

# Home Support Services



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This booklet belongs to: \_\_\_\_\_



## **What is home support?**

This is a service to help your live safely and independently at home.

We provide care and support for these situations:

- recovery from an illness or surgery
- chronic or long term health condition
- care at the end of life

Home support is part of a range of professional and caregiver services offered in the home and community. Our goals are to help you remain as independent at home as possible, and to prevent any avoidable visits to the Emergency Department.

Examples of what home support care can help with:

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

While most home support is offered during the day, we can provide services at night between 10:30 p.m. and 6:30 a.m. to help with your care needs. Ask your home support nurse about how to get this support should you need help during the night.

Please discuss with your community health professional if you are qualified for assistance with medication administration and overnight home support.

Home support is intended to enhance your care. It is not meant to replace:

- your efforts to care for yourself
- the efforts of your family or friends to help you
- services available in your community, such as day programs for older adults

To learn more about our services, speak with your home support nurse or check online at [fraserhealth.ca/hcc](https://fraserhealth.ca/hcc).

## **Do I have to pay for this?**

Most of our clients pay daily rate that is based on their income. Your community health professional will confirm if you have to pay a fee for home support services.

If you have questions about your invoice, refer to the contact numbers on your invoice.

## **Who provides my home support?**

- community health professionals
- community health workers
- home support nurses
- home attendants
- health care support workers
- your support person

### **Community health professionals:**

- Meet with you to assess and identify your personal care needs.
- Work with you and your support person(s) to make a plan specifically for you, along with a back-up plan in case of an emergency.
- Review feedback.
- Talks with you and your support person(s) as needed about any changes in your care needs, and update your plan.

If you have questions about your home support plan or our services, contact your community health professional.

**Community health workers:**

- Give care according to your home support plan.
- Support you to be as independent as possible.
- Review and document the care electronically in your home support record using their mobile phone.

Community health workers help you with personal care and some daily activities.

Community health workers are not allowed to do these activities:

- ✗ Accept the keys to your home.
- ✗ Bank or shop for you.
- ✗ Clean your house or do work around your home.
- ✗ Take you in their car.
- ✗ Give you their personal telephone number.
- ✗ Visit you outside of your regularly scheduled visits.

**Home support nurses:**

- Oversee the care that the community health workers give you.
- Come to your home once in a while to observe or train the community health worker.

**Home attendants and healthcare support workers:**

- Work on their own or paired with a community health worker.
- Might help with activities, such as preparing meals and making beds.

## **How does the back-up plan work?**

We require you to have a support person to help you when we cannot provide services. For example when there is a staff shortage or bad weather.

We will let you and your support person know when we cannot provide home support services.

## **How do I prepare for my home support visit?**

Your home is our workplace. To make sure we have a safe and healthy place to work, we ask that you:

- Treat us with courtesy and respect.
- Keep your home free of clutter.
- Keep pets in a separate room or in a cage during visit, unless it is a service or therapy animal.
- Keep access to your home clear during bad weather, including parking and pathways.
- Get equipment recommended by your health care professional such as overhead lift for the bed, raised toilet seats, and bath bench.

### **WorkSafeBC requires us to:**

- Wear their shoes at all times.
- Work in a smoke-free environment.

During your visit, community health workers will:

- Confirm who you are by asking your name and birthdate before giving you care.
- Ask you health and safety screening questions.
- Wear personal protective equipment, if needed, such as a mask, goggles, gown, and gloves.
- Offer you a medical mask to wear, if needed.
- Leave your home when the care is completed.
- Report any concerns about your health or care to their home support nurse.

The length of the visit varies based on the tasks in your care plan. While we give you a window of time for each visit, we cannot specify exact times as they could change. Call the home support scheduling office for your community as soon as possible if you will not be home for your scheduled visit.

## Help us improve

Your feedback is valuable and helps us improve the client experience. We are committed to person and family centred care.



Look for us to give you a card that tells you how to tell us about your care experience. If we forgot to give you a card, ask anyone on your home support care team or call your local home support office.



## Home support scheduling

To **change or cancel** a visit, call the scheduling office in your area.

<b>East</b> Abbotsford, Agassiz, Chilliwack, Hope, Mission	1-855-777-8338
<b>North</b> Burnaby, Coquitlam, Maple Ridge, New Westminister, Pitt Meadows, Port Coquitlam, Port Moody	604-777-8770
<b>South</b> Delta, Langley, Surrey, White Rock	604-572-2620
<b>Please give us 24-hour notice to cancel your visit.</b>	

## Home Support Nurses

Abbotsford / Mission	604-870-7850
Burnaby	604-918-7648
Chilliwack / Agassiz / Hope	604-702-4800
Langley	604-514-7475
Maple Ridge / Pitt Meadows	604-476-7100
New Westminister	604-777-6858
South Delta	604-952-3559
Surrey/ North Delta	604-572-2621
Tri-Cities (Coquitlam, Port Coquitlam, Port Moody)	604-777-7332
White Rock	604-542-4054

Not sure who to call, contact our Home Health Service Line.

**1-855-412-2121**

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

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

Catalogue #257300 (May 2023)

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