

North Simcoe Muskoka **LHIN**

Your Guide to Home and Community Care, North Simcoe Muskoka LHIN

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Welcome to North Simcoe Muskoka Local Health Integration Network (NSM LHIN) Home and Community Care Services

NSM LHIN is one of 14 LHINs in Ontario funded by the Ministry of Health and Long-Term Care. As our home and community care services are publicly funded, care we provide is at no cost to those with a valid Ontario Health Card.

Our team brings care into homes, schools and community clinics for people of all ages. Every day, we help people understand care options, get the information they need to make informed choices, and coordinate care delivery for one's needs or the needs of a loved one. Every person's situation is unique, and plans of care are co-created by each person and members of their care team to reflect individual care needs, values, and safety.

Care goals support an individual getting the care needed to stay well, heal at home, and stay safe in their home longer. As the single point of access to supportive care settings, such as convalescent care, assisted living, and long-term care, we also help transition loved ones to new care settings when these are needed.

705-721-8010 or 1-888-721-2222
www.nsmhlin.on.ca

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705-721-8010 or 1-888-721-2222
www.nsmihin.on.ca

Patient Rights & Responsibilities

You have the right to:

- Be treated with courtesy and respect.
- Have your ethnic, cultural, spiritual, and language values respected.
- Have your personal and health information treated confidentially.
- Be informed and involved in the planning of your care.
- Give or refuse to give consent for services.
- Be involved in changes in your service.
- Raise concerns and request service changes.
- Communicate any concerns.

You have the responsibility to:

- Treat your care team with courtesy and respect, and provide a safe environment in your home in which to work.
- Be involved in the planning of your care.
- Follow the care plan agreed upon by you and your Care Coordinator.
- Inform your care providers of any change in your situation as soon as possible.
- Inform your Care Coordinator of any change in your substitute decision-maker.
- Notify your care provider when it is necessary for you to cancel or reschedule service.
- Have a back-up plan in the event your care provider is unable to deliver scheduled service(s).
- Pay for any services you have arranged privately in addition to those provided by us.

Case conferencing facilitated by your Care Coordinator can be arranged to assist you, your caregiver(s), and/or family members in meeting these responsibilities, and ensure uninterrupted service.

Introduction to Our Services

We offer a wide range of services including information and referral to connect people to health services and programs in community, and to access funding support. Home and community care services are based on each individual's care needs, and can include:

- Care Coordination
- Information and Referral
- Nursing
- Personal Support
- Physiotherapy
- Occupational Therapy
- Speech and Language Pathology
- Social Work
- Nutritional Services
- Respiratory Therapy
- Specialized Nursing Services
- Medical Supplies and Equipment (rentals)

See page 13 for additional descriptions of our services.

We provide assessments, eligibility, and waitlist management for **Adult Day Services, Assisted Living Services, Residential Hospice and Long-Term Care.**

See page 19 for additional information.

Preparing for a Home Visit by a Healthcare Provider

There are times when healthcare providers will come to a person's home. It is important to prepare for a home visit to support the safety of the care provider coming into your home.

To Prepare:

- Tell your Care Coordinator about any special circumstances about your home.
- Notify your Care Coordinator if you have a fever or cough.
- Have an area available for handwashing with liquid soap and/or alcohol based hand sanitizer and paper towels.
- Keep walkways cleared of ice and snow.
- Do not plan for guests or calls during your home visit with your care provider and anyone you wish to be there as part of your care team.
- Give reasonable notice to your care provider if you need to cancel or reschedule your visit.

During Your Home Visit:

- Refrain from smoking and alcohol use.
- Avoid wearing (perfume/cologne) or burning (candles/incense) scented products.
- Secure pets unless you have a service animal permitted to accompany you.
- Minimize noise and distractions.
- Store and lock away all firearms and weapons in accordance to law.

