

Home Care and Nursing Services

Information for patients and families

This guide lists home care and nursing services in the Greater Toronto Area. We will try to answer some common questions about home care and nursing services, including:

- Who qualifies for nursing services covered by OHIP?
- When and how is an assessment done?
- How do I access services through Ontario Health atHome?

Important: This resource is for your information only. University Health Network does not endorse or promote any of the agencies listed or companies listed. We cannot guarantee their level of service. Please contact organizations directly to make sure the information is correct or to find out more about their services.

You may read about different types of home care services, such as:

- **Professional home healthcare** includes services such as nursing, physiotherapy, occupational therapy, speech language therapy and registered dietitians
- **Personal care** includes hygiene, toileting, bathing, foot and nail care and transport to appointments
- **Homemaking services** include cleaning, laundry, banking, childcare and cooking

Some offer other professional services such as:

- occupational therapy
- physiotherapy
- speech language therapy
- massage therapy

Others offer different services that can help you with:

- cleaning
- shopping
- non-medical personal care, such as bathing, dressing, grooming, skin care, hair care and oral health
- preparing meals

Who can I contact if I have questions?

If you need more information and are a UHN patient or family member, please speak to the social worker on the unit or clinic you are in.

Are you eligible for OHIP-funded care through Ontario Health atHome?

Ontario Health atHome (formerly Home and Community Care Support Services) provides many health care services and resources that are covered through the Ontario Health Insurance Plan (OHIP). Services can be provided in a patient's home or at a nursing clinic.

Who is eligible for services covered under OHIP?

Ontario residents with a valid OHIP card can be assessed by a care coordinator. The coordinator can help you find programs and care supports that you are eligible for.

When and how is an assessment done?

Your hospital team may refer you to Ontario Health atHome before your discharge home. An Ontario Health atHome care coordinator will assess you and discuss which services are available to you.

Here are examples of services that may be provided to you:

- nursing
- personal support (such as bathing, dressing)
- physiotherapy
- occupational therapy
- speech language therapy
- medical supplies and equipment (some fees may apply)
- long-term care placement
- social work
- nutrition counselling
- other specialized programs and nursing services available as needed

A care coordinator can give you more information and answer any questions about the services. If you are not eligible for home and community care services, the care coordinator will explain why and help you find other options to meet your needs. Your hospital social worker can help you connect with community services that are right for you, such as meal services, friendly visiting and adult day programs.

How do I find out more information?

Visit ontariohealthathome.ca or call **310-2222** (no area code needed) for more information about Ontario Health atHome.

Can I self-refer?

Anyone who needs help with personal and medical care at home or in the community can ask for an assessment for services from Ontario Health atHome. Call 310-2222 to contact Ontario Health atHome. Anyone can make a referral on your behalf and with your consent—for example, a family doctor, family, friend, neighbour or you can refer yourself.

Questions to ask any home care and nursing care agency

Is the home care provider bonded?

- Home care bonds can protect seniors (older adults age 65+) and their families financially if a care provider causes damages or provides malicious treatment. The company that issues the bond often reviews a care provider to check the quality of their services. Home care providers do not have to be bonded by law, but many care providers choose to be.

Is the home care agency insured?

- An agency needs to be properly insured so that you and your family are not legally responsible if a caregiver is injured on your property. It is also important that an agency has business liability insurance to help cover the cost of any injury or property damage. Home care providers often have business liability and workers' compensation insurance. You can always ask an agency for a copy of their insurance certificate.

Does the agency have references? Do the caregivers have references?

Does the agency create a personalized care plan for each client?

What care services does the agency offer?

Does the agency do background checks on its caregivers?

What does the agency do if a regularly scheduled caregiver isn't available?

How does the agency charge for services?

- Home care agencies usually charge for a minimum number of caregiver hours or shifts per week. They may also charge different rates for nights, weekends and holidays.

How does the agency accept payments?

How long has the agency been in the business?

How does the agency communicate with family about issues, concerns or recommendations?

