

## Eligibility and Cost

The Ministry of Health sets the eligibility and cost for Community Health Services.

To be eligible for Clinical Care Services, clients must be:

- a Canadian citizen or landed immigrant OR
- have applied for permanent resident status and have been issued a Temporary Residence Permit

To have access to home support services,

- a resident of BC for at least 3 months
- be 19 years of age or more

There are additional eligibility requirements for some of the services we provide. Please contact us for more information. If you are not eligible for our services, we work to connect you with a service that meets your needs.

There is a cost associated with home support services based on your income.



## Accessing Community Health Services

### If you think you may need support from Community Health Services:

Call the **General Enquiries Line** for your region below with your Care Card number.

#### South Island

*All communities south of Mill Bay, including Greater Victoria, the Southern Gulf Islands, and west to Port Renfrew*

**250-388-CARE (2273)**

**1-888-533-2273**

#### Centre Island

*All communities from Mill Bay to Deep Bay, including Gabriola Island, and from Parksville to beyond Tofino/Ucluelet*

**250-739-5749**

**1-877-734-4101**

#### North Island

*All communities north of Deep Bay including the Mt. Waddington Regional District and adjacent mainland area*

**250-331-8570**

**1-866-928-4988**

### Community Health Services website

[www.islandhealth.ca/our-services/home-care-services](http://www.islandhealth.ca/our-services/home-care-services)

# Community Health Services

## Information Brochure



*In-home and community-based services to support and improve your health and quality of life to remain independent and in your own home for as long as possible*



[islandhealth.ca](http://islandhealth.ca) island health



## Home Care Services

*This is a list of potential Clinical Care and Home Support services available. Access will vary from site to site across the Island.*

### Clinical Care Services

#### Case Management

Case Managers assist clients with chronic health care needs to obtain home and community care services.

#### Nursing Services

Nurses can help clients to manage their own care at home by providing clinical assessments, recommendations, and interventions. These services may be provided in a clinic setting or client's home based on their unique needs and abilities.

#### Physiotherapy & Occupational Therapy

A PT or OT will work with you to maintain or improve your physical independence and safety if you have a physical disability, are recovering from surgery or a stay in hospital, or need rehabilitation or therapy to stay at home.

### Social Work

Provide Social Work services for your safety and well-being, with a focus on short-term health care crisis intervention.

### Community Nutrition

Registered Dietitians can help you with your nutritional health by providing assessment, consultation, counselling and education on providing nutritious meals for various health issues.

### Pharmacists

Clinical pharmacists optimize your medication regimen and provide education in collaboration with you and your health care providers.

### Home Health Monitoring

A free service to support people living with chronic health disease to manage their condition from the comfort of their home.

### Hospice Palliative & End-of-Life Care

A range of services for dying people of all ages, including children and their families.

### Home Support Services

#### Acquired Brain Injury Program

Island wide community based program providing services to assist in regaining, improving, or maintaining function and/or independence of adults with acquired brain injuries.

### In-Home Support Worker Services

Care provided in your home by Community Health Workers as directed by a home care clinician.

### Choice in Supports for Independent Living (CSIL)

A self-managed care option for home support services where funds are provided to eligible clients to purchase and manage their own home support services.

### Respite Care

Gives caregivers much-needed breaks to join in community activities, rest, and renew their energy.

### Additional Home Care Services

#### Assisted Living & Long-Term Care

For seniors and people with various disabilities who need a safe and appropriate environment to live.

#### Adult Day Program

Provides an outing and socialization for you and gives caregivers a break.

#### Community Bathing Programs

If bathing at home is difficult, various facilities can provide bathing assistance in special bathtubs with help from trained staff.

