

## Contacting Ontario Health atHome

**OCTOBER 2024**

On September 25, 2024, Abbotsford Seniors Centre hosted a Speaker Series Session on Home Care and Community Supports sponsored by the [Seniors Health Innovation Hub](#) (SHIH). Kevin Babulic, Director, Ontario Health atHome, Ottawa, and Amy Boudreau, Vice-President - Strategy, Performance and Partnerships at Carefor provided information about services available to older adults who want to remain in their homes. A [recording](#) of the session is available on the SHIH site. Also on the site is a [Guide to Healthy Aging in the Community](#) that provides useful information to those who want to age in place.

There are a number of sites available to who want to find home care. To simplify this task, we are providing a step-by-step approach to government services.

### **Who to call for government funded home care and community support services in Ottawa?**

If you, or someone you are caring for, wants to be assessed to receive government funded nursing or personal support services in the home, contact [Ontario Health atHome](#), (formerly Home Care and Community Support Services).

This is the provincial government organization coordinating local home and community care, long-term care placement and help finding services in the community. The name has changed but services remain the same. Patients continue to work with the same patient care teams and can contact them the same way.

### **How to contact them most directly?**

The most simple, direct approach to this organization is through the telephone. Call 310-2222 (no area code required) if you are calling from a number within the Champlain Region (includes Ottawa, Renfrew County, Prescott/Russell, Stormont/Dundas/Glengarry, North Lanark/North Grenville).

If you are calling from outside the Champlain Region (for example you live in Toronto but are calling for a parent who lives in Ottawa) call 613 745 5525 and you will get to the Champlain Region's line.

The line is open seven days a week from 8 a.m. to 8 p.m.

### **What to expect when you call either number**

You will receive an automated bilingual greeting saying that you have reached Ontario Health atHome for the Champlain Region.

- You are told if you want to continue in French to dial 2.
- You are invited to dial an extension if you have it.

You are told to stay on the line and an operator will be with you. Waiting times are brief.

### **What happens when you talk to someone?**

The person you talk to will do a preliminary screening. They will take your health card number and discuss your needs with you.

If you are calling for someone else, you will be asked to call back with that individual and their health card number.

If you have power of attorney for someone else, you will be asked to provide it before you can proceed to the next step.

If the preliminary screening ascertains that you qualify for services, you will be contacted by a coordinator.

The coordinator will further assess your needs and if you qualify, a district Care Coordinator will visit you in your home. After that the services will start. If you want Occupational Therapy or Physiotherapy, a further assessment is not needed and you will be put on the waiting list.

Services are assigned based upon urgency. Waiting list times for the Champlain Region are available at <https://healthcareathome.ca/region/champlain/ch-waitlists/>

### **Support Services available in the Community**

Many services are available to assist older adults to age at home, some on a co-pay basis. For a complete list of these services contact [Community Home Support Services](#).