For Your Safety

As part of our commitment to your safety, all members of your care team wear a photo identification badge showing their name, picture, and their care agency. To support your safety:

- Always ask to see Care Team identification when a member comes to your home.
- If you are not sure of someone's identity, do not allow them into your home, and call us to confirm their identity: **705-721-8010** or **1-888-721-2222**.
- Your Care Team practices hand hygiene and may wear protective equipment (e.g. gloves, mask, goggles, gown) to protect you and the community. If you experience care provided at your home, and your provider wears protective equipment, it will be left behind for you to dispose of in the regular garbage to prevent the spread of infection. For more information, please contact us.
- **Care Coordinators and service providers DO NOT need any information about your bank accounts, credit cards, Personal Identification Number (PIN), or your debit cards.** Patients who are applying to a Long-Term Care Home must provide some financial information such as Old Age Security, but not banking information. If someone involved in your care requests this information, do not share it. Please advise us immediately or call your local police.

Safe At Home

Safety is important and everyone plays a role. You can expect your Care Coordinator or service provider to complete a safety assessment during their first visit with you and provide recommendations on how to be safe in your home.

The following highlights important information on fire safety and prevention, emergency preparedness, falls safety and more.

Additional information is available at www.healthcareathome.ca/nsm.

Falls Safety & Prevention

Falls can happen in an instant and the results can be devastating. Bumps and bruises may heal but a fractured bone could mean surgery, a long hospital stay, or a reduction in your ability to care for yourself or enjoy your favourite activities. Please consider these safety tips:

In the Kitchen

- Remove throw rugs and cords from the floor.
- Repair damaged flooring.
- Keep commonly used items within reach on the countertops or shelves.
- Avoid using step stools and chairs to reach high cupboards.
- Make sure tables and chairs are in good condition.

In the Hallway and on Stairs

- Clear all pathways of clutter and furniture.
- Make sure the lighting is adequate at all times.
 - Consider using night lights around your home.
 - Consider installing light switches at the ends of hallways or at the top and bottom of stairwells.

In the Bedroom

- Keep clothing within reach on shelves and in drawers at waist height.
- Add lamps or night lights so lighting is adequate at all times.
- Keep clutter off the floors.

In the Bathroom

Take extra caution in the bathroom as it is the most dangerous room in the house due to slippery floors.

- Remove throw rugs.
- Use a bath mat with nonskid backing after your bath and remove when not in use.
- In the tub/shower, use a nonskid rubber mat; ensure it is secure before stepping on it.
- Consider installing grab bars in your tub/shower.
- If you are using bath equipment (i.e. bath bench), ensure it is in good condition and is installed properly.
- Make sure your toilet is secure and in good repair.
- Use a night light in halls and bathroom.
- Do not lock the bathroom door.

Pets in the House

Be mindful of where your pets are in the house. Being tripped or pulled over by a pet is a common cause of falls. Consider employing a dog walker if you are unsteady on your feet outside.

Living Alone

Have a phone friend to touch base with you every day. Use a portable phone. If you have a visual impairment, use a phone with large buttons.

For more information related to falls prevention, call the North Simcoe Muskoka Integrated Regional Falls Program at **1-877-665-6065** or dial **310-2222** (no area code required).

Medication Safety & Storage

Understanding Your Medication(s)

- Try to learn the names of the medication(s) you take and know why you are taking them.
- Know what your medication looks like – colour and shape.
- Know how much to take, how often, and how long to take your medication(s).
- Ask if there are side effects to your medication(s) and what you should do if you experience them.
- Make sure you know what to do if you miss a dose.
- Know if there are foods you should avoid while taking your medication(s) or special instructions for a medication (e.g. take at bedtime or with meals).

Storing Your Medication(s)

- To avoid confusion, keep all of your prescription medications in their original container with the cap closed.
- Be aware of special storage instructions (e.g. refrigerate, store in a dry, cool place away from sunlight), and keep them out of reach of children and pets by putting them on a shelf or in a cupboard.
- Lock-up any narcotic pain medication.

