

Welcome to Our Home and Community Care Services



Please retain this booklet for future reference

Welcome to Home and Community Care Support Services Central East. You have been referred to us to receive the health care you need at home or at one of our nursing clinics.

This booklet is your guide to our home and community care services and includes other important information related to your care, vital safety tips, and information about how to contact other community resources.

While we provide health care services in your home or through a Nursing Clinic we, along with you, will also have a joint responsibility to provide regular updates to your primary care provider.

We hope you find this information helpful and we encourage you to share this information with friends or family who may benefit from this information.

If you have any questions or require information, please speak with your Home and Community Care Support Services Central East care coordinator or direct clinical nurse - we are here to help you make the right health care choices for you.



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Home and Community Care Support Services Central East

Our Mission

To lead our communities in the achievement of excellence in health.

Our Vision

Engaged Communities. Healthy Communities

The vision is testimony to the enduring hopes of residents and health care providers to improve health in all communities through an integrated health care delivery system focused on wellness, equitable and timely access to care, and the delivery of high quality outcomes.

Engaged Communities

- People are proactively managing their own health and wellness.
- People are involved in designing their health care system.
- People are participating in planning the coordinated delivery of their care

Healthy Communities

- People have timely and equitable access to care.
- Health care providers and their partners work together to improve the health and well-being of their communities.
- The health of the population has improved.

Our Values

Focused on Patients

We are focused on our patients, their families and caregivers. We make a positive, lasting impact on them in all our interactions.

Respecting People

We embrace the rich diversity of our population and treat everyone with dignity, compassion and respect, while offering and supporting access to equitable, culturally appropriate care.

Partnering with Purpose

We build collaborative relationships to support shared goals that lead to better health outcomes in our communities.

Accountability for Results

We are responsible to achieve results and make decisions grounded in equity, trust, and transparency.

Embracing Innovation

We courageously pursue excellence as we innovate and actively seek out opportunities for continuous quality improvement.



How We Provide Care



Patient

If you are being discharged from hospital or living in the community and are eligible for health and personal support services in your home, Home and Community Care Support Services Central East can help. A referral to the Home and Community Care Support Services Central East can be made by your family doctor or other primary care provider, neighbour, family member or you can refer yourself.



Home and Community Care Support Services Central East Care Coordinators or Direct Clinical Nurses

Once you qualify for services, a care coordinator or a direct clinical nurse is assigned to you. Home and Community Care Support Services Central East care coordinators and direct clinical nurses are regulated health professionals who work collaboratively with you and your family and your care team, which may include, Home and Community Care Support Services Central East Contracted Service Providers and community support agencies. They can also provide information and referral, and serve as your single point of contact to other community and social services as appropriate. If you are an ambulatory patient, you will receive your nursing services in a Home and Community Care Support Services Central East Nursing Clinic. Where demand exceeds available resources, you may be waitlisted.



Home and Community Care Support Services Central East Contracted Service Providers

Home and Community Care Support Services Central East has contractual agreements with service provider organizations to provide services to you such as nursing, physiotherapy, occupational therapy, social work and personal support as well as medical supplies and equipment.

Community Support and Social Service Programs

Home and Community Care Support Services Central East can link you with a number of community and social service agencies to provide home, health and support services that may be purchased directly, covered by private insurance plans or publicly funded. Services could include such things as, transportation, Adult Day Programs, mental health services, Assisted Living, Meals on Wheels, supportive housing, housekeeping, snow removal or yard work.



Long-Term Care

When you can no longer manage at home, a Home and Community Care Support Services Central East care coordinator facilitates your application and admission into long-term care homes. The care coordinator conducts your assessment and helps determine your eligibility for long-term care.