Do the agency's caregivers receive ongoing training?

How does the agency evaluate caregiver performance?

Can family members meet possible caregivers?

How does the agency match their clients with caregivers?

Not-for-Profit Home Care and Nursing Services

What is a not-for-profit (or nonprofit) service?

A not-for-profit organization can operate for social welfare, civic improvement, pleasure, sport, recreation, or any other purpose **except profit**. These organizations usually focus on making enough money to provide support to their chosen community. Any money made by a not-for-profit goes back into the organization to support its goals and projects.

| Agency Name | Website | Phone Number |
|--|--|--------------|
| GTA-wide | | |
| Canadian Red Cross | www.redcross.ca | 416 480 2500 |
| SE Health (formerly Saint Elizabeth) | sehc.com | 905 940 9655 |
| VHA Home HealthCare | www.vha.ca | 416 489 2500 |
| Toronto Central | | |
| Carefirst Seniors & Community Services Association | carefirstontario.ca | 416 502 2323 |
| Circle of Care | www.circleofcare.com | 416 635 2860 |
| Dixon Hall | dixonhall.org | 416 863 0499 |
| Kensington Health | www.kensingtonhealth.org | 416 963 9640 |
| Millennium Support and Care | www.millenniumsupport.com | 416 925 4417 |
| Reconnect Community Health Services | www.reconnect.on.ca | 416 248 2050 |

| Agency Name | Website | Phone Number |
|---|---|---------------------|
| The Neighbourhood Group | tngcommunityto.org | 416 925 2103 |
| West Neighbourhood House (formerly St. Christopher House) | www.westnh.org | 416 532 4828 |
| Toronto East | | |
| Community & Senior Care – WoodGreen | www.woodgreen.org/ services | 416 645 6000 |
| Neighbourhood Link | www.neighbourhoodlink.org | 416 691 7407 |
| Scarborough | | |
| Scarborough Centre for Healthy Communities | www.schcontario.ca | 416 642 9445 |
| Senior Persons Living Connected | www.splc.ca | 416 493 3333 |
| TransCare Community Support Services | www.tcare.ca | 416 750 9885 |
| Toronto West | | |
| CANES | www.canes.on.ca | 416 743 3892 |
| CommunitiCare Health (formerly Regeneration Community Services, Storefront Humber Inc. and The Four Villages Community Health Centre) | https://communiticare.org | 416 855 1066 |
| ESS Support Services | www.esssupportservices.ca | 416 243 0127 |

| Agency Name | Website | Phone Number |
|---|--|-------------------------------|
| Parkdale Golden Age Foundation | pgaf.ca | 416 536 5534 |
| Reconnect Community Health Services | www.reconnect.on.ca | 416 248 2050 |
| North Toronto | | |
| Better Living Health and Community Services | mybetterliving.ca | 416 447 7244 extension 541 |
| Circle of Care | www.circleofcare.com | 416 635 2860 |
| Lumacare | www.lumacare.ca | 1 833 338 5862 |
| North York Seniors Centre | www.nyseniors.org | 416 733 4111 |
| SPRINT Senior Care | sprintseniorcare.org | 416 481 6411 |

Private (for-profit) nursing and home care services

What is a private or for-profit service?

For-profit agencies are private businesses. Service agencies are accountable to stakeholders or to the regional or national chains they belong to.

Note: This list was accurate at the time of publication and may change. It is listed alphabetically, and not ranked in any way. It is not a list of all services available.

