



# Guide to Home & Community Care

Quality of life is closely linked to a person's ability to make choices and maintain their independence. This can become more difficult when a person has a chronic illness, or physical and/or cognitive challenges. Home & Community Care is a group of programs and services that are designed to support people's health and care needs. The goal is to provide the right care in the right setting, so that people may remain independent for as long as possible. Service options may include, but are not limited to:

- Community-based clinician services including: nursing, occupational therapy, physiotherapy, nutrition services, social work, respiratory therapy and speech-language pathology
- Support in your home to assist your daily living needs, such as personal care, special exercises, medication assistance and in-home respite
- Adult day services (personal services and therapeutic activities in a community setting)
- In-facility short stay services:
  - convalescent care
  - respite
  - palliative/end of life care
- Eligibility assessment/access to subsidized assisted living and long-term care homes
- Palliative services to provide support for you and your loved ones during a life-limiting illness
- Acquired brain injury services



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## About Home Health

### Eligibility for Services

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You may be eligible for Home & Community Care services if you:

- Are a citizen of Canada or are lawfully admitted to Canada for permanent residence; or have applied for permanent resident status, and have been issued a Temporary Residence Permit (TRP); and
- Have a chronic health condition that affects your ability to function independently; you require care following hospital discharge; you require care at home rather than hospitalization and/or you require end of life care.

There are additional eligibility criteria for publicly subsidized services such as home support, adult day services, assisted living, convalescent care, respite, hospice care and long-term care services. You may be eligible for these services if you:

- Are 19 years of age or older; and
- Have lived in B.C. for ninety (90) days or longer.

For information on exceptions to eligibility criteria, discuss with your Home Health clinician or contact your local Home Health office (toll-free at 1-800-707-8550).

## Accessing Services

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To access Home & Community Care services, you can be referred by yourself, your physician/nurse practitioner or someone from your family/partner in care. Your family/partner in care are all the people who support you. These may include your family, friends, advocates or others. You determine who is within your circle of care.

If you are referring yourself or are being referred by someone in your family/partner in care, the first step is to contact your local home and community care office.

**Toll-free: 1-800-707-8550**

A health-care clinician will speak with you about your care needs and help determine your eligibility. Depending on your needs, you may be referred to a home health clinician or directed to other community-based program(s).

### **Aboriginal Patient Navigators**

The Aboriginal Patient Navigator (APN) service offers practical support through hospital liaison and referral processes to Aboriginal persons using Interior Health services. The purpose is to provide a communication linkage between the client, family, community and health-care provider. The goal is to improve access and ensure the Aboriginal clients' health-care experience is culturally safe and inclusive.

For further information on Interior Health's APN program:

<https://www.interiorhealth.ca/services/aboriginal-patient-navigator-service>

### **Availability and Location of Services**

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Home & community care service availability varies between communities within Interior Health. The home health clinician will be able to tell you about the services available in your area. The home health clinician will assess your health-care needs to:

- Help you understand your care options.
- Develop a care plan with you.
- Provide information and/or referrals to other non-Interior Health services and programs in your community, such as meal delivery programs, transportation and shopping programs, etc.
- Through ongoing contact, the home health clinician will make adjustments to your care plan if your care needs change.
- Assess the appropriate location to provide your care. It may be provided in a community clinic setting, in your home or virtually, depending on your specific care needs.

## Cost of Services

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Some Home & Community Care services are provided at no cost, whereas some services are publicly subsidized and have a fee. To access subsidized services, you must agree to a financial assessment, which will help determine your fee. For those experiencing serious financial hardship, there is an application process for a temporary fee reduction.

## Home Health Services

### Nursing Services

Home health nursing services provide short-term, long-term or palliative support. Nurses will provide care on a non-emergency basis to help with issues such as pain management, chronic disease management, intravenous care, ostomy care, post-hospital care, wound care, palliative care, and self-care teaching. The care may be provided in a community setting or in your home depending on your assessed needs.



Home health nurses can also arrange personal care support services and assist with the transition between your home and other care settings such as hospital, assisted living and long-term care homes.