Our Home and Community Care Services

Who Are We?	Home and Community Care Support Services Central East is one of 14 Home and Community Care Support Services in Ontario that work in communities to connect you with quality in-home and community-based health care.
What We Do	Home and Community Care Support Services Central East can help you come home from the hospital sooner or we can provide you with information about long-term care options if it becomes too difficult for you to live independently at home. We can also provide acute, rehabilitation, maintenance, and end-of-life services to you in your home. We strive to make sure you receive the care you need when you need it and help you to enjoy the best possible quality of life during your time with us.
Role of the Home and Community Care Coordinator	Home and Community Care Support Services Central East Care Coordinators act as the single point of contact for patients who receive care in their communities or at home. Care coordinators are dedicated nurses, occupational therapists, social workers and other health care professionals who work directly with patients and their families and/or caregivers to ensure that people get the care they need. Our caring and knowledgeable staff work to develop a customized care plan that meets the individual's needs. Our expertise and in-depth assessment process, and strong community partnerships support patients through their entire health care journey.
Role of the direct clinical nurse	Home and Community Care Support Services Central East has specialized programs using nursing care to enhance patient health outcomes. Direct clinical nurses use their expert knowledge, skill, and judgement to help patients through Mental Health and Addictions Nurses (MHAN) for at risk school aged children, Geriatric Assessment and Intervention Network (GAIN) Nurses for frail elderly patients and both Rapid Response Nurses (RRN) and Telehomecare to prevent patient hospitalizations. Nurse Practitioners through Palliative and Long-Term Care programs provide further enhanced care to patients diagnosing and managing disease while helping patients stay in their homes.
Our Services	Home and Community Care Support Services Central East is funded by the Ministry of Health and Ministry of Long-Term Care. In addition, we can also provide you with information and link you to a wide range of services available in your community.
Who Is Eligible?	To receive services from Home and Community Care Support Services Central East, you must have: <ul style="list-style-type: none">• A valid Ontario Health Card• Needs that cannot be met on an outpatient basis• A medical condition that can be safely treated in your home
Services	Home and community care services can be provided in-home or at a Nursing Clinic. Services in the home can include: <ul style="list-style-type: none">• Nursing• Occupational therapy• Social work• Dietetics• Physiotherapy• Speech-language therapy• Medical supplies and equipment• Personal support (bathing, dressing, etc.)

Our Home and Community Care Services

Information and Referral

We are a resource for information and can let you know about other services available in your community. These may include: Adult Day Programs, meal delivery services and transportation assistance.

Specialized Programs

Included among the specialized programs we deliver are:

- Assessment for Long-Term Care, including Convalescent Care, Respite Services, Assisted Living for High Risk Seniors, among others
- Centralized Diabetes Intake and Centre for Complex Diabetes Care
- Children/School Health Support Services
- Community Palliative Care Nurse Practitioner
- Mental Health and Addiction Services for Children and Youth
- Nurse Practitioner Supporting Teams Averting Transfers (NPSTAT)
- Palliative Care (care at the end of life)
- Rapid Response Nurses
- Telehomecare
- Self-Management Program
- Behavioural Supports Ontario

Centraleasthealthline.ca

You can also access current information about a wide range of health and community-based services across the province through the **Central East Healthline** website. The Central East Healthline integrates more than 40,000 records into a single database of information focused on health and community care across Ontario. Visit, www.centraleasthealthline.ca or call 310-2222 (French 310-2272).

Finding a Family Doctor

Health Care Connect

If you need a family doctor in Ontario, **Health Care Connect** can help. Developed by the Ministry of Health, Health Care Connect is a public website and phone service that helps people find a family doctor who is accepting new patients. To access the service, you must currently be without a primary care provider, and you must have a valid Ontario Health Card. To register visit the Health Care Connect website at www.ontario.ca/healthcareconnect or call 1-800-445-1822 for more information.

Placement into Long-Term Care Homes

To access admission to long-term care homes (LTCH), Home and Community Care Support Services Central East will assist and coordinate applications in your area and across Ontario. A care coordinator or placement coordinator can:

- Provide information about long-term care homes
- Provide assistance in the application process
- Determine eligibility for placement

Children/School Health Support Services

The **School Health Support Services** program can provide services to students up to 21 years of age to assist with medical and/or rehabilitation needs that are beyond the range and responsibilities of school staff.

