



## Healthcare Services Across Canada

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Province	Health Care	Contact	Description
<b>ALBERTA</b>	<b>Alberta Health Services</b> <b>Website:</b> <a href="http://www.albertahealthservices.ca/default.aspx">www.albertahealthservices.ca/default.aspx</a>  <b>E-mail:</b> <a href="mailto:ahs.corp@albertahealthservices.ca">ahs.corp@albertahealthservices.ca</a>	<b>811 Health Link- 24/7</b> Health Advice  <b>1-866-408-5465</b> Out of province	<b>How do I access long-term care?</b> In order to access a senior's living option, including long-term care, you need to undergo an <a href="#">assessment</a> by a Home Care Registered Nurse  You can access Alberta Health Services Home Care services if you: Live in Alberta Have an Alberta Health Care number, or Have applied for and are eligible to receive Alberta Health Care coverage  To get more information on seniors living options or to book an <a href="#">assessment</a> , contact the local Home Care Program, talk to your family doctor or call Health Link Alberta 811 or from outside the province 1-866-408-5465
<b>BRITISH COLUMBIA</b>	<b>Ministry of Health Services</b> <b>Website:</b> <a href="http://www.health.gov.bc.ca">www.health.gov.bc.ca</a>	<b>Home and Community Care</b> Victoria: <b>250-387-6121</b> Vancouver: <b>604-660-2421</b> Elsewhere in BC: <b>1-800-663-7867</b> Outside BC: <b>604-660-2421</b>	<b>Home and community care services</b> provide a range of health care and support services for eligible residents who have acute, chronic, palliative or rehabilitative health care needs. In-home services, for eligible clients, include home care nursing, rehabilitation, home support and palliative care. Community-based services include adult day programs, meal programs, as well as assisted living, residential care services and hospice care. Case management services are provided in both the home and community. Residential Care Facilities- provide accommodation, meals and care and supervision based on the person needs. There are a wide variety of settings where residential care is provided such as small home-like facilities for persons with physical or developmental disabilities, to large-scale facilities primarily for frail elderly seniors. Facilities that provide residential care to three or more persons must have a license, whether they receive funding (subsidized)

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<b>British Columbia (Contd)</b>			<p>from a health authority or another agency, or whether a person pays privately</p> <p>Licensed residential care facilities include:</p> <ul style="list-style-type: none"> <li>• Acquired Injury</li> <li>• Child and Youth Residential</li> <li>• Community Living</li> <li>• Hospice Care</li> <li>• Long Term Care</li> <li>• Mental Health</li> <li>• Substance Use</li> </ul>
<b>MANITOBA</b>	<b>Manitoba Health</b> <b>Website:</b> <a href="http://www.gov.mb.ca/health/homecare/index.html">www.gov.mb.ca/health/homecare/index.html</a>	<p><b>Interlake-Eastern Regional Health Authority</b>  <b>1-855-347-8500</b>  Website: <a href="http://www.ierha.ca">www.ierha.ca</a></p> <p><b>Prairie Mountain Health</b>  <b>204-483-5000/1-888-682-2253</b>  Website: <a href="http://www.prairiemountainhealth.ca">www.prairiemountainhealth.ca</a></p> <p><b>Winnipeg Regional Health Authority: 204-926-7000</b>  Website: <a href="http://www.wrha.mb.ca">www.wrha.mb.ca</a></p> <p><b>Northern Regional Health Authority: 204-687-4870</b>  Website: <a href="http://www.nrha.ca">www.nrha.ca</a></p> <p><b>Southern Health-Santé Sud</b>  <b>204-428-2720/1-800-742-6509</b>  Website: <a href="http://www.southernhealth.ca">www.southernhealth.ca</a></p>	<p>The 5 Regional Health Authorities (RHA's) have operational responsibility for Home Care including planning, delivery and ongoing management of the services.</p> <p>The RHA's are responsible for:</p> <ul style="list-style-type: none"> <li>accepting referrals and determining eligibility for home care services, based on a multi-disciplinary assessment;</li> <li>developing a plan of care which takes into account the needs of the individual and family as well as available community resources;</li> <li>determining the amount and type of services to be provided by home care;</li> <li>securing, scheduling and supervising the appropriate resources to meet home care service requirements;</li> <li>developing and maintaining a "pool" of service providers and resources to ensure continuity in the availability of resources;</li> <li>establishing quality assurance processes for ongoing care planning, monitoring and evaluation of services, including documentation of regional policies and procedures;</li> <li>managing the personal care home placement process for individuals whose care can no longer be provided in the community;</li> </ul>