Staying Organized

- Use a medication record book to keep a list of all your medications and record any allergies.
- Take your medication list with you every time you visit your doctor or pharmacist.
- It is important to speak up if you think you are about to receive, or have received, the wrong medication from a pharmacy.
- Try to use one pharmacy for all your medication needs. Ask them about blister packs.

Safety Tips

- Be aware of the expiry date of your medicine, so you do not take it after it has expired.
- Go through your medicine cabinet at least once a year. Gather up your medicine that is old, no longer in the original container, has unclear labels and has changed in colour, smell or taste.
- Safely dispose of medications through your local pharmacy. Never throw medication in the garbage or flush down the toilet.

Fire Safety & Prevention

There are many potential fire sources in your home. The most dangerous room in your home is the kitchen. It contains many heat sources with the potential to start a fire including your stove, microwave, toaster, etc. It is important when cooking in the kitchen, you ensure all clutter is cleared away from your stove, and food that is cooking is not left unattended.

It is very important to have working smoke alarms and carbon monoxide detectors in your home. Be sure to test them regularly as well as check for expiration dates. For more information, please contact your local fire department.

Domestic Violence

Domestic violence is any form of physical or sexual assault, actual or threatened, in an intimate relationship, and includes emotional, psychological, or harassing behaviour. The crimes usually occur in a pattern of controlling or harassing behaviour. The violence is used to intimidate, humiliate, and frighten a person to make them feel powerless. All victims of crime need to be treated with compassion, courtesy, fairness, and respect.

If you love or know someone who is in a domestic violent relationship, please let them know they are not alone and there are many resources to help them.

Call 310-2222 (no area code required) for more information.

Elder Abuse

There are many types of elder abuse, the most common being financial abuse. There is also physical, medication, psychological, neglect, and sexual abuse. The more dependent an individual is on someone else, the more vulnerable they are to abuse.

Seniors do not usually report abusive situations because they worry about what may happen to the person abusing them, as it is usually someone they know, love, and trust. They generally feel ashamed or humiliated and may fear loss of contact.

In the North Simcoe Muskoka area, the Prevention of Senior Abuse Network Simcoe County can connect you with the supportive resources you may need.

Call **1-866-299-1011** or visit their website at www.psan-sc.ca for more information.

Identity Theft & Fraud

Identity theft is when someone uses your identity to obtain possessions or services without your knowledge. To avoid being a victim of identity theft or fraud, it is important to pay attention for “red flags,” such as receiving an anonymous phone call from someone saying they are in trouble and need money. You need to do background work by verifying who the caller is, and that you know them before giving them any personal or financial information.

If you have questions about this issue, please call your local police department for more information.

Infection Control

We are committed to keeping you and others well by preventing or reducing the spread of disease to promote healthy living in the community.

Please inform your Care Coordinator if you have, or suspect you have, a contagious illness or contagious disease including cold or flu, respiratory illness with a fever, antibiotic resistant conditions (e.g. MRSA, VRE, C-difficile), lice, or scabies.

Hand Hygiene

The main way germs are spread from one person to another is by our hands. Keeping your hands clean is the best thing you can do to prevent the spread of infection.

It is important to clean your hands properly throughout the day, as we handle many things covered in germs like keyboards, light switches, door knobs and telephones. You should always wash your hands before preparing or eating food, after using the washroom or changing diapers, after you cough, sneeze, or use a tissue to wipe your nose, and after being in contact with someone who is sick.

Important reminders when washing your hands:

- Use warm water.
- Lather (rub) your hands with soap for 15 seconds to get dirt and germs off of your hands.
- Be sure to wash fingertips, between your fingers, the back of your hands and around your thumbs.

Emergency Preparedness

It is important for us to be proactive in preparing our homes and vehicles for an emergency. Key items to have in your emergency kits are listed below.

