

**HOME AND COMMUNITY CARE
SUPPORT SERVICES**
Hamilton Niagara Haldimand Brant

**SERVICES DE SOUTIEN À DOMICILE
ET EN MILIEU COMMUNAUTAIRE**
Hamilton Niagara Haldimand Brant



Your Guide to **A PALLIATIVE APPROACH TO CARE**

A Palliative Approach to Care

The Home and Community Care Support Services Hamilton Niagara Haldimand Brant provides home and community care and services including care coordination for people who are living with a progressive, life limiting illness.



The Home and Community Care Support Services Hamilton Niagara Haldimand Brant's Palliative Care Coordination Team is committed to providing sensitive and skilled care to meet the physical, emotional and spiritual needs of you and your family. We have expertise and knowledge about a palliative approach to care – a layer of care and services designed to improve the quality of life for you and your family while facing a serious, life-limiting illness.

The palliative approach to care is focused solely on your needs, ensuring your dignity is conserved through each stage of the journey. Our team is here to help provide information and support, and to connect you and your loved ones with community resources available to you.

Your care coordinator will work with you, your family and your health care team to develop a care plan that will meet your care needs which may include:

- Support and resources
- Information about community supports
- Pain and symptom management
- Information about respite care, visiting volunteers, wellness programs, hospice day programs and hospice residences
- Education, counseling and emotional support
- Bereavement support and community resources

Together with your care team, your care coordinator will work in partnership with you and your family to make sure your care plan matches your values, wishes and goals.

Connecting You with Home and Community Care

Home and Community Care and Services offered through the Home and Community Care Support Services Hamilton Niagara Haldimand Brant can help people:



- Get care and support services available through Nursing Care Centres, at home and in the community
- Stay living at home safely for as long as possible
- Avoid hospital admission
- Get the right care and support after being discharged from hospital
- Understand and be connected with long-term care and placement options

Your care coordinator will provide you with an assessment to help decide the type of care you need, where and when you need it.

Care and services are delivered through our contracted service provider agencies at local Nursing Care Centres, in your home or within a residential community such as a retirement residence.

As regulated health professionals, home and community care coordinators work with patients and their family caregivers to provide care plans designed to meet their care needs and health goals.

Long-term care placement coordinators help people by providing information about long-term care homes and assisting with the application process.

Community Support Services



Home and Community Care Support Services Hamilton Niagara Haldimand Brant works with community support service agencies and can recommend services such as meal programs, support groups and other resources to help you remain at home safely and independently for as long as possible.

Hospices across the Hamilton Niagara Haldimand Brant region include:

Hospice	Location	Phone	Address
Dr. Bob Kemp	Hamilton	905-387-2448	277 Stone Church Rd. E. Hamilton, ON L9B 1B1
Emmanuel House	Hamilton	905-308-8401	90 Stinson St. Hamilton, ON L8N 1S2
McNally House	Grimsby	905-309-4013	148 Central Avenue Grimsby, ON L3M 4Z3
Hospice Niagara	St. Catharines	905-984-8766	403 Ontario St., Unit 2 St. Catharines, ON L2N 1L5
Carpenter Hospice	Burlington	905-631-9994	2250 Parkway Dr. Burlington, ON L7P 1T1
Stedman Hospice	Brantford	519-751-7096 Ext. 2500	445 Grey St. Brantford, ON N3S 6X1

A Home and Community Care representative is available

8:30am to 8:30pm 7 days a week, 365 days a year

For more information or to make a referral please contact us at:

1-800-810-0000



Patient Safety – Home and Community Care

Home and Community Care Support Services Hamilton Niagara Haldimand Brant and its contracted service providers are committed to delivering safe, high quality patient-centered care.

