

Expansion of Action Line to Include Home Care Makes Sense

May 1, 2007:- The Ontario Home Care Association (OHCA) applauds the government’s decision to expand its “Action Line” to recipients of home health care. Providing an independent means for Ontarians to express concerns or complaints is integral to an effective continuous quality improvement culture and as such is supported by all members of the Association.

Home care is a vital component of the health care system in Ontario and as the Honourable Elinor Caplan stated in her report – Competing for Excellence by Rewarding Results (May 2006), “.... they [clients] want a stronger voice in home care. They want to be part of the care team. They want to be active participants in decisions about their care.” The Action Line is one of Caplan’s recommendations that address clients’ rights and choices about their care.

OHCA expects that information from the Action Line will be used to inform policies and procedures locally and across the province. “The OHCA has always been a strong advocate for high quality care,” said Sue VanderBent, Executive Director. “All our members have a formal complaints process and encourage clients to express their concerns. However, we know that some clients are reluctant to offer any criticism of a service that they value so highly. The Action Line is an important step to ensuring that every opportunity to express any concerns is available to clients.”

OHCA will work closely with the Ministry to respond to the need for system changes identified through this expanded province wide service.

- 30 -

About OHCA

The OHCA, *the voice of home care in Ontario*, is a membership association representing providers of quality home care services from across Ontario. OHCA is dedicated to promoting the growth and development of the home and community health care sector by helping to shape health care policy, supporting members to excel, and being a leading source of information on home and community care.

OHCA members are accredited through the Canadian Council on Health Services Accreditation (CCHSA) and/or the International Standards Association (ISO).

For more information, contact:

Susan D. VanderBent
Executive Director, Ontario Home Care Association
Phone: 905-543-9474
Fax: 905-545-1568
Email: suevan@homecareontario.ca

For the latest in news and information about the home care sector in Ontario, subscribe to the Ontario Home Care Association’s ‘House Call’ at www.homecareontario.ca.