

United  
in our  
commitment  
to care.



OCSA

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Ontario Community  
Support Association

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# Who uses home and community support services?

Across the province each year, over one million people receive home care and community support services – and the need is growing.

Home and community services benefit a full range of clients, including **seniors**, people of all ages with **disabilities** or **chronic illness**, and their **family caregivers**.



Photo provided by:  
**Wesway**

# 25+

Health & Wellness Services



Supporting **1 Million+** Ontarians

# What is home and community support?

Everyone deserves the opportunity to live independently in their own home for as long as possible. Home and community support includes more than 25 different health and wellness services which help Ontarians do just that, in safety and comfort. Here are just a few examples:

- **HOME CARE SERVICES** including nursing, personal support services and Occupational Therapy provide personalized, convenient care while transitioning out of hospital and over the longer-term.
- **NUTRITION PROGRAMS** like congregate dining and Meals on Wheels provide more than a meal – they offer vital social contact and safety checks.
- **TRANSPORTATION SERVICES** enable seniors and people with disabilities to attend their medical appointments.
- **RESPIRE AND ADULT DAY PROGRAMS** give exhausted family caregivers much-needed rest and support.



**3 Million**  
Meals Delivered



**2 Million+**  
Rides Provided



**225,000+**  
Clients Served In  
Adult Day Programs

# Why is home and community support important?

**A strong home and community support sector is the foundation of a sustainable health system.**

Home care and community support services allow people to safely meet their unique needs, be more independent and resilient, and live the way they want to live, for longer. These cost-effective services reduce the need for more expensive hospital care, emergency room visits, or long-term care. They benefit individual clients, their caregivers, and the health care system as a whole.

## How are home and community support services funded?

Some services – such as home care nursing – are fully publicly funded by the health system. Other not-for-profit providers receive partial funding and make up the difference through charitable fundraising or by charging client fees. Some services are also provided by for-profit companies.



Photo provided by:  
**Participation House**



Photo provided by:  
**TransCare**



Photo provided by:  
**TransCare**

# What value do home care and community support services bring to the health system?

- **WE PROVIDE HIGH-QUALITY, COST-EFFECTIVE CARE.** Locating care in the community benefits clients, and results in significant savings to the health system.
- **NOT-FOR-PROFIT HOME CARE AND COMMUNITY SUPPORT AGENCIES** re-invest surplus funds into providing more and better care, ensuring vital funding stays in the community.
- **DEDICATED VOLUNTEERS** donate over 3 million hours of service each year. If replaced with paid work, this would cost the health care system over \$80 million annually.
- **THESE ORGANIZATIONS HAVE DEEP ROOTS** in their local communities, so their teams and board members understand the unique needs of their diverse populations and geographies.
- **FAMILY CAREGIVERS** are the invisible backbone of Ontario's health care system; caregiver support ensures they don't burn out, and can continue to care for their loved ones.
- **COMMUNITY SUPPORT SERVICES** encompass health promotion, preventative services and re-enablement services. They don't stop at meeting a client's current needs – they defend against decline and more serious needs in the future.

**For more information visit:**

**[www.ocsa.on.ca](http://www.ocsa.on.ca)**

# How can I learn more about home and community support?

The **Ontario Community Support Association** represents nearly 300 not-for-profit home care and community support organizations from across the province. We also create partnerships, facilitate knowledge sharing, and offer training, resources and benefits that enable our members to provide vital services.



Photo provided by:  
**Wesway**

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