

**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 May 1, 2026, \$46.00 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 atHome

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

**Stakeholders:** Persons served and caregivers