

Are you recovering from illness or injury?



Do you need support to live independently at home?



Are you caring for a child with disabilities?



Are you considering long-term care?



Do you need help navigating the health system or connecting with services in your community?

Contact the South West Community Care Access Centre (CCAC). We are committed to delivering outstanding care, every person, every day!



Connecting you with care  
Votre lien aux soins

South West  
**CCAC** **CASC**

Community  
Care Access  
Centre

Centre d'accès  
aux soins  
communautaires  
du Sud-Ouest

### For more information contact :

#### London (Head Office)

356 Oxford Street West, London ON N6H 1T3  
Telephone: 519 473 2222 Fax: 519 472 4045  
Toll Free: 1 800 811 5146

#### Owen Sound

255 18th Street West, Owen Sound ON N4K 6Y1  
Telephone: 519 371 2112 Fax: 519 371 5612  
Toll Free: 1 888 371 2112 Toll Fax: 1 800 825 7126

#### St. Thomas

Unit 70, 1063 Talbot Street, St. Thomas ON N5P 1G4  
Telephone: 519 631 9907 Fax: 519 631 2236  
Toll Free: 1 800 563 3098

#### Seaforth

PO Box 580, 32 Centennial Drive  
Seaforth ON N0K 1W0  
Telephone: 519 527 0000 Fax: 519 527 0470  
Toll Free: 1 800 267 0535

#### Stratford

65 Lorne Avenue East, Stratford ON N5A 6S4  
Telephone: 519 273 2222 Fax: 519 273 2847  
Toll Free: 1 800 269 3683

#### Strathroy

395 Carrie Street, Suite 311, Strathroy ON N7G 3C9  
Telephone: 519 245 3233 Fax: 519 245 3028  
Toll Free: 1 800 265 6235

#### Walkerton

RR 2, 15 Ontario Road, Walkerton ON N0G 2V0  
Telephone: 519 881 1181 Fax: 519 881 1425  
Toll Free: 1 888 371 2112 Toll Fax: 1 800 825 7127

#### Woodstock

1147 Dundas Street, Woodstock ON N4S 8W3  
Telephone: 519 539 1284 Fax: 519 539 0065  
Toll Free: 1 800 561 5490  
For more information visit [www.sw.ccac-ont.ca](http://www.sw.ccac-ont.ca).

For information about health and social services across the South West visit [www.thehealthline.ca](http://www.thehealthline.ca).

[thehealthline.ca](http://thehealthline.ca)



Connecting you with care  
Votre lien aux soins

South West  
**CCAC** **CASC**

Community  
Care Access  
Centre

Centre d'accès  
aux soins  
communautaires  
du Sud-Ouest



## Help is a phone call away

Anyone can contact the South West CCAC – you, a family member, your family doctor, a hospital discharge planner, a friend, or another health professional. Simply call the closest office listed on the back of this brochure.

Call for Board Member: 519-479-2222 or 1-800-911-7222  
South West CCAC Offices:

Lambton	519-479-2222 or 1-800-911-7222
Green Sandal	519-375-2412 or 1-888-375-2412
St. Thomas	519-526-9997 or 1-888-563-3997
St. Mary's	519-527-0000 or 1-888-287-0000
Simcoe	519-279-2222 or 1-800-289-3997
Wentworth	519-246-5222 or 1-888-246-5222

Find out more at [www.sw.ccac-ont.ca](http://www.sw.ccac-ont.ca).

If you are looking for information about health and social services in your community, you will speak with one of our Information and Referral professionals, who are specially trained to answer your questions. Or you can visit our information website, [www.thehealthline.ca](http://www.thehealthline.ca).

If you need care at home or in your community, you will speak with a case manager or care coordinator. She or he is a qualified professional who will work hand-in-hand with you and your family.

If you are interested in finding a place in a long-term care home (nursing home) or other living arrangements for you or a family member, speak with a case manager about the options and process.

## Connecting to care

Here's how the South West CCAC care process works:

- You and your case manager will talk about your situation and work together to develop a plan that meets your needs.
- Your case manager will arrange the CCAC services for which you are eligible, such as nursing, personal support, physical and occupational therapy, and medical equipment.
- The cost of eligible CCAC services is covered under OHIP.
- In addition your case manager will tell you about other community and private organizations that provide services.
- If your situation changes, your case manager will adjust your services.

## Being a good team member

You are an important member of your care team. Here are some ways you can get the most out of your CCAC services:

- Be open with your case manager
- Let her or him know if your situation changes

- Get to know your care providers and let them know how you like things done
- Do what you can for yourself – you'll feel better!
- Let your case manager or care provider know if you aren't going to be available for a scheduled appointment
- Report any concerns you have to your case manager

## Our commitment to you

At the South West CCAC, we believe that the best care is a partnership. Working with you and your family, we are committed to delivering outstanding care, every person, every day.

