Private Home Care & Support Services
Professional Care. Individual Needs. Trusted Support

Home Support
Senior Care

About Home Support Senior Care (HSSC)

HSSC provides experienced Personal Support Workers (PSWs) and Home Support Workers (HSWs) to assist seniors and individuals who require support in their home or wherever they call home.

From personal care and companionship to dementia support, respite, and hospital-to-home assistance, HSSC helps clients access the right level of support for their individual circumstances. We coordinate the care process from the initial referral through caregiver matching and the start of services.

SERVICES

Our Services Are Arranged Based On The Client's Individual Needs

- Personal Care
- Companion Care
- Mobility Support
- Dementia Support
- Respite Care
- 24-Hour Care
- Live-In Care
- Appointment Accompaniment
  (Wheel-Trans, family transportation, taxi/rideshare, public transit, or another arranged transportation service)
- Palliative Care
- Medication Reminders and Supervision
- Meal Preparation
- Light Housekeeping
- Hospital-to-Home Support
- General Home Support

WHY REFER TO HSSC?

Qualified & Screened Care Providers

Our Contractor Network includes PSWs and HSWs whose documentation is reviewed as part of our onboarding process.

- Qualified and Insured PSWs & HSWs
- Recent Vulnerable Sector Checks
- Current CPR & First Aid Certification
- Verified Credentials & Documentation
- Experienced & Dependable Care Providers

Personalized Care & Reliable Coordination

- Client-Centred Care
- Care Matched to Individual Needs
- Flexible Care Options
- Responsive Communication
- HSSC Coordinates the Care Match
- Ongoing Communication and Follow-Up
- Support for Safe, Independent Living

REFERRAL PROCESS

Referral Received
We receive the referral and review the client's care needs.

Initial Contact
HSSC contacts the client or family to discuss the requested services.

Care Assessment
We gather information about the client's needs, preferences, schedule, and service requirements.

Care Provider Matched
We identify an appropriate PSW or HSW based on the client's needs, location, availability, and experience.

Services Begin
Once arrangements are confirmed, services are scheduled and care begins.

RESPONSE TIMES

Prompt & Responsive Coordination

- HSSC maintains communication throughout the referral and service process.
- We work to coordinate services as quickly as possible while ensuring an appropriate care provider is available.
- Referral information is reviewed promptly to determine the appropriate next steps.
- Care needs, scheduling requirements, and service details are confirmed before services begin.
- Urgent referrals are accommodated whenever possible.
- Client and family inquiries are addressed in a timely manner.
- HSSC communicates any changes that may affect the start or continuation of services.

SERVICE AREAS

Please Contact Us Regarding Availability In A Specific Community

HSSC currently provides services throughout:

Dufferin County
Durham Region
Halton Region
Hamilton
Kawartha Lakes
Niagara Region
Northumberland County
Peel Region
Peterborough County
Simcoe County
Toronto
Waterloo Region
Wellington County
York Region

OFFICE HOURS

Monday–Friday
7:00 AM – 11:45 PM

Saturday & Sunday
8:00 AM – 8:00 PM

After-hours support is available for urgent requests.

CONTACT US

416-578-HOME (4663)
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www.homesupportseniorcare.ca