| Agency Name and Contact Information | Services Provided | Area Served |
|---|--|--------------------------------|
| AGTA Home Health Care Phone: 905 760 2482 or 1 866 528 4753 www.agtahomecare.com | <ul style="list-style-type: none"> • Companionship • Homemaking • Home and vehicle modification • Medical equipment rentals • Nursing • Personal support • Respite care | Toronto and York Region |
| Always Care Nursing Agency Phone: 416 222 4460 (Toronto) 905 770 8511 (York Region) www.alwayscare.net | <ul style="list-style-type: none"> • Companionship • Nursing • Personal Support | Toronto and York Region |
| Arcadia Home Care (specializes in Alzheimers and dementia) Phone: 1 844 977 0050 www.arcadiahomecare.ca | <ul style="list-style-type: none"> • Acquired Brain Injury home care • Alzheimers and related dementia home care | Toronto, Barrie and Lindsay |

| Agency Name and Contact Information | Services Provided | Area Served |
|---|--|---|
| <p>Bayshore HealthCare and Home Health Canada-wide phone: Phone: 1 877 289 3997 www.bayshore.ca</p> | <ul style="list-style-type: none"> • Companionship • Homemaking • Nursing • Palliative care • Personal support • Serious injury home care services | <p>Toronto: 416 927 7850 or 1 866 227 3205 Barrie: 705 419 1745 Durham region: 905 433 4002 or 1 877 433 4003 Hamilton: 905 523 5999 or 1 866 535 9979 Kitchener: 226 215 3152 or 1 877 438 6315 Lindsay: 705 340 3258 or 1 877 433 4003 London: 519 438 6313 or 1 877 438 6315 Mississauga: 905 277 3116 or 1 866 535 9979 Oakville: 905 844 5588 or 1 866 535 9979 St. Catharines: 905 688 5214 or 1 866 688 5214 York Region: 905 944 9451</p> |
| <p>Carefect Home Care Services Phone: 1 877 515 7665 www.carefecthomecareservices.com</p> | <ul style="list-style-type: none"> • Alzheimers and dementia care • Companionship • Homemaking • Live-in care • Medication reminder nursing • Personal support | <p>Etobicoke Markham Mississauga North York Scarborough Toronto</p> |

| Agency Name and Contact Information | Services Provided | Area Served |
|--|---|---|
| CBI Home Health Phone: 1 800 463 2225 www.cbi.ca/home | <ul style="list-style-type: none"> • Companionship • Foot care • Homemaking • In-home therapy services | Toronto and area |
| ComForCare www.comforcare.ca Phone: 1 800 886 4044 | <ul style="list-style-type: none"> • Companionship • Homemaking • Live-in care • Personal support • Transportation | Toronto-Central: 416 966 2100 Richmond Hill/ Markham: 416 637 7667 North York: 647 349 3515 Halton: 289 862 1122 Peterborough: 705 874 5770 Halton: 289 862 1122 Guelph-Cambridge: 647 897 2273 |
| Comfort Keepers Phone: 1 866 363 0072 www.comfortkeepers.ca | <ul style="list-style-type: none"> • Companionship • Homemaking • Personal support • Respite care | North York |
| Diamond Personnel Phone: 416 730 8866 or 1 888 886 8209 https://diamondpersonnel.com/ | <ul style="list-style-type: none"> • Homemaking • Personal support • 24-hour care and weekend relief | Toronto and area |
| Eldercare Home Health Inc. Phone: 416 482 8292 www.eldercarehomehealth.com | <ul style="list-style-type: none"> • Dementia Care • Homemaking • Nursing • Personal support | Toronto and area |

| Agency Name and Contact Information | Services Provided | Area Served |
|---|---|--|
| <p>Home Instead Senior Care Canada-wide: 1 888 673 1166 www.homeinstead.ca</p> | <ul style="list-style-type: none"> • Companionship • Homemaking • Hospice support • Nursing • Personal support • Transportation | <p>Toronto-Central: 416 972 5096</p> <p>Toronto East: 416 698 1384</p> <p>Toronto West: 416 531 6881</p> <p>Etobicoke: 416 239 2200</p> <p>North York: 416 800 9572</p> <p>Markham: 905 604 4223</p> <p>Newmarket, Aurora: 905 235 7130</p> <p>Mississauga: 905 276 2273</p> <p>Richmond Hill, Vaughan: 905 597 4757</p> <p>Brampton: 905 463 0860</p> <p>Oakville: 905 847 8433</p> |
| <p>Living Assistance Services Phone: 1 855 483 2273 www.laservices.ca/contact</p> | <ul style="list-style-type: none"> • Companionship • Homemaking • Nursing • Personal Support | <p>Toronto</p> |
| <p>Mosaic Home Care Services & Community Resource Centre Phone: 416 322 7002 www.mosaichomecare.com</p> | <ul style="list-style-type: none"> • Companionship • Nursing • Personal support | <p>Toronto (North York)</p> |
| <p>Move Seniors Lovingly Phone: 1 888 884 0804 www.moveseniorslovingly.com</p> | <ul style="list-style-type: none"> • Downsizing • Moving • Organizing and decluttering | <p>Toronto & area locations: www.moveseniorslovingly.com/find-your-contact-location</p> |

