

# HOME AND COMMUNITY CARE

## Welcome Guide



# Home and Community Care Support Services Waterloo Wellington

## Who We Are

**Home and Community Care Support Services Waterloo Wellington** is a crown agency which delivers health care in Waterloo Region, Wellington County and Southgate Township.

Home and Community Care Support Services Waterloo Wellington provides health care services at home and in the community, and can assist those considering supported living programs or long-term care options.

We work with people of all ages to ensure they can make informed choices about their care.

We also have useful information about local community support service agencies, and can link people to these providers to arrange services.

[wwhealthline.ca](http://wwhealthline.ca) provides information on more than 3,000 programs and services.



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## WELCOME TO HOME AND COMMUNITY CARE SUPPORT SERVICES

**WATERLOO WELLINGTON.** This welcome guide provides important information for new patients. We encourage you to read the following pages carefully.

### What Can I Expect

We provide a wide range of health care services and resources to support people at home, at school or in the community.

A Care Coordinator will contact you to ask questions to understand your needs, and will answer any questions you might have. A Care Coordinator will discuss options of care with you, your family, and caregivers. Together, you will determine what type of services are appropriate to meet your needs.

You can call your Care Coordinator to discuss your care plan at any time, especially if your needs or situation changes.

Your family members and caregivers can also call the Care Coordinator to discuss your needs, if you have given consent.

Based on the assessment with a care coordinator, we may provide you with the following services:

- Nursing (RN, RPN)
- Physiotherapy (PT)
- Occupational therapy (OT)
- Nutritional therapy (Registered dietician RD)
- Speech language therapy (SLP)
- Social work (SW)
- Personal support worker (PSW)
- Medical supplies and equipment
- Spiritual care

For a full list of programs and services, please visit [www.healthcareathome.ca/ww](http://www.healthcareathome.ca/ww)

### WHAT IS A CARE COORDINATOR?

A Care Coordinator is a regulated health professional with extensive knowledge of health care and community services.

They will complete an assessment to

determine your care needs and what is important in your care experience. The Care Coordinator will then work with you and your care team to develop a care plan that meets your needs. When you have questions or need assistance, the Care Coordinator is here to help you navigate the health system.



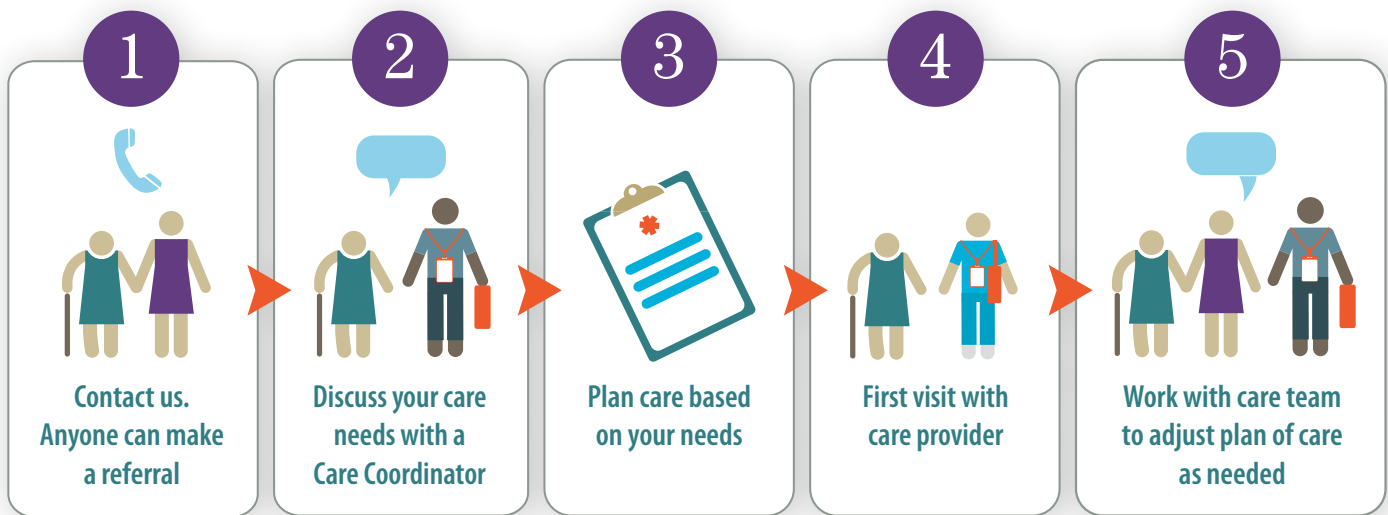
### Community Nursing Clinics

Community Nursing Clinics are the main location in which we offer nursing service. The clinics are staffed with highly qualified teams of health professionals that specialize in wound care and other nursing services, including intravenous therapy and catheter care.

