



Home and Community Care Handbook for Clients



Third edition, May 2015
Second edition, October 2011 (revised January 2014)
First edition, February 2009 (revised February 2010)
Home and Community Care
Island Health
Victoria, BC
Canada

This Handbook for Clients can be found online at www.viha.ca/hcc.



Table of Contents

Introduction.....	1
About this handbook.....	1
Welcome to Home and Community Care	2
What is Home and Community Care?	2
What can we do for you?.....	3
Our Philosophy	4
Your Care Team	4
Things you need to know	9
Your rights and responsibilities	10
Concerned about quality of care? Let us know	12
Adult Abuse and Neglect.....	13
Signing the Service Agreement	14
Making a Care Plan	14
Who is eligible for what?.....	15
Cost of Services	17
Professional Services.....	17
Subsidized Services and Programs.....	17
Aside from these costs, are there any other costs?.....	18
Other Ways to Cover Your Costs.....	18
How your family and friends can help	19
Programs and Services	21
Home Support.....	22
Choice in Supports for Independent Living (CSIL).....	27
Adult Day Services	29
Community Bathing Program.....	30
Brain Injury Program.....	31
Respite Care.....	32
Assisted Living	34
Residential Care (Nursing Home)	36

Health and Safety	39
Keeping healthy	40
"It's Safe to Ask"	40
Medicines	40
Health Changes.....	41
Hand Washing	41
Get a Flu Shot.....	41
Keeping safe	43
Preventing Falls.....	43
Your home is our workplace	43
For your Safety	44
Planning Ahead.....	45
Preparing for planned or unexpected trips for medical care	45
Advance Directives	47
Be Prepared for Unexpected Interruptions in Care	48
Resources	51
Forms and Checklists	55
My Home and Community Care Team.....	57
Emergency Contact Information	59
My Medical Condition and History	60
My Personal Back-Up Plan	61
Emergency Supply Kit	63
Your feedback about this handbook.....	65
Island Health Home and Community Care Offices	67
South Island.....	67
Centre Island.....	69
North Island.....	70

Introduction

In this Section:

- Welcome to Home and Community Care
- Your Care Team

About this handbook

This handbook is yours to keep. It tells you about our services as well as what you can expect as a client of Island Health Home and Community Care.

Please share it with your family or with others who support you.

Welcome to Home and Community Care

What is Home and Community Care?

Home and Community Care provides a range of health care and support services to eligible clients who live in the community.

Our services range from nursing care in a clinic or in your home to support programs in your community to housing with care options. Depending on your needs, you might receive one or more of these services and programs.

Some of our programs and services include:

- Professional Services*
- Home Support
- Adult Day Services
- Brain Injury Program
- Respite Care
- Assisted Living Housing
- Access to Residential Care (nursing homes)

* Professional services include care from case managers, nurses, physiotherapists, occupational therapists, dietitians and social workers.

We explain these programs and services in this handbook.

Please note: In rural or remote communities, not all of our programs and services are available. We make every effort to meet your individual care needs with the resources available in your area.



Need more information?

Not sure which program is right for you?

Talk to your health care provider.

Read this handbook.

Call your local Island Health Home and Community Care office.

Visit our website:
www.viha.ca/hcc

What can we do for you?

We are here to support you to live as safely and comfortably in your home for as long as possible. We know that there are many things that you already do to care for yourself. We want you to continue to do so.

As well, if you have family or friends who help you with your care, we want them to continue to do so. We may be able to help with those things that your caregivers cannot do for you. Together, we will work with you and your family to create a Care Plan that is right for you.

Whether you need our help on a short or long-term basis, we will help you find the right care to meet your needs and goals.

Do you need more help to live in your home safely because of a health problem or injury? Whether this is a new problem or one you have had for a long time, we can help you get the care you need to remain at home safely.

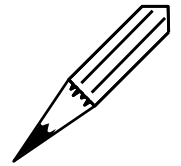
Are you finding it hard to stay in touch with people in your community? We have day programs where you can join in many social, recreational and wellness activities. We can also connect you with other community agencies and programs.

Do you find you are no longer able to care for yourself in your own home? We can help you find another place to live where you can get the extra care you need such as an assisted living apartment or a residential care home (nursing home).

We are very interested in keeping you safe while at home. We assess your home for safety risks, making sure the risk of a fall is kept to a minimum. We teach you, your family and friends what can be done to prevent injuries.

We also help you connect with other health services and agencies. We often act as a bridge between home and the hospital, assisted living, residential care, hospice and other care settings.

We have found our services can help people who are having difficulty managing at home on their own or help prevent trips to the hospital for care.



Tip

Keep this handbook where you and your caregivers can easily find it.

Introduction

DICTIONARY



Client - we refer to anyone who uses our services as our client.

Health care provider - this refers to any of our staff who deliver health services.

Note
Not all services are available in rural or remote communities. We make every effort to meet your individual care needs with the resources available.

Welcome to Home and Community Care

Our Philosophy

We serve to promote the well-being, dignity and independent living of you, our client.

You and your family have the right to, and should be given, the information you need to decide about your care.

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

Your Care Team

We offer many types of services and have many health care providers. All of our health care providers have received specialized training for the work they do.

Your Team works with you and with each other to make the most of your ability to care for yourself and maintain your health and wellness.

Together, we:

- Give treatment and support.
- Help you manage the symptoms of your health problem.
- Suggest actions that help with healing and body functioning.
- Help you and your family understand your health problem and care needs.

Services can be on a short or long-term basis. They will change as your needs change.

Depending on your needs, you might receive care from one or more of the members of the Care Team.

Case Managers work with you to identify your personal care needs and develop a plan of care. They help you access our many services and link you with other services in your area as needed. If you need ongoing care (over the long term), your Case Manager works with you to make sure you get the care you need as your health needs change.

Community Health Workers give support in the home if you need help caring for yourself.

They can help you to:

- Get up and get dressed
- Use the toilet or commode
- Get ready for and go to bed
- Comb/brush your hair, clean your teeth, or shave
- Have a bath or shower

Nurses

We have many types of nurses. Some provide care directly to you. Others are responsible for training and supervising the Community Health Workers who provide Home Support services. Here are two types you are most likely to meet.

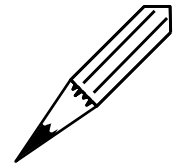
Home Care Nurses provide care directly to you, the client, either through one of our Community Clinics or, if necessary, in your home. When you need nursing care because of an injury, surgery, chronic illness or sudden event such as a stroke, a Community Nurse gives you this care.

The Home Care Nurse can:

- Help you manage your medicines.
- Give medical and after-surgery care such as skin and wound care or at-home intravenous (IV) therapy (for example - sometimes people need antibiotics by IV and these can be given at home).
- Provide end-of-life care and support for you and your loved ones.

Home Support Nurses work with our Community Health Workers, giving them training, and overseeing the care they provide. They develop a detailed Service Plan for the Community Health Workers. Sometimes a Home Support Nurse will come to your home with your Community Health Worker.

Home Support Nurses do not provide nursing care to you, the client. Community Nurses do this. When needed, the Home Support Nurse may be the one to work with you and your care providers to create or revise your detailed Service Plan.



Note

Your Community Health Worker can only do what is on your Service Plan. If you need something more than that, please talk to us.

Occupational Therapists help you look at ways to continue to care for yourself and be as active as possible. They can:

- Look at how well you are able to look after your own daily care needs.
- Identify changes that can make it easier to care for yourself at home and do the things you like to do.
- Show you ways to change or modify things in your home to make your home a safer and easier place for you to live.
- Suggest equipment or devices that help you with your daily activities.

Physiotherapists help with problems caused by pain, injury, disease or a medical condition. They can:

- Check to see how well your joints move and how strong your muscles are.
- Check your balance to see if you are at risk for falling.
- Identify activities and exercises to help with pain and weakness, and make it easier for you to move around.
- Suggest equipment and aids to keep you mobile and safe at home.

