

Guide to Home & Community Care

Ask people with chronic health problems or disabilities what they want, and many will say “good quality of life”. For most, that means having independence and choice. Interior Health’s Home and Community Care services strive to offer those things, by supporting seniors and people with disabilities to remain independent and in their homes as long as possible.

Home and Community Care services are designed to provide the right care in the right setting by offering:

- Support for your health needs so that you may remain independent as long as possible.
- At-home services to prevent admission to hospital or to allow for earlier discharge from hospital.
- Short stay convalescent care in a place where you can recover prior to returning home after a stay in the hospital.
- Respite to provide family caregivers with a short break from caregiving responsibilities.
- Semi-independent living with hospitality and personal care service provided in publicly subsidized assisted living.
- Residential care services for those who can no longer be supported in their homes.
- Services that support the dying and their loved ones.



What are my care options?

- **Community Care Services** - provides support for individuals living at home and their caregivers.
- **Assisted Living** - for people who need a little extra help, but not 24-hour, professional care
- **Residential Care** - for people who require 24-hour, professional care
- **Convalescent Care** - for people who need more care before returning home from hospital
- **End-of-Life/Hospice/Palliative Care** - support and compassion for those nearing the end of their lives
- **Dementia Care** - for people with dementia, their families and caregivers

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About Home and Community Care

How do I access services?

When you need help at home, the first step to accessing Home and Community Care services is to contact your local Home and Community Care Office (page 9). You do not need a doctor's referral to access Home and Community Care Services – you may refer yourself, be referred by a family member/friend or Aboriginal Patient Navigator.

As part of the application process, a health professional will determine your eligibility and discuss your situation with you. Depending on your needs, you may be referred to a Community Care health professional, who will perform a needs assessment. Information you provide to us will be protected as outlined in "Caring for your Information" (page 11).

The Home and Community Care health professional will work with you, your family, and your physician to develop a care plan, which may include starting community care services or coordinating access to a publicly subsidized housing or residential setting.

Cost

Some of the publicly subsidized services provided by Home and Community Care are provided at no cost. Others have a fee, which may depend on your income. There may be a cost for some equipment or supplies.

To access these services, you must agree to a financial assessment which will help determine your client rate.

Occasionally costs may be covered by alternate payers including WorkSafe BC, Veterans Affairs Canada, and Aboriginal Affairs and Northern Development Canada.

You may apply for a temporary reduction in your fee or rate to provide relief from serious financial hardship.

Am I eligible for services?

You may be eligible for Home and Community Care services such as community nursing, community rehabilitation and case management if you*:

- Are a citizen of Canada;
- Are lawfully admitted to Canada for permanent residence; or
- Have applied for permanent resident status, and as a result have been issued a Temporary Residence Permit (TRP) by the federal minister responsible for immigration, if issuance of the TRP has been recommended by the committee established by the minister responsible for the Medicare Protection Act to review the admissibility of individuals on medical grounds.
- Have a chronic 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.

Additional eligibility criteria apply for publicly subsidized services such as home support, assisted living, adult day services, residential care services, convalescent care and/or residential hospice care. You may be eligible for these services if you*:

- are 19 of age or older
- have lived in B.C. for ninety (90) days or longer

**For information on exceptions to eligibility criteria, contact your local Home and Community Care office.*



Community Care Services

If you require care and it can be provided in your home or a community setting, your Community Care Case Manager or other health professional will work with you and your caregiver to create a care plan that meets your needs, using the appropriate Community Care services. We also provide appropriate options for those whose needs would be better met in an alternate setting such as assisted living, residential care, hospice, family care home or group home.

Contact your local Home and Community Care office (page 9) to find out more about how to access the following services in your area:

Case Management

Community Care Case Managers are health care professionals who assess needs and will assist you in understanding your care options. Case Managers arrange for community care services and help with the transition between home, assisted living and residential care. They may also refer you and your families to other services in the community.

Case management may be provided in your home, in a clinic, at an assisted living residence or in hospital. Through ongoing contact the Case Manager will make adjustments to your care plan, if care needs change.



Community Care Nursing Services

If you require acute, chronic or palliative support, Interior Health can help with Community Care nursing services. Nurses will provide care on a non-emergency basis to help with things such as administering medications and changing dressings. In some communities these services may be provided at a community clinic or in your home, as appropriate.

Nursing services may include: pain management, chronic disease management, intravenous care, ostomy care, post-hospital care, wound care, palliative care, and self-care teaching.

