

Community & Home
Assistance to Seniors

Assisted Living

Seniors Services for High-Risk

- Service Description:** Professional support available 24 hours a day, 7 days a week providing both scheduled and unscheduled personal support and homemaking services to High-Risk older adults who need daily access to service to assist with the maintenance of a safe and independent lifestyle. Services may include personal support, medication management (blister pack required), security checks, safe transfers, laundry, essential housekeeping, light meal preparation/meal warming, and care coordination.
- Service Provider(s):** Personal Support Workers with specialized competencies in senior care and Home Support Workers (homemaking services).
- Persons Served:** Older adults and persons with age-related conditions
- Eligibility:**
- High-Risk older adult deemed eligible for service by Ontario Health atHome based on criteria set out in the Assisted Living Services Policy, 2023.
 - Individuals requiring personal support and homemaking services who require scheduled and unscheduled support over a 24-hour period.
 - Shall reside in a designated geographic service area and shall not reside in a Retirement home or a Long-Term Care home, Individual must be able to remain safely in their home between visits.
 - There must be a safe environment to minimize risk to harm.
- Limitations:** Direct care needs that require 1-hour or larger blocks (block visitation) are not eligible. Persons requiring such support will be transitioned to more appropriate services.
- Program location(s):** Parkview Services for Seniors; Dunlop Pines, Genesis Place and Richmond Hill Community; Keswick Gardens and Keswick Community; Kitchen Breendon Manor and Schomberg Community; Armitage Gardens; Heritage East; Hadley Grange; Friuli Terrace
- Availability:** 24 hours a day, 7 days a week
- Frequency of Service:** Scheduled services as assessed in partnership with the person served. Unscheduled as needed.
- Cost:** No cost
- Contact:** Ontario Health atHome 310-2222 (no area code required) or CHATS head office at (905)713-6596 or 1-877-452-4287.
- Referral Source(s):** Ontario Health atHome
- Funded by:** Ontario Health
- Stakeholders:** Persons served, caregivers