The **Children's In-Home Services** program provides medical and/or rehabilitation services to children/youth up to 18 years of age.

Home and Community Care Nursing Clinics

What is a Home and Community Care Support Services Central East Nursing Clinic?

Home and Community Care Support Services Central East offers nursing services in a nursing clinic for ambulatory patients 14 - 65 years of age.

If your care coordinator assesses that you require nursing service and you are ambulatory, you will receive that service at one of our clinics.

A team of nurses will provide the treatment and will work with you and your family to achieve your goals. Our service plans are developed to promote independence for our patients and therefore we will provide treatment and teaching to you and/or your family member to manage your own ongoing medical care.

Benefits

- Booked appointment times
- Easy access and convenient location to other community support services
- Available parking
- Wheelchair accessible

Note: I.V. patients are to bring their pump and I.V. solutions with them to the clinic.

Locations

If you would like to change the location of the Home and Community Care Nursing Clinic where you are receiving service, please speak with your care coordinator.

Ajax

Cornerstone Plaza, 11 Harwood Avenue South, Ajax ON L1S 2B9
To contact the clinic nurse: 905-430-6997 ext. 146737
• Across the street from Staples

Oshawa

475 Bond Street West, Unit 2, Oshawa ON L1J 5K6
To contact the clinic nurse: 1-800-819-7301
• Free parking access from Bond, between Gibbons and Stevenson.

Scarborough East

Torrance Plaza, 2930 Eglinton Avenue East, Scarborough ON M1J 2E4
To contact the clinic nurse: 416-439-7216
• Located across the street from Home Depot

Scarborough North

385 Silver Star Boulevard, Unit 101A, Scarborough ON M1V 0E3
To contact the clinic nurse: 416-292-0989
• Use parking lot entrance • Located in the Maxum Professional Centre

Peterborough

1135 Lansdowne St. W., Unit 16, Parkway Mall, Peterborough ON K9J 5Y9
To contact the clinic nurse: 705-876-6172
After 8:30 p.m. call VON: 1-855-285-2992

Lindsay

370 Kent Street West, Unit 9, Whitney Town Centre, Lindsay
To contact the clinic nurse: 705-328-2280.
After 8:30 p.m.: 1-800-463-3965 • Use parking lot entrance

Appointments

The Nursing Clinic provides nursing services seven days a week, including holidays, from 8:30 a.m. to 8:30 p.m. The nursing clinic staff will contact you regarding your appointment. Please provide at least 24 hours notice if you are unable to attend your scheduled appointment.

Self-Management Program Central East

The Self-Management Program Central East offers free workshops to empower patients with Chronic Health Conditions and support for their caregivers.

Living a Healthy Life Workshops (Chronic Pain, Chronic Conditions, Diabetes)

If you are feeling overwhelmed with your health, are newly diagnosed with a health condition, or have been struggling for years with a condition, these workshops can help you learn how to manage your health better. The small class sizes and group format of learning will connect you with others who are living with similar challenges or who understand what you are going through. In these workshops you will learn how to customize a plan, you can commit to, in order improve your health.

Some of the benefits of attending this workshop are:

- Understand how to manage difficult emotions like depression
- Learn new ideas for healthier eating habits and how to increase your activity level
- Learn how to best communicate with health care professionals and family
- Understand how to navigate the health care system

These workshops are 2 ½ hours each week, for six weeks.

Powerful Tools for Caregivers

This self-management workshop provides caregivers with a wealth of self-care tools to keep them well while they take on what can feel like an overwhelming role as a caregiver. Caregivers learn how to:

- Communicate effectively in challenging situations
- Make tough caregiving decisions
- Reduce personal stress
- Manage difficult emotions like guilt, anger, depression
- Utilize community services and resources

This workshop is 1 ½ hours each week, for six weeks.