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<b>MANITOBA (Contd)</b>			developing and maintaining liaisons with other components of the health care system
<b>NEW BRUNSWICK</b>	<b>Home Support Services and Long-Term Care Services for Seniors</b> <b>Website:</b> <a href="http://www.gnb.ca/0051/index-e.asp">www.gnb.ca/0051/index-e.asp</a>	<b>Regional Sub-Offices General Information:</b> Moncton (Region 1) <b>1-866-426-5191</b> Saint John (Region 2) <b>1-866-441-4340</b> Fredericton (Region 3) <b>1-866-444-8838</b> Edmundston (Region 4) <b>1-866-441-4249</b> Restigouche (Region 5) <b>1-866-441-4245</b> Chaleur (Region 6) <b>1-866-441-4341</b> Miramichi (Region 7) <b>1-866-441-4246</b> Acadian Peninsula (Region 8) <b>1-866-441-4149</b>	<p>The Extra-Mural Program is established within the Regional Health Authorities to provide quality home health care services to eligible residents when their needs can be met safely in the community</p> <p>The EMP has the mandate to provide and/or facilitate:</p> <ul style="list-style-type: none"> <li>• An alternative to hospital admissions;</li> <li>• An alternative to or postponement of nursing home admission;</li> <li>• Early discharge from hospitals;</li> <li>• Long-term care;</li> <li>• Palliative care;</li> <li>• Rehabilitation services; and</li> <li>• The coordination of support services</li> </ul> <p>Long-Term Care Services refer to a range of personal support, physical, social and mental health services required by individuals who, because of long term functional limitations, need assistance to function as independently as possible</p> <p>Facilities for out-of-home long term care services are approved and monitored. Room and board is provided, as well as required supervision and assistance with activities of daily living</p>
<b>NEWFOUNDLAND AND LABRADOR</b>	<b>Health and Community Services</b> <b>Website:</b> <a href="http://www.health.gov.nl.ca/health/findhealthservices/in_your_community.html#contact">www.health.gov.nl.ca/health/findhealthservices/in_your_community.html#contact</a>	<b>Eastern Regional Health Authority</b> St John's: 709- 752-4800 Rural Avalon: 709-759-3354 Bonavista/Clareville: 709- 468-5243 Burin: 709-891-5025 <b>Central Regional Health Authority</b>	<p>The long-term care and community support services system provides services to seniors, adults and children with disabilities, and individuals requiring professional services while at home or following hospitalization. It includes services provided in the home, residential options, personal care homes and long-term care facilities</p>

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<b>NEWFOUNDLAND AND LABRADOR (Contd)</b>		<p>Gander: 709- 256-2500  Grand Falls-Windsor:  709- 292-2500  Central Health Corporate Office:  709- 292-2138  <b>Western Regional Health Authority</b>  Corner Brook: 709-637-5000  Stephenville: 709-643-8700  <b>Labrador-Grenfell Regional Health Authority</b>  St Anthony: 709-454-3333  Happy Valley-Goose Bay:  709-897-2000  Labrador City: 709-944-2632</p>	For more information about the health and community services available contact your local regional health authority
<b>NOVA SCOTIA</b>	<p><b>Nova Scotia Health Authority</b>  <b>Website:</b>  <a href="http://www.nshealth.ca/continuing-care">www.nshealth.ca/continuing-care</a></p>	<p><b>Continuing Care services 1-800-225-7225.</b>  Out of province callers:  Annapolis and Kings Counties  <b>902-742-0629</b>  Cape Breton County, Northern and Central Inverness County and Victoria County  <b>902-563-3695</b>  Colchester County and Municipality of East Hants  <b>902-893-6277</b>  Cumberland County  <b>902-893-6277</b>  Guysborough, Antigonish and Richmond Counties and the southern portion of Inverness County  <b>902-563-3695</b></p>	<p>Continuing Care, a program of the Department of Health, serves people who need ongoing care outside of hospital, either on a long-term or short-term basis</p> <p>Continuing Care provides access to:  Home Support Services  Nursing Services  Caregiver Benefit Program  Family Respite Services  Community Bead Loan Program  Home Oxygen Services  Personal Alert Assistance program  Long-Term Care Facility Placement  Adult Protection</p>

