

## PALLIATIVE CARE SERVICES IN THE CENTRAL LOCAL HEALTH INTEGRATION NETWORK (LHIN)

The Central LHIN is working with our patients, the Central Community Care Access Centre (CCAC) and other health service providers and partners to fund, plan and integrate a system of palliative care programs and services across our planning region (a 2,730 square kilometer area including parts of North York and Etobicoke, most of York Region and south Simcoe County).

Our plan is based on actions outlined by the Ministry of Health and Long-Term Care after consultation with stakeholders: *Advancing High Quality, High Value Palliative Care in Ontario, Declaration of Partnership and Commitment to Action.*



## Palliative Care

Essential services for you and your family

For information about health and community services, visit [healthcareathome.ca/central](http://healthcareathome.ca/central)

For palliative care resources, click on the **Hospice Palliative Care Resources** button at the bottom of the page.

## Palliative Care

Essential services for you and your family



## ACCESS TO PALLIATIVE CARE SERVICES

Your primary care physician or palliative care team will help you and your family to decide when it's the right time to arrange for palliative care. Your health care provider will refer you to the **Central Community Care Access Centre (CCAC)** or if you prefer, you can call the Central CCAC directly at the telephone number below.

1-888-470-2222  
EXT. 5562

The Central CCAC coordinates high quality in-home and community-based care, long-term care placement and information and referral services for over 82,000 people each year. Listening to and respecting your personal preferences and wishes, your CCAC care coordinator will work with you and your family to plan and arrange the palliative care services you need.

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Essential services for you and your family

Within the Central LHIN region, there are two ways – each with its own telephone number – for you and your family to access palliative care services.



## PALLIATIVE CARE CRISIS LINE

A new centralized telephone service can help you and your family with **urgent palliative care issues** associated with end-of-life support.

This central telephone number is managed through **SYKES**, a trusted provider of over-the-telephone clinical consultation. Your call will connect you with a **Registered Nurse (RN)** 24 hours per day, seven days a week. The RN will look at your electronic health record with your permission, give you help and support, and can connect you with other members of the health care team if needed.

1-844-HERE4ME  
(1-844-437-3463)

**Call the Palliative Care Crisis Line, when you need help with:**

- Emotional or physical changes.
- Worsening or changing physical pain or symptoms.
- Medical equipment or supply concerns.