
WHAT EXPERTS ARE SAYING ABOUT THE CHANGES TO HOME CARE SERVICES IN ONTARIO

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“These changes give Community Care Access Centres a broader mandate in the health care system. CCACs will be able to provide more equitable access to client-centred care, be involved in arranging more comprehensive, individualized services for clients and ensure consistent, quality of care through an improved competitive bidding process.” – Margaret Mottershead, CEO of the Ontario Association of Community Care Access Centres.

“We’re pleased to be involved in helping to improve the transparency and quality of home care services in Ontario. The best way to ensure high quality care is through constant feedback from clients and service providers.” – Sue VanderBent, Executive Director of the Ontario Home Care Association.

“We look forward to working with Community Care Access Centres and other providers on enhancing services to better meet the individual needs of clients. We agree with an increase in focus on quality and transparency, which will help more people live independently in the community and look forward to getting started on the important work that lies ahead.” – Susan Thorning, CEO of the Ontario Community Support Association.

“Today’s announcement supports the level of quality, excellence and innovation that is required to move home and community care forward in Ontario.” – Shirlee Sharkey, President and CEO of St. Elizabeth Health Care

“The government is recognizing the full potential of Community Care Access Centres as a true one-stop resource for helping Ontarians to live longer in their own homes. CCACs will now be involved in organizing a wider range of health and community services around the health care needs of clients.” – Hy Eliasoph, CEO of the Central LHIN