SENIORS FOR SOCIAL ACTION (ONTARIO)

INFORMATION BULLETIN

Updated October 28, 2026

OBTAINING NEEDS BASED HOME CARE

Seniors for Social Action Ontario wishes to make sure that those of you who are receiving Home Care are receiving the necessary type, quality, and amount. If you are not, we have put together this template to assist you in your advocacy efforts.

ADVOCATING FOR NEEDS BASED HOME CARE

These are the steps SSAO recommends that you take if you are not receiving the required type, quality, and amount of Home Care.

STEP ONE

Call your Care Coordinator and advise her/him of exactly what amount and type of Home Care is required. Please be clear in your "ask".

If there are problems with care not being up to standard, advise the Care Coordinator of that as well and ask her/him what steps s/he will take to correct the situation.

If matters are not resolved to your satisfaction, please continue to Step Two.

STEP TWO

Contact the Vice President of Patient Services in your Regional office.

Elizabeth Davis (Erie St. Clair, Hamilton Niagara Haldimand, and Brant areas),
Elizabeth.davis@ontariohealthathome.ca

Laura Waller (South West and Waterloo Wellington areas)
Laura.Waller@ontariohealthathome.ca

Janet Wright (Mississauga Halton and Central West areas)
Janet.Wright@ontariohealthathome.ca

Nancy Saxton (Central and North Simcoe Muskoka areas)
Nancy.Saxton@ontariohealthathome.ca

Clare McCabe (Champlain and South East areas)
Clare.McCabe@ontariohealthathome.ca

Beverley Kelley (North West and North East areas)
Beverley.Kelley@ontariohealthathome.ca

Sylvia Mingo (Toronto Central area) Sylvia.Mingo@ontariohealthathome.ca

Laszlo Cifra (Central East area) Laszlo.Cifra@ontariohealthathome.ca

If matters are not resolved at this level, please continue to Step Three.

STEP THREE

If all else fails, contact the Regional Leads and copy the Chief Patient Services Officer, Lisa Burden, and copy Seniors for Social Action Ontario seniorsactionontario@gmail.com up front.

Cathy Kelly, Regional Lead West and Central -
Cathy.Kelly@ontariohealthathome.ca

Tini Le, Regional Lead Toronto and East - Tini.Le@ontariohealthathome.ca

Karen Taillerfer, Regional Lead North East and North West -
Karen.Taillefer@ontariohealthathome.ca

Chief Patient Services Officer - Lisa.Burden@ontariohealthathome.ca

ADVOCACY FOR SYSTEMIC CHANGE

Those experiencing issues with Home Care contractors, home care workers who place recipients at risk or compromise their safety, and where care quality is not up to standard can bring their concerns to:

The Quality, Safety and Risk portfolio

Issues related to quality of patient care, patient safety and risk, performance and regulatory compliance which includes the management of service provider contracts should be directed to these individuals using this policy as a guideline:

Ontario Health atHome now operate according to the new provincial **Quality Framework and Policy -** https://ontariohealthathome.ca/about-us/quality-framework/

These are the people responsible for administering this policy:

Tini Le, Interim Chief Quality, Safety, and Risk Officer
Tini.le@ontariohealthathome.ca

Michelle Nurse, VP, Contracts michelle.nurse@ontariohealthathome.ca

Karyn Lumsden, Vice President, Quality and Risk
karyn.lumsden@ontariohealthathome.ca

We hope that this information is helpful to you.