The role of Community Support Services (CSS) within the Healthcare system

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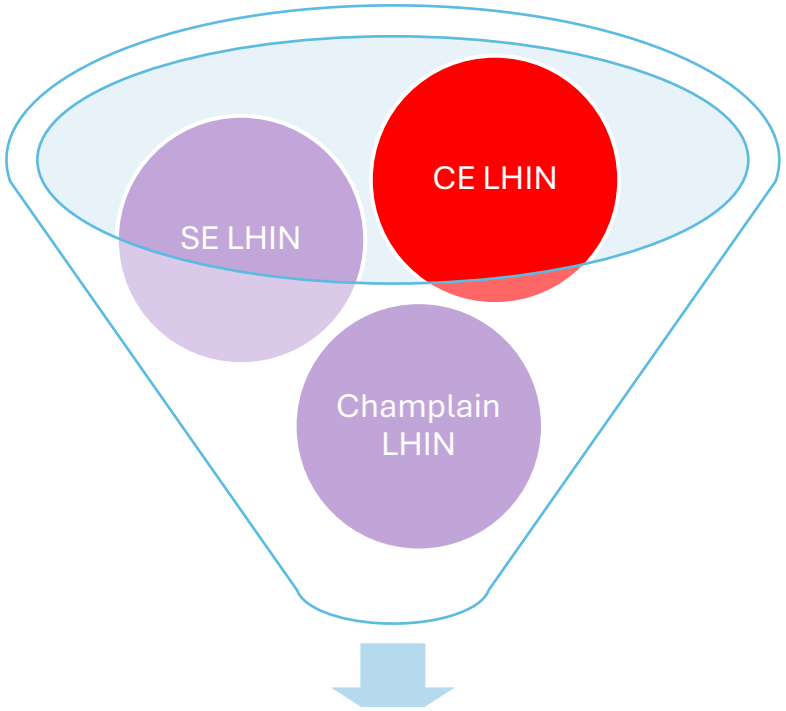
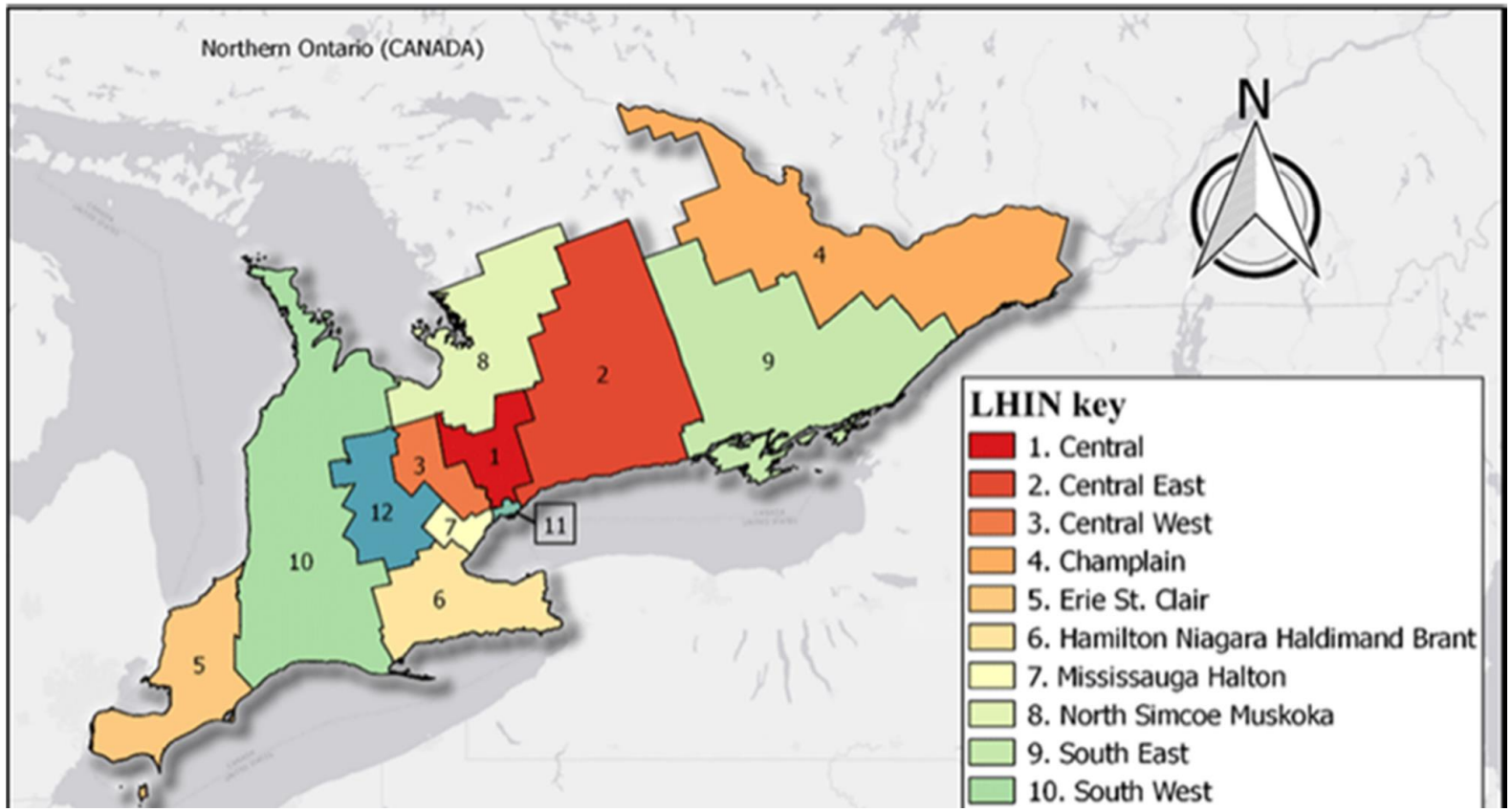
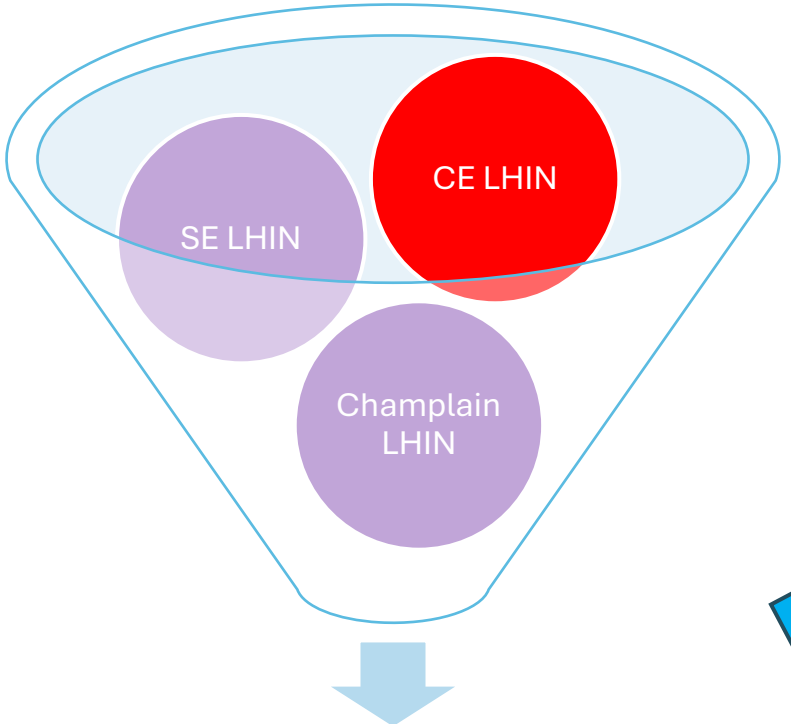
LHINs to Ontario Health East

