



ISLAND HEALTH

Home Support Services



Home support helps people live safely and independently in their own home for as long as possible.

We provide care and support for you in your home if you are: recovering from illness or surgery, have a chronic condition, disabled, or needing care at the end of your life.

Home support is intended to enhance your care. Our services are not meant to replace your efforts to care for yourself, with the help of your family, friends, community and other available services.



Who can Receive Home Support?

Home support is available to all eligible BC residents who live in the Island Health region. Your Island Health clinician will work with you to identify your personal care needs and explore other options to meet those needs prior to starting home support. They will help you link to other services in your area or access home support if needed. If home support services are needed, the Island Health clinician will develop a plan of care with you.



Services Provided by Home Support ≈

Home support provides many types of services depending on your assessed needs, including the following examples:

Personal care and activities of daily living, such as: helping you get dressed, groomed and ready for the day; getting ready for bed; helping you bathe or shower; heating and serving a meal and using the toilet or commode.

Caregiver support and respite is also offered to provide support for a short period of rest and relief for family caregivers.

Services Not Provided by Home Support ≈

While we try to give you as much support as you need, there are some things we cannot do for you such as: banking or payment of any bills; house cleaning; grocery shopping; yard work or house maintenance; child care or pet care; services to other family members or visitors and activities that involve heavy lifting or climbing.

But, here are some things you and your family can do: ask your family, friends or neighbours for help; hire someone to do cleaning, yard work or jobs you need help with; find a volunteer service in your community and have meals delivered to your home.

Find out if some of these costs for other supports can be covered by another funding source, such as Veteran's Affairs.



Cost of Home Support ≈

Home support is a subsidized service. The amount you pay depends on your income. Your Island Health clinician will do a financial assessment with you.

The Home Support Team ≈

Trained Community Health Workers provide your care. They could be of different ages, genders, and cultural backgrounds. Your Community Health Workers can only do what is on the service plan developed by you and your clinician. Please talk to your Island Health clinician if your care needs change. The clinician will explore other options available or may alter your service plan to meet your changing needs.

Home Support Nurses train Community Health Workers and oversee the care they provide. They develop a detailed service plan for the Community Health Workers based on the care needs identified by you and your Island Health clinician.

Sometimes a Home Support Nurse will visit to see how things are going, check to see if your service plan still fits with your needs and give special training that your health worker needs to provide your care.

Home Support Schedulers will schedule all of your home support visits. Contact the Home Support office for any changes as visits cannot be directly arranged between you and your Community Health Worker.

How Services are Scheduled and Delivered ≈

Cluster Care:

In areas where there are a high number of home support clients, such as in a particular building or area of close proximity, your services may be delivered using a cluster care model. The benefit of cluster care is having a team of consistent Community Health Workers who are able to respond to client needs as they arise.

In a cluster care model of service, a team of Community Health Workers may be assigned to a group of clients. Services will be organized according to the care required for all of the clients in the cluster. This will mean that the health workers may complete one or more of your care tasks, leave to assist other clients, and return to complete your care. The Community Health Worker will not be scheduled at a specific time unless it is required by your service plan. Your service time may fluctuate according to the needs of all clients in the cluster.

Non-Cluster Care:

There may be times when your care will be provided outside of a cluster care setting. For example, if you live in an area where cluster care is not possible or if your care requires a longer period of time, a Community Health Worker may be assigned to be with you until all care tasks are completed.

Your visit times will depend on: your care needs; the number of clients to care for at any given time and the distance your Community Health Worker must travel between clients.



Service Schedules and Delivery *cont'* ≈

For services provided outside of a cluster setting, your home visit will be scheduled within a 4-hour time block. Here are some examples of time blocks:

If you need a:	Your visit will be scheduled between:
Morning visit	7:00 am – 11:00 am
Noon visit	11:00 am – 3:00 pm
Afternoon visit	3:00 pm – 7:00 pm
Evening visit	7:00 pm – 11:00 pm

However, there will be times when, for medical reasons, you might need your Community Health Worker to visit you at a specific time of day. For example, if you require a medication at a set time, need help getting ready to go to a doctor's appointment or an adult day program. Your service plan will reflect these needs.

How Soon do Services Begin? ≈

The time it takes to get this service in place varies. The start of services depends on your needs and how urgent they are.

Cancelling a Home Support Visit ≈

Phone your Home Support office if you need to make a change in your schedule.

We require at least 24-hours notice when you need to cancel a Community Health Worker visit. This will allow service to be rescheduled. If you do not give 24-hours notice, you will be billed for that visit at the private hourly rate, unless the reason for the cancellation is due to an emergency.

Preparing for Home Support Services ≈

Your home is our workplace. A safe and healthy workplace helps to prevent injuries to you and to staff. It is up to you to make sure that your home is safe and healthy, for example:

- Treat your care provider with courtesy and respect at all times. Foul language or abusive behaviour is not acceptable.
- Keep your home free of clutter.
- Acquire necessary equipment (e.g. transfer belt, bath bench).
- Stop smoking one hour before and during a home visit.
- Keep your pets in a separate room or location while we are in your home.
- Understand that WorkSafeBC requires our staff to wear their shoes at all times.
- A Home Support binder will be left in your home so all health workers can read and follow your service plan.
 - *To protect your privacy, keep this binder in a safe and secure location.*
 - *Let your Island Health Clinician or Home Support Nurse know if you have any concerns with sharing your health information (i.e. diagnosis) with Community Health Workers.*

Unexpected Interruptions in Care ≈

There may be times when we are not able to provide your home support services as planned.

This could happen during emergencies such as staffing shortages or labour disputes, bad weather or natural disasters. Your care could be interrupted for one day or many days.



Unexpected Interruptions in Care cont' ~

Plan ahead! Develop a personal emergency backup plan:

- Identify an emergency contact person (for example: family, friend, neighbour) and review your back-up plan and expectations with them. Have your back-up plan readily accessible—your Emergency contact person will be asked to provide your care on short notice when your care is unexpectedly interrupted.
- Update your back-up plan as your care needs change.
- Develop an emergency kit so that you can care for yourself for at least three days. Some items to include are: medications, prepared meals that will not spoil, water, flashlight and batteries, cash, first aid kit and a battery-powered or wind-up radio.

For more information on emergency preparation, visit Public Safety Canada (www.getprepared.gc.ca) or call 1-800-622-6232.

Submitting a Compliment or Concern ~

Quality care is important to all of us. You have the right to give feedback about your care and know you will be treated fairly. Your feedback gives us an opportunity to improve the care and services we provide.

If you are receiving care from us, please take a moment to pass on your compliments or concerns to the Home Support Nurse or to the Island Health clinician.

Home Support Office #

Island Health Clinician #