

Home and Community Care  
Support Services  
**NORTH WEST**

# Care in Your Home



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Home and Community Care Support Services North West support services can help you manage your health care while living in your own home.

At Home and Community Care Support Services North West, we provide information on the various home care services that are available and help you access the specific services you need. Our goal is to work with you to build on your strengths to improve your quality of life, and maximize your independence. We coordinate home health care services that enable people to:

- Remain living independently in their own homes for as long as possible;
- Return home more quickly from hospital;
- Recover from a serious illness, surgical procedure or injury;
- Manage disabilities or chronic health problems;
- Delay or prevent the need for admission to a hospital or a Long-Term Care Home; or
- Obtain end-of-life care.



# Home Care Services

Home and Community Care Support Services North West purchases services from health care organizations to provide the assistance people need in their homes. You can access a single service or a combination of several services, depending on your care needs. Home and Community Care Support Services North West's home care services include:

- Information and referral services to make people aware of community organizations and services available to them;
- Visiting health professional services, including nursing, nutritional counselling, occupational therapy, physiotherapy, social work and speech-language therapy. Individuals who receive visiting health professional services may also obtain medical supplies and equipment through Home and Community Care Support Services North West to assist them with managing safely at home;
- Personal support, including assistance with a variety of daily living activities such as personal hygiene and bathing, dressing and eating; and
- Homemaking, such as light housekeeping and laundry, in combination with personal support services.

## Accessing Home Care

Home and Community Care Support Services North West services are available to eligible Ontario residents of all ages. Home care services are funded by the Ontario Ministry of Health and Long-Term Care (MOHLTC).

Anyone can contact the Home and Community Care Support Services North West for information or to make a referral. Home and Community Care Support Services North West also receives referrals from physicians, hospitals, community organizations and other community or health care professionals.

# Your Community Care Coordinator

When you call Home and Community Care Support Services North West, you will be assigned a Home and Community Care Coordinator who will:

- Assess your health care needs;
- Determine your eligibility for home and community care services;
- Work with you to develop a plan for services;
- Arrange for health and personal support services in your home;
- Connect you to other resources and services in your community;
- Coordinate/evaluate these services; and
- Monitor your progress and adjust your service plan if necessary.

## Who is Eligible?

To be eligible for home care services:

- You must have a valid Ontario Health Card;
- You must be physically unable to leave home to receive the necessary health care services;
- You must consent to receiving home care;
- You and your caregivers/significant others must be willing and able to participate in your care;
- Your medical condition is such that adequate treatment can be provided at home with the services available through Home and Community Care Support Services North West; and
- Services can be provided in a suitable and safe environment.



## Nursing Services

Registered Nurses (RNs) or Registered Practical Nurses (RPNs) can provide direct health care services to you or teach you and/or your caregiver how to meet your health care needs. The following are some examples of the nursing services that may be available through Home and Community Care Support Services North West:

- Care following surgery
- Acute or chronic health conditions
- Pain and symptom management
- Medication management IV therapy (intravenous therapy)
- Wound management
- Catheter care
- Continence care
- Insulin initiation
- Colostomy care
- Post acute cardiac care
- Palliative and end-of-life care

Your Home and Community Care Support Services North West Care Coordinator will assess your needs and determine whether you are eligible for each of these services.



## Nutritional Counselling

Registered dietitians can assess and determine your nutritional needs, develop an individualized diet plan and teach you and your caregiver how to follow the nutritional plan. Nutritional counselling may be beneficial to people who:

- Are receiving cancer treatments;
- Are dehydrated;
- Are diabetic;
- Require tube feedings;
- Are terminally ill;
- Have poor wound healing;
- Are suffering from kidney failure;
- Have swallowing disorders.

## Occupational Therapy

Occupational therapists work with people who have difficulties with their daily activities as a result of changes in their physical or mental health. They help people become more independent in their daily activities, such as bathing, dressing, meal preparation, feeding and mobility. They can also recommend modifications to people's home environments to improve their safety and independence. Services include:

- Wheelchair and walker assessments;
- Assessments of equipment needs and/or adaptive aids; splinting;
- Home safety assessments;
- Assessments of physical and mental abilities; and
- Completion of Assistive Device Program funding applications.