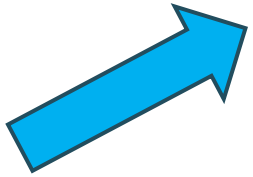


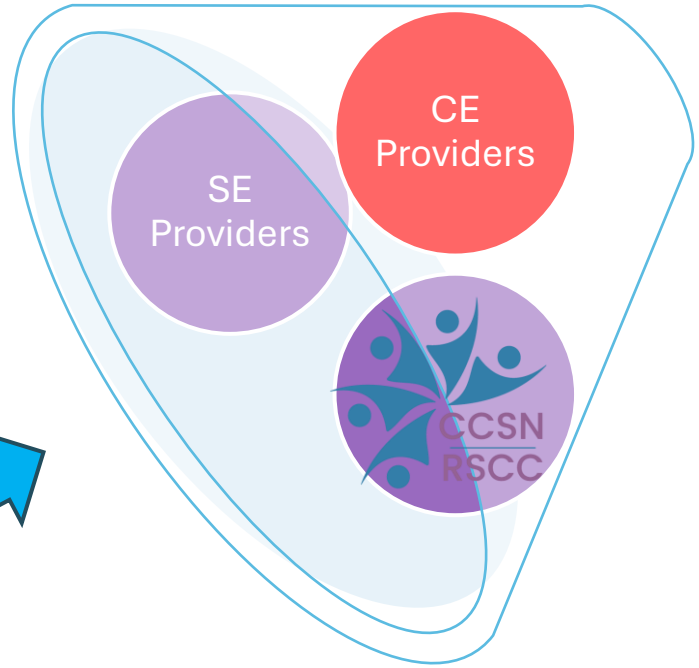
Ontario Health East



Impact of Ontario Health Regions







CSS Shared Resources, Ontario East

Ontario Health East

Community Support Services providers in the former Champlain region of OHE

What are Community Support Services (CSS)?

- Keeps older adults & people with disabilities safe, independent, and healthy at home
- Availability & wait-times differ by area — resources in place to simplify referrals

- Adult Day Programs & Respite
- Care Coordination & Navigation
- Caregiver Support
- Condition Specific Supports
- Food & Meal Programs
- Foot Care Services
- Home Help & Home Maintenance
- Health Promotion & Education
- Palliative Care
- Recreation, Fitness & Social Activities
- Safety & Security Programs
- Support & Care at Home
- Transportation

What's the difference between CSS and OHH?

CSS focuses on community support to help people with daily living and social activities.

OHH provides medical and rehabilitation care at home.

Both are important but address different needs in health and wellness. Services compliment one another

CSS is part of the solution

CSS also play a vital role in Ontario's health Care system by:

- Alleviating pressure on other parts of the healthcare system by providing alternative levels or care
- Providing preventative care
- Keeping Ontarians safe and well at home and out of hospital or long-term care for longer.

93% Of seniors would prefer supports to help them stay at home if they were on a waitlist for long-term care

85% Of seniors who receive home and community care services say the service helped them stay at home

By 2029, Ontario's population age 65+ is projected to increase by 23%.

Do you know where to turn to connect these patients with the care and support they need to remain in their own homes?

What we're hearing

Participants were presented various scenarios for which CSS might be appropriate. In 26% - 71% of scenarios participants indicated that they would ask their family physicians for help.