Community Rehabilitation Services

The goal of Community Rehabilitation Services is to optimize functional abilities, promote independence and enhance quality of life. Community Occupational Therapists and Physiotherapists provide rehabilitation services to eligible people in their homes or other care settings. A Therapist Assistant may be assigned to help you with your home program. The Occupational Therapist and Physiotherapist will work with you to create a program to help you achieve your goals.

Home Support Services

Interior Health's 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.

People who need assistance managing personal health care needs at home can be assessed by Interior Health Community Care health professionals for our publicly subsidized home support services. In keeping with the Home and Community care philosophy that families and communities also have a role to play, home support services are designed to supplement, rather than replace, the skills and resources that you, your loved ones and your friends provide to you.

Community Care Services *continued*

Choice in Supports for Independent Living (CSIL)

Choice in Supports for Independent Living (CSIL) is a self-managed care option that provides people with more flexibility and choice. If eligible for CSIL, money may be given directly to you so that you can purchase and supervise your home support services yourself, rather than having Interior Health provide the services for you.

Respite Services

Interior Health's Respite Services are all about caring for the caregivers, the people who give tirelessly of themselves to look after a family member or friend. Respite services give the unpaid caregiver temporary relief from the emotional and physical demands of caring for a friend or family member, providing the caregiver an opportunity to recharge their batteries so they can continue to provide quality care. Respite services come in various forms, including: Adult Day Services, Home Support or short-term stays in a residential facility or hospice.

Adult Day Services

Adult Day Service programs offer personal care, therapeutic recreation and social activities for people who are still living at home or with family and may be at risk of losing their independence, while providing caregivers with rest and relief. A variety of supportive programs and activities are provided in a comfortable, group setting.

Health Care Equipment and Supplies

You are responsible for providing and maintaining necessary equipment to support safe care in the home. Community Care health professionals can help ensure that you have the medical supplies and equipment you require while receiving care at home. Some supplies may be provided, or a Community Care health professional may refer you to a local supplier or the Red Cross equipment loan program. Occasionally costs may be covered by the Palliative Care Benefits Program, Non-Insured Health Benefits, or an alternate funding source.

Acquired Brain Injury

Acquired Brain Injury Services work with care teams to develop plans for people who have brain injury as a result of trauma that occurs after birth (e.g. falls, blows to the head) or non-degenerative diseases such as tumours, strokes or aneurysms.

Community Nutrition Services

Home and Community Care Registered Dietitians work to support clients' nutritional needs through healthy eating and other means of nutrition support, as well as assisting with prevention and management of chronic conditions. Your local Home and Community Care office can tell you about available nutrition services in your area.

Community Social Work Services

Social Workers help clients and their families to negotiate complex systems, build solid support networks, cope with stress, and strengthen or restore their ability to self-manage. Your local Home and Community Care office can tell you about available social work services in your area.

Community Respiratory Therapy Services

The Community Respiratory Therapist provides discharge planning and home care service to our complex clients with chronic obstructive pulmonary disease, asthma, home ventilation, tracheostomy and palliative care issues. Your local Home and Community Care office can tell you about available respiratory therapy services in your area.

Home Oxygen Program

People with asthma, emphysema, chronic bronchitis, occupational lung disease, lung cancer, cystic fibrosis or congestive heart failure may use oxygen at home, permitting them to lead active, productive lives. Interior Health provides funding to those who qualify for the home oxygen program based on medical and non-medical criteria. Your doctor can complete an application with an oxygen prescription and will submit it to your local Interior Health Home Oxygen Clinic.

Community Care Services *continued*

Health Services for Community Living

As part of its Home and Community Care program, Interior Health provides a range of health care services to people with developmental disabilities. Services may include nursing, rehabilitation (occupational therapy/physiotherapy), dental hygiene, dietitian and speech language (swallowing).

Meals Programs

Seniors and people with disabilities who want to maintain an independent life in their homes may be unable to prepare their own meals. Meal delivery programs may be available to support you in living at home. Your local Home and Community Care office can tell you about available meal programs in your area.

End-of-Life (Palliative Care)

End-of-life, or hospice/palliative care provides supportive and compassionate care to the dying. The idea is to relieve, eliminate and/or control symptoms so that individuals and their loved ones can devote their energies to embracing the time they have left together with dignity and quality of life. End-of-life care can be provided at home, in an assisted living residence, in a residential care facility, in a hospice, or in a hospital setting.



