



# Welcome to Home and Community Care Support Services Champlain

This welcome kit provides important information for our **new patients**. We encourage you to read the following pages carefully.

## ► What Can I Expect

Home and Community Care Support Services Champlain provides a wide range of health care services and resources to support people at home, at school or in the community.

After their initial assessment, all new patients are assigned a Care Coordinator. Your Care Coordinator will contact you and may set up a meeting in your home. He/she will ask questions to understand your needs, and will answer any questions you might have. Your Care Coordinator will discuss options with you and your family. Together, you will determine what type and level of services are appropriate to meet your needs.

You can always call your Care Coordinator to discuss or modify the details of your care plan, especially if your needs or situation changes.

Family members and caregivers can also call the Care Coordinator to discuss their loved one's needs, if consent has been given by the patient.

### What is a Care Coordinator?

Care Coordinators are health professionals with expert knowledge of health and community services. They are your link to the health system and will arrange for you to receive the right care at home or in the community.



Based on your assessment, we may provide you with the following services:

- Nursing
- Physiotherapy
- Occupational therapy
- Nutritional counseling
- Speech therapy
- Social work
- Personal support
- Medical supplies and equipment

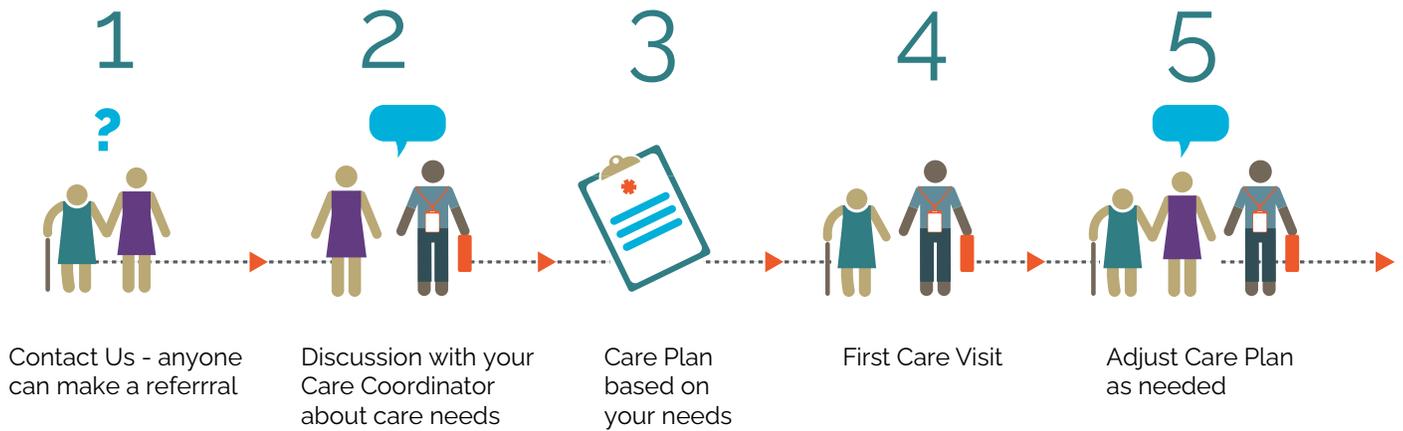
## ► Nursing Clinics and Community Services

Not everyone needs to receive their care at home. Your Care Coordinator may connect you with one of our nursing clinics to receive IV therapy, wound care and other treatments.

We can also help you access services in the community such as:

- Supportive housing
- Adult day programs
- Hospice care
- Respite care
- Caregiver support groups
- Rehabilitation
- Meal delivery and community dining
- Transportation services
- Foot care programs
- Friendly visiting
- Housekeeping and home maintenance

## ▶ Getting Care



## ▶ Alternatives to Care at Home

If it becomes increasingly difficult for you to live independently at home, we can help you weigh your options. Depending on your needs, we will assist you to:

- Explore opportunities to improve your independence.
- Provide short-term relief in a respite environment.
- Identify a retirement residence, assisted living environment or a long-term care home.

