



HOME & COMMUNITY
SUPPORT
United in our commitment to care

Ontario Community Support Association

Home and Community Support Services

November 2008

OCSA & Home and Community Support

- About OCSA
- About Home and Community Support
- How to find services



What does OCSA do?

OCSA supports the common goals of not-for-profit home care and community support providers helping seniors , people with disabilities, convalescing from serious illness and their caregivers

Helping People Live at Home



Who are OCSA's members?

- Home and Community Support organizations & branches in all 14 LHINs (also many First Nations)
- Range in size from large, national & provincial home care providers to small local volunteer and mission-driven agencies
- Rooted in a long tradition of responding to community needs -- play an essential part in the health care system in Ontario



Home & Community Support

United in our commitment to care

- Over 700 organizations are funded to provide CSS province wide
- Workforce of 25,000 staff & 100,000 volunteers
- Provide services to 750,000 Ontarians



What does OCSA do?

- Focus on the System
 - Support the development of quality services, identification of best practices and quality systems
 - Work toward a sustainable healthcare system, based on robust, quality care provided in the community which is accountable to funders, and administered using good business practices

What does OCSA do?

- Provide information & intelligence to members & sector stakeholders including LHINs, Government and Researchers
- Provide member services supporting good management / administration
- Provide a venue for networking & peer support opportunities

What does OCSA do?

In addition we have:

- Capacity Builders, a division which provides training, publications and consulting services to members and beyond
- Personal Support Network of Ontario (PSNO), a division which provides training, tangible member services and networking opportunities to personal support workers, their supervisors and PSW trainers.

What do OCSA's members do?



Photo: Health Canada/Santé Canada

- Home Care
- Daily care of community support services
- Attendant Care Services

Helping people live at home

- The elderly
- Adults & children with disabilities
- People convalescing from illness
- End of life care
- Caregivers

Home & Community Support

Home Care Services

- Nursing care
- Therapies
- Personal Support

Delivered through
contacts with
CCACs



Photo: Health Canada/Santé Canada

Home & Community Support

Community Support Services (CSS)

Daily Care in the Community

- Help people maintain independence & prevent disease
- Funded by the LHINs, United Way, municipalities, donations and user fees
- Assist people with activities of daily living and instrumental activities of daily living (ADLs and IADLs)



Home & Community Support

Daily Care

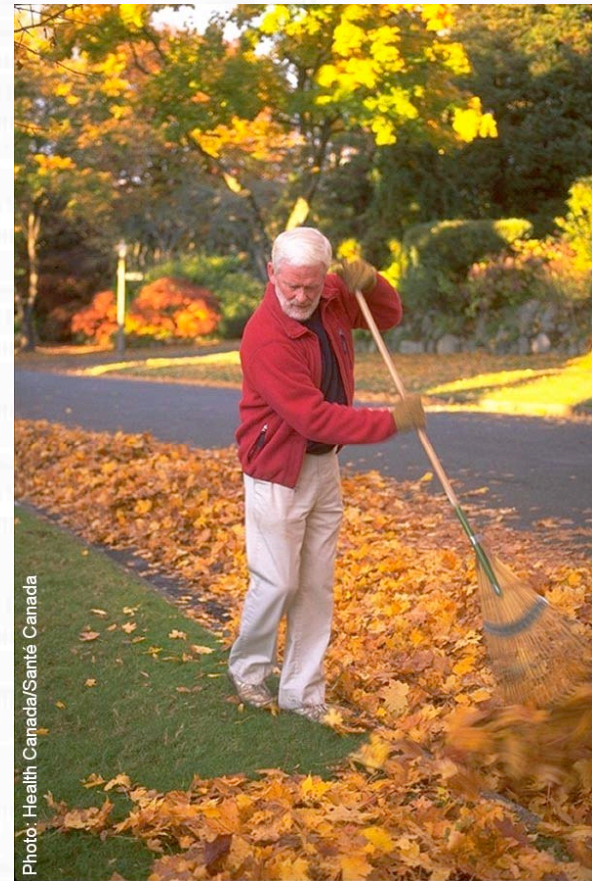
- Supportive Housing
(aka assisted living – personal support, homemaking, emergency & monitoring services)
- Transportation
(to medical appointments, social activities)
- Personal Support Services
(personal hygiene, help with ADLs & IADLs)
- Home Help / Homemaking
(routine household activities)
- Foot Care
(for those at risk of infections)
- Client Intervention & Assistance
(support in critical situations)



