

Welcome to

HOME AND COMMUNITY CARE SUPPORT SERVICES

North East

A GUIDE FOR PATIENTS, FAMILIES AND CAREGIVERS



(October 2019)

310-2222 or 1-888-533-2222

Ontario 

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This booklet is your guide to the many services offered by Home and Community Care Support Services North East. If you have any questions or need more information, your Care Coordinator is happy to assist you.

Our goal is to help ensure a seamless experience through the health system for people living in our diverse Northeastern Ontario communities. We work in partnership with other health service providers to deliver equitable access to health care services, individualized care coordination and quality health care when and where you need it.

We are honoured to assist you along your health journey.

HOW CAN WE HELP YOU?

We are here to support you through your entire care journey. **We will help you make informed decisions when you or someone you care about needs help with:**

- Coming home from hospital,
- Avoiding a hospital stay, or
- Finding the right care at home, in school, or in the community.

We can also recommend other support services in your community such as:

- Meals on Wheels,
- Adult day programs, and
- Local resources to help you live comfortably at home.

If you are finding it difficult to live by yourself at home, we can help you consider other options, like assisted living or placement into a long-term care home. Your Care Coordinator has additional information to help you decide if one of these options is the right choice for you. Information about long-term care placement is also available on our website at healthcareathome.ca/northeast.

WHAT DOES MY CARE COORDINATOR DO?

Home and Community Care Support Services North East Care Coordinators work with you to assess your needs, determine what services you require and then develop an individualized care plan to meet your personal health care goals. Care Coordinators will also help you with transitions to other care options as needed. Care Coordinators are regulated health professionals who work with your primary health care practitioner and other members of your health care team to help support and promote your ability to manage at home or in school.

Your Care Coordinator will work closely with your other health service providers and will contact you from time to time to see how you are doing. If there has been a change in your general health, your care plan can be adjusted to meet your needs.

Once you have met the goals of your care plan, you will be discharged from our services. You can reconnect with us at any time by calling 310-2222, if you feel your health care needs have changed.

WHO WILL PROVIDE MY CARE?

We partner with a number of different health service providers to help you achieve your health care goals. Different people may come to your home or meet you in the community to provide care, depending on your needs and the availability of service providers.

Your home care will be based on the services and supports you need to self-manage your care. For example:

- If you need help bathing and dressing, a personal support worker can help you do the things you cannot do by yourself.
- If you have a wound, a nurse can help with your self-care.
- If balance or walking is a problem, a physiotherapist can teach you how to move safely and regain your strength.

WHAT HOME CARE SERVICES ARE AVAILABLE?

“Home care” refers to health care services provided in your home, in clinics, in community or school settings. **Your care plan may include one or more of the following services:**

Nursing

- Time-limited nursing services in home, clinic or school settings to address your medical needs such as wound care, intravenous therapy, pain and symptom management.
- Education about your disease/health condition to help you manage your own health care needs.
- Support for you and your family in providing palliative/end-of-life care at home.

Personal Support

- Help with personal care including bathing, dressing and toileting needs.
- Teaching and assistance with daily activities to help you stay in your home.
- Time for your caregiver(s) to leave the home for short periods.

Physiotherapy

- Assistance with physical problems arising from pain, illness, accident or injury with a focus on your independence and safety.
- Assessment of your physical abilities such as walking, stair climbing, moving from bed to chair and recommendations on assistive devices to make your daily routine easier.
- Recommending exercise programs to maintain or increase your strength, endurance, coordination, range of motion, balance and mobility.

Occupational Therapy

- Services to assist with problems with daily activities because of physical or cognitive challenges, to promote your independence and safety.
- Assessment of your function (moving from bed to chair, getting on/off of your chair) and your home set-up to make your daily routine easier.
- Recommending modifications to your home or school environment or assistive equipment for safety and accessibility.

Speech Language Therapy

- Assessment if you are experiencing speech or language disorders, voice or swallowing difficulties.
- Recommendations and teaching in the use of communication and technology aids such as symbol boards and computer programs.
- Education on techniques for safe swallowing of liquids and foods.

Dietetics

- Assessment if you are experiencing nutritional difficulties.
- Recommendations for a personalized therapeutic diet or the appropriate use of special nutrition preparations taken by mouth or by tube feedings.
- Education and support for you and your caregiver(s) about nutritional needs, methods to monitor intake of food and fluids, and recommended food supplements.

Social Work

- Services to you and your caregiver(s) if experiencing stress, loss or difficulties resulting from illness or disability.
- Short-term confidential counseling to help you maximize your social and emotional function, and enhance your problem-solving and coping capacities.
- Recommendations for strategies to help you adapt to change and address barriers to assist in recovery or rehabilitation.

