



East Toronto
Health Partners

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PRIMARY & COMMUNITY CARE (PCC) RESPONSE TEAMS

The Primary and Community Care (PCC) Response Teams are an integrated care planning program offered by East Toronto Health Partners (ETHP), the Ontario Health Team (OHT) serving East Toronto. We offer localized, team-based health and social services care planning to support system navigation and service connection for vulnerable adults who may be unattached to primary care, may be housebound and/or have unmet health or social needs. This connects them with additional supports and services to address their care needs close to home.



ABOUT US

We are interdisciplinary teams of healthcare and social services providers and volunteer community health ambassadors representing more than 20 organizations across East Toronto. We work together within our local communities to proactively identify and develop coordinated care plans for vulnerable adults with unmet mental, health and social needs. Our goal is to improve health outcomes by addressing social determinants of health and supporting an integrated system of care across our East Toronto communities.



WHY REFER?

- We help health and social services workers think through and develop a strategy for supporting their vulnerable adult clients with complex needs who require a wide range of supports and services, including healthcare, food security, financial services, housing, and mental health and wellness
- We strengthen collaboration among health and social services workers in East Toronto, creating a space for them to pool their knowledge, expertise and resources to develop coordinated care plans
- We complement our clients' existing care and referral team and collaborate with them to ensure clients' evolving needs are met in a timely, integrated and culturally competent manner



I'M READY TO REFER! WHAT NOW?

Our PCC Response Teams accept client referrals from a wide range of health and social services professionals in East Toronto, including outreach workers, supportive housing workers and community health ambassadors.

Our doors are open to all adults. We prioritize clients who are:

- Vulnerable adults with complex needs
- Living in the area loosely bounded by Eglinton Avenue on the north, Midland Avenue on the east, Lake Ontario on the south and Bayview Avenue on the west
- Facing barriers to health and wellness
- Experiencing unmet health and/or social needs

Clients do not need to be attached to primary care. No health card required.

To refer a client, visit ethp.ca/pccresponseteams and complete the referral form. You will be contacted by a member of PCC Response Teams within five business days with next steps. Urgent referrals will be accommodated whenever possible.