



## YOUR GUIDE TO HOME AND COMMUNITY CARE SERVICES

Ontario's 14 Home and Community Care Support Services organizations coordinate in-home and community-based care for over 400,000 patients every month.

Our mission is to help everyone be healthier at home through connected, accessible, patient-centred care.

We assess patient care needs, and deliver in-home and community-based services to support your health and wellbeing. We also provide access and referrals to other community services, and manage Ontario's long-term care home placement process.

We collaborate with Ontario Health Teams, primary care providers, hospitals, and many other health system partners to support high-quality, integrated care planning and delivery.

We help patients, their families and caregivers when they need services, support and guidance to:

- Remain safely at home with the support of health and other care professionals
- Return home from hospital and recover at home
- Find a family doctor or nurse practitioner
- Find community services that support healthy, independent living
- Transition to long-term care or supportive housing
- Die with dignity, in the setting of their choice

**For information and referrals related to home and community care or long-term care home placement, call 310-2222 (English) or 310-2272 (French), no area code is required**

This booklet is a guide to our home and community care services and includes other important information related to patient care. Patients are encouraged to share this information with their family members or caregivers who will be involved in their care.

## THE PATIENT SERVICES TEAM

The Patient Services team and clinical staff who work collaboratively with you and your families and caregivers to ensure you get the care and support you need. The Patient Services team works closely with our contacted service provider organizations to deliver the services identified in the patient's care plan.

## OUR HOME AND COMMUNITY CARE SERVICES

We provide a wide range of health care services and resources to support people at home, at school or in the community. Our home and community care services are covered through the Ontario Health Insurance Plan (OHIP), and can be provided in a patient's home or at a nursing clinic.

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

- Care Coordination
- Nursing
- Personal support (bathing, dressing, etc.)
- Physiotherapy
- Occupational therapy
- Speech language therapy
- Medical supplies and equipment
- Social work
- Dietetics services
- Other specialized programs and nursing services, available as needed

A Care Coordinator can provide more information and answer any questions patients and their families may have about our services.

### Information and Referral

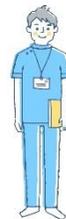
We are a resource for information and can inform you about other programs and services available in your community. If you are not eligible for our services, or if you require additional supports that are not part of the services we offer, we can help connect you with community supports including meal delivery services, adult day programs, transportation services, caregiver support, respite care and more.



**Care Coordinators** work directly with patients and their families and caregivers to coordinate patient care and to develop a personalized care plan that meets the patient's assessed needs



**Team Assistants** support Care Coordinators by booking visits and communicating with patients, service providers and others, as needed



**Clinical staff** provide direct patient care through our specialized clinical care programs. They use their expert knowledge, skills and judgement to improve patient health and wellbeing



We partner with **Service Provider Organizations** who are under contract with Home and Community Care Support Services to deliver services to patients including nursing, personal support services, occupational therapy, physiotherapy, and more

**nsmhealthline.ca**

**Looking for health and community services?**

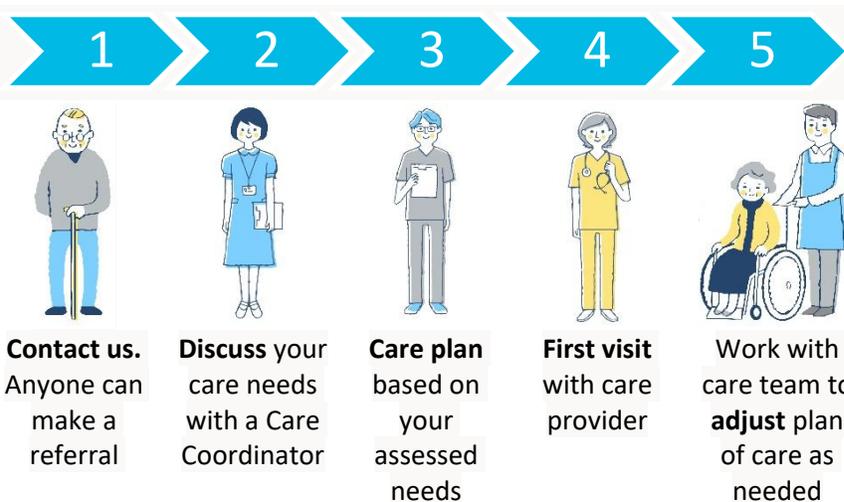
## HOW WE PROVIDE CARE

### Nursing Clinics

Home and Community Care Support Services offers nursing services, such as wound care and intravenous therapy, in community nursing clinics. If a Care Coordinator assesses that you require nursing service and you are able to access the community, you will receive that service at one of our clinics.

Visits to a nursing clinic are by appointment only and are not the same as visiting a walk-in medical clinic. Nursing clinics allow for

independence. With nursing clinics located throughout Ontario, patients can arrange for care at a date, time and location that is convenient to them and design their care schedule to best suit their personal needs. For more information, please visit [healthcareathome.ca/nsm](http://healthcareathome.ca/nsm) or speak with a Care Coordinator.