### Rehabilitation Services

The goal of home health rehabilitation services is to optimize a client's functional ability and promote independence. The occupational therapist and/or physiotherapist will work with you to identify your rehabilitation goals. Interventions may include learning new techniques/strategies and/or the use of recommended equipment. In some areas, a rehabilitation assistant may be assigned on a short-term basis to support your home rehabilitation goals.

### Health Care Equipment and Supplies

Interior Health aims to ensure appropriate and timely access to medical equipment to promote client, caregiver and staff safety. A home health clinician will complete an assessment. If appropriate, they may recommend equipment be accessed via one of two short-term equipment loan programs with the goal of:

- Enabling you to remain safely in your home for as long as possible;
- Preventing avoidable hospital admissions; and
- Providing a safe environment for your care.

Clients also have the option to rent and/or purchase equipment from their vendor of choice, especially if this equipment is required long-term.

Whether equipment is needed short or long-term, it needs to be safe. It is advised that equipment undergoes regular inspection. If the equipment is client owned, then it must undergo preventative maintenance, repair and replacement as per the manufacturer requirements. The goal is to ensure safety for you and staff who are providing the care.



## **Home Support Services**

Home Support Services are intended to promote independence for those with chronic health conditions, disabilities or terminal illness, as well as to provide caregiver rest and relief. Services may include support for daily living activities, such as personal care and medication assistance, special exercises, and in-home respite.

Home support services are designed to supplement rather than replace the skills and resources that you, your loved ones and your friends provide.

## **Choice in Supports for Independent Living**

Choice in Supports for Independent Living (CSIL) is a self-managed care option for people with high-intensity care needs that can provide more flexibility and choice in your home support services. If eligible for CSIL, funding may be given directly to you so that you can hire and supervise your own care staff, rather than having Interior Health arrange the services for you.

## **Respite Services**

Respite services are all about caring for the caregivers, the people who look after a family member or friend. Respite services give the caregiver temporary relief from the emotional and physical demands of caregiving. Respite provides an opportunity for the caregiver to have time off from caregiving to tend to their own personal needs and/or appointments.

Respite services come in various forms including Adult Day Services, home support and/or time-limited stays in a long-term care home or hospice.

## **Adult Day Services**

Adult Day Service programs offer personal care, therapeutic recreation and social activities in a community-based group setting for people who are still living at home. The intention of this program is to provide socialization for you as well as respite for your caregivers.

## **Acquired Brain Injury Services**

Acquired Brain Injury Services help adults living in the community who are 19 to 64 years old and have a documented brain injury. Services are designed to help families and caregivers in supporting individuals with brain injury, and in understanding and managing the changes to their family that may occur after brain injury.

## **Nutritional Services**

Registered Dietitians work to support an individual's nutritional needs through healthy eating and other means of nutritional support, as well as assisting with prevention and management of chronic conditions.

## **Speech-Language Pathology**

Speech-Language Pathology services focus primarily on adults with acquired communication and/or swallowing disorders. The Speech-Language Pathologists provide assessment, treatment, education and referral sources to the clients they serve.

## **Social Work Services**

Social workers provide emotional and social support, including patient/family counselling during acute care episodes, chronic illness, and at the end of life. They also provide care coordination for complex client/family needs as well as caregiver support.



## **Respiratory Therapy Services**

Respiratory therapists provide clinical support and self-management coaching for clients in the community who have cardio respiratory disease, chronic obstructive pulmonary disease (COPD), asthma and heart failure. Services may include respiratory assessment, diagnostics, treatment and care, including ventilator management, pulmonary rehabilitation and general respiratory therapy.

## **Home Oxygen Program**

Home Oxygen Program provides home oxygen assessments and subsidy for eligible clients who qualify based on medical and non-medical criteria. Your physician must complete an application for an oxygen prescription and will submit it to your local Interior Health Home Oxygen Clinic.

## **Health Services for Community Living (HSCL)**

In partnership with Community Living BC (CLBC), Health Services for Community Living (HSCL) provides health services assessment(s), planning and care supports to individuals with developmental disabilities, as well as for their families and/or caregivers.