Getting the Most from your Health Care Appointment

This interactive workshop focuses on how to best prepare for your appointments, how to make the most of your appointment time with your health care provider and what kinds of things you can do after your health care appointment. Understanding the importance of your role in these appointments supports good communication between you and your health care providers. A variety of learning resources are used including information sharing, videos, tools and a resource manual.

This workshop is a one day workshop, for 1 ½ hours.

For more information about these programs or to register for a workshop please go to www.ceselfmanagement.ca or call 1-866-971-5545

Telehomecare

The Telehomecare program is designed to help improve the lives of patients with chronic diseases through remote monitoring, health coaching and self-management strategies, so that in conjunction with their primary care provider and other members of the health care team, patients can learn to manage their own health at home.

Telehomecare is a free, six-month program for qualified patients with **mild-to-moderate Chronic Obstructive Pulmonary Disease (COPD) or Congestive Heart Failure (CHF)**. With the support of specially-trained Registered Nurses, patients will be educated and taught self-management of their disease through weekly phone sessions, while using home-based technology to measure blood pressure, oxygen and weight. Data monitoring results are shared regularly with the Primary Care Physician.

The Telehomecare program was designed by the Ontario Telemedicine Network (OTN), and is funded by Home and Community Care Support Services Central East and OTN. The program has demonstrated success in reducing hospital admissions by nearly 70 per cent and Emergency Department visits by 50 per cent for those patients who have participated in Telehomecare.



How to Refer

Admission to the Telehomecare program is completed through the Home and Community Care Support Services Central East branches.

Patients and caregivers can call **1-844-607-2549**.

Primary Care Providers can complete the Home and Community Care Support Services Central East Referral/Request for Assessment form or the COPD & Heart Failure Telehomecare Referral Form found on the Home and Community Care Support Services Central East website – www.healthcareathome.ca/centraleast. The form should be faxed to Home and Community Care Support Services Central East at: **1-855-352-2555**.

The Telehomecare email address is: telehomecare@lhins.on.ca

Home and Community Care Support Services Central East Patient Rights and Responsibilities

As a patient, family member, substitute decision maker or caregiver, you have the right to expect that every Home and Community Care Support Services employee, Board member and contracted health service provider shall respect and promote your rights as follows:

As a Home and Community Care Support Services Central East patient, you have the right to:

- 1. To be dealt with in a respectful manner** and to be free from physical, sexual, mental, emotional, verbal and financial abuse.
- 2. To be dealt with in a manner that respects your dignity and privacy**, and that promotes your autonomy and participation in decision-making.
- 3. To be dealt with in a manner that recognizes your individuality** and that is sensitive to and responds to your needs and preferences, including preferences based on ethnic, spiritual, linguistic, familial and cultural factors.
- 4. To receive home and community care services free from discrimination** as per the Human Rights Code or the Canadian Charter of Rights and Freedoms.
- 5. A patient who is First Nations, Métis or Inuk** has the right to receive home and community care services in a **culturally safe manner**.
- 6. To receive clear information** about your home and community care services in a format that is accessible to you.
- 7. To participate in the assessment and reassessment of your needs**, as well as the development and revision of your care plan.
- 8. To designate a person to be present with you during assessments**, and **to participate in the development**, evaluation and revisions to your care plan.
- 9. To receive assistance in coordinating your services.**
- 10. To give or refuse consent** to the provision of any home and community care service.
- 11. To raise concerns or recommend changes** related to the services that you receive, and with policies and decisions that affect your interests, without fear of interference, coercion, discrimination or reprisal.
- 12. To be informed of the laws, rules and policies** affecting the delivery of the home and community care services, including this Patient Bill of Rights, and to be informed, in writing, of the procedures for initiating complaints about the services you are receiving.



**As a Home and
Community Care
Support Services
Central East
patient, you are
responsible to:**

Just as you have rights as a patient or, if you are the caregiver of someone who is receiving care through Home and Community Care Support Services Central East, you also have responsibilities.