Home Emergency Preparedness Kit

- Non-perishable food
- Drinkable water
- Radio – battery or crank power
- Telephone (one that plugs into a jack)
- Keep an extra supply of life-saving medication or a copy of your prescription (to use during an emergency)
- Small amount of cash

Car Emergency Preparedness Kit

- First aid kit
- Device to cut seatbelt/break window
- Reflective vest
- Small radio and flashlight
- Emergency candles for heat
- Shovel
- Booster cables
- Warming blanket and poncho
- Drinkable water and emergency food

For more information on how to be prepared for an emergency, visit www.getprepared.gc.ca.

Services

Care Coordination/Information & Referral

Our home and community care team will work with you, your family members, and/or caregiver(s) and others involved in your care (i.e. physician, nurse practitioner, dietitian, pharmacist, social worker, etc.). Your care team includes your Care Coordinator and staff who connect you and your caregiver(s) to appropriate community support programs and services.

The home and community care team will:

- Assess and discuss your needs, connect you to community support service agencies, and co-create a care plan with you for getting care at home, at a community clinic and/or through a community program close to you.
- Assess your needs to support a safe transition home if you have experienced a hospital stay and are getting ready to leave.
- Work with you and your caregiver to develop your healthcare goals and create a plan of care specific to you.
- Regularly review and/or change your care plan and services to ensure your care needs are being met.
- Support the process to access care in another setting where appropriate. These include, but are not limited to: Adult Day Programs, Assisted Living, Supportive Housing, Convalescent Care, Long-Term Care, and Residential Hospice.
- Provide information, education and referral to support your independence, health, well-being, and safety.

Nursing

Nursing is mostly provided in a clinic setting where available; however, in-home nursing is provided to patients who are house-bound and may be unable to leave their home due to their health condition.

Our Community Nursing Clinics provide:

- Wound care and intravenous (IV) therapy.
- Education on chronic disease self-management to support your participation in care.
- Support to patients/families on end-of-life care.

Depending on your health needs, your nurse may suggest a referral for specialty nurses for enterostomal therapy or continence.

Personal Support

Personal support focuses on helping you with personal care when unable to manage independently, including personal hygiene and activities of daily living. It also:

- Provides assistance with daily living routines to enable individuals to stay in their home longer.
- May provide respite services to your family or caregiver.

Personal support services are scheduled by your Care Coordinator. If you will not be home at the time of a scheduled visit, please call and cancel at least three hours beforehand. Personal support is not normally provided on statutory holidays. If your visit is scheduled on a holiday, it will be cancelled unless your Care Coordinator has specifically arranged service for that day.

Physiotherapy

Physiotherapy services provided by us are only available to patients who are house-bound and unable to access these services outside the home due to their condition. Patients will be provided information about other physiotherapy services in the community if they are not eligible.

Physiotherapy teaches safe ways to maintain mobility and activity levels, as well as ways to prevent falls. It also assists school staff to carry out appropriate exercises and gym programs with a child at school.

Occupational Therapy

Occupational Therapy focuses on how daily activities can be performed safely and as independently as possible. It also:

- Teaches you, your family and/or your caregiver ways to stay in your home safely.
- Recommends modifications to the home or school settings to improve safety and accessibility.
- Assists school staff to carry out programs to enable the child to attend school.

Speech and Language Pathology

Speech and Language Pathology focuses on communication skills including speaking, understanding, and the use of technology aids.

The Speech and Language Pathology therapists also teach ways to improve articulation and speech fluency, as well as assess swallowing problems, and recommend ways to ensure safe eating and drinking.

Social Work

In crisis situations, Social Work provides housing and community support information. Social Work also provides links to other services such as community mental health and addiction services.

Nutritional Services

Nutritional Services focus on dietary needs when there are medical conditions that affect nutrition such as diabetes. These services also recommend special nutrition preparations such as meal supplements and assist with the progression from tube feeding to feeding by mouth.

Respiratory Therapy

Respiratory Therapy is provided to individuals who use ventilators, have artificial airways or are receiving home oxygen services under the Assistive Devices Program.