## ▶ Your Rights and Responsibilities

The most successful health care is based on trust and respect—between you, your Care Coordinator and others involved in your care.

Learn more about your rights as one of our patients, as well as your responsibilities in ensuring that you continue to receive the care you need, on our website at:

[healthcareathome.ca/champlain](http://healthcareathome.ca/champlain)

**Champlainhealthline.ca**

Visit [Champlainhealthline.ca](http://Champlainhealthline.ca) to find health and community services near your home. You will also find useful resources and information for a wide range of health topics.

[www.champlainhealthline.ca](http://www.champlainhealthline.ca)

## ► Your Role in Safety

You and your family play a key role in keeping you safe at home. Your Care Team can offer suggestions to make your home safe and secure. Your Care Coordinator is ready to answer any questions or concerns you might have about your care or safety. Don't hesitate to ask for help or advice, and to contribute to any decisions being made about your care.

## Managing Medications

Make sure you know which medications you are taking and what they are for. It might help to keep a journal with the name and strength of the medications you take and how often you take them. Include on this list both prescription and non-prescription medications. Tell your Care Coordinator if you're having difficulty managing your medications.



## Preventing Falls

An easy way to prevent falls is to keep your home free of clutter so you can move around safely. Work with your health care providers to find the best strategies for walking, standing or transferring between positions. Be sure to tell your Care Coordinator or family doctor if you have any trouble standing up or sitting down. You can also:

- Make sure rooms are well-lit and free of tripping hazards.
- Wear proper-fitting footwear (slippers or shoes) with non-skid soles.
- Be aware of any medications that make you feel drowsy or dizzy.
- If you can, take part in exercise classes offered in your community. You can find a list of free classes on

[Champlainhealthline.ca](http://Champlainhealthline.ca)

## Preventing Infections

Clean hands are the best way to prevent infections. Use soap and water or a 70% alcohol hand rub to wash your hands. Other good tips include:



- Making sure family and visitors wash their hands when entering and leaving your home, and before providing care.
- Asking health care providers if they have cleaned their hands before attending to you.
- Coughing into your elbow instead of your hand.

## Staying Immunized

Vaccinations are an affordable and easy way of preventing illness. Ask your doctor about the flu shot and other vaccinations to protect your health.



## Not Feeling Well? Tell Your Health Provider

Usually, the evening before a health care provider visits your home, he or she will phone to confirm the visit. Take this opportunity to let them know if you're feeling unwell and what symptoms you're experiencing.

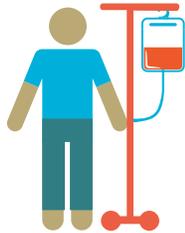


## ▶ Disposing and Safe Handling of Medical Waste

If you are a patient receiving care at home, you and your family/caregiver are responsible for disposing and safe handling of medical waste. The following information is intended to help you protect yourself, others and the environment from hazardous or infectious medical waste.

### Sharps and Needles

Any object that could break, cut or puncture the skin is considered to be a 'sharp', including needles (with and without syringes attached), blades, and intact and broken vials.



To dispose of sharps safely:

- Use a special biomedical/sharps waste container. When the container is full, it must be returned to the pharmacy where it will then be transported to a government-approved facility for disposal.
- Some pharmacies may accept needles and sharps in approved containers. Your local municipality may also have household waste depots.
- Do not put sharps containers into regular household garbage or recycling boxes.

Contact your local pharmacy or municipal office for further information.

### Contaminated Solid Waste

Dressings, gauze, bandages, swabs, catheter tubing, intravenous bags and tubing (with needles removed) or any other products soiled with blood or bodily fluids must be disposed of appropriately. Follow these steps:

1. Place the soiled products in a plastic bag and tie it at the top. If the first bag is visibly soiled, double-bag the items and place them with your regular household garbage.
2. In the case of intravenous pumps, remove and dispose of any tubing from the pump before returning it to the supplier.