1. Treat Home and Community Care Support Services Central East and service provider staff with courtesy and respect, free from discrimination or harassment.
2. Provide a safe working environment for Home and Community Care Support Services Central East staff and service providers by:
 - a. Providing a smoke free environment
 - b. Securing pets during visits
 - c. Ensuring that walkways to the home are well lit and clear of ice and snow
3. Participate in developing and carrying out your service plan to achieve independence and self-managed care.
4. Keep your care coordinator and/or direct clinical nurse informed about any changes to your health status and/or support system.
5. Be available and prepared to receive service.
6. Inform your care coordinator, direct clinical nurse and/or service provider in advance if you are not available to receive service.
7. Inform us of any changes to your contact information and/or treatment address.

Both the patient and Home and Community Care Support Services Central East staff share a joint responsibility to ensure the patient rights are met. However, under certain conditions, the Home and Community Care Support Services Central East staff and/or service provider staff have the right to leave at any time should they feel unsafe.



Your Health, Your Safety

Home and Community Care Support Services Central East wants to ensure the safety and security of our patients, whether we are visiting you at home, arranging services for you with our service providers or you are visiting the nursing clinic. Procedures are in place so you feel confident that we have your personal security in mind.

Arranging your home visit

When anyone representing Home and Community Care Support Services Central East visits your home, we:

- Arrange our visit in advance. We will often call before we arrive at your home.
- Carry identification that includes our name, picture and the name of our organization.

Ensuring your security

If we ask for your personal information, we will explain why we are collecting it and ask your permission to use the information for those reasons. Home and Community Care Support Services Central East services are covered through the Ontario Health Insurance Plan (OHIP) so at no time will you be required to provide banking information such as bank account, credit card, debit card and PIN numbers personally or over the telephone to a Home and Community Care Support Services Central East staff member or service provider.

Patients applying to long-term care homes may be asked to provide some financial information such as Old Age Security, but never bank accounts, credit cards or debit cards.

Protect yourself and your home

Always inspect the identification of any stranger who comes to the door. Keep valuables such as credit cards, bank cards and cash safely hidden or locked away in your home when you have visitors. NEVER give out your PIN numbers over the phone. If you suspect someone is not who they say they are, do not let them into your home. Contact the local police immediately.



Your Privacy at Home and Community Care Support Services Central East

Protecting Your Health Information

Ontario's health privacy law requires that anyone providing health services must protect your personal health information (PHI). We are required to keep your PHI safe and secure. You also have a right to know how we may use or share your PHI. In certain situations, we will ask permission before we receive, use, or share your PHI. A health care provider is not allowed to collect personal information where it is not relevant to the assessment and provision of services.

As part of the privacy program at Home and Community Care Support Services Central East, we provide you with information about privacy during an assessment, on our website, and through this booklet. For more information, you may contact our Privacy Officer at 1-800-263-3877 ext. 5200. You also have a right to know how you may have access to PHI.

At Home and Community Care Support Services Central East we continuously strive to improve our services. You will be asked by your care coordinator for your consent to be contacted by an independent survey company hired by Home and Community Care Support Services Central East to conduct a patient satisfaction survey about your experiences with Home and Community Care Support Services Central East. Your answers will help us to improve patient care. Please let your care coordinator or our Patient Relations Coordinator know if you do not wish to share your PHI for this purpose. More information on this survey can be found on Page 18 of this booklet.

Consent

When you seek health care from Home and Community Care Support Services Central East, we assume that we have your permission to collect, use and share your personal health information among your health care providers. In order to provide you with these services, Home and Community Care Support Services Central East shares information with:

- our contracted service providers that provide health care, equipment and supplies in your home or at the nursing clinic;
- other health partners that assist in providing health care through regional and provincial systems (such as hospitals or long-term care homes) and,
- authorized Home and Community Care Support Services Central East staff.