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<b>NOVA SCOTIA (Contd)</b>		Halifax, Eastern Shore and West Hants <b>902-487-0607</b> Pictou County <b>902-893-6277</b> Lunenburg and Queens Counties <b>902-742-0629</b> Digby, Shelburne and Yarmouth Counties <b>902-742-0629</b>	
<b>ONTARIO</b>	<b>Ontario Ministry of Health and Long-Term Care</b> <a href="http://www.health.gov.on.ca/en/common/system/default.aspx">www.health.gov.on.ca/en/common/system/default.aspx</a>	<b>ServiceOntario INFOLine</b> <b>1-866-532-3161</b>	<p>Health Services</p> <p>There are 14 Local Health Integration Networks (LHIN) in Ontario which operate in several branch and site offices across the province. LHINs are the local organizations established by the Ministry to provide access to government-funded home and community services and long-term care homes</p> <p>LHINs work together, and with physicians, hospital teams and other health care providers to enhance access and co-ordination for people who need care in the community</p> <p>They help people to:</p> <ul style="list-style-type: none"> <li>-live independently at home</li> <li>-apply for admission to a long-term care home</li> </ul> <p>LHINs also provide information about local community support service agencies and can link people to these agencies to arrange services</p> <p>Anyone can make a referral to a LHIN — an individual requiring service, a family member, caregiver, friend, physician or other health care professional</p> <p>For locations and more detail about LHINs, please visit their website at <a href="http://healthcareathome.ca/">http://healthcareathome.ca/</a></p>

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<b>PRINCE EDWARD ISLAND</b>	<b>Prince Edward Island Department of Health</b> <b>Website:</b> <a href="http://www.princeedwardisland.ca/en/departement/health-pei/about">www.princeedwardisland.ca/en/departement/health-pei/about</a>	General Inquiries  <b>Health PEI</b> <b>902- 368-6130</b>  <a href="mailto:healthpei@gov.pe.ca">healthpei@gov.pe.ca</a>	Long-Term Care is responsible for program delivery of nine public long-term care facilities (Colville Manor, Riverview Manor, Prince Edward Home, Beach Grove Home, Summerset Manor, Wedgewood Manor, Stewart Memorial, Margaret Stewart Ellis Home and Maplewood Manor) located across the province and financial support for individuals in private long-term care beds. This section is also responsible for Sherwood Home, a long-term care facility for individuals with physical and intellectual disabilities who need either residential or respite care
<b>QUEBEC</b>	<b>Health Insurance</b> <b>Website:</b> <a href="http://www.ramq.gouv.qc.ca/en/citizens/health-insurance/healthcare/Pages/medical-services.aspx">www.ramq.gouv.qc.ca/en/citizens/health-insurance/healthcare/Pages/medical-services.aspx</a>	<b>Québec 418-646-4636</b> <b>Montréal 514-864-3411</b> <b>Elsewhere in Québec 1-800-561-9749</b>	<b>Health and Social Service Centres (CSSSs)</b>  The objectives of health and social services centres are the following:  To promote health and well-being To bring together the services offered to the public To offer more accessible, better coordinated and seamless services To make it easier for people to move through the health and social services network To ensure better patient management, particularly of the most vulnerable users  <b>This free telephone service is available 24 hours a day, 7 days a week</b>
<b>SASKATCHEWAN</b>	<b>Saskatchewan Health Care System</b>  <b>Website:</b> <a href="http://www.saskatchewan.ca/government/government-structure/ministries/health#information">www.saskatchewan.ca/government/government-structure/ministries/health#information</a>	General Inquiries – <b>1-800-667-7766</b>	The Saskatchewan health care system is made up of many provincial, regional and local organizations working together to ensure we have healthy people in healthy communities  The Minister of Health oversees the strategic direction of the system. Saskatchewan Health oversees and co-ordinates the delivery of health services in the province.

