

**Home at Last (HAL)**

**Service Description:** Home at Last provides a safe and smooth transition from hospital to home for older adults and persons with special needs. The program provides reliable and comfortable transportation and helps persons served remain safe and comfortable at home by remaining with the client until they are settled. The services on the way home may include picking up prescriptions, essential groceries, small medical equipment, or supplies, as needed. In addition, a follow-up call is made within 5 business days to review services and provide coordination/linkages to community support services.

**Service Provider(s):** Personal Support Workers

**Persons Served:** Older adults, persons with age related conditions and persons with special needs requiring transportation and settle in support following an inpatient admission or emergency room visit.

- Eligibility:**
- Persons aged 55 or older or those who are younger with special circumstances, who require assistance when being released from the hospital inpatient unit or the Emergency Department.
  - Must be medically stable and able to direct and manage their own care, such as medications; self-administer insulin injections, oxygen, etc.
  - Must be able to manage their medication routine with minimal reminders.
  - Must be mobile and weight-bearing with minimal assistance of one person. Must be able to get into a vehicle or home with the assistance of one person.
  - Must be a resident of York Region or South Simcoe.
  - Persons served can be taken to a residence which includes retirement homes, but does not include long-term care facility, except when the person is admitted for convalescent or respite care.
  - Same day surgery patients are not eligible.
  - The client must require settle in service

**Limitations:** PSW/driver will not purchase non-essential items, such as alcohol & cigarettes.

**Program location(s):** Mackenzie Health, Southlake Regional Health Centre, Oak Valley Health, Stevenson Memorial Hospital

**Availability:** Referrals accepted daily from 8:30 a.m. to 4:00 p.m., seven days a week, including statutory holidays.

**Frequency of Service:** As required with eligibility determined by hospital personnel.

**Cost:** No Cost.

**Contact:** Home at Last Phone: 1-866-291-1503 Home at Last Fax: 905-713-1841 or 1-877-676-0666

**Referral Source(s):** Partner hospitals

**Funded by:** Ontario Health

**Stakeholders:** Persons served, caregivers, hospital partners, partner community agencies