Home and Community Care Support Services Central East may make your information available to the above noted health service providers in many ways, including by phone, by fax, or through a secure electronic sharing system.

Home and Community Care Support Services Central East will require your permission to give personal health information about you to others except from those identified above. For example, except where the law allows otherwise, we must ask your permission to give your personal health information to:

- people who do not provide you with health care, like a family member who does not have the legal authority to act for you, or to insurance companies; or
- a health care professional who is not involved in your care.

Your Privacy at Home and Community Care Support Services Central East

If you give permission to share your personal information with people outside the health system, they can only use it or give it to others for the reasons that they received it or as allowed or required by law.

When you provide your care coordinator or direct clinical nurse with permission to give out your information, you have the right to restrict or to withdraw this permission at any time by contacting your care coordinator. However, some laws permit Home and Community Care Support Services Central East to disclose certain information without your permission. For instance, in an emergency situation we will share minimal Personal Health Information in order to assist or protect you.

Please note that some restrictions may make it difficult for Home and Community Care Support Services Central East to provide you with all the health care you require.

Your Personal Health Information Rights and Choices

You have the right:

- to restrict or withdraw your consent if you do not want us to use, share or give out some or all of your personal health information to people who provide you with health care;
- to see and get a copy of your personal health information;
- to ask us to make corrections to inaccurate or incomplete personal health information;
- to ask us not to give out your personal health information to other health care providers – we will not give out this information unless required or permitted by law to do so; and
- to be told if your personal health information is stolen, lost or improperly accessed.

There are certain limited exceptions to these rights – please contact Home and Community Care Support Services Central East with any questions.

Home and Community Care Support Services Central East and our contracted service providers or supplies and equipment vendors may store or process your personal health information outside of Canada. Appropriate privacy and information security practices are in place to ensure your privacy is maintained as per Home and Community Care Support Services Central East's obligations under applicable law.

If you have any questions about how we handle your personal health information, please contact your care coordinator.

Contact Information

If you believe any of your privacy rights have been violated in any way, please contact the Home and Community Care Support Services Central East Privacy Officer:

Privacy Officer,
Home and Community Care Support Services Central East
920 Champlain Court
Whitby, Ontario L1N 6K9
1-800-263-3877 ext. 5200
or e-mail: ceprivacyofficer@lhins.on.ca

If the Privacy Officer cannot resolve your concerns, you may wish to contact the Ontario Information and Privacy Commission at 416-326-3333 or 1-800-387-0073 or via their web site: www.ipc.on.ca

Emergency Preparedness Guide

In compliance with the *Accessibility for Ontarians with Disabilities Act (AODA)*, the following general information is being shared to help prepare you in the event there is an emergency in your community.

72 Hours: Is Your Family Prepared?

If an emergency happens in your community, it may take emergency workers some time to reach you. You should be prepared to take care of yourself and your family for a minimum of 72 hours.

Learn how quick and easy it is to become better prepared to face a range of emergencies – anytime, anywhere. Use the *72 Hours: Is Your Family Prepared?* guide to create your own emergency plan. Use a checklist to build a 72-hour emergency kit. The basic steps below will prepare you and your loved ones for an emergency and will help you manage in the event you need to deal with an emergency disaster.

Our partners

The *72 Hours: Is Your Family Prepared?* guide was developed in collaboration with:

- Canadian Association of Chiefs of Police
- Canadian Association of Fire Chiefs
- Canadian Red Cross
- St. John Ambulance
- Salvation Army

The guide, *72 Hours, Is Your Family Prepared?* is available in multiple formats: audio, CD, Braille, large print, and electronic text.