| Agency Name and Contact Information | Services Provided | Area Served |
|--|---|---|
| Paramed Home Health Care Phone: 905 470 4000 www.paramed.com | <ul style="list-style-type: none"> • Companionship • Live-in care • Nursing • Personal support • Specialized care • Therapy service | Toronto and area: 905 470 4000 Etobicoke, Halton, Mississauga: 905 847 1025 Toronto – Central: 416 977 5008 |
| Premier Homecare Services Phone: 519 884 1181 www.premierhomecareservices.com | <ul style="list-style-type: none"> • Companionship • Homemaking • Nursing • Personal support • 24-hour care | Kitchener-Waterloo Guelph London |
| Qualicare Phone: 647 932 6694 www.qualicare.com | <ul style="list-style-type: none"> • Homemaking • Personal support | Toronto and area |
| RNS Health Care Services Inc. Phone: 289 841 7150 https://rnshc.com | <ul style="list-style-type: none"> • Foot care • Homemaking • Nursing • Personal support • Respite care • Therapy service | Newmarket Vaughan |
| Selectacare Phone: 647 370 7771 https://selectacare.ca | <ul style="list-style-type: none"> • Companionship • Homemaking • Personal support • Respite care | Toronto and area, Oakville Mississauga Markham Vaughan |

| Agency Name and Contact Information | Services Provided | Area Served |
|--|---|---|
| Senior Homecare by Angels Phone: 800 747 9500 www.seniorhomecarebyangels.com | <ul style="list-style-type: none"> • Companionship • Homemaking • Personal support • Respite care | Toronto and area |
| Spectrum Head Office: 647 931 9583 www.spectrumhealthcare.com | <ul style="list-style-type: none"> • Foot care • Flu shots • Homemaking • Live-in care • Nursing • Personal support | <ul style="list-style-type: none"> • Toronto: 647 931 9575 • Peel: 647 953 1408 • York: 647 953 1675 |
| S.R.T. MedStaff Phone: 416 968 0833 www.srtmedstaff.com | <ul style="list-style-type: none"> • Companionship • Foot care • Homemaking • Nursing • Personal support • Respite care | Toronto and area |
| Topcat Organizing, Downsizing, Moving, Aging-in-place services Phone: 416 918 3435 | <ul style="list-style-type: none"> • Downsizing • Moving • Organizing and decluttering | Toronto and area |

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Online resources for finding home and community care

thehealthline.ca

Website: www.thehealthline.ca

Home Care Ontario

Website: <https://homecareontario.ca> with [Find a Home Care Provider](#) directory

211 Ontario

Website: 211ontario.ca

Ontario Community Support Association (OCSA)

Website: www.ocsa.on.ca

For more information

Ontario Health atHome

Phone: 310 2222 (no area code needed)

Website: ontariohealthathome.ca

Home Care Ontario

Phone: 905 543 9474

Website: www.homecareontario.ca

Ontario Community Support Association

Phone: 416 256 3010 or 1 800 267 OCSA

Website: www.ocsa.on.ca

211 Community Information

Phone: 211

Website: 211ontario.ca

Homemakers and Nursing Services Program – City of Toronto

Phone: 416 392 8579

Website: <https://www.toronto.ca/community-people/housing-shelter/seniors-disabled/homemakers-and-nurses-services/>



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