Designated Agency Response to Adult Abuse and Neglect

Interior Health along with all health authorities in British Columbia have been appointed as "Designated Agencies" to protect vulnerable adults from abuse, neglect or self-neglect. The Designated Agency must receive and investigate reports of adult 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
- Physical disability
- Illness, disease, injury or any other condition that affects decision-making ability

For more information, contact your local Home and Community Care office.



Home Visits

When Community Care staff are planning to visit, we ask that:

- your home be smoke-free for at least one hour before our staff visit; and
- all pets be safely secured during the visit
- you provide at least 24 hours notice if you need to cancel a scheduled appointment

Although Community Care staff will make every effort to make it to your home for appointments, bad weather and scheduling changes may sometimes result in cancellation of visits. Your Case Manager will work with you to create a back-up plan in the event that a visit must be delayed or cancelled.

Interior Health: Promoting Access

Aboriginal Patient Navigators

The Aboriginal Patient Navigator (APN) provides linkage within the local health areas and First Nation communities within the Interior Health region. APNs provide support to Interior Health Aboriginal patients, caregivers and their families while in the health care system.

The APN will collaborate and assist health care providers in early identification and assessment of patient needs, and will participate in the discharge planning process to facilitate the timely discharge of patients to support patient care and independence.

For both the Aboriginal patient and the health care provider, The APN will be a resource to assist in culturally sensitive health care.

For information or assistance, contact your local APN office:

Area	Phone
East Kootenay	250-919-5099
Kootenay Boundary	250-304-1254
North/Central Okanagan	250-309-9436
South Okanagan	250-488-1230
Thompson Cariboo-Royal Inland Hospital	250-319-5420
Thompson Cariboo-Cariboo Memorial Hospital	250-302-3266



Transportation: Health Connections

Do you live in a rural community and need to travel to a medical appointment but don't have a car? Are you uncomfortable driving on winter roads? Are you elderly and don't have a family member or neighbour who can take you to your appointment?

Health Connections is a partnership between Interior Health, regional districts, municipalities, BC Transit and local not-for-profit societies that expands transportation routes and increases patient access to non-emergency medical appointments.

Each area offers its own combination of transportation options based on available resources and community needs. For information regarding Health Connections, contact your local Home and Community Care Office (see page 9) or visit the Interior Health website at: <http://www.interiorhealth.ca/health-services.aspx?id=440>



Housing & Health Services: Assisted Living

What is assisted living?

Assisted Living provides another option to those who need a little more help to live independently, but are not at the stage of requiring 24-hour, professional care in a residential facility. Interior Health, in partnership with BC Housing, has created many publicly subsidized assisted living units throughout the region. This housing option focuses on:

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

What services are provided?

Assisted living combines affordable housing with personal care based on your needs, as well as other support and hospitality services, including:

- Nutritious meals and snacks
- Housekeeping
- Laundry services
- Social and recreational activities
- 24-hour emergency response service for safety and peace-of-mind

Services such as nursing and rehabilitation (occupational and physical therapy), provided by Interior Health health professionals, are available to you as an assisted living resident.

Who is eligible for assisted living?

Eligibility is determined by the Home and Community Care Case Manager. To be eligible, you must:

- Require personal assistance and supportive services
- Be able to make decisions on your own behalf, or live with a spouse who can make decisions on your behalf
- Be at risk in your current home
- Be able to function safely in assisted living
- Meet eligibility criteria for Home and Community Care services (see page 2)

How do I access a subsidized assisted living unit?

Eligibility for publicly subsidized assisted living units is determined by your local Home and Community Care office – you do not need to contact the assisted living residence directly. Once you are deemed as eligible for a subsidized unit and have agreed to living in an assisted living setting, your name will be placed on a list for an available unit in your preferred Residence. The Case Manager will continue to monitor and support your care needs while you await an available unit.

When a unit becomes available, the Case Manager and assisted living staff will need to ensure that the assisted living environment continues to be suitable for you at the time of admission. Due to the nature of this semi-independent setting, your eligibility may change over time should your health status change.

How long can I stay in assisted living?

When you can no longer safely reside in this semi-independent setting, assisted living staff will work with your Community Care Case Manager to find a more appropriate location for you to live, such as a licensed residential facility.

Cost

The monthly charge for publicly subsidized assisted living is based on income. Residents pay 70% of their monthly after-tax income, up to a maximum amount. Persons receiving disability benefits from the Ministry of Housing and Social Development pay a fixed rate. Fees are paid monthly to the Assisted Living Operator along with a small monthly hydro surcharge.