To order a copy of the *72 Hours: Is Your Family Prepared?* guide, please call: 1-800-O-Canada (1-800-622-6232),

TTY: 1-800-926-9105 or visit the Home and Community Care Support Services Central East Home and Community Care website:

www.healthcareathome.ca/centraleast

Steps to prepare yourself for an emergency

Step 1. Know the risks

Although the consequences of various disasters can be similar, knowing the risks in your region can help you better prepare. Across Canada, we face a number of hazards, including natural disasters. In addition, there are other types of risks, such as power outages and industrial or transportation accidents. Some of the risks may be relevant to your community.

Find out which risk may impact you by visiting www.GetPrepared.ca. You may want to identify the most likely ones for easy reference.

You may also want to find out how disasters have impacted Canadians. Learn more about disasters, including those triggered by natural hazards, technological hazards or conflict by using the Canadian Disaster Database at: www.publicsafety.gc.ca/cdd

Emergency Preparedness Guide

Step 2. Make a plan

Every Canadian household needs an emergency plan. It will help you and your family know what to do in case of an emergency. It will take you about 20 minutes to make your plan.

Your family may not be together when an emergency occurs. Plan how to meet or how to contact one another, and discuss what you would do in different situations.

You can use the pages in the online or print version of the *72 Hours: Is Your Family Prepared?* guide to create your plan. Most of this information can be filled out on your own. You may need to get some information from your municipality and province/territory about their emergency plans. A list of provincial emergency management agencies is available at the end of the guide.

Keep your emergency plan document in an easy-to-find, easy-to-remember place (for example, with your emergency kit). Photocopy your emergency plan and keep it in your car and/or at work, and a copy close to your phone. If you completed your plan online, keep an electronic version on your computer.

Plan for specific risks

Public Safety Canada offers brochures on specific risks, such as earthquakes, power outages, floods and severe storms. Download copies from www.GetPrepared.ca.

Neighbourhood safety plan

Work with your neighbours to identify people who may need extra help during an emergency. To help make sure everyone is taken care of, assign "block buddies."

Emergency contact information

Photocopy a list of your emergency contacts. Put a copy close to your phone. If possible, program those numbers into your home phone and cell phone.

Write yourself a reminder to update your emergency plan one year from now.

On this date next year, review your contact information, practise your emergency evacuation plans, change the batteries in your smoke alarm and carbon monoxide detector, and restock your kit(s). Change the batteries, food and water in your emergency kits once a year.



Your Feedback

Your experience

Whether you are a current or past Home and Community Care Support Services Central East patient, sharing your experiences with us will help to provide better care for you and your family.

Continually striving to improve the care we provide to our patients, Home and Community Care Support Services Central East welcomes your compliments, comments, and questions. We want to hear about your experience - tell us what went well and what we could do differently.

It is the practice of Home and Community Care Support Services Central East and its contracted service providers to follow up on **all** complaints. Each complaint is viewed as unique and is investigated to determine the root causes/the issues that resulted in the complaint. Through the investigation, it is determined who and what impacted the complaint. Once the root cause is identified, opportunities for improvement are implemented to prevent future occurrences.

You can contact the Patient Relations Coordinator by phone or email with your comments:

1-800-263-3877 ext. 2273 (CARE) or ce.patientrelations@lhins.on.ca.

Patient Experience Survey

You may be contacted by a survey company, NRC Picker Canada (www.nrcpicker.ca), or a designated subcontractor hired by Home and Community Care Support Services Central East to conduct a survey about patients' experiences. Patients and caregivers are randomly selected to participate in a telephone survey that will take about 12 minutes and is completely voluntary. Your answers will help us to learn what is working and where we can make things better. Your responses will not affect your service(s) with Home and Community Care Support Services Central East in any way. At all times, your personal information is protected. We would like to encourage you to share your thoughts by taking part in this brief yet important survey.

If you do not want to be contacted at this time or in the future, please call or email the Patient Relations Coordinator and provide your first name, last name, and phone number, so that you can be removed from the survey calling list.

Feedback and complaints

We welcome positive feedback. However, if you have a specific concern or complaint about your care and the home and community care services we are providing, please follow the steps below to ensure a prompt response. We strive to resolve all patient complaints in a timely manner.