“Physicians were much more likely to refer patients with dementia to home health agencies (83%) and nursing homes (82%) than to CSS…

“Many physicians noted that they lacked knowledge about or confidence in community resources for their patients”

accesscss accèsssc

One public facing website focused on providing **access** to CSS services to the public, partners and Health Care Providers

- accesscss provides access to Community Support Services across OHE through Caredove e-referral (public search and clinician search)

accesscss
Connect to Community Support Services

Services to support older adults, seniors and adults living with disabilities in Eastern Ontario

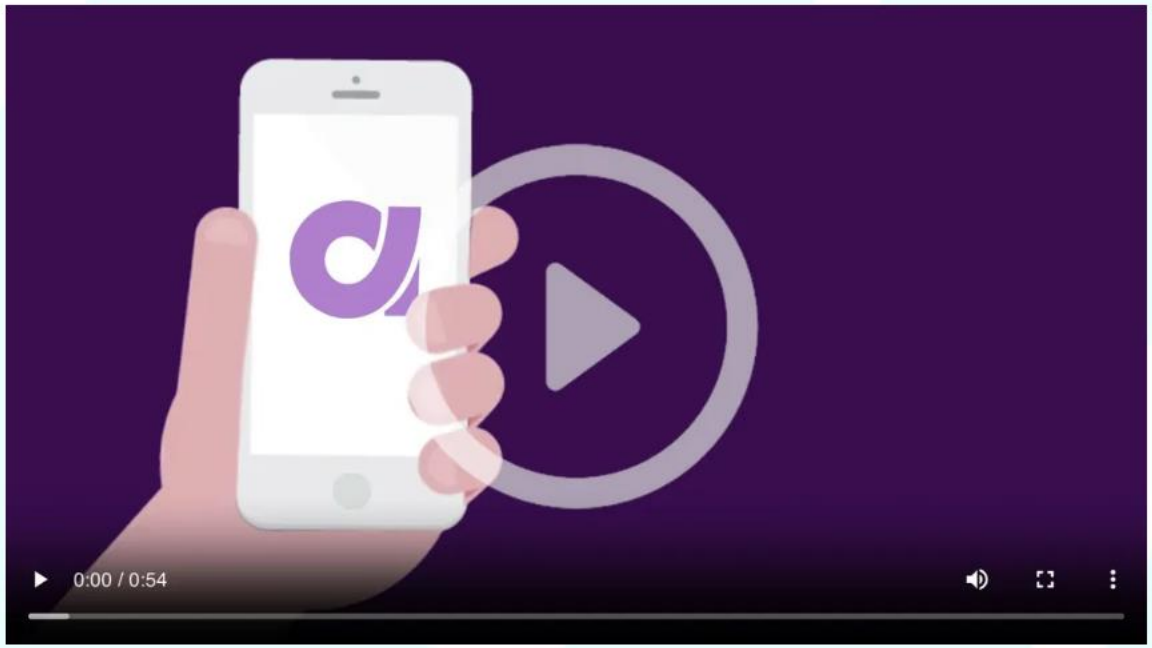
We make it easier to find community based support services and programs.

I would like to search for services myself.

Find Services

I am a service/health care provider.

Resources for Providers



Search for services using our service finder. Should you need help, reach a navigator who will connect you to the services you need from our network.