Dietitians help you to understand what you need in your diet to keep healthy. They can:

- Help you plan your meals.
- Help you choose the right foods to keep you healthy.
- Develop a diet or nutrition plan designed for you.
- Help you manage any specific needs you may have with food and eating such as swallowing problems or medical conditions such as diabetes.
- Provide counselling and education.

Social Workers offer support to you and your family. If you, or your family member, are having trouble dealing with your health problem or issues affecting your health, they can provide support and counselling. Not only are they there for emotional support, they are very helpful with practical matters such as applying for pensions, dealing with government agencies, and helping link you with resources in your community.

Adult Day Services Workers work with you and others who attend our Adult Day Services. They help with the various activities and programs offered. As well, they are there to help with any personal care that may be needed while at the Day Services.

Things you need to know

In this Section:

- Your Rights and Responsibilities
- We want to hear from you
- Adult Abuse and Neglect
- Signing the Service Agreement
- Making a Care Plan
- Who is eligible for what?
- Cost of Services
- How your family and friends can help

Things you need to know

Remember

Knowing your rights and responsibilities will help you, as well as us, make sure you get the best possible care.

Your rights and responsibilities

As a client of Island Health Home and Community Care, you have certain rights. You also have certain responsibilities.

These rights and responsibilities also apply to others who might make health decisions on your behalf, such as a family member or a personal representative.

As our client, you have the right to...

- Be treated with courtesy and respect at all times.
- Be cared for by trained and competent health care providers.
- Be involved in all aspects of planning your care and the services you will receive.
- Have as much information as you need so you can make informed decisions including the right to refuse service and to live at risk.
- Be kept informed of any changes in your Care Plan.
- Be told what services are available, what you will get from those services, and what, if any, cost there is for the services.
- Have a person of your choice support you and speak on your behalf.
- Have your personal and medical information protected as private and confidential as required by law.
- Express concerns about your care, voice a complaint or appeal a decision, and do so without being afraid you might receive a lower quality of care or lose a service.
- Receive care that is built on the principles of:
 - a) respect for individual needs and freedom of choice
 - b) respect for your culture, values, beliefs and lifestyle
 - c) independence and personal privacy
 - d) freedom from physical or mental abuse and neglect

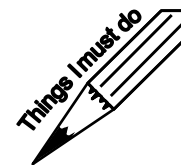
As our client, you are responsible for...

- Treating your health care provider with courtesy and respect at all times. Foul language, violent or abusive behaviour are not acceptable.
- Considering the advice and instructions given to you by your doctor and health care providers.
- Making sure your home is a safe place for our care providers to work and help you. (This includes not smoking **1 hour** before and during a home visit.)
- Making sure you fully understand your responsibilities before signing the Community Service Agreement, or any other contract or consent form needed for us to provide you with a service.
- Providing full and accurate information about your health history and personal care needs.
- Following the plan of care that is agreed on.
- Agreeing or consenting to:
 - Receive care.
 - Help decide what your treatment goals are.
 - Do your part to help maintain your own independence.
- Letting your doctor and care provider know if you have or develop any permanent or temporary changes in your condition or care needs.
- Letting us know if you are not available for service as planned.
- Telling us who the person is who can speak on your behalf.
- Keeping your health record in a safe and secure location when a Home and Community Care record is left in your home. This is to protect your privacy.
- Returning your Home and Community Care Health Record to us when you no longer have need of our services.

If you have questions about your rights or feel unable to meet your responsibilities, talk to one of us **right away**.

If you do not let us know of your concerns or that you are not able to meet your responsibilities, it may affect our ability to continue to provide our services.

Things you need to know



Make your home a safe place for us.

Read about 'Keeping Safe' on page 43.



Before you sign a service agreement, make sure you understand what it says and what we can and cannot do for you.

Ask as many questions as you need to.

Tip

Keep your health record in a safe and secure place.

Concerned about quality of care? Let us know

Quality care is important to all of us. A new process in BC gives patients the opportunity to better resolve concerns and further improve the quality of the health care system.

We all want a quality health care system:

- one that provides us with appropriate, consistent and timely care,
- one that is transparent and accountable, and
- one that treats every patient with respect and dignity.

If you or your family have a complaint about the quality of care, please speak first with the person or unit that provided the service. Complaints are best addressed and resolved at the time and place they occur.

If your complaint about the quality of care cannot be addressed and resolved by the person or manager at the local office, please contact our Patient Care Quality Office:

Island Health Patient Care Quality Office

In person: Memorial Pavilion, WW315
1952 Bay Street
Victoria, BC V8R 1J8

By phone: 250-370-8323

Toll-Free: 1-877-977-5797

By fax: 250-370-8137

By email: patientcarequalityoffice@viha.ca

Website: www.viha.ca/patientcarequalityoffice

If you have already contacted the Patient Care Quality Office and remain unsatisfied, you may request a review by an independent Patient Care Quality Review Board. For more information, please visit www.patientcarequalityreviewboard.ca or call 1-866-952-2448.

You have the right to express concerns about your care, voice a complaint or appeal a decision, and to do so without being afraid you might receive a lower quality of care or lose a service.

Adult Abuse and Neglect

Abuse, neglect and self-neglect can occur in any home and in any community. Certain members of our community are more vulnerable than others. When adults are abused or neglected, it can be difficult to know if or when to step in.

Island Health Home and Community Care is a 'designated agency', designated by the Office of the Public Guardian and Trustee of British Columbia to investigate causes of suspected abuse.

If we receive a report about an adult where there are concerns about adult abuse, neglect or self-neglect, we must look into it. We have a legal responsibility to look into the situation and talk to the adult involved. We will work with the adult to give the kind of support that is wanted and needed. We can make referrals to other community agencies and services.

We are also required by law to report any criminal offences to the police.

If you have any questions or concerns about this, please contact your Island Health Home and Community Care office.

DICTIONARY



Abuse - deliberate mistreatment that causes physical, mental or emotional harm, or damage to or loss of assets.

Neglect - any failure to provide necessary care, assistance, guidance or attention if that failure causes, or is reasonably likely to cause, within a short period of time, serious physical, mental or emotional harm, or substantial damage to or loss of assets.

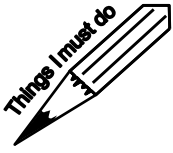
Self-neglect - any failure of an adult to take care of himself that causes, or is reasonably likely to cause, within a short period of time, serious physical or mental harm, or substantial damage to or loss of assets.

Public Guardian and Trustee of British Columbia (July 2005).
Protecting Adults from Abuse, Neglect and Self-Neglect.
Vancouver BC.



Want to know more about BC's Adult Guardianship Laws? Check the web site of the Office of the Public Guardian and Trustee of British Columbia
www.trustee.bc.ca

Things you need to know



Keep the service agreement in a safe place.

Signing the Service Agreement

Some time during our first visit, we ask you to sign a service agreement. A service agreement is a contract between you and us. Signing it means you agree with the content of the agreement.

The agreement:

- Gives us your consent to provide you with care and services. It also allows us to apply for certain benefits on your behalf.
- Describes our commitment to you to keep your personal information confidential. By signing the agreement, you agree to let us share your information but only when needed by other health care providers.
- Outlines what is expected by all parties related to mutual respect and the safe delivery of care.

Before you sign the service agreement, make sure you understand what it says and what Home and Community Care can and cannot do for you. Ask as many questions as you need to.

If English is not your first language, the services of an interpreter may be available to you.

Keep your copy of the service agreement in a safe place, such as in a file cabinet or in a folder with this handbook.

Making a Care Plan

In order to provide your care, we make what is called a 'Care Plan'.

Who decides what goes into your Care Plan?

You and your family are part of your care team and, as such, help decide what goes in your Care Plan. The Care Plan is about your goals for your care. We take into account what you want from the Care Plan when putting it together.

When various members of the care team meet you, they add to the Plan any ideas and activities that help you to live life to its fullest while you are receiving our care.

Making a Care Plan

Your Care Plan becomes the guide for all your caregivers, helping to make sure you get the care that is right for you. We review your plan regularly and update it whenever there are changes.

