

Home Support Services

www.islandhealth.ca/home-support



What is Home Support?

Home support is care provided in your home by Community Health Workers. Home support is for people who need extra help because they:

- Are ill or recovering from illness or surgery
- Have physical disabilities
- Need assistance with personal care tasks
- Need caregiver respite (short-term break from care)
- Need end-of-life care

A Community Health Services clinician can help you determine if home support is the best option for your care needs.

If home support is required, the clinician will develop a personal **care plan** with you and adjust it as needed.

If home support does not meet your needs, the clinician will help you explore other support services available in your area.

Available Home Support Services

Home support is a service provided to eligible Community Health Service clients. Depending on your assessed needs, home support provides a variety of assistance such as:

- Getting dressed, groomed, and ready for the day
- Bathing, showering, and using the toilet or commode
- Heating and serving a simple meal
- Getting ready for bed

Home support does **not** replace efforts to care for yourself with help from loved ones or your community.

Home support does not include help with general tasks such as grocery shopping, house cleaning, child care, pet care, driving to appointments, banking or bill payments, or activities that require heavy lifting or climbing.

Home Support Team

The **Home Support Team** consists of Community Health Workers, Home Support Nurses, and Schedulers. Your Home Support Team can be of different ages, genders, and cultural backgrounds.

Community Health Workers provide your care by performing the tasks **listed on your care plan**.

Home Support Nurses train Community Health Workers and oversee the care they provide. From time to time, a Home Support Nurse will visit you to see if your care plan still fits your needs.

The **Home Support Schedulers** set up all home support visits.

You cannot schedule visits directly with your Community Health Worker.

Home Support Binder

The Home Support team uses a home support binder to communicate among its team members. The binder contains your care plan that will be kept in your home for your Home Support team to read and follow.

To ensure consistency of care, and to protect your privacy, this binder is kept in a safe and secure location in your home.

Let your Community Health Services clinician or Home Support Nurse know if you have concerns sharing your health information with Community Health Workers.



Scheduling of Services

Unless required by your care plan (e.g., you require medication at a set time or need help getting ready for an appointment), Community Health Workers do not visit at specific times. Instead, they will arrive within a scheduled visiting time. Your visit times depend on:

- Your care needs
- The number of clients in your area
- The distance your Community Health Worker has to travel between clients

If You Need A	Your Visiting Time Will Be*
Morning visit	7 – 11 A.M.
Lunch visit	11 A.M. – 3 P.M.
Afternoon visit	11 A.M. – 5 P.M.
Supper time visit	3 – 7 P.M.
Bedtime visit	7 – 11 P.M.

Sometimes, your Community Health Workers will complete some of your care tasks, leave to assist other clients, and return to finish your care.

Your Community Health Workers may use their Island Health cell phone to check in and out of their visits and access your care plan.

If your care needs change, talk to your Community Health Services clinician to explore options and to alter your care plan.

You can call the Home Support Scheduler if you need to make changes to your schedule. **24-hours' notice** is required to cancel a visit, or you may be billed for that visit.

You may be able to check your schedule online. Ask your Community Health Services clinician for further information.

Start of Home Support Services

The start of services is based on your care needs, urgency, and service availability.

Cost of Home Support

Home Support is a government subsidized service. The amount you pay depends on your income. Your Community Health Services clinician will do a financial assessment with you to determine the cost.

To receive home support you need to share your financial information as part of the assessment and agree to pay the calculated rate.

If needed, your Community Health Services clinician can help you explore alternative funding options.

How to Prepare for Home Support Services

Your home is also our workplace. Make sure your home is **safe and healthy** to help prevent injuries to you and our staff.

In order to receive services, you need to meet the following criteria. You, any visitors, or household members, must:

- Treat care providers with courtesy and respect – foul language and abusive behaviour are unacceptable
- Keep areas of your home where staff will assist you free of clutter
- Acquire necessary equipment before visits (e.g., transfer belt)
- Stop smoking one hour before (and during) each home visit
- Disclose the potential for staff exposure to an environment that contains harmful drugs (e.g., fentanyl and/or unregulated substances) and follow the safety plan created with care staff

- Keep pets in a secured separate location while staff are in your home
- Disclose any known household infectious disease, such as tuberculosis or COVID-19
- Know that WorkSafeBC requires staff to wear shoes at all times
- Have a backup care plan and two emergency contact people

You will be responsible for purchasing certain medical supplies and equipment necessary to support your health and care. Your Community Health Services clinician will make recommendations on what to purchase.

Backup Plan

When working with Community Health Services, you will be expected to have a **backup plan**.

There will be times when we are unable to provide your scheduled services due to emergencies such as staffing shortages, bad weather, or natural disasters. Your care could be interrupted for one or many days.

Your backup plan ensures you receive the care you require even when we are unable to provide it.

Your backup plan should involve one or more people who live locally and are able to assist you at short notice.

Your **backup plan person** will be responsible for providing your care and keeping you safe during a service interruption. When asking someone to be your backup plan person, confirm that they're aware of the **care plan tasks** they're responsible for.

Sometimes, your backup plan person is called your **emergency contact**. Home support staff will call your emergency contact if they're not able to get in touch with you when at your house to provide care.

Please inform your Community Health Services clinician which tasks each backup person is willing to do. If your backup plan changes, or no one is available to be your backup plan person, please discuss this with your clinician.

Your updated information helps with smooth communication.

Submitting a Complaint or Concern

Quality care is important to all of us. You have the right to give feedback about your care and know you will be treated fairly.

You can pass on a complaint or concern to your Home Support Team or your Community Health Services clinician.

If your issue isn't solved after talking about it, contact our Patient Care Quality Office.

Patient Care Quality Office

Online form: www.islandhealth.ca/pcqo

Phone: 1-877-977-5797

Mailing Address

Patient Care Quality Office

Memorial Pavilion, Watson Wing, Rm 315

Royal Jubilee Hospital

1952 Bay Street, Victoria, B.C., V8R 1J8



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