

# Healthy at Home

## A Guide to Home Health Services



**Let us help  
get you home  
and  
stay at home,  
safely.**



Whether you are recovering after a stay in the hospital, or you are living with a chronic or age-related health condition, **we are here to help you get home and stay at home, safely.**

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## How can I get Home Health services?

**If you are at home** and need help or have questions, you are welcome to call.

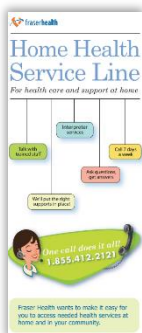
**Home Health Service Line**

**1-855-412-2121**

The Home Health Service Line is your way to connect with Home Health services in your home and community. Experienced staff answer your questions, assess your needs, and connect you to the services you need.

**Did you know?** You do not need a doctor's note or referral to call the Home Health Service Line. Anyone can call!

**If you are in the hospital** and have questions or concerns about going home, ask your nurse to set up a time to talk with someone from Home Health.



For more about our [Home Health Service Line](#), ask for our card or scan this QR code on your smartphone or tablet.



## What support does Home Health offer?

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We offer both professional services and home support services, as well as other support services.

### Home Health professional services

#### ■ **Community health nurse**

You can receive care from a registered nurse or licensed practical nurse either in your home, or in a community clinic near you.

The nurse can do these types of activities:

- ◆ Care for incisions after surgery or other wounds that need to be assessed or treated.
- ◆ Assess your health and your ability to manage at home.
- ◆ Provide you and your caregivers with information on managing chronic illnesses.
- ◆ Provide supports to help you be more independent at home.
- ◆ Connect you to Fraser Health services and other community resources.

## ■ **Community social worker**

Social workers offer counselling, education, and help to problem-solve situations such as conflict, illness, disability, or loss.

Social workers can assess and support people facing certain challenges, such as:

- managing finances
- applying for services and supports such as disability assistance, and HandyDART
- getting connected to certain community resources such as meal programs, housing support
- unsafe environments
- abuse, neglect, or self-neglect
- concerns about future health care (advance care planning)

## ■ Rehabilitation Services

Physiotherapists and occupational therapists can help in these ways:

- ◆ Check to make sure your home is set up in the best way possible for your needs.
- ◆ Teach you and your caregivers how to improve and maintain mobility, muscle strength, flexibility, balance, and coordination.
- ◆ Recommend ways to prevent falls.
- ◆ Recommend home safety equipment or mobility aids, such as walkers and canes, and teach you how to use them.
- ◆ Help you buy, rent, or borrow home safety equipment and aids for personal care such as bath seats, grab bars, wheelchairs, raised toilet seats, and lifts.

**Did you know?** Professional services by Home Health are usually free. Sometimes, we charge for wound care supplies or other medical supplies.

## Home Support services

### ■ Community health worker

A community health worker supports you to be as independent as possible. They can help with different personal care activities as identified in your care plan, such as:

- getting up and getting dressed
- bathing or showering
- using the toilet or commode
- brushing teeth and grooming
- getting ready for and going to bed



## Caregiver supports services

We offer resources and respite services so your caregiver can take time to care for their own needs.

### ■ **Respite services**

We have different types of respite care depending on the care needs and support needed for you and your caregiver, such as:

- day programs for older adults (see below)
- overnight respite where the person in your care can spend some time in one of our care homes
- in-home respite where a community health worker provides care for short periods

### ■ **Day Program for Older Adults**

We offer both in-person and virtual day programs in communities across Fraser Health. These programs provide social connection, fun, exercise, therapeutic activities, and health checks.

At the same time, these programs give your caregiver some time away from their caregiving.



## ■ Caregiver support clinicians

A clinician is available to support caregivers who might be under stress or at risk for burn out.

They offer these services:

- ◆ Help finding and getting access to community supports and resources.
- ◆ Help caregivers navigate services.
- ◆ Advocate for both caregiver and client rights.
- ◆ Connect caregivers to support groups.

**A note to caregivers:** While what you do to support the person in your care is important, it is common for caregivers to need extra help from time to time. Our services are here to support you, your family, and the person in your care.

Being a caregiver can be hard. Remember to ask for help. Use the supports available. While there are some costs, these supports will help keep you from getting exhausted physically, mentally, and emotionally.

If you are a caregiver and need support, call the community health nurse to talk about what you might need.

## What do these services cost?

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There is **no charge** for home support services when they are for a short time, such as after a hospital stay, when recovering after surgery, or when a person needs personal care at the end of life.

Depending on your income, **there might be a charge** for home support services provided over longer periods. Please speak to a Home Health professional for more information.

Day programs have a **daily fee**. The cost ranges from \$5.00 to \$10.00 a day. There could be an added cost if the person also needs transport, such as HandyDART or taxi, to get to and home from the day program.

For **respite care costs**, speak to a Home Health professional.

## What other services are available to me?

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There are many services available to older adults in the community.

### Fraser Health Virtual Care

There are times when you might not be able to contact your family practitioner.

We offer a service where you can connect with a registered nurse by phone or by using web chat.

Phone	<b>1-800-314-0999</b>
Web chat	<a href="https://fraserhealth.ca/virtualcare">fraserhealth.ca/virtualcare</a>
Hours available	10:00 a.m. to 10:00 p.m. 7 days a week

During your call or chat, the nurse can do any of these things.

- ♦ Check your Fraser Health medical record, review your medical history, and enter information about your call.
- ♦ Assess you and your health concern, and, if needed, arrange to connect with you by video to assess you further.
- ♦ Give you health advice and information.
- ♦ Refer you to Fraser Health programs and services to help address your needs.