### Placement Services and Alternatives to Care at Home

Home and Community Care Support Services can help you understand your long-term care options. We arrange Short Stay Respite, Convalescent Care and when you can no longer manage at home, we support you with the application and admission process for long-term care homes.

All applications and admission to long-term care homes within Ontario are arranged by Home and Community Care Support Services. To access admission to a long-term care home in your area and across Ontario, a Care Coordinator/Placement Coordinator can:

- Provide information about long-term care homes
- Determine eligibility for placement
- Provide assistance with the application and admission process

### Children's and Complex Young Adults In-Home Services

The Children's and Complex Young Adults in-home services program provides medical and/or rehabilitation services to children/youth from birth to 30 years of age.

Services may include: nursing, occupational therapy, physiotherapy, speech language pathology, dietetics services, social work, personal support services, medical supplies/equipment, and drug card.

### School-Based Rehabilitation Services in Publicly-Funded Schools

School-based rehabilitation services (occupational therapy, physiotherapy and speech language therapy) in publicly-funded schools are provided by Children's Treatment Network of Simcoe-York.

- Website: [ctnsy.ca/Program-Services/SchoolRehabServices.aspx](http://ctnsy.ca/Program-Services/SchoolRehabServices.aspx)
- Email: [sbrs@ctnsy.ca](mailto:sbrs@ctnsy.ca)
- Tel: **647-351-9900** or **1-877-972-7277**

In the publicly-funded school system, personal support services are provided by educators in the classroom.

# 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:

**To be dealt with in a respectful manner** and to be free from physical, sexual, mental, emotional, verbal and financial abuse.

**To be dealt with in a manner that respects your dignity and privacy**, and that promotes **your** autonomy and participation in decision-making.

**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.

**To receive home and community care services free from discrimination** as per the *Human Rights Code* or the *Canadian Charter of Rights and Freedoms*.

**A patient who is First Nations, Métis or Inuk** has the right to receive home and community care services in a **culturally safe manner**.

**To receive clear information** about **your** home and community care services in a format that is accessible to **you**.

**To participate in the assessment and reassessment of your needs**, as well as the development and revision of **your** care plan.

**To designate a person to be present with you during assessments**, and to **participate in the development**, evaluation and revisions to **your** care plan.

**To receive assistance in coordinating your services**.

**To give or refuse consent** to the provision of any home and community care service.

**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.

**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.

## PATIENT RESPONSIBILITIES

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

### **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). Staff 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 providing a smoke free environment; securing pets during visits; 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.

## YOUR HEALTH, YOUR SAFETY

The safety and security of our patients is a top priority for Home and Community Care Support Services. Whether we are visiting you at home, arranging services for you with our service providers, or you are visiting a nursing clinic, procedures are in place so you feel confident that we have your safety in mind.

### **Arranging your home visit**

When anyone representing Home and Community Care Support Services visits your home, we:

- Arrange our visit in advance
- We will often call before we arrive at your home
- Carry identification that includes our name, picture and the name of our organization

### **Infection Prevention and Control**

Our staff and service providers are committed to identifying, controlling, and minimizing exposure to infectious diseases for both patients and employees.

Our staff and service providers follow infection prevention protocols to help prevent the spread of disease and infection, including hand-washing and the appropriate use of personal protective equipment such as masks, gloves, and gowns, where required.

### **What you can do to protect yourself:**

- 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. Making sure family and visitors, including health care providers wash their hands when entering and leaving your home, and before providing care is also important.
- 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.

## MEDICATION SAFETY

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

### How to safely manage your medications

- Keep an up-to-date list of all your medications such as prescriptions, vitamins, over-the-counter medications, or natural health products. Include the medication name, dose, and how and when you are taking the medications.
- Keep this list with you at all times so that you can easily share it with your health care team.
- Keep the name and telephone number of the pharmacy you use in a handy spot.
- If you have any questions about how to manage your medications, speak to your health care team.

### How to Safely Store and Throw Away Medications

- Keep medications out of sight and reach of children and adults who may become confused.
- Use cabinets with safety locks or locked boxes. Always put medications away after each use.
- Store medications in their original containers and keep them separate from your family members' medications so they do not get mixed up.
- Do not throw out any unused medications at home. Bring them to your pharmacy to be thrown away safely. Read more at [healthsteward.ca/returning-medications/](http://healthsteward.ca/returning-medications/).

### Do You Know About MedsCheck?

You may be able to have a free one-on-one meeting with a pharmacist the MedsCheck program. The pharmacist will go over all your medications and make sure you know how to take them properly, including how to use your inhalers, possible side effects, and how to avoid bad interactions with other medications.

**The Ontario Drug Benefit (ODB) program** covers most of the cost of approximately 5,000 prescription drug products for eligible individuals that receive services through Home and Community Care Support Services. The Care Coordinator will assess for ODB eligibility as part of the initial and ongoing assessments

You are able to get a MedsCheck at your pharmacy if you live in Ontario and have a valid OHIP card and:

- Take 3 or more prescription medications for an ongoing chronic health condition
- Have been diagnosed with type 1 or 2 diabetes
- Live in a long-term care home

If you are unable to go to a pharmacy, a pharmacist may be able to visit you at home. Speak to your pharmacist or health care team about booking a MedsCheck.