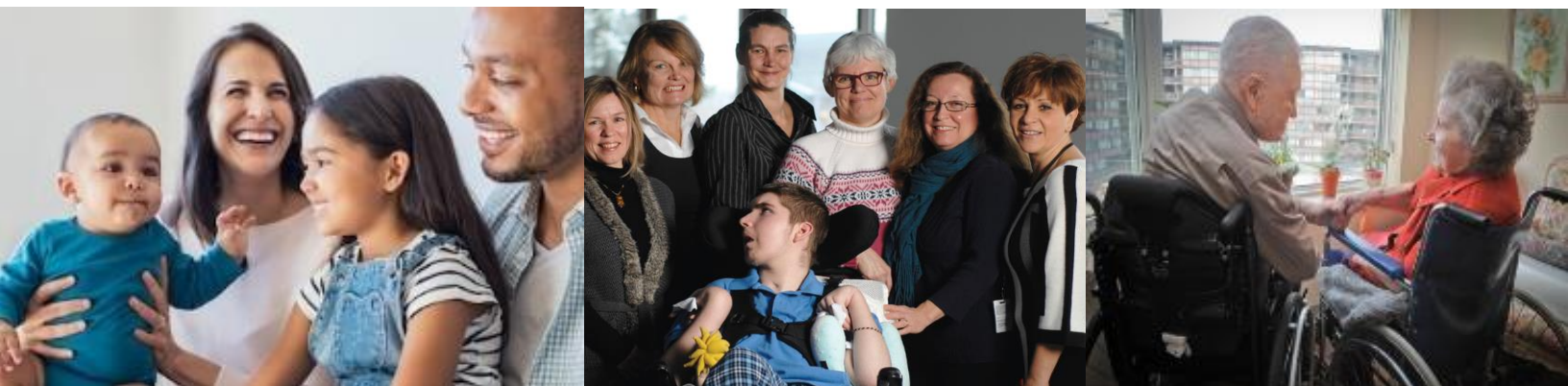
Home and community care touches the lives of tens of thousands of people every day. Our shared goal is to provide the best care and support for patients and caregivers, and to do everything possible to make a positive difference in the lives of the people we serve.

We have a shared responsibility to keep patients safe while, at the same time, upholding our responsibility to ensure a safe work environment for all employees of the Home and Community Care Support Services Hamilton Niagara Haldimand Brant and employees of our health service providers.

As a person receiving care through the Home and Community Care Support Services Hamilton Niagara Haldimand Brant or its service providers, you and your family/ caregivers have rights and responsibilities including the right to:

- Be free of mental, physical and financial abuse
- Be treated in a manner that respects your privacy and independence
- Receive professional care regardless of your ethnic, spiritual, language, lifestyle or cultural preferences
- Be an active participant in determining the care and services you need
- Decide which parts of your service plan you agree with
- A clear explanation of the home and community care services you will receive and who will provide them
- Express concerns about your service and decisions affecting your care without fear of retribution
- Receive printed instructions about how to appeal Home and Community Care Support Services Hamilton Niagara Haldimand Brant decisions

Ontario law requires Home and Community Care Support Services Hamilton Niagara Haldimand Brant to protect the privacy of your personal health information. For more information, please visit: www.healthcareathome.ca/hnhb.



As a person receiving home and community care and support services through the Home and Community Care Support Services Hamilton Niagara Haldimand Brant and/or its service providers, you and your family/caregivers are responsible to:

- Treat your Home and Community Care Support Services Hamilton Niagara Haldimand Brant and service provider employees with courtesy and respect, free from discrimination or harassment
- Agree to let us work with you to determine your needs and authorize services
- Provide all information required
- Help develop your care plan and follow the care plan as agreed upon
- Be available to receive services at the agreed upon time and make sure you contact your service provider if you are not available to accept care or services
- Tell us about any changes in your situation that could affect your care goals – for example, a recent hospital stay
- Return any Home and Community Care Support Services Hamilton Niagara Haldimand Brant or service provider equipment promptly after use
- Provide a safe working environment for your care coordinator and service providers

A safe working environment includes:

- Treating workers with respect in an environment/home that is free from violence, harassment, bullying and discrimination
- Not smoking and/or vaping at least one hour before your care worker arrives and also during the entire care visit
- Keeping pets secured in an area away from where your care is provided
- Making sure driveways, sidewalks, stairs, ramps, entranceways and exits are cleaned of ice, snow, leaves and clutter
- Keeping all walkways well-lit around your home

For more information about home and community care services please visit: www.healthcareathome.ca/hnhb

Contact Us

For more information about long-term care placement or home and community care, please contact your local Home and Community Care Support Services Hamilton Niagara Haldimand Brant office today

- Toll free 1-800-810-0000
- Hamilton 905-523-8600
- Burlington 905-639-5228
- Niagara 905-684-9441
- Haldimand-Norfolk 519-426-7400
- Brant 519-759-7752

You can also visit our website at www.healthcareathome.ca/hnhb

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Home and Community Care Support Services Hamilton Niagara Haldimand Brant is proud to be a Best Practice Spotlight Organization (BPSO) designated by the Registered Nurses Association of Ontario (RNAO)



RNAO

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CANADA

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