In order to create your Care Plan, we do an ‘in-depth Home and Community Care assessment’.

What is a Home and Community Care Assessment?

Our health care professionals assess you and your surroundings to see what you need.

We may talk about:

- Your health history and current health issues.
- Your ability to cope with your health care issues.
- Permission to contact your family, your doctor and others involved in your care.
- What medicines you take.
- How you manage activities of daily living such as eating and dressing.
- What family and social supports you have such as friendships, churches and groups you belong to.
- Your income.

We may also assess your physical health such as check your blood pressure, your balance, or how you move.

From this in-depth assessment, we look into what services and programs you are able to receive (what you are eligible for).

Who is eligible for what?

The BC Ministry of Health sets the criteria as to who qualifies for Home and Community Care services and programs. These are called 'eligibility requirements'.

To qualify for care services such as case management, community nursing, social work, physiotherapy and occupational therapy, you must:

- Be a Canadian Citizen or have permanent resident status.*
- Meet the clinical criteria for the specific service.

Things you need to know

DICTIONARY



Health Care Professional - a health care provider that is from one of the health professions such as nursing, occupational therapy, physiotherapy, social work or nutrition.

***permanent resident status** - a person who is a landed immigrant or is on a Minister's permit approved by the BC Ministry of Health Medical Advisory Committee.

Things you need to know

***permanent resident status** - a person who is a landed immigrant or is on a Minister's permit approved by the BC Ministry of Health Medical Advisory Committee.



General Enquiries Lines

South Island
(250) 388-2273
1-888-533-2273
(Toll free)

Centre Island
(250) 739-5749
1-877-734-4101
(Toll free)

North Island
In the Comox Valley:
(250) 331-8570

Outside Comox Valley and Campbell River areas:
1-866-928-4988
(Toll free)

Who is eligible for what?

To qualify for subsidized services such as home support, adult day services, assisted living, or residential care services, you must:

- Be 19 years of age or older.
- Have lived in British Columbia for at least 3 months.
- Be a Canadian Citizen or have permanent resident status.*
- Meet the clinical criteria for the specific service.

Some of our services have specific 'clinical criteria' that you must meet to qualify for that service.

How do I get these services?

You, the client, can refer yourself to Island Health Home and Community Care by calling our **General Enquiries Line**. Call this number to ask any questions about our services.

We also accept referrals from another person on your behalf.

Referrals can be from a:

- Doctor
- Health care provider
- Family member
- Friend
- Legal guardian

When you call our **General Enquiries Line**, we will ask some questions to determine what type of care is needed. You may be referred on to our Central Intake nurse.

The Central Intake nurse will ask more questions to see if you qualify for our services. A health care provider in your area then contacts you.

If you do not qualify for our services, the Central Intake nurse will work with you and give you information on other services in your community that will meet your needs.

Cost of Services

Professional Services

You may have a number of our professionals involved in your care. No matter what services or programs you need, we provide these services free of charge:

Case management, nursing, physiotherapy, occupational therapy, dietitian services, and social work.

Subsidized Services and Programs

The BC Ministry of Health gives us a special formula to use to figure out how much a person pays towards the cost of a number of these services and programs. The amount you pay depends on your income. We do not consider your assets when assessing your financial status. This is called a 'financial assessment'. We go over the financial assessment with you and your family. People who have little income often pay only a small amount or, in some cases, nothing at all. Some programs have a set rate to cover basic costs.

Our subsidized programs include:

Home Support

The amount you pay depends on your income. To find out more about the costs, refer to page 23.

Adult Day Services

You are charged a small amount per day to attend a Day Service. This fee is for the meal and transportation to and from the Service. There is also a small cost for the Bathing Service. Ask your Case Manager for more details.

Brain Injury Program

You may need special equipment or special housing, for example. You may also need to receive other Island Health Home and Community Care services such as Home Support. The amount you pay depends your income and on what you need.

DICTIONARY



Subsidized – this means that Island Health covers some or all of the cost for that service.

Financial assessment - Your Case Manager or another health care provider looks at your income to figure out how much you pay. Your assets are not included.

Important
Fees may change over time. Please check with your Case Manager or health care provider for current service charges.

Things you need to know

DICTIONARY



Respite - a short period of rest and relief for family caregivers.

Cost of Services

Respite Care

The amount you pay depends on the type of respite care needed. To find out more about the costs, refer to page 33.

Assisted Living

The cost of assisted living depends on whether it is in a publicly funded facility or one that is operated by a private company. To find out more about the costs, refer to page 35.

Residential Care (Nursing Home)

The amount you pay depends on your income. To find out more about the costs, refer to page 37.

Aside from these costs, are there any other costs?

Yes. Care at home can involve other costs. You must pay for your medicines and any dressing supplies. You may also need to rent or buy equipment such as walkers, bath seats, wheelchairs, or special cushions for wheelchairs. Sometimes the Red Cross has these available to borrow for a short period of time.

Other Ways to Cover Your Costs

Depending on your situation, some or all of your costs might be covered by another funding agency, such as:

- Veterans Affairs
- WorkSafeBC
- Ministry of Social Development
- Insurance Corporation of BC
- Extended Health Benefits Plan

How your family and friends can help

We can help get you the health services and care you need to continue to live at home. We can also help connect you with other programs and services. We try to give you as much support as you need, but there are many things we cannot do for you. This is where your family, friends and neighbours can help. Even if your family does not live close by, there are still ways they can be there for you.

Here are ways your family and friends can help care for you:

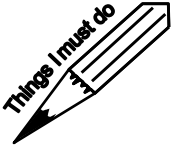
- Continue to help you with your care, if they were doing so before Island Health Home and Community Care became involved.
- Get involved in your care. Learn what is needed and how to do it.
- Help you manage your medicines.
- Check in on you regularly by visiting or calling.
- Take you out on social outings.
- Take you to medical appointments.
- Help you do your banking or paying of bills.
- Help with house cleaning or laundry, or arrange for someone to come in and do this.
- Do some cooking for you.
- Help you with your grocery shopping.
- Help to look after your pet.
- Do your yard work or house maintenance, or arrange for someone to do it for you.

You are welcome to have a family member or friend present when we first meet with you and at any of our Care Plan meetings.

Remember

Your Community Health Worker can only do what is on your Service Plan. If you need something more than that, please talk to us.

How your family and friends can help



Make a Plan for when my care is interrupted (see page 48 - Planning Ahead).

Review the Rights and Responsibilities section on page 10.

Review Advanced Care Planning on page 47.

There may be times when we are not able to get to you to provide a service such as when we have a staffing shortage due to illness or a labour dispute, during bad weather, or during other emergencies. Your family, friends and neighbours can help at these times. Have a plan for when our care is unexpectedly interrupted.

Make sure you show your family or friends this handbook if they have any questions about any of our services or programs.

Remember that the Rights and Responsibilities outlined in this handbook also apply to others who might make health decisions on your behalf, such as a family member or personal representative.

Programs and Services

In this Section:

- Home Support
- Choice in Support for Independent Living (CSIL)
- Adult Day Services
- Brain Injury Program
- Respite Care
- Assisted Living
- Residential Care (Nursing Home)



Not sure if you qualify for Home Support? Refer to page 16 or call our office.

DICTIONARY



Respite - a short period of rest and relief for family caregivers.

To learn more about 'Respite Care', go to page 32.

Home Support

What is Home Support?

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.



What is a financial assessment?

Read 'Cost of Services' on page 17.

Remember

You will have different health care providers assisting you in your home. They could be of different ages, genders and cultural backgrounds.

Programs and Services

Note

In rural or remote communities, not all of our programs and services are available. We make every effort to meet your individual care needs with the resources available in your area.

Remember

Your Community Health Worker can only do what is on your Service Plan. If you need something more than that, please talk to us.

Home Support

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.

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

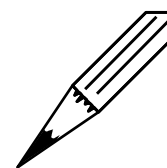
Phone your Home Support office if you need to make a change in your schedule.

