

**HOME AND COMMUNITY CARE
SUPPORT SERVICES**
Hamilton Niagara Haldimand Brant

**SERVICES DE SOUTIEN À DOMICILE
ET EN MILIEU COMMUNAUTAIRE**
Hamilton Niagara Haldimand Brant



A Guide to

HOME AND COMMUNITY CARE SUPPORT SERVICES

Hamilton Niagara Haldimand Brant

Ontario 

Connecting You with Home and Community Care

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

Home and Community Care Support Services Hamilton Niagara Haldimand Brant 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, Home and Community Care Support Services 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, Home and Community Care Support Services care coordinators work with patients and their family caregivers to provide care and support plans designed to meet their care needs and health goals.

Home and Community Care Support Services placement coordinators assist people with information about long-term care homes and the application process.

Community Support Services



Home and Community Care Support Services 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?



Home and Community Care Support Services Hamilton Niagara Haldimand Brant 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

Home and Community Care Support Services Hamilton Niagara Haldimand Brant – 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.

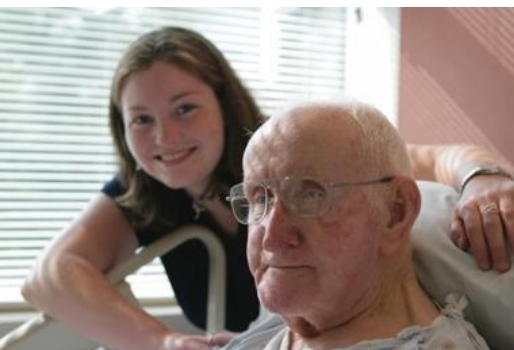
Do you need a family doctor?

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 for online information.

Health
Care
Connect





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.

**Ontario law requires Home and Community Care Support Services Hamilton Niagara Haldimand Brant to protect the privacy of your personal health information.
For more information, please visit: www.healthcareathome.ca/hnhb**



Patient 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.

Contact Us

For more information about home and community care or long-term care placement, please contact your local Home and Community Care Support Services Hamilton Niagara Haldimand Brant 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.healthcareathome.ca/hnhb

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Home and Community Care Support Services Hamilton Niagara Haldimand Brant 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**