## Seniors' Community Connectors

These are trained volunteers. They put older adults in touch with activities and resources in the local community. The aim is to help older adults thrive, remain connected, and remain as independent as possible for as long as possible.

A seniors' community connector meets with you and helps you make a plan to support your aging journey. They can connect you with community resources and programs, such as social and physical activity programs, grocery shopping supports, nutrition and food programs, transportation options, and other non-medical supports. They can help you fill out forms for supports and resources. They will work with your family practitioner to identify which added supports are best for your health and wellness.

To learn more about how to get this service:

- ♦ Ask your family practitioner.
- ♦ Call **2-1-1**.
- ♦ Visit [bc211.ca](https://bc211.ca) online.

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**Family practitioner** refers to either a doctor or nurse practitioner. Also called a “primary care provider”.

## Other numbers to know

### ■ **HealthLinkBC** ([healthlinkbc.ca](http://healthlinkbc.ca)) **8-1-1**

For when you have a health question or need advice about a health issue. This service is free. Interpretation available in over 130 languages.

Services offered 24 hours a day, 7 days a week:

- ◆ Health advice from a registered nurse
- ◆ Help finding health services from a health service navigator

Services offered 9:00 a.m. to 5:00 p.m.,

Monday to Friday:

- ◆ Nutrition advice from a registered dietitian
- ◆ Physical activity and exercise advice from an exercise professional

Services offered 5:00 p.m. to 9:00 a.m.,

7 days a week:

- ◆ Advice on medicines from a pharmacist

### ■ **Your family practitioner** \_\_\_\_\_

Your family practitioner is your health expert.

Call if you have an urgent health concern. If you do not have a family practitioner, call a walk-in clinic or an Urgent and Primary Care Centre near you.

- **bc211** ([bc211.ca](https://bc211.ca)) **2-1-1**  
Connects people to resources for help with issues such as housing and shelter, substance use, finances, and dental care. Interpretation available in over 150 languages.
- **Fraser Health Crisis Line** **1-877-820-7444**  
Call about anything that is causing you concern, worry, or distress. This could include such things as suicidal thoughts, family violence, abuse, mental health problems, relationship conflicts, grief and loss, or loneliness.  
Free and confidential services offered 24 hours a day, 7 days a week.
- **Better at Home** ([betterathome.ca](https://betterathome.ca)) **604-268-1312**  
Call to get help with tasks around the home such as light housekeeping, snow shovelling, minor home repairs, grocery shopping, and rides to and from appointments. What is available depends on the community.  
Fees are based on your income. Some services might be free.
- **Emergency Services** **9-1-1**

## What can I expect after a hospital stay?

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There are times when you need to go to the Emergency Department or stay in the hospital.

From the time you arrive, we begin planning for your return home. The best way for you to keep, or get back, your strength and independence is to return home as soon as possible, with the right supports in place.

Some people might need to spend some time in a rehabilitation or convalescent care unit to get back their strength before going home.

Before you leave, we review with you any new medicines, exercises, or services you will need to keep you safe, active, and healthy at home.

While you might not be able to care for yourself as you did before going to the hospital, we work with you to make sure you have the supports and services you need to stay in your home as long as you can.

When cleared to leave, arrange for a ride with a family member or friend. For other options, see the pamphlet,

[Patient Transportation: Options for Planning](#) or scan this QR code.



## Once you return home

- ◆ Contact your community health nurse if you had one before going into the hospital.
- ◆ Arrange to see your family practitioner.  
Review your recent hospital stay and your needs now that you are home. Remember to take with you all your medicines, including any new ones, along with any instructions you go from the hospital.
- ◆ Talk with your pharmacist about changes to your medicines. Ask about ways to help you keep track of and remember your medicines.
- ◆ Be patient with yourself as you slowly get back your strength and ability to do every day activities.
- ◆ Use safety equipment to make every day activities safer and easier, such as a raised toilet seat, a bath bench, and a transfer board.
- ◆ Consider signing up for a personal emergency response service such as Lifeline. The system allows you to call for and get help right away, 24 hours a day, 7 days a week.



## At home, when should I get help?

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Contact your **family practitioner** if you notice:

- a return of the health concern that sent you to the hospital
- a new health concern

If you cannot contact your family practitioner or it is after office hours:

- ♦ Call Fraser Health Virtual Care at 1-800-314-0999.
- ♦ Call HealthLinkBC at 8-1-1.

Contact your **Home Health professional** any time you are having trouble managing at home and feel you need more support. Your caregiver can contact your community health nurse anytime they feel they need extra help.

If your health needs change, the community health nurse could do any of the following:

- ♦ Adjust your level of home support.
- ♦ Talk with you and your caregiver about options for respite services.
- ♦ Determine if your health is such that you now qualify for a publicly-funded assisted living or long-term care home.

## My notes and questions

[illegible]

# Home Health Service Line

## 1-855-412-2121

### Home Health Offices

Abbotsford

604-556-5000

Mission

604-814-5520

Agassiz

604-793-7160

New Westminster

604-777-6700

Burnaby

604-918-7447

Tri-Cities

604-777-7300

Chilliwack

604-702-4800

South Delta / Ladner

604-952-3552

Hope

604-860-7747

Surrey Newton

604-572-5340

Langley

604-532-6500

Surrey / North Delta

604-953-4950

Maple Ridge

604-476-7100

White Rock

604-541-6800

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[www.fraserhealth.ca](http://www.fraserhealth.ca)

This information does not replace the advice given to you by your healthcare provider.

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