accesscss
Connect to Community Support Services

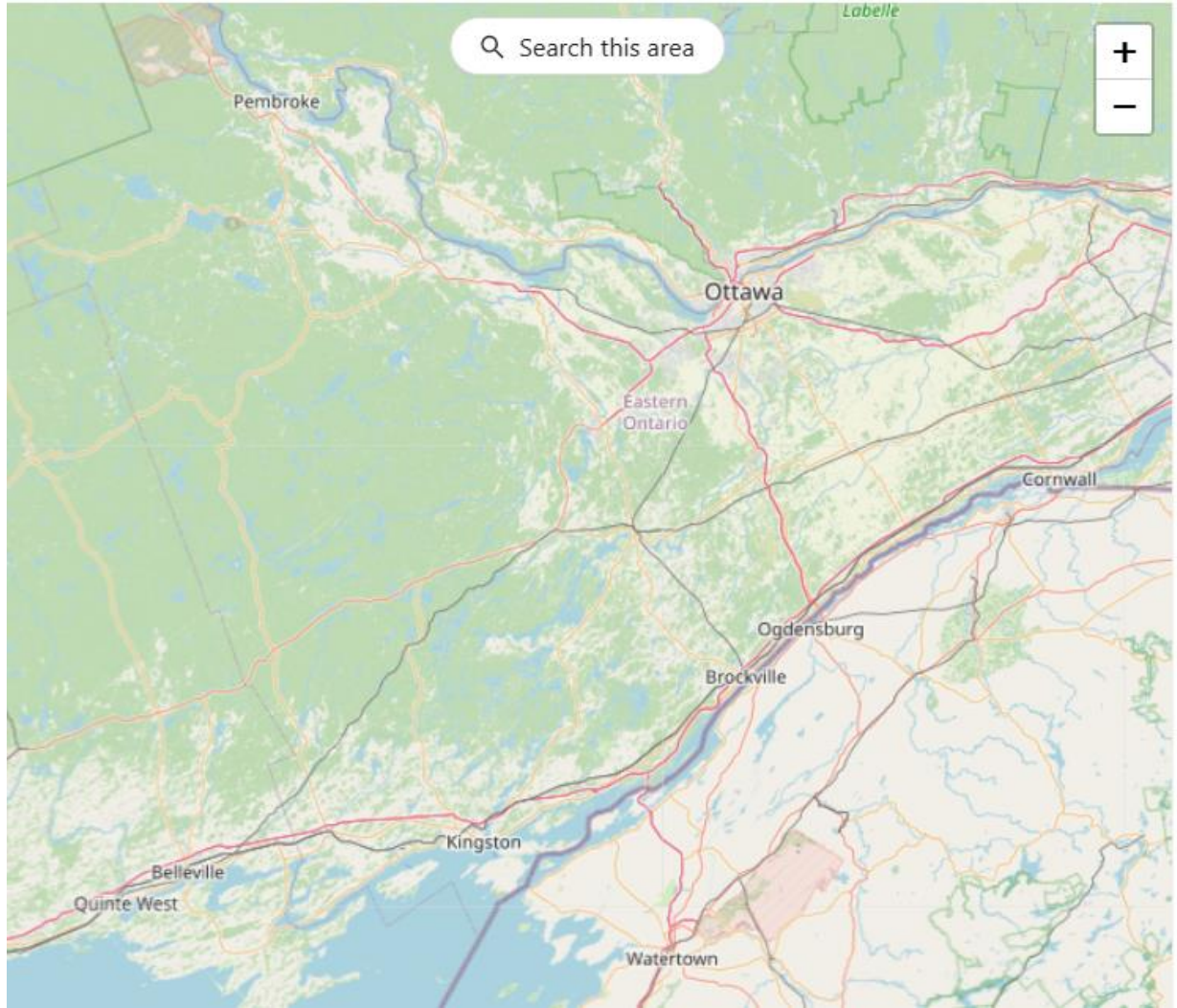
Find Services

Enter a Home Address

Enter your home address

advanced filters

- Adult Day Programs & Respite
- Caregiver Support
- Condition Specific Supports
- Food & Meal Programs
- Foot Care
- Health Promotion & Education
- Home Help & Maintenance
- Palliative Care
- Recreation, Fitness & Social Activities



