

## Privacy

Your personal health care information will be shared with health care providers in order to ensure the delivery of safe, effective, and quality care. All providers have comprehensive policies related to the confidentiality of client information.

In the event of a disaster, in order to prioritize Vancouver Coastal Health's disaster response, your health care information may be shared with health care providers involved with disaster response.

From time to time, in some areas, you may be asked to participate in a Home Support Quality Improvement Survey. Your willingness to participate is voluntary and all responses will remain confidential. Your feedback will help us improve the quality of home support services you receive.

## Contact

For more information, contact a Vancouver Coastal Health - Community Health Centre/ Continuing Health Services Office in your area:

### Vancouver

**Central Intake: 604-263-7377**

**Palliative Access Line: 604-263-7255**

Three Bridges Community Health Centre  
1292 Hornby Street  
Vancouver, BC V6Z 1W2  
604-736-9844

Robert and Lily Lee Family Community Health Centre  
1669 East Broadway  
Vancouver, BC V5N 1V9  
604-675-3980

Pender Community Health Centre  
59 West Pender  
Vancouver, BC V6A 1G8  
604-669-9181

Evergreen Community Health Centre  
3425 Crowley Drive (at Joyce)  
Vancouver, BC V5R 6G3  
604-872-2511

Raven Song Community Health Centre  
#200 – 2450 Ontario Street  
Vancouver, BC V5T 4T7  
604-709-6400

Pacific Spirit Community Health Centre  
2110 West 43rd Avenue  
Vancouver, BC V6M 2E1  
604-261-6366

South Community Health Office  
6405 Knight Street  
Vancouver, BC V5P 2V9  
604-321-6151

### Richmond

Richmond Continuing Health Services  
5th Floor North Tower  
7000 Westminster Highway  
Richmond, BC V6X 1A2  
604-278-3361

### North Shore

**Central Intake: 604-986-7111**

Central Community Health Centre  
5th Floor, 132 West Esplanade  
North Vancouver, BC V7M 2Z8  
604-983-6700

Parkgate Community Health Centre  
2nd Floor, 3625 Banff Court  
North Vancouver, BC V7H 2Z8  
604-904-6450

West Community Health Centre  
#241-2121 Marine Drive  
West Vancouver, BC V7V 4Y2  
604-904-6200

### Coastal

Home and Community Care Powell River  
3rd Floor - 5000 Joyce Avenue  
Powell River, BC V8A 5R3  
604-485-3310

Home and Community Care Sechelt  
P.O. Box 2420, 5630 Inlet Avenue  
Sechelt, BC V0N 3A0  
604-741-0726

Home and Community Care Squamish  
P.O. Box 220, 1140 Hunter Place  
Squamish, BC V0N 3G0  
Toll free 1-877-892-2231

Home and Community Care Whistler  
P.O. Box 202, 4380 Lorimer Road  
Whistler, BC V0N 1B4  
604-932-4911

Home and Community Care Pemberton  
P.O. Box 8, 1403 Portage Road  
Pemberton, BC V0N 2L0  
604-894-6939

### Patient Care Quality Office

Vancouver Coastal Health  
(including Providence Health Care)  
Room CP-117 – 855 West 12th Avenue  
Vancouver, BC V5Z 1M9  
Tel: 1-877-993-9199 Fax: 604-875-5545  
Email: [pcqo@vch.ca](mailto:pcqo@vch.ca)  
Office hours are Mon – Fri, 8:30am – 3:30pm.  
The office is closed on Statutory holidays.

For more copies, go online at <http://vch.eduhealth.ca> or email [pchem@vch.ca](mailto:pchem@vch.ca) and quote Catalogue No. **EF.200.7C662**  
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The information in this document is intended solely for the person to whom it was given by the health care team.  
[www.vch.ca](http://www.vch.ca)

# What is Home Support?

## Home Support Services

North Shore, Sea to Sky,  
Sunshine Coast, Powell River,  
Richmond and Vancouver

## **What Is Home Support?**

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Home Support Services help people with on-going health conditions to remain in their homes and to be as independent and safe as possible. These services cannot replace the support from family, friends or community organizations but rather add to or supplement it. Support and relief for primary caregivers is also available.

There are a number of programs available through Home Support Services. Some charge a service fee based on your income.

### **Short Term and Convalescent Service**

To help for a short time until you become healthy and independent again (e.g. after being hospitalized or after surgery).

### **Long Term Service**

To help with on-going illness or disability.

### **Palliative Service**

To support and care for those with a terminal illness and limited ability to manage their care.

## **How Do I Get Home Support?**

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The first step is to place a call to Central Intake at your local Community Health Centre/Continuing Health Services Office, or speak to the

hospital social worker or Transitional Service Team member if you are in hospital. They will arrange for a health care professional to work with you and your family to help plan for your care and determine your eligibility for home support. If eligible, they will also arrange for a home support provider to meet with you. The home support provider will set up a schedule for a Community Health Worker to assist you in your home. Community Health Workers may work for an independent agency or the health authority depending on where you live.

A health professional will continue to see you to assess your on-going need for support, and help plan for changes in your care.

## **What Do Community Health Workers Do?**

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Community Health Workers have the experience and training to help you with:

- Getting out of bed and dressed
- Grooming and personal hygiene – washing, brushing hair, cleaning teeth, etc.
- Bathing and using the toilet
- Getting ready for and going to bed
- Taking medications
- Doing special exercises
- Relief for primary caregiver
- Other care tasks as required

## **The Home Support Provider**

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- Works with you to set up your schedule with a Community Health Worker.
- Answers your questions and looks into problems you may have with the home support.
- Supports and supervises the Community Health Worker.
- Talks about any change in your health needs with your health professionals.
- Bills you for any assessed home support service fee.

## **Making Home Support A Success**

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- Be at home when your Community Health Worker is expected. If you cannot be home, call the home support provider as soon as possible.
- If you miss an appointment without canceling with sufficient notice, you will still be charged your service fee.
- If the worker does not come when expected, call the home support representative.
- Tell the home support provider if there are any problems with your home support, or if you are especially pleased with the service.
- Ensure you have the supplies and equipment the Community Health Worker needs.
- Call your local Community Health Centre/Continuing Health Services Office:

- if your care needs change; or
- if there are on-going problems with your home support
- if you do not agree with the care and support you have been offered

If you have concerns about the quality of home support services that you haven't been able to resolve with the agency or Community Health Centre/ Continuing Health Services Office, you can call the Vancouver Coastal Health Patient Care Quality Office at: 1-877-993-9199.

## **Mutual Respect & Safety**

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All Community Health Workers are trained and supervised. Some may come from a different background than you do, but they know how to do their job. It is against the law in British Columbia to treat someone unfairly because of their gender, race, ethnic, religious background, sexual orientation, or because of any group they belong to. Clients, staff and Community Health Workers must treat each other with respect.

Your home will be the Community Health Workers workplace. All worksites are required to comply with WorkSafe BC regulations, which restrict employees to provide home support care only when it can be done safely and respectfully.