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 provide with courtesy and respect at all times. Foul language or abusive behaviour is not acceptable.
- Keep your home free of clutter.



Depending on your situation, some or all of your costs might be covered by another funding agency. See page 18 for a list of possible agencies.



How do you make your home safe for care providers?

Read 'Your home is our workplace' on page 43.

Home Support

- 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.

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

Choice in Supports for Independent Living (CSIL)

What is the Choice in Supports for Independent Living (CSIL) Program?

CSIL is a **self-managed** Home Support program. This means we give you the funds so you can purchase and manage your own home support services. The amount of funds you get is based on the current hourly pay rate and the number of hours of personal care you are authorized for.

What makes CSIL different from Home Support?

With CSIL, you are the boss and the employer. You direct your own care. You hire and manage your own home support staff. You may also receive other Island Health Home and Community Care services described in this handbook at the same time.

As with Home Support, the aim of CSIL is to **enhance rather than replace** your efforts to care for yourself, with the help of your family, friends and community.

Who can apply for CSIL?

To qualify for CSIL funding you must:

- Be 19 years of age or older.
- Have high personal care needs.
- Be medically stable or have a care plan in place.
- Be able to **direct and manage** the CSIL contract obligations. If you are not able to direct or manage the contract yourself, you can appoint someone else to do it for you. That person could be your legal representative. Another way to do this would be to have a Client Support Group accept joint responsibility for managing your contract.

How do I get CSIL funding?

Talk to your Case Manager. Your Case Manager will give you written information about how to apply. To get the funding, you must apply in writing by filling out a form. Your Case Manager works with you to determine how much funding you need based on your personal care needs.

What are my responsibilities?

You will need to sign a contract. This outlines what you are required to do and how you must report your use of the funds.

You, or your representative, are responsible for managing and coordinating your home support services. This includes hiring, training, disciplining and, if necessary, firing your own caregiver(s). You are the employer.

You must adhere to the Canada Revenue Agency, WorkSafeBC, and Employment Standards regulations.

You must submit regular financial reports to show that the funds are being used properly.

How soon can I get this service?

This depends on how long it takes to work through the application process. It can take several weeks to a month before it is accepted. Once it is accepted, it can take another one or two months for the contract to be drawn up. Then it can take another month or so to set everything up such as the hiring of your employees and learning how to register with Canada Revenue Agency and WorkSafeBC. During this time, you will continue to receive Home Support services through our offices.

What kinds of services can I get?

With CSIL, you are purchasing the same types of personal care services that you receive with Home Support. This funding covers all the costs needed to manage your home supports (such as wages, advertising, bookkeeping, etc.). Your Case Manager works with you to figure out how many hours of personal care you need.



What do Home Support Services include?

Read about Home Support, pages 22-26.

Am I still eligible for other Island Health Home and Community Care services?

Yes, when you are on the CSIL program, you are still eligible for our other services. These can include respite care, nursing care, occupational therapy, physiotherapy, dietitian services, and social work.

If you are interested in the CSIL program, talk to your Case Manager.

For more about 'Island Health Home and Community Care', refer to pages 2-7.

Adult Day Services

What are Adult Day Services?

Adult Day Services are **community-based** services provided in a group setting outside your home.

Our services operate in various locations in the community. Some are located in our residential care homes. Others take place in local community centres. All give you the opportunity to get out and keep in touch with other people in your community.

The services are there to help add to the health and quality of life for seniors and people with disabilities. These services also allow family caregivers time to run errands or rest while you enjoy some time away.

Who can attend Adult Day Services?

You must qualify for Island Health Home and Community Care services and have a Case Manager. Your Case Manager can refer you to our various Day Services.

Some programs also accept private clients.

What can we do for you?

Our Day Services provide programs and services that help keep you connected to and involved in your community.

You can join in many fun activities such as:

- Activity and exercise programs
- Education and information programs
- Discussion groups
- Arts and crafts
- Community outings (day trips)

Staff are available to talk with you about any issues that may be concerning you.

If you have trouble using the bathtub in your own home, some of our locations also provide a **Bathing Service**.

How soon can I get this service?

This depends on the service and its location. Some services have a waiting list.

How much does it cost?

You are charged a small amount per day to attend a Day Service. This fee is for the meal and transportation to and from the service.

There is also a small cost for the **Bathing Service**.

Community Bathing Program

Some people are not able to use their bath safely even with bathing aids such as grab bars, bathing boards, or the help of a Community Health Worker. In the Community Bathing Program, we use specialized bathing equipment, giving you a safe and comfortable bathing option. When you are not able to use your bath safely at home, a Case Manager can refer you to this program.

Bathing programs are offered either as part of the adult day program, or as a separate service where you need to arrange your own transportation to the program.

There is a small cost for the Bathing Service.

Important

Fees may change over time. Please check with your Case Manager or health care provider for current service charges.

Brain Injury Program

What is the Brain Injury Program?

The Brain Injury Program is a very specialized program within Island Health Home and Community Care. The Brain Injury Program can give support to people with an Acquired Brain Injury that helps them to continue to live in their community. The supports are often also helpful to friends and family members.

The availability of this program is limited. If you are interested in learning more about this program, ask your Case Manager or any other member of your care team about applying to this program.

DICTIONARY



Acquired Brain Injury

- a temporary or permanent damage to the brain that occurs after birth. It is not the same as a brain injury you are born with or a degenerative health condition such as dementia or Alzheimer disease. Common causes include injury from an accident, assault, disease, stroke, brain tumour, and drug or alcohol abuse. It can cause partial or total physical disability as well as problems with thinking, memory, attention, emotions, and relationships.

DICTIONARY



Respite - a short period of rest and relief for family caregivers.

Respite Care

Respite care is for the caregivers of our clients (family members or friends). This section is for caregivers.

What is Respite Care?

We know many of our clients are cared for by someone close to them. That person is usually a family member, partner or friend. We also know that caring for a loved one can be tiring and stressful at times.

“Respite” gives you, the caregiver, a much-needed break. It gives you an opportunity to join in community activities, rest, and renew your energy so you can continue to care for your loved one.

There are different ways of providing respite care:

In the community

Your case manager will encourage you and your loved one to consider attending an Adult Day Service. That would give you a chance to leave the home and have a break from your care-giving role.

Another option for respite your case manager will encourage you to consider is for your loved one to stay for a short time in a residential care facility, hospice or other community care setting. This is usually for one or two weeks. Where your loved one might stay depends on what care is needed.

In the home

If you, the caregiver, need a short break, we can offer regularly scheduled help in the home so you can leave for a few hours.

How do I get this service?

The Case Manager must first assess whether the client qualifies for this service. Once we identify that the client qualifies, the Case Manager works with you and the client to determine what type of respite is preferred - be it help in the home, an Adult Day Program or going to stay in a community respite setting.

Note

In rural or remote communities, not all of our programs and services are available. We make every effort to meet your individual care needs with the resources available in your area.

How soon can I get this service?

That depends on the type of respite care you need, and perhaps where you live.

If you are already receiving Home Support, this may be included in the Care Plan and can be available right away.

Some Day Services can be arranged within a week or two while others have a waiting list.

A short-term stay in a residential care facility would need to be booked well in advance. Some of these types of respite care may not be available in your community. Check with your Case Manager.

How much does it cost?

The amount you pay depends on your income and the type of respite care that is needed (see below). It does not depend on what you have for assets.

Help in your home

As a Home Support service, the cost is subsidized. The amount you pay depends on your income. People who have little income often pay only a small amount or, in some cases, nothing at all.

Adult Day Services

There is a small cost per day to attend a Day Service. This fee is for the meal and transportation to and from the Service.

A short stay in a residential facility or other care setting

The cost is based on the lowest rate that is normally charged for that setting. The BC Ministry of Health sets the lowest rate.

Ask your Case Manager for more information about costs for the respite service you are considering.



Want to know more about costs?

Read 'Cost for Services' on page 17.

Assisted Living

What is Assisted Living?

Assisted Living residences are affordable rental accommodations for seniors and those with physical disabilities. They provide hospitality services and personal care assistance.