For pictures and information about our publicly subsidized assisted living residences, visit the Interior Health website at: <http://www.interiorhealth.ca/health-services.aspx?id=13116>

Residential Care and Convalescent Care

Residential Care

When you are no longer able to stay at home or in an assisted living residence safely, Interior Health's residential care services are there to meet your needs. Residential care is for adults with complex health care needs who require 24-hour, professional care due to physical disabilities or mental or behavioural conditions including brain injuries or dementia. Access to care is based on need and urgency. Residents pay a monthly rate to cover the cost of accommodation and hospitality services. Our resident-centred philosophy is designed to support residents' choices, help people function at their highest level and provide the best quality of life possible. The BC Residents' Bill of Rights promotes health, safety and dignity and supports the social, cultural, religious, spiritual and other rights of residents.

Residential services include:

- 24-hour nursing and personal care
- Medication supervision and administration
- Meals
- Laundry services
- Social and recreational activities
- Short stays for respite, convalescence or hospice palliative care

How do I access Residential Care?

Admission to publicly subsidized residential care is the responsibility of Interior Health. Eligibility for publicly subsidized residential care is determined by the Interior Health Home and Community Care office – you do not need to contact the facility directly. Once you are deemed as eligible for residential placement, your name will be placed on a list for either a first appropriate bed or a bed in your preferred facility. The Case Manager will continue to monitor and support your care needs while you await an appropriate bed. BC's residential access policy ensures people with the most need have priority for the first appropriate bed in a residential care facility so you may be expected to move with very short notice – often within 48 hours.

Who is eligible for Residential Care?

Eligibility is determined by the Home and Community Care Case Manager. To be eligible, a person must:

- Have demonstrated complex care needs assessed as requiring residential care
- Have made reasonable attempts to have care provided at home that has either failed, or is considered unsafe or unreasonable to continue. Individuals who can manage at home with home health services, but refuse services are not typically appropriate for residential care.
- Have had the required health and financial assessments completed by the Interior Health Case Manager
- Meet eligibility criteria for Home and Community Care services (see page 2)

Convalescent Care

After hospitalization for surgery, illness or care of an acute episode related to a chronic condition, you may need some time to recover before returning home. Short-term convalescent care is provided in a residential facility, where you will receive nursing and rehabilitation services from a team of health care professionals. Convalescent care will help you regain the strength and mobility you need for daily tasks and activities once you've returned home. The average stay in convalescent care is from 6 - 8 weeks.

Cost

As of January 2010, the monthly rate per residential care is up to 80 % of your after tax income, with minimum and maximum rates set by the Ministry of Health. The rate for convalescent care is based on the lowest monthly residential rate.

For pictures and information about our publicly subsidized Residential Care Sites, visit the Interior Health website at: <http://www.interiorhealth.ca/health-services.aspx?id=13122>

Home and Community Care Offices Contact Information

100 Mile House	(250) 395-7676		
Armstrong	(250) 546-4752	Lytton	(250) 455-2221 Ext. 4
Ashcroft	(250) 453-1939	Merritt	(250) 378-3408
Barriere	(250) 672-9707	Midway	(250) 449-2887
Castlegar	(250) 365-4333	Nakusp	(250) 352-1401
Chase	(250) 679-1416	Nelson	(250) 352-1401
Clearwater	(250) 674-3141	New Denver	(250) 352-1401
Clinton	(250) 453-1939	Oliver	(250) 498-5080
Cranbrook	(250) 421-8912	Osoyoos	(250) 495-6433 Ext. 0
Crawford Bay	(250) 227-9019	Penticton	(250) 770-3477
Creston	(250) 428-3600	Princeton	(250) 295-4442
Elkford	(250) 865-2247	Revelstoke	(250) 814-2267
Enderby	(250) 546-4752	Rutland	(250) 980-1400
Fernie	(250) 423-8288	Salmo	(250) 352-1401
Golden	(250) 344-3005	Salmon Arm	(250) 832-6643
Grand Forks	(250) 443-2100	South Similkameen	(250) 499-3029
Invermere	(250) 342-2360	Sparwood	(250) 425-2064
Kamloops	(250) 851-7900	Summerland	(250) 404-8060
Kaslo & East Shore	(250) 352-1401	Tatla Lake	(250) 476-1114
Kelowna	(250) 980-1400	Trail	(250) 364-6230
Keremeos & South Similkameen	(250) 499-3029	Vernon	(250) 541-2200
Kimberley	(250) 427-2015	West Kelowna	(250) 980-1400
Lillooet	(250) 256-1326	Williams Lake	(250) 302-3244
Logan Lake	(250) 523-9414		



