

## Facts about the Central CCAC & the people we serve



The Central CCAC serves more than 1.6 million people, the largest population of all CCACs in Ontario. The Central CCAC covers an area of 3,074 square kilometers. At any given time, we have about 24,000 active clients and, in a year, we can serve up to 60,000 clients.



Our population is highly diverse and many languages are spoken. We respect the unique needs of each client.



The Central CCAC works closely with the Central LHIN, hospitals, long-term care homes, community and health care partners to promote access to care across the health care continuum.

English - November 2008

## Central CCAC Sites

### Newmarket

1100 Gorham Street  
Unit 1  
Newmarket ON L3Y 8Y8

### Richmond Hill

9050 Yonge Street  
Suite 400  
Richmond Hill ON L4C 9S6

### Sheppard

45 Sheppard Avenue East  
Suite 700

[www.central.ccac-ont.ca](http://www.central.ccac-ont.ca)

**Toll-Free: 1 888 470 2222**

**905 895 1240**

**416 222 2241**

## Central Community Care Access Centre

## About Us



- In-Home Health Care
- Placement in Long-Term Care Homes
- Information and Referral to Community Services



## Who We Are

We are part of a province-wide community care network providing a one-stop access point to health and community services. CCACs are funded by the Ministry of Health & Long-Term Care.

Our role is to work with clients, families and caregivers to meet individual health and community care needs.

## The Central CCAC provides

- Information and referral to community services
- One-stop access to in-home and in-school health care services
- Access to long-term care homes

## Information & Referral

Call the Central CCAC for information and referral to community resources, such as:

- Meal delivery programs
- Adult day care programs
- Respite care

## CCAC In-home Health Care may include

- Nursing
- Personal Support / Homemaking
- Physiotherapy
- Occupational Therapy
- Social Work
- Speech & Language Pathology
- Nutritional Counseling

## Case Management

Case Managers work with clients, their families and caregivers to develop care plans. The Case Manager will:

- Talk about your needs
- Explain care options, services and how the program works
- Arrange services with agencies
- Monitor your progress
- Review services regularly
- Help promote independence using community resources
- Be your contact person for all your in-home care needs
- Assist in plans for discharge

## Long-Term Care Placement

The Central CCAC will arrange for a Case Manager to visit a client to assess their health-care needs and determine if they are eligible for a long-term care home. The Case Manager will:

- Explain your options
- Help with the application form
- Assist in accessing community support services that may help the client manage until admission is arranged

## Short-Term Care

Short-term care in a long-term care home supports individuals during recovery from an illness or provides a rest for a caregiver.