### Chemotherapy Medications and Supplies

Chemotherapy medications and any supplies that have come into contact with them are considered to be contaminated. These include intravenous tubing, needles, syringes and dressing supplies. To dispose of them:

- You must use the biomedical waste container that came with the medical supplies we provided to you.
- When your container is full, please advise your nurse. The nurse will complete a request for the pickup of the waste container, which will then be transported to a government-approved facility for disposal.
- Do not put this type of biomedical waste in regular household garbage for pick up.

It is important to always wash your hands properly after touching contaminated wastes.

### Medications Including Narcotics

Unused or out-of-date medications must be returned to your local pharmacy. To dispose of medications:

- Follow the instructions under Chemotherapy Medications and Supplies for disposing of chemotherapy medications.
- Do not flush medications down the toilet.

## ▶ Protecting Your Privacy

Health care providers often require personal information about you to be able to deliver their services effectively and accurately. Whenever we collect information from you—about your medical history, personal background or next of kin—we always ask for your consent first. Your Care Coordinator may also gather personal health information from other health care organizations as part of your care.

### Who We Share Information With

Your personal health information is shared with those involved in providing health care services to you. This might include doctors, therapists, nurses, hospitals, long-term care homes or community agencies. Your health information is also made available through provincially endorsed eHealth databases. Finally, we may share your personal health information with an individual that you have designated as your substitute decision maker or power of attorney.

## How We Protect Your Personal Health Information

We use a variety of physical and electronic security measures to keep your personal information safe and secure. These include access restrictions, strict policies, staff training on privacy and confidentiality processes and obligations, and regular audits.



### Questions or Concerns about Privacy?

Your Care Coordinator will be happy to answer any questions you have about the privacy and security of your personal health information. You can also contact our privacy officer for information on how to make a formal complaint about privacy related concerns at: **613-310-2222**.

Learn more about Privacy & Confidentiality and how to access your personal health information on our website at [healthcareathome.ca/champlain](https://healthcareathome.ca/champlain)

### At a Glance: Home and Community Care Support Services Champlain

Every year, we assist thousands of people in diverse communities to navigate a complex health system. We provide a wide range of health care services and resources to support 64,000 patients each year at home, at school or in the community.

Our patient-care coordination teams help develop care plans for people of all ages, focused on maintaining independence and dignity at home and in their community. When required, we also provide guidance through the application and admission processes to long-term care homes.

## ► Providing Feedback: Tell Us How We're Doing

One of the core values that guides our work across the Champlain region is listening to feedback from patients and families. Your feedback will help us to improve our programs and services, and identify potential system-wide issues.

There are several ways to contact us to file a complaint, compliment, or concern in English or French.

### STEP 1

The first step is to address your concern with your Care Coordinator for home and community care, or other health provider (e.g. hospital, community health centre, long-term care home, mental health and addiction service or community support service). They are most familiar with your situation, and want to hear what is going well for you, and what can be improved. They are also in the best position to answer any questions you may have about your care or services that you are receiving.

### STEP 2

If your question or concern has not been addressed, we are here to assist you, and we welcome your feedback.

Please contact us with your concern or compliment through any of the following:

**613.745.5882**, or **Toll-free: 1.844.454.1322**

**[champlainquality@lhins.on.ca](mailto:champlainquality@lhins.on.ca)**

Fax: **613.747.6519**

Should you require accessibility support or special accommodation, please contact **613.745.5882** or **1.844.454.1322** (toll-free).

Each complaint we receive will be:

- Received with courtesy, recorded accurately and protected.
- Acted upon promptly and fairly. Phone calls and emails will be acknowledged within two business days.

To learn more, please review our Guiding Principles for Complaint Management on our website under "Feedback" at: **[healthcareathome.ca/champlain](http://healthcareathome.ca/champlain)**



**My Care Coordinator is:**

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**My Community Service Providers are:**

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**Notes:**

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Home and Community Care Support Services Champlain

100-4200 Labelle Street, Ottawa ON K1J 1J8 | [healthcareathome.ca/champlain](https://healthcareathome.ca/champlain)

To make a referral for our services, or to inquire about our community services, please call **310-2222** or **1 800-538-0520**

Home and Community Care Support Services Champlain is an agency of the Government of Ontario.