Specialized Nursing Services

We value nursing care as an important part of our overall healthcare system. Our team of specialized nurses offer the following:

- **Rapid Response Nurses:** Support adults and children with high-care needs as they transition home from hospital.
- **Hospice Palliative Care Nurse Practitioners:** Act as a bridge to connect, support, and care for patients who have a life-limiting illness.

- **Mental Health & Addictions Nurses:** Support kids and teens to thrive and remain in school, or transition back to school after being in the hospital.
- **Telehomecare Nursing:** Help patients manage their chronic condition at home.

Medical Supplies

Medical supplies will be provided if they are required for the professional to complete their visit. We provide a limited range and supply of products. You may not receive the brand you prefer, or what has been used in hospital, and you may also need to purchase some items.

Equipment Rentals

Your Care Coordinator will assess your needs and arrange for the rental of the appropriate equipment through our contracted vendors for up to a maximum of 30 days.

We may pay for the rental to allow time for your needs to be assessed and appropriate equipment to be obtained. After the rental period, the vendor will call and arrange to pick up the equipment unless you choose to take over the equipment rental costs, purchase the equipment from the vendor, or arrange for equipment from another supplier.

We do not provide equipment that is needed long-term or following elective surgeries such as hip replacements. Should you need financial help to obtain equipment, please ask your Care Coordinator, or call us to inquire about funding sources in your community.

We provide assessments, eligibility and waitlist management for:

Adult Day Services

The Adult Day Program is a social, recreational, and therapeutic program for elderly individuals experiencing memory loss and individuals living with a disability. The program provides individuals with an opportunity for socializing and can be a source of respite for caregivers. All Adult Day Centres have friendly caring staff and nutritious meals/snacks.

If you need help to begin the application process or would like more information, contact us and ask for a brochure on “Adult Day Services.”

Assisted Living Services

Assisted Living Services is a program designed for seniors to assist with continuing to live in their homes. This program offers a combination of personal support, security checks, and homemaking services.

Call us for more information.

Residential Hospice

Residential Hospice is an option for patients at their end of life journey which provides a home-like setting where family can stay and be involved, with the added support of trained hospice staff.

Long-Term Care Home Admissions

Should you or a loved one need more support than can be provided at home, your Care Coordinator will work with you to explore other options. He/she will talk with you and your family about community services that may help you stay in your own home as long as possible. Your Care Coordinator may visit you at home to discuss whether a move to a Long-Term Care Home is the best decision to support care needs. If you are considering long-term care, your Care Coordinator will support you through the following steps:

- Determination of eligibility for admission to long-term care.
- Provide support and counselling throughout the placement process.
- If a Long-Term Care Home outside of North Simcoe Muskoka is chosen, communicate with other regions as appropriate.
- Follow-up to make sure the move is a positive experience for you and your family.

We manage admissions and waiting lists for Long-Term Care Homes in the North Simcoe Muskoka area. Waiting lists are updated monthly, and are available at www.healthcareathome.ca/nsm.

For more information, access a copy of “Planning for Long-Term Care - A Practical Guide” brochure through our website, or request a copy be mailed to you.

We arrange access to the Short Stay Respite, Convalescent Care, and Complex Continuing Care Programs in this region.

- **Short Stay Respite:** Located in Long-Term Care Homes, this program supports temporary care of an individual whose family or caregiver is going on vacation or needs a rest.
- **Convalescent Care:** Located in select Long-Term Care Homes, this program supports individuals transitioning from hospital or the community who need extra support following surgery or illness in order to regain the strength to return home.
- **Complex Continuing Care:** Designated beds in some hospitals to support intensive care for an individual with complex needs.

Privacy

We follow the Personal Health Information Protection Act, 2004 (PHIPA), which requires the protection of the privacy of your personal health information. The personal health information collected in your assessment belongs to you.

Personal Health Information

Personal health information includes:

- Information about your health status
- Information about your health history
- Your health card number
- Information about eligibility for health care services
- Information about care needs

Privacy and Security of Your Information

The privacy and protection of your personal health information is a priority to us.

