

Home Help

Service Description: In-home support to assist persons served with routine household activities and instrumental activities of daily living, such as light housekeeping (of personal living space), household management tasks, shopping, and meal preparation. Assessment, service planning and care coordination is also provided. The program focus is strengths based— supporting persons to complete tasks independently and assisting with tasks they cannot perform.

Service Provider(s): Service is Provided by a trained Home Support Worker with special knowledge in working with older adults.

Persons Served: Older adults and persons with age related conditions who are at high risk of losing their capacity to live in the community, to the extent that they are unable to maintain a safe or clean household, or maintain social contacts, without continuing assistance.

- Eligibility:**
- Safe home environment as determined by completion of a Home Safety and Risk Assessment and remediation of any identified safety issues.
 - Services provided must be within a client's personal living area which is deemed reasonable for a senior requiring assistance with instrumental activities of daily living; size of home/rooms too large/tasks too heavy are not eligible.
 - All cleaning equipment must be in good working order and cleaning products must be in original containers with original labels.
 - Client must live in York Region or South Simcoe and be home to receive service.
 - Total hours of service are assessed per household rather than per individual client.

Limitations: Service is limited to a maximum of eight hours per month. Persons receiving meal preparation service may receive additional hours. No Personal Care is provided under this service.

Program location(s): This service is provided where the client resides.

Availability: Service is generally available Monday to Friday, 9:00 a.m. to 5:00 p.m., for a minimum two-hour visit. Exceptions may be approved, where essential, pending staff availability.

Frequency of Service: As determined by client, within service maximum. Service is generally provided weekly, every other week or monthly.

Cost: As of May 1, 2026 Fees are \$31.50 per hour and subject to change. Subsidies are available based on a fee assessment and availability of funds.

Contact: Call CHATS office at (905) 713-6596 or 1-877-452-4287 to schedule an intake telephone call.

Referral Source(s): Self, family, Ontario Health atHome, other partners

Funded by: Ontario Health and co-payment of persons served

Stakeholders: Persons served, caregivers

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