Assisted Living promotes your independence and allows you to remain in your community for as long as your needs can be met.

Assisted Living apartments are private, secure, and self-contained. You can furnish your own unit and bring your own belongings along with you. There are common dining and socializing areas within the building.

Who can receive this service?

In order to qualify for Assisted Living, you must:

- Be able to make decisions on your own behalf or have a spouse move in with you who can decide for you.
- Need housing with easy access.
- Need hospitality services such as meals, housekeeping, linens, and activity programs.
- Need assistance with personal care.
- Have a medical condition that is stable.
- Meet the Canadian citizen and provincial residency criteria*.

There are a limited number of housing options for:

- People with physical disabilities.
- Seniors with dementia.
- Seniors with addictions.

To qualify for these types of settings, a person must meet specific criteria.

How do I get this service?

Your Case Manager determines if you are eligible for Assisted Living. Your Case Manager helps you choose a residence and apply for Assisted Living.

DICTIONARY



Stable Medical

Condition - where there are no changes in your condition that need closer monitoring and care such as in the hospital.

* To learn more about these criteria, go to page 15 in this handbook.

How much does it cost?

There are two types of Assisted Living in British Columbia - publicly funded and private-pay.

Publicly Funded:

Residents pay 70% of their after-tax income for the full package of services. If you are 64 years of age or younger and receive income assistance, you pay a pre-determined set rate. Residents also pay for telephone, cable, and a small monthly surcharge for BC Hydro (electricity).

In order for public facilities to never cost more than private ones, there is a maximum limit to what may be charged.

Private-Pay:

There are a number of privately run Assisted Living residences. The amount each residence charges can vary. Ask the Assisted Living operator for the cost of their units.

What services are included?

Hospitality services include:

- Minimum of two meals a day provided in a common dining room.
- Weekly light housekeeping of your suite.
- Weekly laundering of your linens (sheets and towels).
- Social and recreational programs.
- 24-hour emergency response system.

Personal care services include assistance with daily activities such as bathing, grooming, and dressing.

Privately run residences may have additional services.



For more information on Assisted Living, please contact us or visit our website www.viha.ca/housing/assisted_living

Residential Care (Nursing Home)

What is Residential Care?

Residential care facilities provide 24-hour professional care and supervision for people who have complex health needs. These are often called ‘nursing homes’.

Who can receive this service?

You may need to be admitted to Residential Care if:

- Your health care needs become too complex to be safely managed in your home or in an Assisted Living residence.
- Your caregiver is no longer able to give you care and support.
- Available community resources are no longer enough to support you safely in your home.
- You need round the clock nursing care.

You must also meet the Canadian citizen and provincial residency criteria*.

* To learn more about these criteria, go to page 15 in this handbook.

How do I get this service?

Your Case Manager does a very detailed assessment to determine your need for Residential Care. This is a standard assessment, meaning we do the very same assessment for every person to assess their need for Residential Care.

If you qualify for Residential Care, we match you with a facility vacancy can meet your individual health care needs. Although you may have asked for specific facilities, a space may not be available in one of your chosen facilities at that time.

After a settling in period at the facility, you can request a move to a facility of your choice. We make every effort to move you to your chosen facility as long as it is able to meet your care needs. If your preferred facility is not available, you can be put on a waiting list for that site. It may take a while before a spot becomes available.

How much does it cost?

Residents pay 80% of their after tax income for all the services in residential care. The BC Ministry of Health sets the minimum and maximum rate. Ask your case manager for more information about the costs of residential care.

What services are included?

Residential care services include:

- 24-hour nursing care
- Your medicines managed by the nursing team
- Meals
- Personal assistance with daily activities such as eating, bathing and dressing
- Help with staying as active and mobile as you can
- Laundry and housekeeping services
- Social and recreational activities

There are many other services provided in our residential care facilities such as hairdressers or barbers, eye care, foot care and care from other health care professionals. Ask your residential care facility provider for a list of services at their location.

Health and Safety

In this Section:

- Keeping Healthy
 - "It's Safe to Ask"
 - Medicines
 - Health Changes
 - Hand Washing
 - Get a Flu Shot

- Keeping Safe
 - Preventing Falls
 - Your home is our workplace
 - For your Safety

- Planning Ahead
 - Preparing for planned or unexpected trips for medical care
 - Advance Care Planning
 - Unexpected Interruptions in Care

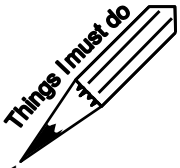


Three questions you should ask your health care provider to learn more about your health:

What is my health problem?

What do I need to do?

Why do I need to do this?



Hint

Use a small recipe card to write out all your medicines.

Remember

Take your medicines with you if you leave home for an extended period.

Keeping healthy

"It's Safe to Ask"

An important part of keeping healthy is knowing about your health, your medicines, and your medical condition(s). We encourage you to ask questions. Make sure you understand what you need to do to keep healthy. We are always willing to answer your questions. If we do not know the answer, we will help you get the information you need.

Medicines

Know what medicine you are taking, why you are taking it, the strength of the medicine, and how often you take it. If you are not sure, ask your doctor or pharmacist to go over your medicines with you.

Here is an example of how to describe your medicine:

"I take Tums - one with each meal and one at bedtime for my acid stomach"

You can ask your Pharmacist to give you a printout of your medicines. Every time your medicines change, ask for a new list. Keep your medicine printout with this handbook. Return any out of date medicines or any medicines you no longer need to your pharmacy. The Pharmacist will dispose of these medicines properly.

It is also a good idea to carry a list of medicines with you at all times. Include over-the-counter medicines, herbal remedies, vitamins, and all medicines ordered by your doctor including eye drops, creams, and inhalers.

For each medicine on your list, include:

- The medicine name
- The strength of the medicine
- What you are taking it for
- How much you take
- How often you take it

Put a star beside, or highlight, the medicines that are essential to your health. These are the regular medicines you cannot miss taking or those medicines you need to have on hand for emergencies.

Health Changes

Make sure you let your doctor and your care provider know of any:

- Changes in your health or medical condition (whether it is temporary or permanent).
- Changes in your care needs.

The sooner you let someone know, the sooner we can adjust your Care Plan or type of service you need.

Hand Washing

One of the easiest ways to stay healthy is to wash your hands regularly. Hand washing helps stop the spread of any infections.

To keep yourself and others healthy, wash your hands with plain liquid soap. We do not recommend using anti-bacterial soap. Antibacterial soap is no more effective than plain soap. Also, it can make it so that bacteria become resistant to medicine, and that is a bad thing. Most diseases are caused by viruses, so antibacterial products do not help to prevent them.

Wash your hands:

- Before and after making meals.
- Before eating meals or snacks.
- After using the toilet.

If you notice that any of your care providers has not washed his or her hands before giving you care, please ask them to do so.

Get a Flu Shot

Flu outbreaks usually happen in the fall and go through to the early spring. Seniors should get their flu shot as early in the flu season as possible. Remember to get a new flu shot every year because different flu strains circulate each season.

Influenza (the flu) is an infection of the nose, throat and lungs caused by a virus. It is spread by droplets of moisture from the lungs, especially when coughing and sneezing. **It is not** the upset stomach, commonly referred to as the “stomach flu.”

Remember

Your Community Health Worker can only do what is on your Care Plan. If you need something more than that, we need to redo your Plan.

How to wash hands

1. Wet hands
2. Apply soap
3. Rub together back and front for 20 seconds
4. Rinse
5. Dry off
6. Turn off taps



Did you know?

People aged 65 to 84 years of age who get the flu shot are less likely to have heart and stroke problems. They are also less likely to get pneumonia.

Want to know more about the flu and the flu shot?

Check out our online information: www.viha.ca/flu

Read about it in your copy of the **BC HealthGuide Handbook** or go online to www.healthlinkbc.ca

People who get the flu typically have one or more of the following:

- A fever that comes on suddenly (39 - 40 degrees Celsius) and lasts for three to four days
- Chills
- Headache
- Muscle aches
- Sore throat
- Cough
- Chest congestion
- Feeling tired and weak (this can last two to three weeks or more)
- Runny nose

It usually takes three to five days to develop the flu after you have been exposed to it. You can spread the flu to others for 24 hours before having any symptoms. You can still spread it to others for up to five to seven days after symptoms begin.