In the assessment process, we only collect health information needed in order to determine your needs. We use secure electronic systems to share your health information with others involved in your care for the delivery of health and support services.

Your information may be made available through secure regional and provincial systems to improve timely access to your health information and reduce the need to ask you questions you have already answered. Your information may be viewed by healthcare partners to assist in providing you safe, quality care. We may also use your information to monitor the quality of services provided to you, educate our staff, plan and assess services, and carry out satisfaction surveys.

Unless you tell us not to, we assume permission to collect, use, and share your personal health information with other healthcare providers deemed appropriate under the Personal Health Information Protection Act (PHIPA). We only disclose your information without your consent where we are permitted or required by law.

How We Store Information

Your health information is kept in a secure electronic system and is only viewed by authorized staff who deliver your services. When your information is viewed, it is recorded in a log. Logs are reviewed regularly to ensure there has been no unauthorized access to your information. Your health information is stored and disposed of according to law.

Your Privacy Rights

You have the right to:

- **Change your consent.** Restrict or withdraw your consent at any time by contacting your Care Coordinator.
- **See your assessment.** You can request a copy of your assessment at any time. Access the personal health information contained in your record by visiting www.healthcareathome.ca/nsm and selecting Request Your Health Record.
- **Correct your assessment.** Correct or amend information in your record by contacting your Care Coordinator.
- **Know more.** If you would like to know more about how your personal health information is handled and shared with partner organizations, please contact us, and view the Privacy Notice on our website.

Voice your privacy concerns at any time by contacting the Privacy Officer at:

705-721-8010 or **1-888-721-2222, Ext. 6641.**

If the Privacy Officer cannot resolve your concern, you have the right to file a complaint with the Ontario Information and Privacy Commissioner by contacting **1-800-387-0073** or www.ipc.on.ca.

Patient Satisfaction Survey

We have contracted NRC Picker Canada to conduct patient satisfaction surveys on our behalf. During the time you receive services, or after you are discharged, you may be contacted by telephone or mail to complete a survey. Your answers will help us to learn what is working well and where

we can make things better. Your responses will not impact your current or future service(s). At all times your personal information is protected. If you do not want to be contacted to complete a survey or have any questions, please call us.

Substitute Decision Maker and Power of Attorney for Personal Care

If you become incapable of making personal care decisions, someone else must make them for you; this is called your substitute decision-maker. For some decisions including those about your medical treatment and admission to long-term care, the law requires your doctor or other healthcare providers to obtain consent from your substitute decision-maker before taking action if you are incapable of giving consent yourself.

Giving a Power of Attorney for Personal Care lets you choose who will be your substitute decision-maker if you become incapable in the future. This helps ensure that a person you trust will act for you if it becomes necessary. Personal care decisions made by your substitute decision-maker include medical treatment, diet, housing, clothing, hygiene, and safety.

Giving a Power of Attorney for Personal Care is also a way to make sure your wishes about personal care decisions will be respected. It gives you a chance to say what you do/do not want. For example, if you do not want certain medical treatments in the event of serious illness, you can make this clear in your Power of Attorney for Personal Care.

For more information or to access the Power of Attorney kit, visit the Ministry of the Attorney General website at www.attorneygeneral.jus.gov.on.ca, and

for information on advanced care planning, visit www.ontario.ca/page/seniors-plan-for-the-future

Accessibility Policy

We are committed to providing exceptional service for all of our patients. Goods and services will be provided in a manner that respects the dignity and independence to all patients. Persons with disabilities will be given an opportunity equal to that given to others, to obtain, use, or benefit from the goods and services provided by and on behalf of the organization. Documents required under the Accessibility for Ontarians with Disabilities Act (AODA) 2005 are available upon request.

Gift Policy

Our staff and our Service Provider staff are not permitted to receive or accept gifts of any kind (this includes flowers) as it is against our policies and procedures. However, if you wish to write a note or letter of gratitude, we would be honoured to hear your story.