School Health Services

- Help for children/youth to function independently in school and to assist them in pursuing their education.
- Nursing, rehabilitation and personal support services to children/youth enrolled in publicly funded and private schools or who are being home-schooled.
- Collaboration with a multi-disciplinary team to provide mental health and addictions counselling.

DO I PAY FOR SERVICES?

The Government of Ontario provides the funding for our services if you have a valid Ontario Health Card. **There may be costs, however, related to your care, such as:**

- Equipment: We provide short-term rental of some equipment, and you may need to pay for the ongoing use of a walker or other mobility aid.
- Programs: You may be referred to a program in your community that charges a fee, such as a meal delivery program.

Your Care Coordinator will explain any costs related to your care plan, and can provide information about possible funding sources for equipment needs.

IS THERE A WAITING PERIOD?

There may be times when you will need to wait for certain services due to a great demand. Home and Community Care Support Services North East supports close to 16,000 people on any given day. If there is a delay in providing your services, your Care Coordinator will discuss this with you. Together, you can explore your options.

WHAT IF I DON'T HAVE A FAMILY PHYSICIAN OR NURSE PRACTITIONER?

Health Care Connect is a program funded through the Ministry of Health and Long-Term Care that refers patients who do not have a primary health care provider to a family doctor or nurse practitioner who may be accepting new patients in their community.

Unattached patients can register by telephone at **1-800-445-1822** or online:

English - <http://www.health.gov.on.ca/en/ms/healthcareconnect/public/>

French - <http://www.health.gov.on.ca/fr/ms/healthcareconnect/public/>

To register, unattached patients must have a valid Ontario Health Card and complete a health care questionnaire to determine his or her need for family health care services.

HOW CAN I BE INVOLVED?

Take an active role in your health care

Ultimately, you are in charge of your care, so feel free to ask questions. **Your Care Coordinator will help by giving you information and support.**

- Tell your health care team about your past illnesses and your current health condition.
- Have all of your medicines with you at every health care appointment.
- Tell your health care team if you have ever had a reaction to any medication or food.

Plan what to do in an emergency

Your Care Coordinator will discuss the need to make plans for emergencies, such as:

- A sudden change in your health or that of a family member or caregiver, or
- A community emergency, such as a severe snowstorm or blackout.

For more detailed information on emergency preparedness or how to make an emergency plan, visit www.GetPrepared.ca.

Prevent the Spread of Infection

Washing your hands is the most effective way to prevent the spread of germs and infections. Regular hand cleaning with either soap and water, or an alcohol-based hand sanitizer will help you and your health care team stay healthier. Here are a few tips:

- Wash your hands with soap and water. Wet your hands first then apply soap. Scrub your hands back and front and in between your fingers for 15 seconds. Rinse and dry your hands well.
- If you cannot get to a sink, use a hand sanitizer. Place a “quarter” size amount in the palm of your hand. Rub your hands back and front and in between your fingers until they are dry. This takes about 15 seconds.

When should you wash your hands?

- **Before** you start your day. Wash your hands when you get up and before you have contact with other family members.
- **Before** you prepare food.
- **After** you go to the bathroom, finish housework, or take out the trash.
- **After** contact with other people in public areas such as the grocery store, your child's school, the doctor's office or the bank.

5 steps to hand washing



WET



SOAP



WASH



RINSE



DRY

Cover your cough

Coughing or sneezing can spread germs through the air. Cover your nose and mouth with a tissue when you cough or sneeze or use the sleeve of your shirt or crook of your elbow. Always wash your hands after coughing or sneezing.

Get the Influenza (Flu) Vaccine

The flu vaccine helps strengthen your body's natural immune response against influenza. The flu shot is safe and the most effective way to protect you and your family from this serious respiratory disease.

What are my rights and responsibilities?

As a home and community care patient, you, your family and your caregiver(s) have certain rights and responsibilities. You have the right to:

- Be treated with courtesy and respect, including freedom from violent, physical and verbal behavior and acts, or threats of violence.
- Be treated in a manner that respects your dignity and your right to make choices about your health care.
- Be treated in a way that respects cultural, gender, spiritual, linguistic, ethnic, sexual orientation, and familial choices.

- You have the right to be involved with the care-planning to determine which professionals and agencies you want to be involved in your care, and with whom you allow us to share information
- Participate and have continued involvement with all service providers in developing, reviewing, evaluating and changing your care plan.
- Receive care within the parameters of best practices, legislation and Home and Community Care Support Services North East policies and procedures.
- Be informed of the laws, rules and policies affecting our services.
- Consent to or refuse any service, having been informed of risks and benefits of receiving or declining to receive these services.
- Be informed of the personal health information we collect and the safeguards we use to keep your information confidential and protect your privacy in accordance with the law.
- Raise concerns or suggest changes to the services you receive, without fear of interference, discrimination or negative action being taken against you.
- Be informed about the process for initiating complaints, concerns and compliments about the service provider and Home and Community Care Support Services North East, and to have complaints and incidents reviewed promptly.
- Be offered the option of receiving services in French. Privacy. More specifically, you have the right to:
 - know how we collect information about you,
 - know how we protect the information we have collected,
 - know how we use the information we have collected and who we might share it with,
 - request copies of your personal information,
 - request correction of your information.