## **Designated Agency to Respond to Adult Abuse and Neglect Reports**

Interior Health, along with all health authorities in B.C., is appointed as a “designated agency” to protect vulnerable adults from abuse, neglect or self-neglect. The designated agency must receive and investigate reports of abuse or neglect of adults 19 years of age or older who are unable to seek support or assistance on their own because of:

- Restraint; and/or
- Physical disability; and/or
- Illness, disease, injury or any other condition that affects decision-making ability.



## **Palliative Care Services**

Palliative Care services provide active, supportive and compassionate care to those living with a progressive, life-limiting illness. The goal is to relieve, eliminate and/or control physical and other symptoms that can interfere with quality of life. Palliative Care is best provided early and in partnership with community organizations such as hospice societies. Services can be delivered at home, in assisted living or long-term care homes, in a hospice or a hospital setting (for acute symptom management).

## **Advance Care Planning**

Advance care planning is thinking about and writing down your wishes or instructions for present or future personal and health-care needs in case you are not able to make decisions for yourself. It involves reflecting on spiritual, cultural, emotional and mental aspects of your well-being and how these topics guide your own advance care planning.

These wishes or instructions are then summarized into an advance care plan. Advance care planning is not a one-time task. Talk with your loved ones and your health-care team about the kinds of care you do or don't want to receive. Don't assume that they know what you want.

Learn more about your options in the advance care planning guide “My Voice: Expressing My Wishes for Future Health Care Treatment”.

<https://www.health.gov.bc.ca/library/publications/year/2013/MyVoice-AdvanceCarePlanningGuide.pdf>

## **Medical Assistance in Dying (MAiD)**

Medical Assistance in Dying (MAiD) is a legal, end-of-life care option in which a MAiD Provider (doctor or nurse practitioner) helps a person who is eligible to voluntarily and intentionally end their life. Since June 2016, MAiD has been legal in Canada and is governed under federal law.

Seeking a medically assisted death is a deeply personal decision. You may choose to discuss your wishes with your loved ones, as well as anyone else who can support you. Please talk to the physician or nurse practitioner who is most responsible for your care or ask any member of your care team to bring your request to the attention of your physician or nurse practitioner.

To learn more about Medical Assistance in Dying, visit:

<https://www.interiorhealth.ca/health-and-wellness/palliative-and-end-of-life-care/medical-assistance-in-dying>

## **Seniors Health and Wellness**

The Seniors Health and Wellness Centre provides services for seniors with moderate to complex care needs. Services include timely access to comprehensive geriatric assessments by health-care professionals, as well as specialized geriatric resources and programs.

# **Interior Health Subsidized Housing and Health Services**

## **Assisted Living**

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Assisted living provides a semi-independent option for adults who require additional support with their day-to-day needs. Interior Health, in partnership with BC Housing, has created many publicly subsidized assisted living units throughout the region. This care option focuses on:

- Maximizing independence;
- Promoting personal decision-making; and
- Emphasizing choice, responsibility and dignity.

## **Services Provided in Assisted Living**

Assisted living combines personal care assistance based on your needs with housing and hospitality services, including:

- Nutritious meals and snacks;
- Housekeeping;
- Laundry services;
- Social and recreational activities; and
- 24-hour emergency response service.



## Eligibility for Assisted Living

Eligibility is assessed by a home health clinician (you do not need to contact the assisted living site directly). To be eligible, you must:

- Require personal care or medication assistance;
- Require hospitality services such as meals, housekeeping or laundering of linens;
- Be able to make your own decisions, or live with a spouse/partner who can make decisions on your behalf;
- Be living at risk in your current home;
- Be able to function safely in assisted living;
- Agree to pay the rate assessed by Interior Health (monthly charge for publicly subsidized assisted living is based on income); and
- Meet eligibility criteria for home health services (page 2).

For more information about Interior Health's publicly subsidized assisted living homes, visit: <https://www.interiorhealth.ca/health-and-wellness/child-community-and-home-care/assisted-living>

## Long-term Care Home

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Access to long-term care home services is based on a person's assessed need and risk. Long-term care is for adults with complex health care needs requiring 24-hour professional care due to physical disability and/or mental or behavioural conditions, including brain injuries or dementia. Access to care is based on need, urgency and committee approval date.