Home & Community Support

Daily Care

- Security Checks & Reassurance / Emergency Response (regular contacts to monitor health and safety or electronic devices)
- Home Maintenance & Repair (assisting with heavy household tasks or maintenance for a safe environment – snow shoveling & yard maintenance)



Home & Community Support

Daily care for Healthy Eating

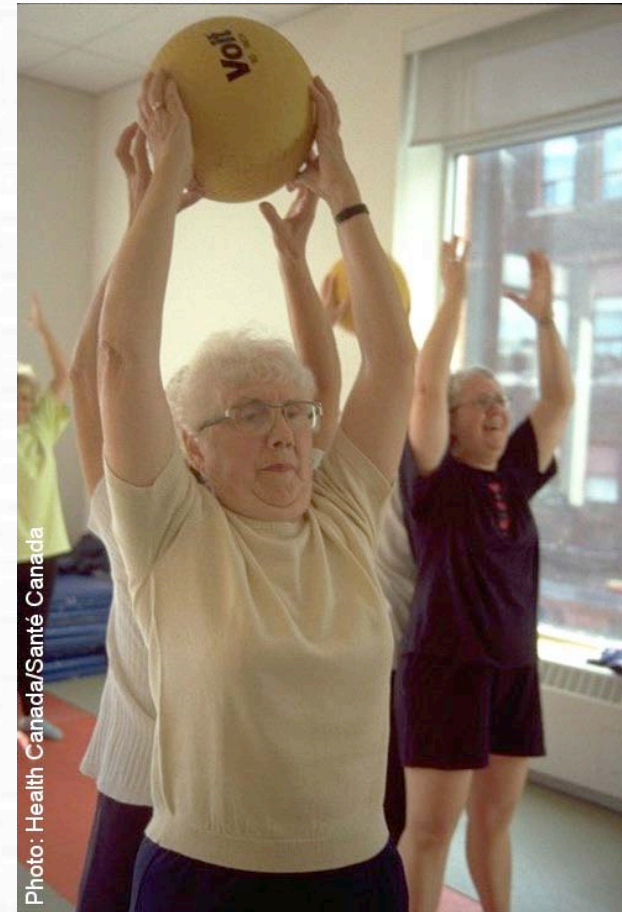
- Meals on Wheels (ensure nutrition, health and safety needs are monitored & met – ethnic meals, special diets, frozen meals, good food baskets)
- Congregate Dining / Diners Club (nutritious meals and recreational / educational activities in a group setting)



Home & Community Support

Daily Care to stay connected

- Social & Recreational Programs (opportunities for friendship, skill development, peer support, mental stimulation, physical activity, life-long learning)
- Friendly Visiting (one-on-one volunteer visiting)
- Intergenerational Programs (specially designed programs for healthy relationships between young people, the elderly & people with a disability or special needs)



Home & Community Support

Daily care to support caregivers

- Adult Day Program
(supervised individual programming – some specialized for dementia or overnight)
- Respite Care (enabling caregivers to have a break)
- Volunteer Hospice Visiting
(support by trained volunteers)
- Support & counseling / Training, Information & Education (assisting caregivers & family members in providing care and emotional support)



