

Personal Care

(Private Pay/Non-Funded)

Service Description: Professional Personal Support Services which may include showering/bathing assistance, dressing, medication assistance, support in managing ongoing conditions (i.e.: COPD), assistance with safe transfers and mobility, meal preparation, social support, and household management. Assessment, service planning and care coordination is also provided initially and as needed thereafter by a Client Care Supervisor. Persons served have the option of receiving a weekly Telephone Reassurance call by a trained volunteer to enhance services.

Service Provider(s): Personal Support Workers with specialized competencies (skills, knowledge, and education) in senior care. Service supervision and care coordination is provided by nurses, registered with the College of Nurses of Ontario.

Persons Served: Older adults and persons with age-related conditions.

Eligibility: Persons aged 55 or older, or persons with age related conditions, living in York Region, Bradford West Gwillimbury or New Tecumseth, who require assistance with personal care.

Limitations:

- The care recipient person (person served) must not demonstrate responsive behavior or defensive or protector behavior (known to inflict physical harm to caregivers).
- Two-person assistance for care is not available.
- The home environment must be safe to provide care.

Program location(s): In the home of persons served which may include retirement homes and long-term care homes.

Availability:

- CHATS Personal Care Program is available 24 hours a day, seven days a week.
- Hours provided are based on assessed need and availability of staff.
- A two-hour minimum is required.

Frequency of Service: As required by person served, pending staff availability.

Cost: As of June 1, 2025, \$45.90 per hour and subject to change. Statutory holiday service is available at time-and-a-half rates.

Contact: CHATS office at (905) 713-6596 or 1-877-452-4287

Referral Source(s): Self, family, physicians, Ontario Health at Home

Funded by: No government funding is provided to support this program. Full cost is paid by persons served.

Stakeholders: Persons served and caregivers