1. Contact your care coordinator or direct clinical nurse to discuss your complaint/feedback. They are familiar with your situation and want to hear what is going well for you and what can be improved. Your care coordinator or direct clinical nurse will work with you, your family, or your caregiver to respond to your complaint. Most patient complaints are successfully resolved at this level.

2. If, after speaking with your care coordinator or direct clinical nurse, your complaint/feedback is not resolved to your satisfaction, you can ask to speak to his or her manager.
3. After speaking with a manager, if your complaint/feedback remains unresolved, you may request a formal review. For details about how to request a review of a decision, please contact the Home and Community Care Support Services Central East Patient Relations Coordinator.

Patient Ombudsman's Office

If you remain dissatisfied after the Home and Community Care Support Services Central East's internal complaint process, you have the option to contact the office of the Patient Ombudsman. The Patient Ombudsman can help to work with you and health sector organizations to resolve complaints. The Patient Ombudsman's office's goal is to help resolve the complaint fairly and to influence positive change in Ontario's health care system.

All complaints to the Patient Ombudsman's office must be in writing. For more information on the Patient Ombudsman office, visit their website at www.patientombudsman.ca or contact them at **Toronto:** 416-597-0339 or **Toll free:** 1-888-321-0339.

Long-Term Care Action Line

In addition to Home and Community Care Support Services Central East's internal process for addressing patient concerns, feedback and complaints, you also have the option of contacting the Long-Term Care Action Line, a service provided by the Ministry of Long-Term Care. Originally established for residents of Long-Term Care Homes with concerns about care, the Long-Term Care Action line was expanded in 2007 so that Home and Community Care Support Services Central East patients and caregivers could raise concerns or complaints about home and community care services.

If you contact the Long-Term Care Action Line, an Independent Complaints Facilitator (ICF) will be assigned to help you address your concern or complaint with Home and Community Care Support Services Central East. The Long-Term Care Action Line may be contacted by telephone at 1-866-876-7658, or online at: www.health.gov.on.ca.

Health Services Appeal and Review Board

If you remain dissatisfied with the the decision regarding home and community care or long term care, you have the right to appeal that decision to the Health Services Appeal and Review Board (HSARB), if it concerns your eligibility for service, the type or amount of service you receive, or why services were discontinued.

Health Services Appeal and Review Board
151 Bloor Street West, 9th Floor
Toronto, Ontario
M5S 1S4
416-327-8512

Home and Community Care Support Services Central East Branch Offices

All branch offices are open Monday to Friday, 8:30 a.m. to 4:30 p.m. Service is also available after 4:30 p.m. and on weekends and statutory holidays. Please contact your local branch for information.

Campbellford Branch

119 Isabella Street, Unit 7, Campbellford, ON K0L 1L0
Tel: 705-653-1005

Haliburton Branch

73 Victoria Street, P.O. Box 793, Haliburton, ON K0M 1S0
Tel: 705-457-1600

Lindsay Branch

370 Kent Street West, Lindsay, ON K9V 6G8
Tel: 705-324-9165

Peterborough Branch

700 Clonsilla Avenue, Suite 202, Peterborough, ON K9J 5Y3
Tel: 705-743-2212

Port Hope Branch

151A Rose Glen Road, Port Hope, ON L1A 3V6
Tel: 905-885-6600

Scarborough Branch

100 Consilium Place, Suite 801, Scarborough, ON M1H 3E3
Tel: 416-750-2444
Chinese Line: 416-701-4806

Whitby Branch

920 Champlain Court, Whitby, ON L1N 6K9
Tel: 905-430-3308
Fax: 905-430-8682 (Executive Office)

All branches

Toll Free: 1-800-263-3877
TTY Line: 1-877-743-7939
Home and Community Care Fax: 1-855-352-2555

HOME AND COMMUNITY CARE SUPPORT SERVICES Central East

www.healthcareathome.ca/centraleast