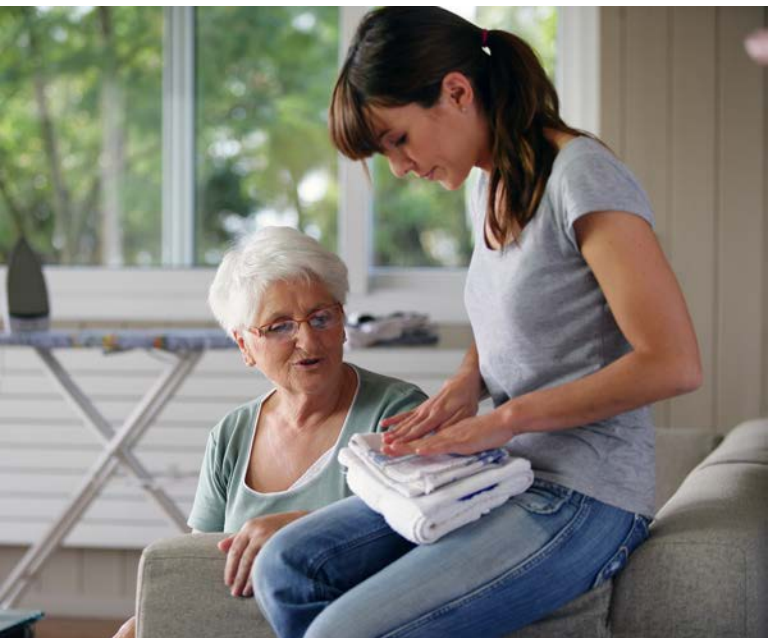


# Personal Support and Homemaking

Personal support workers and homemakers assist individuals with personal hygiene and routine activities of living, including:

- Bathing and dressing;
- Mobility and transfers;
- Exercise;
- Meal preparation and feeding;
- Caregiver relief;
- Medication reminders;
- Laundry; and
- Light housekeeping.

In order to receive homemaking services, such as light housekeeping or laundry, you must also qualify for personal support services from Home and Community Care Support Services North West.







## Physiotherapy

Physiotherapists work with individuals who have physical conditions resulting from pain, illness, accident or injury. Physiotherapy services can help with:

- Acute or chronic pain management;
- Weakness, stiffness, or reduced range of motion;
- Walking or coordination difficulties;
- Education and teaching of exercise routines to you and your caregiver.

## Social Work

Social workers provide information and counselling to help individuals and their family members cope with the stress, losses or challenges resulting from illness or disability, including:

- Adjustments to illness or disability;
- Palliative and end-of-life care issues;
- Financial issues;
- Abuse or neglect problems;
- Caregiver burnout concerns;
- Family conflicts; and
- Accommodation needs.



## Speech-Language Therapy

Speech-language therapists assist individuals with communication and oral motor problems. They can help with:

- Swallowing and/or choking difficulties;
- Difficulty speaking or understanding language;
- Little or no communication skills;
- Problems associated with stroke, brain injuries, neurological conditions, cancer or end-of-life care.

## Medical Supplies and Equipment

If you receive visiting health professional services through Home and Community Care Support Services North West, the cost of medical supplies related to the care provided will be covered. In order to help you manage safely in your home, short-term use of medical equipment, such as a walker, bath bench or hospital bed, may also be covered by Home and Community Care Support Services North West. If the equipment is required long-term, you are required to rent or purchase it on your own. Your Home and Community Care Support Services North West Care Coordinator can advise you about other programs and/or financial assistance available.

# Community Support Services

In addition to the home care services coordinated by Home and Community Care Support Services North West, there may be other community support services that can be delivered in your home or at a community centre. Some examples are:

- Meal services and transportation;
- Caregiver support and respite services;
- Security services (i.e. emergency response, friendly visits);
- Social or recreational programs (i.e. seniors' centres, day programs);
- Supportive or alternative housing;
- Foot care clinics.



## Contact Information

Office Hours: 8:30 a.m. to 4:30 p.m. (Local Time)  
Monday to Friday

### **Thunder Bay**

961 Alloy Drive  
Thunder Bay, ON P7B 5Z8  
Tel: 1-807-345-7339  
Toll-free: 1-800-626-5406

### **Kenora**

35 Wolsley Street, Suite #3  
Kenora, ON P9N 0H8  
Tel: 1-807-467-4757  
Toll-free: 1-877-661-6621

### **Dryden**

6 – 61 King Street  
Dryden, ON P8N 1B7  
Tel: 1-807-223-5948  
Toll-free: 1-877-661-6621

### **Fort Frances**

110 Victoria Avenue  
Fort Frances, ON P9A 2B7  
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### **Home and Community Care Support Services North West (Head Office)**

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