



# A Guide to HNHB LHIN **HOME & COMMUNITY CARE**

# Connecting You with Home and Community Care

*“Imagine what we can achieve together when we care, listen and act”*

## The Hamilton Niagara Haldimand Brant Local Health Integration Network (HNHB LHIN) helps people:

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



Using an assessment tool to determine the type of care you need, the LHIN coordinates and delivers home and community care and support to people living all across our region.

Services are delivered through 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, LHIN care coordinators work with patients and their family caregivers to provide care and support plans designed to meet their care needs and health goals.

LHIN placement coordinators assist people with information about long-term care homes and the application process.

## Community Support Services



HNHB LHIN 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.

## Do you need access to community services?



HNHB LHIN uses a comprehensive database to provide you with information tailored to meet your needs conveniently and in your own community.

Calls are answered by our specially trained Information and Referral representatives who will review your health care needs and help you explore available options.

Services are free to anyone with a valid OHIP card and you don't need a doctor's referral. Anyone can call the LHIN – we're available 8:30am to 8:30pm, 7 days a week, 365 days a year. We can also provide information in more than 170 languages.

## Do you need a family doctor?

**Health Care Connect** is a program designed to help people who don't have a family doctor or nurse practitioner. We'll match your information with doctors or nurse practitioners accepting new patients in your area.

To register, call **1-800-445-1822** or visit **[www.ontario.ca/healthcareconnect](http://www.ontario.ca/healthcareconnect)** for online information.

Health  
Care  
Connect





## Patient Safety – A Guide to Home and Community Care

HNHB LHIN and its contracted service providers are putting patients and families first with a commitment to deliver 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 possible 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 LHIN and employees of our health service providers.

**As a person receiving care through the LHIN 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 HNHB LHIN decisions

**Ontario law requires HNHB LHIN to protect the privacy of your personal health information. For more information, please visit: [www.hnhblhin.on.ca](http://www.hnhblhin.on.ca).**





**As a person receiving home and community care and support services through the LHIN or its service providers, you and your family/caregivers are responsible to:**

- Treat your LHIN 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 LHIN 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/vaping at least one hour before your care worker arrives and during the entire care visit
- Keeping pets secured in an area away from where the care is provided
- Making sure driveways, sidewalks, stairs, ramps, entranceways and exits are cleaned of ice, snow, leaves and clutter
- Keeping all walkways lit around your home

**For more information about home and community care services,  
please visit: [www.hnhblhin.on.ca](http://www.hnhblhin.on.ca)**



## Contact Us

**For more information about home and community care or long-term care placement, please contact your local LHIN 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.hnhblhin.on.ca](http://www.hnhblhin.on.ca)**

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**HNHB LHIN is proud to be a Best Practice Spotlight Organization (BPSO) designated by the Registered Nurses Association of Ontario (RNAO)**



**RNAO**

**BEST PRACTICE  
SPOTLIGHT  
ORGANIZATION**

**CANADA**

**ORGANISME  
VELETTE EN PRATIQUES  
EXEMPLAIRES**