



Toronto  
**Community Care**  
Access Centre  
Centre d'accès aux  
**soins communautaires**  
de Toronto

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## Fact Sheet: *How We Work*

### Who we are

We are a community-based, not-for-profit corporation governed by a Board of Directors.

Since 1997 we have been providing health support service to residents living within the boundaries of the old City of Toronto, including the Toronto Islands. Our services are fully funded by the Ontario Government through the Ministry of Health and Long-Term Care.

### What we do

We are your health care partners, helping you plan and make informed choices about managing your health care needs or those of someone you care about.

The Toronto Community Care Access Centre

- Plans, coordinates and ensures delivery of a full range of in-home services to support clients and their caregivers
- Provides health support services for children in Toronto schools
- Provides special services for persons with Acquired Brain Injury (ABI)
- Helps clients with their applications and admission to long-term care facilities in Ontario
- Provides information about and referral to a wide range of community-based health and support services
- Provides palliative care
- Serves people regardless of age, diagnosis or financial circumstances

### Services we offer

- Assessment of need, development of a plan of service and care coordination
- In-home nursing, physiotherapy, nutrition counseling, occupational therapy, speech-language pathology, social work and personal support (help with basic daily activities)
- We may also provide assistance with transportation to medical appointments, medication, medical equipment, dressings and medical supplies, and in-home diagnostic and laboratory procedures

### How to obtain our services

- Self-referral or referral by someone else (family member, friend, doctor, hospital discharge planner, school personnel, other community professionals or agencies) by calling the Toronto Community Care Access Centre at 416-506-9888

### What happens next

- We assign a care coordinator to each person for the duration of the time they are receiving services from the Toronto Community Care Access Centre
- The care coordinator works with the client to assess their care needs, with the goal of achieving or maintaining the client's optimal capacity to manage at home or at school
- As needs change the plan of service is adjusted

- The care coordinator arranges for the required service to be delivered by a contracted service provider working on behalf of the Toronto Community Care Access Centre
- The coordinator assists with the application and admission of the person to other community-based services or to a long-term care facility
- Intake coordinators assess close to 3,200 clients every month, with approximately 83% of these coming from hospitals. Of these, 38% live in the Toronto Community Care Access Centre's service area, 32% from other areas of the City of Toronto and 30% from outside Toronto
- Personal Support and nursing services account for 80% of the client service expenditures of the Toronto Community Care Access Centre, with 53% of our monthly client caseload receiving personal support services, 28% receiving nursing services and 11% receiving both

### **Facts and figures about In-Home and Placement Services**

The Toronto Community Care Access Centre provides in-home or in-school services to:

- More than 9,225 active clients on our caseload on any given day
- More than 10,150 individuals served in any given month
- During an average month, we receive 1,250 new referrals and approximately 1,015 clients are admitted
- On admission, 50% are age 65 or older, 38% are between 21 and 65, and 12% are under the age of 21
- In any given month, approximately 1,385 children are registered in the Child and Family Services Program which includes School Health Support Services and in-home services
- During an average month, 110 clients are in the Acquired Brain Injury Program and 345 clients are in the Palliative Care Program
- 20% of our clients are short-term and 80% are long-term, requiring services for an extended period of time
- In 2004 the Toronto Community Care Access Centre provided services to 3,950 clients with mental health diagnoses
- During an average month, we receive more than 150 new applications for placement in a long-term care facility; 55% of these applications come from hospitals
- On a typical day, more than 4,250 residents from Toronto and the surrounding GTA are on waiting lists for placement in a long-term care facility; more than 1,400 (33%) of those waiting are case managed by the Toronto Community Care Access Centre
- All services provided by the Toronto Community Care Access Centre are funded by the Ministry of Health and Long-Term Care
- In 2003/04 the Ministry of Health and Long-Term Care budget for the Toronto Community Care Access Centre is \$73.3 million