### What If You Take Too Much of Your Medication?

Medications, especially medications injected into the body, can be harmful if they are not taken or given as instructed by your health care team. A medication overdose can happen because there is too much of a medication in your body at once. This can happen either by accident or on purpose. Too much of a medication in the body can lead to unwanted symptoms or side effects. The symptoms of an overdose will be different for different medications.

**IMPORTANT:** *If you suspect an overdose, get help right away by calling 911 or the Ontario Poison Center at 1-800-268-9017. An overdose is a medical emergency, and prompt medical attention can help to prevent death or lasting health consequences.*

### Symptoms may include:

- Severe chest pain
- Severe headache
- Anxiety
- Confusion
- Hallucination
- Extreme agitation
- Seizures
- Changes in body
- Abnormal or difficulty breathing
- Passing out or loss of consciousness
- Skin colour changes (bluish tint or red/flushed)
- Fast, slowed, or irregular heart rate

## PRIVACY

The privacy and protection of personal health information is a priority to us. We comply with Ontario's Personal Health Information Protection Act, 2004 (PHIPA).

### 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

The personal health information collected in your assessment belongs to you. 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. Unless you tell us not to, we assume permission to collect, use, and share your personal health information with other health care providers deemed appropriate under PHIPA.

### 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. 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 [healthcareathome.ca/nsm](http://healthcareathome.ca/nsm) and selecting *Getting Care* tab, then select *Patient Privacy/Request for Access to Personal Health Information*.
- **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 personal health information is handled and shared with partner organizations, please contact us, and view the Privacy Policy on our website.

Voice your privacy concerns at any time by contacting the Privacy Officer at **705-721-8010 ext. 6641** 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 Information and Privacy Commissioner of Ontario at **1-800-387-0073** or [ipc.on.ca](http://ipc.on.ca).

### Ensuring your security

If we ask for your personal information, we will explain why we are collecting it and ask your permission to use the information for those reasons.

Services are covered through the Ontario Health Insurance Plan (OHIP). At no time will you be required to provide banking information such as bank account, credit card, debit card and PIN numbers to a Home and Community Care Support Services staff member or service provider. Patients applying to long-term care homes may be asked to provide some financial information such as Old Age Security, but never bank accounts, credit cards or debit cards.

### Protect yourself and your home

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 – always inspect the identification of any stranger who comes to the door; Keep valuables such as credit cards, bank cards and cash safely hidden or locked away in your home when

you have visitors; NEVER give out your PIN numbers over the phone. If you suspect someone is not who they say they are, do not let them into your home. Contact police immediately.

## EMERGENCY PREPAREDNESS

In the event that there is an emergency in your community that could make it difficult for your care to be delivered or put your safety at risk, it is important to be prepared and have a safety plan in place to ensure relatives, friends or neighbours can provide support if needed.

Your safety plan should take into account any medications you may need and that you have battery backup for essential medical equipment, if needed. For more information about emergency preparedness, visit [healthcareathome.ca/nsm/en/Getting-Care/Patient-and-Caregiver-Resources/safe-at-home/emergency-preparedness](http://healthcareathome.ca/nsm/en/Getting-Care/Patient-and-Caregiver-Resources/safe-at-home/emergency-preparedness) or [ontario.ca/page/emergency-preparedness](http://ontario.ca/page/emergency-preparedness).

## FEEDBACK AND CONCERNS

We strive to resolve complaints informally, whenever possible. If you have a specific complaint about the service or care that you're receiving, please follow the steps below to ensure a prompt response:

- Contact your Care Coordinator at **705-721-8010** or **1-888-721-2222** 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, or your caregiver to respond to your complaint. Most patient complaints are successfully resolved at this level.
- If, after speaking with your Care Coordinator, your complaint is not resolved to your satisfaction, you can ask to speak to their 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 our formal complaints process.
- 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.
- 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.

## Home and Community Care Support Services North Simcoe Muskoka

15 Sperling Drive, Suite 100, Barrie, ON L4M 6K9

705-721-8010 | 1-888-721-2222 | 310-2222

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

**Health & Community Services**  
[nsmhealthline.ca](http://nsmhealthline.ca)

**Long-Term Care Action Line**  
1-866-876-7658

**Get Prepared for an Emergency**  
[getprepared.gc.ca](http://getprepared.gc.ca)

**Our Privacy Officer**  
705-721-8010 Ext. 6641  
Toll Free: 1-888-721-2222 Ext. 6641

**Ontario Patient Ombudsman**  
1-888-321-0339  
[patientombudsman.ca](http://patientombudsman.ca)

**North Simcoe Specialized Geriatric Services**  
705-417-2192 | [nsmmsgs.ca](http://nsmmsgs.ca)

**Prevention of Senior Abuse Network Simcoe County**  
1-866-299-1011 | [psan-sc.ca](http://psan-sc.ca)

**Ministry of the Attorney General**  
[ontario.ca/page/ministry-attorney-general](http://ontario.ca/page/ministry-attorney-general)

**Ontario Information & Privacy Commissioner**  
1-800-387-0073 | [ipc.on.ca](http://ipc.on.ca)