Long-term care home services include:

- 24-hour nursing and personal care;
- Medication supervision and administration;
- Development and maintenance of personal care plans;
- Clinical support services such as rehabilitation and social work services consistent with the care plan;
- Planned physical, social and recreational activities;
- Nutritious meals, including therapeutic meals and meal replacements;
- Laundry services; and
- Basic supplies for medical and hygiene needs including standard incontinence management.

Long-term care homes also provide time-limited stays for clients requiring respite, convalescence or palliative care.

## Eligibility for Long-term Care

Eligibility is determined by the Ministry of Health, which the home health clinician will consider when assessing your care needs (you do not need to contact the long-term care home directly to request access). When it's determined your care could be best provided in a long-term care home, you and your family/caregivers will be given information to help make the most informed decision. To be eligible, an individual must:

- Require 24-hour clinician care and supervision;
- Have exhausted all available resources to provide care in the community;
- Agree to pay the rate assessed by Interior Health (monthly charge for a publicly subsidized long-term care home is based on income); and
- Meet eligibility criteria for home health services (page 2).

For more information about Interior Health's publicly subsidized long-term care homes, visit: <https://www.interiorhealth.ca/health-and-wellness/child-community-and-home-care/long-term-care>

## Caring For Your Information

Interior Health recognizes the sensitivity of your personal health information and endeavours to protect your privacy. We will take all reasonable steps to make sure that your personal information is treated confidentially and is only used for the purposes described below. We do this under the BC Freedom of Information and Protection of Privacy Act, E-Health Act, Health Authorities Act, Hospital Act, and other legislation (e.g., Hospital Insurance Act, Community Care and Assisted Living Act, Health Act, Public Health Act, and Mental Health Act) and their related regulations.

When you receive care and services from Interior Health, we will collect, use and share your personal information for these reasons:

- To confirm your identity and personal health number with the Ministry of Health Services;
- To determine your eligibility for benefits and services and for billing and payment purposes;
- To plan and provide your ongoing care and services;
- To maintain contact with you about your health care;
- To gather information from family, friends and other organizations (e.g., copies of records, medication information or test results);
- To help us plan, maintain, and improve our care and services;
- For teaching and education purposes (e.g., training medical students);

- To enable the Ministry of Health and the Ministry of Healthy Living and Support to conduct planning, performance measurement, funding and research activities;
- To conduct research (as permitted by legislation and/or approved by our Research Ethics Board); and
- As required by law (e.g., court order, reportable conditions).

## Questions

Please contact the Interior Health Privacy Office by phone (toll-free) at 1-855-980-5020 or by email at [IHPrivacy@interiorhealth.ca](mailto:IHPrivacy@interiorhealth.ca)

## Feedback & Concerns

We're committed to providing high-quality care in a respectful, caring and safe environment. Share your feedback on the care that you or your loved ones have received so we may resolve your concerns and improve patient services.

If you want to provide feedback about your care, you can talk to your:

- Care provider or their manager: If you have questions or concerns about your care, please talk about it with the person who cared for you, or that person's manager.
- Patient Care Quality Office: If you feel uncomfortable talking to your care provider or their manager, or you're unhappy with how your concerns were handled, you can talk to the Patient Care Quality Office.

## Patient Care Quality Office

Phone (toll-free): 1-877-442-2001

Email: [pcqo@interiorhealth.ca](mailto:pcqo@interiorhealth.ca)

Address: 505 Doyle Avenue, Kelowna BC; V1Y 0C5

Website: <https://www.interiorhealth.ca/information-for/patients-and-visitors/patient-care-quality-office>

# Home & Community Care Contact Information

For new referrals and general inquiries:

**Toll-free: 1-800-707-8550**

Once you have started a home health service, you will be assigned a main contact person. Your main contact person will work with you to:

- Create a plan that helps you manage your health goals;
- Help coordinate your care; and
- Link with your family/partners in care.

<b>Main Contact Person</b>	
Name:	Phone:

<b>Other health-care providers involved in my care</b>	
Name:	Phone:
Name:	Phone:
Name:	Phone:



## **Our Vision**

Health and well-being for all

## **Our Mission**

Working together to improve quality of life for individuals and communities, inspired by innovation and partnership.