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<b>SASKATCHEWAN (Contd)</b>	<a href="#">on-you-might-be-looking-for</a>		<p>Most services are delivered through the province's regional health authorities (health regions), their affiliated organizations, and the Saskatchewan Cancer Agency</p> <p>Care at Home and Outside the Hospital Services are available for people who can no longer live independently, or need assistance to do so. Many of these services are used primarily by seniors, but there are people of all ages who qualify for assistance</p> <p><a href="#">Apply for Individualized Funding for Home Care</a></p> <p>Get help managing your unique support needs, such as personal care or home management. This service is provided by health regions for eligible individuals or their guardians</p> <p><a href="#">Home Care</a>- Home helps people that need acute, palliative, and supportive care to stay independent at home. It also helps reduce unnecessary hospital admissions and the length of hospital stays</p> <p><a href="#">Personal Care Homes</a> - Personal care homes provide lodging, meals, and assistance with or supervision of activities of daily living. They are privately owned and operated businesses, licensed and monitored by the Ministry of Health</p> <p><a href="#">Special Care Homes</a> - Special care homes – or nursing homes – provide care when your needs can no longer be met in the community. Special care homes are run by your health region or operated by a provider that has a contract with your health region</p>



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<b>NORTHWEST TERRITORIES</b>	<b>Department of Health and Social Services</b> <b>Website:</b> <a href="http://www.hss.gov.nt.ca/en/services/nwt-health-care-plan">www.hss.gov.nt.ca/en/services/nwt-health-care-plan</a>	<b>1-800-661-0830</b> <b>867-767-9090 ext 40000</b>	Six Health and Social Services (HSS) Authorities plan, manage and deliver a full spectrum of community and facility-based services for health care and social services: Community health programs include daily drop-in clinics, public health clinics, home care, school health programs and educational programs. Visiting physicians and specialists routinely visit the communities
<b>NUNAVIK</b>	<b>Health and Social Service</b> <b>Website:</b> <a href="http://www.inuulitsivik.ca/cadres_anglais/index_e.htm">www.inuulitsivik.ca/cadres_anglais/index_e.htm</a>	<b>819-988-295</b> Inuulitsivik Health Centre (Hudson Bay) Puvirnituk Qc. J0M 1P0  <b>819-964-2905</b> Ungava Tulattavik Health Centre (Ungava Bay) C.P. 149, Kuujuaq Qc. J0M 1C0	Nunavik has two health institutions: the Ungava Tulattavik Health Centre in Kuujuaq and the Inuulitsivik Health Centre in Puvirnituk. These centres have multiple roles, offering services normally provided by CLSCs (local community service centres), CPEJs (child and youth protection centres), CHs (short-term hospital centres), CHSLDs (extended-care residential hospital centres) and CRJDAs (rehabilitation centres for youths with adjustment difficulties). Further, a reintegration centre opened its doors in Inukjuak in 2000 and offers services to persons with major psychiatric problems. The region also has several community organizations that work in partnership with the regional board among various client groups, such as women, young persons and substance abusers
<b>YUKON TERRITORY</b>	<b>Yukon Health and Social Services</b> <b>Website:</b> <a href="http://www.hss.gov.yk.ca/programs/continuing/">www.hss.gov.yk.ca/programs/continuing/</a>	<b>867-667-5945</b>	Yukon's Continuing Care Branch provides Residential, Home Care and Regional Therapy services for the citizens of the Yukon Territory  Home Care services assist clients to live independently in their own homes and are based on the clients assessed health needs <a href="#">More information</a>  There are five continuing care facilities in the Yukon. Birch Lodge, Copper Ridge Place, Thomson Centre and Macaulay Lodge are located in Whitehorse and McDonald Lodge provides care services in Dawson City