Feedback and Concerns

We welcome your feedback on Home and Community Care Services

While working to provide the best possible care, we also want to provide the best possible service. Compliments, suggestions and complaints from patients, their caregivers and families are important to help us continually improve our programs and services. We want to know how we are doing and welcome feedback of all kinds – compliments, concerns, complaints, and all other inquiries.

Care Concerns and Complaints

We strive to resolve complaints informally, whenever possible, and if you have a specific complaint about your care and/or the service we are providing, please proceed with the following steps to ensure a prompt response.

1. Contact your Care Coordinator to discuss your complaint. Your Care Coordinator is familiar with your situation and wants to hear what is going well for you and what can be improved. Your Care Coordinator will work with you, your family, and your caregiver to respond to your complaint. Most patient complaints are successfully resolved at this level.
2. If, after speaking with your Care Coordinator, your complaint is not resolved to your satisfaction, you can ask to speak to his or her manager. Should you prefer, the Ministry's Long-Term Care Action Line provides a service to patients and family members as an additional avenue to that of our formal complaints process.
3. If, after speaking with a manager, your complaint remains unresolved, you may request a formal review. The manager will inform you as to how to proceed with a formal review.
4. Following the formal review process, if you remain unsatisfied with the decision, you have the right to appeal the 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. Concerns about your care or healthcare experience with us can also be directed to the Ontario Patient Ombudsman.

Long-Term Care Action Line

The Long-Term Care Action Line serves patients receiving **our services** and also gives a voice to those patients and their families who have concerns or complaints about home and community care services. **If you are receiving services through us, we encourage you to first contact us to support addressing your concerns.**

The Long-Term Care Action Line may be reached by telephone at **1-866-876-7658**, or online at: www.health.gov.on.ca.

Health Services Appeal and Review Board

The Health Services Appeal and Review Board (HSARB) will hear complaints related to your eligibility for service, the type or amount of service you receive, or why services were discontinued.

The HSARB is an independent tribunal set up by the Ministry of Health to address complaints about the health care system and can be reached at: **1-888-282-2179** or **1-416-327-8512** by email at: hsarb@moh.gov.on.ca.

The Patient Ombudsman

The Patient Ombudsman should be contacted after you have exhausted all other applicable complaint mechanisms, including the Long-Term Care Action Line.

More information about the Patient Ombudsman is available at: <http://www.patientombudsman.ca> and by calling: **1-888-321-0339** or **1-416-597-0339**.

Contact Information

Home and Community Care, NSM LHIN

Phone: 705-721-8010

Toll Free: 1-888-721-2222

Website: www.healthcareathome.ca/nsm

Our Privacy Officer

Phone: 705-721-8010 Ext. 6641

Toll Free: 1-888-721-2222 Ext. 6641

nsmhealthline.ca

Phone: 310-2222 (no area code required)

Website: www.nsmhealthline.ca

Long-Term Care Action Line

Phone: 1-866-876-7658

Toll Free: 1-800-387-5559

The Patient Ombudsman

Phone: 1-888-321-0339

Toll Free: 1-416-597-0339

Website: www.patientombudsman.ca

Prevention of Senior Abuse Network Simcoe County

Phone: 1-866-299-1011

Website: www.psan-sc.ca

Office of the Attorney General

Website: www.attorneygeneral.jus.gov.on.ca

Integrated Regional Falls Program

Phone: 1-877-665-6065

Get Prepared for an Emergency

Website: www.getprepared.gc.ca

Ontario Information & Privacy Commissioner

Phone: 1-800-387-0073

Website: www.ipc.on.ca



**Call us any day of the week from
8:30 a.m. to 8:30 p.m.
705-721-8010 or 1-888-721-2222**

To locate health service resources in North Simcoe Muskoka
call **310-2222** (*no area code required*)
or visit



15 Sperling Drive,
Suite 100
Barrie, Ontario
Canada, L4M 6K9

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