

## **COST**

For eligible clients, there is no fee for some Home and Community Care services such as nursing or rehabilitation. There may be a cost for some equipment or supplies. Occasionally costs may be covered by the Insurance Corporation of BC, WorkSafe BC or other agencies.

If home support, facility placement, assisted living or other services are required, a standardized financial assessment will be done to determine if there will be a cost to you.

Services for eligible clients are delivered by teams of health care professionals in a variety of settings, and may include:

- nursing
- physiotherapy and occupational therapy
- nutrition
- social work
- case management
- home support

The Home & Community Care Client Service Agreement is completed when service starts. It outlines the roles and responsibilities in the partnership between the client and care providers.

## **NURSING**

Nurses assist individuals to manage their own care at home by providing nursing assessment, education, counseling and medical and surgical care.

Nursing services may also be provided to clients through Ambulatory Care Clinics in some communities.

Examples of Service:

- skin and wound care management
- palliative care
- medication management
- cardiac health
- pre and post surgical care
- intravenous therapy
- management of chronic conditions

## **AMBULATORY CARE CLINIC**

Home Care Nursing clients that are able will be referred to receive prescribed treatments at the Ambulatory Care Clinic in their local office.

## **PHYSIOTHERAPY & OCCUPATIONAL THERAPY**

Physiotherapists and Occupational Therapists promote and help maintain independence and safety at home through assessment, treatment, consultation and education.

Examples of service include:

- home safety assessment
- pain management
- skin and wound care and wound prevention
- cardio-respiratory care
- palliative care
- functional activity re-training
- perceptual and cognitive testing
- basic splinting and seating
- pre and post surgical care
- home modification consultation
- specialized exercise programs
- energy conservation
- basic assessment of swallowing difficulties

## **SOCIAL WORK**

Social Workers provide counseling and social work services to promote the safety and well being of clients and/or significant others. The focus is on short term health care crisis intervention.

Issues that social workers may help address include:

- adjustment to illness
- housing problems
- placement issues
- caregiver issues
- suspected abuse or neglect
- financial assistance
- palliative care/bereavement
- confusion/dementia behaviour management
- relationship issues
- conflict resolution and mediation
- advocacy

## **CASE MANAGEMENT IN THE COMMUNITY**

Case Management supports elderly clients and adults with chronic health conditions to live independently in their own home for as long as possible. Clients are assisted in moving to more supportive care when required. Through a comprehensive assessment, case management helps clients identify and address their care needs. Case Management also assists clients and families to understand their care options and link to appropriate services.

## **CASE MANAGEMENT IN THE HOSPITAL**

Home and Community Care works with clients and families to enable a smooth transition between hospital and home or residential care settings. Case Management assists clients and families to understand their care options and link to appropriate services.

Examples of services case management provides access to:

- all Home and Community Care services
- subsidized home support
- adult day programs
- caregiver support
- subsidized Assisted Living
- subsidized Residential Care Facilities
- subsidized short stay in Residential Care Facilities for caregiver respite

## **SUBSIDIZED HOME SUPPORT SERVICES**

Depending on a client's income level and the home support services they require, the cost of some services may be subsidized. Home and Community Care professionals arrange these subsidized services.

Home Support services are intended to supplement rather than replace clients' efforts to care for themselves, with the assistance of family, friends and community.

Community health workers provide personal assistance with things like medications, bathing, dressing and caregiver support.

The client and home care professional decide together how much and what type of help is required. The care plan will be reviewed on a regular basis. As needs change, service may be adjusted.

## BRAIN INJURY PROGRAM

The Brain Injury Program supports individuals with Acquired Brain Injury to live in the community. Services are arranged in collaboration with appropriate VIHA departments and community agencies.

## QUICK RESPONSE TEAM

The Quick Response Team provides crisis intervention at home to eligible clients when required.

## HEALTH SERVICES FOR COMMUNITY LIVING

Health Services for Community Living provides nursing, rehabilitation, dental and nutritional support services to adults with developmental disabilities living in the community.

Examples of services include:

- assessment of health needs and equipment requirements
- personal health planning
- health teaching
- consultation and support to caregivers, individuals and families
- liaison and referral to other resources.
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- personal health planning
- health teaching
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- liaison and referral to other resources.

## CLIENT RECORDS AND PRIVACY

Home & Community Care Staff collect information from you in order to help provide services.

Your personal information is held in confidence and is governed by “*The Freedom of Information and Protection of Privacy Act*”. It will not be given to other people without your permission, unless required by law. For more information on “*The Freedom of Information and Protection of Privacy Act*” see their web site: [www.gp.gov.bc.ca/statreg/stat/F/96165\\_01.htm](http://www.gp.gov.bc.ca/statreg/stat/F/96165_01.htm)

### IF YOU ARE NOT CURRENTLY RECEIVING ANY OF OUR SERVICES AND THINK YOU MAY NEED THEM:

Call the **General Enquiries Line** and have your Care Card number handy.

Greater Victoria: **250-388-CARE (2273)**  
Outside Victoria: **1-888-533-2273**

### If you ARE currently receiving service:

#### ESQUIMALT / WESTSHORE

Address: 102-940 Goldstream Avenue  
Phone: 250-519-3492

#### GORDON HEAD / OAK BAY

Address: 3970 Haro Road  
Phone: 250-519-3000

#### ROYAL OAK

Address: 4243 Glanford Avenue  
Phone: 250-519-5200

#### PENINSULA

Address: 2170 Mt. Newton X Road  
Phone: 250-544-2500

#### VICTORIA

Address: 1947 Cook Street  
Phone: 250-388-2396 (South Team)  
250-388-2395 (North Team)

**Hours: Monday to Friday 8:30 a.m. – 4:30 p.m.**

To reach us **After Hours, on a Statutory Holiday or Weekend:**

**Phone** your health unit number (above) and ask to call the Home Care Nurse.

The nurse can be reached up to 11:00 p.m. daily.

**HOME & COMMUNITY CARE WEB SITE:  
[WWW.VIHA.CA/HCC](http://WWW.VIHA.CA/HCC)**



## HOME AND COMMUNITY CARE GREATER VICTORIA

Home and Community Care provides health care and personal support services to eligible people served by VIHA.

Maximizing client wellness and their ability to care for themselves is our focus. Our services supplement, but do not replace clients' efforts to care for themselves with the assistance of their family, friends and the community.

The services that a client is eligible for are based on a standard assessment of needs. Services may be provided on a short or long term basis, and may change as the clients' needs change.

Together clients, family and home care professionals create a plan to help clients live safely and comfortably at home and prevent unnecessary hospital visits.

Home and Community Care also acts as a bridge between home and other care settings. These settings may include hospital, residential care, assisted living, a doctor's office or other primary care settings.

### ELIGIBILITY

To be eligible for Home and Community Care, clients must provide documentation that establishes they are:

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

A client must have been a resident of BC for at least 3 months to be eligible for subsidized services with the exception of:

- case management, community nursing or rehabilitation services (no residency requirement); or
- medical supplies and equipment through the Palliative Care Benefits Program

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