

## **SOUTH WEST LOCAL HEALTH INTEGRATION NETWORK HOME AND COMMUNITY CARE SERVICES**

The South West LHIN is a crown agency which plans, funds, and delivers healthcare from Lake Erie to the Bruce Peninsula.

South West LHIN Home and Community Care provides healthcare services at home and in the community, and can assist those considering supported living programs or long-term care options, or requiring home and community care services.

The Home and Community Care team works with people of all ages to ensure they can make informed choices about their care, when and where they need it.

We also have useful information about local community support service agencies, and can link people to these providers to arrange services.

Visit [www.southwestlhin.on.ca](http://www.southwestlhin.on.ca) to explore care and support options, or call **1-800-811-5146**.

### **HOW TO CONTACT US**

If you have questions about Home and Community Care services, please visit the Contact Us page on our website, [www.southwestlhin.on.ca](http://www.southwestlhin.on.ca), to learn more about our locations across the South West, how to submit your feedback or send in a general inquiry email. You can also call the LHIN at **519-473-2222** or toll free **1-800-811-5146**.

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#### **London (head office)**

356 Oxford Street West  
London, ON N6H 1T3

#### **Owen Sound**

1415 1st Avenue West, Suite 3009  
Owen Sound, ON N4K 4K8

#### **St. Thomas**

1063 Talbot Street, Unit 70  
St. Thomas, ON N5P 1G4

#### **Seaforth**

32A Centennial Drive, PO Box 580  
Seaforth, ON N0K 1W0

#### **Stratford**

65 Lorne Avenue East  
Stratford, ON N5A 6S4

#### **Woodstock**

1147 Dundas Street, Unit 5  
Woodstock, ON N4S 8W3

# HOME AND COMMUNITY CARE



## HOW WE PROVIDE HOME AND COMMUNITY CARE SERVICES

Anyone can call for information or be referred to be assessed for home and community care services. We have a responsive staff who are able to answer your questions and help you access the care you need.

### HOW WE HELP

- We connect people with community resources.
- We support people to remain in their homes and communities.
- We help people transition from hospital to home.
- We support people with care at the end of their lives.
- We provide people with access to supportive care settings.
- We work with people to identify goals for their care.

A referral to the LHIN can be made by your family doctor or other primary care provider, neighbour, family member or you can refer yourself.

Once you qualify for LHIN Home and Community Care services, a care coordinator is assigned to you.

LHIN care coordinators are regulated health professionals who work collaboratively with you and your family and your care team as applicable to do an assessment and, if appropriate, develop a care plan.

LHIN Home and Community Care also provides services such as telehomecare, palliative care outreach teams and Connecting Care to Home.

The South West Local Health Integration Network helps people get the care and support they need in their homes and communities.



They can provide information and referral, and serve as your single point of contact to other community and social services as appropriate.

If you are ambulatory, you may receive your nursing services in a LHIN Home and Community Care Nursing Clinic.

Individual care plans inform the type and length of service(s). Care coordinators periodically review plans and update based on need.

Discharge plans may include self-care or transition to another service.

### HOME CARE SERVICE PROVIDERS

The LHIN has contractual agreements with service provider organizations to provide services to you such as nursing, physiotherapy, occupational therapy, social work and personal support as well as medical supplies and equipment.

### COMMUNITY SUPPORT AND SOCIAL SERVICE PROGRAMS

The LHIN can link you with a number of community and social service agencies to provide home, health and support services that may be purchased directly, covered by private insurance plans or publicly funded.

Services could include: transportation, Adult Day Programs, mental health and addiction services, assisted living, Meals on Wheels, or supportive housing.

### LONG-TERM CARE

When you can no longer manage at home, the LHIN care coordinator will complete your application and admission for long-term care homes if this is something you or your caregivers are interested in. The care coordinator conducts your assessment and helps determine if you are eligible for long-term care.

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[SouthWesthealthline.ca](https://southwesthealthline.ca)

**Southwesthealthline.ca** - Lists more than 2,000 community programs and services in the South West area.