Take the guesswork out of referrals to CSS

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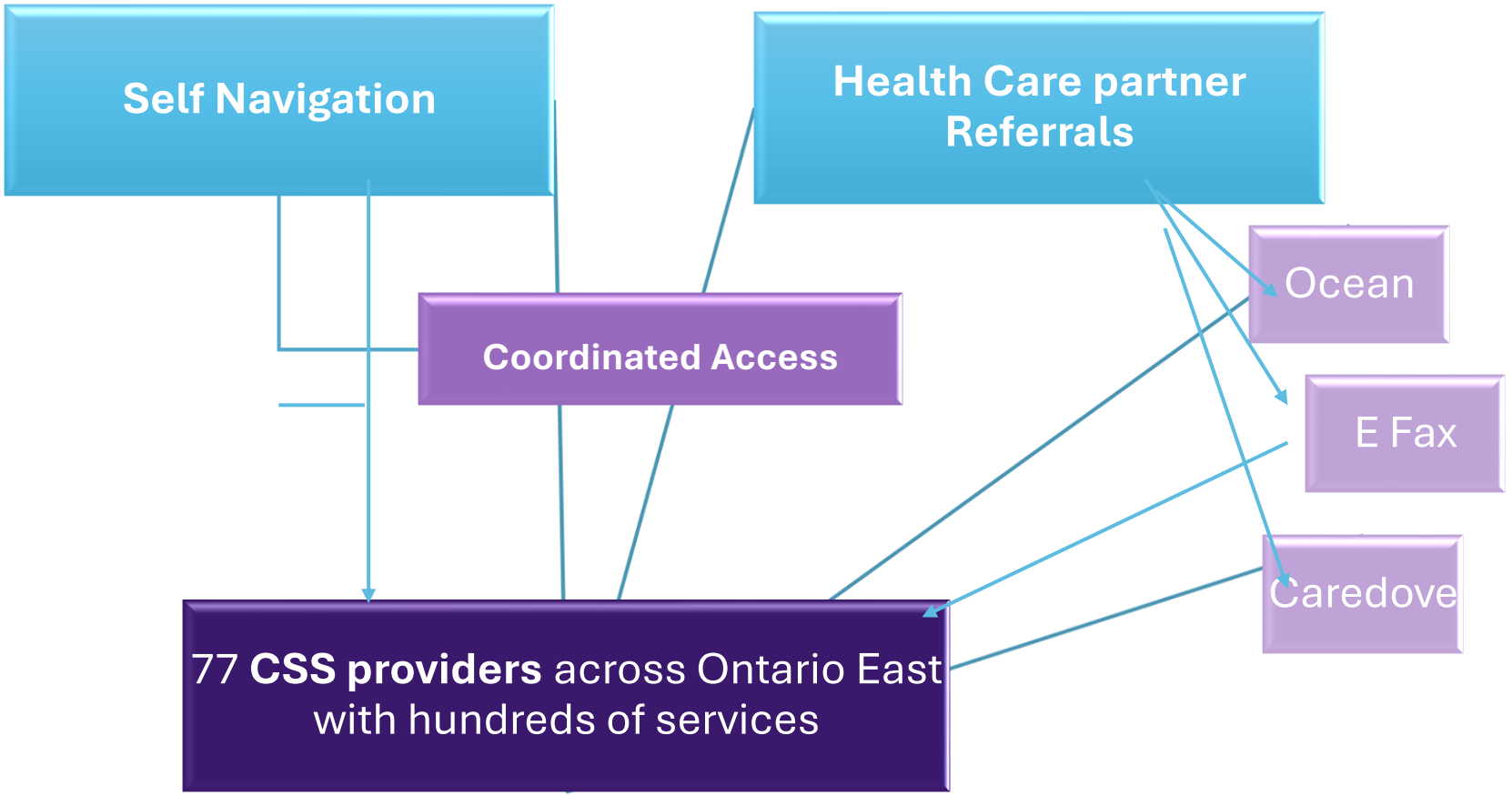

What is AccessCSS Coordinated Access?

- Regional Coordinated Access functions as a central intake as an embedded function within AccessCSS.ca in Champlain
- Formerly **Community Connections** transitioned to e-referral platforms OCEAN and Caredove
- Coordinated access/navigation to Community Support Services across Champlain and additional supports as needed.
- Navigators receive, triage, and action referrals using a brief and holistic navigational approach

VHA Health & Home Support / Soins et soutien à domicile

Santé Bruyère Health

The Dementia Society Ottawa and Renfrew County

La Société de la démence Ottawa et comté de Renfrew

This is my story of community support,
ANNE PARRY

Thank you!

Merci!

www.accesscss.ca