A note to family and friends...

You will be helping to protect the frail elderly or people with chronic illnesses by also getting the flu shot. Your loved ones could become seriously ill and hospitalized (even die) if they get the flu from you.

If you are a healthy, working-age adult, a flu shot will give you 70 to 90 per cent protection from the flu virus.

Other Immunizations:

In addition to the Flu Shot, we suggest all adults get vaccinated against:

- Diphtheria
- Tetanus

Seniors should also be vaccinated against the bacteria that can cause pneumonia and other serious infections. The vaccine is called 'Pneumovax'.

Ask your family doctor about these and other immunizations.

Keeping safe

Preventing Falls

It is important for you to be able to move around safely in your home. We assess your home for where you may be at risk for a fall. We identify what changes need to be made to make your home safe for you to get around. We also make sure your home is safe for us to move around while caring for you.

Your home is our workplace

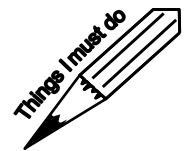
Under the Workers' Compensation Act, all workers are entitled to a safe workplace.

Since your home is our workplace, it is up to you to make sure that your home is a safe and healthy workplace for our staff to work and help you. Your health care provider checks your home environment with you to make sure it is safe for the delivery of care.

Some common hazards and what to do:

<p>Are you a smoker?</p> <p>Do you have people who live with you or visit you who smoke?</p> <ul style="list-style-type: none"> • Please make sure there is no smoking in your home for at least 1 hour before any care provider visits you. <p>If we schedule a home visit within a 4-hour time block, make sure there is no smoking at least 1 hour before the start of the time block.</p> <ul style="list-style-type: none"> • Please make sure there is no smoking during the visit.
<p>Do you have pets? Are they loose in the yard or home?</p> <ul style="list-style-type: none"> • Keep your pets controlled (on a short leash or closed in a separate room or location) while we are in your home.
<p>Do you have any guns or other weapons in your home?</p> <ul style="list-style-type: none"> • Store all guns and other weapons in a secure location.

WorkSafeBC also requires our staff to wear their shoes **at all times**.



Make your home a safe place for us to work.

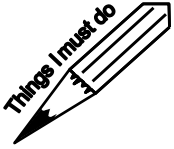
Read “*Make Your Home Safer for Care Workers*” from WorkSafeBC.

Online
www.worksafebc.com/publications/health_and_safety/by_topic/assets/pdf/making_home_safe_home_care_workers.pdf

For your Safety

It is always good to keep your safety in mind. Whether you live alone or not, here are some important tips to help keep you safe.

- Do not let anyone into your home unless you can confirm who that person is.
- All of your care providers must wear their photo identification while caring for you. Please ask to see it.
- Have a **Back-Up Plan** in case your caregiver cannot get to you as planned.
- Keep a copy of your **Emergency Contact Information** and **Medical Condition and History** sheets with you at all times.
- Give a copy of these sheets to a family member as well as a trusted local contact person.



Make a Back-up Plan.

Carry a copy of my Emergency Contact Information and Medical Condition and History.

(See 'Forms and Checklists', page 59)

You may wish to look into a personal medical alarm service. This type of service can get you help 24 hours a day, 365 days a year at the push of a button. Ask your health care provider about this kind of service, if one is available in your area, and where you might find out more information.

Planning Ahead

Preparing for planned or unexpected trips for medical care

Whether it is planned or not, it is important to be prepared in case you need to go to a clinic, the hospital or an Emergency Department.

Fill in these forms (found at the back of this handbook):

- **'Emergency Contact Information'** form
- **'My Medical Condition and History'** form
- **'My Personal Back-Up Plan'** form

Make a couple of copies of the forms. Keep a copy with you at all times, along with your list of medicines.

Show the information about you, your medical condition, and medical history to nurses, doctors and emergency medical personnel.

Have a plan. This is especially important if you look after another person at home or have a pet that needs to be looked after.

Who has a key to your home?

Who will be able to help you with things while you are away?

Who will help with plans for coming home?

How do you get in touch with this person?

Make sure that person knows what the plan is.

You may want to keep a small bag packed and ready, or make a list of things you would need, in case you need to stay overnight in the hospital.

Tip

Give a copy of your medical information to your designated contact person.

Do not take any valuables such as jewellery, or large amounts of money into the hospital.

Things you need to take with you:

- Your completed forms listed above
- Your BC CareCard
- Your medicines in their original bottles
- A comb
- A toothbrush
- Slippers or sensible walking shoes
- A small amount of money
- House keys

While in the hospital:

If you have a spouse or other person who needs care at home while you are in the hospital, ask to talk with a Island Health Home and Community Care Case Manager. A Home and Community Care Case Manager is available in all Vancouver Island Health Authority hospitals. This Case Manager may be able to arrange for extra help if needed.

Planning to come home:

Think about how you will manage at home and who will help you if you need it.

An Island Health Home and Community Care Case Manager can see you in the hospital and help arrange for, or restart, any Home and Community Care services once you return home.

Advance Care Planning

Advance Care Planning allows you to have a say in the health care you will receive if you are too sick to speak for yourself. It is a way to reflect on your values, beliefs and wishes so that you can make your own health care decisions. By discussing and documenting your wishes with your loved ones, health care team and family physician, they will be better able to act on your behalf.

First, speak with your family and doctor. Letting them know about the care you do and do not want in the future will decrease their anxiety and help them if they need to make decisions on your behalf.

Next, write your wishes down in an Advance Care Plan. This document is a written summary of your conversation with your family and your doctor. This document will guide them if they must make decisions about your care without you.

Once you have decided who your trusted representative will be, you can write a Representation Agreement that names them as your substitute decision maker and documents your wishes to guide that person.

Your plan will be a legal document and must be honoured by your doctor and your substitute decision maker. You can make changes to your plan any time while you are still capable of making decisions.

Ask your case manager for more information on Advance Care Plans, including Representation Agreements and Advance Directives

Other things to consider:

You might also want to consider a Power of Attorney

A **Power of Attorney** allows you to appoint someone to take care of financial and legal matters for you, if you are not able to do so. It does not give that person the right to make decisions about your health care.

Do you have a **will**?

If you do, make sure it is up to date.

If you do not, you might want to consider getting one.

Ask a lawyer or notary public for more information about these legal documents.

DICTIONARY



Advance Care Plan:

Directions on what care a person wishes to receive when that person is not able to make those decisions because of illness or injury.

Representative:

A person authorized by a Representation Agreement to make healthcare decisions on behalf of an adult when they are unable to do so due to illness or injury.

Advance Directive:

A legal document that instructs health care providers regarding a specific medical treatment or course of treatments. See the *My Voice* package for details.



Advance Care Planning
Online Resources

www.viha.ca/advance_care_planning/

advancecareplanning.ca

www.nidus.ca

Be Prepared for Unexpected Interruptions in Care

There may be times when we are not able to get to you to provide your care. This could happen if we have a staffing shortage due to illness or a labour dispute, during bad weather, or during other emergencies such as disasters. Your care could be interrupted for one day or many days.

Plan now in case your care is unexpectedly interrupted!

Make sure you can care for yourself for at least three days if your care is interrupted. Here are some steps you can take:

Step 1: Know what to do Before, During and After an Emergency

Natural disasters and other events can happen quickly and without warning. All of these events could make it hard for us to get to you and provide your care. Know which ones are most likely to occur in your area and be prepared.

Check off the events that are most likely to occur where you live.