The clinic setting allows you flexibility to receive care in a safe, clean setting.

Community Nursing Clinics allow for independence. You can arrange for care at a date, time and location most convenient for you – attending a clinic allows you to design a schedule best suited to your personal needs.

## Getting Care



## Community Support Services

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
- Friendly visiting

## Alternatives to Care at Home

If you find it is becoming increasingly difficult to live independently at home, we can help you explore your options. Depending on your needs, we will assist you to:

- Explore opportunities to improve your independence.
- Provide short-term caregiver relief options (e.g. adult day program, short stay respite in long-term care home).
- Identify appropriate alternative supportive living options including assisted living and long-term care.
- If appropriate, assess eligibility for long-term care.



## Keeping Yourself Safe

Home and Community Care Support Services Waterloo Wellington is committed to ensuring all services are provided safely.

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

Everyone plays a role in medication safety. Knowing what medications you are taking and what they are for is an important first step.

Your pharmacist can help you keep an updated list of medication names, dosages, when you should be taking medications, and options for dispensing such as blister packs. Remember to include both prescription and non-prescription (e.g. Advil, Tylenol, vitamins, supplements, etc.) medication on this list.

Keep the name and telephone number of the pharmacy you use in an accessible location such as posted on your fridge. If you have any concerns about managing your medications, please tell your Care Coordinator or pharmacist.

### Hand Hygiene

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 easy way to prevent illness. Ask your doctor or pharmacist about the flu shot and other vaccinations to protect your health.



### 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 care team 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 by visiting [wwhealthline.ca](http://wwhealthline.ca) and typing in 'exercise classes' in the search tool.



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## Protecting Your Privacy

Health care providers often require personal information about you in order to deliver services effectively and accurately. Your Care Coordinator may also gather personal health information from other health care providers as a part of your care. We will always ask for your consent first.

### 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 to health care professionals through secure, provincially-endorsed eHealth platforms. 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 the Home and Community Care Support Services Waterloo Wellington's privacy officer for information on how to make a formal complaint about privacy-related concerns.

### Contact Us

If you have further inquiries or would like to submit a request for your health information, please contact the Home and Community Care Support Services Waterloo Wellington Privacy Department:

**PHONE:** 519-748-2222 • **TOLL FREE:** 1-888-883-3313

**ADDRESS:** 141 Weber Street South,  
Waterloo, ON N2J 4A9

## ELDER ABUSE

Elder abuse is any action by someone in a relationship of trust that results in harm or distress to an older person. This includes family members. It is important to note that neglect is a lack of action with the same result. Abuse can be physical, social, emotional, sexual and/or financial.

Everyone deserves respect, and has the right to live in safety and comfort. There is no excuse for abuse.

### What to do if you are experiencing abuse or suspect that someone you know is:

- If you believe there is immediate danger, call 911.
- Otherwise, talk to your Care Coordinator or call Elder Abuse Ontario's Senior Safety Line at 1-866-299-1011.

# PROVIDING FEEDBACK: TELL US HOW WE'RE DOING

One of the core values that guides our work across Waterloo Wellington is listening to feedback from patients and families. Your feedback will help us to improve our programs and services.

We want to hear from you if you have questions, concerns or compliments regarding your service.

## STEP 1

The first step is to provide your feedback to your Care Coordinator and/or your care team (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 care, and want to hear what is going well for you, and what can be improved. Those providing your care are in the best position to answer any questions you may have about your care or the services that you are receiving.

## STEP 2

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

Please contact our Patient Relations team by calling 1-888 883 3313 ext 5443. Or you can email [patient.relations.ww@lhins.on.ca](mailto:patient.relations.ww@lhins.on.ca).

All feedback we receive will be:

- Received with courtesy, recorded accurately and protected.
- Acted upon promptly and fairly.



