

Getting Started

STEP 1: Contact Us

- If you are at home, call the number for your community listed on the back of this brochure.
- If you are at the hospital, talk to your nurse, social worker or transitional service team member.

STEP 2: Participate in an Assessment

Our health care professionals will work with you, your family doctor and other health care professionals to assess:

- Your eligibility for home and community care services.
- What services best meet your needs and situation.
- How long you might need these services for.
- The costs, if any, for these services.

Step 3: Develop a Care Plan

If you are eligible for services, a health care professional will work with you to develop a care plan that meets your needs. It will be updated as your care needs change.

If there is a waiting list for the services that best meet your needs, the health care professionals will work with you to address your health needs while you wait.

Access Lines for Home and Community Care Services in your area:

COMMUNITY	PHONE NUMBER
Bella Bella	250-957-2308 ext. 341
Bella Coola	250-799-5339
Gibsons	604-741-0726
North Vancouver	604-983-6700
Pemberton	604-815-6859
Powell River	604-485-3310
Richmond	604-278-3361
Sechelt	604-741-0726
Squamish	604-815-6859
Vancouver	604-263-7377
West Vancouver	604-983-6700
Whistler	604-815-6859

For more information call your community access line or visit us on the VCH Website: http://www.vch.ca/your_health/health_topics/home_and_community_care/

For more copies, go online at <http://vch.eduhealth.ca> or email phe@vch.ca and quote Catalogue No. EF.400.H66
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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

Home and Community Care Services

Home and Community Care (HCC) services provide a range of health care and support services to people who have acute, chronic, rehabilitative or palliative health care needs.


HOME IS BEST

www.vch.ca



What we offer

We offer both short and long-term supports at home or in the community.

You may require services if you:

- Are released from hospital and need short-term care.
- Have an ongoing or chronic health issue requiring more care than you or your family can provide.
- Have a health issue that is getting worse and you need support to continue to live safely at home.
- Have a health issue that is making it impossible for you to continue to live safely at home.

These services are designed to help support but not replace the efforts of individuals to care for themselves with the assistance of family, friends and community.

How to qualify

- Be 19 years of age or older
- Be a resident of British Columbia (BC) (some services require a three month residency in BC)
- Be a Canadian citizen or have permanent resident status

Require care:

- After you have been released from the hospital
- At home to prevent you from going to hospital or
- For a life limiting illness

Services Provided

- Case Management
- Ambulatory Nursing Clinics
- Home Care Nursing
- Occupational & Physical Therapy
- Community Nutrition
- Home Support
- Adult Day Services
- Choice in Supports for Independent Living (CSIL)
- Home Oxygen Program
- Hospice Palliative Care
- Convalescent Care
- Respite Services
- Caregiver Support

Care and housing options include:

- Supported Housing for People with Physical Disabilities
- Assisted Living
- Residential Care Services

Costs

Some services are free. For others, there may be a cost. What you pay depends on your income, benefits you might receive (e.g. Extended Health Benefits, Veterans Affairs Canada, etc.), and your personal circumstances. If the cost of services poses a severe financial hardship, your situation can be reviewed. You may be eligible for a temporary rate reduction. Your health care professional will help you through the financial assessment and can answer your questions.

Costs may change over time

Contact the Home and Community Care access telephone number in your community for current costs. See the back page for those numbers.