- | | |
|---|---|
| <input type="checkbox"/> Severe storm | <input type="checkbox"/> Flood |
| <input type="checkbox"/> Severe weather (hot/cold) | <input type="checkbox"/> Earthquake |
| <input type="checkbox"/> Power outage (Blackout) | <input type="checkbox"/> Tsunami or storm surge |
| <input type="checkbox"/> Water supply interruption or contamination | <input type="checkbox"/> Landslide or Avalanche |
| <input type="checkbox"/> Forest fire or interface fire | <input type="checkbox"/> Hazardous materials spill or industrial accident |
| <input type="checkbox"/> Volcanoes | <input type="checkbox"/> Infectious disease outbreak (such as a flu epidemic) |

DICTIONARY



Interface Fire -
When a fire gets close to homes or communities. These fires can become a serious threat to your family and property.



Go to 'Other Resources' on page 56 of this handbook.

There are a number of resources that tell you how to prepare for any of these emergencies. Learn more about what you can do before, during and after an emergency.

Step 2: Make an Emergency Plan

What would you do if your care was interrupted for a couple of days or longer? One of the best ways to make sure you can look after yourself is to write up an emergency plan.

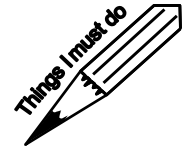
Keep a copy of your emergency plan where you can easily find it. Give a copy to your emergency contact person – your family, your friend or a neighbour. Better yet, have your emergency contact person work with you on your plan.

Your **emergency plan** should include:

- Your personal contact information.
- Your medical information including health problems, special care needs or disability, medicines, blood type (if known), family doctor and health insurance information.
- Your personal back-up plan that says what tasks you can and cannot do (such as walking - “I use a walker”)
- Contact information for your nearest local relative or someone in your neighbourhood who has agreed to be your emergency contact person. It is also a good idea to have an out-of-town contact person in case your local contact cannot be reached.
- Local emergency numbers (fire, police, and ambulance).
- Local radio emergency broadcast station (AM/FM).
- Plans for your pets.
- Escape routes if you need to leave your home or your neighbourhood.
- The location of a safe meeting place. With your family, friend or neighbour, choose a place near your home.

Here are some other things you can do to prepare in advance:

- Establish a support network of friends, relatives, and neighbours who understand your special needs and can help you in case of an emergency. Share your emergency plan with them.



Make sure you have completed these forms and checklists:

- Emergency Contact Information
- My Medical Condition and History
- My Personal Back-Up Plan
- Emergency Supply Kit

Need help with these? Talk to one of your care providers.

Read **Your
Emergency
Preparedness**

Guide from Public Safety Canada. Use this guide to create your emergency plan and supplies kit.

To get a free copy of this guide, order it or get it online:

1-800-622-6232.

www.getprepared.gc.ca/index-eng.aspx

If you go online, you can create your plan.

- If you live alone, get to know your neighbours. Choose one or two people you trust to be your helpers during an emergency. Explain your special needs to them and share your Emergency Plan. Show them how to operate any medical equipment you use.
- Talk to your doctor about preparing a 'grab-and-go bag' with a two-week supply of medicines and medical supplies, if possible. Include prescriptions and medical documents in the bag. Remember that pharmacies could be closed for some time, even after the emergency is over.
- Prepare an Emergency Supply Kit. Be sure to include any special needs items or medicines you may require.
- Find out if there is a Neighbourhood Emergency Program in your area that can help you prepare for an emergency.

Review your emergency plan at least once a year. If your health condition, medicines or emergency contact information change, update your plan.

Step 3: Prepare an Emergency Supply Kit

If an emergency were to happen tomorrow, are you prepared? Do you have enough water, food and other essential supplies to meet your needs for at least three days? Do you know where your flashlight is and could you find it easily if the power went out?

If the answer is 'no' to any of these questions, you need to get started preparing an emergency supply kit now.

Use the Emergency Supply Kit checklist at the back of this handbook to build your kit.

Preparing an emergency supply kit does not have to be a lot of work. But, it does take some time and effort. Set aside a day to work on your kit. Or, do a little at a time, as your energy and budget permit. The important thing is to start preparing now – before an emergency occurs.

Keep your supplies in a secure container such as a plastic bin, a large backpack, or a duffle bag. Put it in a place where you and your emergency contact person can easily find it.

Resources

In this Section:

- Where to get more information by phone or online

Resources

'Home and Community Care: A Guide to Your Care, August 2007'
from BC Ministry of Health.

www.health.gov.bc.ca/library/publications/year/2007/Guide_to_Your_Care_Booklet2007_Final.pdf

BC NurseLine

Call the 24-hour, seven-day-a-week BC NurseLine to speak confidentially to a registered nurse or to speak to a pharmacist between 9 a.m. and 5 p.m. daily:

In Greater Vancouver: 604 215-4700

In BC, toll-free: 1-866-215-4700

Deaf and hearing impaired, toll-free in BC: 1-866-889-4700

Translation services are available in over 130 languages. Simply stay on the line to be connected.

8-1-1 Line

The HealthLink BC Directory is a public service that provides detailed information about how and where to access health services in British Columbia. The Directory is funded by the provincial government and delivered by HealthLines Services BC online (www.healthlinkbc.ca) or by dialing 8-1-1.

The purpose of the HealthLink BC Directory is to help British Columbians maintain and achieve better health by providing them with the right information at the right time. As a publicly-funded service, the directory includes health care and mental health and addiction services that are publicly funded (either in whole or in part) and serve the residents of British Columbia.

Your Local Public Library

Check your local public library for general information on health, staying healthy and active, medical conditions, and medical tests.

Adult Abuse, Neglect and Self-Neglect

Office of the Public Guardian and Trustee of British Columbia
www.trustee.bc.ca

'Protecting Adults from Abuse, Neglect and Self-Neglect' from
 Public Guardian and Trustee of British Columbia (July 2005)
 Vancouver BC.

<http://www.trustee.bc.ca/Documents/adult-guardianship/Protecting%20Adults%20from%20Abuse,%20Neglect%20and%20Self%20Neglect.pdf>

Safety in the Home

'Make Your Home Safer for Care Workers' from WorkSafeBC
www.worksafebc.com/publications/health_and_safety/by_topic/assets/pdf/making_home_safe_home_care_workers.pdf

Flu Shots www.viha.ca/flu

BC HealthGuide Handbook www.healthlink.bc.ca

Advance Care Planning www.viha.ca/advance_care_planning/

Emergency Preparation

From Public Safety Canada (www.getprepared.gc.ca):

To order a free print copy of the following documents:

Call toll-free 1 800 O-Canada (1-800-622-6232)

TTY: 1-800-926-9105 (8am-8pm PST)

Order online: www.getprepared.gc.ca/index-eng.aspx

'Your Emergency Preparedness Guide' (Available in English, Inuktitut, Punjabi and Chinese. Also available in audio, Braille, large print and CD.)

www.getprepared.gc.ca/cnt/rsrscs/pblctns/yprprdncsgd/yprprdncsgd-eng.pdf

'Earthquakes – What to do?' (2010, 20 pages)

www.getprepared.gc.ca/cnt/rsrscs/pblctns/rthqks-wtd/rthqks-wtd-eng.pdf

'Floods – What to do?' (2011, 20 pages)

www.getprepared.gc.ca/cnt/rsrscs/pblctns/flds-wtd/flds-wtd-en.pdf

'Power Outages – What to do?' (2011, 20 pages)

www.getprepared.gc.ca/cnt/rsrscs/pblctns/pwrtgs-wtd/pwrtgs-wtd-eng.pdf

'Severe Storms – What to do?' (2011, 24 pages)

www.getprepared.gc.ca/cnt/rsrscs/pblctns/svrstrms-wtd/svrstrms-wtd-eng.pdf



Want to know more about preparing for emergencies?

Visit the Public Safety Canada website
www.getprepared.gc.ca

Create your emergency plan online
www.getprepared.gc.ca/knw/plan/plan-eng.aspx

From Emergency Management BC:

To order a free copy of this workbook and other brochures, facts sheets, and checklists, contact the Emergency Management BC (EMBC) office at (250) 952-5848 or go to www.embc.gov.bc.ca. Some are available in other languages.