Home & Community Support

Daily Care to support people with disabilities

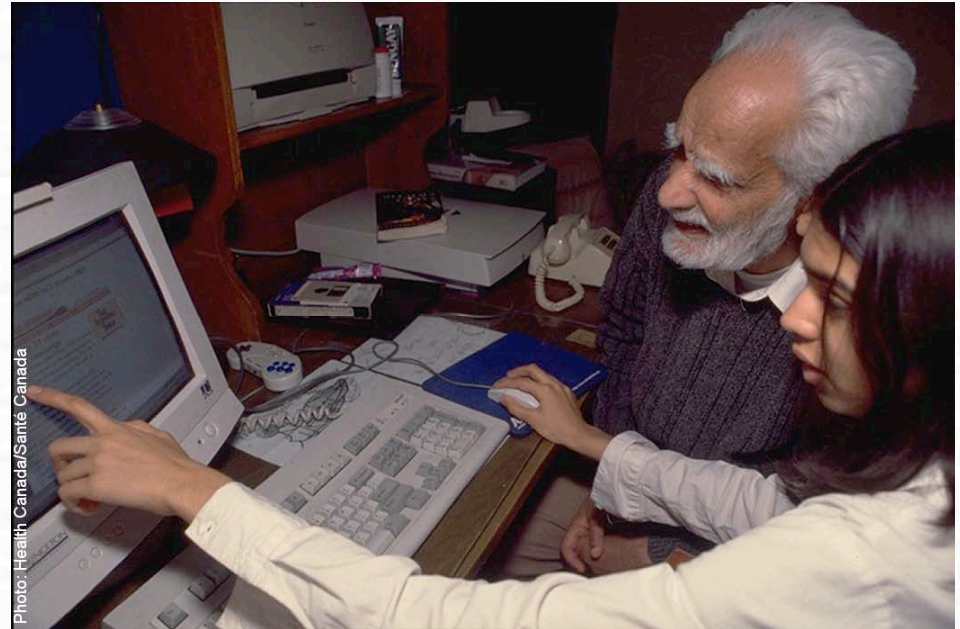
- Attendant Care Service
(homemaking & Personal Support Services to people with disabilities)
- Supportive Housing
- Life Skills Services
(teaching ADLs and IADLs to increase personal independence)



Home & Community Support

How to find your local home & community support providers

- Phone OCSA
416-256-3010
or 1-800-267-6272
- Call your local Community Care Access Centre or Community Information Centre
- Use the Care Guide on-line:
www.HomeAndCommunitySupport.ca





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Section 1 Section 2 Section 3

AGENCY / SERVICES SEARCH

City Name

All GTA

County/Municipality

Services

SEARCH

Care Guide



Helping People Live at Home

Community Support services are for people who need help to live independently because of a disability, illness or limitation due to age. Also known as Home Care, Home Health Care and Community Care, these services help people live at home and keep connected with their community.

The Ontario Community Support Association represents not-for-profit community agencies. Not-for-profit agencies are accountable to their clients and communities and have provided high-quality services in Ontario for more than 30 years. Services are provided by professional staff who are committed to friendly, caring and personalized services. Trained volunteers also contribute to many services.


Care Options

There are a number of care options available from community agencies. Select one of the following for information about these options:

- Caregiver Services
- Community Services
- Health Services
- Home Services
- Nutrition Services

QUICK LINKS

- > [Become a Volunteer](#)
- > [Article from What's New](#)
- > [Other Resources](#)



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Section 1 Section 2 Section 3

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Agency/Services Search Results

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Location Name: Toronto, Etobicoke, Scarborough, North York, York, East York
Service: Caregiver Support Service - Respite
Agencies that match: 28

Baycrest Community Day Centre for Geriatric Care
3560 Bathurst St. , Toronto, ON M6A 2E1 [Click for Map](#)
Phone: 416-785-2500 Fax: 416-785-2408
Email: jlagnoff@baycrest.org
Web Site: www.baycrest.org
Services Provided: Adult Day Service, Intergenerational Programming, Alzheimer Day Service, Caregiver Support Service - Respite, Caregiver Support Service - Support & Counselling, Caregiver Support Service - Training & Information, Services for people with disability, Emergency Response System, Social/Recreational Service, Footcare, Transportation, Information & Referral

Other Info: Alzheimer Day Serv. within secured environment, Intervention & Assistance Services. Access to chiropody, audiology, dentistry, eye clinic.

Agency Also Serves: Transportation Catchment Area: Dufferin/Vaughan, St. Clair, Avenue Rd./Oriole Parkway, Eglinton, Yonge, York Mills, Don Mills, Centre/John. If out of Transportation Catchment area, may attend program but must provide own transportation.

Services Also Provided in: Yiddish, Russian, Hebrew

Distinct Cultural Services: Kosher Meals daily, Celebrate all Jewish Holidays

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Questions?





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