Healthlink BC

Dial 8-1-1

24/7 services

Consult a nurse, pharmacist or dietitian

For deaf or hearing impaired assistance (TTY), Dial 7-1-1

Translation services – 130 languages on request

www.healthlinkbc.ca





Caring for your Information

Interior Health recognizes the sensitivity of your personal health information and endeavours to protect your privacy. When you receive care and services from Interior Health, we will collect, use and share your personal information for these reasons:

- Your ongoing care and services which you may need to receive
- 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 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 help us plan, maintain, and improve our care and services
- To enable the Ministry of Health Services and the Ministry of Healthy Living and Sport to conduct planning, performance measurement, funding and research activities
- To conduct research (as permitted by legislation and/or approved by our Research Ethics Board)
- Teaching and education (e.g. training medical students)
- As required by law (e.g. court order, reportable conditions)

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).

We are committed to protecting your privacy

We will take all reasonable steps to make sure that your personal information is treated confidentially, is only used for the purposes described above, and is secure. Please refer to the brochure “Caring For Your Information”.

eHealth & Your Information

eHealth is a progressive health care initiative using information technology to provide the best possible care. eHealth will combine lab test results, diagnostic scans, medication history and electronic prescriptions in an electronic health record accessible to health professionals. Health information is stored in data repositories and is available across health authority boundaries through the electronic health record.

Innovative and effective legislation (the E-Health Act) has been put in place to provide an additional level of privacy, building on the protection already offered by the Freedom of Information and Protection of Privacy Act and the Personal Information Protection Act.

A disclosure directive service is also available to mask your information. This will limit anyone you’ve not given explicit authority via a password from viewing your information. In the case of an emergency, those health professionals who are working in urgent / emergent care settings may be able to override your keyword if deemed necessary. For more information about eHealth and disclosure directives please visit the eHealth website at: <http://www.health.gov.bc.ca/ehealth>

Inpatients & Residents

If you are a patient in the hospital or residential care, it is standard practice to provide people who phone and ask about you with information confirming your admission and location. If you do not wish us to release this information, please inform a staff member within Patient Registration or within your care area.

Questions?

Please contact the Interior Health Information Privacy & Security office by phone: 250-491-6724, toll free: 1-855-980-5020 or email: info.security@interiorhealth.ca

Our Vision ...

To set new standards of excellence in the delivery of health services in the Province of British Columbia.

Our Mission ...

Promote healthy lifestyles and provide needed health services in a timely, caring and efficient manner, to the highest professional and quality standards.

Other Community Integrated Health Services

Aboriginal Health: Aboriginal Health is an integral part of Community Integration guided by the Aboriginal Health and Wellness Advisory Committee. Aboriginal Health not only focuses on improving the health of the Aboriginal people we serve, but also contributes and supports all areas of health within Interior Health.

Mental Health and Substance Use (MHSU): The MHSU program is a variety of services within the Community Integrated Health System. The MHSU program provides a wide range of services that extend from prevention of mental health problems and/or substance misuse up to comprehensive services for those who are most severely affected by problematic alcohol/substance misuse and/or mental illness. The following is a brief list that provides some examples of the services with the MHSU program:

- targeted prevention
- education
- outpatient counseling
- case management
- crisis response and stabilization
- specialized residential treatment

Primary Health Care and Chronic Disease Management: "Primary Health Care" is the term used to describe a variety of services required to meet your everyday health care needs. The most common example is a visit with your family doctor, but can also include, a visit to a physiotherapist, a trip to the pharmacist or public health nurse, a visit to a health clinic, or participation in a community wellness or chronic disease management program. Chronic Disease Management is ongoing care and support to assist individuals impacted by a lifelong health condition with knowledge and skills to better manage their illness on a day to day basis. This may include referrals to specialist programs and services. Interior Health is committed to improving the way Primary Health Care and Chronic Disease Management programs and services are delivered to help you live a healthier life!

Promotion and Prevention: Is part of the Community Integrated Health Services portfolio that provides a focus on the promotion of health and the prevention of disease and injury. Programs and services are offered at the individual, group and community levels and in a variety of settings (homes, schools, health centres, community locations) taking into consideration a wide range of conditions and factors that influence peoples' health.

Visit us on the web at:

www.interiorhealth.ca