professional health care services, such as nursing, physiotherapy, occupational therapy, speech-language therapy and dietetic services, for children with special needs who require assistance in public schools.
- Community Care Access Centres also assess children in private and home schools for eligibility for professional health care services, personal support services and relevant equipment.

CCAC Responsibilities

- Community Care Access Centres are required to administer programs in a consistent and accountable manner to ensure fair and equitable access for all consumers no matter where they reside in the province.
- Community Care Access Centres are required to provide comprehensive information to people in their communities about other options, and other community support services available.

CCAC Administration

- Community Care Access Centres are run by Boards of Directors and Executive

Directors are appointed by the Government.

- Forty-one of the forty-three Community Care Access Centres are statutory corporations of the government of Ontario. The remaining two Community Care Access Centres are governed by integrated health service agencies.

Where can I get more information?

The best way to get healthy is to get informed. There are many health information sources available to you. This Fact Sheet is one of them. Here are some others.

Government of Ontario

Health services and other resources:

www.health.gov.on.ca

Consumer-friendly health information:

www.HealthyOntario.com

INFOline: 1-877-234-4343

TTY: 1-800-386-5559

(Open during business hours, this service provides general information on healthcare.)

Telehealth Ontario:

1-866-797-0000; TTY 1-866-797-0007

(Open 24/7, this service uses nurse practitioners to answer immediate health concerns.)

Some other resources

Ontario Association of Community Care Access Centres :

www.oaccac.on.ca