## Patient Bill of Rights

As a patient, family member, substitute decision maker or caregiver, you have the right to expect that every Home and Community Care Support Services employee, Board member and contracted health service provider shall respect and promote your rights as follows:

- 1. To be dealt with in a respectful manner** and to be free from physical, sexual, mental, emotional, verbal and financial abuse.
- 2. To be dealt with in a manner that respects your dignity and privacy**, and that promotes your autonomy and participation in decision-making.
- 3. To be dealt with in a manner that recognizes your individuality** and that is sensitive to and responds to your needs and preferences, including preferences based on ethnic, spiritual, linguistic, familial and cultural factors.
- 4. To receive home and community care services free from discrimination** as per the *Human Rights Code* or the *Canadian Charter of Rights and Freedoms*.
- 5. A patient who is First Nations, Métis or Inuk** has the right to receive home and community care services in a **culturally safe manner**.
- 6. To receive clear information** about your home and community care services in a format that is accessible to you.
- 7. To participate in the assessment and reassessment of your needs**, as well as the development and revision of your care plan.
- 8. To designate a person to be present with you during assessments**, and to **participate in the development**, evaluation and revisions to your care plan.
- 9. To receive assistance in coordinating your services.**
- 10. To give or refuse consent** to the provision of any home and community care service.
- 11. To raise concerns or recommend changes** related to the services that you receive, and with policies and decisions that affect your interests, without fear of interference, coercion, discrimination or reprisal.
- 12. To be informed of the laws, rules and policies** affecting the delivery of the home and community care services, including this Patient Bill of Rights, and to be informed, in writing, of the procedures for initiating complaints about the services you are receiving.



### QUESTIONS? HOW TO CONTACT US

1-888-447-4468

[www.healthcareathome.ca/eriestclair](http://www.healthcareathome.ca/eriestclair)



## Patient Responsibilities

**Just as you have rights and expectations as a patient, you also have responsibilities.**

Your responsibility as a Home and Community Care Support Services patient is to:

- 1.** Treat Home and Community Care Support Services and service provider staff with courtesy and respect, free from discrimination and harassment (e.g. yelling, name calling, threats). Home and Community Care Support Services will not accept discrimination that violates an employee's rights and safety.
- 2.** Provide a safe working environment for Home and Community Care Support Services staff and service providers by:
  - a.** Providing a smoke free environment
  - b.** Securing pets during visits
  - c.** Ensuring that walkways to the home are well lit and clear of ice and snow

- 3.** Participate in developing and carrying out your service plan to achieve independence and self-managed care.
- 4.** Keep your care coordinator and/or direct clinical nurse informed about any changes to your health status and/or support system.
- 5.** Be available and prepared to receive service.
- 6.** Inform your care coordinator, direct clinical nurse and/or service provider in advance if you are not available to receive service.
- 7.** Inform us of any changes to your contact information and/or treatment address.

Both the patient and Home and Community Care Support Services staff share a joint responsibility to ensure the patient rights are met. However, under certain conditions, the Home and Community Care Support Services staff and/or service provider staff have the right to leave at any time should they feel unsafe.



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## My Notes

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# YOUR CARE TEAM CONTACTS

Care Coordinator: \_\_\_\_\_

Phone: \_\_\_\_\_

Physician: \_\_\_\_\_ phone: \_\_\_\_\_

Pharmacy: \_\_\_\_\_ phone: \_\_\_\_\_

Service provider name: \_\_\_\_\_

Phone: \_\_\_\_\_

Nursing     PSW     Therapy: \_\_\_\_\_

Service provider name: \_\_\_\_\_

Phone: \_\_\_\_\_

Nursing     PSW     Therapy: \_\_\_\_\_

Service provider name: \_\_\_\_\_

Phone: \_\_\_\_\_

Nursing     PSW     Therapy: \_\_\_\_\_

Other (e.g. nurse practitioner, spiritual care) : \_\_\_\_\_

Phone: \_\_\_\_\_

\_\_\_\_\_

Home and Community Care Support Services toll-free main number: **1-888-883-3313**

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# Home and Community Care Support Services Waterloo Wellington

Telephone: 1-888-883-3313 • [www.healthcareathome.ca/ww](http://www.healthcareathome.ca/ww)

## Cambridge Office

73 Water Street North, Suite 501,  
Cambridge, ON  
N1R 7L6

## Guelph Office

1 Stone Road West,  
Guelph, ON  
N1G 4Y2

## Waterloo Office (Head Office)

141 Weber Street South,  
Waterloo, ON  
N2J 2A9

