

## Community Care Access Centre (CCAC)

Community Care Access Centres (CCAC) are local organizations established in 1996 by the Ministry of Health and Long-Term Care to provide Ontarians with better access to government-funded community-based health services. Anyone can make a referral to a CCAC — an individual requiring service, a family member, caregiver, friend, physician or other health care professional. To receive services from the CCAC, you must have:

- A valid Ontario Health Card
- Needs that cannot be met on an outpatient basis
- A medical condition that can be adequately treated in the home
- A need for at least one health care professional or personal support service.

The Waterloo Wellington CCAC co-ordinates health services such as nursing, physical therapy, occupational therapy and personal support for people who are recovering from illness or injury, and for those who are living with chronic illness or disability. Our services help people avoid hospitalization, or return home quicker after being in hospital to recuperate in the comfort and privacy of their own homes.

### Types of health care services provided through a CCAC

#### 1. In-Home Services

These are services that are provided to you or someone you care about within their own home. A Case Manager will conduct a health care assessment and develop a service plan that meets individual needs. Services are coordinated and monitored regularly to reflect your changing needs. All CCACs contract with service provider agencies to provide in-home services. If eligible, the health care services you may receive include:

- Nursing
- Personal support (help with bathing, dressing, etc.)
- Physiotherapy
- Occupational therapy
- Speech-language therapy
- Social work
- Nutritional counseling
- Medical supplies and equipment

Under the Long-Term Care Act, 1994, CCACs purchase the highest quality and best-priced services from local for-profit and not-for-profit service providers through a request-for-proposal (RFP) process.

#### 2. Specialized programs

CCAC also offers specialized programs geared to specific health needs:

- Acquired brain injury
- Convalescent Care
- Mental Health
- Palliative care (care at the end of life)

- Pediatrics
- Respite & Caregiver support
- School Health

#### 3. Information and Referral

If you are not eligible for services, or if CCAC is unable to provide services to meet all your needs, they will help link you to alternate services available in the community. These services may include:

- Adult day programs
- Meal delivery services
- Assistance with shopping or cleaning
- Transportation assistance

If you obtain these services directly through providers there may be a consumer fee.

#### 4. Placement into Long-Term Care Homes

When living independently is no longer possible, CCAC will co-ordinate applications to Long-Term Care Homes in the area and across Ontario. A CCAC Case Manager/Placement Coordinator will:

- Provide information about long-term care homes
- Will determine suitability and eligibility for placement
- Provide assistance in the application process

Head Office: 141 Weber St. South, Waterloo  
73 Water St. North, Suite 501, Cambridge  
Phone: 519-748-2222, Toll free: 1-888-883-3313  
Fax: 519-883-5555  
E-mail: [information@ww.ccac-ont.ca](mailto:information@ww.ccac-ont.ca)  
Website: [www.ww.ccac-ont.ca](http://www.ww.ccac-ont.ca)

### Waterloo Region Public Health

The Department of Public Health focuses on the health and well being of the public or community as a whole. Public Health focuses on the health and well-being of the public or community as a whole. Public health professionals are active in a variety of settings including clinics, homes, child care settings, schools, long term care homes and workplaces. You do not need an OHIP (Health) Card to access most of Public Health's services. Depending on the reason for service, there may be a minor cost.

Public Health focuses on the following areas:

- **Health Protection Programs:** such as food and water safety, environmental risks, enforcement of the Smoke Free Ontario Act, rabies prevention, routine immunization, infectious disease surveillance, control of outbreaks and infections.
- **Health Screening Programs:** aimed at specific groups where early detection can lead to improvements in health (sexually transmitted infections, tuberculosis, blood-borne infections)

• **Health Promotion Programs:** Education on tobacco use, alcohol and drug use, nutrition, physical activity, injury and falls prevention, cancer prevention, chronic disease, sexual health, reproductive health, pregnancy, breastfeeding, prenatal and postnatal services.

**Some programs include:**

Dental Clinic: basic services for children and low income (519-575-4400)

Immunization Clinic (519-575-4400)

Sexual Health & Harm Reduction Clinics: public education and private consultation (519-883-2267)

Tuberculosis Clinic: (519-575-4400)

**Contact Information:**

Region of Waterloo Public Health

Phone: 519-575-4400

Fax: 519-883-2241

TTY: 519-575-4608

[www.regionofwaterloo.ca/ph](http://www.regionofwaterloo.ca/ph)

**Locations:**

99 Regina Street South, Waterloo, N2J 4V3 or 150 Main Street, Cambridge, N1R 6P9

**Ministry of Health and Long-Term Care**

**INFO-line** 1-866-532-3161

TTY 1-800-387-5559

Hours of operation: 8:30am - 5:00pm

**For online information, visit our sources:**

Ministry of Health and Long-Term Care

Region of Waterloo Public Health

Settlement Information

[www.health.gov.on.ca](http://www.health.gov.on.ca)

<http://chd.region.waterloo.on.ca>

[www.settlement.org](http://www.settlement.org)

*Find other topics of information in our Fact Sheet series.*

**YMCA Immigrant Services Locations:**

**Kitchener-Waterloo Office**

800 King St. West, 3<sup>rd</sup> Floor

Kitchener, Ontario N2G 1E8

Phone: (519) 579-9622

**Cambridge Office**

258 Hespeler Road

Cambridge, ON N1R 3H3

Phone: (519) 621-1621

**School Settlement**

77 Young Street, Room101

Kitchener, ON N2H 4Y9

Phone: (519) 742-8220

[www.ymcaimmigrantservices.ca](http://www.ymcaimmigrantservices.ca)

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YMCAs of Cambridge and Kitchener-Waterloo  
**Immigrant Services**

## Community & Public Health



*Building healthy communities*