'Individual & Neighbourhood All-Hazard Emergency Preparedness Workbook' (2002, 60 pages) tells you what to do before, during and after an emergency or natural disaster. It provides helpful tips for seniors and people with disabilities as well as checklists so you can make your own emergency plan and your own emergency supply kit.

www.embc.gov.bc.ca/em/hazard_preparedness/AllHazards_WEB.pdf

From Health Canada *'Preparing for an Influenza Pandemic'*
publications.gc.ca/collections/collection_2007/hc-sc/H13-7-16-2006E.pdf

Check your local Seniors Centre for local resources.

Forms and Checklists

In this Section:

- My Home and Community Care Team form
- Emergency Contact Information form
- My Medical Condition and History form
- My Personal Back-Up Plan form
- Emergency Supply Kit checklist
- Your feedback about this handbook

My Home and Community Care Team

Name	Date of Contact	Discipline/Role	Phone Number



Emergency Contact Information

Should you require emergency medical attention, it is important that this information about you be available to your caregivers.

NOTE: Keep a copy of this sheet with you at all times.

Please print the information clearly, and update it if any of the information changes.

Your Name: _____
(Last) (First)

Your Date of Birth: _____

Your Address: _____

Your Phone: _____ Your Personal Health Number: _____

Your nearest local relative, or someone in your neighbourhood, who has agreed to be contacted in case of an emergency.

Contact Name: _____
(Last) (First)

Contact's Relationship to you: _____

Contact's Address: _____

Contact's Phone: _____

Out of Province, or out of your geographic area, contact person:
(Contact person for other family members):

Name: _____ Phone: _____

Do you have someone at home who needs care?

No Yes - Give details: _____

Do you have a pet? No Yes - Give details: _____

If I am in the hospital, the person with a key to my home and is prepared to help me in the hospital and with going home is:

Name: _____ Phone: _____





My Personal Back-Up Plan

Name: _____

I am able to: Hear See Speak If not, I communicate by: _____

Walk without help Walk with help Transfer myself Prepare my meals**

Feed myself Dress myself Sit without help Sit with help

Wash/Bathe without help Wash/Bathe with help _____

Use toilet without help Use toilet with help _____

Tasks I cannot do	How often I need help	Usual Helper Name & Phone number	Back Up Helper Name & Phone number

**Have a supply of pre-prepared meals on hand, if you need help with preparing meals or you receive ‘Meals on Wheels’. For example - Canned or frozen meals (Canned is preferred. It will not spoil if the power goes out).

Note: Your back up plan takes effect if the person who usually provides care for you is unexpectedly unable to do so. That person could be your family member, friend or health care provider such as a Home Care Nurse or Community Health Worker.

Update your Plan anytime your care needs change.



Emergency Supply Kit

Basic items you will need to survive for 72 hours:

- Water** – at least two litres of water per person per day (including small bottles that can be carried easily in case of an evacuation order)
- Food** - that won't spoil, such as canned food, energy bars and dried foods (remember to replace the food and water once a year)
- Manual can opener**
- Flashlight and batteries**
- Candles and matches or lighter** (remember to place candles in sturdy containers and to put them out before going to sleep)
- Battery-powered or wind-up radio** (and extra batteries)
- First Aid Kit**
- Special items such as **prescription medications, infant formula and equipment for people with disabilities**
- Extra keys** for your car and house
- Some **cash** in smaller bills, such as \$10 bills (traveller's cheques are also useful) and change for pay phones
- A copy of your emergency plan including **contact information**

Recommended additional kit supplies:

It is always a good idea to have extra supplies on hand.

Here are some recommendations:

- A change of clothing and footwear for each household member
- Sleeping bag or warm (foil) blanket for each household member
- A whistle (in case you need to attract attention)
- Garbage bags for personal sanitation
- Toilet paper and other personal care supplies
- Safety gloves
- Two additional litres of water per person per day for cooking and cleaning

Source: B.C. Provincial Emergency Program (reproduced without revision)
www.pep.bc.ca/hazard_preparedness/Personal_Safety.html





Your feedback about this handbook

This is the third edition of the Home and Community Care Client Handbook. We welcome your comments and suggestions.

Please take a few minutes to complete this form. Your feedback will help us improve future editions of the Handbook.

What did you like most about the handbook?

What did you like least about the handbook?

How can we make this handbook better?

Please mail or fax your feedback to us:

Mail:
Home and Community Care Director
Island Health
S205 – 1 Hospital Way
Victoria, BC V8Z 6R5

Fax:
250-727-7332

Email:
HCCFeedback@viha.ca



Island Health Home and Community Care Offices

Your health care professional will check off the office to contact.

South Island

- Esquimalt/Westshore Home and Community Care**
#102, 940 Goldstream Avenue
Victoria, BC V9B 2Y4
(250) 519-3492

- Peninsula Home and Community Care**
2170 Mount Newton X Road
Saanichton, BC V8M 2B2
(250) 544-2500

- Royal Oak Home and Community Care**
3rd floor - 4243 Glanford Avenue
Victoria, BC V8Z 4B9
(250)519-5200

- Victoria Home and Community Care**
1947 Cook Street
Victoria, BC V8T 3P7
(250) 388-2395 or **388-2396** Home and Community Care
(250) 388-2302 Quick Response Team

- Saltspring Island Home and Community Care**
1 - 137 Crofton Road
Saltspring Island, BC V8K 2R8
(250) 538-4820

- Galiano Health Centre Home and Community Care**
Room1 - 908 Burrill Road RR#2
Galiano Island, BC V0N 1P0
(250) 539-5103



General Enquiries Line

South Island
(250) 388-2273
1-888-533-2273
(Toll free)

Island Health Home and Community Care Offices

Your health care professional will check off the office to contact.

South Island continued

Pender Island Health Centre Home and Community Care

5715 Canal Road RR #1
Pender Island, BC V0N 2M1
(250) 629-3242

Saturna Island Medical Clinic Home and Community Care

104 Harris Road, Box 39
Saturna Island, BC V0N 2Y0
(250) 539-5435

Mayne Island Health Centre Home and Community Care

526 Felix Jack Road
Mayne Island, BC V0N 2J2
(250) 539-3119



**General
Enquiries Line**

South Island

(250) 388-2273

1-888-533-2273

(Toll free)

Island Health Home and Community Care Offices

Your health care professional will check off the office to contact.

Central Island

- Duncan Home and Community Care**
121 Ingram Street
Duncan, BC V9L 1N8
(250) 737-2004

- Ladysmith Home and Community Care**
1111 4th Avenue
Ladysmith, BC V9G 1A1
(250) 739-5779

- Nanaimo Home and Community Care**
1665 Grant Avenue
Nanaimo, BC V9S 5K7
(250) 755-6229

- Oceanside Health Centre**
489 Alberni Highway
Parksville, BC V9P 1J9
(250) 951-9550

- Port Alberni Home and Community Care**
4259 6th Avenue
Port Alberni, BC V9Y 4N1
(250) 731-1313



**General
Enquiries Line**

Central Island
(250) 739-5749
1-877-734-4101
(Toll free)

Island Health Home and Community Care Offices

Your health care professional will check off the office to contact.

North Island

Campbell River Home and Community Care

930 Island Highway
Campbell River, BC V9W 2C3
(250) 850-2150

Courtenay Home and Community Care

941A England Avenue
Courtenay, BC V9N 2N7
(250) 331-8522

Port Hardy and Area – Seniors, Home and Community Services

Box 790
9120 Granville Street
Port Hardy, BC V0N 2P0
(250) 902-6046



General Enquiries Lines

South Island

(250) 388-2273
1-888-533-2273
(Toll free)

Central Island

(250) 739-5749
1-877-734-4101
(Toll free)

North Island

In the Comox Valley:

(250) 331-8570

Outside Comox Valley and Campbell River areas:

1-866-928-4988
(Toll free)

**Visit the Island Health Home and Community Care
website at www.viha.ca/hcc.**

This booklet is printed on paper that meets the
standards of the Forest Stewardship Council and the
Rainforest Alliance.





2015