For more information about privacy, you can contact the Home and Community Care Support Services North East Privacy Officer at 1-800-461-2919 or go to our website at healthcareathome.ca/northeast and click Getting Care / Patient Resources / Patient Privacy.

You have a responsibility to:

- Treat your Home and Community Care Support Services North East and service provider staff with courtesy and respect, including freedom from violent physical and verbal behavior, and acts or threats of violence by you or anyone in your home.

- Treat all service providers in a manner that respects dignity and privacy, and is free from discrimination, recognizing cultural, gender, spiritual, linguistic, ethnic, and sexual orientation choices.
- Help develop your care plan and provide all information required.
- Be ready for your appointment or tell your service provider if you are not available.
- Let your Care Coordinator know if a service provider fails to show up.
- Tell us about any changes in your situation that could affect your care goals (for example, hospital stays).
- Return any Home and Community Care Support Services North East or service provider equipment promptly.
- Provide a safe working environment for your Care Coordinator and service providers by: ensuring all pets are tied, crated or otherwise confined away from the staff prior to their scheduled arrival and during the visit (inside or outside); not smoking or vaping tobacco and/or cannabis products indoors one hour before a scheduled visit or during a visit; not being under the influence of, or consuming alcohol or illicit drugs during the scheduled visit; and making sure that walkways to your home are well lit, and clear of ice and snow or other hazards.

WHAT IF I HAVE QUESTIONS OR CONCERNS?

Your feedback is very important to us. Hearing from patients and caregivers helps us to improve the quality of care we provide and creates a better care experience for all patients. Contact your Care Coordinator if you have any concerns or complaints, or, if you prefer, call 310-2222 and ask to speak with your Care Coordination's Manager.

If you are unable to resolve a concern or complaint by speaking with our staff, you have three additional options:

1. Request a review by our Internal Appeals Committee by contacting the office of the Chief Executive Officer.
2. Contact the Long-Term Care Action Line at 1-866-876-7658 and request assistance from an Independent Complaints Facilitator.
3. Contact the Health Services Appeal and Review Board (HSARB), an independent, quasi-judicial tribunal, to request an appeal.

For more detailed information about the formal complaint process, please speak with your care coordinator or visit healthcareathome.ca/northeast.

We do regular patient satisfaction surveys. If you are asked to take part, we hope you will give us your feedback. From time to time, we like to feature our “success stories.” You may be contacted by our staff for a photo or an interview; of course your participation is completely voluntary.

CONTACTING YOUR CARE COORDINATOR

Keep your Care Coordinator’s name and phone number handy. You can call your Care Coordinator any time you have questions or concerns. It is important to tell your Care Coordinator if there are any changes to your health so they can assess your needs and adjust your care plan if needed. If your Care Coordinator is out of the office, other team members will help you.

My Care Coordinator is: _____

Phone number: _____

CONTACTING YOUR HEALTH SERVICE PROVIDERS

Keep a list of phone numbers of organizations that send people to provide your care, such as your nursing agency or therapy provider. If you need to reschedule a visit or if you have questions about a specific service, please contact your service provider directly.

My service providers are:

1 _____

2 _____

3 _____

Service Type

Service provider

Contact #

CONTACT US

Call us toll-free at 310-2222 (no area code required) or 1-888-533-2222.

healthcareathome.ca/northeast

We are here to help you from 8 a.m. until 8 p.m., 7 days a week.

Home and Community Care Support Services North East has many community offices to serve you, including:

KIRKLAND LAKE

53 Government Road West
Kirkland Lake ON P2N 2E5
Telephone: 705-567-2222
Toll free: 1-888-602-2222

SAULT STE. MARIE

390 Bay Street, Suite 103
Sault Ste. Marie ON P6A 1X2
Telephone: 705-949-1650
Toll free: 1-800-668-7705

NORTH BAY

1164 Devonshire Ave.
North Bay ON P1B 6X7
Telephone: 705-476-2222
Toll free: 1-888-533-2222

SUDBURY

40 Elm St, Suite 41-C
Sudbury ON P3C 1S8
Telephone: 705-522-3461
Toll free: 1-800-461-2919
TTY: 711 (ask operator for 1-888-533-2222)

PARRY SOUND

6 Albert St.
Parry Sound ON P2A 3A4
Toll free: 1-800-440-6762

TIMMINS

330 Second Avenue, Suite 101
Timmins ON P4N 8A4
Telephone: 705-267-7766
Toll free: 1-888-668-2222

For a full listing of offices, visit healthcareathome.ca/northeast