

# Welcome to Reconnect.

*Helping Strengthen Our Community*

## What is Reconnect Health Services?

**Reconnect Health Services** is a not-for-profit health care organization, serving clients in Toronto and the GTA. As a health care provider, we offer services for individuals experiencing mental health and addictions concerns, seniors, and caregivers. We're glad you're here.

You may have been referred to us from another health care provider, like your doctor, a hospital, or Ontario Health atHome. It's not uncommon to receive our services *and* services from other health care providers at the same time. This can get confusing, especially if those services are similar.

## What's the difference between Reconnect and other health care providers?

All of your healthcare providers make up various parts of the healthcare system in Ontario. Reconnect is what's known as a **community healthcare organization**, meaning our services take place in your home or local neighbourhood and we are often able to see you multiple times each week or month, depending on your needs.

For some people, we are there to support them for a few months; and for others, for many years. We work in partnership with your doctors and other services to make sure your care is coordinated and that you understand what is happening.





## What does this partnership look like?

Everyone's circumstances are different. This is an example of how different service providers work together to support a person's healthcare

Carol is an 83-year old woman who was recently hospitalized due to her diabetes. When she was ready to go home, the hospital connected her with Ontario Health atHome for nutritional counselling. Recently, the Ontario Health atHome worker noticed Carol was having difficulty with her personal care and referred her to Reconnect.

Reconnect sent a case worker to visit Carol to assess her needs and set her up with personal support services with a trained PSW. With Carol's permission, the case worker followed up with her other providers and her children, so everyone was on the same page.

## What types of services does Reconnect provide?

Regardless of what you originally come to Reconnect for, we may have other services that can help you now or in the future. This includes:

- Case Management - Connecting people to the health and social services systems
- Mental Health and Addictions Supports - Working towards goals, accessing therapeutic supports
- Counselling and Support Groups for Caregivers
- Meals on Wheels and Transportation Services
- Personal Care in the home
- Adult Day Programs
- Exercise, Social and Recreational Programs for Older Adults

## What's next?

You will be connected with a Reconnect staff person who will help support you. If you have any questions or concerns, please let them know, or call us at our main line to ask for help.